

in cases of death in service

Department of Management **OHRM EPST**

Handbook for action

in cases of death in service

Department of Management
Office of Human Resources Management
Emergency Preparedness and Support Team



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Glossary and abbreviations

ABCC	Advisory Board on Compensation Claims
ASHI	After-Service Health Insurance
BOI	Board Of Inquiry
CMS	Chief of Mission Support
DFS	Department of Field Support
DMS	Director of Mission Support
DPI	Department of Public Information
DPKO	Department of Peacekeeping Operations
DSS	Department of Safety and Security
EPST	Emergency Preparedness and Support Team
FFP	Family Focal Point
FPD	Field Personnel Division
GLI	Group Life Insurance
HR Specialist	Human Resources Officer or Assistant
ICCS	Insurance Claims and Compensation Section
IDS	Insurance and Disbursement Section
IMIS	Integrated Management Information System
Lead Department	Department managing the emergency
MAIP	Malicious Acts Insurance Policy
NOTICAS	Notification of Casualty (form): official document stating the cause of death
OCSS	Office of Central Support Services
OHRM	Office of Human Resources Management
OICT	
OICI	Office of Information Communications Technology
ОРРВА	Office of Information Communications Technology Office of Programme Planning, Budget and Accounts
ОРРВА	Office of Programme Planning, Budget and Accounts
OPPBA PA	Office of Programme Planning, Budget and Accounts Personnel Action
OPPBA PA S.R.	Office of Programme Planning, Budget and Accounts Personnel Action Staff Rule
OPPBA PA S.R. UNDP	Office of Programme Planning, Budget and Accounts Personnel Action Staff Rule United Nations Development Programme
OPPBA PA S.R. UNDP UNICEF	Office of Programme Planning, Budget and Accounts Personnel Action Staff Rule United Nations Development Programme United Nations Children's Fund
OPPBA PA S.R. UNDP UNICEF UNJSPF	Office of Programme Planning, Budget and Accounts Personnel Action Staff Rule United Nations Development Programme United Nations Children's Fund United Nations Joint Staff Pension Fund

Foreword by the Secretary-General BAN Ki-moon

On 19 August 2003, a bomb exploded at the Baghdad headquarters of the United Nations Assistance Mission for Iraq, killing 22 staff members and wounding more than 100.

On 12 January 2010, an earthquake destroyed several United Nations buildings in Port-au-Prince, taking the lives of 102 staff members and injuring numerous others.

On 1 April 2011, a protest at the UNAMA office in Mazar-e-Sharif became chaotic and violent, causing the deaths of 7 staff members.

Just two days later, on 4 April 2011, perilous weather caused a United Nations plane to crash in Kinshasa, claiming the lives of 32 people including 22 staff members on board.

These incidents are but a few among many that remind us that every single day, United Nations personnel face grave and often moral perils while serving our global mission of peace, development and human rights. Mourning the loss of fallen colleagues is a ritual with which we have become sadly familiar. We have also become keenly aware of the need to provide better support to survivors and to the families of those who perish or are injured.

The UN Secretariat's Emergency Preparedness and Support Team, in close collaboration with other United Nations departments and offices, aims to help all of us in responding to the deaths of friends and colleagues in a sensitive and timely fashion, and in strengthening organizational resilience in order to serve as best we can even in the most desperate of circumstances. This *Handbook*, an initiative of the Team, is a collaborative effort among many departments and is meant as a tool for alleviating the confusion and bureaucratic delays that often ensue when there is a death or, in the case of larger disasters, many deaths as a result of malicious acts, natural disasters or other emergencies.

While intended primarily for offices and departments directly charged with supporting family members, this publication can help each of us to familiarize ourselves with what must be done in such difficult circumstances so that we may, together, create a compassionate and empathetic environment for the loved ones of those who give of themselves in such an honourable way. Although I am sure we would all wish for there to be no need for such a guide, the Handbook's existence fills an important gap and I commend it to all staff so that we can uphold our responsibility to honour those colleagues who make the ultimate sacrifice in serving our Organization, and to help those they leave behind.

BAN Ki-moon
Secretary-General of the United Nations

Introduction

The *Handbook for Action in Cases of Death in Service* is an updated version of the original version that was first published in 2001.

The *Handbook* is a compilation of all the actions, duties and responsibilities that may occur when a staff member dies while on duty. This *Handbook* offers timely guidelines to be applied while recognizing the unique circumstances that might arise in each situation. It is written with an intention to support those — affected families and staff — who need most support during difficult times.

I enjoin all staff dealing with bereaved families and colleagues to be compassionate, flexible and sensitive. Colleagues, please be certain that my office and my staff is at your service should you need individual consultation regarding particular circumstances. As part of Secretary-General's commitment to the families who lost loved ones, the United Nations family is called upon to go above and beyond the line of duty to assist families and staff during these difficult times.

The *Handbook* is organized as a reference material. There are eight Chapters, with the first two Chapters outlining death of a staff member at the duty station (Chapter I), and at field missions (Chapter II). Chapter III discusses the role of the United Nations Security Management System and actions and official procedures to be taken immediately after death. Chapter IV, the newly added Chapter, outlines actions to be taken in mass casualty incidents. Chapter IV offers support activities for families and affected staff through a cadre of trained staff such as the Family Focal Points. Chapter V, the newly revised Chapter, provides information on Appendix D entitlement and Malicious Acts Insurance Policy (MAIP) as well as other entitlements. Chapter VI and VII provide information on pension benefits and insurance benefits for eligible dependents. Chapter VIII provides information on special procedures, ceremonies and memorial services. Lastly, the annexes portion of the handbook provides administrative instructions and forms along with sources of reference.

Your feedback is welcome and appreciated on this updated version of the *Hand-book*, which I hope will help you in coping with these very difficult situations.

Catherine Pollard

Assistant Secretary-General Human Resources Management

Death at the Duty Station



Chapter 1 outlines the major actions to be taken if a staff member dies at the duty station. The Office of Human Resources Management (OHRM), the Department of Field Support (DFS) and the Department of Safety and Security (DSS) are responsible for coordinating and implementing the various actions required in case of death in service.

CHAPTER I

DEATH AT THE DUTY STATION

A. Responsibility of the United Nations and of Particular Offices

- Responsibility for coordinating the actions required when a staff member dies while in the service of the Organization is set out in administrative instruction ST/AI/2011/09 dated 1 August 2011.
- 2. The Office of Human Resources Management (OHRM) is responsible for staff serving in *New York* and staff on *temporary assignment away* from New York, except for those on mission. (See the present Chapter for actions to be followed).
- 3. The Department of Field Support (DFS) is responsible for staff in peacekeeping operations and special political missions. DFS may request the mission to assume authority for coordinating actions for staff who were recruited locally. (See Chapter II).
- 4. The **Department of Safety and Security (DSS)** is responsible, inter alia, for all policy and procedural matters related to security and critical incident stress management following a crisis.
 - The DSS Critical Incident Stress Management Unit (CISMU) is able to deploy counsellors at short notice to support staff involved in incidents worldwide, and also manages a peer support network of staff who have been trained for this additional role.
 - The Under-Secretary-General for Safety and Security advises the Secretary-General on decisions relating to relocation or evacuation of staff members and their eligible dependants from very insecure areas.

THIS CHAPTER AT A GLANCE:

- A. RESPONSIBILITY
 OF THE UNITED
 NATIONS AND
 OF PARTICULAR
 OFFICES
- B. RESPONSIBILITY AT HEADQUARTERS BY LEAD DEPARTMENT
- C. DEATH UNDER SPECIAL CIRCUMSTANCES
- D. ACTIONS TO BE TAKEN IN ALL CASES OF DEATH

- DSS staff also investigate, as appropriate, cases involving the death of a staff member under malicious or suspicious circumstances.
- 5. For staff serving at *Offices Away from Headquarters*, the Human Resources Management Service that determines separation entitlements assumes responsibility for coordinating the actions required. In all such cases, the **Chief of the Human Resources Management Service** or a **designated representative** should serve as the link between the office concerned and the family of the deceased (See section D of the present Chapter).

B. Responsibility at Headquarters by Lead Department

- Identify responsible officials. At Headquarters, responsibility
 for coordinating the various administrative and welfare actions
 required when a staff member dies while in the service of the
 Organization rests with the officer assigned this function in OHRM
 and the Executive Officer of the department concerned.
- 2. **Get in contact and designate a trained Family Focal Point** (FFP). Designate a Family Focal Point to act as the liaison between the Organization and the family. EPST maintains a database of trained FFPs. The Family Focal Point could be one the officers trained in this function by OHRM or a colleague prepared to accept the responsibility (See Chapter IV for more information on the role of the Family Focal Point). Immediately upon receiving the information that a staff member has died, the Executive Officer and the Human Resources Specialist should contact each other and then contact the Family Focal Point to coordinate the actions set out in the following pages.
- 3. Involve other staff. The supervisor of the deceased staff member should be invited to participate in the actions, as appropriate. In consultation with the Family Focal point, the locally based UN Staff Counsellor may be consulted at an early stage about, sealing the desk and gathering the personal effects of the deceased, offering the support, and providing distressed colleagues with counselling and support, particularly when critical incidents have taken place.

C. Death Under Special Circumstances

- 1. What if a particular loss entails great public interest? When the circumstances of a staff member's death or his or her position in the Organization is of such public interest as to involve the Secretariat as a whole, OHRM may assume responsibility, either at its own initiative or at the request of the department or office normally responsible, as set out in administrative instruction ST/AI/2011/09, section 1.1.
- 2. Death under special circumstances. When a staff member dies under suspicious or unclear circumstances (including death as a result of an accident or a suicide), the senior United Nations official closest to the scene shall take charge, notify the Designated Offical for Security and coordinate his or her actions with the Department of Safety and Security (DSS). That Department shall exercise overall authority until the investigation is concluded, at which point the coordinating department or office will assume responsibility.



UN Photo/Jean-Marc Ferre

A CHECKLIST OF THESE 10 ACTIONS CAN BE FOUND IN ANNEX I

ACTION 1
CONFIRM AND
ASCERTAIN THE
NATURE OF DEATH

D. Actions to be Taken by the Administration in All Cases of Death¹

ACTION 1

Confirm and ascertain the nature of death

- 1. What to do immediately? When a staff member dies while in the service of the Organization, the first action to be taken is to confirm the death and ascertain the nature of death.² The following information should be included in the reports sent to the Department of Security and Safety (DSS) and to the Insurance and Disbursement Service (IDS/OPPBA/DM). The initial report should not be delayed if some information is not immediately available:
 - a. Date of Incident.
 - b. Circumstances of incident.
 - c. Description of loss (injuries or death.)
 - d. Name(s) and index number(s) of staff member(s).
 - e. Date of Birth of Staff Member(s).
 - f. Level/Grade of staff member(s).
 - g. Copy of staff member(s) contract.
 - *h*. Copy of latest personnel action indicating basic net pay.
 - *i.* Security report and police report if applicable.
 - *j.* Death certificate and post mortem report.
 - k. Beneficiary designation.
- 2. What if death occurs at the work place? Unless there are specific arrangements between the United Nations and the host country, the laws of the host country apply in cases of death of staff members. If no suspicious circumstances are involved, all necessary arrangements are made by the Human Resources Specialist. DSS should be notified and host country authorities may become involved as appropriate.

 $^{^{1}}$ These actions may be carried out in a different order, or at the same time, depending on the circumstances.

² If the death cannot immediately be confirmed, e.g., if there is a plane crash, in a remote location, notify the family that an emergency is under way (See Chapter III).

3. What if death was sudden or under suspicious circumstances? When the death has occurred during an emergency at the duty station or under unclear or suspicious circumstances (including death as a result of an accident or a suicide), DSS must be alerted; an autopsy may be required. Details on this type of situation are provided in Chapter III. Notification of any incident which may potentially lead to a claim under the Malicious Acts Insurance Policy (MAIP) must be reported immediately to the Insurance and Disbursements Service by the related administering human resource or Administrative Office. IDS will liaise with DSS concerning confirmation of eligibility.

ACTION 2

Notification: Identify and contact the designated emergency contact indicated on the P.2 form

- I. Identify the designated emergency contact. The name of the person to contact in case of emergency and the names of the beneficiaries of the deceased (which may or may not be the spouse and the dependant children) should be listed on the form entitled "Designation, change or revocation of beneficiary" (P.2), which can be found in the official status file of the staff member. The names of the spouse and children can also be found in the Integrated Management Information System (IMIS). Also, check in INSPIRA, under emergency contact information. If there is no designated emergency contact, no spouse and no children, identify the next of kin listed in the staff member's contact information.
- 2. Notification of death. The most senior official available up to the Under-Secretary-General of the department for which the deceased staff member worked, should inform the emergency contact or the next of kin of the death. If applicable, a Family Focal Point should be present during the notification. This information should be conveyed personally unless circumstances make it impossible to do so. Offer to go immediately to the family's home to assist in making calls and funeral arrangements and in taking care of other urgent family matters. The visit should not be made alone (see Chapter VIII, section D, "Notification Visit").

ACTION 2
IDENTIFY AND
CONTACT THE
DESIGNATED
EMERGENCY
CONTACT AND THE
FAMILY OR NEXT
OF KIN

- 3. What if there is no family at the duty station? When the deceased has no family members at the duty station, contact the friends or relatives named in the official status file or identified by staff members who were close to the deceased and offer assistance.
- 4. Introduce the family to the responsible officers and the Family Focal Point. Introduce the family to the responsible officials and the Family Focal Point who will be interacting with the family or the next of kin on matters relating to the death of the staff member.

ACTION 3 ASSIST IN MAKING ARRANGEMENTS FOR TRANSPORTATION OF THE REMAINS

ACTION 3

Assist in making arrangements for transportation of the remains

- 1. Payment of the expenses for transportation of the remains. Staff Rule 7.18 provides that, upon the death of a staff member or of his or her spouse or dependant children, the United Nations shall pay the expenses of transportation of the body from the official duty station or, in the event of death having occurred while in travel status, from the place of death to a place to which the deceased is entitled to return travel under Staff Rules 7.1 or 7.2. These expenses shall include reasonable costs for preparation of the body. In the case of death of a staff member the payment of the expenses of transportation of the body may be authorized under Staff Rule 7.1. For more details, see administrative instruction ST/AI/2011/09, section 4.1.
- 2. Payment of particular procedures for disposal of remains. As provided in *Staff Rule 7.18* and in administrative instruction *ST/AI/2011/09*, *section 4.2*, if local interment (cremation or other procedure for disposal of remains) is selected, reasonable expenses incurred may be reimbursed.
- 3. Who determines these costs and how? As set out in administrative instruction *ST/AI/2011/09*, *section 4.4*, the reasonable costs that may be reimbursed prior to transportation of the body or for local interment in New York are determined by the *Assistant Secretary-General for Human Resources Management*. At other duty stations, such costs are determined by the *Chief of*



Administration or corresponding official. Expenses relating to religious or funeral services, such as the use of a funeral home for viewing the body or the purchase of wreaths, flowers and similar items will not be reimbursed.

4. Always consult the family about procedures regarding the preparation of the body. It is recommended that the family be consulted about specific instructions for the preparation of the body for transportation, for example, with regard to clothing, the position of the body and the appropriate size of the coffin. Such matters can be extremely important to the family.

ACTION 4

Notify other United Nations offices

- 5. Offices that should be notified immediately. Upon being informed of a staff member's death, the responsible officers should ensure that the following offices are notified as quickly as possible:
 - Executive Office of the department concerned; OHRM; Chief of Human Resources Services or Chief of the local personnel section (depending on which office receives the information first).

ACTION 4

NOTIFY OTHER

UNITED NATIONS

OFFICES

DSS.
Head of department or office.
Director of the division concerned.
Supervisor of the deceased.
Medical Director.
Chief, Payroll Section, Accounts Division, Office of Programme Planning, Budget and Accounts (OPPBA).
Chief Executive Officer, United Nations Joint Staff Pension Fund (UNJSPF).
United Nations Federal Credit Union/bank branch, as applicable.
Chief, Insurance and Disbursement Service
Secretariat of the Advisory Board on Compensation Claims and Claims Board in cases in which the death may be attrib- utable to the performance of official duties.
Staff Counsellor.
Chief, Transportation Operations Section, Travel and Transportation Service, OCSS, if relevant.
The responsible officers will decide in each case whether the Secretary-General or his Chef de Cabinet and the Department of Public Information (DPI) should be kept informed if the case is of great public interest.

- 6. **Ensure the information is accurate and relevant.** To avoid misinformation, ensure that staff members in the office concerned are informed about the appropriate and relevant facts regarding the death of their colleague.
- 7. **Examples of notification to several offices.** For an example of a memorandum to the various offices mentioned above, see exhibit 2.

OPEN/SEAL THE
DESK OF THE
DECEASED

ACTION 5

Open/seal the desk of the deceased

- 1. Seal the desk of the deceased as promptly as possible.
- 2. Make the request to open/seal the desk to the Security Service. The Human Resources Specialist will send an electronic

communication to the **Chief of the Security Service** requesting that the desk of the deceased staff member be sealed/opened.

- 3. Who has to be present in this process? At Headquarters, the following officials will normally participate in opening the office and desk of the deceased and taking inventory of the contents, and it is important that they or their representative be invited:
 - Where applicable, personnel from DSS/SSS, a locksmith from the Locksmith Unit and an officer from the Special Investigations Unit.
 - A member of the Staff Counsellor's Office.
 - The responsible Human Resources Specialist.
 - The **department head**, supervisor, or a designated Executive or Administrative Officer in the department concerned.
 - At other duty stations, officials with functions similar to the above will participate in this action in coordination with DSS.
- 4. Classify the contents of the office and desk of the deceased. The contents of the office and desk of the deceased will be divided into three lots:
 - a. Items going to the next of kin.
 - *b.* Items belonging to the United Nations.
 - *c.* Items to be disposed of.

Items of any value are part of the estate and should be returned to the estate of the deceased in accordance with the inheritance laws of the staff member's nationality (see section 9 below).

5. How to proceed in the classification? Discretion should be used in deciding what should be disposed of when sorting through the contents of the office and desk of the deceased. Personal belongings, such as a comb or a used razor or brush, may take on importance for some family members, who may want to keep such articles. Whoever assists with the desk classification should exercise discretion. Electronic documents are the property of the Organization and should be secured by OICT or an appropriate official. Blackberries, cell phones, and such should



UN Photo

- be returned to OICT. If the staff member was a key holder for a safe on the premises, this key should be accounted for.
- 6. Sealing and storing the properties of the deceased. The personal items of the deceased will be secured inside sealed boxes and stored in a secure place. Once investigations related to the death are completed and removal of the items becomes possible, the Executive Officer will provide the appropriate parties with a "material package receipt" for the removal of the boxes from Headquarters.
- 7. Keep an inventory of the items removed. At Headquarters, an officer from DSS/SSS/Special Investigations Unit will prepare an inventory of all personal items removed, obtain signatures on the inventory of the personnel present upon its completion and file the inventory with the Special Services Unit.
- 8. Share inventory with the Human Resources Specialist. A copy of the inventory will be forwarded to the responsible Human Resources Specialist.
- 9. Legal regulation of personal property found on UN premises. The Office of Legal Affairs has ruled that the designation of beneficiary under *Staff Rule 1.6*, "Staff member's beneficiaries", does not apply to personal property found on United Nations premises. Personal property, as opposed to payments owed by the United

Nations, forms part of the estate of the deceased and is subject to the laws governing wills, succession and administration of estates. When valuable items are involved, the presumed heir or heirs (normally the closest relative or relatives) should execute a "receipt and release, hold harmless and indemnification agreement" before a notary public and the document should be given to the coordinating Human Resources Specialist in exchange for the property. For an example of the required document, see exhibits 6, 7, 8.

ACTION 6

Send letters of condolence

- I. Who should sign the letter and what is the appropriate format? A letter of condolence, signed by the Assistant Secretary-General, OHRM, or the head of the office concerned, as appropriate, should be addressed to the family or next of kin as soon as possible. For an example of a letter of condolence, see exhibits 3 and 4.
- Translation of letters of condolence. If possible, letters of condolence should be translated into native language of deceased staff member and his/her relatives.
- 3. If the deceased was an official at the level of Assistant Secretary-General or above, either the Under-Secretary-General or the Secretary-General will sign the letter of condolence.

ACTION 7

Obtain certified copies of the death certificate

- 1. To whom is it necessary to send copies of the death certificate? Obtain certified copies of the death certificate or the officially certified translation of it, and forward a copy to the following, as applicable:
 - · Chief, Payroll Section, Accounts Division, OPPBA.
 - Chief, Insurance and Disbursement Service, OPPBA (attach one copy for the Aetna Life Insurance Company, if required).

ACTION 6
SEND LETTERS OF
CONDOLENCE

ACTION 7
OBTAIN CERTIFIED
COPIES OF THE
DEATH CERTIFICATE

- Chief Executive Officer, UNJSPF.
- Secretariat of the Advisory Board on Compensation Claims and Claims Board, in cases in which the death may be attributable to the performance of official duties.
- 2. **Include a copy of the death certificate in the official status file.** Attach one of the death certificates to the end-of-service Personnel Action for inclusion in the official status file.
- 3. **Provide the family with a copy of the death certificate.** The Family Focal Point should provide the family with one or several copies of the death certificate depending on their requirements. If the deceased did not have family residing at the duty station, send a certified copy of the death certificate to the *next of kin*.

ACTION 8 ASCERTAIN BENEFICIARIES FOR THE PURPOSE OF ASSESSING ENTITLEMENTS AND BENEFITS

ACTION 8

Ascertain beneficiaries for the purpose of assessing entitlements and benefits

- Ascertain identity and address of beneficiaries. Before the entitlements arising out of the death of a staff member can be determined, it is necessary to ascertain the identity and exact address of the spouse, the dependant children and the beneficiaries.
- 2. Who may be the beneficiaries and how to find this out? A staff member may have the following beneficiaries in connection with entitlements:
 - A beneficiary or beneficiaries designated at the time of appointment on the form, "Designation, change or revocation of beneficiary" (P.2), in accordance with Staff Rule 1.6. The most recent update of this form can be found in the official status file of the deceased and the information should also be recorded in IMIS.
 - A beneficiary or beneficiaries under the Regulations and Rules of UNJSPF or in an up-to-date *A/2 form*. The Chief Executive Officer of the Fund should be informed of this designation.

- A spouse or dependant children, as set out in *Staff Rules 3.6* and *9.11(a)(vii)* or *3.18(i)* (see administrative instructions ST/SGB/2009/7) or as may be determined in the application of *article 10.2 of appendix D to the Staff Rules*.
- A beneficiary or beneficiaries designated by the staff member upon entry into a group life insurance (GLI) plan or recorded in an updated GLI form and payable by the Aetna Life Insurance Company through the Insurance Claims and Compensation Section (ICCS), as described in Chapter VII.
- MAIP applies when death resulted from war or malicious act. A beneficiary or beneficiaries designated for payment of insurance proceeds under the MAIP are governed by ST/SGB/2004/11. Specifically:
- If the staff member has a surviving spouse and/or a dependant child or children at the time of death, the proceeds shall be paid to the spouse and any dependant children, in equal shares, as is done for the "death benefit" under *Staff Rule 9.11(a)(vii)*;
 - m if the staff member does not have a surviving spouse and/or a dependant child or children at the time of death, the proceeds shall be paid to the beneficiaries designated by the staff member under Staff Rules 1.6. Each beneficiary shall receive the share of the proceeds indicated by the staff member. In the absence of any instructions given by the staff member as to the share of each beneficiary, the proceeds shall be paid in equal shares to all designated beneficiaries who survive to the staff member.
 - m if there is no designated beneficiary at the time of death, the proceeds shall be paid to the estate of the staff member.
- Determine the entitlements. Once the beneficiaries are identified, the Human Resources Specialist should determine the entitlements.
- 4. Convey information to the beneficiaries and settle the payments. Once the beneficiaries have been identified, all the information regarding their entitlements must be conveyed to the family or next of kin. Payments should be settled as soon as possible.

ACTION 9 DETERMINE ELIGIBLE BENEFICIARIES AND INITIATE SETTLEMENTS OF PAYMENTS AND

ENTITLEMENTS

ACTION 9

Determine eligible beneficiaries and initiate settlements of payments and entitlements.

- I. Put a manual salary withhold in place and contact the payroll unit. The Executive/Administrative Office will put a manual salary withhold in place without delay, and inform the payroll unit either to stop payment or to recall salary if action is taken after the cut-off for manual withhold. Where appropriate, OHRM will submit the information required by the Secretariat of the Advisory Board on Compensation Claims and Claims Board, so that the Board may be convened to consider the compensation entitlements as early as possible (see Chapter V). In case of MAIP claims, OHRM shall submit the claims information and documents required by IDS for processing to MAIP insurers.
- 2. Take action to deal with the delay of this process. The determination of entitlements and the settlement of payments may take some time. Therefore, the Family Focal Point must keep the family informed at all stages of the settlement, and the coordinating Human Resources Specialist or the Executive Officer should arrange, if necessary, for the designated beneficiary or beneficiaries to receive an advance against the payments due.
- 3. **Different types of payments.** In settling entitlements, the United Nations may make the following types of payments:
 - *a.* Payments to the beneficiary or beneficiaries designated on various United Nations forms:
 - Salaries, allowances and benefits. Salaries, allowances and benefits standing to the credit of the staff member as of the date of death (see Staff Rule 1.6), for example, dependency allowances, accrued annual leave days and language allowances, minus any advances to the beneficiary or beneficiaries designated by the staff member on the form, "Designation, change or revocation of beneficiary" (P.2).
 - Education grant. If a staff member in receipt of the Education Grant dies while in service at the beginning of the school year, the full entitlement for that particular school year shall be granted (including flat sum for board or textbooks). The relevant Education Grant claim forms

- (P.45/P.41 etc.) should be submitted by the surviving spouse or legal representative of the child, or by the child if 18 years of age or older. Any Education Grant advance paid to the staff member at the beginning of the school year will be approved when the claim is submitted at the end of the school year.
- Travel. Payments due for travel or related expenses, payable to the beneficiary or beneficiaries, will be calculated and paid separately by the Accounts Division (OPPBA) under the *P.2* form.
- Pension benefits. Pension benefits are payable to the beneficiary or beneficiaries designated by a staff member, local or international, who is a participant in the Pension Fund (UNJSPF). For instructions on obtaining pension entitlements through the Secretariat of UNJSPF, see Chapter VI.
- Life insurance benefits. Life insurance benefits payable to the beneficiary or beneficiaries designated by a staff member who is covered by the GLI plan. The benefits are payable by the Aetna Life Insurance Company through the Insurance Claims and Compensation Section (ICCS). Release of the insurance benefits may, under national laws governing inheritance, be subject to certain conditions. For instructions on obtaining life insurance entitlements, see Chapter VII.
- Compensation under the Malicious Acts Insurance Pol- icy. If the death occurred as a result of a malicious act, beneficiaries of the deceased may be entitled to compen- sation under the Malicious Acts Insurance Policy (MAIP) entitlement. (See Chapter V)
- b. Payments that are made to the surviving spouse and dependant children by straightforward application of the Staff Rules are as follows:
 - pa Death benefit. Death benefit (Staff Rule 9.11(a)(vii)), based on the number of years of service that were completed, paid to the surviving spouse and dependant children only.

- Repatriation grant. Repatriation grant (Staff Rules 3.6 or 3.18(i)), payable to the surviving spouse or one or more dependant children whom the Organization is obliged to repatriate.
- Expenses for removal of personal effects and house-hold goods. Expenses for removal of personal effects and household goods (*Staff Rule 7.16*), or where no entitlement for removal expenses exists, an unaccompanied shipment (*Staff Rule 7.15*) granted to a surviving spouse or one or more dependant children whom the Organization is obliged to repatriate.
- c. Compensation payments such as the following:

 - a *After-Service Health Insurance (ASHI)*. The surviving spouse and eligible dependants may be eligible for coverage under After-service health insurance (ASHI), in accordance with the provisions of the relevant administrative instructions (see Chapter VII).

For a list of benefits and entitlements available upon death of a staff member refer to page 88 (table E).

- 4. **Prepare a determination of entitlements**. Once the entitlements are identified, prepare an estimated determination of entitlements using the "Schedule of entitlements worksheet".
- 5. Inform the family about the schedule of entitlements. Inform the family as soon as possible of the preliminary findings. You may wish to give them a copy of the schedule of entitlements.
- 6. **Discuss some issues with the family.** Discuss the following issues with the family, as the need arises:
 - The surviving spouse and dependant children are not always the designated beneficiaries on the P.2 form and the group life insurance of the deceased.

- The pension benefits are determined only after the death certificate is received.
- The entitlements for return travel, the removal or unaccompanied shipment of personal effects and household goods and, as applicable, the repatriation grant must be used within specific time frames.
- 7. **Initiate the disengagement Personnel Action in IMIS**. Finally, initiate the disengagement Personnel Action in IMIS on an urgent basis. The final and correct payment of salary, allowances and benefits standing to the staff member's credit is calculated by the Payroll Section upon completion of the end of service Personnel Payroll Clearance Action and then paid to the appropriate beneficiary or beneficiaries. (See exhibit 6.)

Action 10 Submit information to EPST if the deceased persished as a result of malicious act, act of violence, and/or natural disaster.

1. Please refer to Chapter VIII, Section A(2) for additional information.

ACTION 10
SUBMIT
INFORMATION
TO EPST IF
THE DECEASED
PERSISHED AS
A RESULT OF
MALICIOUS ACT,
ACT OF VIOLENCE,
AND/OR NATURAL
DISASTER.

Notes:	
110003.	

Death at the Field Mission



Chapter 2 outlines the actions to be taken when a death occurs at a field mission. In such case, the office responsible is DFS and most of the required actions to be taken, in accordance with the procedures set out in administrative instruction *ST/AI/2011/09*, will be coordinated by the Head of Administration of the Field Support (DFS) at Headquarters.

CHAPTER II

DEATH AT THE FIELD MISSION

A. Actions to be Taken at the Field Mission (Head of Administration at the Mission).³

ACTION A.1.

Ascertain the nature of death

- Contact the field mission's security section. The Security Section will coordinate assistance with the local police when the death takes place at the work place.
- 2. Investigation of the scene of the death. The DSS (Chief) Security Adviser or the Area Security Coordinator on behalf of the Designated Official will coordinate the investigation of local police authorities. Where possible, United Nations security staff should visit the scene of the death and collect information.
- Medical Services will be consulted in establishing cause of death.
- 4. Death under special or unclear circumstances. If death occurs as a result of an emergency, accident or under unclear circumstances, DSS will implement (when present) or advise on immediate actions to secure the scene of death and collect information and evidence.
- 5. Movement of the remains. The remains should be moved to an appropriate United Nations or local government facility in preparation for repatriation and/or autopsy. An official and/or the Family Focal Point should be in attendance.

THIS CHAPTER AT A GLANCE:

- A. ACTIONS TO BE TAKEN AT THE FIELD MISSION (HEAD OF ADMINISTRATION AT THE MISSION)
- B. ACTIONS TO BE TAKEN BY FIELD PERSONNEL DIVISION (FPD)

A CHECKLIST OF THESE 13 ACTIONS CAN BE FOUND IN ANNEX I

ACTION A.1
ASCERTAIN THE
NATURE OF DEATH

These actions may be carried out in a different order, depending on the circumstances.

ACTION A.2

NOTIFICATION

OF DEATH

ACTION A.2.

Notify DFS/FPD and identify and notify the emergency contact or next of kin

1. Notify emergency or fatality to DFS or the parent office of the concerned staff. The Director of Mission Support (DMS) and/or Chief of Mission Support (CMS) or his or her designated representative to Field Personnel Division (FPD) should report immediately to FPD by telephone all emergencies and fatalities. If the deceased is a United Nations Volunteer, notification of the death should also be given to United Nations Volunteers (UNV)/Bonn. (See Chapter VIII, Section D, "Notification Visit".)

United Nations civilian staff and United Nations Volunteers

- 2. Notification to the emergency contact designated by the staff member. Information on the emergency contact should be contained in the Official Status file of the deceased, (at FPD, UNV/Bonn or the field office/Administrative Office). The information can also be found on the staff member's most recent copy of the P.2 form.
- 3. For all cases of death, including situations of missing persons or unconfirmed deaths, the procedures outlined below should be followed:
 - a. Who must notify the death and how? Whenever possible, notification of the death should be conveyed promptly and in person by a United Nations representative: DMS and/or CMS, if not possible the Officer-in-Charge of Administration or the Chief Civilian Personnel Officer or a United Nations representative at their location. In all cases, the information should be conveyed promptly and to the fullest extent possible, in person. If applicable, a Family Focal Point should be present during notification.
 - b. Family Focal Point. FPD, or in conjunction with the Emergency Preparedness and Support Team (EPST) will appoint a Family Focal Point at New York Headquarters to assist the family of international staff with the many administrative procedures that will follow repatriation. A Family Focal Point in the mission area will be appointed by the DMS/CMS to assist families of national staff.

- c. Notification by telephone. If, for whatever reason, it is not possible to follow the procedure set out above, the DMS/CMS should telephone the persons designated by the staff member to notify them of the death.
- d. Alternative ways of notification. If, for whatever reason, it is not possible to follow the procedures set out above, the senior officials in DFS will make the determination as to who should notify the next of kin.

Military contingent members, military observers and UN Police officers

- Notify the death to the Situation Centre at HQ and UN Police Division (for UNPOL). The mission will report the death to the Situation Centre at United Nations Headquarters.
- 5. What if the deceased is a military contingent member? The military contingent Commander in the field shall inform both the national headquarters and the permanent mission headquarters of the deceased. These headquarters will then inform the next of kin.
- 6. What if the deceased is a military observer? The Military Observer Commander or the Chief Military Personnel Officer shall contact the national headquarters of the deceased to provide confirmation of the death. The national headquarters will then inform the next of kin.
- 7. What if the deceased is a UN Police officer? The DMS, the CMS or the Contingent Commander at the UN Police headquarters shall contact the national police headquarters and the permanent mission headquarters of the deceased to provide confirmation of the death. These headquarters will then inform the next of kin.

ACTION A.3.

Complete the "Notification of casualty" form

 Prepare the "Notification of casualty" form (NOTICAS). The "Notification of casualty" form (NOTICAS) shall be prepared by the Chief Military Personnel Officer (for military personnel) ACTION A.3

COMPLETE THE

"NOTIFICATION OF

CASUALTY" FORM



or the **DMS/CMS** (for civilian personnel). For UN Police, NOTI-CAS are prepared by the Police Personnel Section of the mission, under the responsibility of the Police Chief of Personnel or Police Chief of Staff. For an example of the NOTICAS form, see exhibit 1.

- 2. **Dispatch the NOTICAS form.** The NOTICAS form shall be dispatched to the following offices in DPKO at United Nations Headquarters:

 - m Military Adviser (for military personnel only);
 - p FPD/DFS (for mission personnel);
 - m Medical Services Division/OHRM;
 - UN Police Adviser;
 - © Office of the Under Secretary-General, DPKO;
 - **a** Office of the Spokesperson.
- 3. Maintain a list of NOTICAS forms for all casualties in the mission. The Chief Military Personnel Officer, or either the DMS/CMS, as appropriate, is responsible for maintaining a list of the prepared NOTICAS forms, for all casualties in the mission concerned during its existence. The Police Personnel Section of the mission, under the responsibility of the Police Chief of Personnel or Police Chief of Staff will keep a list of NOTICAS forms for all casualties within the UN Police component.

4. Avoid using acronyms on the NOTICAS form

ACTION A.4.

Arrange for an autopsy and/or an investigation, as appropriate (applicable to all cases of suspected wrongdoing)

- 1. Consult the family and inform about the importance of an autopsy when an investigation is needed. The immediate family of the deceased should be consulted prior to an autopsy. In the case of death due to suspected wrongdoing, the next of kin should be advised that an autopsy is needed to enable a proper investigation to be made. DSS will respond to any request from the family for an autopsy to be conducted or waived.
- 2. Authorization of the autopsy. Should an autopsy be necessary to determine the course of death the authorization should be coordinated by the human resources and legal office of the mission, in consultation with DSS, next of kin, and local authorities. The Contingent Commander of the Police dealing with the death must be involved as well as the UN Police Commissioner of the mission (for UNPOL cases). Religious and other local customs need to be given due consideration.
- UN representation during the autopsy. A United Nations doctor should be present, whenever possible, when the local government authorities conduct an autopsy.

ACTION A.5.

Arrange for proper handling of the remains, pending transportation

Preparation of the remains. Preparation of the remains normally includes embalming. The next of kin should be consulted about whether specific religious or cultural customs require special preparation of the remains.

ACTION A.4
AUTOPSY

ACTION A.5
ARRANGE FOR
THE PROPER
HANDLING OF THE
REMAINS, PENDING
TRANSPORTATION

2. Payment of the expenses of transportation of the body. The United Nations shall pay the expenses of transportation of the body to a place to which the deceased was entitled to return transportation. These expenses shall include reasonable costs for preparation of the body.

ACTION A.6
TRANSPORTATION
OF THE REMAINS

ACTION A.6. Arrange for the transportation of the remains

- 1. Payment of transportation of the body. The United Nations shall pay the reasonable costs of transportation of the body to a place to which the deceased is entitled to return transportation. For UNPOL cases, the Contingent Commander of the Police Component must be involved in the designation of the escort to transport the remains.
- 2. How to prepare the remains for transportation? See Chapters III, IV and VIII.
- 3. **Document all steps taken.** All steps taken should be well documented and copies of all documentation should be kept in a confidential file.



UN Photo/Eric Kanalstein

- 4. Reimbursement of expenses for local interment. If local interment is selected, reasonable expenses incurred may be reimbursed. During the visit to the family of the deceased by the designated United Nations officials, the family should be advised of this.
- 5. Reception of the remains. Family Focal Point should inform the family of the deceased and DFS of the date and time of arrival of the remains. DFS will coordinate with the family for the reception via Family Focal Point.
- 6. Hand a letter of condolence to the next of kin. A letter of condolence from the DMS/CMS will be given to the escort for delivery by hand to the next of kin.

ACTION A.7. Obtain certified copies of the death certificate

- Obtain certified copies of the death certificate issued by the local authority. The field mission must obtain, without delay, at least seven and up to fifteen certified copies of the death certificate or its officially certified translation.
- 2. Offices that should receive a certified copy of the death certificate. The field mission to DFS will distribute certified copies of the certificate to the following:
 - a. Chief, Payroll Section, Accounts Division, OPPBA.
 - b. Chief, Insurance Claims and Compensation Section, OPPBA (with one copy for the Aetna Life Insurance Company, if required).
 - Chief Executive Officer, UNISPF.
 - *d.* Secretariat of the Advisory Board on Compensation Claims and Claims Board, in cases in which the death may be attributable to the performance of official duties.
 - e. DFS, if needed, for any claim under the Malicious Acts Insurance Policy.
- 3. Send at least one copy of the death certificate to the family. The FFP will advise.



4. Include copy of the death certificate in the official status file. It should be attached to the end-of-service Personnel Action.

ACTION A.8
SECURE THE
OFFICE AND/
OR RESIDENCE
AND TAKE AN
INVENTORY OF
PERSONAL EFFECTS

ACTION A.8.

Secure the office and/or residence and take an inventory of personal effects

- Seal the office, desk and residence of the deceased as promptly as possible.
- 2. Request the sealing of the office to the Chief Security Officer and keep an inventory of the personal effects. The DMS/CMS or the designated representative shall send a memorandum to the Chief Security Officer requesting it.
- 3. Who has to be present in this process?
 - a. Personnel of the Security and Safety Service.
 - b. A member of the **Staff Counsellor's office**, if available.
 - c. A Designated Official of the **DMS/CMS**, or in his or her absence the Designated Official (for example, Chief Civilian Personnel Officer or Administrative Officer).
 - d. The Contingent Commander of Police, if UNPOL death.
- 4. **Coordinate with DSS.** The **mission** shall coordinate this action with **DSS**, which may direct that certain contents remain secured until the end of its investigation.
- 5. Classify the contents of the office and desk of the deceased.
 The contents of the office of the deceased shall be divided into three lots:
 - a. Items going to the family of the deceased.
 - *b.* Items belonging to the United Nations.
 - c. Items to be disposed of. Discretion should be used in deciding what should be kept when sorting through the personal effects of the deceased.
- 6. **Do the same for the residence of the deceased** if the deceased had resided in accommodation provided by the United Nations.

- 7. **Keep an inventory of the items removed** (of each separate lot).
- 8. Sealing and storing the properties of the deceased in a secure location under the care of the DMS/CMS until any investigation is complete and their removal becomes possible. The office of the DMS/CMS shall then provide a "material package receipt" to the parties who will remove the boxes from the field mission.
- 9. Secure the different inventories. The Chief of Security at the mission shall document all personal items removed, obtain the signatures on the inventory of the personnel present upon its completion, and file the inventory with the security section.
- 10. Forward a copy of the inventory to DFS/FPD.
- 11. Legal regulation of personal property found on UN premises. Personal property forms part of the estate of the deceased and is subject to the laws governing wills, succession and administration of estates. When valuable items are involved, the presumed heir or heirs should execute a receipt and release, hold harmless and indemnification agreement before a notary public and the document should be given to the DMS/CMS (or DFS/FPD) in exchange for the property.

ACTION A.9.

Retrieve items belonging to the United Nations

- 1. The UN laissez-passer (UNLP). The UNLP should, if possible, be retrieved and returned to FPD, which will send it to the Visa Office at Headquarters for cancellation. Once UNLP has been cancelled it can be sent to the family of the deceased.
- Firearms or ammunition. They must be retrieved promptly by the security section of the mission, the military contingent, the military observers or the UN Police, depending upon the situation.
- 3. **Equipment or vehicles**. Any equipment or vehicle that had been issued by the mission should be retrieved and the retrieval should be documented appropriately.

ACTION A.9

RETRIEVE ITEMS

BELONGING TO THE

UNITED NATIONS

ACTION A.10 COUNSELLING

ACTION A.10.

Arrange for counselling

- Arrange for consultations with a staff counsellor, if a counsellor is not availabe at the field mission coordinate with CISMU, DSS for counselling.
- ACTION A.11
 CONVENE A BOARD
 OF INOUIRY

ACTION A.11.

Convene a board of inquiry

- 1. A BOI should be organized in accordance with established rules and procedures.
- ACTION A.12
 ARRANGE FOR
 A SERVICE TO
 BE HELD AT THE
 MISSION

ACTION A.12.

Arrange for a service to be held at the mission

1. See Chapter VIII.

ACTION A.13 ATTEND THE FAMILY SERVICE AND/OR PRIVATE CEREMONY

ACTION A.13.

Attend the family funeral service and/or private ceremony

- 1. Escort the remains en route. This is the responsibility of the Family Focal Point or other appointed escort, who has to ensure the safe custody and respectful handling of the remains en route and to deliver to the next of kin the documentation needed for the burial. The escort will always travel on the same flight as the remains. When the remains are flown to a United Nations duty station, an official of the United Nations should meet the escort.
- 2. Speak on behalf of the Organization during the ceremony in the home country. As appropriate, the escort may be required to represent and speak on behalf of the Organization at the ceremonies in the home country. These duties should be planned at the mission prior to departure.
- 3. For further suggestions on memorial services, see Chapter VIII.

B. Actions to be Taken by the Field Personnel Division (FPD)

The responsibility for coordinating the various administrative and welfare actions rests at Headquarters with **FPD**, which will maintain close links with both the mission and the Situation Centre. **FPD** will take the actions set out below.

ACTION B.1.

Notify the emergency contact or next of kin

- 1. Confirmation of notification.
 - a. UN Volunteers. FPD will confirm that UNV/Bonn has been notified and that the next of kin has been identified and contacted.
 - b. International UN staff and civilian staff on contract. FPD will establish who is listed as the emergency contact and who is the next of kin from the deceased's official file. FPD, HQ will notify emergency contact/next of kin for international staff in mass casualty incidents. Notification of individual deaths is done by the mission.
 - c. Military contingent members or observers and UN Police officers. FPD will verify with the field mission that the national and mission headquarters of the deceased have been notified of the death and that the next of kin has been identified and contacted. FPD should then immediately advise the Situation Centre to proceed with the standard operating procedures.
- Designation of a Family Focal Point by FPD and EPST. Following notification, the Family Focal Point will handle all subsequent dealings with the family and provide liaison with the relevant United Nations organization.
- 3. Hold the release of the information until after the family is notified of death. Close contact must be maintained by DFS/FPD with both the Office of the Spokesperson and the DMS/CMS of the mission to ensure that no information is released to the press before the family members are notified of the death.

ACTION B.1.
NOTIFY THE
EMERGENCY
CONTACT OR NEXT
OF KIN

A CHECKLIST OF THESE 9 ACTIONS CAN BE FOUND IN ANNEX I ACTION B.2.
NOTIFY OTHER
UNITED NATIONS
OFFICES

ACTION B.2. Notify other United Nations offices

Military personnel or United Nations Police

- 1. Notify the following offices. Duty officers at the Situation Centre shall notify the following:
 - The Political and Military Desk Officers, to obtain their recommendations concerning if and when it is necessary to inform the Division Director and the Military Adviser.
 - p DSS:
 - p DFS/FPD;
 - **¤** The Office of the Spokesperson;
 - **¤** The relevant permanent mission to the United Nations;
 - ^{II} The UN Police, DPKO (for members of UNPOL).
- 2. **Notify to the authorities concerned.** During silent hours (including on weekends), **duty officers** shall report immediately to the authorities concerned after receiving a notification of



UN Photo/Marco Dormino

death from the field mission. The authorities concerned are as follows:

- **The relevant permanent mission in New York City**;
- p DPKO Military Adviser;
- p DFS/FPD;
- DPKO Medical Support Unit;
- **un Police**, DPKO (for members of UNPOL);
- **¤** Office of the Spokesperson.

ACTION B.3.

Prepare and dispatch letters of condolence

- I. Address a letter of condolence to the next of kin. A cable or letter of condolence, signed by the Assistant Secretary-General, OHRM, as appropriate, should be addressed to the next of kin of all civilian staff of the United Nations, whether internationally or locally recruited, as soon as possible after initial notification of the death has been received.
 - a. If the deceased is a military contingent member or a military observer, the Military Adviser's office shall be responsible for drafting a letter to the permanent mission of the deceased.
 - b. If the deceased is a UN Police officer, a **UN Police Adviser** shall draft a letter to the permanent mission of the deceased.
 - c. If the deceased is a UN Volunteer, FPD/DFS shall send a letter to the next of kin for the mission it administers. UNV/Bonn shall also send a letter.
- 2. **Translation of letters of condolence.** Letters should be prepared in the appropriate language, with an English translation.
- 3. How to write a letter of condolence? In the drafting of letters of condolence, care should be taken to avoid any resemblance to a form letter. Take also into consideration the social and cultural background of the deceased.

ACTION B.3.

PREPARE AND

DISPATCH LETTERS

OF CONDOLENCE

ACTION B.4.
IDENTIFY ALL
DEPENDANTS AND
BENEFICIARIES

ACTION B.4.

Identify all dependants and beneficiaries

- 1. Identify all dependants and beneficiaries
- 2. Communicate to the next of kin who are the beneficiaries. Verify with the DMS/CMS that the next of kin has already been informed of the death.
- 3. Who may be the beneficiaries? In connection with entitlements, a staff member may have the following beneficiaries:
 - Those designated by the staff member at the time of appointment indicated on the form *P.2*. (found in the official status file and in IMIS).
 - A beneficiary or beneficiaries under the *Regulations of UNJSPF* or in an up-to-date *A/2 form*. The Chief Executive Officer of the Fund should be informed of this designation (see Chapter VI).
 - A spouse or dependant children as set out in *Staff Rules 3.6* and *9.11(a)(vii)*.
 - A beneficiary or beneficiaries designated by the staff member upon entry into the GLI plan or in an up-to-date *GLI form* and payable by the Aetna Life Insurance Company through ICCS (see Chapter VII).
 - If death resulted from war or malicious act, MAIP applies. Beneficiaries are designated per ST/SGB/2004/11 of 9 August 2004.

ACTION B.5.
DETERMINE
AND ESTIMATE
ENTITLEMENTS

ACTION B.5.

Determine and estimate entitlements

- 1. Determine the entitlements and request the settlement of payments. It is normally the responsibility of DFS to determine the entitlements and request the Payroll Section, Programme Planning and Budget Division, OPPBA, to settle the payments as soon as possible.
- 2. Ensure the final clearance forms are processed without delay. It is the responsibility of FPD to see if that the final clearance forms

are processed without delay. In 2000, the P.35 form was replaced in IMIS with two forms: the *disengagement PA* and the *separation PA*.

- i. The disengagement PA will release the last month's pay only and should be issued by the Executive Officer and FPD as soon as possible.
- *ii.* The separation PA will release the payment of all other entitlements that apply, such as the death benefit, accrued annual leave etc., and may be issued later.

At offices and duty stations where IMIS is not available and for all local staff of field missions who are not in IMIS, the P.35 form continues to be used.

- 3. Ensure the beneficiaries provide the necessary documents. The Family Focal Point designated by DFS in coordination with EPST must ensure that the beneficiaries ultimately provide, at a minimum, the following:
 - a. Payment instructions;
 - b. Copies of birth and marriage certificates;
 - c. In case of minors, proof of guardianship;
 - *d.* Completed form or letter in lieu for compensation claims in accordance with Appendix D;
 - e. UNJSPF form on "Instructions for payment of benefits";
 - f. Insurance claim form.
- 4. Submission of information to the Compensation Claims and Claims Board. DFS is in charge of this (see Chapter V).
- 5. Keep the family informed at all stages of the settlement. And, if the process takes too long, FPD shall arrange for the designated beneficiary or beneficiaries to receive an advance against the payments due.
- 6. Different types of payments.:
 - *a.* Payments to the beneficiary or beneficiaries designated on forms provided by the United Nations:
 - Salaries, allowances and benefits. Salaries, allowances and benefits standing to the credit of the staff member as of

- the date of death are paid to the beneficiary or beneficiaries designated by the staff member on the P.2 form, "Designation, change or revocation of beneficiary". Beneficiaries on the P.2 form are not always the staff member's dependants, spouse or children. If they are not, payment of the death and repatriation benefits will not apply.
- Travel or mission subsistence allowance. These are payable to the same beneficiary or beneficiaries as above. These are calculated and paid separately by the Accounts Division, OPPBA.
- Pension benefits. Pension benefits payable to the beneficiary or beneficiaries designated by the staff member at the time of entry into participation in UNJSPF, in accordance with the Regulations of the Fund. (See Chapter VI)
- z Life insurance benefits. These benefits shall be paid by the
 Aetna Life Insurance Company through ICCS to the beneficiaries designated by the staff member in the GLI plan.
 (See Chapter VII)
- b. Payments made by straightforward application of the Staff Rules to the surviving spouse and dependant children, such as the following:
 - m Death benefit. Death benefit (Staff Rule 9.11(a)(vii)), based on the number of completed years of service, paid to the surviving spouse and dependant children only. This benefit is not paid to any other beneficiaries designated by the staff member and does not go into the estate.
 - Repatriation grant. Repatriation grant (Staff Rule 3.18(i)) payable only to a surviving spouse or one or more dependant children whom the Organization is obligated to repatriate. The grant is not paid to any other beneficiaries designated by the staff member and does not go into the estate.
 - Removal cost for personal effects and household goods.

 Removal cost for personal effects and household goods (Staff Rule 7.16) or, when no entitlement to removal cost exists, an unaccompanied shipment entitlement (Staff Rule 7.15) granted to a surviving spouse or one or more dependant children whom the Organization is obligated to repatriate.

- c. Compensation payments, such as the following:
 - z Compensation under Appendix D. When the death is attributable to the performance of official duties, as determined by the Secretary-General (see Chapter V).
 - After-Service Health Insurance (ASHI). Payable to the surviving spouse and eligible dependants in accordance with the provisions of the relevant administrative instructions (see Chapter VII).

For a list of benefits and entitlements, refer to page 88 (table E).

- 7. **Prepare a determination of entitlements**. Once the entitlements are identified, you may wish to use the "*Schedule of entitlements worksheet*" to prepare an estimated determination of entitlements.
- 8. **Inform the family about the schedule of entitlements. FPD**, through its **Family Focal Point**, shall advise the family of the preliminary findings, give them a copy of the schedule of entitlements (and explain, in particular, compensation payments under Appendix D).
- 9. **Discuss some issues with the family. FPD**, with the **Family Focal Point**, shall discuss the following with the family, as applicable:
 - *a.* The designated beneficiaries are different from the surviving spouse and dependant children.
 - *b.* The pension benefits will be determined after the death certificate is received.
 - c. Entitlements for return travel, removal or unaccompanied shipment of personal and household effects and payment of the repatriation grant have specific time frames. Moreover, there may be a connection with any travel that might take place or have taken place to and from the mission area.

ACTION B.6.

Calculate any amounts due to the Organization, if applicable, and initiate final clearance

Ascertain whether any amounts are due to the UN. FPD/DFS
is in charge of this. The mission should be consulted on whether
there are outstanding accounts in the mission area.

ACTION B.6.
CALCULATE ANY
AMOUNTS DUE TO
THE ORGANIZATION,
IF APPLICABLE,
AND INITIATE FINAL
CLEARANCE

- 2. Communicate to the next of kin the amounts due to the UN. Upon verifying that an amount is due, DFS, through its Family Focal Point, shall contact the next of kin to take up the issue with them. It is important to do it in a tactful and sympathetic manner. Exceptions may be authorized depending on the circumstances and the overall situation.
- 3. Initiate the final clearance. The final and correct payment of salary, allowances and benefits standing to the credit of the staff member is calculated by the Payroll Section, Programme Planning and Budget Division, OPPBA upon receipt of the completed form. It is then paid to the appropriate beneficiary or beneficiaries.

ACTION B.7. FILE THE ADVISORY BOARD AND COMPENSATION CLAIM, AS APPROPRIATE

ACTION B.7.

File the Advisory Board and Compensation Claim, as appropriate

- 1. Documents needed to file a claim for compensation under appendix D. To file a claim for compensation under appendix D to the Staff Rules, DFS requires the following information and/or documentation for submission to the Advisory Board:
 - a. Claim form or official memorandum or letter, if in the field.
 - b. Medical report (MS.15 form) from the United Nations Medical Service or medical reports from physicians designated by the United Nations, if in the field.
 - c. Medical report (MS.16 form) from the United Nations Medical Service or medical reports from the claimant's attending physicians.
 - d. Report of the Security and Safety Service, if applicable.
 - e. In the absence of a BOI or when there is a delay in convening the BOI, an administrative report from the head of mission indicating in detail the circumstances which confirm that the incident occurred while in the performance of official duties.
 - f. Statements of witnesses.
 - g. Medical bills (the Advisory Board on Compensation Claims and Claims Board requires paid, original medical bills, except in cases in which the insurance company has made payments. In such cases, photocopies of the medical bills are acceptable,

- but they must be accompanied by a copy of the insurer's explanation of benefits, indicating payment or rejection).
- *h.* Date of death, or if preceded by serious injury or illness, period of absence from duty as a result of the injury or illness.
- Copy of personnel action P5 or the service contract agreement with the United Nations.
- 2. **Deadline for entering a claim under appendix D.** Under appendix D to the Staff Rules, claims must normally be entered within four months of the death of the staff member.
- 3. Documents needed to file a claim for compensation under the "Guidelines for UN Police Officers on Assignment with Peacekeeping Operations". If it is intended to file a claim for compensation under the "Guidelines for UN Police Officers on Assignment with Peacekeeping Operations", the following information and/or documentation is required by the Advisory Board on Compensation Claims and Claims Board for consideration of the claim:
 - *a.* Submission of claim by the claimant or by his or her Government on his or her behalf.
 - b. Medical reports from the claimant's attending physicians.
 - c. BOI report. If a BOI report is not available, an administrative report from the immediate supervisors indicating in detail the circumstances of the incident.
 - d. Statements of witnesses.
 - e. Medical bills. In most cases, military observers are covered for all medical and hospital expenses by their Governments. UN Police officers are covered for all medical and hospital expenses by the mission.
 - *f.* Statement of earnings showing the monthly or annual base salary as certified by the Government.
 - g. Birth and marriage certificates of the claimant and dependants, and death certificate of claimant, if applicable.
- 4. **Deadline for entering a claim under these notes.** Claims must normally be entered within four months of the military officer or UN Police officer's death.

- 5. Advise that a claim is being prepared. FPD will advise the Advisory Board on Compensation Claims and Claims Board that a claim is being prepared.
- 6. Submission of claims. Within 10 days of receipt of the BOI report from the mission, DFS shall submit copies to FPD for forwarding to the Advisory Board on Compensation Claims and Claims Board in respect of claims.
- ACTION B.8.
 FILE INSURANCE
 PAPERS

ACTION B.8.

File insurance papers

- 1. Notify any incident immediately. Under the terms of the Malicious Acts Insurance Policy, notice of any incident that may be covered by the Policy must be given to the underwriters as early as possible. Accordingly, Insurance and Disbursement Service must be notified of any incident that may result in MAIP claim, in order to advise the underwriters. Subsequently, MAIP claim documents should be compiled and claim submitted by FPD to IDS as early as possible.
- File the relevant papers with DSS. FPD shall ensure that the staff member's MAIP claim documents including death certificate and all other relevant documents (Outlined in MAIP claims procedures) are provided to IDS.
- 3. The mission shall cooperate in locating these documents.

ACTION B.9. SUBMIT INFORMATION TO EPST IF THE DECEASED PERSISHED AS A RESULT OF MALICIOUS ACT, ACT OF VIOLENCE, AND/OR NATURAL DISASTER.

ACTION B.9.

Submit information to EPST if the deceased persished as a result of malicious act, act of violence, and/or natural disaster.

A short biographical note and a photograph of the deceased should be sent as soon as possible to the Emergency Preparedness and Support Team (EPST) who would then facilitate and coordinate with the office responsible for organizing the memorial. UN Police Division must be copied on the short biographical note and a photograph of the deceased (for UNPOL). For additional information, please refer to page 110, section 2.

The **United Nations** Security Management System





Chapter 3 presents the United Nations Security Management System, and especially the role and responsibilities of the Department of Safety and Security (DSS), when a staff member dies under suspicious or unclear circumstances and /or in an accident. Detailed instructions on identification of remains are necessary.

CHAPTER III

THE UNITED NATIONS SECURITY MANAGEMENT **SYSTEM**

Role of the United Nations Department of Safety and Security (UNDSS)

Security management immediately after the death. When a staff member dies under suspicious or unclear circumstances and/ or in an accident, the senior United Nations official closest to the scene will take charge and coordinate his or her action with UNDSS. UNDSS will coordinate with local authorities to secure the incident scene and evidence for further investigation.

Responsibility for the security of staff members. In each country, the primary responsibility for the security and protection of staff members of the United Nations, their spouse and eligible dependants, rests with the host government. In spite of these responsibilities, there may be instances in which the security and protection factors will be uncertain. To deal with these situations and to ensure that there is a coordinated approach for the protection of staff, the organizations of the United Nations have put in place a system for planning and managing security issues.

1. **United Nations Department of Safety and Security**

The Secretary-General of the United Nations has appointed an Under-Secretary-General to manage the Department of Safety and Security and to coordinate security matters. This official reports directly to the Secretary-General and serves as his

THIS CHAPTER AT A GLANCE:

- A. ROLE OF THE **UNITED NATIONS** DEPARTMENT **OF SAFETY AND SECURITY**
- **B. ACTIONS REQUIRED** IN CASE OF DEATH **UNDER SUSPICIOUS** OR UNCLEAR CIR-**CUMSTANCES AND/** OR ACCIDENTS.
- C. ACTIONS AT THE **DEATH SCENE**
- D. OFFICIAL NOTIFICA-**TION PROCEDURES**
- **E. DOCUMENTATION**
- F. DISPOSITION OF **REMAINS**
- **G. CONCLUSION**

coordinator at United Nations Headquarters. The USG-UNDSS is responsible for the following:

- a. All policy and procedural matters related to security.
- *b*. Ensuring a coherent response by the United Nations to any emergency situation.
- c. Formulating detailed recommendations directed at ensuring the security and safety of staff of the United Nations system and eligible dependants.
- d. Coordinating, planning and implementing inter-agency security and safety programmes, and acting as the focal point for inter-agency cooperation on all security matters.
- e. Assessing continuously the extent to which staff of the United Nations system and operations worldwide are exposed or vulnerable to security problems.
- f. Reviewing security plans formulated for United Nations staff in each country and ensuring that each duty station has an adequate state of preparedness with regard to contingency planning.
- g. On behalf of the Secretary-General, taking all decisions relating to the relocation or evacuation of staff members and their eligible dependants from highly insecure areas.

2. Designated Official

At each duty station, the Secretary-General, in consultation with the Executive Heads of the other organizations, appoints one senior official, normally the Resident Coordinator, who is called the **Designated Official for Security**. The Designated Official has special responsibility for the security and protection of all staff members of the organizations and their eligible dependants at the duty station, and is accountable to the Secretary-General through the USG UNDSS. The Designated Official for Security is responsible for reporting the deaths of staff members under suspicious or unclear circumstance to UNDSS New York.

B. Actions Required in Cases of Death of Staff Members Under Suspicious or Unclear Circumstances and/or Accidents

When a staff member, spouse or eligible dependant dies under suspicious or unclear circumstances and/or in an accident, the **senior United Nations official** present or closest to the scene should take charge. In the absence of any close relatives, he or she may be asked to identify the deceased. Because several actions must be taken immediately, he or she should draw on available assistance from reliable associates. The following broad categories of action must be addressed:

- a. Treating injured survivors.
- b. Identifying the remains.
- c. Securing the scene of the incident.
- *d.* Following official notification procedures.
- *e.* Documenting the remains.
- f. Disposing of the remains.

1. Treatment of injured survivors

How to proceed? When United Nations staff members have been involved in an accident and are seriously injured, the first priority must be given to saving lives. Whenever an incident occurs, an assessment must be made of the seriousness of the injury and how best to assist the victims. Ideally, there will be medical aid in proximity to the scene. However, where this is not a practical reality, staff members should keep medical kits in their offices, homes and vehicles.

Plan ahead. The following issues should normally be considered and planned for in advance, particularly when travel is undertaken to remote locations:

- a. Where is the nearest capable hospital?
- b. How can victims be stabilized until and during transportation?
- c. Will air movement be required? Are there accessible landing areas?

- *d.* If so, are flying ambulances or small aircraft that can transport litters available?
- e. What road transportation facilities are available?
- f. Can medical teams access the location of the injured parties?

2. Identification of remains

Establish identification as promptly as possible. As already indicated, several of the items listed above will require almost concurrent action. Priority should normally be given to identifying the deceased party or parties. In many instances, this can be accomplished relatively simply and quickly. There may, however, be occasions when identification of the deceased will be difficult and time-consuming. Positive identification should be established as promptly as possible.

C. Actions at the Death Scene

Circumstances permitting, it is critical that the scene of the crime be preserved to the extent possible for the purposes of investigation and/or reconstruction of the incident and, it is



hoped, apprehension and prosecution of those responsible. If government officials are present who have competence in conducting an investigation, the United Nations official in charge will allow them to fulfil their obligations, but he or she will ask to be allowed to participate fully. In the absence of government officials, cooperation should be sought from local authorities (for example, village elders) at the scene, keeping in mind that they may not understand or automatically agree with the actions being taken. At no time should the United Nations official expose himself or herself to danger for the sake of preserving evidence. The actions to be taken are as follows:

- a. Protect the scene of the incident. If police, gendarmes or soldiers are at the scene, their cooperation should be sought in securing the scene of the incident. A cordon should be established to keep the curious away. Evidence, such as weapons, shell casings or anything left by the perpetrators, must be protected.
- b. Register all the possible information. An accurate diagram of the scene should be developed as rapidly as possible, including the positions of vehicles, landmarks and individuals. Recording the scene with a camera is ideal but may not always be possible. Photos taken of the scene, the immediate surroundings, the larger scene in which the event occurred, and the perspective from victim to attacker and vice versa are useful. Distances need to be carefully measured. Regardless of which medium is used, copious notes should be taken.
- c. Interview witnesses. Witnesses need careful treatment. As soon as the United Nations official in charge has taken all possible action to preserve the scene, witnesses need to be identified and, if possible, interviewed separately. While this process will yield contradictions, ultimately a more reliable picture of the incident will emerge.
- d. How to preserve the physical evidence? A decision will be needed concerning the disposition of the physical evidence. If the authorities are on the scene, the United Nations official in charge should insist tactfully that the evidence be marked as to its role and placement at the scene. Plastic bags, if available, can be used for small items; boxes, canvas

and carpets etc. can be used for large items. If the police are not present, but the scene of the incident is a fixed place such as a building that can be locked or guarded, then it is best to leave the evidence in place until the recording has been completed. If the site is remote or involves a vehicle, when all recording has been completed the physical evidence should be gathered and taken to the nearest United Nations office for safe keeping.

D. Official Notification Procedures

Once the news of the death of a staff member has been received and his or her identity confirmed, the **senior United Nations official** present should immediately inform the designated official for security, as well as the Head of local Office of the deceased staff member in the country concerned. The **Head of Agency** or **designated official** should contact the emergency contact or next of kin. (In this context, it is important that all staff members provide up-to-date information, for example, names, addresses and telephone numbers, of those persons who should be contacted in case of emergency.) The UNDSS in New York should also be notified immediately. In addition, contact should be made with the headquarters of the United Nations agency that employed the staff member. If there is an embassy or consulate of the country of the staff member, officials there should also be kept informed.

Keep under control the release of information. The incident should not be discussed with those who are not directly related to the deceased or those who are not responsible for assisting in making the necessary arrangements. This is particularly important with regard to the media. Any inquiries from the media should be addressed to a single person (usually the designated official or someone appointed by him or her, who can issue a brief, strictly factual statement that avoids speculation about the cause of death). No names should be released to the media until it is certain that the next of kin has been informed. Any release of information should be coordinated with UNDSS.



E. Documentation

A number of documents will be required. The following three are indispensable:

- a. Death certificate. The death certificate is the basic document that will be required by various authorities in the country of assignment and the country of origin of the staff member, as well as by the United Nations and insurance companies. It should be signed by the attending physician and should include the date and the official stamp of the clinic or hospital. The cause of death should be described briefly. It is a good idea to have a large number of original death certificates (photocopies with original signatures and stamps), as most authorities insist on original or notarized copies.
- b. Police report. In those countries or areas where there are police authorities, there will be a need for a police report. This document will be required in numerous copies for local authorities. Police authorities usually do not agree to the removal of a body pending investigation. A statement to the effect that the remains of the deceased are no longer required by the police authorities will have to be issued prior to the removal of the body for burial.

c. Post-mortem and/or autopsy report. In most cases of violent death, there will be a request for a post-mortem and/or autopsy report. This may be required to determine the exact causes of death or to assist in the investigation of a crime. It is extremely important to obtain the agreement of the next of kin, preferably in writing, before such a procedure is undertaken. It should also be determined whether the expertise and facilities for executing an autopsy are available in the country. A detailed post-mortem report should be prepared in proper format.

F. Disposition of Remains

Take into account family personal preferences. In all instances, the specific instructions of the family of the deceased should be observed as closely as possible. Such instructions will vary greatly depending on religious, national, cultural and ethnic customs or personal preferences; very often these will be at variance with the customs of the country of assignment.

Review available services for disposition of remains at the duty station. It is very likely that the body of the deceased will need to be sent to his or her home country, almost always by air. Airlines should be consulted immediately since they have strict regulations regarding the transportation of human remains. You should also contact a shipping agent experienced in arranging for the transportation of the remains. Some of the large embassies may be able to recommend an agent that they have dealt with in the past. To be prepared for any eventuality, even before any incident occurs a review of mortuaries and funeral homes at the duty station should be undertaken to determine what services are available.

Arrange the necessary procedures for preservation of the remains. If the remains are transported, it is essential that no deterioration occurs during transit. Not all hospitals have mortuaries that are equipped to stop such deterioration. Some kind of cooling mechanism or a refrigerated room may be needed. In addition, an airline may request a certificate of embalmment before it will accept the shipment. There are many parts of the

world where the embalming of bodies is not a very common occurrence, and you may be required to prepare a special request to the authorities to arrange for this procedure.

Use a suitable coffin. For transportation of human remains, airlines will accept only well-constructed coffins built to their strict specifications. Generally, such coffins should be sturdy and have a metal lining. Just prior to shipment, the coffin must be leadsealed in the metal container to make it completely airtight. Most large embassies have a stock of coffins that meet airline requirements, and they are usually able to make these available to the United Nations. In many cases, a representative of the embassy of the deceased will need to witness the sealing of the casket.

Documents required by the airlines. A variety of documents may be required, depending on the country concerned. Typi-

cally, a letter from the foreign ministry, a copy of the passport of the deceased, a customs clearance certificate, and a certificate from a doctor stating that the deceased did not suffer from any communicable diseases may be needed by the airlines, in addition to copies of the death certificate, the police report and the embalmment certificate, if applicable.

Provide the airline with the data of the consignee at the receiving end. In most cases, airlines also require the name, address, and telephone and/or fax number of the consignee at the receiving end (for example, an undertaker), in order to verify that arrangements have been made in the home country of the deceased. It is important that a confirmation be received. without which the airlines will not accept the body for shipment.

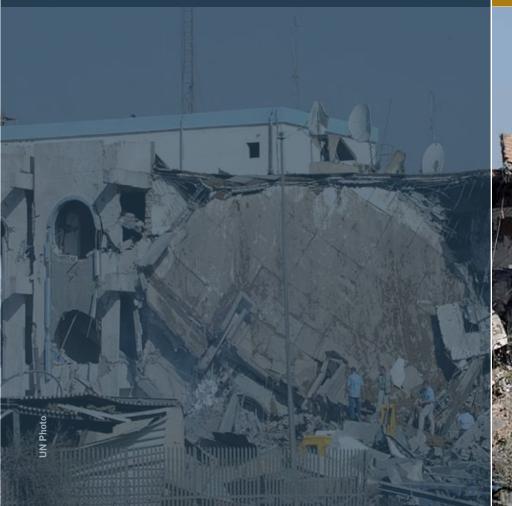


G. Conclusion

Document all steps taken and be tactful and sensitive. It should be well understood that the above guidelines are very general since situations will vary from country to country and from one case to another. It is important to keep in mind that relatives, insurance companies, the government or United Nations authorities may raise questions about the procedures followed. To avoid problems, therefore, all steps taken should be well documented and the documentation should be kept in a confidential file. It is also important to remember that staff involved in making the various arrangements should exercise discretion, and be tactful and sensitive when dealing with the family of the deceased.

Arrange for counselling if necessary. Designated officials should consider the effect that the death of a staff member will have on colleagues and on those closely involved in the incident. If necessary, assistance should be requested to provide staff and/or dependants with immediate psychological support and stress management education.

Mass Casualties





Chapter 4 discusses actions to be taken in mass casualty incidents. Depending on the severity of the emergency, Family Focal Points may be activated along with Call Centre Volunteers. Decision whether to activate these groups will be made in collaboration with the lead administering department.

CHAPTER IV

MASS CASUALTY INCIDENTS (MCI)

Any incident in which emergency medical, administrative, personnel, and logistics services are overwhelmed by the number and severity of casualties is considered a mass casualty incident (MCI). Recent examples of MCIs include: Haiti earthquake, DRC plane crash, and the Abuja bombing. This Chapter is written with a view to prioritizing critical functions and communicating effectively so that external support, e.g. from UNHQ or nearby field offices, is best utilized. Procedural or administrative actions are similar to that of **Chapters I** and **II**, and should be followed when the situation has been stabilized. This Chapter is written for mass casualties at both UNHQ locations and field offices.

During emergencies in which there are mass casualties, the Emergency Preparedness and Support Team (EPST) in New York will activate the closest trained Family Focal Points (FFPs). The Chapter discusses the role of FFPs. Where the FFPs are in a duty station at a distance from the incident, e.g., New York or Geneva, communication lines will be of utmost importance. In such a case, it is also assumed that the initial Call Centre will be established at the Headquarters location.

A. Activation and Responsibilities of the Local Administration

The overall objective in times of crises is to put in place as quickly
as possible an emergency management team to coordinate onsite administrative and welfare-related support for affected staff
and their families.

THIS CHAPTER AT A GLANCE:

- A. ACTIVATION AND RESPONSIBILITIES OF THE LOCAL ADMINISTRATION
- B. ACTIVATION AND
 RESPONSIBILITIES
 OF THE FAMILY
 FOCAL POINT (FFP)
 SYSTEM
- C. ACTIONS TO
 BE TAKEN IN
 MASS CASUALTY
 INCIDENTS

The following are suggested roles and services:

Team Leader	Leads the team, coordinates staff, pays attention to the needs of staff, and handles highly problematic cases.
Forensic Firm Liaison Focal Point (if required)	Works closely with the forensic firm contracted to identify and repatriate bodies.
Family Support Focal Point	Coordinates visits of family members, communicates with family members.
Injured Staff Focal Point	Coordinates hospital visits, keeps track of staff movement between medical facilities.
Repatriation Focal Point	Coordinates with the local morgue/funeral home.
Tracking Focal Point	Communicates regularly via e-tool with EPST on status of each of the affected staff members/family members.
Logistical Focal Point	Handles transportation, shipping and other logistical needs.

2. If applicable, the following may be activated:

- **Setting up emergency structures:** an on-site reception centre and a repatriation centre, with a sub-office at the selected funeral home. Guidelines are available from EPST on how to set up a reception centre.
- Coordinating on-site administrative and welfare-related support: travel arrangements and accommodations for family members of deceased or injured, repatriation processes, forensic communication and liaison with morgues, hospital visits, visits from senior officials, transportation for escorts, transportation of personal effects, issuance of death certificates and *Noticas*.

B. Activation and Responsibilities of the Family Focal Point (FFP) System

The Family Focal Points (FFPs) along with the Human Resource Specialists work together to develop a supportive relationship with an injured staff member or the family of a deceased staff member. The main role of the FFPs and HR Specialists is to provide navigational guidance through the benefits and claims processes following the Psychological First Aid model approved by the World Health Organization (WHO).

The FFP is the point of contact for the Organization with the family, acting as both a buffer and a resource. The FFP finds out about and transmits necessary information to his/her designated family with regard to:

- Search and rescue efforts
- Identification of the remains
- Repatriation of the remains
- · Escorts for the remains
- UN representatives at the funeral
- Final payments (with the HR Specialist, as needed)
- Pension, Insurance, Appendix D and MAIP claims (with the HR Specialist, as needed)
- · Memorial ceremonies and other related information (with OHRM/EPST)

The FFP takes on the task of researching individual issues for the family.

Detailed information on the role of the FFP is available on EPST's website at the address www.un-epst.org.

- 3. EPST, in coordination with CISMU, and, if in the field, with the lead office, should identify and activate the FFP system.
- 4. The role of the FFP is to forge a supportive relationship with the injured staff member or the family of a deceased staff member. While s/he is not a trained psychologist, s/he should provide psychological first aid as well as navigational guidance through the benefits claims process. Human Resource Specialists with knowledge of benefits and entitlements will also be assigned to assist the FFPs.
- The FFPs should work together with the lead office and assist in providing information that the FFPs can pass on to families or injured staff members.
- The FFPs should also provide some basic guidance on navigating the benefits and entitlements process in consultation with the HR Specialist. **Chapter V** contains information on the benefits and entitlements process.



C. Actions to be Taken by the Administration in Mass Casualty Incidents

In addition to actions outlined in Chapter I and II, suggested actions may be taken depending on the circumstances of the incident.

ACTION 1
SET UP A FAMILY
ASSISTANCE
CENTRE

A CHECKLIST OF THESE 10 ACTIONS CAN BE FOUND IN ANNEX I

ACTION 1 Set Up a Family Assistance Centre

- The local administration should be set up in an appropriate location with at least two rooms: one for counselling with families and the other to handle logistical functions.
- 2. There should be a sufficient number of drivers and cars available for use for travel coordination.
- 3. The relevant team members should also be equipped with appropriate communications devices⁴.

⁴ For example, fully functioning Blackberries, UN-issued laptops with one standard software application, Mobile Office with Citrix already installed on the laptops. One or two satellite phones should be issued as well to enable independence of communications in case of cell phone network breakdowns and emergencies.

4. All relevant team members should be given access to the web portal and other relevant databases for operations.

ACTION 2

Communicate Status of Emergency

- 1. Follow communication proceedures outlined in Chapters I and II.
- 2. In the immediate aftrmath of an MCI, DSS headquarters will serve as the central node for all communication and release of information. DSS will ensure that all key players are notified. The Department of Public Information (DPI) will clear dissemination of official information with DSS.

ACTION 2 COMMUNICATE **STATUS OF EMERGENCY**

ACTION 3

Set Up Emergency Structures: Web Portal, Call Centre and **Relevant Databases**

- 1. EPST should activate the Emergency Support web portal and identify an administrator to be in charge of allowing access to the site and ensuring that the information is constantly updated. Links to the site should be sent to all family members of missing, deceased or injured staff, as well as to FFPs, Call Centre Volunteers, and senior staff of OHRM, DFS and DSS. The web portal has a number of rooms to which access is restricted to the appropriate groups in order that information is available in real time from around the world. EPST's website address is www.un-epst.org.
- 2. Activate a Call Centre following a Call Centre opeations guidelines. Contact EPST for guidelines.
- 3. A Call Centre Coordinator should be appointed to establish the operations. The coordinator should provide all operators with phone scripts and training before they start their duties.

ACTION 3 SET UP EMERGENCY STRUCTURES: WEB PORTAL. **CALL CENTRE** AND RELEVANT **DATABASES**



ACTION 4 Set up FFP System

- 1. EPST, in consultation with the lead office, should assign FFPs to families of missing, deceased or injured staff members, if required.
- Similarly, EPST together with the OHRM team should identify and notify the relevant HR Specialists responsible for each staff member affected. These persons will be the HR Focal Points that support FFPs.
- 3. FFPs should have previously been trained and certified in their functions by EPST. They should be sent a notification that their assistance is needed should they choose to accept the assignment. Copies of such correspondence should be archived by the EPST.
- 4. Activated FFPs should be sent reminders of critical knowledge to function in emergencies by EPST.
- Supervisors of FFPs should be informed of the assignment of the FFPs, who should be provided flexibility in work hours if needed (or other forms of workload adjustment).
- 6. All FFPs should be set up immediately with logins for the web portal and other databases they may need. They should also be provided with important contact information, e.g. of hospitals or available professional counsellors in the event they need to make referrals.

ACTION 5
COORDINATE
INFORMATION
REGARDING
INJURED AND
DECEASED STAFF
MEMBERS

ACTION 5

Coordinate Information Regarding Injured and Deceased Staff Members

- 7. Follow communication procedures outlined in Chapters I and II.
- 8. The core functions of death notification as outlined in Chapters I and II should be followed: identification of next of kin, decision on who should notify the family, notification of death, etc. If the emergency occurs in an HQ location, please follow the instructions in Chapter I; should it occur at a field office, please follow the instructions in Chapter II.

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- 9. In either case, the priority of actions should be as follows:
 - Once the body has been officially identified, local administration should notify the designated official to inform the families in person, if possible.
- 10. Closely following the visit or call from the designated high level official, the FFP should explain to the family the UN policies related to the death of a staff member in consultation with Human Resources Specialist. The FFP also explains any special measures that may have been put in place following the incident.
- 11. Should the staff member pass away under exceptional circumstances, e.g. if he/she is of great public interest, or if there were suspicious or unclear circumstances, please see Chapter I Section C and all of Chapter III.

ACTION 6

Coordinate Repatriation of Remains

(a) Obtaining and Onpassing Information about the Staff Member

- 1. If a body needs to be identified, the local administration may request the FFP to obtain "ante mortem" information from the family. This consists primarily of dental records, fingerprints and descriptions of identifying marks. A detailed disaster victim identification form may be used⁵.
- Once the body has been identified the family has been formally notified, the FFP should obtain Disposition Instructions from the Legal Next of Kin.
- 3. The local administration should ask the funeral home to prepare Death Certificates (15 copies), if possible some in the languages needed by the family.

(b) Transportation of the Remains

4. The local administration should make arrangements for the repatriation of the remains via the UN Travel Office. Arrangements

ACTION 6
COORDINATE
REPATRIATION OF
REMAINS

⁵ EPST can provide this form.



should be made for transporting the remains prior to making arrangements for escorts, if required.

- 5. If the escort is a family member who wishes to view the body or to have a ceremony performed over the body prior to travel, the local administration will make this arrangement with the forensic firm and accompany the family member to the funeral home and afterwards. If a Muslim or other ceremony is needed, the appropriate religious official at the site, e,g, an Imam, should be contacted. For Muslim ceremonies, it will be necessary to position the body correctly.
- 6. Flags: One flag drapes the casket; a second flag is folded and given to the Escort to give to the family at the funeral. Draping a third over the crate in which the casket is contained may expedite the transportation of the remains via airports.

ACTION 7
ASSIST VISITING
FAMILY MEMBERS

ACTION 7

Assist Visiting Family Members

I. If the situation required — and provided an approval has been granted — the FFPs should facilitate the travel of family members to the crisis site if they wish to come. Up to two members of each family may be provided with roundtrip tickets so that they can accompany the remains back home.

2. While on site, an FFP will accompany the family members at all times if they so wish. Some family members may request a viewing of the body at the funeral home prior to transport. They should be advised, gently, by FFP staff that this may be disturbing depending on the condition of the body.

ACTION 8

Return of Personal Effects

- The FFP should work together with the forensic firm to return all items associated (on the body, e.g. watches, jewelry), associated by (very close by), and unassociated (not directly near the body) to the relevant staff member's family.
- 2. Where the forensic firm is responsible for the transportation, sanitation and cataloguing of these personal effects found associated with the staff member. It is preferable that a UN official is present to handle the shipments to the families.
- 3. Should the staff member have belongings in the office or residence, please follow the procedures outlined in **Chapter 1 Section D** for sealing and storing the properties of the deceased.

ACTION 9

Track Progress and Needs of Affected Families and Staff

- The HR Specialist in coordination with the lead department/ office managaing the emergency should facilitate tracking of outstanding cases for affected staff members and family members.
- 2. FFPs should provide to EPST the contact information for the families so that they can be reached in the future, e.g., for commemoration ceremonies.
- 3. FFPs should keep their families apprised of the benefits and entitlements that they are eligible for and refer them to the web portal for all reference material and forms. FFPs and HR Specialists should guide each family through the forms. The

ACTION 8

RETURN OF

PERSONAL EFFECTS

ACTION 9
TRACK PROGRESS
AND NEEDS OF
AFFECTED FAMILIES
AND STAFF

- HR Specialists should ensure timely submission of claims and any follow up action required.
- 4. A list of benefits and entitlements can be found in **Chapter V**.
- 5. If the families come to Headquarters, e.g., for a ceremony, their FFPs should facilitate any requests (in particular beneficiaries) who may wish to visit the Pension Fund, Insurance, UNFCU, HR specialists or UN offices.

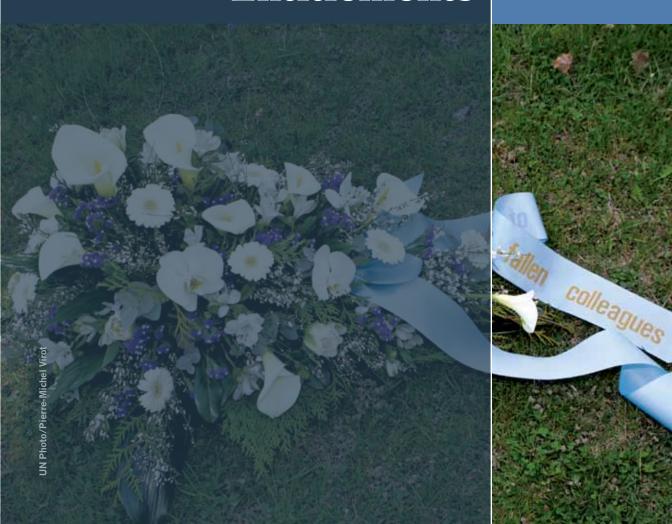


ACTION 10

Arrangement of memorial service

- 1. Please see **Chapter VIII** for information on how to organize commemoration activities for staff.
- The FFPs should also make arrangements for family members to enable them to have access to UN buildings. Family Focal Points will accompany them at all times within the UN premises and while at the location.
- 3. The FFPs may be asked to work with EPST to coordinate information related to biography/photos of the deceased staff member.
- 4. For the purpose of organizing an annual memorial, it is important that the following information be sent to EPST/OHRM immediately following a staff member's death as a result of malicious act, violence or natural disaster. EPST/OHRM will require the following information: gender/rank, index number, first name, last name, duty station, nationality, circumstance of death, date of death and location of death. Additionally, EPST/OHRM will require next of kin information such as first name, last name, address, phone number and an email. For additional information, please refer to **Chapter VIII**.

Appendix D, MAIP and other Entitlements



Chapter 5 outlines how determination of eligibility to Appendix D, Malicious Act Insurance Policy (MAIP) and other entitlements is made and what steps need to be followed in order to make claims.

CHAPTER V

APPENDIX D, MAIP AND OTHER ENTITLEMENTS

When the death of a staff member is attributable to the performance of his or her official duties, he or she may be eligible for two different types of compensation. These compensations may take the form of: disability and/or death benefits via:

- (a) the provisions in Appendix D to the Staff Rules,
- (b) the provisions in the Malicious Acts Insurance Policy (MAIP), or
- (c) both.

Coverage for death or disability under the MAIP is in addition to compensation that may be payable under Appendix D to the Staff Rules or comparable compensation schemes. This Chapter outlines how that determination is made and what steps need to be followed in order to make these claims.

A. Determination of Applicability

Appendix D

1. Compensation shall be awarded in the event of death, injury, or illness of a staff member which is determined to be attributable to the performance of his or her official duties on behalf of the United Nations. Staff members should be aware that not all deaths that occur while at work or on a mission assignment are automatically considered to be attributable to the performance of official duties. The Advisory Board on Compensation Claims (ABCC) will consider all aspects of a case, including whether the death occurred as the result of an illness that has

THIS CHAPTER AT A GLANCE:

- A. DETERMINATION
 OF APPLICABILITY:
 APPENDIX D AND
 MAIP
- **B. APPENDIX D**
- C. MAIP
- D. DUAL COVERAGE/ COMPARISON CHART
- E. CHECKLIST OF ALL AVAILABLE ENTITLEMENTS
- F. REFERENCES

been determined by the Medical Director to be unrelated to the performance of official duties, whether the death occurred during personal time, and whether there was any wilful misconduct or negligence on the part of the staff member.

Malicious Acts Insurance Policy (MAIP)

2. MAIP covers **death or permanent disability** (total or partial) caused directly or indirectly by War or a Malicious Act. A Malicious Act is defined as hostilities, revolution, rebellion, insurrection, riots or civil commotion, sabotage, explosion of war weapons, terrorism, murder or assault by non governmental group or an attempt thereat. War is defined as armed conflict between nations, invasion, act of foreign enemy, civil war, military and usurped power⁶. The Department of Safety and Security (DSS) determines whether the staff member is in compliance with the prevailing security guidelines and procedures at the time of the accident while the UN's MAIP underwriters determine if a particular event falls under MAIP coverage.

B. Appendix D

B.1 Eligibility

- 1. All internationally and nationally recruited staff.
- 2. Does not apply to interns.
- 3. Members of commissions, committees or similar bodies may be covered under "Rules governing compensation to members of commissions, committees, or similar bodies in the event of death, injury, or illness attributable to service with the United Nations" (see ST/SGB/103/Rev.1).

B.2 Beneficiaries

4. In the event of death, beneficiaries are recognized dependants of deceased staff member, i.e. recognized spouse(s) and children.

⁶ Since 2006, permanent disabilities brought about by chronic Post Traumatic Stress Disorder (PTSD), caused directly or indirectly by War or a Malicious Act, are also covered.



- 5. Staff members should, therefore, ensure that current information is made available to OHRM so that any eligible persons are recognized officially as dependants⁷.
- 6. The surviving spouse is required to provide documentation on an annual basis on place of residence and single marital status.
- 7. Compensation in respect of children is paid until the end of the month in which they turn 18 years of age unless they are attending school or university full-time, in which case compensation will be paid until the end of the month in which they turn 21. Proof of attendance is required from the school or university on an annual basis.
- 8. The maximum number of children of a staff member receiving compensation at any one time is three.
- 9. When there are more than three children, when one child reaches the age of 18 or 21 years, the next oldest child will be added and so on, until all children have reached the ages of 18 or 21 years.

⁷ Staff members should be aware that the designation of beneficiary form completed in respect of UNJSPF benefits is not applicable to any compensation payable under Appendix D.

- 10. Compensation may be awarded to a dependant mother, father or sibling, provided that the staff member was receiving a dependency allowance in respect of that person at the time of his or her death. A benefit can be payable to a dependant mother or father (only one) in cases in which there is no surviving spouse or children in respect of whom a dependency allowance was being paid at the date of the death of the staff member.
- 11. When there is more than one surviving spouse, the annual compensation will be divided equally among the surviving spouses.
- 12. Surviving spouse(s) will receive his or her benefit until death or remarriage. Upon remarriage, a lump sum equivalent to two years' compensation will be paid.

B.3 Benefits

- 13. There are several different types of benefits that may apply to a qualifying staff member or family member. under Appendix D. These include:
 - Lost Income Benefit (for injured staff members);
 - Permanent Disability Benefit (for injured staff member who is unable to return to work, applies in tandem with Pension);
 - Lower Pay Grade Compensation (2/3 of lost income if injured staff member is reappointed at the UN);
 - Reimbursement of medical expenses relating to service incurred injury, illness or death;
 - Cost of Preparation of Remains and Funeral Expenses.
- 14. The HR Specialist, in collaboration with staff from the ABCC, will be able to provide specific guidance on the benefits that apply.
- 15. For death benefit claims, the benefit payable is calculated from the date of death. The survivors will receive a lump-sum benefit retroactive to that date. Thereafter, they will receive a monthly payment. Cost-of-living increases are implemented upon notification from UNJSPF.

B.4 Claims Process

- *16.* It is important to go through one's HR Specialist who will guide one through the process.
- 17. Appendix D requires claims to be submitted within four months.
- 18. In legitimate circumstances, in cases in which the claim for compensation is submitted within the four-month time limit and all other relevant documentation is also provided on a timely basis, the case can be submitted to the Board soon after the death, and the death benefit can be calculated upon receipt of the required information from UNJSPF.
- 19. For death benefit claims, the following documentation is to be provided by the **survivors of the deceased staff member**:
 - a. Formal claim for compensation under Appendix D to the Staff Rules, to be submitted within four months of the date of death. If the four-month time limit has been exceeded, an explanation for the delay must be provided;
 - b. Death certificate (and autopsy report if available); marriage certificate; and birth certificates of dependant children;
 - c. Proof of attendance at school if the children are over the age of 18 years but under 21 and in full-time school or university attendance;
 - d. Notification of the method of payment once the monthly benefit is calculated. Payment will be made by direct bank deposit, therefore, complete banking information must be provided.
- 20. For death benefit claims, the following information is to be provided by the **HR Specialist and/or Administrative Office**:
 - a. Copies of PA forms that provide the following information: type of contract and expiration date; functional title; grade; entry on duty; whether the staff member was a UNJSPF participant; marital status; any dependency allowances payable at the time of death; and date of birth;
 - b. If the staff member was issued a service contract, the complete text of the service contract, including the terms and conditions. In order for compensation under appendix D to



be awarded, the service contract must specifically include a provision that states that, in cases of death attributable to the performance of duties, compensation equivalent to that provided under appendix D to the Staff Rules will be paid;

- *c.* A detailed description of the circumstances surrounding the death;
- *d.* A security/accident/incident report or report of the BOI and/or of the local police;
- e. Witness statements, if available.
- 21. HR Specialists and/or Administrative and Personnel Officers should ensure that the necessary documentation is obtained as soon as possible after an accident or incident, such as detailed security and investigative forms and/or BOI reports, witness statements, and confirmation from a staff member's supervisor that the staff member was on official duty at the time of the death⁸.

⁸ This is especially important in peacekeeping operations, where there is greater movement of staff among duty stations. There have been cases in which it was not possible to obtain important information, as personnel had separated from service or the mission had closed.

- 22. Upon receipt of a claim and all supporting documentation, the case will be submitted to ABCC for its review.
- 23. In those cases in which a staff member died as the result of an illness, the case will first be submitted to the Medical Director for a determination of whether the illness can be attributed to the performance of official duties. The Board will review the Medical Director's recommendation and its recommendation will be transmitted to claimant in form of a Secretary-General's decision. The claimant may wish to appeal the Secretary-General's decision if it is not favourable.
- 24. The recommendations of the Board are sent to the Controller who may approve the Board's recommendations on behalf of the Secretary-General. If approved, such decision takes the form of the decision of the Secretary-General.
- 25. Once the decision has been signed, the Administrative Office or the survivors of the staff member will be notified and they will receive a copy of the Secretary-General's decision.
- 26. If the staff member was a participant in UNJSPF, a memorandum will be sent to UNJSPF in order to obtain the following information: final annual pensionable remuneration and any annual benefits paid to a surviving spouse and children. This information is required, as Article 4.1 of Appendix D states that any benefits paid to survivors under the Regulations of UNJSPF must be deducted from any compensation payable under Appendix D. Compensation payable under Appendix D is designed to be a supplement to benefits payable under UNJSPF.
- 27. If the deceased was hired under a service contract, the calculation is done based on the salary stated in the service contract.
- 28. When the benefit under Appendix D is calculated, survivors are advised of the amount and they are sent a copy of Appendix D. Arrangements are made with the Accounts Division or with the Administrative Office (for example, UNDP, UNICEF) in order to effect payment.
- 29. Beneficiaries are required to provide documentation with respect to place of residence, marital status and university attendance on an annual basis.

C. Malicious Acts Insurance Policy (MAIP)

C.1 Eligibility

- The MAIP has comparatively broad coverage: international and locally recruited professional staff, international and locally recruited General Service Staff, Field Service and National Professional Officers, consultants, individuals on Service Contracts, staff on secondment from governments, official visitors, and Special Guests.
- 2. MAIP is an inter-agency policy and all personnel are urged to verify their eligibility with relevant Human Resources staff.
- 3. No forms need to be completed for enrolment by staff members as coverage is free and automatic for eligible individuals.
- 4. MAIP benefits shall be paid to the staff member when he or she is covered under the MAIP and suffers an injury or illness resulting in **permanent** disability, whether total or partial, as a result of an incident covered by the policy⁹.
- 5. Permanent Disability generally means that disability has lasted for at least twelve (12) calendar months, is without expectation of recovery in the opinion of MAIP insurers and shall in all probability continue for the remainder of the Insured Person's life, and results in their inability, entirely or partially, to perform business or occupation for which the individual is reasonably suited by training, education or experience.
- Disability (which includes PTSD-related disability), generally entails permanent loss of function.

C.2 Beneficiaries

7. In the event of death, if the staff member has a surviving spouse and/or a dependant child or children at the time of death, the proceeds shall be paid to the spouse and any dependant children, in equal shares, as is done for the Death Benefit in the Staff Rules¹⁰.

 $^{^9}$ Payment of insurance proceeds under MAIP for the UN Secretariat is governed by ST/ SGB/2004/11 dated 9 August 2004.

¹⁰ Staff Rules 109.10 (a) (vi), 209.11 (a) (v), and 309.6 (a).

- 8. If the staff member does not have a surviving spouse and/or a dependant child or children at the time of death, the proceeds shall be paid to the beneficiaries designated by the staff member under Staff Rules 112.5, 212.4 or 312.4. Each beneficiary shall receive the share of the proceeds indicated by the staff member.
- 9. In the absence of any instructions given by the staff member as to the share of each beneficiary, the proceeds shall be paid in equal shares to all designated beneficiaries who survive the staff member.
- 10. If there is no designated beneficiary at the time of death, the proceeds shall be paid to the estate of the staff member.
- 11. It is important that staff members and other eligible individuals ensure that their current designation of beneficiaries are provided to their HR or Administrative Office, especially if they have no spouse or dependant children.

C.3 Benefits

- 12. Compensation for death and permanent total disability:
 - \$500,000 for Professional Staff.
 - Ten times the net annual salary¹¹ for General Service Staff, Field Staff, and National Officers, subject to a maximum of \$500,000 and a minimum of \$50,000.
 - \$50.000 for interns.
 - \$10,000 for casual daily workers.
- 13. Compensation for permanent partial disability:
 - \$500,000 x degree of disability per Permanent Disability Scale¹² for Professional Staff.
 - (10 x net annual salary, max \$500,000 or min \$50,000) x degree of disability per Permanent Disability Scale for General Service Staff, Field Staff, and National Officers.

 $^{^{11}}$ "Net annual salary" means net salary for the level and step in the published salary scale at the duty station applicable at the time of injury or death. If remuneration is paid on a daily, weekly or monthly basis, annual salary will be derived on a pro-rata basis.

¹² The Disability Scale can be obtained from IDS.

- \$50,000 x degree of disability per Permanent Disability Scale for interns.
- \$10,000 x degree of disability per Permanent Disability Scale for casual daily workers.
- 14. The MAIP also covers medical costs related to the injury or illness of up to 10% of the determined disability benefits. If any other benefits programs, such as Appendix D, already fully covers medical expenses resulting from service incurred injuries, MAIP monies will be used to offset those costs.
- 15. The maximum compensation payable per person is \$500,000.

C.4 Claims Process

- 16. It is important to go through the assigned HR Specialist for guidance through the claims process. The claims information should be provided to IDS only by the HR or Administrative Office
- 17. All MAIP claims are subject to certification by DSS, stating that the victim was in compliance with prevailing security guidelines and procedures. IDS will seek such confirmation from DSS for each reported claim.
- 18. Claims for MAIP should be done as soon as possible, even with restrictive details. Additional details can be furnished as they come to light.
- 19. The initial notification of the incident should include as much of the claims information requested below as available at that point:
 - · Date of Incident;
 - · Circumstances of the Incident;
 - Description of loss (injuries or death);
 - Name and index number of staff member(s);
 - Date of Birth of staff member(s);
 - Level/grade of staff member(s);
 - · Copy of staff member's contract;
 - Copy of latest personnel action indicating net basic salary;
 - Security report and police report if applicable.



- JN Photo/Evan Schneider
 - For **death cases** only:
 - ¤ death certificate and post mortem report;
 - p beneficiary designation.
 - For medical expenses claim
 - magnetic receipted medical invoices to substantiate the claim;
 - m the invoices and costs must be certified as necessary.
 - 20. Additional information may be required by the MAIP insurers during their claim review.
 - 21. For a claimant who has also filed an Appendix D claim, all the pertinent medical information must be submitted through the responsible Human Resources or Administrative Office, or by the claimant directly to the UN ABCC Secretariat. The ABCC Secretariat will forward that information to the UN Medical Service. Level of disability will in first instance be established through medical assessment by the UN Medical Service. Assessment is the same with Appendix D unless coverage for the ailment is excluded under the policy.



o/Stuart Pric

- 22. The UN Medical Service will communicate directly with the claims adjustor regarding medical evaluation and any disability assessments. For those that did not file Appendix D claim then the pertinent medical information from a qualified medical practitioner should be communicated directly to the claims adjuster or IDS.
- 23. In cases of **medical expenses claims**, medical invoices must be certified by the UN Medical Service or the medical office of other participating organizations. When the services of a qualified medical practitioner are used, the medical invoices must be submitted directly to the claims adjuster.
- 24. In view of the requirement to determine the extent of permanent disability sustained by the individual claimant, it usually takes a longer time to finalize injury claims than death claims.
- 25. After the MAIP insurer's claims adjustor has reviewed the claim, said adjustor will either approve the reimbursement amount payable in accordance with the terms of the policy or deny the claim if deemed not to be covered by the policy. IDS will verify the reimbursement amount. The claims adjustor will then transfers the funds to the UN account.

- 26. Upon receipt of the funds from the MAIP claims adjustor, IDS will arrange for disbursements of claim proceeds to beneficiaries in cases involving UN beneficiaries.
- 27. Prior to any disbursement of MAIP proceeds, IDS will verify the claims amount and beneficiary/payee information with relevant HR or Administrative Office. Unless beneficiaries are on the UN Secretariat payroll, payees will have to provide their banking information to the relevant HR or Administrative Office of their parent UN organization to enable payment of the insurance proceeds.
- 28. In accordance with which governs payment of insurance proceeds for the MAIP for the UN Secretariat, prior to the disbursement of MAIP proceeds by the UN, beneficiaries will be required to complete a Release from Liability form, affording the UN a complete release from all further liability in connection with the MAIP.

D. Dual Coverage/Comparison Chart

MAIP covers medical expenses up to a value of 10% of the benefit for death or permanent disability, subject to maximum of \$10,000. Should Appendix D or any comparable compensation schemes already fully cover medical expenses resulting from service incurred injury, MAIP funds will be used to offset those costs. Medical expenses reimbursements cannot not be duplicated between Appendix D and MAIP.

The chart on these pages highlights the main points of difference between Appendix D and MAIP:

	Appendix D	MAIP		
ELIGIBILIT	ELIGIBILITY			
Staff Status	Internationally recruited Professional and General Service staff, and consultants if expressed in the terms of conditions in their contract.	All international and national staff, consultants, interns, etc. Broad coverage.		
Applicable Situations	Covers death, injury, or illness of a staff member which is attrib- utable to the performance of his or her official duties.	Covers death or permanent loss of function caused directly or indirectly by War or a Malicious Act.		
Eligibility of Beneficiaries	In the event of death, applies to staff with recognized dependants.	In the event of death, applies to the surviving spouse and/or a dependent child or children, or anyone designated as beneficiary by staff If the staff member does not have a surviving spouse and/or a dependent child or children.		
Coverage	 Death Permanent or temporary disability (partial or total) Illness Includes PTSD 	 Death Permanent loss of function caused directly or indirectly by War or a Mali- cious Act. Includes PTSD 		
BENEFITS				
Type of Payments	Lump Sum + Monthly	Lump Sum only		
Death Benefits	Monthly payments for lifetime of spouse provided she/he does not remarry.	One time Lump Sum payment.		
Permanent Loss of Function	According to the most recent American Medial Association (AMA) Guide to Permanent Impairment	According to MAIP established reference scale		
Partial/Total Disability Benefits (after Permanent Diagnosis)	Lump Sum payment and monthly payment for life of disabled in the case of total disability, and up to the age of retirement in the case of partial disability.	No coverage.		

	Appendix D	MAIP
ADMINISTR	ATIVE PROCESS	
Claims Board/ Department	Adjudicated by Advisory Board on Compensation Claims (ABCC).	Administered by Insurance and Disbursement Service (IDS) in the Accounts Division, Office of Programme Planning, Budget and Accounts (OPPBA).
Claims Request (Notification)	Deadline for submission of claims is no more than 4 months after incident. If later a request for a waiver may be submitted.	As soon as possible; furnish additional details as they become available.
Supporting Documents	Medical certificate of injury/ illness and/or DSS report depending on the nature of injury.	Circumstances of the Incident Description of loss (injuries or death) Name and index number of staff member(s)
	Circumstances of the Incident Description of loss (injuries or death) Name and index number of staff member(s) Date of Birth of staff member(s) Level/grade of staff member(s) Copy of staff member's contract Copy of latest personnel action indicating net basic salary Security report and police report if applicable For death cases only: Death certificate and post mortem report Beneficiary designation For medical expenses claim: Medical invoices to substantiate the claim	 Date of Birth of staff member(s) Level/grade of staff member(s) Copy of staff member's contract Copy of latest personnel action indicating net basic salary Security report and police report if applicable For death cases only: Death certificate and post mortem report Beneficiary designation For medical expenses claim: Medical invoices to substantiate the claim DSS determines whether the claimant is in compliance with the prevailing security guidelines and procedures.
Determination		Insurers determine if event qualifies.
Determination	Case-by-case, by Abcc	mourers determine if event qualifies.

E. Benefits and Entitlements Available Upon Death of a Staff Member

Note: All of the below benefits and entitlements are subject to application of the Staff Regulations and Rules.

			Actions/
Entitlement		D -0	Supporting
√	Eligibility	Benefit	Documents
Salary	Staff member on valid contract at time of death.	Payment of salary, allow- ances, overtime owed up to time of death, less any monies due to the Organi- zation by staff member.	To be calcu- lated by local HR office and paid with final settlement.
Annual leave	Staff member on 100 series appointment.	Commutation of accrued annual leave at the time of death for up to a maximum of 60 days. Payable to beneficiary named on the form P.2.	To be calcu- lated by local HR office and paid with final settlement.
Malicious Acts Insurance Policy (MAIP)	When death of a staff member is caused by war or a malicious act. The incident must be reported immediately to the UN.	Compensation for death up to \$500,000 for professional staff, and up to ten times the net annual salary for national staff, up to a maximum of \$500,000. For married staff benefits would be paid to the surviving spouse and/or officially recognized dependents at time of death. For single staff proceeds will be paid to beneficiaries designated by the staff member in Form P.2.	The claim will be made by the HR office and should include: • Death certificate; • Incident and security compliance report from DSS/police report; • valid letter of appointment and personal action form; • Board of Inquiry report; beneficiary designation form (P2).
Appendix D	If death of staff member is attributable to performance of official duties, surviving spouse and dependants may be entitled to certain compensation of Appendix D of the Staff Rules.	Compensation for death up to two-thirds of the final pensionable renumeration of the deceased staff member. The benefit is approved by the Controller on behalf of the Secretary-General upon ABCC's recommendation. ABCC meets on a regular basis. It is important to submit the claim without delay.	Time frame for receipt of claim by local HR office is 6 weeks, along with certified copies of birth, marriage certifi- cate, Personnel Action form; DSS incident report

Entitlement	Eligibility	Benefit	Actions/ Supporting Documents
Death Benefit	The Organization may pay a death benefit in cases of service-incurred death. The death benefit is payable only to the officially recorded surviving spouse and dependent children.	The benefit is a lumpsum payment calculated based on number of years of completed service with the Organization (Schedule of payment appears in SR 9.11). It is processed along with the final payment.	HR Specialist to initiate and process benefit
After service health insurance (ASHI)	Following separation from service by staff member subject to conditions of ASHI. A surviving spouse and recognized dependent children (up to age 25) of a staff member who participated in a contributory health insurance plan at time of death. Enrolment in ASHI is not automatic. Application must be made within 31 days following date of separation. Enrolment of a surviving spouse ceases upon remarriage. Eligibility of a dependent child ceases upon marriage, full-time employment or attainment of 25 years of age.	Continued medical insurance coverage for surviving spouse and eligible dependent children.	Application for ASHI must be submitted to local HR office within 90 days.

To all the			Actions/
Entitlement	Plicibility	Benefit	Supporting Documents
Group Life Insurance	Eligibility Staff member(s) participating in this optional life insurance plan at the time of death. If applicable, beneficiary will be person named by staff member and recorded by GLI.	Benefit is equivalent to three times of the staff member's pensionable remuneration up to a maximum of US\$300,000	Health and Life Insurance Section • Certified copy of death certificate; • Official medical certification of cause of death (if not included in death certificate)
Transport of deceased remains	Deceased staff member (and/or dependents) who travelled at the Organization's expense to the duty station where death occurred.	The expenses of the return transportation of the deceased staff and/or his/ her dependents to the place where the Organization would have had an obligation to return the staff member on separation from service.	HR Specialist to advise on options and initiate travel arrangements and issu- ance of Travel Authorization
Funeral expenses	Deceased staff member.	The Organization will reimburse reasonable costs of certain expenses related to preparation of the body and funeral costs	Receipt for expenses to be submit- ted to local HR Office for reimbursement
Repatria- tion travel of surviving dependents	Surviving dependents who were travelled at the Organization's expenses to the duty station where staff member's death occurred	One way travel costs from duty station to country of repatriation (country of staff member's nationality or home leave).	HR Specialist to initiate Travel Authorization for repatriation travel.
Return shipment of personal effects for deceased staff member and/ or surviving dependents	The Organization will pay for shipment of personal effects and household goods to country of repatriation.	Entitlements will be within the options and limits established in the Staff Rules	HR Specialist will initiate authorization and shipment arrangements.

Entitlement	Eligibility	Benefit	Actions/ Supporting Documents
Repatriation grant	Payable to surviving family members of internationally recruited staff member(s) for service outside of his/her country of nationality or permanent residence, and for whom the Organization has paid travel expenses to the duty station.	The calculation is based on the number of qualifying years the staff member has spent outside of his/her country of nationality or permanent residence in service to the Organization. Schedule is shown in Annex IV of the Staff Rules For one surviving family member payment is made at the single rate; if there are two or more survivors payment is made at the rate applicable to staff member with dependents	Payment will be initiated by HR Specialist based upon evidence of permanent relocation to a country other than that of the staff member's last duty station.
Memorial and Recognition Fund	Surviving family mem- bers of those who lost their lives in the line of duty.	The grant is meant to be used for education for surviving children.	Forms to be submitted to the Emergency Preparedness and Support Team (EPST) through the local HR Specialist.
Pension Fund Entitlements	Surviving dependents may be entitled to sur- viving spouse benefits and child benefits.	Surviving spouse benefits are payable at half the standard annual rate of retirement benefit that would have been payable had you worked to your retirement age. Child benefits are payable as long as your child remains unmarried and is under the age of 21.	HR Specialist to submit to the Pension Fund

Allowances that will be discontinued:

- · Education grant and education grant travel;
 - *** If an eligible staff member dies after the beginning of the school year, the education grant (including EGT) will be paid until the end of the school year in which the staff member dies.
- · Residence permit;
- · Dependency allowance;

- Rental subsidy;
- · Home leave entitlement for the family;
- Other duty station specific entitlements (e.g. security allowance, duty free/commissary privileges, etc.).

F. References

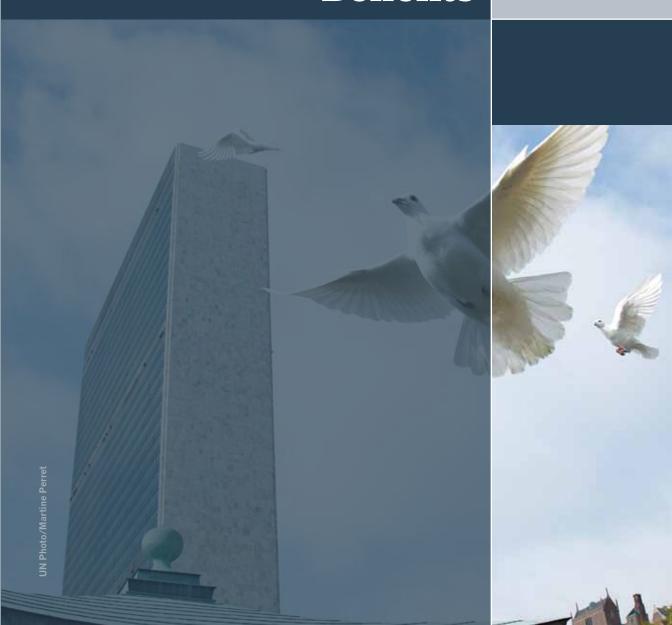
Appendix D: Appendix D to the Staff Rules

MAIP: ST/SGB/2004/11, iSeek Website

(Footnotes)

- Permanent Disability generally means that disability has lasted for at least twelve (12) calendar months, is without expectation of recovery in the opinion of MAIP insurers and shall in all probability continue for the remainder of the Insured Person's life, and results in their inability, entirely or partially, to perform business or occupation for which the individual is reasonably suited by training, education or experience.
- Specifically, for Category of Insured Person 1- Professional Category and Category of Insured Person 3 (non-staff).
- 3 $\,$ Specifically, for Category of Insured Person 2 General service staff, Field and National Officers
- 4 "Net annual salary" means net salary for the level and step in the published salary scale at the duty station applicable at the time of injury or death. If remuneration is paid on a daily, weekly or monthly basis, annual salary will be derived on a pro-rata basis.
- Specifically, for Category of Insured Person 1- Professional Category and Category of Insured Person 3 (non-staff).
- ⁶ Specifically, for Category of Insured Person 2 General service staff, Field and National Officers
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- "Net annual salary" means net salary for the level and step in the published salary scale at the duty station applicable at the time of injury or death. If remuneration is paid on a daily, weekly or monthly basis, annual salary will be derived on a pro-rata basis.

Pension Benefits



Chapter 6 outlines the pension benefits due to survivors of UN staff who died while in the service of the organization. If the deceased staff member was a participant in UNJSPF, the Personnel or Finance Officer will facilitate the processing of prospective survivors' benefits in accordance with UNJSPF requirements. The Chapter also provides a brief explanation of some of the terminology used as well as the regulations and administrative policies followed by UNJSPF when processing death in service cases.

CHAPTER VI

PENSION BENEFITS

This Chapter provides a brief explanation of some of the terminology used and the regulations and administrative policies followed by UNJSPF when processing death-in-service cases. Any omission or discrepancy in interpretation that may appear should be resolved by reference to the Regulations and Rules and Pension Adjustment System of the United Nations Joint Staff Pension Fund (http://www.unjspf.org).

A. Pension Benefits Due to Survivors

When a United Nations staff member who is a participant in UNJSPF dies in service, the pension benefits due to survivors are as follows:

- Widow's/widower's benefit is payable, as the case may be, to the surviving spouse of a participant under articles 34 and 35 of the Regulations of UNJSPF;
- 2. Child's benefit is payable under article 36 of the Regulations of UNJSPF, to each child of the participant while the child remains under the age of 21. Benefits may also be payable to children over age 21, but only if they are found by the United Nations Staff Pension Committee to have been incapacitated by illness or injury for substantial gainful employment;
- Divorced surviving spouse's benefit is payable to the former spouse of a participant who makes a request and is determined to be eligible under Article 35 bis of the UNJSPF Regulations;
- 4. Secondary dependent's benefit is payable if there is no surviving spouse, divorced surviving spouse or child eligible for a periodic benefit. However, this benefit is payable only under certain circumstances and in strict conformity with article 37 of the Regulations of UNJSPF. A secondary dependent's benefit is payable to not more than one surviving secondary

THIS CHAPTER AT A GLANCE:

- A. PENSION BENEFITS DUE TO SURVIVORS
- B. ADMINISTRATIVE PROCEDURES AND REQUIREMENTS
- C. DEFINITION OF TERMS
- D. ARTICLES RELE-VANT TO PRO-CESSING DEATH-IN-SERVICE PENSION BENEFITS

dependent of a participant who died in service. If such benefit is payable, it would be to either one surviving parent at the rate for a surviving spouse's benefit or to one unmarried surviving sister or brother under the age of 21 at the rate for a child's benefit. In the event there is more than one person eligible under article 37, the benefit shall be payable to the person designated by the participant or, in the absence of such designation, to the person designated by the Board;

5. **Residual settlement.** If there is no surviving relative eligible for a periodic benefit, as described in (a) through (d) above, a residual benefit may be payable under article 38 of the Regulations of UNJSPF. This settlement would be payable to a recipient designated by the participant on the form, "Designation of recipient of residual settlement" (PENS.A/2 form). It should be noted that this is a one-time payment.

B. Administrative Procedures and Requirements

1. Personnel or Finance Officer

To facilitate the processing of prospective survivor benefits, the Personnel or Finance Officer can do the following:

- a. Ensure that survivors have duly completed and submitted the original, signed payment instruction form (PENS.E/2,);
- b. Ensure that a duly completed Separation PA, reflecting the death in service, is issued and forwarded to UNJSPF, as soon as possible. To avoid delays in the processing of the survivors' benefits, it is important that the Separation PA lists the number, the full names and dates of birth of ALL children under age 21, regardless of whether or not they are in receipt of child allowances from the employing organisation, and where applicable, the amount of such allowances being paid at the time of the death. Disabled children should be so identified. Furthermore, the Separation PA should indicate the full name and date of birth of the spouse recognized by the Organization, plus any other non-recognised spouse(s) in cases where the domestic law in a staff member's home

- country legally recognizes more than one spouse. Finally, if the staff member has a secondary dependent, this must be clearly reflected on the Separation PA.
- c. Ensure that part A of the Separation Notification (PF.4) form is duly completed and signed by the Personnel Officer and part B by the Finance Officer. The original, duly completed form must then be forwarded to the UNJSPF. For United Nations international staff, the Separation Notification form is completed and submitted to the UNJSPF by the UN Accounts Division. For UNDP and UNICEF, the Separation Notification form is completed and submitted to the UNJSPF by the Office of Human Resources and Division of Financial and Administrative Management respectively.
- d. In a case where the deceased staff member has had less than five years of service, provide confirmation that the staff had been medically cleared at the time of recruitment. In a case where the staff had not been medically cleared, it will be necessary to indicate whether or not there had been any refusal on the part of that staff, to submit to a medical examination.



JN Photo/Sophia Paris

2. Survivor

The following documents are required by the Fund in order to process death benefits for eligible survivors:

- a. original death certificate for the staff member (not a medical certificate) or a certified copy of the death certificate as issued by local authorities;
- b. birth certificate of each spouse, divorced spouse, child under the age of 21, disabled child over the age of 21, or secondary dependent;
- c. marriage certificate(s);
- d. divorce decree(s);
- e. Copy of the surviving spouse's Official Identification document such as a national passport or driver's license wherein the name and date of birth are indicated and which bears his/her signature, and
- f. The surviving spouse(s) original, duly completed and signed payment instruction form (PENS.E/2). The signature on the form must be authenticated or witnessed by either a UN Official, a local governmental authority or a notary public. The full name, title and signature of the official authenticating the signature, and the organization's stamp or seal, must be indicated on the form. If thumbprints are used as a signature by any of these survivors, the thumbprints must be authenticated/witnessed accordingly.
 - matches Note: If there is no surviving spouse, the payment instructions form must be submitted by the court-appointed legal guardian of the minor children or by the children themselves, if over age of 16. In the case of the former, legal guardianship documents must be submitted along with the payment instructions. If no periodic benefits are payable, the form must be submitted by the designated beneficiaries of the residual settlement, as indicated on the form, "Designation of recipient of a residual settlement" (PENS.A/2). The signature/thumbprint on the form must be authenticated/witnessed either by a UN Official, a local governmental authority or a notary public.

g. Contact UNJSPF to inquire whether or not additional documentation is required (for example, in respect of disabled children over the age of 21, or any secondary dependents that may be eligible).

For further reference, a thematic booklet on Survivor's Benefits is available online at the UNJSPF website: http://www.unjspf.org/UNJSPF_Web/pdf/SurvivorsBenef.pdf.

3. Active staff members

To facilitate the processing of his or her prospective survivor's benefits, staff members, while still in active service, can do the following:

- a. Ensure that UNJSPF has on record the duly completed and up-to-date form, "Designation of recipient of a residual settlement" (PENS.A/2);
- b. Ensure that the annual statement reflects accurately one's personal information, particularly the date of birth, marital status and number of children under age 21. If it does not, the correct information should be given to the Personnel Officer, who should convey the information to UNJSPF through submission of an updated Personnel Action Report;
- c. Ensure that the prospective survivors are aware that if the participant dies, UNJSPF will need an original death certificate (i.e., not a medical certificate) or a certified copy of the death certificate as issued by local authorities;
- d. Ensure that spouses or other prospective survivors are aware of the required documents set out in section B.2 above and that they have the documents on file ready for submission when the time comes.

C. Definition of Terms

Among the terms frequently used by UNJSPF are the following:

- a. Beneficiary. This term is used in referring to former UNJSPF participants who have officially separated from service and are entitled to periodic benefits from UNJSPF. The term also refers to a person entitled to a survivor's benefit (widow/widower, child, divorced surviving spouse, secondary dependent) or to a one-time payment from the Fund (e.g. a residual settlement). The eligibility for such benefits is described in articles 34 to 38 of the Regulations of the UNJSPF.
- b. Recipient of a survivor's benefit under articles 34-37 of the Regulations of UNJSPF. The recipient is automatically the widow, widower, divorced spouse, child under 21, disabled child over 21, or eligible secondary dependent. When a benefit is payable under any of these articles, no benefit becomes payable under article 38 (residual settlement), unless, upon the cessation of the payments to survivors, the total amount of the benefits paid to the beneficiary and his or her survivors (under articles 34-37) is less than the participant's own contributions plus interest. In this event, the difference will be paid to the designated recipient as indicated on the most recent PENS.A/2 form.



UN Photo/Antoninho Bernardino

- c. Child. This is defined in the Regulations of UNJSPF as a child existing on the date of separation or death in service of a participant, including the stepchild or adopted child of a participant and a child in utero upon its birth. In the event of uncertainty as to whether adoption has taken place, the matter will be decided by the Board. Eligibility for a child's benefit is addressed in article 36 of the Regulations of UNJSPF.
- *d.* **Death after service.** UNJSPF uses this term in describing the death of a beneficiary (i.e., a former active participant who had retired and who had been receiving a periodic benefit from UNJSPF at the time of his or her death).
- e. Death in service. UNJSPF generally uses this term in describing the death of an active participant of UNJSPF. There is a distinct difference between this term and the term death after service which is used to describe the death of a beneficiary.
- f. Designated recipient of a residual settlement. Following the death of a participant and provided there are no survivors entitled to a periodic benefit, this would be the individual(s) designated by the participant on his or her most recent PENS.A/2 form (as defined in article 38 of the Regulations of UNJSPF). In the absence of such designated recipient, the settlement would be paid to the estate of the participant.
- g. Legal guardian. Benefits due and payable under the Regulations of UNJSPF to the children of a participant shall, unless there are exceptional circumstances, be paid on their behalf to the surviving parent or legal guardian of each child. The legal guardian for UNJSPF purposes would be the person having legal custody of a beneficiary to whom UNJSPF pension benefits are due. It generally refers to a court-appointed guardian of a minor child or other beneficiary who is medically and legally determined to be incapable of managing his or her affairs.
- h. Medical examination. In respect of Fund benefits, the significance of undergoing a medical examination cannot be emphasized enough. If an active participant refuses to undergo a medical examination at the time of recruitment or when the staff member is eligible to become a participant in the Fund, there will be no spousal and/or secondary benefit due until that participant qualifies by completing five years of contributory

- service with UNJSPF. The complete terms of this requirement are contained in article 41 of the Regulations of UNJSPF.
- i. Next of kin. This term is not used officially by UNJSPF in its Regulations and Rules, as it is generally the Personnel Officer of the employer organization who makes initial contact with the next of kin in respect of death-in-service cases. In such cases, UNJSPF subsequently interacts with the surviving spouse, children and/or legal guardians if children are of a minor age and, failing that, with the designated recipient of a residual settlement, as indicated on UNJSPF's A/2 form.
- *j.* **Normal retirement age.** This term is defined in the Regulations of UNJSPF to mean age 60, except that it shall mean age 62 for a participant whose participation commenced or recommenced on or after 1 January 1990.
- k. Participant. This term is most frequently used by UNJSPF in referring to active staff members whose eligibility to participate in UNJSPF has been determined in accordance with article 21 of the Regulations and Rules of UNJSPF. Although it generally refers to those staff members who are contributing a percentage of their pensionable salary (7.9 per cent) to UNJSPF, the term also incorporates those staff members who are on officially approved leave, with or without pay.
- l. Regulations. This refers to the Regulations of UNJSPF, as adopted by the United Nations General Assembly and amended from time to time by the General Assembly, following recommendations by and consultation with the United Nations Joint Staff Pension Board (UNJSPB). The Regulations of UNJSPF, as well as its adjustment system, are now available on the Internet (http://www.unjspf.org).
- m. Secondary Dependant. This term shall mean the mother or father, or an unmarried brother or sister under the age of 21, who was dependent on the participant at the date of the participant's death in service, or from the date of the participant's separation from service to the date of the participant's death if she or he died after separation. Eligibility for a secondary dependent's benefit is addressed in article 37 of the Regulations of UNJSPF. The Board has further prescribed, in the Administrative Rules of UNJSPF, the meaning

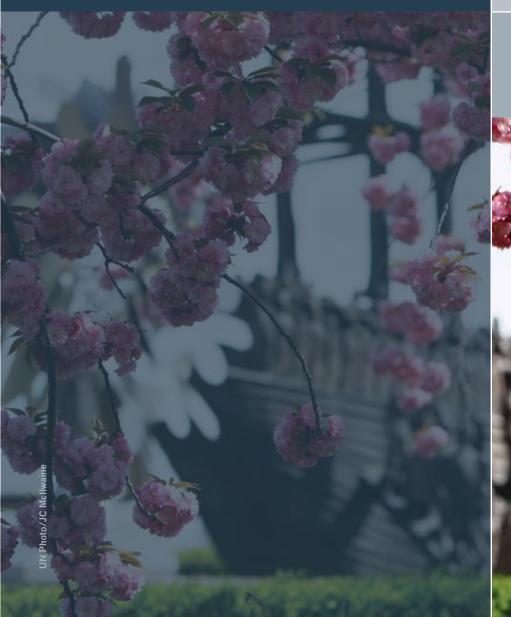
- of dependent for the purpose of determining eligibility for benefits.
- n. United Nations Joint Staff Pension Board. UNJSPF is administered through the Board, which currently comprises 33 members, representing the United Nations and 23 other member organizations. The Board members are chosen as follows: one third by the General Assembly and the corresponding governing bodies of the other member organizations, one third by the Executive Heads and one third by the participants.
- o. United Nations Joint Staff Pension Fund. This is the name of the multi-employer defined benefit pension fund that was established by the General Assembly to provide retirement, death, disability and related benefits for the eligible staff of the United Nations and of 18 other member organizations of UNISPF.



- p. Widow. In the event a participant dies while in the service of a member organization of UNJSPF, a widow's benefit is payable to the surviving female spouses of that participant. Article 34 of the Regulations of the Fund enumerates the full scope of a widow's entitlement. The Regulations also provide, under specific conditions, for benefits to be payable to divorced surviving spouses (article 35 bis).
- q. Widower. In the event a participant dies while in the service of a member organization of UNJSPF, a widower's benefit is payable to the surviving male spouses of that participant. Article 35 of the Regulations of UNJSPF enumerates the full scope of a widower's entitlement. The Regulations also provide, under specific conditions, for benefits to be payable to divorced surviving spouses (article 35 bis).

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Insurance Benefits





Chapter 7 provides an overview of insurance benefits, options and regulations, and offers advice for the processing of cases in which a staff member has died while in the service of the organization. Health insurance benefits are available for the spouse and eligible dependant children of a deceased staff member, or for those they designated for that purpose.

CHAPTER VII

INSURANCE BENEFITS

A. Health Insurance

More detailed information is available through ICCS.

Applying for After Service Health Insurance (ASHI). The spouse and eligible dependant children of a staff member who dies in service while participating in a United Nations contributory health insurance plan may apply for ASHI if they meet both of the following conditions:

- *1.* They are participating in the same health insurance plan at the time of death of the staff member;
- 2. They are eligible for a periodic benefit awarded under the Regulations of UNJSPF and/or appendix D to the Staff Rules.

An outline of the ASHI programme is set out in information circular ST/AI/2007/3, dated 1 July 2007, which may be ordered from Documents Distribution or accessed on the United Nations intranet under Staff Services, Insurance.

An application package consists of the following:

- a. Items provided by ICCS:
 - i. ASHI application form (see exhibit 10).
- b. Items provided by other United Nations offices:
 - *i.* Copy of final pay statement, issued by the Payroll Section; form F-98A (see exhibit 7).
 - *ii.* Retirement pension number, assigned by the Pension Fund.
 - iii. Copy of the separation personnel action.
 - iv. Copy of the death certificate.

THIS CHAPTER AT A GLANCE:

- A. HEALTH INSURANCE
- B. LIFE INSURANCE

B. Life Insurance

Group Life Insurance (GLI) benefit. GLI is an unsubsidized, optional benefit, underwritten by Aetna Life Insurance Company. Claims are submitted through Insurance and Disbursement Service (IDS) to Aetna for processing. Proceeds are issued separately to each beneficiary and/or to the guardian of the estate of a minor child who is a beneficiary. Several weeks should be allowed from the date the claim is submitted to Aetna, not from the date of the staff member's death, for completion of the claims process. There is no deadline for submission of claims. For an example of Life insurance request form, see exhibit 9.

Beneficiaries. In the event that a deceased staff member had elected to participate in the GLI programme, it should not be assumed that there is correspondence between beneficiary instructions provided by the staff member to his or her Administrative Office, the Pension Fund, and the Insurance Section. GLI beneficiaries are those most recently designated on an Aetna form for that purpose. There are no restrictions on the number of persons or entities that may be designated as life insurance beneficiaries. Familial relationship does not confer automatic beneficiary status.

How to initiate a claim after the death of a staff member? A claim is initiated by notifying IDS of the death of a staff member. At that point, it is preferable that IDS communicate directly with the GLI beneficiaries or their authorized representatives. In the event that life insurance records are maintained at duty stations other than New York, certification of current GLI participation and premium status will be requested by IDS from the office concerned.

A claim package consists of the following (with English translations where applicable):

- a. Original or legally certified copy of the death certificate;
- *b.* Official medical certification of cause of death when not part of the death certificate;
- c. If applicable, W-9 (United States Department of the Treasury) form, completed by each beneficiary or guardian in the case of a minor child, providing beneficiary name, address,

and United States social security number or, where there is no United States social security number but where the beneficiary resides in the United States, his or her visa status. Beneficiaries without United States social security numbers who reside outside the United States may complete a W-8 form.

Additional documentation. Depending on the circumstances, additional documentation may be required, such as the following:

- d. Court-issued appointment of guardianship for the estate (property/assets) of beneficiaries who have not reached the age of majority. Where this is the surviving parent, under certain legal systems a copy of the law stating this and the age of majority, along with birth certificates giving the names of father and mother, may be submitted in lieu of a court document;
- e. Five years of prior medical records for the deceased, should his or her death occur within two years of enrolment in the GLI programme based on an "evidence of insurability" statement;
- f. Police or other official report on the circumstances of an accident resulting in the death of the staff member, in order to determine if the accidental death benefit is payable under the terms of the GLI contract;
- g. Copy of an officially recognized certificate of death for any current beneficiary who is deceased;
- h. Court-issued appointment of a person recognized as legally entitled to manage or to liquidate the property or assets of the deceased staff member, should there be no living GLI beneficiaries to receive the claim proceeds. Where this is not established to the satisfaction of Aetna's Legal Department, the benefit cheque will be issued to the estate of the deceased. Those closest to the deceased may then seek the documentation needed under their legal system to allow a bank to accept the payment as issued. Benefit cheques have no expiry date;
- *i*. In the event that a beneficiary dies after the insured but before a claim is paid, determination as set out in (h) above of a legal representative for that beneficiary's estate.

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Ceremonies, Memorial Services and Special Procedures



Chapter 8 offers suggestions on how to arrange memorial services for staff members who die while in the service of the organization. Organizing a memorial is an important way of honouring and paying respect to the life of staff who dedicated their life for the organization.

CHAPTER VIII

CEREMONIES, MEMORIAL SERVICES AND SPECIAL PROCEDURES

The present Chapter provides suggestions on how to arrange memorial services for staff members who die in serving the Organization. The chapter also offers suggestions on special procedures required to ensure that the remains of the deceased are treated with respect and dignity.

In planning ceremonies, memorial services and other special procedures, the wishes of the next of kin should be respected and given priority over the suggestions contained in this Chapter.

Beginning in 2012, OHRM/EPST will organize an annual memorial service in NYHQ to honour UN personnel who perished as a result of malicious acts, acts of violence and/or natural disaster. There should be a local memorial organized at the responsible duty station soon after the incident has taken place.

A. Memorial Services

Holding memorial services for staff who have lost their lives in the line of duty or while in the service of the Organization, while a sad duty, is an important action by which the Organization upholds the noble causes of the United Nations, pays its respects to the life and work of staff who have dedicated their lives to the Organization, and helps the bereaved families cope with the loss of their loved ones. Suggestions for organizing memorial services are given below. Some of these suggestions may need to be adapted to local circumstances.

Annual Memorial Service at NYHQ. OHRM/EPST will coordinate the arrangement of the annual memorial service at NYHQ.

THIS CHAPTER AT A GLANCE:

- A. MEMORIAL SERVICES
- B. TRANSPORTATION OF THE REMAINS
- C. FLAGS AND HONOUR GUARDS
- D. NOTIFICATION VISIT

- 2. For the purpose of organizing an annual memorial, it is important that the following information be sent to EPST/OHRM immediately following a staff member's death as a result of malicious act, violence or natural disaster. EPST/OHRM will require the following information: gender/rank, index number, first name, last name, duty station, nationality, circumstance of death, date of death and location of death. Additionally, EPST/OHRM will require next of kin information such as first name, last name, address, phone number and an email.
- 3. Organize a memorial service for the deceased at the duty station. It is the responsibility of the local office at the duty station of the deceased, to organize a memorial service at a suitable site, subject to the wishes of the next of kin and with due respect for religious beliefs and customs.
- 4. Take into account the wishes of the family and the cultural background of the deceased. In planning a memorial service, it is important to take into account the wishes of the family, even if the service will be attended primarily by the colleagues of the staff member, and also the cultural background of the deceased. The Family Focal Point may act as the liaison between the family and the Organization with regard to the following:
 - a. Official annual memorial service to be held at Headquarters. An ad hoc inter-office working group coordinated by EPST/OHRM will oversee the preparations at least four months prior to the event. The group will work in close coordination with the Executive Office of the Secretary-General and other offices/departments affected.
 - b. Memorial services to be held within a department/office/duty station away from Headquarters. The Chief of Office is expected to convene a working group to oversee the preparations.
- 5. The following arrangements may be considered when planning a memorial service event:
 - a. Designating the master of ceremonies.
 - b. Preparing and printing a simple programme of events, which may include a favourite quote, poem or picture of the deceased.



- c. Inviting colleagues to speak, read a poem, play a piece of music or light a candle.
- d. Providing time for others to speak extemporaneously.
- *e.* Planning for a moment of silence or other group tribute.
- *f.* Offering prayer, as appropriate.
- g. Displaying photos of the deceased.
- *h.* Opening a book of condolences for signature.
- *i.* Providing liaison with the family.
- *j.* Designating and setting up the meeting room, including the provision and placement of flowers and flags.
- *k.* Inviting staff members and officials of the United Nations, representatives of the permanent missions and special guests.
- *l.* Inviting families, as applicable, and, in consultation with the Family Focal Point.
- *m.* Preparing the list of speakers and notifying the speakers.
- *n*. Drafting and printing the programme for the event.
- o. Preparing the scenario for the event.
- p. Liaising with the Protocol Office in planning and special arrangements.

- *q.* Arranging for honour guards and the display of the flags of the United Nations.
- Preparing statements by the Secretary-General, or Head of Department, and other officials
- s. Preparing publicity, as appropriate.
- *t.* Streaming the event on un.org/webcast.
- *u*. Inviting media to cover event.
- v. Arranging a rehearsal of the event.
- *w.* Working with the special entertainment/performers for the event.
- *x.* Arranging special passes for any guests or external vendors.
- *y.* Working with the Head of Department and/or speech writer to provide statistical data as required.
- 6. Possible tributes to be held by colleagues. In some cases, colleagues of the deceased may wish to prepare a lasting tribute that in some way reflects the personality or interests of the deceased. Among such tributes that have been made on past occasions are the following:
 - a. Planting a tree.
 - b. Making a contribution to a school playground.
 - c. Making a contribution to a scholarship fund.
 - *d.* Making a contribution to a favourite charity.
 - e. Issuing a plaque.
 - f. Creating a memorial chair or garden.
- 7. **Memorials or tributes** should be planned with the knowledge and agreement of the family.
- 8. For additional guidelines on organizing memorial services, contact epst@un.org

B. Transportation of the Remains to Place of Burial

1. Road movement

When the remains are moved by road, a **United Nations official** should accompany them. In moving the remains to and from airports, the local authorities should be requested to provide a police escort.

2. Movement from overseas to the home country or the country of burial

In repatriating the deceased to his or her home country or the country of burial, the following actions should be followed:

- a. A United Nations official or escort chosen by the family or family member should accompany the remains at all times during repatriation to the home country or the country of burial. The official or another so designated at the receiving location should formally hand over the remains to the family.
- b. The **United Nations official** accompanying the remains should bring the following:
 - *i.* The personal effects of the deceased (see Chapters I, II and IV for details);
 - ii. Original copies of certificates of death, health and embalmment. These documents should also be translated into the language used at the point of disembarkation. The documents should be faxed/emailed prior to arrival to the repatriation location to facilitate speedy government clearance of the coffin on return to the home country;
 - *iii.* The personal documents of the deceased, including national passport, and laissez-passer and, where applicable, health card.

3. Reception at the airport

For reception of the remains at the airport, the following arrangements should be made by the local United Nations office in

consultation with family, who may choose to forego any of these actions:

- a. The local UN Administration should coordinate all actions at the airport. Members of the immediate family should be invited to be present to receive the remains. An offer should be made to arrange transportation of the immediate family to and from the airport.
- b. In advance of arrival, arrangements must be made with a local funeral home or hospital for transportation of the coffin from the airport.
- c. Arrangements should be made with airport authorities (customs, immigration and police) to facilitate the quick and dignified reception of the remains. Where possible, the remains should be received formally at the cargo hold of the plane.
- d. Where available, a United Nations honour guard (comprising at least two personnel) should be present to assist in receiving and escorting the remains.
- Where appropriate, the cortège should be escorted by local police and a United Nations honour guard.
- f. Arrangements should be made with the airline company to ensure that the **United Nations official** escorting the deceased will be able to move quickly to the cargo area and to present the appropriate documentation to customs, immigration and health officials.
- g. Once the packing material has been removed from the coffin, adequate time should be allowed for the immediate family to lay flowers and pay their respects;
- *h.* The coffin should be draped with a flag in accordance with the procedures set out in section 'C' below (paragraphs 1-3).

C. Flags and Honour Guards

1. **Select the appropriate flag.** Depending on the circumstances, the flag of the United Nations or the host country, or the flag of the home country of the deceased may be used to drape the coffin. When possible, the immediate family should be consulted

on the choice of flag. If the family has no preference or seeks the advice of the United Nations, the flag of the United Nations should be selected.

- 2. Flag of the United Nations. When a decision is made to use the flags of one or more Member States in addition to the flag of the United Nations, the flag of the United Nations will always have precedence.
- 3. How to drape the coffin with the flag? Where it has been decided to drape the flag of the United Nations over the casket, the flag used should have the dimensions 6' x 9'. The flag should be issued to the escort, who will use it to drape the casket in official ceremonies in the mission area prior to departure, in official ceremonies en route (if any), and in ceremonies in

the home country unless such a practice is proscribed by national regulations. The flag should be placed on the casket with the United Nations emblem centred on the upper surface. The material of the flag should be folded neatly to cover the ends and sides of the casket and fastened securely so that it will remain in place even during windy conditions and during movement of the casket from one place to another.

4. What to do with the flag after the funeral ceremonies? The flag should not be interred or otherwise disposed of with the remains. If the next of kin expresses the wish to retain the flag after the funeral ceremonies, the flag may be given to him or her. Alternatively, the escort will return the flag to the place where it was issued.



- 5. Composition of the honour guard. The immediate family should be consulted on the composition of the honour guard. When the immediate family has no preference or when it seeks guidance, honour guards will be drawn from the following:
 - a. Uniformed United Nations security staff.
 - Military or UN Police personnel serving with the United Nations.
 - *c*. Officials of the police, security or military forces of the host country.
 - *d*. Officials of the police, security or military forces of the home country of the deceased.
- 6. A United Nations honour guard officiating at a funeral ceremony should normally comprise seven personnel.
- 7. Member State participation in the honour guard. When a decision is made to form an honour guard comprising personnel from the United Nations and a Member State, the policies and procedures of the Member State and its decisions on the form of the honour guard will take precedence.
- 8. About carrying weapons or firing. United Nations honour guards should not carry weapons, but they may be armed in accordance with local practice. United Nations honour guards shall not fire volleys or fusillades.
- 9. Positioning and actions of the honour guards. The positioning and actions of honour guards will be dictated by local practice and the physical environment. At the site of the grave or during a church service or other activity when the coffin is in view, the honour guard should flank the coffin, facing towards the mourners. United Nations honour guards should be posted before the arrival of the mourners. The honour guard should remain at "parade rest" for the duration of the duty or until the end of the ceremony. When ceremonies of long duration are expected, arrangements should be made to relieve each honour guard at 20-minute intervals.

Under normal circumstances, honour guards should not be used as pall-bearers but should escort the coffin to and from the hearse or to the site of the grave.

D. Notification Visit

The appropriate way to notify the next of kin of the death of a loved one varies from one culture to another. In some cultures it is preferable to notify a community leader, who will select which family member to inform. That family member, a trusted uncle perhaps, will visit the immediate family alone or accompanied by the community leader. In other cultures, an official from the Organization has the obligation to inform the family. In such cases, the most senior official and the Family Focal Point may be designated to play a role in the notification visit. The following guidelines should be modified, as appropriate, depending on the situation and the culture involved.

1. Prior to leaving.

Prior to leaving for the visit, you can prepare yourself, with the help of the Executive Officer and/or the Human Resources Specialist, by doing the following:

- a. Gather as much information as you can. Obtain as much information as you can about the circumstances of the death, such as the time, place, names of people with the staff member, last words, cause of death, help that was given at the time, the response of the United Nations, any last rites or prayers administered, and the amount of suffering. Try, if possible, to speak with someone who was there.
- b. Plan carefully the delivery of information. Sift mentally through the information you have been given and decide how to phrase information. You are obligated to tell what you know (it will come out eventually anyway), but not necessarily every sad detail at once.
- c. Decide which family members will be notified first and find out their names. Find out the names of the closest family members. Be very careful in cases of multiple or divorced spouses or unrelated significant others. Decide who will be notified and in what order. The order to follow in most cases is as follows: the spouse or spouses (if there is more than one, the first wife is notified first) and/or significant other; if there is no spouse, the oldest child or the guardian of the oldest dependent child; after spouses and dependents, the

- mother and/or father; if no parent, the brother and/or sister; if no immediate family, a member of the extended family (grandparent, cousin, aunt or uncle).
- d. Invite other relevant staff member to the visit. If the Executive or Human Resources Specialist has not already done so, call the supervisor of the staff member and invite him or her to accompany you to the house. If the supervisor cannot or does not wish to do so, ask whether another colleague who is a friend of the staff member might wish to go. If so, invite that person if there is time. In either case, obtain some personal and cultural information about the staff member to assist you in talking with the family.

2. The visit.

During the visit, the following actions may be appropriate:

- In the way to the residence. Go to the residence as soon as you can, having done the above. Avoid going between 11 p.m. and 6 a.m., unless there is an emergency or an immediate decision must be made. Prepare yourself and your companions mentally by discussing or thinking about the typical kinds of responses. Decide on your own roles.
- b. At the door of the residence. At the door, identify yourself and show your United Nations pass. Ask to speak with the person you will be notifying. If that person is not there, ask the person who has answered the door what his or her relationship is to the deceased. If the he or she is not a close relation, find out when the person you wish to see will return and arrange to be there at that time. If it is a close relation, use your judgement and proceed if you feel it is appropriate.
- Notification to the parents of the deceased. If you are speaking with a parent of the deceased, ask if the other parent is available. Try if possible to give the news to both parents together.
- d. Non-verbal language. Once inside, ask to sit down with the person or people. Try to get the person sitting if you can. Follow your instincts and your knowledge about the culture in deciding whether to make light physical contact. You may

- simply put your hand on his or hers and say that you have very sad news: that his wife/her husband has died. At this moment, if possible, avoid the terms killed, murdered, shot or other graphic words. Express your sorrow;
- e. How to deal with the bereaved first reaction. Your next step will depend on the reaction. Whichever emotion comes first, try to match it to a certain extent. Don't try to change it or suggest that the person should not feel it. You may be guided by the following:
 - *i.* Sadness. Tears, sadness and grief are often helped at this moment with a hug or a shoulder to cry on. It is appropriate to be moved to tears yourself.
 - ii. Fear. Like sadness, fear and anxiety can be helped with physical contact such as a supporting arm or hand. Maintain physical contact if you feel it is welcomed and listen to the fears being expressed.
 - iii. Anger. Anger should be allowed to be expressed. Listen to what is being said, where the anger is directed. If it is directed at the United Nations or yourself, do not take it personally or try to defend the Organization. Assure the person you are there to assist him or her and that you will do all you can to help him or her find out what happened or why (depending on the reason for the anger). Be "angry" with him or her about the event.
 - iv. Desire for information about the death. When the person is ready, and it may be immediately, tell him or her the details of the circumstances, avoiding the most graphic or harrowing details at this moment. Remember what you are telling the person and do not interject stories about your own losses at this time.
- *f.* **Respond to questions.** Write down the questions you cannot answer and promise to follow up on them.
- g. Explain your role. Explain your role as the United Nations representative and introduce the Family Focal Point. The Family Focal Point should give his/her contact information.

- h. Be prepared to listen. If the person wishes to talk about the deceased, be prepared to listen, perhaps for a long time. While this is going on, you might offer to make tea, for instance.
- *i.* **Try to establish a caring relationship.** During your visit, try to establish a caring, supportive relationship to the newly bereaved person.
- *j.* **Don't leave the person alone.** Try not to leave until someone else is there to carry on.
- k. Ask the person to repeat back his/her queries. As you are leaving, repeat back to the person the information that he or she has asked you to obtain or that you feel he or she needs to be informed about, and tell him or her when you will call next.

3. Words and sentences that are usually not helpful, and others that are.

- a. As mentioned above, it is better to avoid very graphic words such as "murdered, shot, killed" at this sensitive time. Use "died".
- b. When speaking of accidents, avoid vivid terms such as "crashed, burned up, flames," to the extent possible without seeming to be withholding information. If you are asked specific questions, answer them; the questioner has the right to know.
- *c.* The following sentences are usually not welcomed:
 - ¤ You'll get over it.
 - ¤ You'll forget him/her.
 - ¤ You'll find someone else.
 - ¤ I know exactly what you are going through.
 - ¤ It's God's will. (Unless they say it themselves.)
 - ¤ At least he didn't suffer.
 - p Don't cry.
 - Something good will come of this.
 - p It's a blessing.

- ¤ Be strong.
- ¤ Time will heal.
- ¤ He's in a better place.

These sentences usually help:

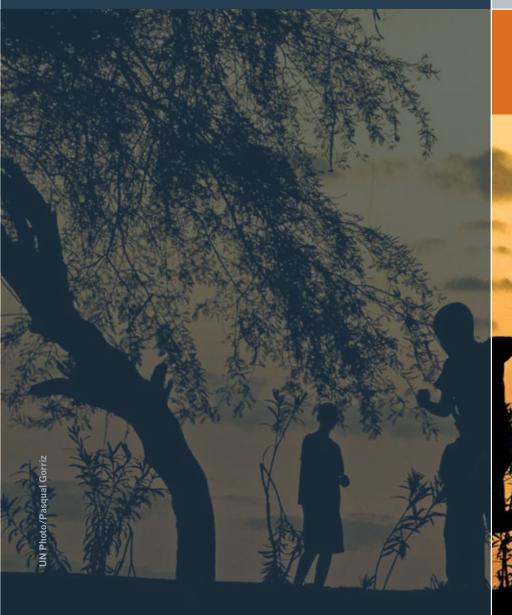
- ¤ I am sorry.
- ¤ I care.
- ¤ I am here for you.

4. Resources available.

a. Further advice in working through the bereavement process. You may contact EPST at epst@un.org for resources related to the bereavement process.

NT 4	
Notes:	

Annexes





ANNEX 1

CHECKLISTS AT A GLANCE

Actions to be Taken in All Cases of Death

These actions may be carried out in a different order, or at the same time, depending on the circumstances.

See (Chapter 1, section D for further information
	ACTION 1 CONFIRM AND ASCERTAIN THE NATURE OF DEATH
	ACTION 2 IDENTIFY AND CONTACT THE DESIGNATED EMERGENCY CONTACT AND THE FAMILY OR NEXT OF KIN
	ACTION 3 ASSIST IN MAKING ARRANGEMENTS FOR TRANSPORTATION OF THE REMAINS
	ACTION 4 NOTIFY OTHER UNITED NATIONS OFFICES
	ACTION 5 OPEN/SEAL THE DESK OF THE DECEASED
	ACTION 6 SEND LETTERS OF CONDOLENCE
	ACTION 7 OBTAIN CERTIFIED COPIES OF THE DEATH CERTIFICATE
	ACTION 8 ASCERTAIN BENEFICIARIES FOR THE PURPOSE OF ASSESSING ENTITLEMENTS AND BENEFITS
	ACTION 9 DETERMINE ELIGIBLE BENEFICIARIES AND INITIATE SETTLEMENTS OF PAYMENTS AND ENTITLEMENTS
	ACTION 10 SUBMIT INFORMATION TO EPST IF THE DECEASED PERSISHED AS A RESULT OF MALICIOUS ACT, ACT OF VIOLENCE, AND/OR NATURAL DISASTER.

THIS CHAPTER AT A GLANCE:

ANNEX 1: ACTIONS TO BE TAKEN: CHECKLISTS AT A GLANCE

ANNEX II: SOURCES OF REFERENCE

ANNEX III: EXHIBITS, SAMPLE FORMS

PHOTOCOPY
AND USE THIS
CHECKLIST
FOR ACTIONS
TO BE TAKEN IN
ALL CASES OF DEATH

Actions to be Taken at the Field Mission by the Head of Administration at the Mission

These actions may be carried out in a different order, or at the same time, depending on the circumstances.

 $See\ Chapter\ 2, part\ A\ for\ more\ information$

ACTION A.1 ASCERTAIN THE NATURE OF DEATH
ACTION A.2 NOTIFICATION OF DEATH
ACTION A.3 COMPLETE THE "NOTIFICATION OF CASUALTY" FORM
ACTION A.4 AUTOPSY
ACTION A.5 ARRANGE FOR THE PROPER HANDLING OF THE REMAINS, PENDING TRANSPORTATION
ACTION A.6 TRANSPORTATION OF THE REMAINS
ACTION A.7 DEATH CERTIFICATE
ACTION A.8 SECURE THE OFFICE AND/OR RESIDENCE AND TAKE AN INVENTORY OF PERSONAL EFFECTS
ACTION A.9 RETRIEVE ITEMS BELONGING TO THE UNITED NATIONS
ACTION A.10 COUNSELLING
ACTION A.11 CONVENE A BOARD OF INQUIRY
ACTION A.12 ARRANGE FOR A CEREMONY TO BE HELD AT THE MISSION
ACTION A.13 ATTEND THE FAMILY AND/OR PRIVATE CEREMONY

PHOTOCOPY AND
USE THIS CHECKLIST
FOR ACTIONS TO BE
TAKEN AT THE
FIELD MISSION
BY THE HEAD OF
ADMINISTRATION
AT THE MISSION

AT THE PLACE OF BURIAL

Actions to be Taken at the Field Mission by Field Personnel Division (FPD)

See Chapter 2, part B for more information

These actions may be carried out in a different order, or at the same time, depending on the circumstances.

ACTION B.1 NOTIFY THE EMERGENCY CONTACT OR NEXT OF KIN
ACTION B.2 NOTIFY OTHER UNITED NATIONS OFFICES
ACTION B.3 PREPARE AND DISPATCH LETTERS OF CONDOLENCE
ACTION B.4 IDENTIFY ALL DEPENDANTS AND BENEFICIARIES
ACTION B.5 DETERMINE AND ESTIMATE ENTITLEMENTS
ACTION B.6 CALCULATE ANY AMOUNTS DUE TO THE ORGANIZATION, IF APPLICABLE, AND INITIATE FINAL CLEARANCE
ACTION B.7 FILE THE ADVISORY BOARD AND COMPENSATION CLAIM, AS APPROPRIATE
ACTION B.8 FILE INSURANCE PAPERS
ACTION B.9 SUBMIT INFORMATION TO EPST IF THE DECEASED PERSISHED AS A RESULT OF MALICIOUS ACT, ACT OF VIOLENCE, AND/OR NATURAL DISASTER.

Handbook for Action, In Cases of Death in Service

PHOTOCOPY
AND USE THIS
CHECKLIST
FOR ACTIONS
TO BE TAKEN
AT THE
FIELD MISSION
BY FIELD PERSONNEL
DIVISION

Actions to be Taken in Mass Casualty Incidents

These actions may be carried out in a different order, or at the same time, depending on the circumstances.

See Chapter 4, part D for more information

ACTION 1 SET UP A FAMILY ASSISTANCE CENTRE
ACTION 2 COMMUNICATE STATUS OF EMERGENCY
ACTION 3 SET UP EMERGENCY STRUCTURES: WEB PORTAL, CALL CENTRE AND RELEVANT DATABASES
ACTION 4 SET UP FFP SYSTEM
ACTION 5 COORDINATE INFORMATION REGARDING INJURED AND DECEASED STAFF MEMBERS
ACTION 6 COORDINATE REPATRIATION OF REMAINS
ACTION 7 ASSIST VISITING FAMILY MEMBERS
ACTION 8 RETURN OF PERSONAL EFFECTS
ACTION 9 TRACK PROGRESS AND NEEDS OF AFFECTED FAMILIES AND STAFF
ACTION 10 ARRANGEMENT OF MEMORIAL SERVICE

PHOTOCOPY AND USE THIS CHECKLIST FOR ACTIONS TO BE TAKEN IN MASS CASUALTY INCIDENTS

ANNEX II

SOURCES OF REFERENCE

Inventory of available material

1. Staff Rules

- a. S.R 1.6: Staff members beneficiaries
- b. **S.R 3.18 (i)**: Payment in case of the death of an eligible staff member
- c. S.R 3.6: Dependency allowances
- d. S.R 7.1: Official travel of staff members
- e. S.R 7.2: Official travel of eligible family members
- *f.* **S.R 7.15 (***j***)**: Advanced shipment of personal effects and household goods for staff holding a fixed-term or continuing appointment and who are entitled to removal
- g. S.R 7.16: Removal and non-removal costs
- h. S.R 7.18: Transportation of decedents
- i. S.R 9.11 (a)(vii): Last day for pay purposes

2. Appendix D to Staff Rules

Rules governing compensation in the event of death, injury or illness attributable to the performance of official duties on behalf of the United Nations

Responsible office: OHRM

3. ST/AI/295 and ST/AI/296 for consultants and individual contractors as amended by ST/AI/1999/7

Responsible office: OHRM

4. Administrative instruction ST/AI/2011/09

- a. Coordination of action in cases of death of staff members
- b. Travel and transportation in cases of death or health-related emergency

Responsible office: OHRM

5. Staff member's forms

- a. P.2: Designation, change or revocation of beneficiary
- b. PENS. A/2: Designation of recipient of a residual settlement
- Personnel information form
- d. Aetna designation of beneficiary (etc.)

Responsible office: OHRM, Pension Fund, DPKO, Insurance Section

6. Pension Fund

- a. Documentation required by UNJSPF in order to process a death benefit for the death in service of a United Nations staff member
- b. Pension system overview (#6010, P. manual)

Responsible office: Pension Fund

Recipients of material: Personnel staff

7. Insurance

a. Possible life insurance claim

Author: Insurance

8. Office of the United Nations Security Coordinator

 Actions required in case of death of staff members under suspicious or unclear circumstances and /or accidents

Author: Office of UN Security Coordinator

9. Peacekeeping operations

- *a.* Procedures developed for use in notifying next of kin of death includes the following:
- b. Memo to heads of missions requesting them to ensure that relevant specific forms are updated by all civilian mission personnel and notification details in case of emergency
- Sample fax to permanent mission re: death/serious injury of one of their nationals

Author: DPKO, FPD, Personnel

10. Peacekeeping operations

- a. Procedures in cases of death of a staff member include the following:
- b. Sequence of actions (who does what) for military and UN Police fatality
- c. Step-by-step instructions to be followed by duty officer
- d. Flow chart of actions to be taken by duty officer in Situation Center
- e. Example of letter of condolence (for military personnel)
- f. Amendment to Field Administration Manual, Chapter 9
- g. SOPs on reporting of casualties on Peacekeeping Operations

Author: DPKO Situation Centre

11. Medical Support Manual

a. Notification of major illnesses/injury, disability and death

Author: Medical Service Division

12. Checklists

- a. List of questions and information needed in event of a death
- b. Checklist of benefits in the event of death/disability while performing official functions on behalf of the United Nations

Author: Working Group on Staff Humanitarian Affairs, Field Service , Staff Union

Permanent missions are not to be advised of civilian casualties.

(Whenever dealing with families who have suffered a loss, it is important to show sensitivity and patience. It may be necessary to repeat the same request many times. The Family Focal Points can assist in this process if they are present in the meetings with the family member

ANNEX III

EXHIBITS

Find samples of these documents on the following pages

- 1. Noticas form
- 2. Notification memo to UN Offices
- 3. Letter of condolence in English
- 4. Lettre de condoléances en Français
- 5. UNJSPF Disability/Death Benefit form
- 6. Separation Payment form
- 7. Personal Payroll clearance action
- 8. Designation of Beneficiary form
- 9. Life insurance request form 1
- 10. Application for ASHI and Pension Fund Deduction (2 pages)
- 11. Authorization to deduct ASHI Premium contribution from the Pension Benefit
- 12. Claim for compensation Under Appendix D
- 13. Pension fund residual settlement form
- 14. Claim for Loss or Damage to Personal Effects

Exhibit 1 Sample Noticas form



NOTIFICATION OF CASUALTY (NOTICAS)

No.	Mission:	Date sent:	Reference:
Destination:			
	,		3 N
A. Data on individual			
Last name:	First name and middle name:	Country of nationality:	Sex:
			Male Female
Military rank / Civilian equivt.:	Service or ID eard number:	Passport or ID eard number:	Date of birth:
B. United Nations data			
Name of mission:	_		
_	Military contingent member	Civilian police	Civilian contract employee
Civilian locally hired	☐ Military observer	International UN staff	UN Volunteer
UN ID eard number:	Category:	Status at time of incident: On duty Off duty	Date of arrival in the mission:
Initial travel:	Overview of functions in the miss	ion:	
C. Next of kin data			
C. Next of kin data			*
Name			Relationship:
Address:			Telephone number:
D. Data on incident			
Date/time of incident:			
Location:		Type of casualty [check box]:	
		Douth Injury Ila-	155
Place where victim is located:			
Cause of incident [check box]:			
Accident Hostile action	Ilness .	Other [specify]:	

Exhibit 2 Sample Notification memo to UN Offices



TO: DATE: [insert date]
A:

REF:

THROUGH: S/C DE:

FROM: [Name of HR Specialist]
DE: [Title, Division, Department]

SUBJECT: Death of Mr./Ms. [insert the name of staff member], (Index No.)

OBJET:

- 1. Following the earthquake on 12 January 2010, we deeply regret to inform you of the death of Mr./Ms. [name of staff member] of [nationality] in Port-au-Prince, Haiti.
- 2. The deceased was [title], [level] in MINUSTAH, Haiti.
- 3. He/She is survived by his/her spouse, [name of spouse, if applicable] and a child/[number] of children.
- 4. We will provide the death certificate and any additional relevant information as we received it from MINUSTAH.

cc:

Exhibit 3 Sample Letter of condolence in English

[insert date]

Dear Mr./Ms. [insert name.....],

It is with great sadness that I learned of the death of your [husband, wife, son, daughter...], [name of staff member], while serving with the United Nations Stabilization Mission in Haiti, following the earthquake of 12 January 2010.

I write to convey my sincere condolences for your loss, and to pay tribute to your [husband, wife, son, daughter...]'s dedication, competence, and valued performance, worthy of the highest professional standards as a United Nations staff member. Mr./Ms. [name of staff member] demonstrated devotion to the work of our Organization in the service of peace and those in need.

At this time of grief, there is little that one can say to bring comfort or reassurance. It may, nevertheless, be of some solace for you to know that the United Nations family mourns with you.

Yours sincerely,

BAN Ki-moon

Mr./Ms. [name of next of kin] City, Country (not full address)

Exhibit 4 Sample Lettre de condoléances en Français

Le 15 janvier 2010

Cher/Chère Monsieur/Madame, (do not put the family name)

C'est avec une profonde tristesse que j'ai appris le décès de votre époux/épouse en poste au sein de la Mission des Nations Unies pour la Stabilisation en Haïti, à la suite du tremblement de terre du 12 janvier dernier.

Je vous adresse mes plus sincères condoléances et voudrais par la présente lui rendre hommage. Monsieur/Madame (*Family name*) a démontré tout au long de sa carrière au sein des Nations Unies un engagement sans faille au service de la Paix et des plus vulnérables ainsi qu'un travail dévoué et de grande qualité.

Il est difficile de trouver les mots justes pour soulager votre douleur en ce moment de deuil. Soyez néanmoins assuré(e) que la famille des Nations Unies partage votre peine.

Je vous prie de croire, Madame/Monsieur, en l'expression de mes salutations distinguées.

Ban Ki-moon (do not change the case)

Madame/Monsieur (last name) Ville, Pays (not full address)

Exhibit 5 Sample Disability/Death Benefit form

UNITED NATIONS JOINT STAFF PENSION FUND

		INSTRUCTIONS FOR PAYMENT OF DISABILIT	• •						
			IMPORTANT Please Enter Pension Number						
<u>PLEASE F</u>	PRINT C	OR TYPE							
Importa	nt Not	tes;							
1.		se this form to submit payment instructions ONLY for	r Disability or Doath hanofits navable under the						
	UI	NJSPF Regulations. For other types of benefits, peretary of your Staff Pension Committee or the Pension	please obtain the appropriate form from the						
II.		neck the appropriate box below for the type of benefingulations.	it to which you are entitled under the UNJSPF						
III.	All sections of the form overleaf should be completed and the form should be signed by you as a beneficiary of the UNJSPF. When completing the form, please bear in mind that your benefit must be paid to a bank account in your name or to a joint account which includes your name. Only in exceptional cases, where a beneficiary does not have a bank account and is unable to open one, can payment be sent in care of a UN office. Payment cannot be remitted to a mailing address, nor can it be made to third party. Your signature on the form must be duly authenticated or witnessed, either by an officer of the United Nations or a local governmental authority. The full name, official title and signature of the Official authenticating your signature and their stamp/seal of office must be affixed to this form. If your signature is not authenticated or witnessed, your payment instructions will be returned which will delay the processing of your benefit.								
IV.		You are invited to provide Emergency contact details, for use by the UNJSPF ONLY when all efforts to reach you through normal channels fail.							
V.		or assistance in filling out this form, please const ommittee.	ult with the Secretary of your Staff Pension						
VI.	Up	oon completion, submit <u>both pages 1 & 2</u> to the Secreta	ary of your Staff Pension Committee.						
TYPE O	F BEN	IEFIT DUE UNDER THE UNJSPF REGULATIONS:							
	a)	Disability benefit (Article 33)							
	b)	Widow's benefit (Article 34)							
	c)	Widower's benefit (Article 35)							
	d)	Divorced surviving spouse's benefit (Article 35 bis)							
	e)	Annuity for spouse married after separation (Article 35	ter)						
	f)	Child's benefit (Article 36)							
	a)	Secondary dependant's benefit (Article 37)							
	٥,								

Page 1 of 2 PENS.E/2 (06/7)-E

Exhibit 6 Sample Separation Payment form

UNITED NATIONS W NATIONS UNIES

SEPARATION PAYMENT ---- PAYMENT INSTRUCTION FORM

To be used for final payments on separations (disengagement/separations/terminations, personnel actions).

(Please type or print)

This form is required if you wish to receive your final payment(s) into your bank account **different from the one your salaries are currently credited to**. Before completing, please read the attached instructions carefully. This form should be completed in duplicate and returned to your executive/administrative officer, for forwarding to Treasury, 380 Madison Ave., Room M-19000, New York, NY 10017.

Staff Member's Name:						
		(Last name)			(First name)	(Middle initial)
Index Number:		Duty Station:				
Separation Date: _				(Office)	(City)	(Country)
(COB)	(Day)	(Month)	(Year)			(Refer #1)
I hereby request my sep	paration pay	ment(s) to be made	de into my	bank account a	as follows:	
Account Title:						(Refer #2)
Currency of Payment:						(Refer #3)
Name of Bank:						
Address of Bank:						
	(City)		(Zip C	ode)	(Country)	<u></u>
Bank ID Number: Account No. or IBAN:						(Refer #4)
Currency of Account:						
Type of Account:	Checki	ng or Savin	ngs (Must be	completed for an ac	count in the USA)	(Refer #5)
Routing instructions:						(Refer #6)
Signature (staff memb	er)				Date:	
Name & Signature (Exec/Adm Officer):						
(LACC/Adill Office).					Date:	

F.250 (11-09)

Exhibit 7 Sample

Personal Payroll clearance action

SI	ECTION I - To be completed by E	xecutive Off	icer PERS	ONNEL PA	YROLL CLE	ARANCE ACTION	UNITED NATI	ons (NATIONS UNIES
	1. SEPARATION NO. 2. IND	EX NO.	3. NAME			4. CAT./LEV./ST		. TYPE OF APP	
	6. DEPARTMENT/DIVISION/OFFICE		7. FUNCTIONAL	TITLE	8. NATIONALITY	9. VISA	1	O. MARITAL ST	TATUS
A L									
R A	11. REASON FOR ACTION		I D I WOR	AD CHEDENCION IN	N EXCESS OF ONE	1			
N N	EXPIRATION OF APPOINTMENT		CALENDAR		N EXCESS OF ONE	☐ ASSIGNMENT O	R TRANSFER TO: _		
ш	☐ RETIREMENT ☐ RESIGNAT	ION		ATION FOR EARLY	RETIREMENT	☐ SECONDMENT	OR PERIOD OF:		
9	12. TERMINATION					_		-	
		_	_			DISMISSAL FOR SUI	MMARY		
	☐ HEALTH ☐ AGREED	☐ DEAT	Ή ∐ ABA	NDONMENT OF P		ONDUCT DISMISS		OTHER REAS	ONS:
	13. EFFECTIVE DATE	14. LAST R	EGULAR WORKING	G DAY	15. TOTAL NUMBER	OF WORKING DAYS IN OFFICIA	AL TRAVEL STATUS	(INCLUDE DA	TES)
	16. PT.8 ISSUED FOR TRAVEL		REMOVAL AUTH. IS		18. Last home Le <i>i</i> From:	VE TO:		19. WITH DE	
NOI	YES NO NA 20. LAST DAY FOR PAY PURPOSES	YES 21. LAST REGU		_	ATION IN LIEU OF	23. ALLOTMEN	T A/C NO	YES 24. POST	□ NO □ NA
INFORMATION	20. EAST DATTONT ATTON OSES	ET. ENST NEGO	LANTALDAT	NOTICE OR DEA		23. ALEOTHER	TA/C NO.	24.1031	NO.
0.RI	25. OT/DT REPORTED NIGHT	DIFFERENTIAL	DDEV	OLICI V DEDODTED	. MONTHS	OT/DT NOT REPORTED	ND NOT REPO	DOTED	COMPENSATORY TIME
Ä	HRS.	HRS.	. PREVI	OUSLY REPORTED	ON	HRS.		HRS.	HRS.
بـ	26. ESTIMATED BALANCE OF ANNUAL	LEAVE		AVE CARD AND R		SIGNATURE OF PAYROLL OF	FICER		DATE
PAYROLL	DAYS AS OF		ATTAC	_	TO FOLLOW				
PAY	28. FINAL CHEQUE: TO BE	COLLECTED E	ROM CASHIER'S (DEPOSIT TO A/C NO.:			
	MAIL TO:	COLLECTED	NON CASHEN 3)TTICL		DEFOSIT TO A/C NO			
	29. Future mailing								
	30. ITEMS LISTED UNDER 30A. ON RE	VERSE HAVE B	EEN CLEARED. [31.REMARKS				
CE	DEDUCTION FROM FINAL PAYMENT AS	PER ST/A1/15	55/REV.2	AMOUNT					
CLEARANCE									
-EA			\$ \$		SIGNATURE FOR	EXECUTIVE OFFICE OF ISSUIN	G DEPT.	D	ATE
J	(To total, put cursor in the cell & click AutoSum)	TOTAL			1			-	
	32. I have received ST/AI/155/R	ev.2 and not	ted the					D	ATE
	information in Section 1 above.								
	SECTION II – To be completed by the Office of Human Resources Management 33. CERTIFIED TO BE PAID THROUGH 34. PLUS: MONTHS OF PAY IN LIEU OF NOTICE OR DEATH 35. LWOP OR SUSPENSION AUTHORIZED 36. POST ADJUSTMENT CODE								
	luding travel time	BENEFIT	UNTITIS OF FALLIN	LILU OF NOTICE	ON DEATH	33. EWOF ON SOSPENSION	AUTTORIZED	30.	FOST ADJUSTINENT CODE
	•					From:	To:		
	. ALLOWANCES AND BENEFITS PAYABLE								A. ADDITIONAL INFORMATION
-	Language Dependency	☐ Assig	Inment	Education grant	Rental sub	sidy Non-resident	☐ Mobility & hardship		QUESTED
20	. TRAVEL COUNTRY	20 0	- Full removal	Rate	Status of S	nouso			YES NO
	THORIZED:	35. 1		ngle Dep			Has been	previously	Entitled to Repatriation
							separated		grant
	YES NO			YES NO	☐ YES [☐ YES ☐ NO
-			ot leaving serv	rice, file copies	of this form in	spouse's Official Status 42. TERMINATION INDEMNIT		42B. AUT	HORITY
41	. Repatriation Grant Rate: Single Dep.		LINOD			YES NO	MONTHS	12D. AUI	
	YES NO YES NO	FROM:		THROUGH:					
	. COMPENSATION IN 43A. NO. OF	43B.	AUTHORITY	44.	EXIT INTERVIEW	45. PARTICIPATION IN			WED BY THE JSPB UNDER ART.
	EU OF NOTICE MONTHS					PENSION FUND YES N		F REGULATION YES	NS NO
	. REMARKS			SI	GNATURE FOR OFFI	CE OF HUMAN RESOURCES MA			DATE
							a vide i e i i		Bille
SECTION III – To be completed by the Office of Programme Planning, Budget and Accounts 48. OUTSTANDING ITEMS AND AMOUNTS TO BE RECOVERED: AMOUNT AMOUNT									
a.	Salary Advance		\$		g. Ro	emoval/Unaccompanied	hipment	\$	
b.	Travel Advance Accounts Receivable		\$			aff Benevolent Fund edit Union		\$	
d.	Income tax reimbursement recov		\$		j. In	prest Account		\$	
_	Additional information requested: Education Grant Advance	YES	□ \$ \$	-	k. Re	entalAdvance ental subsidy/deduction	-	\$	
	Additional information requested:	YES	□ \$		I. R				
							TΩ	TAL: \$	
	Audited Annual Leave (Days \$	AMOUNT	F				40 - DVEC DVC
49	Audited Annual Leave (•	Days \$ \$	AMOUNT	50. In	formation provided as r	equested in 37a	, 48d and	
49 a.	Audited Annual Leave (Total to be withheld as per item Total to be withheld as per item	10 48	\$ \$	AMOUNT	50. In	formation provided as r	equested in 37a	, 48d and	
49 a.	Audited Annual Leave (Total to be withheld as per item3	0 48 SE WITHHE	\$ \$			•	equested in 37a	BUDGET AND AC	

P.35 (10-04)

Exhibit 8 Sample Fund beneficiary form

UNITED (1) NA	NATIONS DESIGNATION, CHANGE, OR REVOCATION OF BENEFICIARY								
To be completed by STAFF MEMBER and submitted to HUMAN RESOURCES OFFICER									
I, (First, Middle, Maiden,	Surname)			INDEX NO.		born on	1 (Day, Month, Year)		
Organization/Department/L	Division/Office			Duty Station					
hereby designate the person or persons named below as my beneficiary or beneficiaries under Staff Rules 1.6, or 312.4 in respect of all amounts (salary, allowances and commutation of leave) standing to my credit at the time of death. I understand that this designation does not affect payment of the death benefit or repatriation grant which are payable under the Staff Rules to a surviving spouse and/or dependent child or children.									
I also understand that, should I die as a result of an incident covered by the Malicious Act Insurance Policy, the proceeds will be paid to the beneficiary(ies) named below, unless I have a surviving spouse and/or dependent child or children, in which case the proceeds of the policy will be paid to them.									
NAME OF BENEFICIARY OR BENEFICIARIES	DATE OF BIRTH (DD/MM/YY)	SEX	AD	DDRESS	PHONE	NO.	RELATIONSHIP	SHARE TO BE PAID (%)	
					(T	Total m	ust add up to 100%)		
The share of any beneficiaries or go enti									
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 or her knowledge or consent at any time in the manner and form prescribed by the United Nations.									
Signature of	Staff Member (T	a he siane	d in front of a v	vitness (see below))		_	Date		
EMERGENCY CONTACT		o be signed						NO.	
ADDRESS									
WITNESS									
WITNESS I, the undersigned, having no financial interest in this subject matter, directly or indirectly, hereby certify that this instrument was									
signed in my presence by the s	taff member hav	ing design	nated his or he	r beneficiaries on t	the (day)	of	(month) (year	<u>.</u>	
(Name and Si	gnature of OHRM W	Vitness)			(Addr	ress of OH	IRM Witness)		

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Exhibit 9 Sample Life insurance request form 1

FORM 1

To be completed by United Nations group life insurance beneficiaries who do not have a United States social security number and do not reside in the United States of America

UNITED NATIONS GROUP LIFE INSURANCE BENEFICIARY CERTIFICATION

Name	Date of Birth (day/month/year)
Address:	
I certify that I do not have a United States sociathe United States of America.	al security number and do not reside in
Signature of Beneficiary	Date (day/month/year)

United Nations DM.8 (10-02)

Exhibit 10 Sample

Application for ASHI and Pension Fund Deduction (page 1 of 2)

Application For After Service Health Insurance and Pension Fund Deduction of Premiums

United Nations

Insurance and Disbursement Service, FF-300, 304 East 45th St. New York, NY 10017 – Tel: (212)963-5813 – EMAIL: ashi@un.org

Name(LAST, First)				_				Payroll Index Number	
Mailing Address			Date of	Birt	th (Day	/Month/Year)		Marriage Date (D/M/Y)	
	Retiree	Nun	nber			Pension Number			
US Citizen?	Yes No		Count	ry of	f reside	ence:			
If US resident, indicate effective date of residency:				Are you currently on a G4 visa and applying for residency? □Yes □No					
Organization:			If non-	-UN	, please	e specify subs	idizing agency	:	
Duty Station	Category and Grade	e Telephone	e Numb	er	Eı	mail			
Date of Separation/Ret member has died, Date If pension is deferred,	e of Death)	☐ Regula	ar Retire	emen	nt at age	e 60 or 62 Utter from Pens	ion Fund)	ent □Widow/Widower/Orpha	
made, attach pension Pension Fund reflecti pension. *	estimate from the		_		•	ion? ∐Yes plan with the	□No Pension Fund	P □Yes □No	
Full Name of Person to be In	ured (Complete for d spouse was a former staf	r each person	on for w	sioneo	d retiree	Date of Birth	Number of years	II and submit this application form.) Indicate whether US citizen.	
(LAST, First)		staff member OR former staff mem provide index N	R was nber		EX Female	(D/M/Year)	of participation in a UN health plan	If US Resident. How many years living in the US?	
]					☐ US Citizen ☐ Resident ☐ Other	
]					☐ US Citizen ☐ Resident ☐ Other	
]					☐ US Citizen ☐ Resident ☐ Other	
]					☐ US Citizen ☐ Resident ☐ Other	
]					☐ US Citizen ☐ Resident ☐ Other	

Application for ASHI and Pension Fund Deduction (page 2 of 2)

Health Insurance Elections Aetna PPO Plan Empire Blue Cross PPO Plan Cigna Dental PPO Plan	☐HIP of New York ☐Van Breda Plan
	at age 65. Please see our pamphlet on Medicare or www.medicare.gov.
Pending National Plan/Medicare Part B Subsidy Im	plementation please provide the following:
 Will you or your dependents be residing in the US? Will you or your dependents be eligible for Medicard If yes, state which insurance you are eligible for 	e or other National Insurance Plan? □Yes □No
Disability*	
Do you or any of your dependents listed above been c or have one of the following conditions:	ertified by the social security administration as disabled
a. Lou Gehrig's Disease.* □Yes □No b. Permanent Kidney Failure requiring dialysis* □ (Please note that persons with these conditions auto	Yes □No omatically qualify for Medicare regardless of age)
If yes, list name of dependant below, indicate if self	
*If staff member and/or dependents have been certifie they are eligible to obtain Medicare regardless of age	
Please note that this form must be completed	l in its entirety or the application will be rejected.
directly to the United Nations, the premium contribution authorize the United Nations Joint Pension Fund to pro	und to deduct from my monthly pension benefit, and to remit on for my After Service Health Insurance Coverage. I also evide from time to time, as required, to the office(s) of the insurance scheme, information on the amount of my pension
Applicant's Signature	Date Signed (Day/Month/Year)

Exhibit 11 Sample

Authorization to deduct ASHI Premium contribution from the Pension Benefit



AUTHORIZATION FOR DEDUCTION OF MONTHLY PREMIUM CONTRIBUTIONS

FOR AFTER-SERVICE HEALTH INSURANCE FROM THE

UNITED NATIONS JOINT STAFF PENSION FUND PERIODIC BENEFIT

Name: [last, first, middle]	Pension benefit numbers:
Mailing address:	R/2
	ASHI number [0 and above 5 digits of R/ number]:
Telephone number:	Payroll index number:

- 1. I hereby authorize the United Nations Joint Staff Pension Fund to deduct from my monthly pension benefit, and to remit directly to the United Nations, the premium contribution corresponding to my coverage under their after-service health insurance (ASHI) programme.
- 2. I also authorize the United Nations Joint Staff Pension Fund to provide from time to time, as required, information on the amount of my pension benefit to the United Nations, as the office responsible for administering my ASHI scheme.
- 3. I shall address all queries concerning health insurance premium contributions and deductions to:

After Service Health Insurance Section Room S-2765 United Nations New York, N.Y. 10017 1 (212) 963-5811

and not to the United Nations Joint Staff Pension Fund. I must provide written notice to the United Nations Insurance Section in case I withdraw or change my health insurance coverage. The effective date of the requested change will be the first of the month following receipt of notification by the above office.

•				
Date [day, month, year]:			Signature:	
	PLEASE RETURN THIS FOR	M TO THE ADDRESS IN PARA	GRAPH 3 ABOVE	

² Five-digit number assigned by UNJSPF at time of separation (leave blank if not yet known).

Exhibit 14. Authorization to deduct ASHI premium contributions from the pension benefit

¹ Six digits in right-hand comer of annual statement forwarded to staff member each year by UNJSPF

Exhibit 12 Sample

Claim for compensation Under Appendix D

CLAIM FOR COMPENSATION UNDER APPENDIX D TO THE STAFF RULES Submit to the Secretary, Advisory Board on Compensation Claims, Room FF-0335, as soon as possible, but not later than four months from date of injury or the onset of illness. If you have failed to do so, please explain the reason(s) under item 8 below. 1. Full name Index no. Dept/Division Functional title Category/Level Type of appointment Entry on duty date Separation date (dd,mm,yyyy) Date of birth (dd,mm,yyyy) Marital status (dd,rum,yyyy) 2. Nature of injury/illness: Date of injury/illness: (dd,mm,yyyy) Where did injury/illness occur? How did injury/illness occur? Describe the extent of the injury/illness Has the injury/illness been reported to the Medical Service? Yes No (Please note that Form MS.15 (Report of Accident or Illness) is completed by the Medical Service.) Nature of claim: Reimbursement of medical expenses : Other (please explain): List actual bills attached on page 3 of this form and indicate the total amount being claimed. If an outside physician has been consulted, please ensure that this person completes Form MS.16 (Medical statement to be answered by staff member's physician) in duplicate and return both copies to the Medical Service. Has any hospital or medical bill been paid? Yes If yes, by whom? Have you submitted a claim for this injury/illness through your health or (in the case of vehicular accident) automobile insurance company (Blue Cross/Aetna, JHIP/HMO, or other medical insurance)? Yes No If yes, give full details: Does treatment continue? Yes No Will bills be forwarded later? Tyes No Have you reported the accident to the Security and Safety Service/OCSS? Yes □ No Additional comments and/or explanations: I declare that the above is true and correct to the best of my knowledge. I hereby submit a claim for compensation as provided for under Appendix D to the Staff Rules of the United Nations. Signature of claimant Date of claim (dd,mm,yyyy) Page 2 of 4 P.290 (9-03)-E

Exhibit 13 Sample

Pension fund residual settlement form

	ONLIED	INATIC	JNS JUINT STAFF	PENSION FUND		
DESIGNATION OF RE	CIPIENT OF	A RESII	DUAL SETTLEMENT UN	DER ARTICLE 38 OF	THE REGULA	ATIONS
					Pension Nun	nber
INSTRUCTIONS: Please	read the instru	uctions b	elow before filling out this	s form		
	are no survivor		ions with compound interest to a benefit under articles 3			
are no survivors entitled to	a benefit under	articles 3	er a former participant in rec 4, 35, 36 or 37, <u>AND</u> (ii) the t und interest. The difference	otal amount of the benefit	s previously paid	d to him/he
recipient who may predecea	se you will be d	distribute	pients will share equally unlo d among surviving recipients d survives you, the settlemer	in the ratio of their own	shares. If no one	
	PF if you are a	staff mer	S in type or print and return nber of the UN, e.g., UNICEF, apportant documents.			
4. You may alter your desigi	nation of a recip	oient at ar	ny time by submitting a new t	orm which will supersede	the previous on	e.
				ORGANIZATION	DUTY STA	TION
I,						
(Last name)		First)	(Middle) reunder as recipient(s) of the	a regidual acttlement. I he	reby sensel and	wayraka an
previous designation.	n(s)/entity(les) s	snown ne	reunder as recipient(s) of the	e residuai settiement. I ne	reby cancer and	revoke any
RECIPIENT'S NAME IN FULL	RECIPIENT'S Date of Birth (DD/MM/YY)	Sex	RECIPIENT'S Phone and	RECIPIENT'S RELATIONSHIP TO YOU (if any)	SHARE TO BE PAID (%)	

LINITED MATIONS JOINT STAFF DENSION FUND

RECIPIENT'S NAME IN FULL	RECIPIENT'S Date of Birth (DD/MM/YY)	Sex	RECIPIENT'S ADDRESS Phone and E-mail	RECIPIENT'S RELATIONSHIP TO YOU (if any)	SHARE TO BE PAID (%)
			 (Total	must add up to 1	00%)

*NOTE: The completed form must bear your ORIGINAL SIGNATURE, no faxes or e-mails will be accepted.

APPLICABLE ONLY TO NEW ENTRANTS OR RE-ENTRANTS:

(year)

(month)

It may be possible to validate prior non-contributory service and/or restore prior contributory service, if any, under articles 23 & 24 of the Regulations, provided that you apply within one year of your entry/re-entry date to the Fund, but before separation should you separate from service earlier. For more information, please visit the UNJSPF website (www.unjspf.org).

PENS.A/2 - REV.5 (06-06) -E

*(Signature of Participant)

Date: _

(day)

Exhibit 14 Sample

Claim for Loss or Damage to Personal Effects



For official use by the	
Executive/Administrative office. Received by:	Date:

Claim for Loss of or Damage to Personal Effects

Attributable to the Performance of Official Duties

Submit completed form to your Executive/Administrative Office within two months of the discovery of the loss or damage

CLAIMANT INFORMATION				
1. LAST NAME:	2. FIRST NAME:	3. INDEX / II	7 110	SEX: STAFF MEMBER MILITARY OBSERVER CIVILIAN POLICE
5. ORGANIZATION / DEPARTMENT / O	FFICE / SERVICE / SECTION / UNIT:	6. CONTACT PHONE:		'
		E-MAIL ADDRESS:		
NCIDENT DETAILS				
7. DATE & TIME:	8. LOCATION:	9: DATE FIRST REPORTED:		
11. MEASURES TAKEN TO RECOVER L	OST ITEMS: (If none were, or could hav	ve been taken, explain why.)		
	NT: (If insurance is available, please subme coverage that may be applicable to this ince coverage that may be applicable to thi	ncident/loss.	tlement/payment state	ement(s) rejection notices, etc.)
MEASURES TAKEN TO RECEIVE CO (Such as airlines/transportation compani	OMPENSATION FROM OTHER PARTIE es, event organizers, hotels, government in		FOR THE LOST OF	R DAMAGED ITEMS:
14. IF CLAIM IS BEING SUBMITTED AF	TER THE TWO-MONTH TIME LIMIT, I	PLEASE PROVIDE EXPLA	NATION:	
CERTIFICATION				
15. I declare that the above information, as and, hereby submit a claim for compe	well as that provided in the enclosed list on nsation for loss of or damage to my person			
DATE	SIGNATURE			
(Day/Month/Year)			

Notes:	
Notes:	

Demain dès l'aube...

Demain, dès l'aube, à l'heure où blanchit la campagne,
Je partirai. Vois-tu, je sais que tu m'attends.
J'irai par la forêt, j'irai par la montagne.
Je ne puis demeurer loin de toi plus longtemps.
Je marcherai les yeux fixés sur mes pensées,
Sans rien voir au dehors, sans entendre aucun bruit,
Seul, inconnu, le dos courbé, les mains croisées,
Triste, et le jour pour moi sera comme la nuit.
Je ne regarderai ni l'or du soir qui tombe,
Ni les voiles au loin descendant vers Harfleur,
Et quand j'arriverai, je mettrai sur ta tombe
Un bouquet de houx vert et de bruyère en fleur.

—Victor Hugo

Tomorrow at dawn...

Tomorrow, at dawn, as the mists blanket the countryside, I will depart. You see, I know that you are waiting for me. I will go by the forest, I will go by the mountain.

I cannot live far from you any more.

I will walk with eyes fixed on my thoughts,
Without seeing, without hearing a single sound,
Alone, unknown, back bent, arms crossed,
Sad, and the day for me will be as the night.

I will see neither the gold of sunset falling,
Nor the mist lowering itself on Harfleur,
And when I arrive, I will place on your grave
A bouquet of green holly and of heather in bloom.

- Victor Hugo

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