

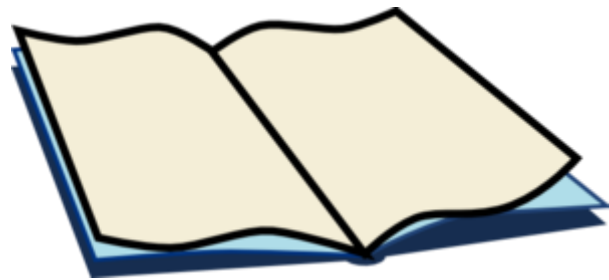


UN
Volunteers
inspiration in action

International UN Volunteer Handbook

Conditions of Service

United Nations Volunteers programme



Abbreviations

APDM	Advisory Panel on Disciplinary Matters
COS	Conditions of Service (for international UN Volunteers)
CTO	Compensatory Time Off
DSA	Daily Subsistence Allowance
FCC	Final Clearance Checklist
MDGs	Millennium Development Goals
OIOS	Office of Internal Oversight Services
OLA	UN Office of Legal Affairs
PFU	Primary Family Unit
RSA	Resettlement Allowance
SIG	Settling in Grant
SRSR	Special Representative of the Secretary-General
UNCITRAL	United Nations Commission on International Trade Law
UNDP	United Nations Development Programme
UNJMS	United Nations Joint Medical Service
UNSMS	United Nations Security Management System
UNV	United Nations Volunteers programme
VLA	Volunteer Living Allowance

Note: The accepted terminology is *international UN Volunteer*. This should not be abbreviated, though for brevity in this document references are sometimes made to *UN Volunteer*, which is applicable only to international UN Volunteers (see Section 1.1).

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Foreword

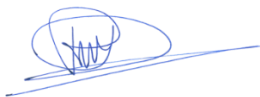
I would like to warmly welcome you to the United Nations Volunteers (UNV) programme as an international UN Volunteer. I am confident that you will have a rewarding and enriching experience as you support peace and development activities in your country of assignment. International UN Volunteers bring an immense reservoir of capacity, energy, creativity and willingness to contribute to peace and development results globally.

Volunteerism has deep roots in every society and is expressed in different forms. Through volunteerism, people everywhere provide services to others; they participate in networks of mutual aid or self-help; and they engage in social activism around a cause. All these forms of volunteer expression are linked by common characteristics: the act results in benefits for individuals, for the community, or for society; the element of free will is central in choosing to volunteer; and the desire for financial gain is not the motivating factor.

International UN Volunteers are mobilized by UNV at the request of a programme country to support peace and development programmes. Their international status often brings different perspectives and exchange of ideas to support volunteer initiatives, strengthen capacities at the community level, foster ownership and sustainability of development activities, and contribute to achieving sustainable development goals, including the MDGs and other internationally agreed goals.

The purpose of these Conditions of Service (COS) are to codify the means through which international UN Volunteers serve in countries other than their own, within the framework of the UN's support to a recipient country. The COS establishes a set of principles and specific terms and conditions that govern the service for international UN Volunteers and as such are an extension of the volunteer contract.

While contributing to improving the lives of others, UN Volunteers can expect to gain invaluable experience and technical skills which can serve them well when re-entering the paid workforce after volunteering. For many, it is an opportunity to develop further a range of personal skills. Above all, a UN Volunteer assignment is a unique opportunity to serve as a global citizen, in a multicultural setting alongside people from very different cultures and value systems within the framework of the ideals and aspirations of the United Nations. I am confident and hopeful that these COS will enable UNV to support the efforts of our UN partners for transformational change at the national level, and we are delighted that you will be part of that effort by committing yourself to serve as a UN Volunteer.



Richard Dictus
Executive Coordinator

1. Overall Guidelines

1.1 Scope and Purpose

The purpose of this document is to establish the basic terms and conditions of service for an international UN Volunteer, as well as the duties and obligations of the United Nations Volunteers (UNV) programme to international UN Volunteers. The provisions of these Conditions of Service for international UN Volunteers (ICOS) apply only to individuals recruited under the category as international UN Volunteers, including international UN Youth Volunteers, and those persons recruited under the UN Expatriate National Volunteers (formerly called TOKTEN Volunteers). Separate Conditions of Service have been established for national UN Volunteers and other volunteer initiatives administered by UNV that fall outside of the scope of this document.

1.2 Legal Status of UN Volunteers

As international UN Volunteers are not UN staff members, they are not subject to the UN Staff Regulations and Staff Rules or to the pay, benefits and other conditions contained in those staff rules and regulations. Their status is that of UN Personnel and their assignments are governed by this document including any amendments that may result in the revision of the ICOS from time to time, and by the terms of the Contract issued in each case.

1.3 Privileges and Immunities

Under the United Nations General Assembly mandate, UNV is administratively part of UNDP. Therefore, UNV programme assistance is covered under the UNDP Standard Basic Assistance Agreement (SBAA) with host governments. In accordance with the prevailing UNDP SBAA with the host governments, international UN Volunteers serving under the protections afforded by the UNDP SBAA are accorded the same privileges and immunities as enjoyed by UN Officials under the Convention on the Privileges and Immunities of the United Nations of 13 February 1946. These protections are extended as required for the independent exercise of the UN Volunteer's functions during their deployment, including time spent on travel to and from their place of deployment. UN Volunteers serving in UN Missions are covered under Status of Mission Agreements (SOMAs) and State of Forces Agreements (SOFAs). Finally, depending on the agencies to which they are assigned, international UN Volunteers may be covered by the arrangements agreed between these agencies and the governments concerned.

Taken in its totality, international UN Volunteers therefore generally enjoy privileges and immunities as are necessary for the independent exercise of their functions in connection with their work with the United Nations. Privileges and immunities are granted to UN personnel in the interests of the United Nations and not for the personal benefit of the individuals themselves.

In cases where the issue of privileges and immunities is disputed and involves a UN Volunteer in a protected functional activity, the UN Resident Coordinator / UNDP Resident Representative (RC/RR) should lead a formal approach to the host government in seeking resolution for the international UN Volunteer. In such a case, the Secretary-General of the United Nations shall, in consultation with the authorized official of the Host Agency, determine whether the international UN Volunteer is subject to legal process in respect of words spoken or written or of acts performed by him/her in his/her official capacity and shall assert or waive his/her privileges and immunities, as the case may be.

1.4 Definitions

a. International UN Volunteers

An international UN Volunteer is a UN Personnel member recruited and governed under the International UN Volunteer Conditions of Service.

b. Administering Office

The administering office will either be the United Nations Development Programme (UNDP) country office or UNV Field Unit located either in the UNDP country office or within a UN mission. The administering office administers and manages the entitlements, the general terms of an international UN Volunteer assignment, monitors the assignment, is a focal point for international UN Volunteers for issues to be taken up with UNV Headquarters, and provides the initial briefing.

c. Host Agency

The Host Agency is a UN entity that has requested the service of the international UN Volunteer. The international UN Volunteer is assigned to activities supported by the Host Agency during the international UN Volunteer assignment.

d. UNDP Resident Representative (UNDP RR)

The Resident Representative is the highest level of authority at the UNDP Country Office level. The Resident Representative normally serves as the UN Resident Coordinator for the entire United Nations system and in particular instances in a given country as the UN Humanitarian Coordinator. The UNDP Resident Representative represents UNV at the country level.

e. UNDP Country Office (UNDP CO)

The UNDP Country Office is the UNDP representation in a given country. UNDP's and, in most cases, UNV's activities are coordinated from the UNDP country office.

f. UNV Field Unit (UNV FU)

The UNV Field Unit is the field representative entity of UNV which is tasked to manage a variety of in-country functions on behalf of UNV including UN Volunteer assignments. It is headed by a UNV Programme Officer located in the UNDP country office or a Programme Manager within a UN mission.

g. Description of Assignment (DOA)

The Description of Assignment outlines the terms of the international UN Volunteer assignment, and includes the duty station and Host Agency for which the international UN Volunteer has been mobilized. It forms part of the international UN Volunteer contract.

h. Country of Assignment

The country of assignment is the country which benefits from the services of the international UN Volunteer. Generally the Country of Assignment is both the geographic location where the international UN Volunteer provides services and the place where the assistance is received, though in some rare circumstances this may only refer to the latter.

i. Duty station

The duty station is the physical location where, according to the Description of Assignment, the international UN Volunteer will stay and carry out his or her volunteer service. Under the security system of the United Nations, the UN Department of Safety and Security (DSS) determines whether a duty station is classified as either "family" or "non-family."

j. Place of recruitment

The place of recruitment is the location from which the international UN Volunteer was recruited and started the assignment travel.

k. Domicile

The domicile is the address indicated at the time of being selected as an international UN Volunteer where the international UN Volunteer holds his or her permanent principal home and to which the international UN Volunteer will return or intends to return upon repatriation.

l. Period of assignment

The period of assignment is made of one or a series of contracts in the same country of assignment during which an international UN Volunteer is expected to perform tasks as outlined in the Description of Assignment for one Host Agency. The period of assignment

begins at the Commencement of Service date and ends with the separation of service under the terms of the UNV Contract.

m. UNV Headquarters

UNV Headquarters is the central administration of UNV.

n. Family Status:

International UN Volunteers are deemed to have a family status if they meet the criteria for eligible Primary Family Unit dependants, which is covered in greater detail in Section 5.3.

2. UNV Code of Conduct

The UNV Code of Conduct applies to all persons who serve as international UN Volunteers including those retaining their UN Volunteer status under a Special Leave Without Pay arrangement.

a. International UN Volunteers will ensure that they undertake their duties in the interests of the United Nations. International UN Volunteers will uphold and promote the highest standards of ethical and professional conduct as well as values inherent in volunteerism, such as commitment, engagement and solidarity. International UN Volunteers shall uphold the highest standards of efficiency, competence and integrity. 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. In accordance with the ideals of voluntary service, UN Volunteers will be guided by the motivation to devote their knowledge and abilities without regard to financial remuneration. UN Volunteers shall not use their function for the United Nations or knowledge obtained therefrom for private benefit of themselves or others, or to the detriment of others.

c. UN Volunteers shall 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 men and women. Consequently, international UN Volunteers will show respect for all persons equally and shall not discriminate against any individual or group of individuals.

d. UN Volunteers must report any breach of the United Nations' Rules and Regulations, including the UNV Code of Conduct, to the officials whose responsibility is to take appropriate action. In particular, international UN Volunteers must report any form of discrimination, retaliation or harassment, including sexual or gender harassment, and

any form of sexual exploitation and abuse. They are obliged to cooperate with any duly authorized audits and investigations.

e. International UN Volunteers must comply with local laws and honour their private legal obligations. Functional privileges and immunities of the United Nations are no excuse for international UN Volunteers to fail to comply with local laws and their private legal obligations.

f. In the spirit of respect for all persons, international UN Volunteers must not engage in any form of harassment as well as all forms of sexual exploitation and abuse, as described in Appendix VI, in accordance with ST/SGB/2003/13, which shall apply to UN Volunteers *mutatis mutandis*.

g. Any form of discrimination, harassment, and abuse of authority, as outlined in Appendix VII is prohibited.

h. Although international UN Volunteers are not expected to relinquish national sentiments or political and religious convictions, they will not engage in any activity that may be inconsistent with the independence and impartiality required of persons affiliated with the United Nations. International UN volunteers will avoid any action and, in particular, any public statement, which may reflect negatively on the United Nations, or on the integrity, independence and impartiality that are required by their function for the United Nations.

i. During their assignment international UN Volunteers shall be loyal only to the interests of the United Nations and shall conduct themselves at all times in a manner appropriate for their status. As such, UN Volunteers shall, unless authorized by UNV or the Host Agency, neither seek nor accept instructions from any government or from any other source external to the UN system, except in the course of receiving work-related instructions in the context of an assignment.

j. Unless authorized by UNV or the Host Agency, international UN Volunteers shall 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. These obligations do not end upon separation from the UN Volunteer assignment.

k. UN Volunteers shall not, unless authorized by UNV or the host agency, accept any honour, decoration, favour, gift or remuneration from any government or non-governmental source for activities carried out in the course of their official functions.

l. International UN Volunteers are generally encouraged to promote the benefits of volunteering for peace and development and engage in volunteer activities outside the formal work setting, they shall not engage in any outside occupation or employment, whether remunerated or not, without the approval of the UNV programme. In this connection, international UN Volunteers shall disclose to UNV any association with a profit-making or business activity, or outside occupation. In particular, UN Volunteers shall avoid any conflict of interest between private activities and their functions for the United Nations. A conflict of interest arises from the occurrence of any factor that may affect or reasonably appear to affect the ability of a UN Volunteer to independently and impartially discharge any official function assigned to him or her.

m. International UN Volunteers are not authorized to accept or undertake paid work or engage in business activities during their assignments, nor may they accept non-remunerative functions such as holding office or serving as a member in governmental and non-governmental bodies in the country of assignment.

n. International UN Volunteers are not authorized to speak or write publicly on behalf of the UN unless specifically authorized to do so.

In addition to the UNV Code of Conduct, international UN Volunteers are required to abide by any applicable Host Agency specific regulations, policies or administrative issuances governing the conduct of personnel.

3. General Provisions

3.1 Eligibility Criteria for International UN Volunteers

a) Nationality and residency status

International UN Volunteers must meet the following criteria:

1. Nationals of a country other than the country of assignment;¹
2. UNV recognizes only one nationality for a volunteer assignment in a country or territory which is determined at the time of Commencement of Service for the first UN Volunteer assignment. In cases of multiple nationalities, UNV reserves the right to determine the nationality of the individual based on the nationality with which in the opinion of UNV Headquarters the individual is most closely

¹ With exception to the UN Expatriate National Volunteer. See Section 22.

associated. If the individual has previously served the UN as a staff member, UNV will recognize the primary nationality under which he or she was registered under the staff assignment, unless the international UN Volunteer compellingly demonstrates a closer association with another nationality.

3. International UN Volunteers are not permitted to hold the nationality of the country of assignment either as their primary nationality or as one of multiple nationalities².

b) Age limits

1. International UN Volunteers have to be at least 25 years of age.
2. International UN Youth Volunteers have to be between 18 and 29 years of age
3. Well-qualified and suitable older candidates can serve as international UN Volunteers up to an age covered by the life insurance carrier.
 - Volunteers exceeding the age covered by the life insurance carrier may be exceptionally authorized to serve as a UN Volunteer if they can prove they are covered by an equivalent life insurance policy at their own expense.

c) Maximum periods for international UN Volunteering

A person below the applicable UN retirement age may serve for a maximum of 4 years in international UN Volunteer assignments irrespective of time served under other UN Volunteer modalities. Service as an international UN Youth Volunteer does not count towards the maximum service period for other international UN Volunteer assignments.

The period served as an international UN Volunteer will be reset and the person may serve again up to a maximum of 4 years as an international UN Volunteer after a lapse of 10 years after completion of the last international UN Volunteer assignment. The maximum period of international UN Volunteering will only be reset once during a lifetime.

Those older than the applicable UN retirement age or former UN staff who have retired from the United Nations system do not face any maximum service restrictions.

² In specific cases, UN Volunteers serving under initiatives such as the UN Expatriate National Volunteer scheme and others may have the same nationality as that of the country of assignment though they are provided the same benefits and entitlements as international UN Volunteers and are governed by these Conditions of Service. In these cases, a different set of rules may also apply per the applicable policy documents regulating those programmes. See Section 22.

3.2 Work Management

a) Host Agency Integration

While they remain under the exclusive administrative authority of UNV, for their day to day work, international UN Volunteers are managed and supervised by the Host Agency. International UN Volunteers are subject to the regulations of the Host Agency for working hours, working days, telecommuting options, flexible working arrangements, overtime working hours and observance of public holidays.

Where the UN Volunteer is called upon to work, within reasonable limits, beyond official working hours, there will be no additional payment made.

b) Compensatory Time Off

If an international UN Volunteer is obliged to work regularly beyond the official working hours, she/he may be granted compensatory time off (CTO) equal to the number of extra hours worked in accordance with the local practice of the Host Agency for international UN staff members. However, no payment in lieu of CTO can be made. The purpose of CTO is to allow adequate rest to UN Volunteers.

3.3 Reassignment, Temporary Assignment and Mission Travel

a) Reassignment Outside of Designated Duty Station or Mission Area

Reassignment of over three months, to another duty station or mission area, for UN Volunteers serving with UN missions, either within or outside of the country of assignment, is permissible when between the same UN entities in accordance with certain criteria. International UN Volunteers who are requested to accept an official reassignment must comply with all the following conditions:

- The reassignment request is in line with UNV's standard operating procedure on reassignment;
- Authorized by mutual consent of the current Host Agency, the recipient Host Agency, UN Volunteer, and UNV HQ to be reassigned to a new duty station outside their current location or new mission area;
- The receiving UN entity agrees to the transfer of all accrued entitlements;
- No material changes have been made to the new Description of Assignment.

International UN Volunteers meeting the stated criteria will not be required to refund part of the original Settling-In-Grant (when applicable), and the following financial provisions

will be made available by the Host Agency/project/Mission for the international UN Volunteer to settle in the new duty station:

- i. Settling-In-Grant payment for the new duty station or mission;
 - a. One Monthly Living Allowance payment for location within the same country of assignment of the original duty station or mission area;
 - b. Two Monthly Living Allowance payments for locations outside of the same country of assignment of the original duty station or mission area.
- ii. Additional Settling-In-Grant payment based on the amount paid above for accompanying eligible dependants to the new duty station;
- iii. One-way ticket in accordance with the UNV travel policy for the UN Volunteer and eligible dependants to the reassigned duty station;
- iv. New payment for shipment of personal effects for UN Volunteer and eligible dependants in accordance with Section 5.5(j).

b) Temporary Assignment Outside of Designated Duty Station or Mission Area

Temporary assignment of international UN Volunteers by the Host Agency to work in another project or duty station or mission area that does not materially differ from the functions contained in the Description of Assignment is permissible up to three months in accordance with standard UN procedures as described in Section 3.3(c) below. Absence from the regular duty station or project beyond three months requires a reassignment and official change of duty station or mission area, and financial provisions will be made available by the Host Agency for the UN Volunteer to settle in the new duty station in accordance with Sections 3.3(a)(i-iv) above.

c) Mission Travel Initiated by Host Agency

Travel of a UN Volunteer on mission is normally limited to journeys within the country of assignment. However, travel connected with project or programme activities to another country may be authorized by the Host Agency. All air travel, irrespective of the number of hours of travel, will be based on the economy class ticket using the most direct and least costly (DLC) fare. The entitlements such as UNDSA and terminal expenses for all forms of travel will be in accordance with standard UN procedures. Irrespective of the funding source of the assignment, the costs will be charged to the Host Agency and will not be considered part of the cost of fielding the UN Volunteer.

3.4 Proprietary Rights

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 an international UN Volunteer as part of his or her official duties shall be vested in the Host Agency. In addition, UNV will enjoy a perpetual, royalty-free, non-exclusive and non-transferable license to use such intellectual property or other proprietary rights.

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

4. Appointment as an international UN Volunteer

4.1 Selection

After an applicant is notified of having been selected for an international UN Volunteer assignment, he or she will be considered a selected candidate. The candidate will not become an international UN Volunteer until successful completion of the volunteer recruitment process as outlined in this chapter.

4.2 International UN Volunteer Offer and Contract

- a. Once the selected candidate has indicated acceptance of the assignment, he or she will be sent the international UN Volunteer Letter of Offer (hereinafter the “Offer”).
- b. The Offer will contain a standard text, including the duration and entitlements for the respective international UN Volunteer assignment. It will be sent with the following attachments:
 1. The Description of Assignment for the respective international UN Volunteer assignment;
 2. A copy of the International UN Volunteer Conditions of Service;
 3. Medical Clearance documents;
 4. Country of assignment government clearance forms, where applicable;
 5. Information on the country of assignment;
 6. The UNV Designation, Change or Revocation of Beneficiary form (Appendix V).
- c. The selected candidate is duly required to complete and sign all forms, date and sign the Offer and submit all documents to the recruitment focal point within seven days of receipt.

The Offer is conditional subject to the following:

- 1) Medical clearance from the appropriate UN entity stating that the selected candidate is physically fit to take up the international UN Volunteer assignment and perform the required functions;
 - 2) Applicable government clearances, such as moving permissions or visa and entry requirements;
 - 3) Applicable security clearance and prior training requirements;
 - 4) Any other clearances and conditions which may be applicable.
- d. No appointment as a UN Volunteer will enter into force before the selected candidate is fully cleared, has arrived in the designated country of assignment, and has signed the international UN Volunteer Contract (see below Section 4.2(f) and Appendix I), and Beneficiary Form (see Appendix V).
 - e. When the selected candidate has received the Offer, along with the list of entitlements specific to the assignment and country as well as obligations contained in the international UN Volunteer Conditions of Service, she/he is required to acknowledge receipt of this material and agree to the terms and conditions of the assignment, by signing the Offer.
 - f. Signature of the Offer constitutes a commitment to formalize the appointment as a UN Volunteer and a pre-contractual relationship is formed with mutual obligations between the UN Volunteer and the UNV programme before traveling to the country of assignment. The selected candidate will not be authorized to undertake travel until she/he has confirmed her/his agreement to the terms by signing the Offer.
 - g. Once in the country of assignment and upon meeting all the conditions precedent contained in the Offer (see Section 4.6) the selected candidate will be presented with an international UN Volunteer Contract (hereinafter the "Contract") (see Appendix I).
 - h. By signing the Contract the selected candidate confirms to have read, understood and accepted the terms of the international UN Volunteer assignment as outlined in the Contract and all annexes thereto including the International UN Volunteer Conditions of Service.
 - i. The Contract is strictly limited to the dates of the UNV assignment outlined therein. The Contract carries no expectancy of extension or renewal beyond those dates, or of conversion into another UN Volunteer assignment or any other contract type including UN staff appointments.
 - j. Material changes to the Contract terms such as change of the duty station or changes to the Description of Assignment can only be made when UNV, the

international UN Volunteer, and, where applicable, the Host Agency agree – except where explicitly permitted otherwise under the terms of this document.

4.3 Commencement of Service

- a. The selected candidate will be considered an international UN Volunteer as of the Commencement of Service date, which is formalized at the moment of signing the Contract.
- b. The Commencement of Service date is generally the date on which the selected candidate arrives to the country of assignment, though for Locally Identified Candidates the date is set on the day of signing the Contract. The Commencement of Service date will be set in the Contract.
- c. As part of the Offer the date for which the selected candidate is required to arrive in the country of assignment and report for service is generally agreed upon beforehand, forming a condition precedent for signing the Contract.

4.4 UNV ID-card

a) Purpose of the UNV ID card

A UNV ID card will be issued to all international UN Volunteers to help them secure the courtesies and facilities normally offered by the authorities in the country of assignment to other international UN personnel. It is not intended to replace or substitute the UN Volunteer's official national travel document (passport). The UNV ID card is provided in addition to any other local identification documents that may be issued by UNDP CO/host agency and/or the host government.

The UNDP CO in the country of assignment is authorized to sign and issue UNV ID cards which will be supplied by UNV Headquarters.

b) Duration of the UNV ID card

The UNV ID card is issued for the exact initial duration of the assignment. Its validity is extended as authorized by UNV Headquarters, in conjunction with any extension of assignment.

c) Contents of the UNV ID card

In addition to the UN Volunteer's name, agency and country of assignment, the UNV ID card contains the following text in Arabic, Chinese, English, French, Russian and Spanish: *"The bearer of this identity card is a United Nations Volunteer. It is requested that courtesies and facilities be extended to him (her) in accordance with his (her) special status*

as a member of the United Nations Volunteers (UNV) programme and to facilitate by all suitable means the task in which he (she) is engaged”.

d) Inclusion of Primary Family Unit members in the UNV ID card

Where applicable, the names of the Primary Family Unit (PFU) members who are authorized to join the UN Volunteer at the duty station will be added to the UNV ID card.

e) Endorsement of the UNV ID card

Arrangements will be made by the UNDP CO to have the UNV ID card endorsed by the host government, with a similar text in the official language of the country of assignment, if so required to facilitate the functional privileges and immunities protections afforded to all international UN Volunteers.

f) Return of the UNV ID card

The UNV Field Unit must ensure that the UN Volunteer returns the UNV ID card at the time final entitlements are paid. The UN Volunteer may retain the ID card if authorized by the UNV Field Unit or administrative authority under the following circumstances:

1. If the UN Volunteer is being immediately reassigned to a new duty station in the same country;
2. If it is considered helpful to facilitate the UN Volunteer’s return travel to her/his place of recruitment/home country;
3. If the UN Volunteer wishes to keep the ID card as a token of her/his UN Volunteer service, the UNV Field Unit may authorize it after voiding the card.

g) Loss or theft of the UNV ID card

In case of loss or theft the UN Volunteer must report in writing as soon as possible to the UNV Field Unit or administrative authority, providing an explanation of the circumstances of the loss or theft along with a copy of the report filed with the local police authorities, where applicable. The UNV Field Unit has the authority to replace a lost UNV ID card in consultation with UNV Headquarters.

Due to safety and security issues, reporting requirements for lost or stolen UNV ID cards should be strictly adhered to by the UN Volunteer.

4.5 Entry Medical Examination

a) United Nations Joint Medical Services Review

The selected candidate must undergo and pass an entry medical examination by a competent medical practitioner which must approved on review by a UN examining

physician or a UN-designated physician in the United Nations Joint Medical Services (UNJMS) as a prerequisite before being accepted as a UN Volunteer. It is essential that the UN Volunteer begins the assignment in good health, as it is in the interest of UNV that all UN Volunteers are medically fit to serve throughout the duration of their assignment.

An entry medical examination is generally required for all assignments. However, in certain circumstances for short-term assignments, the requirement of a full medical examination may be waived in favour of a satisfactory medical certificate (see Appendix IX) from a qualified member of the medical profession.

The medical examination and related details are to be sent to the UNJMS. A UN examining physician then reviews the medical examination and gives the required medical clearance or otherwise. If necessary, the UNJMS undertakes a further review to determine whether any additional medical information should be obtained or whether any qualifying conditions should be indicated in connection with the assignment. The UNJMS retains the entry medical examination documentation to enable it to provide medical advice in the event of being subsequently consulted.

In no case will the selected candidate be authorized to begin an assignment or undertake travel to the country of assignment until this formal medical clearance has been given.

b) Medical reports

All medical reports will be retained by the UNJMS system which will maintain strict confidentiality, although records can be shared in the context of internal investigations or requests from insurance providers.

c) Reimbursement of entry medical examination costs

The costs of the above entry medical examination is not reimbursable by the UNV medical insurance provider. The cost of the entry medical examination is intended to be covered by the pre-departure lump-sum payment (see Section 5.4).

4.6 Mutual Implications of Withdrawing or Declining the Offer

It is emphasized that UNV and the selected candidate have assumed a mutual legal obligation from the date when the selected candidate fulfils the conditions of the Offer in order to travel to the country of assignment. Prerequisites for doing this are the important pre-conditions that the UN Volunteer must have met:

1. the selected candidate has indicated her/his written acceptance of the assignment terms under the Offer;
2. the selected candidate has been medically cleared;

3. and the selected candidate has received all applicable government clearances, such as moving permissions or visa and entry requirements;
4. fulfilled all applicable security clearance requirements, or any other clearances and conditions which may be applicable.

If the Offer is withdrawn at the request of the Host Agency/UNV after all the recruitment formalities have been completed and the UN Volunteer is ready to leave for the country of assignment, an amount of compensation will be due. The individual will be paid one month of Monthly Living Allowance (MLA) of the proposed country of assignment, which is equivalent to the notice period for termination. (See Section 12.2(b)). If the Offer is withdrawn before all of the recruitment formalities have been completed then compensation only of expenditures incurred for government and medical clearances will be reimbursed.

If the candidate declines to take up the assignment after signing the Offer, she/he will be required to refund to the programme any amounts that have already been disbursed (such as pre-departure expenses, payment for shipment of personal effects, cost of travel to the duty station, etc.). If she/he does not refund the sums disbursed she/he will be excluded from future opportunities to be a UN Volunteer (see also Section 5.5(d) on mutual obligations for travel) and appropriate legal steps will be taken to recover outstanding dues.

Travel to the country of assignment constitutes a condition precedent to appointment as a UN Volunteer, even though the Contract might not have been issued or signed.

This mutual obligation will not commence earlier than three days prior to arriving in the country of assignment. Under very rare circumstances where the travel may take more than three days, UNV will review the situation on a case-by-case basis and advise accordingly.

The individual is covered for medical and life insurance and security emergencies during travel. The payment of allowances and other benefits will begin from the date of arrival in the country of assignment (or in the country in which the UNDP CO responsible for the programme is situated, if different from the country of assignment).

This date of arrival in the country of assignment is normally also the date of Commencement of Service, and is the date that is referred to in the formal Contract.

5. Allowances

5.1 Purpose and Character of International UN Volunteer Allowances

The purpose of the allowances for international UN Volunteers is to enable the international UN Volunteer to sustain a modest and secure standard of living at the duty station. The allowances are in no way to be understood as a compensation, reward or salary in exchange for the volunteer work.

5.2 Living Allowances and Other Entitlements

The UN Volunteer receives the following entitlements:

- a. Travel of eligible Primary Family Unit members to approved family designated duty stations;
- b. Pre-departure Allowance, a one-time payment made only to the UN Volunteer to help meet expenses incurred before traveling to the duty station such as medical examination and initial visa clearances;
- c. Travel to and from the duty station with 23 kilograms checked-in luggage allowance;
- d. A Settling-In-Grant (SIG), one-time lump sum amount to help meet initial expenses after arriving at the designated duty station;
- e. A monthly Volunteer Living Allowance (VLA), which includes a Monthly Living Allowance (MLA) intended to contribute to safe and adequate accommodation, transportation, and a modest standard of living, as well as Family Allowance (FA) for those with an eligible Primary Family Unit members;
- f. A Well-Being Differential to ameliorate the added financial burden for those serving in hardship duty stations;
- g. In some locations, there is an Accommodation Supplement to recognize distorted rental markets that place an undue financial burden on the UN Volunteer or the need for additional residential security measures or both.
- h. Facilitation of Home Visit, depending on duration of assignment and the nature of the duty station;
- i. Provision for Annual Leave, uncertified/certified Sick Leave, Maternity and Paternity Leave, Family Leave, and official holidays;

- j. Social security provisions, in the form of insurance for medical, dental and hospital care; and life and disability insurance;
- k. Assistance for emergencies related to safety/security and medical needs;
- l. A Resettlement Allowance (RSA) to assist the international UN Volunteer to readjust both professionally and personally upon completion of service.

Each of the above is described in the following sections of this Handbook.

5.3 Dependants

a) Membership criteria

The Primary Family Unit membership criteria are defined as:

- spouse (one) and a maximum of two unmarried children who have not yet reached the age of 21, at the date of the commencement of the assignment; or
- maximum of three unmarried children who have not yet reached the age of 21, at the date of the commencement of the assignment.

All eligible PFU members must be listed, along with all other dependant children, on the UN Volunteer's Personal History Statement form (PHS) when she/he applies. The UN Volunteer is required to submit the relevant marriage, birth and, where appropriate, adoption certificates to formally establish the dependency relationships.

Step-children may be recognized as part of the PFU based on submission of a legal certificate of guardianship of the UN Volunteer or her/his spouse. The UN Volunteer must demonstrate that she/he has the legally established primary parental and financial responsibility for any children claimed as primary dependants. Such documentation is reviewed by UNV Headquarters at the time of recruitment. UNV will not recognize any person as a dependant who does not meet the above requirements as part of the PFU.

Once a recognized primary dependant child reaches the age of 21 or marries, she/he will no longer be considered as part of the PFU. It will be the responsibility of the UN Volunteer to inform UNV that the dependant child has reached 21 years of age or has married. Health insurance, security and medical evacuation entitlements will cease upon a dependant child reaching the age of 21 years or marrying. Health insurance may be extended as an option, at the UN Volunteer's expense. (See Section 9.1(b), below). However, the entitlement to repatriation travel remains unaffected.

PFU members who will reach 21 years of age within the first 6 months from the expected date of arrival at the duty station will not be eligible for any PFU member entitlements.

However, she/he will be still considered as part of the PFU and the family allowance will be reflected in the VLA until the date she/he reaches the age of 21.

New additions to the PFU are only permitted in cases of:

- birth or adoption of a new child so long as the maximum number of PFU members has not yet been reached;
- one child ceases to be recognized as part of the PFU under the following circumstances: turning 21, marriage or death, or;
- if the spouse ceases to be recognized due to divorce or death.

If the above conditions are met an additional child or a new spouse may be included in the PFU and will be provided with full dependant entitlements. Other requests for substitution of PFU members are not permitted.

b) Other dependants

There are two other groups of dependants that are not PFU members but whose status is as follows:

1. Additional primary dependants who are not part of the PFU described above: These are children, under 21 years of age, or additional spouses, who do not meet the PFU membership criteria set forth in Section 5.3(a). These dependant children may be authorized to join the UN Volunteer at the duty station. The UNDP CO helps in making the arrangements for their travel to the duty station, but the UN Volunteer must bear all the costs related to travel and shipment of personal effects, and is also fully responsible for her/his additional primary dependants while they are at the duty station. Medical insurance for the additional primary dependants at the duty station is compulsory and at the expense of the UN Volunteer. In the absence of proof of medical coverage under other insurance providers, the relevant premiums will be deducted from the monthly VLA.
2. Non-primary dependants are other relatives of the UN Volunteer (such as parents, siblings, adult children over 21 and others), who travel to the duty station, but for whom UNV and the UN system in general have no responsibility or liability. The travel of these individuals and their stay at the duty station is an entirely private matter.

c) Spousal definition and determination

The legal status of the recognized spouse, and the specific rights and obligations associated with that status, varies by country and culture. A spouse is a partner in a legal marriage, civil union, domestic partnership or common-law marriage. The fundamental condition under which UNV recognizes a spouse is that the spousal relationship will be

determined by reference to the law of the competent authority under which the personal status has been established.

UNV Headquarters will determine whether a spousal relationship may be recognized for the purpose of UNV benefits. In case of doubt, UNV Headquarters will consult with the appropriate legal bodies. The UN Volunteer is required to provide UNV with any requested supporting legal documentation in determining eligible spouses.

5.4 Pre-Departure Allowance

The UN Volunteer receives a set amount that is a contribution towards expenses incurred before departing to the designated duty station. This is a one-time payment made only to the UN Volunteer to help meet pre-departure expenses, including all costs related to obtaining passport and visa(s), entry medical examination, vaccination(s), purchase medicines and required prophylactic health items.

5.5 Travel Entitlement

a) Travel Entitlement of UN Volunteer

UN Volunteer and eligible dependants are entitled to travel under the following circumstances:

- On initial appointment, provided that the UN Volunteer is considered to have been internationally recruited;
- On change of official duty station, as defined in Section 3.3;
- On Home Visit, as defined in Section 5.11.
- Repatriation from service, as defined in Section 6.1;

b) Travel documents

UN Volunteers (and any traveling PFU members) travel under their own respective national passports. The UN Volunteer will not generally be issued with the United Nations Laissez-Passer.

c) Visas and clearances

1. Assistance in the country of recruitment

It is the responsibility of the UN Volunteer to obtain the necessary clearances including transit and entry visas from the respective embassies/consulates for all UN Volunteer entitlement travel. The UNDP CO or cooperating organisation in the country of recruitment will provide assistance. This is often in the form of a certificate or a letter

(note verbale) to the appropriate authorities. Please refer to Section 10.1(b) for details on security clearance.

2. Assistance in the country of assignment

If there is no diplomatic or consular representation of the country of assignment in the place of recruitment, the UNDP CO will coordinate the issuance of entry visas for the UN Volunteer and PFU members.

The UN Volunteer and PFU members should not leave the place of recruitment until they obtain the required authorization to travel, transit and entry visas. If an entry visa cannot be obtained beforehand, the UN Volunteer and PFU members may only travel upon receipt of written confirmation from the UNDP CO in the country of assignment that an entry visa will be issued upon arrival in the country.

d) Authorization to travel

Before travel is undertaken, it shall be authorized in writing by UNV Headquarters. A UN Volunteer shall be responsible for ascertaining that he or she has the proper authorization before commencing travel.

e) Standard of travel

Entitlement 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 obtain permission to do so from UNV Headquarters in advance and assume the responsibility for all changes, including payment of any additional costs thus incurred above the entitlement authorized by UNV Headquarters.

A UN Volunteer who deviates from the approved travel route for his/her personal convenience is not covered by UNV's liability during the legs of the journey which correspond to the deviation from the approved route.

f) Mode of travel

The normal mode of travel for all entitlement travel shall be by air. UN Volunteers are not entitled to alternative modes of travel.

g) Terminal expenses

For all travel entitlements, a UN Volunteer and eligible dependants are entitled to payment of terminal expenses at rates and under conditions established by UNV Headquarters. Terminal expenses shall be deemed to cover all expenditures for transportation and incidental charges between the airport or other point of arrival or departure and the hotel or other place of dwelling in respect of the UN Volunteer and each family member authorized to entitlement travel.

No terminal expenses shall be paid in respect of an intermediate stop that:

- (i) Is not authorized;
- (ii) Does not involve leaving the terminal;
- (iii) Is exclusively for the purpose of making an onward connection on the same day.

h) Air Travel Entitlement

UNV will provide the following for UN Volunteer travel entitlements:

The UN Volunteer and each eligible PFU member are provided with a one-way direct least-costly (DLC) economy class ticket for the route from the nearest airport in the place of recruitment to the designated duty station. Tickets will include a minimum allowance of 23 kilograms for checked-in luggage.

If travellers have a stopover in the approved official itinerary that is seven (7) hours or more in duration they are entitled to UN Daily Subsistence Allowance (UNDSA) for accommodation at the stopover point.

When the UN Volunteer travels with PFU members she/he receives one hundred percent of the UNDSA rate and each accompanying member of the PFU receives fifty percent of the UNDSA for unavoidable overnight stops. When PFU members travel alone, the first member receives one hundred percent of the UNDSA rate and other accompanying member/s receive fifty percent of the UNDSA rate for unavoidable overnight stopovers. A lump sum amount for terminal expenses is paid per traveller.

UNV will not provide a cash option for entitlement travel under any circumstances

i) Mandatory Stopovers in Locations Outside the Country of Assignment

For assignment and repatriation travel the Host Agency may arrange for briefing or debriefings at a designated location outside of the country of assignment before reaching the final destination. If a Host Agency requests a briefing or debriefing outside of the country of assignment, UNV Headquarters will authorize travel and the Host Agency will be responsible to meet additional costs (difference in international travel cost plus the additional UNDSA for diversion via the place of briefing/debriefing).

j) Shipment of personal effects

The UN Volunteer and each PFU member receives a lump sum to meet costs related to the shipment of personal effects, including transport, customs clearance, storage, insurance, etc. The lump sum for shipment of personal effects for PFU members is subject to the condition that they expect to remain for at least six months at the duty station.

Regardless of whether or not the UN Volunteer organises the travel for her/himself and PFU members, she/he is responsible for all aspects of any shipment she/he makes with the lump sum provided.

k) Fully funded UN Volunteers

The pre-departure expenses, travel arrangements, shipment of personal effects and any other entitlements of a fully funded UN Volunteer will normally be determined in accordance with the procedures and regulations of the cooperating organisation, unless agreed otherwise with UNV. The fully funded UN Volunteer will be advised accordingly.

In the case of arrangements made directly by or with the cooperating organisation, the fully funded UN Volunteer submits related claims directly to the cooperating organisation.

l) Locally recruited international UN Volunteers

Locally recruited international UN Volunteers are not entitled to the lump sum payments for pre-departure expenses, shipment of personal effects and the arrangements for international segment of assignment travel. The cost of the entry medical examination will be reimbursed.

For PFU members not residing in the country of assignment, travel entitlements are outlined below in Section 5.6.

If the duty station is different from the place of recruitment, travel to the duty station is considered a part of assignment travel and is organised by UNDP CO.

5.6 Dependant Travel and Residency Permission

a) Criteria for eligible primary dependants to join the UN Volunteer at the duty station

The UNDP RR in the country of assignment is delegated to approve the travel of eligible primary dependants to join the UN Volunteer at the duty station, subject to the following conditions:

1. DSS classifies the duty station as a “family duty station”;

2. UNDP CO confirms that the nature of the assignment, living conditions and other factors, such as availability of housing, schools and medical facilities, are suitable for dependants to reside at the duty station;
3. The duration of the contract is a minimum of 12 months;
4. The UN Volunteer confirms that accommodation is secured (or confirms that she/he understands and accepts that the responsibility, financial and otherwise, for securing accommodation is totally her/his own) and that, having joined her/him, the dependants will spend at least six months at the duty station;
5. The UN Volunteer has submitted the relevant marriage, birth and/or adoption certificates to UNV Headquarters for verification in a timely manner;
6. Confirmation that visas and clearances (as applicable) have been arranged;
7. UNV has issued an authorization for the PFU members to join the UN Volunteer at the duty station.

Not meeting all the above requirements will result in the loss of eligible PFU travel entitlements to the duty station and/or loss of security provisions for additional primary dependants.

Health insurance coverage for eligible PFU members will commence only as of the date the UN Volunteer notifies UNV of eligible PFU members' presence at the duty-station.

N.B. UNV will not cover costs for dependants who will reach 21 years in less than six months from the expected date of arrival in the country of assignment.

b) Travel of PFU members

When the above conditions have been met, at the request of the UN Volunteer, the UNDP CO in the country of recruitment will proceed with travel arrangements for the PFU members according to the Offer or travel authorization.

It may be authorized for PFU members (some or all) to travel to the duty station with the UN Volunteer during the assignment travel. Before doing so however, the UN Volunteer is advised to ascertain that the prospects of finding suitable accommodation are good, and that she/he will not bear an undue financial burden by bringing the PFU members to the duty station before securing accommodation. This is particularly important because the programme assumes no financial responsibility and provides no daily subsistence allowance for temporary accommodation other than the Settling-in Grant (SIG).

c) Travel of PFU members not residing in the country of recruitment

If the PFU members do not reside in the country of recruitment of the UN Volunteer, the travel costs must not exceed the cost of traveling to the country of assignment from her/his home country residence.

In the case of a locally recruited international UN Volunteer, the cost of PFU members' travel will be limited to the travel cost from the UN Volunteer's home country domicile. The UN Volunteer will be responsible for any additional costs. The lump sum payment for shipment of personal effects will be provided.

Any additional costs under both circumstances described above will be borne by the UN Volunteer.

d) Travel of additional primary dependants

If a UN Volunteer wishes to bring additional primary dependants to the country of assignment, she/he will inform the UNDP CO in advance and indicate their relationship (substantiated by a copy of their birth certificate, adoption certificates or documents supporting a spousal relationship).

The UNDP RR will consider the request, taking into account the conditions described in Section 5.5(a) above and the availability and adequacy of accommodation before agreeing to it and advising the UN Volunteer accordingly. The UNDP CO has the delegated authority to approve such cases.

When the UN Volunteer receives the confirmation, she/he arranges the travel of the additional primary dependants to the duty station, at her/his own cost, liability and responsibility. They are not covered, for instance, by the family allowance, described in Section 5.9. The UN Volunteer will also be financially responsible for these additional dependants' repatriation, medical and security evacuations, if required. The medical insurance coverage for these dependants is compulsory and at the expense of the UN Volunteer. For this purpose, UNV Headquarters should be informed of arrival of the dependants. (See Section 9.1 for insurance coverage for family members.)

e) Travel of non-primary dependants

If the UN Volunteer wishes to bring non-primary dependants to the duty station (such as parent, sibling, and children over 21), she/he may choose to do so as a private matter and at her/his cost and liability. UNV and UNDP CO have no responsibility or liability. No authorization by the organisation is required.

f) PFU members residing in the duty station less than six months

If PFU members stay for a cumulative period of less than six months at the duty station, the cost for repatriation will be the responsibility of the UN Volunteer.

g) Travel of PFU members of fully funded and co-sponsored UN Volunteers

Provided that the conditions outlined in Section 5.6(a) are met, travel between the country of recruitment and the duty station (or as agreed with the UNDP CO or host

agency) will be organised by the cooperating organisation in accordance with its rules and regulations, unless agreed otherwise with UNV.

5.7 Settling-In-Grant (SIG)

a) Purpose of the SIG

UN Volunteers receive, generally within ten working days upon arrival in the country of assignment, a lump sum to assist them in buying basic household items and meeting other one-time expenses that are typically incurred in moving and setting up a new residence. This grant is also to assist in meeting the additional costs of temporary accommodation and other living expenses in the early days after arrival which also includes up to seven calendar days that the UN Volunteer might have to stay in another location within the country of assignment for UNV and Host Agency induction and security briefings before being deployed to the duty station.

Initial stays longer than the permitted seven calendar days in another location within the country of assignment for induction purposes follow UN rules on official travel at the expense of the requesting entity or for long-term changes to the duty station in accordance with the reassignment policy. See Section 3.3.

Once in the designated duty station SIG is intended to cover any temporary accommodation, including hotels, while the UN Volunteer searches for more permanent housing, which is entirely his or her responsibility. See Section 5.8(f).

b) Eligibility for the SIG

Eligibility for SIG is contingent upon signature of the Contract and is determined according to the Commencement of Service date. UN Volunteers whose initial assignments are for a period of at least 12 months receive the entire SIG. There will be no additional amounts payable for subsequent extensions of the initial assignment, irrespective of the length of the overall assignment.

In the case of a UN Volunteer whose initial assignments are less than 12 months, the SIG will generally be paid on a pro-rated basis up to the maximum entitlement payable for 12 months, but not less than 50 percent of a full SIG.

In certain circumstances due to the exigencies of the assignment or in promoting efficiency in volunteer management the full SIG may be paid provided there is an indication of renewal of the contract indicated by the Host Agency, although the UN Volunteer holds a Contract of less than 12 months.

In those cases of an advanced SIG, if the UN Volunteer's contract ends within the first 12 months, she/he will be required to refund a pro-rated share of the SIG corresponding to

the months not served (or have this amount deducted from any payments due to her/him). However, the initial 50 percent of the full SIG need not be reimbursed, regardless of the period served.

c) Locally Recruited International UN Volunteers

For locally recruited international UN Volunteers the following rules apply:

1. Locally recruited international UN Volunteers are eligible for the SIG as below:
 - Full SIG if the locally recruited international UN Volunteer has been residing at the duty station for a period less than 6 months;
 - 50% SIG if the locally recruited volunteer has been residing at the duty station for a period more than 6 months, but less than 12 months;
 - No SIG if the locally recruited volunteer has been residing at the duty station for a period of 12 months or more.

d) Level and variation of the SIG

UNV Headquarters establishes the amount of the SIG for each country, which is the same for all locations within the country.

UN Volunteers who are unaccompanied by the PFU members at the duty station are paid the base rate of SIG.

An additional amount will be paid upon the joining of one or more of the PFU members at the duty station so long as the criteria for PFU members joining at the duty-station set forth in Section 5.6(a) have been met.

e) Special situations

The situation of 1) both spouses being assigned as UN Volunteers or 2) one spouse being a staff member of one of the UN system organisations is covered in Section 20.

f) Adjustments to the amount of the SIG

1.) Resignation by the UN Volunteer

If the UN Volunteer resigns within the first Contract period (See Section 12.2) or without having served a minimum of 12 months, whichever is shorter, she/he will be required to refund a pro-rated share of the SIG corresponding to the months not served (or have this amount deducted from any payments due to her/him). However, the amount equivalent of one MLA payment does not have to be reimbursed, regardless of the period served. If the UN Volunteer who resigns does not refund the pro-rated share of the SIG, she/he will be excluded from any future assignments as a UN Volunteer and further administrative action may be initiated.

If the UN Volunteer resigns after 12 months of her/his contract, there is no requirement to refund a share of the SIG.

2.) Reassignment

The UN Volunteer will not be required to refund part of the SIG and will receive the full SIG in the new country of assignment. See Section 3.3

3.) New assignment in the same country following repatriation (break between contracts)

The UN Volunteer receives the full SIG if she/he is recruited for another assignment in the same country having left the country for repatriation.

If the UN Volunteer has not left the country no SIG will be paid.

5.8 Volunteer Living Allowance (VLA)

a) Entitlement, purpose, and general terms

UN Volunteers are not paid any salary for their services. Instead they are provided with a monthly Volunteer Living Allowance (hereinafter the “VLA”), which is comprised of both a Monthly Living Allowance (hereinafter the “MLA”) and a Family Allowance (hereinafter the “FA”) (see Section 5.9).

1. VLA - The purpose of the VLA is to cover the basic living costs of the international UN Volunteer, and her or his PFU members where applicable. The VLA is strictly intended to allow the international UN Volunteer to sustain a modest and secure standard of living and to reflect the core principles and spirit of volunteerism. The VLA is not a salary and is not meant as compensation or reward for the volunteer service.
2. MLA - The MLA is calculated using an average cost of living in the country of assignment even though there may be variations in prices and living costs from one location to another. The MLA is paid at one rate for all international UN Volunteers in the country regardless of the location of the duty station in the country and may fluctuate monthly due to changes in currency exchange and periodic cost of living adjustments.
3. The FA is a fixed amount paid out to all UN Volunteers with eligible PFU members, regardless of where they reside.
4. No extra VLA will be paid in lieu of overtime working hours.
5. The applicable VLA rate will vary for international UN Volunteers depending on the country of assignment and/or the number of dependants, where applicable.

6. There is no entitlement for payment of VLA during periods of unauthorized absence from service and Special Leave. UNV may decide not to grant the VLA during periods of Sick Leave spent away from the duty station, during absence from service due to illness or injury which is not covered by a balance of Sick Leave days, or during unauthorized absence from service.

b) MLA rate and adjustments

The MLA base rate is a fixed amount as established by UNV Headquarters according to set calculations and procedures which is then adjusted on a monthly basis per the United Nations International Civil Service Commission (ICSC) Post Adjustment Multiplier (PAM) for the country of assignment, to reflect differences in the cost of living and purchasing power across the globe. The MLA base rate is subject to periodic review by UNV Headquarters and may change during the Contract period (upwards or downwards).

Any revision to the MLA base rate would not constitute a material change to the Contract. In such cases, UNV Headquarters issues a revised MLA base rate, which will apply to all serving international UN Volunteers as of the date indicated by UNV Headquarters.

c) Payment of the VLA

The VLA will be comprised of the applicable MLA plus any applicable FA (see Section 5.9 below). The VLA is stated in United States dollar terms. The payment of VLA payment to the UN Volunteer is made in US dollars or in exceptional cases, in the currency available to the UNDP CO.

The VLA will be paid at the end of each month and pro-rated on the basis of calendar days if for less than a full month. The first VLA will be paid for the month of the Commencement of Service date.

International UN Volunteers are entitled to have their VLA split and remitted to two financial institutions. It is the UN Volunteer's own responsibility to withdraw or transfer amounts from the selected financial institutions in accordance with her/his needs and at her/his own expense. UNDP and UNV will not accept any liability associated with losses resulting from exchange rates, or pay any bank charges or any other fees when VLA is paid or transferred to any banking location other than the UNDP-designated financial institution in the country of assignment.

Furthermore, UN Volunteers are only allowed to two general changes in beneficiary bank distribution per year. Changes due to reassignment or unavoidable bank detail changes (banks merging, changing IBAN numbers or SWIFTs etc.) are not counted towards these two changes.

d) Accommodation Supplement

UN Volunteers serving in duty stations where the rental markets are distorted (defined generally as post-conflict situations, disaster zones, countries experiencing an influx in

international aid, resource booms, dramatic urbanization, or rapid economic expansion) and therefore face financial burden in securing 'safe and adequate accommodation within reasonable commuting distance to the place of service' may receive under exceptional circumstances an Accommodation Supplement. UNV Headquarters will make a determination if the applicable criteria are met for supplement in that duty station and award any Accommodation Supplement accordingly either individually, or where applicable, on a duty station-wide basis.

Eligibility Criteria: UN Volunteers in areas with rental markets that are confirmed by the UNDP Resident Representative to be distorted per the above definition, who are paying rent for unfurnished apartments more than 33% of their MLA (taking into account FA for those with dependants residing at the duty station) for accommodation, may be eligible for up to 20% increase in their MLA towards their accommodation. Approved Accommodation Supplement meeting the above criteria will result in a fixed monthly payment for a set period of time as prescribed by UNV HQ. UNV will calculate the percentage cap using the applicable MLA rate for the month of approval.

Duty stations with more than 50% of UN Volunteers meeting eligibility for Accommodation Supplement may have the entire duty station classified as eligible for an Accommodation Supplement per applicable UNV HQ guidelines.

e) Advances

International UN Volunteers are not entitled to advances against the allowances they receive from UNV.

f) Locating Suitable Accommodation

Although the UNV Field Unit may offer initial assistance in locating suitable accommodation options, the UN Volunteer is fully responsible for identifying suitable and safe housing and in adhering to lease formalities including signing contracts with the landlord and paying for the rent, utilities, etc. The SIG is in part provided to cover temporary accommodation, including hotels, while the UN Volunteer searches for more permanent housing. See Section 5.7(a)

g) Maximum deductions

Any deductions from the full applicable VLA rate, for example for the purpose of repayment of any outstanding financial obligations, should not cumulatively exceed 30% of the full applicable VLA rate, unless the deductions are made from the final month's VLA or RSA payments, in which case 100% may be deducted. Existing obligations which have led to deductions from VLA payments will be taken into account when considering requests for advances.

5.9 Family Allowance (FA)

The FA is a monthly payment made to UN Volunteers with PFU members. The purpose of the FA is to assist the UN Volunteer to meet the additional expenses associated with the PFU members. It is recognized that the expenditure pattern may be different between families and the FA may not meet all the additional expenses. It is the responsibility of each UN Volunteer to manage her/his household with the amounts made available through the FA and the other component of the VLA.

1. Structure and rates of the Family Allowance

The FA is established on a global basis by UNV Headquarters. The same rate applies in every country and at all duty stations in one country.

The FA is paid at two rates as follows:

- One-dependant rate – when PFU consists of one member other than the UN Volunteer;
- Two-dependant rate – when PFU consists of two or more members other than the UN Volunteer;

The FA rates are adjusted from time to time, based on reviews undertaken by UNV Headquarters.

2. Eligibility for the Family Allowance

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

When a dependant child reaches 21 years of age, she/he will no longer be considered a member of the PFU, which may result in a reduction in the FA. Similarly, the marriage or divorce of the UN Volunteer, or the birth or adoption of a child may result in an increase or decrease of the applicable FA. The UN Volunteer is responsible for advising the UNV Field Unit/HQ of changes to the PFU within 90 days of the status change.

Late notification after the 90 day grace period of status change to the PFU membership may result in the following consequences:

- In cases where the late notification results in an upward revision of the FA no retroactive payments will be made.
- 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 status change.

5.10 Well-Being Differential

UNV recognizes that UN Volunteers serving in non-family duty stations face added health, security, climate, and psychological burdens. UN Volunteers serving in locations where living conditions are substantially below those conditions in family-duty stations are provided a Well-Being Differential to offset the diminished standard of living of UN Volunteers serving in hardship duty stations.

Well-Being Differential in no way represents the value of the life of the UN Volunteer, which remains inviolable nor should it be viewed as a form of compensation for serving in a hardship location, its intent is derived solely under the notion of equity between duty stations. As far as security measures are concerned, UN Volunteers are fully integrated into the UN security system.

3. Amount of Well-Being Differential and method of payment

UNV will set levels of Well-Being Differential determined by a number of factors including but not limited to extraordinarily difficult living conditions, excessive physical hardship, or notably unhealthy conditions pervasive in the duty station following guidance from the International Civil Service Commission (ICSC) and the UN Department of Safety & Security (DSS).

The list of duty stations designated as being eligible for both levels of Well-Being Differential is updated regularly. Well-Being Differential will be offered to UN Volunteers serving on both short-term and long-term assignments.

UN Volunteers serving in duty stations designated as being eligible for Well-Being Differential are paid on the basis of full calendar months, as from the date of assuming duties to the date of departure, including:

1. absences on Home Visit, Annual Leave of less than one month;
2. during absences on maternity or Sick Leave of less than one month outside of the duty station;
3. during travel on official business of less than one month occurring during the period of assignment to the hazardous 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, Well-Being Differential will be pro-rated. Well-Being Differential is calculated based on the **permanent** duty station listed in the Description of Assignment. While on official mission to other locations designated as Well-Being Differential eligible duty stations, Well-Being Differential is **not** pro-rated.

International UN Volunteers are entitled to receive the same travel benefits as applicable to internationally recruited staff members of the Host Agency for official travel.

5.11 Home Visit

a) Purpose of the Home Visit

A UN Volunteer meeting the eligibility criteria is entitled to a Home Visit to enable her/him (and members of the PFU, when present at the duty station) to travel back home to rest and to renew personal, cultural and professional ties in the home country.

b) Use of Annual Leave for the Home Visit

The UN Volunteer is required to use accrued Annual Leave during the Home Visit. (See also Section 8.1 on Annual Leave.) However, official travel time as determined by the UN travel policy is not counted against Annual Leave during the Home Visit.

c) Eligibility for Home Visit

International UN Volunteers are eligible for Home Visit

1. He/she has completed the qualifying service time requirements and accrual of Home Visit points, as specified in the paragraphs below; and
2. He/she returns to the duty station from Home Visit with a minimum of six months remaining before the expiration of his/her contract, or three months remaining before the expiration of his/her contract if serving in a 12-month Home Visit cycle duty station
3. In the case of the first Home Visit, he/she must have at least six months of service remaining before the expiration of his/her contract beyond the date on which the UN Volunteer will have accrued 24 points or three months if serving in a 12 month Home Visit cycle duty station

d) Frequency of Home Visit

The Home Visit cycle of a duty station is determined by its Hardship classification, as follows (see ICSC's internet site):

1. Duty stations classified as H, A and B, have 24 month Home Visit cycles;
2. Duty stations classified as C, D and E, have 12 month Home Visit cycles.

e) Home Visit Service Credit Points System

A Home Visit service credit point system is used in order to determine when Home Visit is due. Home Visit service credit points accrue on the basis of calendar months of service, from the date of initial appointment:

- a) UN Volunteers serving in a 24 month duty station earn one point for each month (i.e. 24 credit points in two years of service.)

b) UN Volunteers serving in a 12 month duty station earn two points each month (i.e. 24 credit points in one year of service.)

c) Fractions of months for newly arriving UN Volunteers or when the duty station designation changes:

1. Arrival or change of duty station designation between the 1st and 15th of the month, accrue at the point rate for the arrival duty station.
2. Arrival or change of duty station designation between 16th and end of month, accrue at half the point rate for the arrival duty station for new arrivals or for incumbents accrue at the previous duty station point rate. When an entitlement becomes effective between the 16th and the end of the month, the counting of Home Visit points starts as from the following month.

A UN Volunteer is entitled to Home Visit when he/she has accrued 24 points. Upon exercising Home Visit, 24 points are deducted from the balance, and the accrual of points continues.

In the case of deferral of Home Visit, a maximum of 40 points may be accrued. If Home Visit is not taken upon reaching 40 points, further accrual is forfeited until the entitlement is exercised.

Eligibility for Home Visit is managed by the UNV Field Unit with consultation and approval by UNV Headquarters. Absence on Home Visit is subject to exigencies of service, as determined and approved by the Host Agency supervisor.

f) Designated Home Visit Location

The place of Home Visit shall be in the country of the UN Volunteer's official nationality and in the city listed as the primary domicile by the international UN Volunteer in his/her Personal History Statement.

g) Locations Outside of the Personal History Statement

In compelling circumstances, another city in the home country or place of recruitment may be authorized on a one-time basis to be changed as the designated Home Visit location. A UN Volunteer requesting such authorization will be required to satisfy to UNV that the UN Volunteer maintained normal residence in such other location for a minimum three month time period preceding his or her appointment, that the Personal History Statement did not accurately reflect the permanent domicile of the UN Volunteer, and that the UN Volunteer continues to have close family and/or personal ties in that alternative location.

If the UN Volunteer wishes to travel to another location not qualifying as the Home Visit location, the cost of UN Volunteer and eligible PFU members travelling will be limited to the travel cost to the UN Volunteer's Home Visit location. The UN Volunteer will be responsible for any additional costs.

h) Travel Expenses Covered by UNV

For Home Visit travel, the UN Volunteer and his or her eligible PFU members are entitled to the following travel expenses:

1. Direct Least-Costly economy class air fare ticket for a round trip between the duty station and the place of Home Visit;
2. A ticket with a minimum of included 23 kilograms checked-in luggage per traveller;
3. Terminal expenses for the UN Volunteer and his or her eligible PFU members authorized to travel.

i) Travel Eligibility for Home Visit of Accompanying PFU members

Provided the criteria for Home Visit are met, the following will apply to the PFU members:

1. PFU members who have joined the UN Volunteer in the country of assignment at the organisation's expense and stayed for at least six months, and those newly born at the duty station (if part of the PFU), may also accompany the UN Volunteer on the Home Visit at the organisation's expense;
2. Children who are part of the PFU who are approaching the age of 21 before or at 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 Home Visit. Instead repatriation travel will be authorized.
3. Eligible family members do not have a Home Visit entitlement independent of the UN Volunteer. Therefore, eligible PFU members should accompany the UN Volunteer on Home Visit and may only travel separately from the UN Volunteer under exceptional and compelling circumstances.
4. There is no reverse Home Visit (i.e. eligible PFU members may not travel on Home Visit from outside the staff member's duty station to his/her duty station and back outside).

j) Interval Between Home Visits

In the case of a UN Volunteer serving at a 24-month duty station, at least 12 months should elapse between the last Home Visit and a new Home Visit. In the case of a UN Volunteer serving at a 12-month duty station, at least 6 months should elapse.

k) Interval Between Entitlement-Related Travels

A minimum of **three months** is normally required between entitlement-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.

l) Home Visit Area and Security Clearance

Security Clearance is required for all official travel including Home Visit

m) Special situations

- 1.) A security or medical related evacuation of the UN Volunteer to the home country

If, during the course of an assignment, the UN Volunteer is evacuated to her/his home country for security or medical reasons, the next travel allowance for the Home Visit will only be authorized once she/he has returned to the duty station, after the evacuation, for the required period of time as described in Section 10.4.

- 2.) Tickets purchased by UNV are not transferable

Tickets purchased for the UN Volunteer by UNV as part of the travel allowance for the Home Visit are not transferable to any other person.

- 3.) Spouses

The situation of a) both spouses being assigned as UN Volunteers or b) one spouse being a staff member of one of the UN system organisations is covered in Section 20.

n) Fully funded and co-sponsored UN Volunteers

In the case of a UN Volunteer whose external costs are governed by the terms and conditions of a cooperating organisation, the cost of travel to the home country, will be the responsibility of the cooperating organisation, unless agreed otherwise with UNV. No such travel, however, will be undertaken without prior authorization from UNV Headquarters.

5.12 Training and Learning

a) Access to Volunteer Learning

UNV is committed to promoting competency development and learning for UN Volunteers as a critical element of its organisational strategy. UN Volunteers will be supported in their learning throughout their volunteer journey.

The Host Agency is primarily responsible for ensuring UN Volunteers are given the relevant training to perform their duties, including access to online learning platforms, where applicable. In addition to UNV organised orientation, Host Agencies are expected to include UN Volunteers in their induction programmes in the duty station, and enable UN Volunteers to participate in learning opportunities where relevant to their assignments. In addition, Host Agencies are expected to include UN Volunteers in the Host Agency's learning plans, where applicable.

b) Local Language Allowance

Funds for learning local languages are available in the first year of assignment if it is required for the performance of the tasks of the UN Volunteer in accordance with the terms contained in Description of Assignment. A minimum contract of 6 months is an eligibility requirement of this provision.

Local Language Allowance funds (see Appendix XVIII) are allocated per initial 12 months of service. The Local Language Allowance is to be considered as a one-time, non-cumulative, non-transferable amount and limited to the first 12 months of service, to facilitate the integration of the UN Volunteer in the duty station. Unused Local Language Allowance cannot be commuted to cash.

There is no pro-rating of the Local Language Allowance for initial contracts less than 12 months, though a minimum contract of 6 months is an eligibility requirement of this provision.

c) Learning and Training Allowance

UN Volunteers are entitled to receive an individual Learning and Training Allowance in line with the UN Volunteer Learning Policy. This is intended to address individual learning needs relevant to both professional and personal development of the UN Volunteer.

The following Learning and Training Allowance amounts are available for UN Volunteers assigned to UN Programmes, Funds and Agencies who have completed a minimum of 12 months of service:

- US\$500.00 for every 12 months of assignment on a non-cumulative non-pro-rated basis, regardless of the duration of the time remaining in the assignment so long as the first 12 months of service have been completed.

UN Volunteers assigned to UN Security Council mandated Missions are entitled to receive:

- US\$300.00 for every 12 months of assignment on a non-cumulative non-pro-rated basis, regardless of the duration of the time remaining in the assignment so long as the first 12 months of service have been completed.³

UN Youth Volunteers may access the Learning and Training Allowance without a prerequisite completed year of service according to the following guidelines:

- US\$250.00 for Contracts less than 12 months but with a minimum of 6 months.
- US\$500.00 for every 12 months of service on a non-cumulative basis.

³ This is based on the assumption that UN Volunteers serving with UN Missions have access to learning opportunities from the Integrated Mission Training Centres.

Any Local Language Allowance used in the first 12 months of service will be counted towards the total available Learning and Training Allowance in that period.

1. Eligible Learning Activities

The following types of learning activities are eligible for Learning and Training Allowance:

- Online courses related to professional and individual development and/or the assignment;
- Workshops, seminars, conferences or events related to professional and individual development and/or the assignment;
- Courses provided by training or educational institutions related to professional and individual development and/or the assignment;
- Experiential learning: job-shadowing, study visit to gain exposure to field activities within the country of assignment or neighbouring countries.

Learning and Training Allowance is not meant to finance the UN Volunteers' long-term educational objectives. Therefore, university degrees, exams and certifications of skill level or long-term study programmes are not eligible. This includes the UN Language Proficiency Exam (LPE).

The Learning and Training Allowance may not be used to purchase training material or equipment necessary to take part in training or learning activities.

The Learning and Training Allowance may not be pooled to pay for group learning activities or events.

2. Eligibility Rules

Before accessing the Learning and Training Allowance, the UN Volunteer must meet the following requirements:

- Have completed all mandatory pre-assignment and induction courses.
- Have already completed 12 months of service, with an exception for UN Youth Volunteers who may avail themselves within their initial contract period.
- Have developed a learning plan which shall include learning activities for professional and individual development.
- Have received the approval of the UN Volunteers' immediate supervisor in consultation with the UNV Field Unit, which will verify if the learning activity is in line with the UNV Learning Policy.

- All learning and training activities funded with the Learning and Training Allowance must take place and be completed during the contractual period of the assignment.
- Costs which may be covered are: enrollment, registration or tuition fees for single courses from both academic and non-academic institutions, registration fees for seminars and/or conferences, and costs for experiential learning; i.e. job-shadowing, and study-visits. Related travel and subsistence costs are also eligible.
- All supporting documentation as required by the relevant UN procurement or reimbursement section, depending on how the learning activity will be paid, is to be provided.

It is not recommended that the UN Volunteer commits to training, by advance payment, without prior written authorization of the supervisor and clearance from the Field Unit. Unauthorized advance payment may result in the UN Volunteer having to bear all the costs in relation to the learning event.

d) Learning Time

UN Volunteers are expected to attend events, workshops, and training and learning activities organised by UNV and/or the Host Agency, regardless of their length in service, especially if they are relevant to their assignment. Learning and Training Leave shall not be used for these occasions; time dedicated to these training and learning activities shall be considered as part of normal working hours.

Learning and Training Leave will be provided as a separate entitlement (see Section 8.2 below) to access learning for professional and personal development.

6. Completion of Assignment

6.1 Repatriation

On successful completion of the assignment, the UN Volunteer and her/his PFU members are expected to return to the place of recruitment/home country. The place of repatriation should be the same as the place of recruitment but in cases where it differs UNV will follow UNDP guidelines. The UNDP CO will inform UNV Headquarters of the departure plans as early as possible and seek authorization for the UN Volunteer's repatriation travel. In the context of the above, the UN Volunteer is normally required to stopover at the capital city for debriefing and checkout with UNV/UNDP and Host Agency. Such stopover should not exceed three days and respective cost is charged to the Host Agency/project.

a) Repatriation travel

In accordance with the travel entitlement policy (see Section 5.5), the UN Volunteer and his or her eligible PFU members would be entitled to the following repatriation travel:

1. Direct Least-Costly economy class air fare ticket for a one way trip between the duty station and the place of repatriation;
2. A ticket with a minimum of included 23 kilograms checked-in luggage per traveller;
3. Lump sum allowance for shipment of personal effects;
4. Terminal expenses for the UN Volunteer and PFU members authorized to travel.

b) Official date of repatriation travel

The UN Volunteer must communicate the desired official departure to UNV before the end of Contract date or else the UN Volunteer may lose the repatriation entitlement travel.

UN Volunteers who choose to stay temporarily in the country of assignment after the end of their Contract will be entitled to return travel to their home country or the place of recruitment within a maximum period of three months after the end of their contract, provided they discharge UNV Headquarters and the Host Agency in writing from any legal or financial obligations for damages or injuries sustained or any other occurrences arising after the expiry of the contract other than their normal entitlement to a resettlement allowance.

Beyond the three month period the claim for return transportation lapses. Moreover, during the period of any additional stay beyond the end of the Contract date the former UN Volunteer will have to make their own arrangements for residence permits/visas, medical health insurance and accommodation.

UNV will not provide any cash option for repatriation travel.

c) UN Volunteers choosing not to return immediately to the country of recruitment/home country

In certain situations, a UN Volunteer or her/his PFU members may choose not to return immediately to the country of recruitment/home country, to stay on in the country of assignment or travel to a third country. In this event, the UN Volunteer should provide the UNDP CO with a written, signed and dated statement discharging UNV and UNDP from all legal and financial obligations for damages, injuries and other liabilities beyond the expiry date of the assignment.

Moreover, from end of Contract date she/he will have no status as a UN Volunteer and ceases to have protection for security, medical and other emergency evacuations. She/he

will have to make her/his own arrangements for residence permits/visas and accommodation. The UN Volunteer will also have no life insurance coverage from UNV beyond the end of Contract date, including at the time of travel to place of recruitment/home country if she/he undertakes this after the last date of the Contract.

d) Special situations

The situation of a) both spouses being assigned as UN Volunteers or b) one spouse being a staff member of one of the UN system organisations is covered in Section 20.

e) Locally recruited UN Volunteer

A locally recruited international UN Volunteer will be entitled to repatriation travel at the end of the assignment provided that she/he has served for a minimum of 12 months.

f) Repatriation travel via a different route or mode of transport

If a UN Volunteer or any PFU member wishes to travel via a route which is not the most economic route, or wishes to use a mode of transport other than air, she/he will be authorized to do so, with the following conditions:

1. The travel may be booked by either UNDP or UNV travel systems as no lump sum travel monetization payments are permitted;
2. The UN Volunteer pays any related excess costs;
3. When another mode of transport is used she/he must discharge UNDP and UNV with a written, signed and dated waiver from legal or financial obligations for damages, injuries or any other adverse occurrences arising during the trip. However, so long as the UN Volunteer and the PFU members travel within the contract period they will remain under UNV provided health insurance scheme until the end of the one month insurance period after termination of the assignment.

g) Travel arrangements for fully funded and co-sponsored UN Volunteers

The travel arrangements, shipment of personal effects and any other entitlements of a fully funded or co-sponsored UN Volunteer and her/his PFU members at the duty station will be in accordance with the procedures and regulations of the cooperating organisation, unless agreed otherwise with UNV. In the case of arrangements made directly with the cooperating organisation, the UN Volunteer is required to submit related claims directly to the cooperating organisation.

The UN Volunteer and PFU members' travel plans must be communicated to UNV Headquarters as soon as possible so that the cooperating organisation may be advised accordingly.

6.2 Resettlement Allowance

a) Entitlement and Purpose

All international UN Volunteers in assignments with a duration of a minimum of three months, and with authorised satisfactory service, are entitled to receive a Resettlement Allowance. If a short-term assignment is extended bringing the total length of the assignment greater than three months, then the UN Volunteer will accrue the RSA retroactively from the beginning of the assignment. The purpose of the Resettlement Allowance is to assist the international UN Volunteer to reintegrate in society both professionally and personally upon completion of UNV service.

b) Accrual

The entitlement to a Resettlement Allowance accrues at an applicable rate per month of completed international UN Volunteer assignment and will be pro-rated for periods served less than a full month. No Resettlement Allowance entitlement accrues during periods of unauthorized absence or Special Leave (see Section 8.7).

c) Payment

The Resettlement Allowance will be paid upon due completion and submission of the Final Clearance Checklist (see Appendix IV).

d) Loss of entitlement

1. An international UN Volunteer will lose the entire entitlement to a Resettlement Allowance in the following cases:
 - i. Summary dismissal;
 - ii. Termination for facts anterior;
 - iii. Abandonment of post.

2. In the following cases of separation the international UN Volunteer will lose the entitlement to a Resettlement Allowance as far as it accrued during the Contract period in which the event causing the separation occurred:
 - i. Resignation before completion of the initial contract period;
 - ii. Resignation without observing the full notice period;
 - iii. Non-compliance with end of assignment and all reporting requirements.

e) Withholding of Resettlement Allowance

In the case when an international UN Volunteer is subject to a disciplinary procedure, the payment of the Resettlement Allowance may be withheld by UNV Headquarters pending the resolution of the disciplinary process.

7. Deductions from Allowances and Payments

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

- a) Indebtedness to UNV or the United Nations system;
- b) Family support arrears if judicially established by a competent court when deduction for this purpose is authorized by the UNV Executive Coordinator in accordance with the process set out in the Secretary General's bulletin ST/SGB/1999/4;
- c) Government ordered payments in case potentially applicable privileges and immunities are waived.

Deductions for the above three categories may from the VLA only be made up to 30% monthly, however, up to 100% deduction of the last month's VLA can be made. Deduction of moving cost payments and the Resettlement Allowance may be made up to 100 % of the entitlement.

Deductions for any exceptional advances for rent payments will be made on a monthly basis to the full amount of the rent. Deductions for any exceptional advances for medical emergencies where the health provider cannot or will not accept the UNV health insurance provider's guarantee must be paid back upon reimbursement of fund from the UNV health insurance provider.

8. Leave Entitlements

8.1 Annual Leave

a) Accrual

International UN Volunteers accrue an entitlement to Annual Leave at the rate of 2.5 working days per completed month of volunteer assignment. Unused accrued Annual Leave can be carried over in case of a Contract extension within a UNV assignment. However, an international UN Volunteer can at no point in time during the UNV assignment accrue more than 30 days of Annual Leave.

Accrued Annual Leave cannot be carried over should the international UN Volunteer change to another UNV assignment or become a UN staff member.

b) Pro-rating

1. In the first month of an assignment, Annual Leave is credited as follows:

Assignment beginning:

- | | |
|---------------------------------------|---------------------------|
| on first day of the month | – credit 2.5 working days |
| from the 2nd to the 16th of the month | – credit 2 working days |
| after the 16th of the month | – credit 1 working day. |

2. In the last month of an assignment, Annual Leave is credited as follows:

- | | |
|---------------------------------------|----------------------------|
| between the 1st and 16th of the month | – credit 1 working day |
| between the 17th and next to last day | – credit 2 working days |
| on last day of the month | – credit 2.5 working days. |

c) Procedure for leave requests

The international UN Volunteer must submit a leave request to the Host Agency. Approval of the request is required before taking Annual Leave.

Approval of Annual Leave is generally subject to the exigencies of service. International UN Volunteers are required to negotiate with their supervisors at the Host Agency to receive approval for taking Annual Leave during the assignment. Should the international UN Volunteer continuously encounter difficulties in receiving approval for Annual Leave by the Host Agency, he or she is encouraged to bring such circumstances to the attention of the UNV administering office.

d) Advanced Leave

Advance Annual Leave may only be granted by the Host Agency up to a maximum of 10 working days and cannot exceed the number of days which will accrue during the current contract.

e) Unused Annual Leave

Unused Annual Leave days will be forfeited at the end of an international UN Volunteer assignment. There is no commuting of Annual Leave to cash and no Contract extension will be made to cover unused leave.

f) Return from Annual Leave

The international UN Volunteer must report to service on the first working day after Annual Leave. Failure to do so is considered unauthorized absence from service; and continued absence may lead to a termination of the Contract.

8.2 Learning and Training Leave

a) Eligibility for Learning and Training Leave

UN Volunteers are entitled to up to 10 working days of Learning and Training Leave per consecutive 12 months of the UN Volunteer assignment, starting with the Commencement of Service date when meeting the following criteria:

- Approved training and learning activities per the UN Volunteer Learning Plan;
- Supervisor has approved the Learning and Training Leave to minimize impact on the work of the team/unit/office and facilitate the learning activities;
- The Learning and Training Leave is used within the contract period.

Learning and Training Leave cannot be organised in conjunction with other field trips, missions or travels of a personal nature (this includes R&R, Annual Leave, Home Visits etc.). Learning and Training Leave cannot be accrued or commuted to cash. Unused Learning and Training Leave cannot be retained for use in a subsequent 12 month cycle. For contract periods less than 12 months, a pro-rated time will be calculated.

Any additional days taken for training over and above the Learning and Training leave entitlement should be taken from the UN Volunteer's Annual Leave.

8.3 Sick Leave

a) Notification

The international UN Volunteer shall as soon as possible notify the Host Agency and the administering office in case of absence from service due to injury or illness (Sick Leave).

b) Uncertified Sick Leave

1. Uncertified Sick Leave is leave that is not validated by a certificate from a qualified medical physician. International UN Volunteers may be absent on the basis of uncertified Sick Leave up to a maximum of 7 working days during each consecutive 12 month cycle, starting with the Commencement of Service. For assignment periods which do not amount to a full 12 month cycle, the applicable balance of uncertified Sick Leave is as follows:
 - i. 4 working days for assignment periods of duration up to 6 months;
 - ii. 7 working days for assignment periods of duration of 6 months or more.
2. International UN Volunteers may be absent from service on the basis of uncertified Sick Leave for a maximum 3 consecutive working days. In case a

volunteer is sick in excess of 3 consecutive working days a qualified medical physician must certify that the international UN Volunteer is not fit to return to work for reasons of ill-health or incapacity.

3. International UN Volunteers may use uncertified Sick Leave for urgent and exceptional family reasons or emergency purposes, which in the view of the UNV Field Unit / UNDP CO require the full attention of the international UN Volunteer. In this case the international UN Volunteer may use all remaining and accrued uncertified Sick Leave days for the respective 12 month cycle, without being limited to 3 consecutive working days.

The international UN Volunteer shall advise the Host Agency and UNV Field Unit / UNDP CO in advance or as soon as reasonably possible of any prospective absence on the basis of uncertified Sick Leave for family reasons. The international UN Volunteer must first obtain the approval of the Host Agency to convert unused Sick Leave days into Family Leave (see Section 8.6).

4. All absences that bring the total of uncertified Sick Leave beyond the above specified limits, and for which the international UN Volunteer has not submitted a medical certificate, will be considered as unauthorized absence from service, and will be charged to Annual Leave or, if no Annual Leave is left, on a pro rata basis to the VLA or the final entitlements.
5. Unused uncertified Sick Leave days cannot be carried over to another assignment.

c) Certified Sick Leave

1. Sick Leave which is certified by a qualified medical physician is charged to the international UN Volunteer's balance of certified Sick Leave days.
2. The maximum balance of certified Sick Leave days for the respective Contract is calculated on the basis of 2.5 working days per month of the Contract duration. The maximum number of certified Sick Leave days based on the current Contract duration can be used at any point during the assignment.
3. Unused certified Sick Leave days can be carried over in case of a Contract extension to the next Contract duration. However, the balance of unused certified Sick Leave days cannot exceed 30 working days at any time. Unused certified Sick Leave days cannot be carried over to another assignment.

d) Presence at the duty station

During uncertified and certified Sick Leave, the international UN Volunteer shall not leave the duty station without a recommendation from a qualified medical physician, unless the uncertified Sick Leave is used for family or emergency reasons according to Section 8.6 below. The UNV administering office must be informed of the location of the international UN Volunteer on uncertified and certified Sick Leave.

e) Exceeding certified Sick Leave

Certified Sick Leave exceeding the maximum balance for the Contract duration will first be charged to remaining uncertified Sick Leave and then to remaining Annual Leave. Certified Sick Leave exceeding the maximum entitlement, plus remaining uncertified Sick Leave and Annual Leave is considered to be prolonged incapacity to work because of illness and may lead to a termination of the Contract per Section 12.4(a)(9).

8.4 Maternity Leave

UN Volunteers are entitled to consecutive 16 weeks of Maternity Leave per pregnancy during their service as international UN Volunteers. Maternity Leave should normally be taken as early as 6 weeks prior to the calculated due date of birth. It must commence no later than 2 weeks prior to the calculated due date of birth.

If the international UN Volunteer intends to continue to work less than 6 weeks prior to the due date of birth, she must present a medical certificate to UNV by a qualified medical physician stating that the international UN Volunteer is fit to continue working. If policies or regulations of the Host Agency applicable to their personnel require an earlier departure for Maternity Leave, the regulations of the Host Agency apply.

The international UN Volunteer has to notify the UNV administering office and the Host Agency of the pregnancy within reasonable amount of notice and has to submit a medical certificate by a qualified medical physician or midwife to UNV stating the expected due date of birth.

It is the responsibility of the international UN Volunteer to ensure that she is medically fit to continue working up until the date she chooses to go on Maternity Leave. However, UNV or the Host Agency may request the international UN Volunteer to undergo a periodic medical examination (see Section 9.2) to establish whether she is fit to continue working up to the date chosen for Maternity Leave. Based on the result of the exam, UNV or the Host Agency may direct the international UN Volunteer to commence Maternity Leave earlier.

The international UN Volunteer may return to service prior to the end of the 16 weeks at her own discretion. It is the responsibility of the international UN Volunteer to ensure that she is medically fit to return to work prior to expiry of the 16 weeks. UNV may request the international UN Volunteer to submit a medical certificate to UNV by a qualified medical physician stating that the international UN Volunteer is fit to return to work.

A Contract will not be extended only to enable the international UN Volunteer to use the full period of Maternity Leave.

During Maternity Leave the international UN Volunteer will continue to receive and accrue all applicable entitlements and allowances. Sick Leave and Family Leave will not be permitted in parallel with the Maternity Leave period.

8.5 Paternity Leave

A UN Volunteer with a contract of at least 3 months shall receive 10 days of Paternity Leave for the birth of their recognized newborn child.

Use of Paternity Leave must be used in connection with the birth of a child whose birth certificate lists the UN Volunteer as the biological parent.⁴ This absence should be taken consecutively and within the first three months following the birth, which must also have occurred after the Commencement of Service date.

Other types of leave may be taken in conjunction with Paternity Leave. Family Leave (see Section 8.6) may be taken to supplement the Paternity Leave chargeable against any unused days of uncertified Sick Leave, within the maximum allowable.

8.6 Family leave

UN Volunteers are permitted to take family leave to attend to urgent and/or unforeseen family matters that require the presence of the UN Volunteer to be away from work. Family matters should be interpreted broadly and include, but are not limited to, matters such as: sickness of a family member, death of a relative or close friend, adoption procedures or activities, school-related obligations and activities of family members, and unavoidable obligations at home. Family leave is chargeable against any unused days of uncertified Sick

⁴ Paternity Leave, although semantically referring to fathers, is not precluded from being extended to females whose legally recognized partners will deliver a newborn child, in which case the biological requirement is waived.

Leave, within the maximum allowable. If the number of uncertified Sick Leave days has already been exhausted, then the Family leave will be charged to Annual Leave.

8.7 Special Leave

- a) At the request of the international UN Volunteer UNV Headquarters may grant Special Leave in highly exceptional cases of emergency or for highly compelling and extraordinary circumstances, for a maximum period of 3 months.
- b) Special Leave is subject to approval by the Host Agency.
- c) Special Leave can only be authorized if the international UN Volunteer has completed at least 12 months of continuous service and will continue serving for at least 3 months after returning from Special Leave.
 - a. Resignation before the required 3 months post Special Leave period will result in forfeiture of the repatriation entitlement.
- d) The international UN Volunteer will not receive VLA or other regular allowances, and will not accrue Annual Leave or any other entitlements during Special Leave.
- e) Special Leave may not be taken consecutively with any other type of leave entitlements.
- f) During Special Leave, the international UN Volunteer will not be insured by life insurance, dismemberment or health insurance at the cost of UNV or the Host Agency. The international UN Volunteer will be required by UNV to maintain health insurance at his or her own cost. The UN Volunteer and PFU members will continue subscribing to the insurance usually provided by UNV at the cost of the UN Volunteer.
- g) Special Leave will not be granted to perform governmental service in a political office, in a diplomatic or other representational post, for taking up any kind of employment, or for attending to a business endeavour.
- h) The international UN Volunteer will remain an international UN Volunteer during Special Leave, bound by the international UN Volunteer Conditions of Service and the UNV Code of Conduct.

9 Medical and Social Security

9.1 Medical Insurance

a) Coverage

1. International UN Volunteers and the members of the Primary Family Unit meeting the eligibility criteria as outlined below in Section 9.1(b) are covered by UNV provided medical insurance scheme for the duration of the international UN Volunteer assignment to cover some medical treatment costs incurred during the assignment.
2. Medical insurance coverage is not provided to PFU members who do not join the UN Volunteer at the duty station.
3. The UN Volunteer is required to pay the medical insurance premium for additional primary dependants who have been authorized to travel to the duty station. This coverage is compulsory and unless the UN Volunteer provides documentary evidence affirming adequate insurance of additional primary dependants, the monthly premiums at the prevailing rate for the additional primary dependants will be deducted from the VLA on a monthly basis. For those recognized dependants in the PFU who reach the age of 21 and who remain at the duty station, the UN Volunteer may choose to continue the medical insurance, provided she/he bears the full cost of their insurance premium.
4. Coverage for UN Volunteers begins from the date of arrival in the country of assignment and ceases one month after the last day of the international UN Volunteer Contract date.
5. The scope and terms of insurance coverage will be governed by the agreement between UNV and the insurance provider. As such, the scope and terms of such coverage is subject to change.
6. Details of the applicable insurance coverage are available from the administering office. See Appendix XIV for general details of coverage.

b) Primary Family Unit

The UNV funded medical insurance coverage extends to the Primary Family Unit who are authorized to reside in the duty station. The medical insurance commences from the date of travel of authorized PFU members to the country of assignment and ceases one month from the date of permanent departure from the country of assignment or end of the Contract date, whichever is the former. In case of late notification of the presence of the eligible

PFU members in the country of assignment the effective date of the medical coverage will commence from the date the UNV Field Unit / UNDP CO is informed.

The medical insurance does not cover any extra family members, relatives or other dependants who are not part of the Primary Family Unit. UNV will accept no responsibility to cover medical or health costs incurred for family members, relatives or other dependants of the international UN Volunteer who are not part of the Primary Family Unit.

Unmarried children who are part of the PFU will automatically be excluded from the PFU and the medical insurance coverage will automatically stop once they reach 21 years of age or get married. The international UN Volunteer is responsible for informing UNV that the child has reached 21 years of age or has got married. There is no one month extension beyond these dates, although the health insurance coverage of the child may be extended by UNV for the duration of the international UN Volunteer assignment at the request and cost of the international UN Volunteer.

c) Submitting of claim

Claims for reimbursement of medical costs must be submitted according to the requirements of the designated insurance provider. It is the responsibility of the UN Volunteer to comply with the applicable process of the insurance provider for reimbursement of medical costs. UNV may request the UN Volunteer to have claims certified by the UNV Field Unit or administrative authority. See Appendix XIV for further information.

d) Private extension of after service health insurance

UNV is committed to the health of all departing UN Volunteers. To ensure that UN Volunteers and their eligible dependants are able to obtain the healthcare they need as they transition after their UN Volunteer service, departing UN Volunteers who have completed their first assignment will have the option to purchase at their own expense a reasonably priced insurance policy for themselves and qualified dependants for a limited time up to a maximum of 6 months, after which the UN Volunteer is then responsible for their own coverage.

To obtain after service health insurance coverage the departing UN Volunteer should contact the health insurance provider directly no later than 1 day before the end of the Contract date.

e) Extension of coverage after UN Volunteer assignment for injury or illness due to service as a UN Volunteer

The coverage by medical insurance of the UN Volunteer or any of the PFU members past the one month post-service period may exceptionally be extended by UNV at its discretion at no cost to the international UN Volunteer for a specified period after the end of the

international UN Volunteer assignment up to a maximum of twelve months for injury or illness due to service as a UN Volunteer.

The coverage may only be extended if the Medical Director of the United Nations Joint Medical Service (hereinafter UNJMS) determines that it is necessary to treat a continuing illness or injury which arose for the first time during the international UN Volunteer assignment and had a proximate cause to the UN Volunteer assignment. The Medical Director will also determine the length of the extension.

The international UN Volunteer must submit a request for the extension to UNV before the end of the medical coverage, unless he/she can justify in the view of UNV that he/she was unable to do so for reasons beyond his/her control. Along with the request for extension the international UN Volunteer must submit copies of medical records and all supporting documents by the treating medical physician to UNV Headquarters. UNV may request the international UN Volunteer to undergo additional medical examinations by a UN designated medical physician or a member of the UN medical services at the cost of the UN Volunteer.

Irrespective of and not affecting the applicability of the foregoing, in case the Contract is terminated due to prolonged incapacity to work because of illness (see Section 12.4(a)(9)), the medical insurance coverage of the international UN Volunteer will continue until the last day of the initially agreed Contract period including the one month post service extension, or up to a period of 6 months after the Contract termination date, whichever is shorter.

f) Medical insurance after termination of assignment on medical grounds

If the assignment of a UN Volunteer is terminated on medical grounds, based on the advice of the UNJMS, the medical insurance coverage of the international UN Volunteer will continue until the last day of the initially agreed Contract period including the one month extension, or up to a period of 6 months after the Contract termination date, whichever is longer.

The life insurance coverage will not be provided during the period following termination on medical grounds.

9.2 Periodic Medical Examinations

Notwithstanding other provisions on medical examinations in the Conditions of Service, an international UN Volunteer may be required by UNV or the Host Agency at any time during the assignment to submit a medical report on his or her 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

international UN Volunteer to perform the UN Volunteer assignment. In case a periodic medical examination is performed under these circumstances the UN Volunteer will be reimbursed the costs thereof by the Host Agency/project.

9.3 Exit Medical Examination

An exit medical examination is not mandatory; however, it may be authorized subject to the requirements of the Host Agency or UNV. When authorized, the UN Volunteer shall undergo an exit medical examination by a UN examining physician or a UN-designated physician within the last six weeks in the country of assignment. In case an exit medical examination is requested, the UN Volunteer will be reimbursed the costs thereof by the Host Agency/project. In situations in which the exiting UN Volunteer takes up a subsequent assignment the exit medical examination will be considered for entry medical clearance provided the start date of the subsequent assignment is within six months of the date of exit medical examination.

9.4 Medical Evacuations

a) Eligibility

UN Volunteers and their PFU members in the duty station are normally expected to avail themselves of the medical facilities available locally. However, in case an acute life-threatening medical emergency has occurred, a medical evacuation of the international UN Volunteer and/or their PFU members who reside legally at the duty station will be considered when, in the opinion of the locally authorized officer, the available local facilities are inadequate to address the medical condition. Medical evacuation will under no circumstances cover PFU members or additional primary dependants of the international UN Volunteer who were not approved to join the UN Volunteer at the duty station or who have not complied with the requirements set forth in 9.1(a)(3).

b) Process

Notwithstanding Section 9.4(a) above, the determination of the medical evacuation in terms of authorization, evacuation destination, escorts, length, and travel payments is subject to the rules and regulations of UNDP applicable to medical evacuation of international staff members.

9.5 Dismemberment Insurance

a) Coverage

1. International UN Volunteers are covered by a dismemberment insurance for the duration of the assignment.
2. The scope and terms of this insurance coverage are governed by the agreement between UNV and the insurance provider. As such, the scope and terms of such coverage are subject to change.
3. Details of the applicable insurance coverage are available from the UNV administering office. See Appendix XVI for general details.

b) Submitting of claims

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

9.6 Life Insurance

a) Coverage

1. International UN Volunteers are covered by a life insurance for the duration of the UNV assignment. In case an international UN Volunteer dies during the UNV assignment, the designated beneficiaries will be entitled to receiving the life insurance lump sum per the beneficiary form (see Appendix V).
2. The scope and terms of insurance coverage will be governed by the agreement between UNV and the insurance provider. As such, the scope and terms of such coverage are subject to change.
3. Details of the applicable insurance coverage are available from the UNV Field Unit or administering office. See Appendix XV for general coverage details.
4. The insurance covers only death of the international UN Volunteer and not death of PFU members.

b) Payment

1. The life insurance lump sum will only be paid out to the beneficiaries designated in the duly completed and signed “Designation, change or revocation of beneficiary” form (Appendix V), according to the respective shares designated by the international UN Volunteer, regardless of national laws or a duty sworn Will of the international UN Volunteer. Section 9.6(b)(3) below applies in case the payout to a beneficiary is not possible.
2. It is the responsibility of the international UN Volunteer to duly complete and sign the form and to keep it up to date if changes are necessary or desired.

3. In case the international UN Volunteer has failed to appropriately complete the “Designation, change or revocation of beneficiary” form, or in case the form was not completed, lost or destroyed, payout of the life insurance sum will be made to the estate of the deceased international UN Volunteer when proof, to the satisfaction of UNV, has been received by UNV Headquarters of the establishment of an administration of estate.
4. In case one or more of the designated beneficiaries have passed away prior to or after the demise of the international UN Volunteer but prior to payout, payout of the respective share of the life insurance sum to which the deceased beneficiary was entitled will be made to the estate of the deceased beneficiary when proof, to the satisfaction of UNV, has been received by UNV Headquarters of the establishment of an administration of the estate.
5. In any of the cases outlined in Section 9.6(b)(3) and (4). above, the UNV Executive Coordinator reserves the right to determine who in her or his view the deceased international UN Volunteer would have wanted to receive the respective share of the life insurance lump sum, and to authorize payout accordingly.
6. UNV will keep the name and the shares of the beneficiary confidential, unless it decides there is a need to waive the confidentiality.

10 Security

10.1 Coverage

a) United Nations Security Management System

As UN personnel, international UN Volunteers, their PFU members and additional primary dependants who reside legally at the duty station in accordance with Section 5.6(a) are covered by the United Nations Security Management System (hereinafter the “UNSMS”). UN Volunteers their PFU members and additional primary dependants who reside legally at the duty station who reside legally at the duty station must be fully incorporated into the Host Agency’s security planning, management, and implementation arrangements for the area of the country operation/field presence under the responsibility of the Host Agency and under the overall authority of the Designated Official. This includes, but is not limited to the applicability of Minimum Operation Security Standards (MOSS) Minimum Operating Residential Security Standards (MORSS), and arrangements and decisions related to security relocation and evacuation under the same terms and conditions applicable to internationally recruited UN staff members of the Host Agency.

b) Security Clearance

Depending on the requirements of the local UN security system, the international UN Volunteer may be required to receive a security clearance prior to moving to the duty station and to taking up the assignment. Security clearance is mandatory for the UN Volunteer who travels to an area where a security phase is in effect, as is the case for all other UN personnel. Security clearance is provided by the UN Designated Officer (DO) or UN Department of Safety and Security (DSS), as applicable. It is critical for the UN Volunteer to understand that it is their personal responsibility to obtain a security clearance before beginning either official or personal travel. Any failure to abide by the security requirements may render invalid the life insurance coverage, and as well constitute a breach of the Code of Conduct.

c) Non-family Duty Stations

Family members of the international UN Volunteer are prohibited from joining the UN Volunteer in non-family duty stations and are not eligible to be covered by the UN Security Management System in a non-family duty station. Thus, UNV and the Host Agency bear no responsibility in terms of security for family members of an international UN Volunteer in a non-family duty station.

d) UN Field Security Handbook

The DO for security will be guided by the provisions of the UN Field Security Handbook, which are equally applicable to UN Volunteers. A copy of the Handbook may be obtained from the DO.

10.2 Recognition of Dependants

The recognition of eligible family members and dependants under the UNSMS follows UNDP standard practice regarding recognition of dependants. International UN Volunteers are obliged to provide to UNV Headquarters details of their dependants who reside legally at the duty station and provide the necessary supporting documentation at the request of UNV in accordance with Section 5.6(a).

10.3 Security Obligations

International UN Volunteers and their eligible family members and dependants have to adhere fully to the security obligations applicable to them according to the UN Security Management Systems and to all instructions issued by the local UN security officials. They have to complete all required security trainings and attend security briefings at the request of UNV or Host Agency.

Any failure to comply with this provision may result in the DO and UNV declining all responsibility for any injury, loss or damage sustained and can be considered a breach of the Code of Conduct. If a UN Volunteer refuses or fails to comply with the instructions for evacuation/relocation and remains at the duty station/country of assignment, the life insurance and dismemberment plan and coverage will cease to apply.

10.4 Evacuation and Relocation

a) Temporary safe haven

If DSS authorizes relocation/evacuation of UN international personnel from a duty station or country of assignment for security reasons, the DO will make arrangements for the UN Volunteer to travel to the designated safe haven with the other UN international personnel.

The PFU members authorized to join the UN Volunteer at the duty station, even those at UN Volunteer's expense will also be covered, if so authorized by DSS.

b) Return to duty station or termination of assignment

Within two months of the security relocation/evacuation, UNV Headquarters will make a decision, in consultation with the DO and/or the Host Agency concerned, on whether the UN Volunteer should return to the duty station or whether the assignment should be terminated. This will be considered as "external circumstances not caused by the international UN Volunteer, which make termination necessary in the opinion of UNV in the interests of the administration of the organisation". (See Section 12.4(a)(7).

c) Annual leave, and determination of the Home Visit following a security evacuation

Annual leave will be accrued during the security relocation/evacuation at the normal rate. However, if the UN Volunteer returns to the duty station after an evacuation to the home country, the travel allowance for the Home Visit will be as described in Section 5.11(m)(1) above (that is, the period until the next Home Visit will be counted as from the date of return from the evacuation).

d) Payment of allowances

UNV Guidelines on Security Evacuation, which include payment of allowances during security evacuation, are provided in Appendix XII

10.5 Rest and Recuperation

There is no regular provision under the Conditions of Service for international UN Volunteers for special facilities used by some UN entities, such as rest and recuperation (R&R), and supply travel on rotation, procurement/stress relief missions, etc. These special facilities are not considered part of the general conditions of service of UN Volunteers and are therefore not covered in this Handbook.

However, UNV encourages Host Agencies to extend any of the above facilities to UN Volunteers, as offered to their other internationally recruited personnel. In such cases where the Host Agency does extend R&R benefits to UN Volunteers, regardless of the funding source of the assignment, the Host Agency is required to provide UN Volunteers the same entitlements as it provides to its internationally recruited personnel. The Host Agency concerned may also have to process travel authorizations, payment of an advance and settlement of travel claims.

The cost related to any of the above facilities is not part of the normal cost of fielding the UN Volunteer. It should be met by the agency concerned from other resources.

UN Volunteers who receive an R&R entitlement are bound by the administrative instructions of the Host Agency regarding the entitlement and must comply with the R&R cycle period as part of their obligation to health and security in the field.

10.6 Insurance and Compensation for Loss or Damage to Personal Effects

a) Cases directly related to emergency situations

UN Volunteers will 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 commotion or natural disaster. Such an emergency situation must have occurred in a place where the UN Volunteer was obliged to be to discharge her/his official duties.

The compensation will be within the limits and under the terms and conditions established by UNV Headquarters. The compensation limits are clarified in Appendix XVIII, with the terms, conditions and procedure for submitting claims for loss or damage to the UNV Claims Board in Appendix XI.

The UNV Claims Board will not review any request for compensation from a UN Volunteer who has not submitted the inventory list of personal effects before the date of damage to or loss of the personal effects. Therefore UN Volunteers are advised to submit an inventory of their personal effects to the UNV Field Unit, as shown in Appendix XIII,

immediately after moving into permanent accommodation. In turn, the UNV Field Unit will forward a copy to UNV Headquarters.

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 UNV Claims Board 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.

b) Cases unrelated to emergency situations

Damage to or loss of personal effects, which occurs as a result of circumstances other than emergencies outlined in Section 10.6(a) above, are not the responsibility of UNV and will not be reviewed by the UNV Claims Board. UN Volunteers are therefore advised to insure their personal effects against burglary, theft and fire as soon as they arrive at the duty station.

It is the responsibility of the UN Volunteer to insure personal effects with an insurance provider of her/his choice. UNV will subsidize the cost of insurance that offers coverage of personal items up to the amount authorized by the policy of the UNV Claims Board. The UN Volunteer will be reimbursed a percentage of the annual premium (per applicable UNV policy) up to an established maximum amount (see Appendix XVIII), upon presentation of the receipt from the insurance provider. Such claims must be submitted directly to the insurance provider together with copies of the latest inventories before and following the incident and in accordance with the procedures of the company.

11. Reporting

11.1 Regular Reporting

International UN Volunteers are required to report regularly to UNV on the implementation of their assignment and various aspects of volunteerism in connection with their assignment. The specific requirements on the substance of the reporting, the mode of reporting as well as the required frequency will be indicated to the international 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.

11.2 End of Assignment Report

All international UN Volunteers are required to complete an end of assignment report. The required contents, the format and the mode of submission of the end of assignment report will be indicated to the international UN Volunteer by UNV.

11.3 Host Agency Reporting

The international UN Volunteer is required to comply with any reporting requirements of the Host Agency, as may be applicable to the particular international UN Volunteer assignment.

11.4 Volunteer Performance Appraisal

International UN Volunteers will undergo a regular performance appraisal process over the time of their assignment. Performance appraisal feedback is crucial to the recommendation for re-rostering should the international UN Volunteer wish to express interest in another UN Volunteer assignment in the future. The Performance Appraisal process involves the international UN Volunteer, and their supervisor. The requirement to complete the Performance Appraisal is mandatory and completed reports should be sent to the UNV Roster Team before repatriating travel commences.

12 Separation from the UNV assignment

The Contract of an international UN Volunteer terminates and the international UN Volunteer is consequently separated from the UN Volunteer assignment on the following grounds:

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

12.1 Expiry of Contract

The UN Volunteer assignment expires automatically and without prior notice on the expiration 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.

12.2 Resignation

a) Written notice

An international UN Volunteer may resign from the UN Volunteer assignment by giving written notice to the UNV Field Unit or the administering office.

b) Notice period

1. The following minimum notice period applies for international UN Volunteers:
 - i. 7 calendar days for short-term international UN Volunteer Contracts less than 3 months;
 - ii. 21 calendar days for all UN Youth Volunteer Contracts;
 - iii. 30 calendar days for international UN Volunteer with Contracts of 3 months or greater.
2. The notice period is a minimum. Resignation effective on a specific date can be declared at any time prior to the start of the notice period.
3. UNV reserves the right to waive all or part of the notice period in consultation with the UN Volunteer based on justifiable grounds.

c) Consequences of resigning in the initial contract period

UN Volunteer resigning with an effective date before completion of the first Contract period will forfeit accrued Resettlement Allowance per Section 6.2(d).

Furthermore, UN Volunteers resigning with an effective date before completion of the first Contract period will be required to refund a pro-rated share of the SIG corresponding to the months not served. However, the amount equivalent of one MLA payment does not have to be reimbursed, regardless of the period served. If the UN Volunteer who resigns does not refund the pro-rated share of the SIG, she/he will be excluded from any future assignments as a UN Volunteer and further administrative action may be initiated.

If the UN Volunteer resigns after 12 months of service, even if this is the first Contract period, there is no requirement to refund a share of the SIG. See Section 5.7(f)(1)

d) Consequences of failure to comply with the stipulated notice period

In cases where no or insufficient notice of resignation is provided by the international UN Volunteer the number of deficient days from the applicable notice period are considered as unauthorized absence from service and will be charged against Annual Leave, or on a pro rata basis against VLA or final entitlements if no Annual Leave days are left. See also loss of Resettlement Allowance in Section 6.2(d).

12.3 Abandonment of Post

a) Determination

An international 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 a minimum absence of 10 working days is considered to have abandoned his or her post.

b) Consequences

Once the international UN Volunteer has been determined to have abandoned his or her post, the Early Separation from the UNV assignment will retroactively become effective as of the first day of unauthorized absence from service. UNV will attempt to notify the international UN Volunteer of the separation using the latest physical and email address provided by the international UN Volunteer.

12.4 Termination by UNV

a) Termination grounds

UNV may terminate the Contract of an international UN Volunteer for the following reasons:

1. for facts anterior to the international UNV assignment, relevant to the suitability of the international UN Volunteer to the assignment, and which, had they been known at the time of appointment, would have precluded the appointment of the international UN Volunteer;
2. for summary dismissal for acts of misconduct following a disciplinary review process (see Section 16.4(a)(5));
3. for early separation for acts of misconduct following a disciplinary review process (see Section 16.4(a)(4));
4. for early separation for abandonment of post (see Section 12.3);

5. for early termination of the project or operation to which the international UN Volunteer is assigned;
6. for documented unsatisfactory work performance of the international UN Volunteer;
7. for external circumstances not caused by the international UN Volunteer, which make termination necessary in the opinion of UNV in the interests of the administration of the organisation;
8. if the maximum period of evacuation has been exceeded (see Section 10.4(b));
9. for prolonged incapacity to work because of injury or illness (see Section 8.3(e));
10. termination for any other reasons provided the international UN Volunteer consents to the termination.

b) *Termination Notice*

1. Except as otherwise stipulated below, an international UN Volunteer whose Contract is to be terminated shall be given not less than the same notice periods as are applicable to the resignation of an international UN Volunteer.
2. No termination notice will be observed by UNV in the cases of summary dismissal, prolonged incapacity to work because of illness, and facts anterior.
3. In lieu of the notice period, and at its own discretion, UNV may authorize compensation equivalent to the VLA and all other entitlements and allowances, including insurance for the equivalent length of the applicable notice period.

12.5 Death of the International UN Volunteer

- a) In the event the international UN Volunteer dies during the UN Volunteer assignment, the Contract will terminate with immediate effect.
- b) In cases where the deceased UN Volunteer has PFU members in the duty station covered by UNV medical insurance, the coverage will be extended for 45 days past the end of the terminated Contract period in order for affected parties to obtain another insurance or reintegrate into their respective national system.
- c) Notwithstanding the provisions on the life-insurance outlined above in Section 9.6 the beneficiaries contained in the “Designation, change or revocation of beneficiary” form (see Appendix V) will be paid the respective share of a lump sum equaling to 1.5 months of VLA.
 1. In case the international UN Volunteer has failed to appropriately complete the “Designation, change or revocation of beneficiary” form, or in case the

form is not available payout of the VLA lump sum will be made to the estate of the deceased international UN Volunteer in accordance with the laws of the home country of the international UN Volunteer when proof has been received by UNV of the establishment of an administration of the estate.

2. In case one or more of the designated beneficiaries have passed away prior to or after the demise of the international UN Volunteer, payout of the respective share of the VLA lump sum of the deceased beneficiary will be made to the estate of the deceased beneficiary in accordance with the laws of the home country of the beneficiary when proof has been received by UNV Headquarters of the establishment of an administration of the estate.
 3. In cases in which the provisions in Section 12.5(c)(1-2) above do not apply the UNV Executive Coordinator reserves the right to determine who in her or his view the deceased international UN Volunteer would have wanted to receive the respective share of the VLA lump sum, and to authorize payout accordingly.
- d) Payment of outstanding regular VLA, accrued Resettlement Allowance (RSA) and any other outstanding unpaid financial entitlements payable by UNV or the Host Agency which have accrued by the time of death will be made to the estate of the international UN Volunteer which will be determined in accordance with the laws of the home country of the international UN Volunteer upon proof of the establishment of an administration of the estate.

13 Final Separation Clearance

The purpose of the Final Clearance Checklist (Appendix IV) is to establish whether the departing international UN Volunteer has outstanding obligations (financial or otherwise). Such obligations include, but are not limited to, obligations towards the UN and private legal obligations, including court ordered family support obligations. The Final Clearance Checklist has to be completed by the international UN Volunteer at the end of an assignment and needs to be cleared by the Host Agency and UNV. The authorization of return travel and moving payments as well as the payment of the RSA is contingent upon final clearance from both.

14 Assignment Extension

There is no expectancy of extension, renewal or conversion to any other type of appointment. However, UNV may authorize at its discretion an extension of the

assignment. This is subject to the satisfactory performance of the international UN Volunteer, a request from the Host Agency, confirmation of funds from the funding agency and agreement of all parties concerned. The terms of an extension (duration, expiry date, nature and location of assignment) will be set out in an extension contract which is to be signed by the parties (see Appendix II).

15 Certificate of Service

- a) After completion of the UN Volunteer assignment international UN Volunteers will receive a certificate of service from UNV.
- b) The certificate of service will only be issued after the international UN Volunteer has successfully completed the Final Clearance Checklist, and has settled all debts as applicable with UNV, the Host Agency or UNDP.

16 Misconduct and Disciplinary Procedure

16.1 Definition of Misconduct

- a) Misconduct is the failure of an international UN Volunteer to adhere to the principles and values of the Charter of the United Nations, the Code of Conduct or other relevant administrative issuances by UNV or the Host Agency. Such a failure could be deliberate (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 a complete disregard of a risk which is likely to cause harm (recklessness).
- b) Misconduct may include, but is not limited to, the following categories whether willful, reckless or grossly negligent, wherever they occur and whether or not the international UN Volunteer was on duty:
 - 1. Unlawful acts (e.g. theft, fraud, smuggling, possession or sale of illegal substances or objects, driving under the influence of drugs or alcohol, etc.);
 - 2. Assault, harassment, including workplace harassment and sexual harassment, or threats to other UN personnel, discrimination or abuse of authority according to Appendix VII, or according to any applicable policy of the Host Agency on the prevention of harassment;
 - 3. Sexual exploitation and sexual abuse according to Appendix VI;

4. Misrepresentation, forgery, or false certification, such as, but not limited to, in connection with any official claim or benefit, including failure to disclose a fact material to that claim or benefit;
 5. Misuse or mishandling of official property, assets, equipment or files, including electronic files or data;
 6. Breach of fiduciary obligations vis-à-vis the Host Agency, UNV or UNDP and/or misappropriation of funds;
 7. Misuse of office, breach of confidentiality, abuse of United Nations Privileges and Immunities;
 8. Retaliatory action against a complainant or an investigation participant, or other action in violation of ST/SGB/2005/21 on the protections against retaliation and reporting of misconduct;
 9. Making false accusations and disseminating false rumors;
 10. Abetting, concealing or conspiring in any of the above actions, including any act or omission bringing the Host Agency, UNV or UNDP into disrepute.
- c) Unsatisfactory work performance does not constitute misconduct, unless it rises to the level of gross negligence or recklessness.

16.2 Investigation of misconduct

Allegations of misconduct against an international UN Volunteer will be referred by an investigative body mandated under the legal framework of the Host Agency or the UNDP Office of Audit and Investigations to conduct an investigation into the matter.

16.3 Disciplinary Review Process

a) Review by the UNV Advisory Panel on Disciplinary Matters

1. All investigation reports substantiating allegations of misconduct involving an international UN Volunteer will be reviewed by the UNV Advisory Panel on Disciplinary Matters (hereinafter APDM).
2. In the absence of a report from a UN investigative body the APDM may review allegations of misconduct from the administrative findings of anti-fraud departments of UNV contracted insurance providers and also on the basis of judicial findings from a competent court of law. In case a final investigation report

cannot be obtained from the UN investigative body, the APDM may exceptionally review the allegations also on the basis of evidential material referred by the UN investigative body, if, in the view of the APDM, the evidence is clear and conclusive and allows the subject of the disciplinary process to understand the allegations raised against him or her.

3. Before the review of the disciplinary matter the APDM has to (a) notify the international UN Volunteer in writing that he or she is under investigation or the subject of a judicial proceeding indicating the allegations, and (b) formally share a copy of the investigation report or the judicial findings along with all supporting documents and evidence identified in the investigation report with him or her, redacted as appropriate where there is a justified need to protect an identity, and request his or her comments and views on the allegations.
4. In case the international UN Volunteer comments within the permissible timeframes on the allegations the APDM will consider those comments in its disciplinary review of the allegations. However no comments are required by the APDM for it to review the disciplinary matter.
5. The APDM makes a recommendation to the UNV Executive Coordinator as to the imposition of a disciplinary measure, or the exoneration of the international UN Volunteer.
6. Regardless if the UN Volunteer contract is terminated for any grounds, including but not limited to resignation, pending the outcome of the disciplinary matter the UNV Executive Coordinator retains the right to issue a decision letter.

b) Decision on cases of alleged misconduct

Following the review of the allegations by the APDM as described in Section 16.3(a) above, the UNV Executive Coordinator decides whether to impose a disciplinary measure in accordance with the international UN Volunteer Conditions of Service or whether to exonerate the international UN Volunteer, taking into account all facts of the case and the findings and recommendations of the APDM. The UNV Executive Coordinator may also decide that circumstances require taking a decision without a review of the allegations and a recommendation of the APDM.

c) Legal counsel

An international UN Volunteer who is the subject of a disciplinary proceeding may choose to be represented by a professional legal counsel during the disciplinary review process at his or her own expense.

16.4 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 an international UN Volunteer:

1. Letter of censure

A letter of censure is a letter indicating that the international UN Volunteer has committed misconduct, and indicating the nature of the misconduct. The letter of censure is placed in the international UN Volunteer's official file at UNV Headquarters and becomes part of his or her permanent record;⁵

2. Non-extension of the current Contract.

3. Exclusion for a period of up to 5 years after the end of the current Contract from the UNV roster used to identify candidates for national and international UN Volunteer assignments.

4. Early separation for misconduct.

Early separation is a termination of the Contract with adherence to the standard procedure for termination of the Contract by UNV. An international UN Volunteer who has been separated early for misconduct cannot serve as a UN Volunteer for 10 years following her/his separation from service.

5. Summary dismissal

Summary dismissal is a separation from service with immediate effect. It results in loss of the resettlement allowance. The return travel entitlements will remain. An international UN Volunteer who has been summarily dismissed cannot serve as a national or international UN Volunteer again.

b) Recording and information sharing

The disciplinary decision will be put on the permanent file of the international UN Volunteer by UNV and may be shared with other UN entities.

⁵ A letter of censure is distinguished from a letter of reprimand, which is issued by either an international UN Volunteer's supervisor, or the respective section chief at UNV to address performance related issues. A letter of reprimand is not a disciplinary measure and may contain a specified period of time, after which it will no longer be considered part of the international UN Volunteer's record.

16.5 Recovery for Loss of Property or Assets

When an international UN Volunteer is found by a disciplinary decision of the UNV Executive Coordinator to have committed misconduct, the international UN Volunteer is obliged to refund UNV or the Host Agency either partially or in full for any financial loss suffered by the United Nations as a result of his or her actions, if such actions are determined to be willful, reckless or grossly negligent.

16.6 Reporting Allegations of Wrongdoing and Protection against Retaliation

a) Positive Obligation to Report

International UN Volunteers are obliged to report any breach of UNV's, UNDP's or the Host Agency's regulations and rules and any acts and allegations of misconduct to their immediate supervisor at the Host Agency, appropriate investigation and audit bodies of the Host Agency, UNV or the administering office.

International UN Volunteers must fully and truthfully cooperate in any investigation into allegations of misconduct. Failure to do so may itself constitute misconduct. In case the reporting international UN Volunteer believes there is a conflict of interest on the part of the person to whom the reporting is to be made, the international UN Volunteer may report the allegations to the next higher level of authority.

b) How to Report

UN Volunteers are encouraged either orally or in writing to report allegations of misconduct to the investigative body of the Host Agency, or in cases where appropriate the supervisor, per the Host Agency 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 in Appendix VIII the UN Volunteer is obliged to report any breach of UN regulations and rules to officials who have the responsibility to take appropriate action.

Where there is no official procedure for UN Volunteers, access is limited, or delays are encountered in the formal channels within the appropriate investigation and audit bodies of the Host Agency, UN Volunteers should seek informal advice from the United Nations Ombudsman for the United Nations Funds and Programmes. See Section 18.1.

c) Protection from Retaliation or Retribution

In the event that the international UN Volunteer fears retribution or retaliation after reporting allegations of wrongdoing, or cooperating with an audit or investigation, he or she should contact the ethics focal point of the Host Agency to seek protection against retaliation in accordance with the Secretary General's Bulletin ST/SGB/2005/21.

17 Suspension from Service

17.1 Suspension

Suspension means that the international UN Volunteer is not allowed to report to service for a specific period of time. The international UN Volunteer may be required to leave the country of assignment during the suspension. In all cases, the international UN Volunteer must remain contactable by the administering office. During the suspension the international UN Volunteer will continue to accrue leave and other entitlements, remain fully insured and continue to receive VLA. In case the international UN Volunteer leaves the duty station without authorization, no VLA may be paid for the period of absence from the duty station and the right to accrue leave and other entitlements will be temporarily waived.

17.2 Suspension Preconditions

- a) An international UN Volunteer may be suspended by UNV from service, at any time from the moment allegations of misconduct against him or her are reported or detected, until there is a final decision by the UNV Executive Coordinator. Allegations of misconduct for which a suspension may be imposed can only be allegations which:
 - 1. are under investigation or are being reviewed in the course of a UNV disciplinary process; or
 - 2. are under investigation or are being reviewed by a UN entity since the allegations are related to conduct prior to the international UNV assignment; or
 - 3. are the subject of a criminal investigation or criminal proceedings by national authorities.
- b) Suspension may only be imposed for the following reasons:
 - 1. the conduct in question and/or the continued presence of the international UN Volunteer on UN premises in the opinion of UNV poses a safety or security threat, or a threat to the international UN Volunteer, or to UN personnel;

2. the international UN Volunteer is presently unable to continue to perform his or her functions effectively, in view of the ongoing investigation or proceedings, and the nature of his or her functions; and/or
3. there is a risk of evidence being tampered with or concealed, or of interference with the proceedings.

17.3 Suspension Procedure

1. Suspension may only be imposed by the UNV Executive Coordinator or the respective Division Chief at UNV Headquarters.
2. In cases of emergency and where a responsible manager at UNV Headquarters is not immediately available, the suspension 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. In this case the suspension may only be imposed for up to 72 hours and UNV Headquarters has to be immediately informed of the suspension and the reasons thereof. Within 72 hours after the imposition of suspension the responsible manager at UNV Headquarters has to either uphold or end the suspension. The suspension will otherwise expire automatically.
3. The length of the suspension must be commensurate with the reasons for its imposition and only up to a maximum duration of 3 months. After 3 months the suspension can only be extended on an exceptional basis by a decision of the UNV Executive Coordinator. During the suspension the grounds for suspension will be reviewed periodically by UNV Headquarters. The suspension will be rescinded by UNV Headquarters immediately when the basis for suspension no longer exists.
4. The international UN Volunteer has to be notified by UNV in writing of the suspension and the reasons therefore.

18 Recourse Procedures, Dispute Resolution

An international UN Volunteer who intends to contest a decision of UNV affecting his or her assignment or other conditions and circumstances of his or her assignment is encouraged first to raise any such issue directly with UNV in order to find a mutually agreeable informal settlement. If a UN Volunteer is dissatisfied with an outcome of consultations with UNV they may avail themselves of the services of the Office of the Ombudsman (see Section 18.1 below).

Only after informal channels have been exhausted may the UN Volunteer seek remedy through formal dispute resolution mechanisms.

18.1 Office of the Ombudsman

An international UN Volunteer may approach the office of the United Nations Ombudsman for the United Nations Funds and Programmes for informal resolution of concerns and conflicts that are related to the assignment as an international UN Volunteer. UN Volunteers may avail themselves of the services of the Ombudsman to resolve grievances by providing appropriate guidance, clarification on procedures or any information that may be relevant to the issue at hand. The Ombudsman can provide information on how to proceed to formal means of dispute resolution through the established organisational mechanisms. Disputing parties may agree to suspend the time limits for formal recourse procedures to allow for attempts at informal settlement.

18.2 Recourse Procedure

An international UN Volunteer may seek recourse against decisions of UNV affecting the terms of his or her assignment such as, but not limited to, entitlements, separation from service, or disciplinary decisions.

a) Internal administrative recourse

1. Except as indicated below, an international UN Volunteer who wishes to contest an administrative decision concerning their terms of appointment made by UNV shall write to the UNV Executive Coordinator requesting that the decision be reviewed. The letter must contain the name of the international UN Volunteer and must be signed by him or her. The request for a review of the decision must also be dated, contain the reasons for the review and be submitted directly to the UNV Executive Coordinator within 30 calendar days from the time the international UN Volunteer is notified of the decision to be contested.
2. The UNV Executive Coordinator's reply must be sent to the international UN Volunteer within sixty calendar days of receipt of the request for a review. Should the decision be overturned as a result of the recourse and if it has already been executed, the UNV Executive Coordinator can decide on reinstatement or any other appropriate compensation.
3. If, upon receipt of the UNV Executive Coordinator's response to the request for review, the international UN Volunteer wishes to contest the decision further, he or she must request within 30 days of receiving the UNV Executive Coordinator's

response in writing that the matter be reviewed by the UNDP Administrator. This written request must contain the reasons for the review and be sent directly to the UNDP Administrator with a copy to the UNV Executive Coordinator. It must contain the name of the international UN Volunteer and must be signed by him or her.

4. The UNDP Administrator will review whether the decision of the UNV Executive Coordinator was based on justifiable legal grounds under the circumstances. The UNDP Administrator will provide the international UN Volunteer with a reply within sixty 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 can decide on reinstatement or any other appropriate remedy.
5. Appealing a decision to the UNV Executive Coordinator or to the UNDP Administrator does not suspend the contested decision, which is executable immediately.

b) Arbitration

If, upon receipt of the UNDP Administrator's final decision, the international UN Volunteer wishes to contest the decision further, he or she must request in writing that the matter be submitted to arbitration within 30 days of receiving the UNDP Administrator's final decision,. Such a written request shall be sent to the UNDP Administrator with a copy to the UNV Executive Coordinator, clearly stating the issue to be put to arbitration and quantifying the claim to be arbitrated. It must contain the name of the international UN Volunteer and must be signed by him or her. The arbitration will be conducted according to the provisions set out in Appendix X. UN arbitration procedural costs are generally shared between the parties.

19 Statute of Limitation for Claims Against UNV

Irrespective of the deadlines set out for recourse against administrative decisions, an international UN Volunteer who has not received an allowance or payment to which he or she is entitled shall not receive them retroactively unless he or she has made a written claim within 180 days following the date on which he or she was entitled to the payment.

20 Rules Regulating Spouses Serving as UN Personnel

Certain allowances and benefits are adjusted in special situations, either when both spouses are assigned as UN Volunteers or when the UN Volunteer has a spouse serving as a UN

staff member. This section describes the adjustments to allowances and benefits in those situations.

20.1 Both Recognized Spouses Assigned as UN Volunteers

a) Settling-In-Grant

Irrespective of whether they are assigned to the same or different duty stations, the payment of the installation portion of the SIG will be as follows:

1. Unaccompanied by PFU member(s): Each receives the SIG applicable at base rate.
2. Accompanied by PFU member(s): One of the two receives the additional amount of SIG. The other receives the SIG applicable at the base rate.
3. In the event of the UN Volunteer being accompanied only by the spouse and subsequently the spouse is recruited as a UN Volunteer within the initial six months, the UN Volunteer is required to refund the additional amount of SIG.

b) Monthly Living Allowance

The MLA will be paid at the full rate to both, husband and wife, even if they are both assigned at the same duty station

c) Family Allowance portion of the Volunteer Living Allowance

Where the spouses/partners have (a) recognized dependant child(ren), one UN Volunteer will receive the FA and the other will not, whether or not the recognized dependant child(ren) is/are at the duty station of either UN Volunteer. Where the spouses/partners do not have recognized dependant children, neither spouse/partner receives the FA.

d) Travel allowance for the Home Visit

The travel allowance for the Home Visit will be determined on the contract and duty station of the individual UN Volunteer. The PFU members will be covered for Home Visit under the contract of one spouse only.

e) Well-Being Differential

Well-Being Allowance is payable to both spouses.

f) Residential security measures

Reimbursement will be made to one spouse only if they are at the same duty station. Reimbursement will be made to both if they are at different duty stations.

g) Resettlement Allowance

The RSA is payable to both spouses.

20.2 UN Volunteer's Spouse is a UN Staff Member

a) Settling-In-Grant

When the spouse of a UN Volunteer is an internationally recruited UN staff member, the UN Volunteer receives the base rate of the SIG (whether or not they have dependants and/or are assigned to the same or different duty stations).

b) Volunteer Living Allowance

The Volunteer Living Allowance will be paid at the full rate, even if the spouse is assigned at the same duty station.

c) Family Allowance

No Family Allowance is payable.

d) Travel allowance for the Home Visit

If the spouse has the home leave entitlement, the UN Volunteer will not be provided with the travel allowance for the Home Visit

e) Well-Being Differential

Well-Being Allowance is payable to the UN Volunteer.

f) Residential security measures

Reimbursement will be made to the UN Volunteer if she/he is at a different duty station from the spouse.

g) Resettlement Allowance

The RSA is payable to the UN Volunteer.

h) Repatriation

The UN Volunteer will not be entitled to repatriation if the UN staff member continues to be in the country of assignment and/or the UN Volunteer is entitled to repatriation as part of the entitlement of the UN staff member.

21 Special Programme Initiatives

UNV, given its mandate, has been increasingly called upon to participate in peace-keeping operations, electoral observation missions of regional bodies and emergency operations of UN agencies. Often, such operations are governed by different rules and regulations in view of their special nature and complexity.

If UNV participates in special programme initiatives, it may be necessary and advisable to amend the administration of the entitlements of UN Volunteers to conform to the policies and procedures of the partners.

The entitlements of UN Volunteers under special programme initiatives may thus be different from those outlined in this Handbook. UNV will decide mission-specific entitlements and Conditions of Service and communicate them to UN Volunteers at the time of recruitment through the Offer. It may also arise that certain entitlements and facilities for UN Volunteers under special programme initiatives could be different from the other UN Volunteers who serve in the same country but with different agencies.

21.1 Short-Term UN Volunteers, including UN Expatriate National Volunteers

Short-term and UN Expatriate National Volunteers are governed under the regular Conditions of Service (COS) for international UN Volunteers with the exceptions outlined in this section and its attachment on benefits (see Appendix XVII).

21.2 Duration Limits

Short-term international UN Volunteers are assigned for a period from two weeks to less than three months. UN Expatriate National Volunteers may serve from two weeks to up to one year.

21.3 Extension

The assignments and related contracts of short-term international UN Volunteers can be extended up to the maximum period for which international UN Volunteers can serve. However, UN Expatriate National Volunteers who should have had or still have the nationality of the country of assignment may serve for a maximum of one year which can be completed after the initial assignment of three months or a series of shorter assignments.

Any extension or reassignment beyond 12 months will be considered for an international UN Volunteer assignment in another country or for a national UN Volunteer assignment if continuing in the same country.

21.4 Separation from Assignment

For short-term UN Volunteers both parties may decide to terminate the assignment by giving seven (7) calendar days written notice. This reduced notice period also applies to UN Expatriate National Volunteers who serve less than 3 months. UN Expatriate National Volunteers who serve longer than 3 months will follow the notice period for regular international UN Volunteers.

22 UN Youth Volunteers and University Volunteers

The provisions of the international UN Volunteer Conditions of Service applies equally to international UN Youth Volunteers, including University Volunteers with the following specific “exceptions” that apply to UN Youth Volunteers as listed in the below subsections.

22.1 Age

International UN Youth Volunteers must be between 18 and 29 years of age throughout their entire duration of service (even if this service is spread over multiple UN Youth Volunteer assignments).

22.2 Duration of Assignment

International UN Youth Volunteer assignments are between six months and two years in duration. The cumulative period of service should not exceed two years.

For international University Volunteers, the duration is three to six months. The cumulative period of service should not exceed six months.

22.3 Level of Experience

Candidates with between 0 and 2 years’ experience can only apply for UN Youth Volunteer assignments.

Candidates who are between 25 and 29 years of age *and* who have 2 or more years' experience can apply for both UN Youth Volunteer and UN Volunteer assignments.

22.4 Family Status

An international UN Youth Volunteer assignment is considered to be single status, regardless of the actual civil status of the volunteer, and does not carry any family-related benefits. UNV assumes no responsibility for any dependants, regardless of whether the international UN Youth Volunteer is married or accompanied by his/her dependants.

22.5 Shipment of Personal Effects

A single lump sum entitlement will be paid for the shipment and insurance of personal effects. This includes customs clearance and storage charges at ports of departure and entry and transportation charges from place of residence to the nearest port and also from the port of entry to duty station in the country of assignment.

The international UN Youth Volunteer is responsible for arranging the shipment, clearance, insurance and storage of his or her personal effects.

22.6 Settling-in-Grant

International UN Youth Volunteers are entitled to a one-time Settling-in-Grant (SIG) as stipulated in the proforma cost. The SIG is calculated based on the duration of the assignment and includes provision for temporary accommodation. It is paid upon arrival in the country of assignment and amounts to one month Monthly Living Allowance (MLA) of an international UN Youth Volunteer for a one year assignment. SIG is pro-rated if the assignment is less than 12 months.

The SIG for international University Volunteers is 50% of one month MLA of an international UN Youth Volunteer for an assignment of six months duration and will be pro-rated if less than six months.

Should the international UN Youth Volunteer (regular UN Youth Volunteer and University Volunteer) not complete the initial contract, she or he may be requested to refund a portion of the SIG.

22.7 Pre-departure expenses

The UN Youth Volunteer candidate will receive a standard amount towards all pre-departure expenses in the country of recruitment. This is a one-time payment made only to the UN Youth Volunteer candidate to help meet pre-departure expenses, including obtaining passport and visa(s), entry medical examination, vaccination(s), travel between the place of residence and the nearest airport and costs of unavoidable in-country pre-departure transit stopover(s). There will be no additional allowance or reimbursement for these purposes.

University Volunteers are not entitled to pre-departure expenses.

22.8 Learning and Group Training

Learning and development are a central part of the UN Youth Volunteer assignment. As group recruitment is the envisaged approach in the case of UN Youth Volunteers, face to face Assignment Preparation Training (APT) will be organised for each group, in line with the UNV Learning Policy and related guidelines. Exceptional arrangements will be sought in the case of individual recruitments when no group training can be organised.

UN Youth Volunteers will receive up to \$500 for individual training for 12 month assignments (pro-rated if less than 12 months). See Section 5.12 for more detailed information.

University Volunteers are not entitled to any Learning and Training Allowance or APT as learning and training are regulated by the agreements between UNV and the sending academic institution.

22.9 Volunteer Living Allowance

The Volunteer Living Allowance (VLA) is intended to meet basic living costs including accommodation at the duty station and should not be considered a salary. It is paid at the end of each month and is composed of the following:

	UN Youth Volunteer	University Volunteer
Monthly Living Allowance (MLA)	80% of the base MLA for an international UN Volunteer	60% of the base MLA for an international UN Volunteer

Family Allowance (FA)	Not Applicable	Not Applicable
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22.10 Annual Leave

International UN Youth Volunteers are bound to the same Annual Leave entitlements contained in Section 8.1 with the following exceptions contained below.

a) *Accrual*

UN Youth Volunteers accrue an entitlement to Annual Leave at the rate of 2 working days per completed month of volunteer assignment.

b) *Pro-rating for UN Youth Volunteers*

3. In the first month of an assignment, Annual Leave is credited as follows:

Assignment beginning

on first day of the month – credit 2 working days

from the 2nd to the 16th of the month – credit 1.5 working days

after the 16th of the month – credit 1 working day.

4. In the last month of an assignment, Annual Leave is credited as follows:

Assignment ending

between the 1st and 16th of the month – credit 1 working day

between the 17th and next to last day – credit 1.5 working days

on last day of the month – credit 2 working days.

22.11 Resettlement Allowance

The Resettlement Allowance (RSA) is intended to provide the UN Youth Volunteer, upon satisfactory completion of her/his assignment and settlement of all personal and professional obligations, with a cash grant to help with resettling costs in the home country or country of recruitment. The RSA will accrue at the rate of US \$50 per month, pro-rated for partial months, of satisfactory service and will be paid in U.S. dollars upon completion of the assignment.

No resettlement allowance is payable to University Volunteers.

22.12 Termination of Assignment

Either party may rescind the UN Youth Volunteer Contract at any time by giving the other party three weeks written notice to that effect. In the event of termination of the UN Youth Volunteer Contract, the international UN Youth Volunteer will receive pro-rated VLA covering the period of service. The return ticket will be authorized by UNV Headquarters. However, if the international UN Youth Volunteer leaves the assignment before completing a minimum of six months, he or she will not be entitled to paid repatriation travel and the pro-rated SIG must be refunded for the period not served.

Appendices

I. International UN Volunteer Contract Extension



INTERNATIONAL UN VOLUNTEER

CONTRACT

Dear Mr./Ms. (*Name of the UN Volunteer*),

It is with great pleasure to welcome you as an international UN Volunteer. You have been accepted to serve in (*Country of Assignment*) and the contractual terms of your assignment are as follows:

Name:.....

Title of assignment:.....

Project Number:.....

Host UN entity:.....

Duty station:.....

ATLAS HCM Position Number:.....

International UN Volunteer/...../.....

International UN Youth Volunteer/...../.....

1. The effective Commencement of Service date of this UN Volunteer assignment is/...../..... (**day/month/year**), which is the date formalizing your appointment as a UN Volunteer. Your assignment will last until/...../..... (**day/month/year**). Any curtailment or extension of this duration may be arranged in accordance with the needs of the project/UN entity and as per the agreed conditions of assignment.

2. This commitment, which shall expire upon the completion of the last obligation arising hereunder, creates no expectation of renewal or extension of this UN Volunteer assignment or of conversion of this UN Volunteer assignment into any other type of assignment with UNV or other UN entity.

3. A copy of your Description of Assignment is attached. It is understood that in the performance of your assignment you will be under the overall professional supervision and guidance of the official mentioned in the assignment description.

4. During your UN Volunteer assignment you will be under the overall administrative authority of the Resident Representative or the Country Director of the United Nations Development Programme (UNDP) in the identified country of assignment.

5. Your international UN Volunteer assignment is governed by the Conditions of Service for international UN Volunteers (ICOS) a copy of which is attached to this Contract, and which you have accepted prior to the commencement of this UN Volunteer assignment. The ICOS forms an integral part of this Contract.

6. Your specific UN Volunteer entitlements, including the insurance coverage and the Volunteer Living Allowance (VLA) are outlined in the Authorization of Recruitment letter sent by UNV.

7. Pledge of Commitment - By signing this Contract, you confirm that you will strictly abide by the Code of Conduct as outlined in the Conditions of Service for international UN Volunteers and confirm your dedication to the principles of the United Nations Charter and the goals of UNV. You pledge to exercise with dedication, discretion and conscience such duties as shall be entrusted to and undertaken by you as a UN Volunteer, to comport yourself in accordance with the standards of conduct of UN Volunteers, to work for social and economic development of the country of assignment in accordance with the principles of the United Nations Charter and not to seek or accept instructions in regard to the performance of duties from any authority external to the United Nations system with the exception of work related to instructions from the specific host Government or authority to which you may be attached.

In appreciation of your contribution to volunteerism and with best wishes for success in your international UN Volunteer assignment kindly sign and return the original of this Contract as evidence of your acceptance of the contractual terms of your commitment together with those of the Conditions of Service for international UN Volunteers.

Yours sincerely,

(Enter full name and title of the authorised person, name of country office)

on behalf of UNV Executive Coordinator

Date and place

Mr./Ms. (*Name of the UN Volunteer*)

International UN Volunteer

UNDP

(Country of Assignment)

I proudly accept to serve as an international UN Volunteer in accordance with the attached Description of Assignment and applicable Conditions of Service, and agree to the principles of the Pledge of Commitment in clause 7 above.

Signature and name of international UN Volunteer

Date and place

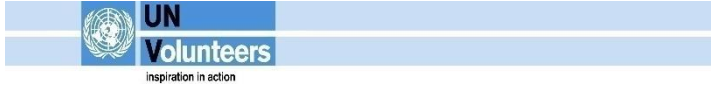
Attachments:

Description of Assignment (Annex 1)

The international UN Volunteer Conditions of Service (Annex 2)

Authorization of Recruitment letter from UNV (Annex 3)

II. International UN Volunteer Contract Extension



EXTENSION OF INTERNATIONAL UN VOLUNTEER CONTRACT

Dear Mr./Ms./Mrs. (*Name of the UN Volunteer*),

1. I am pleased to inform you that your contract as an international UN Volunteer has been extended under project _____ from/...../..... (**day/month/year**) to/...../..... (**day/month/year**)
2. Under the present assignment extension, you will be subject to the Conditions of Service for international UN Volunteers and/or any other rules and regulations applicable at the time of the contract extension.
3. As evidence of your acceptance of the description of your assignment, kindly sign the original of this letter.
4. With appreciation for your services and with best wishes for success in your assignment.

Yours sincerely,

(Enter full name and title of the authorised person, name of country office)

on behalf of UNV Executive Coordinator

Date and place

To : Executive Coordinator of United Nations Volunteers
United Nations Development Programme
Postfach 260111
D-53153, Bonn, Germany

I hereby accept the assignment to serve as an international UN Volunteer in accordance with the terms of this contract and subject to the conditions of assignment and Rules and Regulations of United Nations Volunteers.

Signature and name of international UN Volunteer

Date and place

III. ID Card application form



APPLICATION FOR INTERNATIONAL UN VOLUNTEER IDENTITY CARD

Please attach two passport photographs (5 x 5 cm)

FAMILY NAME: _____ **FIRST NAME:** _____ **OTHER NAMES** _____

Permanent address: _____

Street: _____

City: _____ **State:** _____

Country: _____

Nationality (ies): _____

Passport No (s). _____

Issued by: _____

At: _____

Photo

On: _____

Valid until:/...../.....
(day/month/year)

Height: _____

Colour of hair: _____

Colour of eyes: _____

Date of birth: _____

Distinguishing marks: _____

Validity of the current contract:/...../..... **(day/month/year)**

...../...../..... **(day/month/year)**

Dependants details:

Name(s)	Date of birth	Relationship
1		
2		
3		
4		

Signature and name of international UN Volunteer

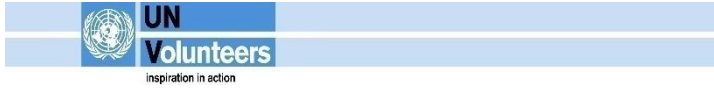
Date and place

FOR OFFICIAL USE

Identity Card No: _____ Issued on:/...../..... **(day/month/year)**

Valid until:/...../..... **(day/month/year)**

IV. Final Clearance Checklist



FINAL CLEARANCE CHECKLIST FOR PAYMENT OF RESETTLEMENT ALLOWANCE

Name of volunteer: _____ Duty station: _____

Project number: _____ Country of assignment: _____

Project title: _____ Entry on Duty: _____

Roster number: _____ End of assignment date: _____

The UN Volunteer should obtain clearances and provide documentary evidence confirming that she/he has no outstanding obligations (financial or otherwise) with the parties listed below.

REQUIREMENTS	EVIDENCE PROVIDED	REMARKS
Host agency/department clearance		
UNDP Finance/ Administration clearance		
Equipment returned to UNDP/agency/project		
Rental payment		
Electricity payment		
Telephone payment		
Water payment		
Bank clearance		
Gas payment		
Final report(s) and performance appraisals completed (see Section 11.2,		

11.3, 11.4 in the Conditions of Service)		
Other clearances required by the UNDP CO		

I confirm that I have no outstanding financial or any other obligations in this country.

Signature and name of international UN Volunteer

Date and place

Contact-email/address: _____

I am fully satisfied/not satisfied with the above declaration; and therefore authorize full/partial (if partial, please indicate the percentage/amount) payment of the final entitlements.

Signature and name of UNDP Resident Representative

Date and place

V. UNV Designation, Change or Revocation of Beneficiary Form



BENEFICIARY FORM FOR INTERNATIONAL UN VOLUNTEERS

I _____ born on _____

(First, Middle, Maiden, Family names) (Day, Month, year)

hereby designate the person or persons named below as my beneficiary or beneficiaries. This applies to all amounts standing to my credit at the time of my death, including benefits accruing from the insurance coverage affected on my life by UNV.

Name of each beneficiary	Address of each beneficiary	Age ⁶	Relationship	Share to be paid to each beneficiary (Total 100%)

The share of any beneficiary who may predecease me shall be distributed equally among the surviving beneficiaries or go entirely to the survivor. If none survives me, then the entire amount will go to my estate.

I hereby revoke all previous designations of beneficiary made by me for this purpose and I reserve the right to revoke or change any beneficiary without his/her knowledge or consent at any time in the manner and form prescribed by the United Nations Volunteers (UNV) programme.

Signature and name of international UN Volunteer designator

⁶ When named beneficiary is a minor please see below

Date and place

WITNESS

I, the undersigned, having no direct or indirect financial interest in this subject matter, hereby certify that this document was signed in my presence by the designator on the _____ day of _____ 20____.

Signature of witness

Address of witness

MINOR BENEFICIARIES

Minor beneficiaries do not possess the legal capacity to take care of and manage property or benefits allocated by the UN Volunteer, by reason of age, comprehension, or self-control. If a UN Volunteer wishes to name a minor (under 18years of age) as a beneficiary the manner of the designation can make a significant difference in how benefits are paid.

If a UN Volunteer dies leaving benefits to a minor without one of the trust options below, UNV will withhold payment of the benefit until one of the following occurs:

- a. A guardian of the minor's **property** is appointed by a competent court and proof of this is forwarded to UNV, in which case the benefits will be paid to the guardian on the minor's behalf, or;
- b. The minor attains the age of 18 years.

The UN Volunteer may instead choose to leave accrued benefits at death to a trust established on behalf of a minor beneficiary, which is compensated according to this form. There are two types of accepted trust, **formal** and **informal**. Please check the appropriate box below.

A **formal trust** is established by formal, legal documents filed with a court that designates a person, persons, or corporation as "Trustee". When designating a formal trust on behalf of a minor beneficiary, the member must clearly state "Formal Trust" on behalf of the minor and include the date of trust incorporation: For example, "John Taylor, Trustee for Joshua Taylor, under the terms of my trust agreement, dated January 1, 2015". The name and address of the trustee must also be provided, in order to provide contact information upon the death of a UN Volunteer. A copy of the trust agreement need not be attached to this UNV Designation, Change or Revocation of Beneficiary form. All specified death benefits would then be paid to the trust. NOTE: A financial institution can be named as the trustee.

An **informal trust** is one that has not been filed with the courts and need not be a formal agreement. In this case, the member designates a person or persons to act as "informal trustee(s)" on behalf of the minor. The informal trustee(s) would be paid the specified benefits on behalf of the minor beneficiary. An example would be, "Jane Miller, Informal Trustee for June Doe,

daughter." June Doe is the beneficiary, but since she is minor, Jane Miller would receive the benefits on her behalf. The address and birth date of the minor being named as the beneficiary must be included on the form.

VI. Special Measures for Protection from Sexual Exploitation and Sexual Abuse (based on ST/SGB/2003/13)

1. Definitions

For the purposes of the international UN Volunteer Conditions of Service, 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.

2. Prohibition of Sexual Exploitation and Sexual Abuse

2.1 Sexual exploitation and sexual abuse violate universally recognized international legal norms and standards and are unacceptable behaviour. Such conduct is prohibited for United Nations staff and UN Volunteers.

2.2 In order to further protect the most vulnerable populations, especially women and children, the following specific standards which reiterate existing general obligations under the UN Volunteer Code of Conduct, are promulgated:

- (a) Sexual exploitation and sexual abuse constitute acts of serious misconduct and are therefore grounds for 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 defense;
- (c) Exchange of money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behavior, is prohibited. This includes any exchange of assistance that is due to beneficiaries of assistance;
- (d) Sexual relationships between international UN Volunteers 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 an international UN Volunteer 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) International UN Volunteers 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.

2.3 The standards set out above are not an exhaustive list. Other types of sexually exploitative or sexually abusive behaviour may be grounds for administrative action and/or disciplinary measures, including summary dismissal, pursuant to the UN Volunteer Conditions of Service.

3. Referral to National Authorities

If, after proper investigation, there are credible allegations of sexual exploitation or sexual abuse, these cases may, upon consultation with the Office of Legal Affairs, be referred to National Authorities.

VII. Prohibition of Discrimination, Harassment, including Sexual Harassment, and Abuse of Authority (based on ST/SGB/2008/5)

1. Definitions

1.1 Discrimination is any unfair treatment or arbitrary distinction based on a person's race, sex, religion, nationality, ethnic origin, sexual orientation, disability, 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.

1.2 Harassment is any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another person. Harassment may take the form of words, gestures or actions which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive work environment. Harassment normally implies a series of incidents. Disagreement on work performance or on other work-related issues is normally not considered harassment and is not dealt with under the provisions of this policy but in the context of performance management.

1.3 Sexual harassment 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 might reasonably be expected or be perceived to cause offence or humiliation to another, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment. While typically involving a pattern of behaviour, it can take the form of a single incident. Sexual harassment may occur between persons of the opposite or same sex. Both males and females can be either the victims or the offenders.

1.4 Abuse of authority is the improper use of a position of influence, power or authority against another person. This is particularly serious when a person uses his or her influence, power or authority to improperly influence the career or employment conditions of another, including, but not limited to, appointment, assignment, contract renewal, performance evaluation or promotion. Abuse of authority may also include conduct that creates a hostile or offensive work environment which includes, but is not limited to, the use of intimidation, threats, blackmail or coercion. Abuse of authority is particularly serious when accompanied by discrimination or harassment, including sexual harassment.

1.5 For the purposes of the present text, discrimination, harassment, including sexual harassment, and abuse of authority shall collectively be referred to as “prohibited conduct”.

2. General Principles

2.1 Every international UN Volunteer has the right to be treated with dignity and respect and to work in an environment free from prohibited conduct as described above.

2.2 In their interactions with others, international UN Volunteers are expected to act with tolerance, sensitivity and respect for differences. Any form of prohibited conduct in the workplace or in connection with work is a violation of these principles and may lead to disciplinary action, whether the prohibited conduct takes place in the workplace, in the course of official travel or an official mission, or in other settings in which it may have an impact on the workplace.

3. Duties of International UN Volunteers

3.1 All international UN Volunteers are obliged to ensure that they do not engage in or condone behaviour which would constitute prohibited conduct with respect to their peers, supervisors, supervisees and other persons performing duties for the United Nations.

3.2 International UN Volunteers are responsible for familiarizing themselves with the Host Agency’s policy on prohibited conduct and with the various options and internal channels available for addressing such conduct.

VIII. Protection Against Retaliation for Reporting Misconduct and for Cooperating with Duly Authorized Audits or Investigations (UNV Whistleblower Policy and Procedures based on ST/SGB/2005/21)

Purpose and Scope

It is the policy of UNV to afford certain protections to 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 Agency. 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 Agency 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 Agencies the inclusion of UN Volunteers into Host Agency structures based on ST/SGB/2005/21. These rules become effective on all parties from the applicable Commencement of Service date.

Definitions⁷

“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 Agency”: the UN entity that has requested the services of and hosts the UN Volunteer e.g. UNDP, UN specialised agencies, bi-lateral/multilateral agencies.

“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 Agency 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.

⁷ Not intended to conflict with applicable Host Agency definitions but for use of clarifying the policy as it applies within UNV and is generally understood by UN Volunteers.

“Retaliation”: within the meaning of this policy means any direct or indirect detrimental action recommended, threatened or taken because an individual reported misconduct in good faith or cooperated with an authorized fact-finding activity. When established, retaliation is by itself misconduct.

“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:

- a) 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 Agency, 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
- b) 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:

- a) The UN Volunteer shall disclose any information concerning wrongdoing either orally or in writing to report to the investigative body of the Host Agency, or in cases where appropriate the supervisor, per the Host Agency 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.
- b) All UN Volunteers who discover or have knowledge of wrongdoing shall report such wrongdoing in a prompt and timely manner.

- c) The UN Volunteer shall keep the substance of his or her allegations confidential to the best extent possible, even after the matter has been adjudicated upon.
- d) Should a UN Volunteer believe in good faith that disclosing information to the Host Agency pursuant to Section 1(a) above would likely subject him or her to adverse personnel action or be wholly 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 18.1.
- e) The dissemination of unsubstantiated rumours 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.

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 Agency 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 Agency 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 Agency 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:

- a) No UN Volunteer who in good faith discloses potential violations of the UNV Code of Conduct as well as the applicable Host Agency Code of Conduct or other instances of potential wrongdoing, shall suffer harassment, retaliation or adverse personnel action by UNV and/or the Host Agency.
- b) 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 Agency it is the responsibility of the Host Agency to: (i) provide information to the UN Volunteer concerned and (ii) liaise with the Host Agency 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 iii) UNV management will ensure, through bilateral agreements, that effective whistleblower policies are in place at Host Agencies to offer full protection to serving UN Volunteers. UNV's role will generally be limited to providing assistance, sharing information, and working through the Host Agency as the primary responsible party.

- c) UNV will generally not act on behalf of UN Volunteers in reporting allegations of misconduct of personnel at Host Agency including misconduct of other UN Volunteers as this must be conducted within the official channels of the Host Agency. UNV may follow up with the UN Volunteer and the ethics focal persons of the Host Agency to establish whether effective protection against retaliation has been afforded and/or whether the alleged harassment/retaliation has been investigated.
- d) 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.
- e) 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 Agency to take action on their own initiative to prevent, investigate or impose disciplinary measures against individuals engaged in retaliation.

This policy has been aligned with ST/SGB/2007/11 (dated 30 November 2007 and effective 1 December 2007) entitled "United Nations system-wide application of ethics: separately administered organs and programmes". This revised policy enters into force on the day it is issued.

IX. Certificate of Good Health form



CERTIFICATE OF HEALTH FOR INTERNATIONAL UN VOLUNTEERS		CERTIFICAT MEDICAL POUR LES VOLONTAIRES NATIONAUX DES NATIONS UNIES							
Name of candidate – Nom du candidat		Sex(e)							
		Date of birth – Date de naissance							
Length of appointment – Durée de l’engagement	Place of assignment – Lieu d’affectation								
Nature of appointment – Nature de l’engagement									
TO BE FILLED IN BY THE CANDIDATE: / A REMPLIR PAR LE CANDIDAT :									
Have you previously undergone any United Nations medical examination?		Yes <input type="checkbox"/>							
Avez-vous déjà subi un examen médical pour le compte d’une organisation des Nations Unies?		No <input type="checkbox"/>							
If so, please state when		where							
Dans l’affirmative: quand		où							
Have you ever had or have you now/Avez-vous eu ou avez vous actuellement :									
	yes/oui	date	no/non		yes/oui	date	no/non		
1	Any heart disease Affection cardiaque	<input type="checkbox"/>		<input type="checkbox"/>	7	Fainting spells Perte de connaissance	<input type="checkbox"/>		<input type="checkbox"/>
2	Tuberculosis Tuberculose	<input type="checkbox"/>		<input type="checkbox"/>	8	Malaria Paludisme	<input type="checkbox"/>		<input type="checkbox"/>
3	High blood pressure Hypertension artérielle	<input type="checkbox"/>		<input type="checkbox"/>	9	Any nervous or mental disorders Troubles nerveux ou mentaux	<input type="checkbox"/>		<input type="checkbox"/>
4	Amoebic dysentery Amibiase	<input type="checkbox"/>		<input type="checkbox"/>	10	Depression or excessive anxiety Périodes de dépression ou d’anxiété	<input type="checkbox"/>		<input type="checkbox"/>
5	Epilepsy or fits Epilepsie	<input type="checkbox"/>		<input type="checkbox"/>	11	Blood in the urine Sang dans les urines	<input type="checkbox"/>		<input type="checkbox"/>
6	Blood in the stools Sang dans les selles	<input type="checkbox"/>		<input type="checkbox"/>					

12 Indicate any illness in the last five years entailing your absence from work for one month or more:
Indiquez toute autre affection ayant entraîné un arrêt de travail d'un mois ou plus au cours des cinq dernières années:

13 Do you take any medication regularly? If so, please provide details:
Prenez vous régulièrement un médicament? Si oui, indiquez les raisons:

14 Have you ever been refused employment because of your health? If so, please provide details:
Vous a-t-on refusé un emploi pour raison de santé? Si oui, indiquez les raisons :

I certify that the above statements are true, complete and correct to the best of my knowledge and belief.
Je soussigné certifie que les informations ci-dessus sont à ma connaissance exactes et complètes.
Candidate's signature
Signature du candidat

FOR COMPLETION BY THE EXAMINING PHYSICIAN (see note below)*
A REMPLIR PAR LE MEDECIN-EXAMINATEUR (voir note)**

1 General appearance Aspect général		10 Abdomen		18 Alb.	
2 Weight Poids		11 Hernia Hernie		Urine Sugar Sucre	
3 Height Taille		12 Hemorrhoids Hémorroïdes		Microscopic Sédiment	
4 Lungs Poumons		13 Genitalia Organes génitaux		19 Blood Hb. Sang Hb.	
5 Heart Coeur		14 Mental condition Etat mental		20 Results of a chest x-ray* (dating from less than a year) Compte-rendu d'examen radiographique pulmonaire** (datant de moins d'un an)	
6 Pulse Pouls		15 Reflexes Réflexes			
7 Blood pressure Pression artérielle					
8 ECG		16 Eyes Vue		*Indicate date, place, number of film **Indiquer date, lieu, numéro du film	
9 Tonsils Amygdales		17 Hearing Ouïe			

Is the person examined at present in good health and enjoying a full working capacity? yes oui
no non Considérez-vous que la personne examinée est en bonne santé et qu'elle jouit d'une capacité totale de travail

Is there any affection or definite predisposition to a disease which may result in premature disability or constitute an impediment to the accomplishment of his or her functions? yes oui
no non Présente-t-elle une affection ou une prédisposition nette à une maladie susceptible de la gêner dans l'accomplissement de ses fonctions?

Other observations
Autres observations

Name (to be typewritten or printed) Nom (à la machine ou en majuscules)		Date
Exact address	Signature, examining Physician

The examining doctor is requested before sending this report to verify that the questionnaire on page 1 of this form, has been fully completed by the candidate and that all the results of the investigations required are given on the report. Incomplete reports are a major source of delay in recruitment.

This is to certify that Mr./Ms. _____ has been examined today by the undersigned and found to be in good physical and mental health, and fit for the proposed post.

Place and date:

Physician's name and signature:

X. Arbitration

1. If, upon receipt of the UNDP Administrator's final decision on the appeal of an international UN Volunteer in a recourse procedure (see above Section XVII.B), the UN Volunteer who wishes to contest the decision further, must request in writing (clearly indicating the name and with signature), within thirty calendar days of receiving the UNDP Administrator's final decision, that the matter be submitted to arbitration. Such a written request shall be sent to the UN Office of Legal Affairs (OLA) with a copy 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.
2. Upon receipt of a request for arbitration as provided in paragraph 1. above, a reply will be sent by OLA to the claimant to confirm receipt.
3.
 - a) Arbitration will be conducted by a single, qualified, and independent arbitrator who is not a staff member of a UN organisation, designated by agreement of both parties.
 - b) If both parties cannot agree on a single arbitrator, then a panel of three arbitrators will be convened. Each party will designate a qualified and independent arbitrator who is not a staff member of a UN organisation. The two designated arbitrators will then select a third qualified and independent arbitrator who is not a staff member of a UN Organisation, who shall then function as chairman.
 - c) Any question relating to the qualification or admissibility of an arbitrator will be resolved by recourse to UNCITRAL rules.
4. The location for arbitration proceedings shall generally be New York. However, if both parties agree, the arbitration proceedings may be conducted in other locations. The cost for the panel member appointed by the claimant will be borne by both parties and the arbitrator may apportion costs pursuant to UNCITRAL rules.
5. 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(s) 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(s) regarding the need to furnish a requested document.
6. No arbitration proceedings will commence without both parties furnishing a deposit sufficient for the arbitrator(s) to commence proceedings, unless, upon written

- request by one of the parties setting forth valid reasons to the contrary. The arbitrator decides, however if there is more than one arbitrator, then the chairman shall make the decision on such a request.
7. The proceedings of the arbitration panel will include consideration of the following written submissions:
 - a) the claimant's statement that shall be submitted within 30 days of receiving notification of the composition of the arbitration panel;
 - b) the answer by the arbitrator(s) which will be submitted within 30 days of receiving the claimant's statement;
 - c) such rebuttal as the claimant may wish to make within 14 days of receipt of the arbitrators' answer;
 - d) such reply as the arbitrator(s) may wish to make within 14 days of receipt of the claimant's rebuttal; and/or
 - e) any other statement or information supplied at the request of the arbitration panel.
 8. The arbitrator or in the case of a panel, the chairman, shall 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 shall have an opportunity to present any objections to such an extension, which shall be made in writing within 5 days of receipt of the request for an extension by the other party.
 9. Either party may request in writing that the arbitrator(s) be periodically provided with an advance against future costs, and that arbitration only proceed when the appropriate advance from both parties has been received. The arbitrator will make the final decision on any such request. If there is more than one arbitrator, then the chairman shall make the decision on such a request.
 10. Subject to the conditions and limitations indicated in the preceding sections concerning arbitration, arbitration proceedings will be conducted according to UNCITRAL rules.
 11. The decision of the arbitrator, or in the case of an arbitration panel of three, the majority, shall constitute final settlement of the dispute and will be binding upon both parties.

XI. Guidelines for the Claims Board for Loss of or Damage to Personal Property due to Emergency Situations

A. Purpose

Within the limits and under the terms of the Conditions of Service for international UN Volunteers, UN Volunteers may be entitled to reasonable compensation if their personal effects are lost or damaged as a direct result of an emergency situation caused by war, civil commotion or natural disaster, in the areas where they are obliged to be for the discharge of their duties. 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.

B. Procedure for Filing of Inventories and Submission of Claims

1. No later than six weeks after arrival in the duty station, the UN Volunteer will submit, a duly completed inventory of her/his personal effects as per Appendix XIII to the UNV Field Unit team. The UNV Field Unit team, after having the inventory duly certified by the UNDP CO, will forward a copy to UNV Headquarters, retain a copy in the UN Volunteer's personal file and ask her/him to keep a copy for his/her own reference. It is advised that the UN Volunteer updates the inventory list as necessary.
2. 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.
3. When loss or damage occurs the UN Volunteer will submit a claim to the UNV Field Unit, 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 forwarded to the UNV Headquarters with the comments/recommendations of the UNDP CO.
4. The claim must be submitted within one year of the date of loss or damage. Claims submitted after the one year deadline will not be considered.

C. Entitlement to compensation

1. Reasonable compensation is based strictly on the value of items that are deemed essential and not luxury, discretionary or extravagant. No compensation will be paid for any loss or damage occasioned by the claimant's negligence or misconduct.
2. Compensation will not apply to loss of or damage to personal property resulting from theft or burglary. UN Volunteers are advised to subscribe to the global UNDP or other insurance scheme against such losses. To assist UN Volunteers, fifty percent of the yearly premium, or up to a designated amount (specified in Appendix XVIII),

whichever is less, will be reimbursed upon presentation of the invoice from the insurance provider.

3. The personal effects of a UN Volunteer are deemed to include the personal effects of her/his recognized dependants who are authorized by UNV to join, and have joined, her/him in the country of assignment.
4. 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 herself/himself.
5. No compensation will be paid for loss of or damage to automobiles, motorcycles, motors of all types and their accessories, heirlooms, jewellery, securities, tickets or documents, or any other such article that in the opinion of UNV is not considered to have been reasonably acquired by the UN Volunteer under existing circumstances and volunteer conditions.
6. Compensation for loss of cash will be limited to a specified amount (for the amounts please refer to Appendix XVIII).
7. Compensation for articles such as cameras, camcorders, radios, watches, CD players, tape recorders, TVs, VCRs, DVD players and personal computers/laptops/tablets including accessories will not exceed a maximum amount per item specified in the addendum.
8. Compensation may be paid for loss of or damage to personal articles owned by UN Volunteers that are included on the inventory form that in the opinion of UNV are necessary in the performance of their duties.
9. No compensation will be paid for loss of or damage to more than one each of the articles mentioned in paragraphs 7 and 8 above.
10. In line with article C1 above, compensation will be paid for loss or damage due to any one incident, provided that the maximum allowable compensation does not exceed the limits specified in the addendum.
11. As a guide to the amount of compensation for claims, the UNV Claims Board will apply the following depreciation rates:
 - Clothing: 10 per cent per annum with a maximum of 60 per cent
 - Furniture: 5 per cent per annum with a maximum of 80 per cent
 - Equipment, appliances, electronics, machinery: 10 per cent per annum with a maximum of 80 per cent

- Other items: 10 per cent per annum with a maximum of 60 per cent

D. Payment of Compensation

1. The UNV Claims Board will examine the case against the background of all the relevant information, documentation and comments provided through the UNDP Field Unit and advise the amount of compensation, if any, to be paid. The UN Volunteer will sign a discharge form absolving UNV from any further liability in consideration of the compensation received.

E. Final Decision on Compensation

The decision of UNV is final with regard to setting reasonable compensation for the lost or damaged personal effects. It is not subject to any arbitration.

XII. Guidelines on Security Relocation/Evacuation

The guidelines are valid for regular UN Volunteer assignments. **These guidelines may not be fully appropriate for UN Volunteers under special operations and in emergencies. UNV negotiates tailor-made mission/operation-specific guidelines with the SRSG/Security Coordinator and/or UN Designated Official.** The International Conditions of Service for international UN Volunteers are taken into consideration by the user agencies and partners in to avoid excessive anomalies. This requires frequent joint UNV and HostAgency reviews during evacuation, so that UN Volunteers do not remain longer than necessary under the exceptional entitlements pertaining to the relocation/evacuation status.

1. 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.
2. UN Volunteers will follow and respect the guidelines, security plans and other directives issued by the UN Designated Official.
3. Should relocation/evacuation become necessary, UN Volunteers will be evacuated together with other international UN staff to a safe-haven or to any other destination approved by the UN Security Coordinator. The safehaven may be designated a) within the country of assignment or b) outside the country of assignment.

Relocation within the Country of Assignment

If relocation should take place within the country of assignment to a safe-haven other than the UN Volunteer's duty station, UNV will follow the directives issued by the UN Security Coordinator/Designated Official. The normal UNDSA rates for in-country travel as applicable to UN Volunteers is payable.

Evacuation outside the Country of Assignment

1. While at the place of safe-haven, UN Volunteers and their eligible accompanying dependants will be paid the following Security Evacuation Allowance (SEA):

- a. 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 evacuation, whichever is soonest.

- b. In respect of each eligible accompanying dependent residing at the duty station:

US\$ 100 for the spouse and each dependant child during the first 30 days and,

US\$ 75 per day from the 31st day until the staff member returns to the duty station, or is reassigned to another location, or until two months have elapsed following evacuation, whichever is soonest.

c. If the UN Volunteer is authorized to return to the duty station and some or all eligible family members 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 dependant will be entitled to the higher rate of evacuation allowance (US\$ 200 or US\$ 150, as applicable).

2. The period of evacuation to a safe-haven should not exceed two months. Within this period, a decision should be made as to whether the UN Volunteer will be evacuated to their home country or return to the duty station.
3. Once in their respective home country, the UN Volunteer will continue to receive their VLA and SEA equal to 50 per cent of UNDSA rate for the UN Volunteer and 25 per cent of UNDSA rate for each eligible accompanying dependant.
4. At this stage, all efforts will be made to reassign/redeploy the UN Volunteer.
5. Annual Leave shall accrue to the UN Volunteer during the period of evacuation.
6. When security evacuation/relocation occurs while the UN Volunteer is on any other leave entitlement outside of the duty station then the security evacuation 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 Agency either to join the safe-haven or remain outside the duty station country until further notice.
7. As far as possible, the maximum period of evacuation will not exceed two months i.e. from the time the 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 agencies and the UNDP CO, will take the necessary administrative measures to terminate the assignments of UN Volunteers who cannot be reassigned.
8. 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 UNDP CO and UN agencies, 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.

9. During the notice period, the UN Volunteer will continue to receive their VLA at the duty station rate and also relocation allowance equal to 50 per cent SEA rate for the UN Volunteer and 25 per cent SEA rate for each eligible accompanying dependant.
10. Loss and damage to personal effects that remain at the duty station will be compensated in accordance with established administrative guidelines. UN Volunteers are reminded of their responsibility to submit to the officer in charge who has been designated to manage organisation specific matters, a list of their itemized personal effects and their value. This list is used by the respective compensation committees of the organisation to determine compensation in the event of loss or damage to personal effects.
11. In the event that the UN Volunteer's assignment has been terminated and repatriated, the shipment of personal effects remaining at the duty station will be arranged by the UNDP CO within the authorized repatriation shipment entitlement. If the UN Volunteer decides to return to the duty station after being repatriated the UN Volunteer will bear all costs and associated risks.

In summary:

Relocation/evacuation: The maximum period that a UN Volunteer could be on relocation/evacuation is 30 days.

Re-deployment: If the UN Designated Official and host agency believe that it is not possible for the UN Volunteer to return to the duty station due to the security situation, the host agency should consider temporarily re-deploying the UN Volunteer in its programmes in the country where the UN Volunteer is relocated/evacuated or to a third country. The maximum duration that a UN Volunteer could be on re-deployment will be 30 days (in addition to the above 30 days).

Re-assignment: If the security situation at the duty station is still not conducive and the international personnel are not authorized to return, during the above period of relocation and re-deployment, the agencies are encouraged to re-assign the UN Volunteers to another country.

Relocation/evacuation combined with re-deployment: Based on the security situation in the country of assignment, the agencies and UNDP Resident Representative should consider various options to make use of the services of the UN Volunteers during the relocation/evacuation, noting that the maximum duration that a UN Volunteer could be permitted on relocation/evacuation/redeployment will be sixty days.

Overview of Security Evacuation Allowances

Area of Evacuation Applicable SEA rate/staff	Applicable SEA rate/staff member alone	Eligible accompanying dependant
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Outside the duty station country (safe haven, home country, third country)	US\$ 200 per day for up to 30 days; thereafter US\$ 150 per day (from the second through the second month)	For family normally residing at the duty station: US\$ 100 per day for up to 30 days. Thereafter US\$ 75 per day.
Relocation within country of duty station	DSA of location applies.	50% of applicable DSA per each eligible family member.

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

XIV. UNV Medical Insurance General Coverage Details

1. The medical insurance scheme provides for reimbursement of medical, hospital and dental treatment costs up to a maximum of US\$ 150,000 per beneficiary in any 12 consecutive months (effective entry on duty date) subject to the following limitations:
 - a. Under the medical insurance scheme, medical treatment prescribed by qualified doctors, including doctors' fees are reimbursed at the rate of 100 per cent of the costs involved,.
 - b. The costs of hospital services including such items as bed and board, general nursing services, use of operating room and equipment, use of recovery room and equipment, laboratory examinations, X-ray examinations and drugs and medicines for use in the hospital are reimbursed at the rate of 100 per cent. However, if the hospitalization occurs in Europe or North America, the maximum reimbursement is limited to charges for a two-bed room.
 - c. Reimbursement for dental care, including the cost of false teeth, crowns, bridges, other similar appliances, and demo-facial orthopaedics will be up to US\$ 700 per beneficiary in any 12 consecutive months.
 - d. The costs of psychiatric treatment including a licensed psychoanalyst, a licensed psychologist or a licensed psychiatric social worker are reimbursable only if a psychiatrist or a qualified physician refers the patient. The costs in respect of the insured person is reimbursable at the rate of 100 per cent of the reasonable and customary fee level to a maximum reimbursement of US\$ 1,000 in any 12 consecutive months.
 - e. The costs of physiotherapy and radiological treatment are reimbursable only if the doctor has referred the patient to the specialists in attendance.
2. The medical insurance scheme does not extend to:
 - a. Periodic preventive health examinations;
 - b. Preventive dental care;
 - c. Hearing aids, spectacles, fees for eye tests for glasses and costs of spa cures;
 - d. The consequences of sickness or accidents resulting from voluntary and intentional action on the part of the beneficiary or the insured person e.g. attempted suicide or voluntary mutilation;
 - e. Beneficiaries or insured persons who are mobilized or who volunteer for military service in time of war;

- f. The results of wounds or injuries resulting from motor vehicle racing and dangerous competitions in respect of which betting is allowed. Normal sports competitions are covered;
- g. The consequences of insurrections or riots if, by taking part, the beneficiary or the insured person has broken the law; the consequences of brawls, except in cases of self-defence;
- h. Rejuvenation cures and cosmetic treatment. Cosmetic surgery is covered however, where it is necessary as a result of an accident for which coverage is provided;
- i. The direct or indirect results of explosions, heat release or irradiation produced by transmutation of the atomic nucleus or by radioactivity or resulting from radiation produced by the artificial acceleration of nuclear particles;
- j. Expenses for, or in connection with, travel or transportation, whether by ambulance or otherwise. However, charges will not be excluded for professional ambulance service used to transport the beneficiary between the place where he/she is injured by an accident or stricken by disease and the first hospital where treatment is given.

XV. Life Insurance Coverage for International UN Volunteers

A. UN Volunteers serving in regular duty stations

Amounts of indemnities

The capital sum payable on death, irrespective of the cause of death, shall amount to US\$100,000 for UN Volunteers serving in regular duty stations.

B. UN Volunteers serving in countries covered under the malicious act insurance policy of the UN system

Amounts of indemnities

The capital sum payable in the event of death of a UN Volunteer serving in a duty station that is covered under the malicious act insurance policy of the UN shall amount to US\$500,000 **only when the death is attributable to malicious acts**, i.e. for death caused directly or indirectly by war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, revolution, rebellion, insurrection, military or usurped power, riots or civil commotion, sabotage, explosion of war weapons, terrorist activities (whether terrorists are the country's own nationals or not), murder or assault by foreign enemies or any attempt thereat.

This means if the death of a UN Volunteer in the country of assignment that is included in the list of the UN under its malicious act insurance policy and it is not attributable to malicious acts as described above, the capital sum shall be US\$100,000. Bearing in mind that malicious acts are generally associated with the security situation prevailing in the country, UNV Headquarters will require a certification from the UN Designated Official that all security instructions have been complied with.

There are two determining factors in this context: **(i)** duty station: whether or not it is included in the list covered under the malicious act insurance policy; and **(ii)** cause of death.

In both cases, the insurers will refund the costs of repatriation of the corpse and personal effects of the UN Volunteer up to US\$10,000. The capital sums mentioned above and the refund of the costs of repatriation of the mortal remains are only payable if the death occurred before the 70th birthday of the UN Volunteer.

Exclusions of risks

a.) Suicide with sane and deliberate intent is covered only if it occurs not less than two years after the insured person's inclusion in this insurance. However it will be covered from the date of inclusion in this policy if the person was not acting with sane and deliberate intent at the moment of suicide, the onus of proving that fact being upon the beneficiary.

b). In the event of war, the cover under this contract will apply only in so far as determined by subsequent legislation on life insurance in wartime.

Payments of indemnities

On the death of an insured person, the insurers will pay the policyholder the capital sum guaranteed within 15 days of receipt of the following documents:

- the insured person's birth certificate or equivalent extract from the birth records in an official form;
- the death certificate; and
- the medical certificate stating the cause of death.

The costs of repatriation of the corpse and personal effects will be reimbursed on sight of the invoices or other documents stating the expenses.

XVI. Compensation to International UN Volunteer for Permanent Disability Injury Attributable to UNV Service

Dismemberment

If any accident results within one year in permanent disablement, the insured shall receive the whole or part of the sum insured of US\$100,000 in accordance with the following scale and conditions.

The amount of indemnity payable in case of total permanent disablement is US\$250,000 for the insured person serving in a country that is included in the malicious act insurance policy of the UN system and when the permanent disablement is attributable to malicious acts i.e. for permanent disablement caused directly or indirectly by war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, revolution, rebellion, insurrection, military or usurped power, riots or civil commotion, sabotage, explosion of war weapons, terrorist activities (whether the terrorists are the country's own nationals or not), or assault by foreign enemies or any attempt thereat. This means if the permanent disablement of a UN Volunteer serving in a country that is included in the malicious act insurance policy of the UN and is not attributable to malicious acts as described above, the capital sum shall be US\$100,000. Bearing in mind that malicious acts are generally associated with the security situation prevailing in the country, UNV Headquarters will require certification from the UN Designated Official that all security instructions have been complied with.

In line with the above, the compensation will be the percentage of the sum assured for total permanent disablement as follows:

Incurable insanity incompatible:	
with any gainful occupation	100 %
total paralysis	100 %
total blindness	100 %

Amputation or total irrevocable loss of use:	
both arms or hands	100 %
both legs or feet	100 %
one arm or hand and one leg or foot	100 %

Total and absolute loss by amputation or excision or total functional loss of:

	right	left
arms	75 %	60 %
forearm	65 %	55 %
hand	60 %	50 %
thumb	20 %	18 %
index finger	16 %	14 %
middle finger	12 %	10 %

ring finger	10 %	8 %
little finger	8 %	6 %
movement of shoulder or elbow	30 %	25 %
movement of wrist	25 %	
thigh	60 %	
leg	50 %	
foot	40 %	
big toe	8 %	
other toe	3 %	
movement of hip or knee	25 %	
eye, excised	30 %	
eye, not excised	25 %	
total deafness in one ear	15 %	
total deafness in both ears	40 %	

For a left-handed person the rates stipulated for the right upper limb shall apply to the left upper limb and vice-versa, provided that left-handedness is specified in the proposal.

Partial amputation or partial functional loss of a limb or organ listed above shall give rise to payment of benefits, proportional to those payable in the case of total amputation or total functional loss.

In cases of partial disablement not mentioned above, the extent of disablement shall be determined by analogy with the above scale without regard to the insured's occupation.

No benefit shall be paid for the loss of limbs or organs the use of which had been lost prior to the accident.

The benefit payable for injury to a limb or organ previously crippled shall be based solely on the difference in the state of the limb or organ before and after the accident.

The extent of injury to healthy limbs or organs as the result of an accident shall be assessed without regard to the crippled conditions of any other limbs or organs not affected by the accident.

The total benefit payable for several disablements caused by the same accident shall be calculated by addition and shall not exceed either the total sum assured for total or permanent disablement or the partial sum assured for total loss of the injured limb or organ or total loss of the use thereof.

Determination of the extent of permanent disablement shall be based solely on the final condition of the victim, which shall be duly established, but not later than two years after the accident.

Tropical diseases

The insurers will pay a capital sum of US\$100,000 to the insured person who incurs a total and permanent disablement resulting from a tropical disease. Tropical disease means a sickness that is typical for tropical countries and cannot practicably be incurred in another climate, as for example, pestilence, leprosy, trypanosome, etc.

Limits of coverage

Coverage is provided under this section in so far as the facts which are the causes of the permanent disablement, or the first statements of the tropical disease occur during the insurance period and are notified to the insurers within three months of the occurrence. No claim under this section will be accepted after a delay of two years beginning from the date of the accidental facts or if the first statement of the disease occurred on or beyond the 70th birthday of the insured person.

Payment of indemnities

The indemnities are paid upon the statement of the permanent disablement by a physician acceptable to both the policyholder and the insurers.

XVII. Exception Table for Short-Term UN Volunteers, including UN Expatriate National Volunteers

<u>Entitlement Category</u>	<u>Entitlement Type with Adjustment</u>	<u>Applicable: Yes / No</u>
<u>Pre-assignment</u>	Pre-departure expenses including entry medical examinations	Yes
	Assignment Travel and Terminal expenses	Yes
	Shipment of personal effects	Yes (reduced to US\$250) ⁹
<u>In-country</u>	SIG = MLA x 1	Yes ¹⁰
	MLA x 12	Yes ¹¹
	Training and Learning	Yes (reduced to US\$250) ¹²
	Well-Being Differential	Yes
	Family Allowance	Yes
	Health insurance	Yes
	Life insurance	Yes
	Residential security	Yes ¹³

⁹ If the assignment is extended to 3 months or more, the reduced entitlement will be supplemented up to the standard shipment entitlement of US\$500 for the UN Volunteer.

¹⁰ The SIG is due only for the 1st signed short-term contract of the assignment. For subsequent contract extensions, the SIG will be pro-rated on the one year entitlement according to the duration of the contract.

¹¹ Annual costs are pro-rated to time served

¹² The short-term training allowance (US\$250) is due only for the 1st signed short-term contract of the assignment. For subsequent contract extensions, the training allowance will be pro-rated on the one year allowance (US\$500) according to the duration of the contract.

¹³ Residential security will apply but only for monthly payments like: security guards, panic buttons, monitoring alarms. For one-time payments such as installations, generators or other long term security

	Annual Leave	Yes
End-of Assignment	Repatriation Travel and Terminal	Yes
	Resettlement Allowance	No ¹⁴
	Shipment	Yes (reduced to US\$250) ¹⁵

measures, residential security will apply only as of the 4th month when there is an extension of the assignment to three months or beyond.

¹⁴ If the assignment is extended to 3 months or more, RSA entitlements will apply as per the provision in the COS, **retroactive to starting date**.

¹⁵ If the assignment is extended to 3 months or more, this entitlement will be supplemented up to the standard shipment entitlement of US\$500.

XVIII. Benefit Table for International UN Volunteers

Entitlement/Benefit	Rate
Pre-Departure Allowance	<p>One-time payment made only to the UN Volunteer and UN Youth Volunteer in the amount of US\$600.</p> <p>University Volunteers are not entitled to a pre-departure allowance.</p>
Travel	<p>The UN Volunteer and eligible PFU member are entitled to the most direct least-costly economy ticket which includes a minimum of 23 kilos of checked luggage allowance as part of the ticket.</p>
Airport terminal expenses	<p>US\$25 per terminal</p>
Shipment of personal effects (assignment and repatriation)	<p>US\$500 each way for the UN Volunteer and US\$250 for each eligible PFU member.</p> <p>UN Youth Volunteers and University Volunteers receive US\$200 each way.</p>
Learning and Training Allowance	<p>Up to US\$200 for local languages and up to US\$500 for training and learning per applicable rules.</p> <p>See Section 5.12 for detailed eligibility criteria.</p>
Settling-in-Grant (SIG)	<p>SIG will be paid at the following below rates using a fixed annual Post Adjustment Multiplier for calculating applicable MLA.</p> <p>UN Volunteers receive 200% MLA</p> <p>UN Youth Volunteers receive 100% UN Youth Volunteer MLA</p> <p>University Volunteers receive 50% UN Youth Volunteer MLA</p>
Additional SIG	<p>Additional 33% of SIG for one or more eligible dependants</p>

Monthly Living Allowance (MLA) base rate	<p>MLA Base Rates for international UN Volunteers:</p> <p>UN Volunteer = US\$1554</p> <p>UN Youth Volunteer = US\$1243</p> <p>University Volunteer = US\$932</p>
Family Allowance (FA) rates	<p>US\$250 monthly for one eligible dependant</p> <p>US\$450 monthly for two or more eligible dependants</p>
Advance payment for hospital expenses	Hospital expenses are covered by medical insurance, though in exceptional circumstances up to US\$1000 may be advanced in instances where the medical provider may not be able to arrange prepayment.
Residential Security	100% reimbursable up to the maximum established by DSS
Well-Being Differential	Two level Well-Being Differential in non-family duty stations; Differential A set at US\$500 a month. Differential B set at US\$1000 a month.
Insurance of personal effects And compensation for articles.	<p>50% of premium paid or maximum US\$95 per year, whichever is less.</p> <p>Limited to a maximum of US\$1,000.00 per article up to a maximum of US\$5,000.00 for single UN Volunteers and US\$8,000.00 with recognized dependants authorized to join, and have joined her/him at the duty station. Sunglasses are limited to US\$150 and watches US\$350.</p>
Resettlement Allowance (RSA)	<p>US\$200 per month of satisfactory service for UN Volunteers.</p> <p>US\$50 per month of satisfactory service for UN Youth Volunteers</p> <p>University Volunteers are not eligible for RSA</p>

Compensation for loss of cash due to emergency situations	Limited to a maximum of US\$500.00 for single UN Volunteers and US\$700.00 for those with one or more dependants.
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