

Dear Sir/Madam,

This is the index page detailing the rules and regulations governing the various types of employment contracts at FAO. Please read carefully the section pertinent to your offered contract type. Please click each of the listed items to go to the relevant parts of the document.

[Common regulations for all listed contract types below:](#)

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- 304 Standards of Conduct for the International Civil Service
- 343 Health Protection & Medical Insurance Plan
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Additional regulations:

[1. Fixed-term Professional Officer](#)

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[3. Fixed-term National Professional Officer](#)

- 343 Appendix A Part IV - Scale of Staff Member's Monthly Contributions
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[5. Short-term Personnel \(Professional and National Professional Officers, General Service Staff\)](#)

- 316 Short-Term Personnel

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[4. Fixed-term General Service Staff](#)

- 343 Appendix A Part III - Scale of Staff Member's Monthly Contributions
- 343 Appendix A Part IV - Scale of Staff Member's Monthly Contributions to MMBP

[If appointed to a Duty Station other than Headquarters, Rome, please also read the below listed documents as per to your contract type:](#)

- 370 General Terms & Conditions of Employment of Officers Assigned to a Field Project
- 371 Special Conditions Applicable to Officers Serving outside Headquarters
- 374 General Service Staff Serving at Field Projects & FAO Representations

These regulations are for information upon your recruitment to the Organization. Please do not circulate it to third parties.



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SECTION: 301 Staff Regulations

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301.0 Scope and purpose

This Manual Section was updated effective 13 June 2018--header

STAFF REGULATION

The Staff Regulations embody the fundamental conditions of service and the basic rights, duties and obligations of the staff members of the Food and Agriculture Organization. They represent the broad principles and personnel policy for the staffing and administration of the Organization. The Director-General, as the Chief Administrative Officer, shall provide and enforce such Staff Rules consistent with these principles as he considers necessary.

301.1 Duties, obligations and privileges

STAFF REGULATION

Article I

301.1.1 The staff members of the Organization are international civil servants. Their responsibilities are not national but exclusively international. By accepting appointment, they pledge themselves to discharge their functions and to regulate their conduct with the interests of the Food and Agriculture Organization of the United Nations only in view.

301.1.2 Staff members are subject to the authority of the Director-General, who may assign them to any of the activities or offices of the Organization, and to whom they are responsible in the exercise of their functions.

301.1.21 The whole time of staff members shall be at the disposal of the Director-General.

301.1.22 The Director-General shall establish a normal working week.

301.1.3 In the performance of their duties staff members shall neither seek nor accept instructions from any government or from any other authority external to the Organization.

301.1.4 Staff members shall conduct themselves at all times in a manner befitting their status as international civil servants. They shall not engage in any activity that is incompatible with the proper discharge of their duties with the Organization. They shall avoid any action and, in particular, any kind of public pronouncement which may adversely reflect on their status. While they are not expected to give up their national sentiments or their political and religious convictions, they shall at all times bear in mind the reserve and tact incumbent upon them by reason of their international status.

301.1.5 Staff members shall exercise the utmost discretion in all matters of official business. They shall not communicate to any person any information known to them by reason of their official position which has not been made public, except in the course of their duties or by authorization of the Director-General. Nor shall they at any time use such information to private advantage. These obligations do not cease upon separation from the Organization.

301.1.6 No staff member shall accept any honour, decoration, favour, gift, or remuneration from any government excepting for war service; nor shall a staff member accept any honour, decoration, favour, gift,



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or remuneration from any source external to the Organization, without first obtaining the approval of the Director-General. Approval shall be granted only in exceptional cases and where such acceptance is not incompatible with the terms of Staff Regulations 301.1.2 and 301.1.21 and with the individual's status as an international civil servant.

301.1.7 Any staff member who becomes a candidate for a public office of a political character shall resign from the Organization.

301.1.8 Staff members are granted the privileges and immunities referred to in Article VIII of the Constitution and in the Convention on the Privileges and Immunities of the Specialized Agencies, insofar as this convention has been ratified by the governments concerned. These privileges and immunities are conferred in the interests of the Organization. They furnish no excuse to the staff members who enjoy them for non-performance of their private obligations or failure to observe laws and police regulations. In any case where these privileges and immunities arise, the staff member shall immediately report to the Director-General, with whom alone it rests to decide whether they shall be waived.

301.1.9 Staff members shall subscribe to the following oath or declaration:

"I solemnly swear (undertake, promise) to exercise in all loyalty, discretion and conscience the functions entrusted to me as an international civil servant of the Food and Agriculture Organization of the United Nations; to discharge these functions and regulate my conduct with the interests of the Organization only in view, and not to seek or accept instructions in regard to the performance of my duties from any government or other authority external to the Organization."

301.1.91 The oath or declaration shall be made orally by the Director-General at a public meeting of the Conference, by the Deputy Director-General at a public meeting of the Council, and by all other staff members of the Organization before the Director-General or his authorized representative.

301.1.10 Staff members shall not be actively associated with the management of, or hold a financial interest in, any profit making, business or other concern, if it were possible for the staff member or the profit-making, business or other concern to benefit from such association or financial interest by reason of his or her position with FAO.

301.1.11 All staff members at the D-1 or above level may be required to file financial disclosure statements on appointment and at intervals thereafter as prescribed by the Director-General, in respect of themselves, their spouses and their dependent children, and to assist the Director-General in verifying the accuracy of the information submitted when so requested. The financial disclosure statements shall include certification that the assets and economic activities of the staff members, their spouses and their dependent children do not pose a conflict of interest with their official duties or the interests of FAO. The financial disclosure statements shall remain confidential and shall only be used as prescribed by the Director-General in making determinations pursuant to Staff Regulation 301.1.10. The Director-General may require other staff to file financial disclosure statements as he deems necessary in the interest of the Organization.

301.2 Classification of posts and staff

STAFF REGULATION

Article II

301.2.1 In conformity with the principles laid down by the Conference and the Council, the Director-General shall make appropriate provisions for the classification of posts and staff according to the nature of the duties and responsibilities required.



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301.3 Salaries and related allowances

STAFF REGULATION

Article III

301.3.1 Salaries of staff members shall be fixed by the Director-General in accordance with the provisions of [Annex I](#) to these Regulations.

301.3.2 The Director-General shall establish a scheme for the payment of dependency allowances to full-time staff members who hold an appointment for one year or more.

301.3.21 For the Professional and higher categories dependency allowances shall be as follows ([Manual Update](#) Section effective 1 January 2011):

1. for a dependent spouse, an amount equal to six per cent of net base salary plus post adjustment.
2. for staff members who are single parents, an allowance equal to six per cent of net base salary plus post adjustment for the first dependent child for whom they provide the main and continuing support.
3. for each dependent child, other than a disabled child, USD 2 929 per annum except as under (ii) above;
4. for a dependent child declared to be physically or mentally disabled, either permanently or for a period expected to be of a long duration, an allowance of USD 5 858 shall be paid except as under (ii) above, in which case an allowance of USD 2 929 per annum shall be paid;
5. where there is no dependent spouse, a single allowance for one of the following secondary dependants: father, mother, brother or sister, of USD 1 025 per annum.

The amount of these allowances, if paid in the currency of the country of the duty station, shall be as set out in the FAO Manual.

301.3.22 If both husband and wife are staff members, only one may claim for dependent children, the first staff member, for children under Staff Regulation [301.3.21\(iii\)](#); in which case the other staff member may claim only under Staff Regulation [301.3.21\(v\)](#) for secondary dependants, if so entitled.

301.3.23 Staff members in the General Service category shall be entitled to receive dependency allowances at rates and under conditions established by the Director-General, due regard being given to the circumstances in the locality in which the office is located.

301.3.24 With a view to avoiding duplication of benefits and in order to achieve equity between staff members who receive dependency benefits from any source external to the Organization and those who do not receive such dependency benefits, the Director-General shall prescribe conditions under which the dependency allowance for a child shall be payable only to the extent that the dependency benefits enjoyed by the staff member or the staff member's spouse amount to less than such a dependency allowance.

301.3.3 Education grant

301.3.31 Subject to a maximum amount established by the Council, the Director-General shall also establish terms and conditions under which an education grant shall be available to:

- a. staff members serving outside their recognized home country, whose dependent children are in full-time attendance at a school, university or similar institution;
- b. staff members reassigned to their recognized home country for a further period of service following an assignment of one year or more of expatriate service, whose dependent children are in full-time attendance at school, university or similar institution;



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- c. any staff member, whether expatriate or not, whose dependent children are unable by reason of physical or mental disability to attend a normal educational institution and therefore require special teaching or training to prepare them for full integration into society or, while attending a normal educational institution, require special teaching or training to assist them in overcoming the disability.

In applying the scale of reimbursement approved for the education grant, if expenses incurred by a staff member are in a currency other than the US dollar, the rate of exchange used, or amount paid, shall be as set out in the FAO Manual.

301.3.32 Eligibility for the grant under Staff Regulation 301.3.31(a) and 301.3.31(b) shall begin when the child is five years of age or older at the beginning of the school year, or when the child reaches the age of five within three months of the beginning of the school year. The education grant will be payable up to the end of the scholastic year in which the child completes four years of post-secondary studies **or** attains a first post-secondary degree, whichever comes first, subject to the upper age limit of 25 years. Exceptionally, a lower minimum eligibility age could be accepted for those educational institutions for which an earlier start of formal education is a mandatory legal requirement.

301.3.33 Eligibility for the grant under Staff Regulation 301.3.31(b) shall continue for the balance of the scholastic year in course, not exceeding one full scholastic year, after return from expatriate service.

301.3.34 Eligibility for the grant under Staff Regulation 301.3.31(c) shall begin from the date on which the special teaching or training is required up to the end of the year in which the child reaches the age of 25 years. In exceptional cases the Director-General may extend the age limit to 28.

301.3.35 Eligibility for the grant under Staff Regulation 301.3.31 shall continue for the balance of the scholastic year in course not exceeding one full scholastic year, when the staff member dies during the course of school year.

301.3.36 Education travel.

1. In accordance with the conditions prescribed by the Director-General, travel costs of the child may also be paid for an outward and return journey once in each scholastic year by a route approved by the Director-General between the educational institution and the staff member's duty station or another point, provided that the amount paid by the Organization does not exceed the cost of an onward and return journey between the staff member's home country and the duty station. A staff member may be authorized to exchange this entitlement for an onward and return journey to be made by the staff member or the spouse of the staff member from the duty station to visit the child at the place of study or to meet the child in any other place, provided that the amount paid by the Organization shall not exceed that of travel by the child as per above.
2. Travel expenses under (i) above for a child for whom an education grant under Staff Regulation [301.3.31\(c\)](#) is payable and who has to be placed in an educational institution away from the duty station may be reimbursed up to the cost of two trips per annum between the educational institution and the staff member's duty station. Within the limit of the said cost, the Director-General, may authorize reimbursement of trips between the educational institution and another point. In very exceptional circumstances, the Director-General may also authorize the reimbursement of travel expenses for a person accompanying a disabled child.

301.3.4 The Director-General may decide in each case whether the dependency allowance or the education grant shall extend to adopted children or step-children.

301.4 Appointment and promotion



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STAFF REGULATION

Article IV

301.4.1 As stated in [Article VIII](#) of the Constitution and in Rule XL(1) of the General Rules of the Organization, the power of appointment of staff members rests with the Director-General. Upon appointment, each staff member shall receive a letter of appointment in accordance with the provisions of [Annex II](#) to these Regulations and signed by the Director-General or by an official in the name of the Director-General.

301.4.2 The paramount consideration in the appointment, transfer, or promotion of the staff shall be the necessity for securing the highest standards of efficiency, competence and integrity. Due regard shall be paid to the importance of recruiting the staff on as wide a geographical basis as possible.

301.4.3 Selection and compensation of staff members shall be made without distinction as to race, sex or religion. So far as practicable, selection shall be made on a competitive basis.

301.4.4 Subject to the provisions of Rule XL(2) of the General Rules of the Organization, and without prejudice to the recruitment of fresh talent at all levels, the fullest regard shall be had, in filling vacancies, to the requisite qualifications and experience of persons already in the service of the Organization. This consideration shall also apply on a reciprocal basis to the United Nations and to the specialized agencies brought into relationship with the Organization.

301.4.5 Subject to this Staff Regulation, staff members shall be granted continuing or fixed-term appointments, under such terms and conditions consistent with these Regulations as the Director-General may prescribe. All appointments may include a probationary period which shall not exceed 18 months. Staff members of the World Food Programme may also be granted indefinite appointments.

301.4.6 Assistant Directors-General shall receive fixed-term appointments for periods not to exceed five years, subject to prolongation or renewal. If a staff member holding another type of appointment, or a fixed-term appointment with an unexpired term of more than five years, accepts a post with the rank of Assistant Director-General, the appointment status or fixed-term appointment shall be modified, as a condition of acceptance in order to be consistent with this provision.

301.4.7 The Director-General shall establish appropriate medical standards which staff members shall be required to meet before appointment.

301.5 Annual and special leave

STAFF REGULATION

Article V

301.5.1 Staff members shall be allowed appropriate annual leave.

301.5.2 Special leave may be authorized by the Director-General in exceptional cases.

301.5.3 Eligible staff members shall be granted home leave once in every two years. Staff members whose home country is the country of their duty station or who continue to reside in the home country while performing their official duties shall not be eligible for home leave.

301.6 Social security



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STAFF REGULATION

Article VI

301.6.1 Provision shall be made for the participation of staff members in the United Nations Joint Staff Pension Fund in accordance with the Regulations of that Fund.

301.6.2 The Director-General shall establish a scheme of social security for the staff, including provisions for health protection, sick leave, and maternity leave, and reasonable compensation in the event of illness, accident or death attributable to the performance of official duties on behalf of the Organization.

301.7 Travel and removal expenses

STAFF REGULATION

Article VII

301.7.1 Subject to the conditions and definitions prescribed by the Director-General, the Organization shall, in appropriate cases, pay the travel expenses of staff members, their spouses and dependent children.

301.7.2 Subject to conditions and definitions prescribed by the Director-General, the Organization shall pay removal costs for staff members.

301.7.3 The Director-General may withhold, in full or in part, any payment of travel or related expenses for a staff member's immediate family provided for under the provisions of the FAO Manual, if a payment for the same purpose is received for the family from a source external to the Organization.

301.8 Staff Relations

STAFF REGULATION

Article VIII

301.8.1 In accordance with the principle that the staff has the right to organize for the purpose of safeguarding and promoting its interests, one or more representative staff bodies recognized by the Director-General shall maintain continuous contact and negotiate with the Director-General with respect to the terms and conditions of employment of the staff and general staff welfare.

301.8.11 Negotiations between recognized staff representative bodies and the Director-General shall be subject to the understanding that the Director-General will retain, under the provisions governing his constitutional responsibility, the right of final determination in matters within his authority.

301.8.12 In negotiations with such staff bodies, the Director-General shall not be committed to any final decision whenever such decision rests with the governing bodies of the Organization or would deviate from the common system of the United Nations; in such cases, the Director-General shall strive for agreed positions to be forwarded to the competent organs of the Organization or of the common system.

301.8.13 Recognized staff representative bodies shall not have the right to engage in "negotiations" with any of the governing bodies but the Council may, in exceptional circumstances, grant them access to the Council meetings to present their views, provided their application for such access is endorsed by the Director-General.



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301.8.2 The Director-General, in deciding whether to recognize any group as a representative staff body, will take into account whether:

1. such body represents a sufficiently large number of staff members or a sufficiently distinct group of staff; and
2. the statutes and declared aims of such body are consistent with the constitutional objectives of the Organization.

301.8.3 The Director-General may, in agreement with recognized staff bodies, establish joint administrative machinery with staff participation to advise him regarding personnel policies and general questions of staff welfare and to make to him such proposals as it may desire for amendment of the Staff Regulations and Rules.

301.9 Separation from service

STAFF REGULATION

Article IX

301.9.1 The Director-General may terminate the appointment of a staff member who holds a continuing appointment (i) if the necessities of the service require abolition of the post or reduction of staff, or (ii) whose services prove unsatisfactory, or (iii) who is, for reasons of health, incapacitated for further service.

301.9.11 The Director-General may also, in exceptional circumstances, terminate the appointment of a staff member who holds a continuing or a fixed-term appointment if such action would be in the interest of the good administration of the Organization and in accordance with the standards of the FAO Constitution, provided that the action is not contested by the staff member concerned.

301.9.12 The Director-General may terminate the appointment of a staff member with a fixed-term appointment prior to the expiration date for any of the reasons specified in Staff Regulation 301.9.1, or for such other reasons as may be specified in the letter of appointment.

301.9.13 In the case of staff members serving a probationary period or holding any other type of appointment not referred to in Staff Regulations [301.9.1](#) and [301.9.12](#), the Director-General may at any time terminate the appointment on finding that such action would be in the interests of the Organization.

301.9.14 The Director-General may, on the advice of the Organization's Medical Officer, terminate the appointment of a staff member who holds a continuing, fixed-term or, in the case of the World Food Programme, indefinite appointment, on finding that the staff member is unable to perform assigned duties because of physical or mental limitations, and that although the staff member would be qualified and suitable for another post in the Organization, no such post is vacant.

301.9.2 Staff members may resign from the Organization upon giving the Director-General the notice required under the terms of their appointment.

301.9.3 If the Director-General terminates an appointment the staff member shall be given such notice as may be applicable under the Staff Regulations and Staff Rules. Payment of termination indemnity shall be made by the Director-General in accordance with the rates specified in [Annex III](#) to these Regulations.

301.9.4 The Director-General shall establish a scheme for the payment of repatriation grants within the maximum rates and under conditions specified in [Annex IV](#) to these Regulations.



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301.9.5 Staff members may not be retained in active service beyond the age of 65 years (62 years for staff members appointed prior to 1 January 2014), unless the Director-General, in the interest of the Organization, extends this age limit in exceptional cases. Normally, such extension will be up to a maximum period of one year at a time. Staff members whose participation in the United Nations Joint Staff Pension Fund commenced or recommenced before 1 January 1990 may elect to retire at the age of 60 years^[1].

301.9.6 Notwithstanding Staff Regulation 301.9.5, staff members of the World Food Programme may not be retained in active service beyond the age of 65 years, unless the Executive Director, in the interest of the Programme, extends this age limit in exceptional cases. Normally, such extension will be up to a maximum period of one year at a time. Staff members of the Programme may elect to retire at the age of 60 years if their participation in the United Nations Joint Staff Pension Fund commenced or recommenced before 1 January 1990, or at the age of 62 years if their participation commenced or recommenced on or after 1 January 1990 and before 1 January 2014.

^[1] Report of the Hundred and Fifty-ninth Session of the Council (CL 159/REP):

The Council decided that new Staff Regulation 301.9.5 in respect of FAO staff members recruited prior to 1 January 2014 shall take effect on 1 July 2019.

The amendment of the Staff Regulation 301.9.5 is approved by the Council and reads as: "Staff members may not be retained in active service beyond the age of 65 years, unless the Director-General, in the interest of the Organization, extends this age limit in exceptional cases. Normally, such extension will be up to a maximum period of one year at a time. Staff members may elect to retire at the age of 60 years if their participation in the United Nations Joint Staff Pension Fund commenced or recommenced before 1 January 1990, or at the age of 62 years if their participation commenced or recommenced on or after 1 January 1990 and before January 2014".

301.10 Disciplinary measures

STAFF REGULATION

Article X

301.10.1 The Director-General may establish an administrative machinery with staff participation which will be available to advise him in disciplinary cases.

301.10.2 The Director-General may impose disciplinary measures on staff members whose conduct is unsatisfactory, and may summarily dismiss a member of the staff for serious misconduct.

301.10.3 Staff members whose appointments are terminated by the Organization, or who are demoted or suspended, shall be entitled to a written statement of cause at the time notice is given, and an opportunity to reply in writing.

301.11 Appeals

STAFF REGULATION

Article XI

301.11.1 The Director-General shall establish a Committee within the Organization to advise him in cases of



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appeal by individual staff members regarding a grievance arising out of disciplinary action or arising out of an administrative decision which staff members allege to be in conflict, either in substance or in form, with the terms of their appointment or with any pertinent Staff Regulation, Staff Rule or administrative directive. At the request of the staff member, the Director-General may render a final decision without recourse being made to the said Committee. The Committee shall consist of two members and five alternate members nominated by the Director-General, two members and five alternate members elected by the staff as a whole, and an independent Chairman appointed by the Council. The Council shall appoint two alternate Chairmen to serve when the Chairman is unavailable; if the Chairman and alternate Chairmen are unavailable, the remainder of the Committee may select an ad hoc Chairman, who shall not be a staff member.

301.11.2 The International Labour Organisation Administrative Tribunal shall, under conditions prescribed in its Statute (except for cases dealt with by the United Nations Administrative Tribunal under Staff Regulation [301.11.3](#)), hear and pass judgement upon applications from staff members alleging non-observance of their terms and conditions of appointment, including all pertinent Regulations and Rules.

301.11.3 The United Nations Administrative Tribunal shall, under conditions prescribed in its Statute, hear and pass judgement upon applications from staff members of the Organization alleging non-observance of the Regulations of the United Nations Joint Staff Pension Fund, in which staff members of the Organization participate in accordance with [Staff Regulation 301.6.1](#).

301.12 General provisions

STAFF REGULATION

Article XII

301.12.1 These Regulations, which first became effective 1 July 1952, shall be applicable to all staff members. They may be supplemented or amended by the Conference or Council, without prejudice to the acquired rights of staff members. Such modifications, as well as any Rules issued by the Director-General within the framework of the foregoing Regulations, shall apply to all staff members.

301.12.2 The application of, and all amendments to, these Staff Regulations and any Rules issued thereunder, shall be in conformity with the relevant decisions of the International Civil Service Commission. As provided in Rule XL(3) of the General Rules of the Organization, the Director-General shall have authority to amend the Staff Regulations as may be required to give effect to such decisions. The Director-General may also amend the Staff Regulations to give effect to recommendations of the International Civil Service Commission which have been approved by the General Assembly of the United Nations and relate to the salaries and allowances of the staff in the professional and higher categories.

301.13 Salary scales and related provisions

STAFF REGULATION

ANNEX I

301.13.1 Professional and higher categories. Except as provided in Staff Regulation 301.13.6 the salary scales for staff members in the Professional and higher categories shall be those periodically promulgated by the Director-General based on the recommendations of the International Civil Service Commission. (subject to post adjustments wherever applied)

301.13.2 Increments. Salary increments within the levels set forth in Staff Regulation [301.13.1](#) shall be awarded on the basis of satisfactory service.



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301.13.3 Post adjustments. In order to preserve equivalent standards of living at different duty stations, the Director-General shall adjust the basic salary rates provided in Staff Regulation 301.13.1 by the application of non-pensionable post adjustments, the amount of which shall be determined by the International Civil Service Commission on the basis of relative costs of living, standards of living, and related factors at the duty station concerned.

301.13.4 General Service category. The Director-General shall fix the salary scales for staff members in the General Service category, normally on the basis of the best prevailing conditions of employment in the locality of the FAO office concerned, provided that the Director-General may, where he deems it appropriate, establish rules and salary limits for payment of a non-resident's allowance to General Service staff members recruited from outside the local area.

301.13.5 Language allowance. The Director-General shall establish rules under which a language allowance may be paid to General Service staff members who pass an appropriate test and demonstrate continued proficiency in the use of two or more approved languages.

301.13.6 Other personnel. The Director-General shall determine the salary rates and the terms and conditions of employment applicable to personnel specially engaged for conference and other short-term service or for service with a mission, to associate professional officers, to part-time personnel, to consultants, to field project personnel, to national professional officers and to personnel locally recruited for service in established offices away from Headquarters.

301.14 Letters of appointment

STAFF REGULATION

ANNEX II

301.14.1 The letter of appointment shall state:

301.14.11 that the appointment is subject to the provisions of the Staff Regulations and of the Staff Rules applicable to the category of appointment in question, and to changes which may be duly made in such Regulations and Rules from time to time;

301.14.12 the nature of the appointment;

301.14.13 the date at which the staff member is required to report for duty;

301.14.14 the period of appointment, the notice required to terminate it 301 and the period of probation, if any;

301.14.15 the category, grade, commencing rate of salary and, if increments are allowable, the scale of increments and the maximum attainable;

301.14.16 any special conditions which may be applicable.

301.14.2 A copy of the Staff Regulations and of the Staff Rules shall be transmitted to the staff member with the letter of appointment. In accepting appointment the staff member shall acknowledge having been made acquainted with, and confirm acceptance of, the conditions laid down in the Staff Regulations.

301.15 Termination indemnity



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STAFF REGULATION

ANNEX III

301.15 Termination indemnity Staff members whose appointments are terminated shall be paid an indemnity in accordance with the following provisions:

301.15.1 Except as provided in [Staff Regulations 301.15.6](#) and [301.15.7](#), the published schedule in this Annex shall apply to staff members whose appointments are terminated upon abolition of post, reduction of staff, or in the interest of the good administration of the Organization:

Completed years of service with the Organization	Months of pay as defined in Staff Regulation 301.15.5		
	Continuing Appointments	Indefinite Appointments (WFP only)	Fixed-term Appointments
Less than 1	nil	nil	one week for each month of uncompleted service, subject to a minimum of six weeks and a maximum of three months pay
1	nil	1	
2	3	1	
3	3	2	
4	4	3	
5	5	4	
6	6	5	3
7	7	6	5
8	8	7	7
9	9	9	9
10	9.5	9.5	9.5



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12	10.5	10.5	10.5
13	11	11	11
14	11.5	11.5	11.5
15 or more	12	12	12

301.15.2 Payment of a termination indemnity to a staff member terminated under Staff Regulation [301.9.11](#) of an amount not more than 50 per cent higher than that which would otherwise be payable under the existing Staff Regulations may be authorized where the circumstances warrant and the Director-General considers it justified.

301.15.3 A staff member whose appointment is terminated for reasons of health shall receive the termination indemnity set out in Staff Regulation [301.15.1](#) reduced by the amount of any disability benefit the staff member receives under the regulations of the United Nations Joint Staff Pension Fund for the months to which the indemnity corresponds.

301.15.4 If a staff member's appointment is terminated for unsatisfactory service or misconduct, other than by summary dismissal, payment of a termination indemnity to the staff member not exceeding one half of the amount set out in Staff Regulation 301.15.1 may be authorized at the Director-General's discretion.

301.15.5 The indemnity provided for in [Staff Regulation 301.15.1](#) shall be calculated on the basis of net base salary.

301.15.6 Personnel specifically engaged for conference and other short-term service or for service with a mission, consultants, field project personnel, and personnel locally recruited for service in established offices away from Headquarters may be paid a termination indemnity if and as provided in their letters of appointment.

301.15.7 No termination indemnity shall be paid to:

301.15.71 A staff member who resigns, except where termination notice has been given and the termination date agreed upon;

301.15.72 A staff member whose fixed-term appointment is completed on the expiration date or terminated during the probationary period specified in the letter of appointment;

301.15.73 A staff member who is summarily dismissed;

301.15.74 A staff member who abandons his or her post;

301.15.75 A staff member who retires under the United Nations Joint Staff Pension Fund Regulations.



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301.16 Repatriation grant

STAFF REGULATION

ANNEX IV

301.16.1 In principle, the repatriation grant shall be payable to staff members whom the Organization is obligated to repatriate, and who take up residence in a country other than that of the last duty station. The repatriation grant shall not, however, be paid to a staff member who is summarily dismissed. Detailed conditions and definitions relating to eligibility shall be determined by the Director-General.

301.16.2 Eligibility to the repatriation grant shall be subject to a threshold of five years of expatriate service with the UN Common System. The amount of the grant shall be proportionate to the length of service with the Organization as set forth in the FAO administrative Manual and shall be calculated on the basis of net base salary.

Delegation of Authority Guidelines

STAFF REGULATION

APPENDIX D

(Chapters III and IV)

DELEGATION OF AUTHORITY GUIDELINES (App. D to MS 119 refers)

301 Amendments

THIS MANUAL SECTION WAS UPDATED EFFECTIVE [1 JANUARY 2017](#) TO REFLECT THE DECISIONS OF THE UNITED NATIONS GENERAL ASSEMBLY TO BE IMPLEMENTED ON 1 JANUARY 2017 AS OUTLINED IN RESOLUTION 70/244 (adopted by UNGA on 23 December 2015)

THIS MANUAL SECTION WAS UPDATED EFFECTIVE 1 JULY 2016 TO REFLECT THE DECISIONS OF THE UNITED NATIONS GENERAL ASSEMBLY TO BE IMPLEMENTED ON 1 JULY 2016 AS OUTLINED IN RESOLUTION 70/244 (adopted by UNGA on 23 December 2015)

THIS MANUAL SECTION HAS BEEN UPDATED TO REFLECT THE CHANGES IN STAFF REGULATION 301.9.5 REGARDING THE MANDATORY AGE OF SEPARATION EFFECTIVE 1 JANUARY 2014.

In its resolution of 12 April 2013, (No. 67/257), the United Nations General Assembly endorsed the recommendation of the ICSC to raise the Mandatory Age of Separation to 65 for staff recruited on or after 1 January 2014. Revised Staff Regulation 301.9.5 introducing this change was endorsed by the Council at its 148th session in December 2013.



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THIS MANUAL SECTION HAS BEEN UPDATED DATED 22 MAY 2012.

THIS MANUAL SECTION HAS BEEN UPDATED EFFECTIVE 23 APRIL 2012.

THIS MANUAL SECTION HAS BEEN UPDATED EFFECTIVE 14 JULY 2011.

THIS MANUAL SECTION HAS BEEN UPDATED EFFECTIVE 11 MAY 2011.

THIS MANUAL SECTION HAS BEEN UPDATED DATED 1 JANUARY 2011.

THIS MANUAL SECTION HAS BEEN UPDATED BY TM/4598 DATED 18 JUNE 2003.

THIS MANUAL SECTION HAS BEEN UPDATED BY TM/4564 DATED 30 JANUARY 2003.

THIS MANUAL SECTION HAS BEEN UPDATED BY TM/4489 DATED 12 FEBRUARY 2002 (effective date 1 March 2002).

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4466 DATED 1 APRIL 2001.



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SECTION: 302 Staff Rules

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302 Index

302.0 Application

This Manual Section was updated effective 13 June 2018--header

STAFF RULE

302.0.1 These Staff Rules implement the Staff Regulations approved by the Council. They apply in full to all staff members. Except as otherwise provided in the Administrative Manual or in their terms of appointment, they also apply to personnel engaged for conference and other short term services, to part-time personnel, field project personnel, national professional officers, associate professional officers and consultants.

302.1 Chapter I Duties, Obligations and Privileges

302.1.1 Hours of Work--header

STAFF RULES

302.1.11 Headquarters. Normal working hours at Headquarters shall be from 8.30 a.m. to 5:00 p.m., Monday through Friday, with an interruption of one hour for lunch. Exceptions may be made as the needs of the service may require.

302.1.12 During FAO Conference and Council sessions, working hours at Headquarters shall be from 8.30 a.m. to 5.30 p.m. A compensatory day of leave shall be granted each year to staff who have worked a 40-hour week during all of the above-mentioned sessions which have taken place in the calendar year for which the compensatory day of leave is granted.

302.1.13 Offices outside Headquarters. Normal working hours shall be established taking into account local custom, climatic conditions, the practice of other agencies in the area, and the practical requirements of the office.

302.1.14 Subject to [Staff Rule 302.3.6](#), staff members shall be expected to make themselves available for work beyond normal working hours when circumstances so require.

302.1.2 Official Holidays--header

302.1.21 The Organization shall observe ten official holidays per year. The days on which official holidays shall be observed in each of the countries in which the Organization operates shall be prescribed in an annual administrative issuance taking into account local custom, the practice of other agencies in the area, and the practical requirements of the office.

302.1.22 Staff members may be required to work on official holidays which fall during an exigency.

302.1.3 Change of Duty Station--header

A change of duty station is considered to have taken place when a staff member is transferred from one duty station to another for a continuing period of 12 months or more. Because of the nature and duration of field assignments, special provisions governing change of duty station for field staff are set out in the FAO



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Administrative Manual.

302.1.4 Inter-Agency Loans--header

The Director-General may lend the services of a staff member to another international agency or to an inter-governmental organization, provided that such a loan in no way diminishes the rights or entitlements of the staff member under the letter of appointment thereof to FAO.

302.1.5 Outside Activities and Interests--header

302.1.51 Staff members shall not engage in any continuous or recurring outside occupation or employment without the prior approval of the Director-General.

302.1.52 Staff members may not be actively associated with the management of, or hold financial interest in, any business concern if it were possible for them to benefit from such association or financial interest by reason of their official position with the Organization.

302.1.53 Staff members who have occasion to deal in their official capacity with any matter involving a business concern in which they hold a financial interest shall disclose the extent of that interest to the Director-General.

302.1.54 The mere holding of shares in a company shall not constitute a financial interest within the meaning of this Rule.

302.1.55 Staff members shall not, except in the normal course of official duties, or with the prior approval of the Director-General, perform any one of the following acts, if such act relates to the purposes, activities or interests of the Organization:

- a. issue statements to the press, radio or other agencies of public information;
- b. accept speaking engagements;
- c. take part in film, theatre, radio or television productions;
- d. submit articles, books or other material for publication.

302.1.6 Expenses, Tokens and Courtesies--header

302.1.61 [Staff Regulation 301.1.6](#) shall not preclude staff members from:

- a. accepting reimbursement of actual travel and subsistence expenses for participating in film, theatre, radio or television productions or for lecture or speaking engagements in the normal course of official duties;
- b. accepting tokens of a commemorative or honorary character in recognition of important achievement in work related to the Organization, such as commemorative scrolls, trophies or other articles, subject to the approval of the Director-General;
- c. accepting courtesies which constitute part of normal social relations.

302.2 Chapter II Classification of Posts and Staff

302.2.1 Classification Standards--header

STAFF RULES

302.2.11 All posts in the Organization shall be classified by title and grade in accordance with the duties and



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responsibilities required and with the classification standards established by the Organization.

302.2.12 So far as possible, the various types of post in the Organization shall be grouped into classes to which standard titles, generally descriptive of the kind of work to be performed, are applied for organizational and payroll purposes.

302.2.13 Each class of post shall be assigned to a category (Professional and higher, or General Service) and to a suitable grade within each category.

302.2.14 These categories (reflected in the salary schedules established under [Staff Regulations 301.13.1](#) and [301.13.4](#)) cover the following types of post:

(a) the higher categories, comprising heads of department, regional and subregional representatives, FAO representatives, directors and deputy directors of divisions, and posts of comparable responsibility;

(b) the Professional category, comprising all staff assigned to professional posts;

(c) the General Service category, comprising technical and administrative assistant, clerical, secretarial, typing and custodial posts which normally do not require full professional training and experience.

302.2.15 The standards applied by the United Nations and by the other specialized agencies shall be a guiding factor, in the light of the special organizational and technical considerations affecting FAO posts, in establishing standards for classification of posts in the Organization.

302.2.2 Post Description--header

302.2.21 Post descriptions shall be prepared for each post of 90 days' duration or more. Requests for recruitment of new staff, for establishment of new posts or for reclassification of existing posts shall be considered only upon submission of appropriate post descriptions. Such descriptions shall also be used for vacancy notices and other personnel operations as appropriate.

302.2.22 All staff members shall prepare post descriptions outlining their actual current duties and responsibilities, when requested by their head of department or office. Responsibility for the post description as finally submitted rests, however, with the head of department or office concerned.

302.2.23 Staff members may, upon request, receive copies of the post descriptions of the posts to which they are assigned. Copies shall be maintained in their personnel files.

302.2.3 Request for Classification--header

302.2.31 Request for post classification action shall originate with heads of department or office.

302.2.32 Staff members may request reconsideration of decisions taken on the grading of their posts.

302.3 Chapter III Salaries and Related Allowance

302.3.1 Salary Scales--header

STAFF RULES

302.3.111 Professional and Higher Categories. The salary scales for staff in the Professional and higher



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categories shall be as specified in the Staff Regulations.

302.3.112 General Service Category. The salary scales for staff in the General Service category shall be those set forth in the FAO Administrative Manual. These scales shall be subject to amendment or revision in accordance with the provisions of [Staff Regulation 301.13.4](#) and, whenever appropriate, in consultation with offices of the United Nations and the specialized agencies in their respective area or areas.

302.3.2 Staff Assessment--header

302.3.21 A staff assessment, comparable to national income tax, shall be applied to the gross salaries and such other payments as are computed on the basis of salary, excluding post adjustment. The assessment shall be calculated at rates set forth in the FAO Administrative Manual.

302.3.3 Post Adjustments--header

302.3.31 Post adjustments under [Staff Regulation 301.13.3](#) shall be applied to the salary rates of the Professional and higher categories in accordance with the schedules contained in the FAO Administrative Manual.

302.3.32 The amount of post adjustment for each eligible staff member shall be determined on the basis of the duty station, grade, and family status as determined under [Staff Rule 302.3.13](#).

302.3.33 The classification of each duty station is established periodically by the International Civil Service Commission.

302.3.4 Mobility Incentive and Hardship Allowance--header

302.3.41 Staff members in the Professional and higher categories appointed for one year or more shall be entitled to receive a non-pensionable mobility incentive and hardship allowance, as set out in the FAO Administrative Manual.

302.3.42 Staff members in the General Service category who are assigned as internationally-recruited General Service staff to a duty station away from that at which they are classified as locally recruited for one year or more shall be entitled to receive a non-pensionable mobility incentive and hardship allowance, as set out in the FAO Administrative Manual.

302.3.5 Language Allowance--header

302.3.51 WFP staff members in the General Service category who hold a continuing appointment or a fixed-term appointment of one year or more and FAO staff members who were recruited under a continuing appointment or a fixed-term appointment before 1 January 2016 shall be entitled to a pensionable language allowance, at a flat rate determined by the Director-General for each duty station, on passing the prescribed tests:

(a) in one approved language other than their mother tongue, if their mother tongue is an approved language; or

(b) in two approved languages, if their mother tongue is other than an approved language.

302.3.52 Staff members receiving a language allowance under [Staff Rule 302.3.51](#) shall be entitled to receive a second such allowance, equal to half the amount of the first, on passing the prescribed tests:



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(a) in two approved languages other than their mother tongue, if the latter is an approved language; or

(b) in three approved languages, if their mother tongue is other than an approved language.

302.3.53 For the purposes of these Rules, approved languages shall be:

(a) at all duty stations: Arabic, Chinese, English, French, Russian and Spanish;

(b) at particular duty stations, other than Headquarters, any other language designated as an approved language;

(c) any other language, other than their mother tongue, which individual staff members are required to use regularly or frequently in the performance of their duties.

302.3.6 Overtime--header

302.3.6 Overtime. Staff members who are required to work a number of hours in excess of their established working week and who are otherwise eligible receive compensation as set out in the FAO Administrative Manual.

302.3.7 Night and Service Differentials--header

Effective 1 March 2013 Service Differential was discontinued (AC 2013/04 refers)

302.3.71 General Service staff members who are assigned to regularly-scheduled night-time tours of duty shall receive a non-pensionable night differential. No differential shall be payable for work for which overtime payment is made or compensatory leave granted.

302.3.72 General Service staff members who are assigned to regularly-scheduled tours of duty exceeding the total hours of work of the established work week of the duty station shall receive, in addition to salary, a non-pensionable service differential. No differential shall be payable for work for which overtime payment is made or compensatory leave granted.

302.3.8 Special Post Allowance--header

302.3.81 Staff members are expected to assume, as a normal part of their work assignments and without extra compensation, the duties and responsibilities of higher-level posts for short periods.

302.3.82 Staff members who are required to assume the full range of duties and responsibilities of a post of a clearly recognizable higher-level than their own for substantial periods of time may be paid a special non-pensionable post allowance as set out in the relevant Administrative Manual.

302.3.9 Settling-in Grant--header

302.3.91 Staff members in the Professional and higher categories who were not, at the time of initial appointment, residing within commuting distance of the duty station, or who are reassigned to another duty station, shall be paid a settling-in grant in respect of themselves, their spouse and dependent children as set out in the FAO Administrative Manual. The settling-in grant shall be the total compensation payable by the Organization towards extraordinary living expenses incurred by the staff member as a result of appointment or reassignment to another duty station.

302.3.92 The settling-in grant shall be paid upon appointment or reassignment to a duty station for one year



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or more; it may be paid in full or in part for appointments or transfers of less than one year when the circumstances so warrant.

302.3.93 Staff members in the General Service category who are assigned as internationally-recruited General Service staff to a duty station away from that at which they are classified as locally recruited for one year or more shall be paid a settling-in grant in respect of themselves, their spouse and dependent children, as set out in the FAO Administrative Manual.

302.3.10 Pensionable Remuneration--header

302.3.101 Pensionable remuneration shall mean the remuneration defined in the Regulations and Rules of the United Nations Joint Staff Pension Fund (UNJSPF) as they may be amended from time to time (reproduced for information in [Appendix A to Manual Section 341](#)).

302.3.102 When a staff member changes from the General Service category to the Professional category and the level of pensionable remuneration of the new post is lower than that reached in the previous post held, the said remuneration shall be maintained at the level reached in the previous post on the date of change in category, until it is overtaken by the level of the pensionable remuneration of the new post. No adjustment shall be made to the staff member's pensionable remuneration to take into account increases in the pensionable remuneration of the General Service category which may occur after the date of change to the Professional category.

302.3.1021 At the time of change in category from the General Service category to the Professional category, staff members shall be informed in writing of Staff Rule [302.3.102](#) and the possibility that their final average pensionable remuneration in the Professional category may be lower than would have been obtained if the change in category had not taken place.

302.3.11 Rental Subsidy--header

302.3.11 Rental Subsidy. In order to ensure equity between staff members who spend for rent a percentage of their income equivalent to that included in post adjustment calculations for the duty station and those serving in the same area who are required to spend for rent a percentage of income substantially higher than their colleagues, rental subsidies shall be payable in accordance with conditions, and in amounts, as set forth in the FAO Administrative Manual.

302.3.12 Deductions and Contributions--header

302.3.121 Contributions of staff members who are participants in the United Nations Joint Staff Pension Fund shall be deducted, each pay period, from the total payments due to them.

302.3.122 Deductions from salaries and other emoluments may also be made for:

- (a) contributions, other than to the United Nations Joint Staff Pension Fund, for which provision is made under these Rules;
- (b) indebtedness to the Organization;
- (c) duly established indebtedness to third parties;
- (d) lodging provided to staff members by the Organization, a government or an institution either free of charge or at rents substantially lower than the average rents used in calculating the post adjustment index for the duty station.



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302.3.13 Dependency Benefits--header

302.3.131 A dependent spouse is a spouse whose gross earnings during a calendar year do not exceed:

(a) for the spouse of a staff member in the Professional or higher categories, the gross salary of the General Service salary scale applicable to the G-1 Step I in Rome;

(b) for the spouse of a staff member in the General Service category, the gross salary at the level of the United Nations General Service salary scale applicable to the place of work of the staff member's spouse as set out in the FAO Administrative Manual.

The salary scales referred to above shall be those in force on 1 January of the year concerned.

302.3.132 A spouse allowance for a dependent spouse shall be payable to staff in the Professional category and higher categories.

302.3.133 A dependency allowance for a dependent spouse shall be payable to staff in the General Service category only where such payment is in accordance with local practice.

302.3.134 At the request of a staff member, a spouse whose gross earnings exceed the appropriate amount established in Staff Rule [302.3.131](#) may nevertheless be considered a dependent spouse for the purposes of the Staff Regulations and the Staff Rules, provided that the benefits derived by the staff member as a result thereof shall be reduced by the amount of gross earnings in excess of the established ceiling. Such benefits are:

- a. for a staff member in the professional or higher categories, the spouse [allowance](#);
- b. for a staff member in the General Service category, with or without dependent children, the dependency allowance.

302.3.135 A former spouse shall not be considered as dependent. When the competent judicial authority has granted a legal separation, the Director-General shall decide, notwithstanding Staff Rule [302.3.131](#), whether the spouse shall be considered dependent.

302.3.136 For the purpose of the [Staff Regulation 301.3.2](#), a dependent child shall be any of the following children under the age of 21 for whom the staff member provides the main and continuing support, provided that if aged 18 or over the child is in full-time attendance at an educational institution:

- a. the staff member's natural or legally adopted child;
- b. the staff member's step-child, if residing with the staff member;
- c. *Enfant recueillis*: any other child who fulfils the age, school attendance and support requirements specified in staff rule 302.3.135 may be recognized as a dependent child when all the following requirements are met:
 1. Legal adoption is not possible because there is no statutory provision for adoption or any prescribed court procedure for formal recognition of customary or de facto adoption in the staff member's home country or country of permanent residence;
 2. The staff member can be regarded as having established a parental relationship with the child and has legal responsibility for the child as a member of the family;
 3. The child resides with the staff member; the residency requirement shall be deemed fulfilled when a dependent child attends a boarding school or another educational institution under similar arrangement.
 4. The child is not a brother or sister of the staff member; and
 5. The number of children for which dependency benefits are claimed under the present subparagraph



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‘enfants recueillis’ does not exceed [three](#) .

A child who is physically or mentally incapacitated for substantial gainful employment, either permanently or for a period expected to be of long duration, is, if otherwise eligible, recognized as a dependent child at any age without the need to attend an educational institution.

302.3.137 When there is no dependent spouse, a dependency allowance shall be payable for one secondary dependant who is either the father or mother, or a brother or sister of the staff member and for whom the staff member provides at least one-third of the dependent's total income including that provided by the staff member, in cash and in kind, and at least twice the amount of the allowance claimed. Brothers and sisters shall be subject to the same age and school attendance conditions as for a dependent child (see Staff Rule [302.3.135](#)). In duty stations where the Director-General finds that under prevailing local practice conditions other than the foregoing apply, the payment of a dependency allowance may be authorized to staff members in the General Service category under such other conditions.

302.3.138 Staff members claiming a child as dependent must certify that they provide the child's main and continuing support. They may be required to support their claim by producing satisfactory documentary evidence, and shall be responsible for immediately reporting any changes in the status of a family member which may affect the benefits deriving from such dependency. Satisfactory documentary evidence of main and continuing support must always be produced if a child:

- a. does not reside with the staff member because of divorce or legal separation of the staff member;
- b. is married;
- c. is recognized as a dependant under Staff Rule [302.3.136](#).

302.3.139 The dependency allowances for staff in the Professional and higher categories shall be as specified in the Staff Regulations and shall be payable subject to the conditions set forth in the FAO Administrative Manual. Dependency allowances for staff in the General Service category are established through inter-agency consultation, with due regard to local practice where appropriate.

302.3.14 Education Grant and Education Travel--header

302.3.141 The education grant under [Staff Regulation 301.3.31\(a\)](#) shall be payable only to staff in the Professional and higher categories serving outside their recognized home country, or to General Service staff members falling within the definition of [Staff Rule 302.4.631](#). If both parents are staff members of the Organization, only one grant shall be paid for each of their children.

If educational expenditures are incurred in a currency other than the US dollar, the rate of exchange used, or amount reimbursed, shall be as set out in the FAO Administrative Manual.

302.3.142 For any period of attendance of less than two-thirds of a scholastic year, or for any period of entitlement of less than a full scholastic year, or for any period of disciplinary suspension from duty of the staff member, or for any period of special leave without pay exceeding 30 calendar days (except for extended illness), the amount of the grant shall be reduced to that proportion of the annual grant which the period of attendance or entitlement bears to the full scholastic year.

302.3.143 The maximum education grant payable under [Staff Regulation 301.3.31\(a\)](#) and [Staff Regulation 301.3.31\(b\)](#) shall be as periodically promulgated by the Director-General based on the recommendations of the International Civil Service Commission. Within this maximum, payment shall be as follows:

(a) for attendance at an educational institution outside commuting distance of the duty station:

- tuition (including mother tongue language tuition if applicable) and enrolment-related expenses shall be



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reimbursed under a global sliding scale consisting of seven brackets with declining reimbursement levels, and

- where eligible, a lump sum amount, as set forth in the FAO Administrative Manual to cover boarding-related expenses for attendance at a school for primary or secondary level education.

(b) for attendance at an educational institution within commuting distance of the duty station, tuition (including mother tongue language tuition if applicable) and enrolment-related expenses shall be reimbursed under a global sliding scale consisting of seven brackets with declining reimbursement levels as outlined in the FAO Administrative Manual.

302.3.144 The maximum education grant for disabled children payable under [Staff Regulation 301.3.31\(c\)](#) shall be the upper limit of the global sliding scale plus the amount equivalent to the boarding lump sum payable pursuant to Staff Rule 302.3.143. Within this maximum, payment shall be equal to 100% of expenses incurred at a special educational institution and expenses for special teaching and training at a normal educational institution. Expenses for normal schooling are paid as set out under Staff Rule [302.3.143](#).

302.3.145 The education grant under [Staff Regulation 301.3.31\(a\)](#) or [Staff Regulation 301.3.31\(b\)](#) shall not be payable:

(a) for correspondence courses or private tuition, unless the staff member shows that the costs were incurred as a result of expatriation or change of duty station;

(b) for apprenticeships not requiring formal schooling.

302.3.146 The education grant shall not be payable for educational expenses covered from scholarships, grants, education grants paid by the employer of the staff member's spouse, State, local government or other sources and from the medical insurance plans of the Organization.

302.3.148 Education travel under [Staff Regulation 301.3.36](#) shall be payable to staff eligible to receive the lump sum for boarding assistance only and when the child has attended or is expected to attend an educational institution for at least two-thirds of a scholastic year, provided that:

(a) the total travel expenses shall not exceed those payable for travel between the duty station and the recognized place of residence in the home country;

(b) the expenses shall not include terminal expenses or daily subsistence allowance;

(c) no travel shall be authorized where it is clearly unreasonable.

302.3.148 The education grant under [Staff Regulation 301.3.31\(b\)](#) shall be payable to staff in the Professional and higher categories and to General Service staff, who, following an assignment of one year or more of expatriate service, are reassigned to their recognized home country for a further period of service. The entitlement shall be granted for the balance of the scholastic year in course, not exceeding one full scholastic year, after return from expatriate service.

302.3.15 Reimbursement of Income Taxes--header

302.3.151 The policy of the Organization is to equalize the salaries of staff members by reimbursing the minimum legally-due income tax on a staff member's FAO-derived income.

302.3.152 The Organization does not assume responsibility for the reimbursement of any income, property or sales taxes levied by states, cities or other political subdivisions within a country, except as otherwise provided in the FAO Administrative Manual.



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302.3.153 Limitation of Reimbursement. Staff members who are entitled to the reimbursement of income tax under their terms of appointment shall be reimbursed the minimum income tax legally payable and actually paid on their FAO-derived income. The amount thus reimbursable shall be calculated on the basis of the difference between (a) the minimum income tax legally payable on all taxable sources of income including the FAO-derived income and (b) the minimum income tax that would have been legally payable, if, for the purposes of the calculation of tax, no account was to be taken of the FAO-derived income. In both calculations account will be taken of all exemptions, deductions and credits allowed under the laws and regulations of the jurisdiction concerned.

302.3.154 Responsibility of Staff Member

302.3.1541 All staff members are individually responsible for meeting their obligations for filing of tax returns, making tax payments when due, and for compliance with applicable income tax laws and regulations creating exemptions from the levy or payment of income tax.

302.3.1542 Staff members are required to:

(a) furnish to the Organization all information regarding their income tax liability and the responsibility to be assumed by the Organization;

(b) establish their tax-exempt status as soon as they can qualify; file tax refund claims as soon as they become entitled to do so; and, on recovery of tax and interest, if any, repay immediately to the Organization the amount of tax which it had originally reimbursed, plus applicable interest, if any, paid by the government.

302.3.1543 Since the Organization reimburses only the minimum legally-due tax, it does not reimburse tax levied or paid because of a staff member's failure to take the appropriate steps in accordance with Staff Rules [302.3.1541](#) and [302.3.1542](#).

302.3.1544 A former staff member who has paid tax on FAO-derived earnings and who has received tax reimbursement from FAO, who becomes qualified for tax exemption on all or part of such income after separation from FAO, is required to take similar action as under Staff Rules [302.3.1541](#) and [302.3.1542](#).

302.3.16 Salary, Payments and Advances--header

302.3.161 Currency of Payments

302.3.1611 Except when otherwise authorized, emoluments of staff members in the Professional and higher categories may be paid in two allotments only, duty station allotment (which must always be in the duty station currency) and selected currency allotment, under the conditions set forth in the FAO Administrative Manual.

302.3.1612 Staff members in the General Service category shall be paid in the currency of their duty station. Staff members who fall within the definition of [Staff Rule 302.4.631](#) may receive up to 100 percent of their emoluments in the currency of their home country to be paid in their home country.

302.3.1613 Salary payments during periods of home leave shall be made in the currency of the staff member's home country on request.

302.3.162 Advances

302.3.1621 Salary advances may be authorized, upon adequate written justification, under the following circumstances and conditions:



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(a) upon departure for extended official travel or for approved leave involving absence from the duty station for one or more pay days, in the amount that would fall due for payment during the anticipated period of absence;

(b) when staff members fail to receive their regular payments through no fault of their own, in the amount due;

(c) upon separation, where final settlement of pay accounts cannot be made at the time of departure, subject to the advance not exceeding 80 percent of the estimated final net payments due;

(d) when a newly-appointed staff member arrives without sufficient funds, subject to the advance not exceeding two months' salary;

(e) upon change of duty station, subject to the advance not exceeding two months' salary.

302.3.1622 An advance may be authorized for other reasons if the request of the staff member is supported by a detailed justification in writing.

302.3.1623 Salary advances under Staff Rule 302.3.1622 shall be liquidated at a rate determined at the time the advance is authorized, commencing with the month following that in which the advance is made.

302.3.17 Claims and Payments--header

302.3.171 The right of a staff member to claim any allowance, grant or payment existing but unpaid, shall lapse two years after the date on which the entitlement arose.

302.3.172 The right of the Organization to claim from a staff member any overpayment made and received in good faith shall lapse two years after such overpayment was made.

302.3.173 Claims by staff members for entitlements not received, and by the Organization for the refund of overpayments, shall be submitted in writing.

302.3.174 Small Claims. For all claims other than those relating to payroll items and the cost of private telephone calls, the Organization takes no action to recover from staff members balances after advances received in amounts of USD 10.00 or less, or to pay such balances where these are USD 5.00 or less. Staff members wishing to file claims in such amounts are entitled to do so.

302.4 Chapter IV Appointment and Promotion

302.4.1 Letter of Appointment--header

STAFF RULES

302.4.1 Letter of Appointment. The letter of appointment addressed to every staff member contains expressly or by reference all the terms and conditions of employment. All entitlements of staff members are strictly limited to those contained expressly or by reference in their letters of appointment.

302.4.2 Effective Date--header

302.4.21 The appointment of staff members who at the time of initial appointment are not residing within commuting distance of the duty station shall take effect from the date on which they begin travel to assume



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their posts.

302.4.22 The appointment of staff members who at the time of initial appointment reside within commuting distance of the duty station shall take effect from the date on which they assume their posts.

302.4.3 Re-Employment--header

302.4.31 A former staff member who is re-employed shall be given a new appointment. If re-employment takes place within 12 months of separation from service or within any longer period following receipt of award of a UN Joint Staff Pension Fund disability benefit, this may, at the option of the Organization, be considered as reinstatement in accordance with the provisions of Staff Rule [302.4.32](#). In the event of a new appointment being granted, its terms shall be fully applicable without regard to any former period of service.

302.4.32 The services of a reinstated staff member shall be considered as having been continuous, and any monies received on account of separation, including termination indemnity under [Staff Rule 302.9.4](#), repatriation grant under [Staff Rule 302.9.6](#), and payment for accrued annual leave under [Staff Rule 302.9.8](#) shall be reimbursed to the Organization. The interval between separation and reinstatement shall be charged, to the extent possible and necessary, to annual leave, with any further period charged to special leave without pay. The staff member's entitlement to sick leave under [Staff Rule 302.6.2](#) at the time of separation shall be re-established; participation, if any, in the Joint Staff Pension Fund shall be governed by the Regulations of that Fund.

302.4.4 Notification by Staff Member--header

302.4.41 Staff members shall be responsible on appointment for supplying whatever information may be required for the purpose of determining their status under the Staff Regulations and Staff Rules or of completing administrative arrangements in connection with their appointments. Specifically, this requirement shall include information on nationality, passport and visa, marital status, dependency status, information relevant to home leave and designation of beneficiary. They shall be responsible also for promptly notifying the relevant Administrative Management Support Service/Unit, Human Resources Unit in writing of any subsequent changes affecting their status under the Staff Regulations and Staff Rules.

302.4.42 Staff members who intend to acquire a permanent residence status in any country other than that of their nationality, or other than that of their country of permanent residence as established for administrative purposes, shall notify the Organization of this intention before the change in residence status or in nationality becomes final.

302.4.43 A staff member who is arrested, charged with an offence other than a minor traffic violation, summoned before a court of law as a defendant in a criminal proceeding or convicted or imprisoned for any offence other than a minor traffic violation, shall immediately report the fact to the Director-General.

302.4.44 Staff members may at any time be required by the Organization to supply information concerning the facts anterior to their appointment and relevant to their suitability or concerning facts relevant to their integrity, conduct and service as a staff member.

302.4.5 Staff in Professional and Higher Categories.--header

302.4.5 [Staff in Professional and Higher Categories](#). All staff members in the Professional and higher categories with the exception of national professional officers, are considered to be internationally-recruited.

302.4.6 Staff in General Service Category--header



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302.4.61 Recruitment

302.4.611 Staff in the General Service Category. General Service staff recruitment shall be undertaken in accordance with the applicable provisions.

302.4.612 Recruitment of General Service staff shall not be subject to the system of geographical distribution.

302.4.62 Entitlements. Staff in the General Service category shall be entitled, in addition to salary, to other benefits, including annual and sick leave; participation in a partially-subsidized health insurance scheme; termination benefits; and, if otherwise eligible, language and dependency allowances.

302.4.63 Non-local Staff

302.4.631 Definition. A non-local staff member shall be a staff member in the General Service category who was recognized at 31 January 1975 as a non-local staff member under the Staff Rules then in force and has since remained in continuous service.

302.4.632 For particular entitlements of such staff see [Appendix A](#) to these Staff Rules.

302.4.7 Nationality--header

302.4.71 In the application of Staff Regulations and Staff Rules, FAO shall not recognize more than one nationality for each staff member.

302.4.72 When a staff member has been legally accorded nationality status by more than one State, the staff member's nationality for the purposes of the Staff Regulations and the Staff Rules shall be as follows:

302.4.721 with respect to nationality determinations made prior to 1 January 2011, the nationality of the State with which the staff member is, in the opinion of the Director, OHR, most closely associated, due regard being taken of the staff member's presentations; and,

302.4.722 with respect to nationality determinations made on or after 1 January 2011, the nationality of the State indicated by the staff member as his or her preference.

302.4.8 Family Relationships--header

302.4.81 Except where another person equally well qualified cannot be recruited, an appointment shall not be granted to a person who bears any of the following relationships to a staff member or other staff: father, mother, son, daughter, brother or sister.

302.4.82 Staff members who bear any of the relationships specified in Staff Rule [302.4.81](#), or who are spouses (husband or wife) of other staff members, shall not be assigned to posts one of which is subordinate to the other in the line of authority.

302.4.83 A staff member, who bears any of the relationships specified in 302.4.81 and 302.4.82, cannot participate in the process of reaching or reviewing an administrative decision affecting the status or entitlements of the staff member to whom there are related. Furthermore, a spouse cannot be involved in the recruitment process when one of the candidates is either husband or wife of the staff member.

302.4.84 If two staff members marry, the benefits, which accrue to them, shall be modified as provided in the relevant staff rules.



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302.4.85 For appointments of 12 months or more, the Office of Human Resources shall, upon submission of its recommendations to the Departmental/Regional committee(s), highlight any candidature(s) of a spouse(s) considered qualified for the post. In this regard, the Office of Human Resources should certify compliance with the established guidelines on spouse employment.

302.4.86 For short-term appointments and other temporary assignments, the proposed employment of a spouse will be subject to clearance by the Director of the Human Resources Management Division.

302.4.9 Promotion and Transfer--header

302.4.91 Promotion means the advancement of a staff member to a higher grade.

302.4.92 When a vacancy is to be filled in an established post of one year or more from G-2 to P-5 levels, it shall be advertised to the staff except when:

(a) the Director-General considers a staff member to have the requisite qualifications and experience and has therefore approved the placement and promotion of the staff member against a vacant post at a higher grade, in accordance with relevant policies and provisions;

(b) a staff member is transferred to a vacant post of the same or lower grade; or

(c) a candidate who has been subject to a staff selection procedure and was found to be qualified but not appointed to the specific post for which s/he originally applied is appointed to a post of the same or of a lower grade if the Director-General considers that the candidate meets the essential qualifications of the post;

(d) in the judgement of the Director, Office of Human Resources (OHR), a placement problem could be solved by the transfer of a staff member into the vacant post.

302.4.93 When a post becomes vacant, first consideration shall be given to the possibility of selecting a properly-qualified staff member. In considering the applications of staff members of comparable qualifications, preference shall be given to those who have successfully completed their probationary period.

302.4.10 Appointment--header

302.4.101 Continuing Appointment. A continuing appointment shall be an appointment without specified limit of time, subject to confirmation after a probationary period of one year, which may be extended to 18 months. A staff member whose appointment is converted from fixed-term to continuing and who has already served a probationary period does not serve a second probationary period.

302.4.102 Fixed-term Appointment. A fixed-term appointment shall be an appointment for a continuous period of one year or more and shall have a specified expiration date. Such an appointment is subject to a probationary period of one year, which may be extended to 18 months.

302.4.103 Short-term Appointment. A short-term appointment shall be an appointment for a period of less than one year, ending on a date specified in the letter of appointment.

302.4.11 Age Limits--header

302.4.111 Age Limits. Appointments shall not be granted to persons under 18 years of age or over the mandatory age of separation set out in the Staff Regulations.

302.4.12 Medical examination--header



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302.4.121 Appointment shall be dependent upon certification by the Organization's Chief Medical Officer, on the basis of the results of a medical examination, that the candidate's health meets the Organization's prescribed standards for employment. The form of this medical examination shall be in accordance with the standards prescribed by the Organization.

302.4.122 Where the Organization has reason to believe that staff members are or may be suffering from an ailment that could seriously affect the quality of their work or is likely to be prejudicial to their own health or well-being or that of others, the staff members may be required to satisfy the FAO Chief Medical Officer, by medical examinations, that they are free from any such ailment.

302.4.123 Staff members may be required to undergo such medical examinations and receive such inoculations as may be required by the FAO Chief Medical Officer before they go on, or after they return from, mission service.

302.4.13 Trial Period--header

302.4.13 Trial Period. Upon the recommendation of the division director or head of office, a candidate may be required to serve for a trial period not exceeding one year at one grade lower than the post to which appointment is to be made. A similar trial period may be required of a staff member before a promotion becomes effective.

302.5 Chapter V Annual and Special Leave

302.5.1 Annual Leave--header

STAFF RULES

302.5.11 Annual leave shall accrue at the rate of two and one-half working days per calendar month while the staff member is in full-pay status.

302.5.12 Annual leave may be taken in units of days and half days. All leave arrangements shall be subject to the exigencies of service, which may require that a staff member take leave at a time designated by the head of department or office thereof. Leave may be taken only when authorized, but the personal circumstances and preferences of the individual staff member shall, as far as possible, be considered.

302.5.13 A staff member is entitled and expected to take leave in the year in which it is earned.

302.5.14 Except as set out in the FAO Administrative Manual, annual leave may be accumulated up to a maximum of 60 days, provided that not more than 15 days of leave earned during the preceding 12 months shall be carried forward beyond the last day of February of any year. Leave credits in excess of these maxima on that date shall be forfeited.

302.5.15 A staff member may, in exceptional circumstances, be granted advance annual leave up to a maximum of two weeks, provided that service is expected to continue for the period necessary to accrue the leave so advanced.

302.5.2 Special Leave--header

302.5.21 Purpose. Special leave, with full or partial pay or without pay, may be authorized for training or research in the interest of the Organization, for extended illness, or for other important reasons for such periods as the Director, Human Resources Management Division may determine.



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302.5.22 Military Service. Staff members with confirmed appointments who are called upon to serve in the armed forces of the State of which they are a national or in which they reside whether for training or for active duty, may be granted special leave without pay for the duration of such military service, as provided in the FAO Administrative Manual.

302.5.23 Relation to Other Entitlements. Continuity of service shall not be broken by periods of special leave. Staff members shall not accrue service credits towards annual, sick or home leave, family visit, special entitlements in designated duty stations, salary increment, separation payments scheme, termination indemnity, or repatriation grant during any period of special leave with partial pay or without pay of 30 consecutive days or more. Periods of special leave of less than 30 consecutive days shall not affect the ordinary rates of accrual. Contributions to the Joint Staff Pension Fund during periods of special leave without pay or with partial pay shall be made in accordance with the Regulations of the Fund.

302.5.24 Unauthorized Absence. Any unauthorized and unjustified absence from duty shall be charged to special leave without pay, independently of any other action which may be taken under Chapter X of these Staff Rules.

302.5.3 Home Leave--header

302.5.3 Home Leave. Subject to the provisions of [Chapter VII](#) and [Appendix A](#) of these Staff Rules, staff members who are serving outside their home country and who are otherwise eligible shall be entitled once in every two years of qualifying service to visit their home country at the Organization's expense for the purpose of spending in that country a substantial period of leave.

302.5.31 Eligibility. Staff members shall be eligible for home leave if:

- (a) they are in the Professional and higher categories, or are General Service staff members falling within the definition of [Staff Rule 302.4.631](#) and while performing their official duties they continue to reside in a country other than that of which they are a national;
- (b) their service is expected to continue at least six months beyond the date of return from home leave; and
- (c) in the case of the first home leave, their service is expected to continue at least six months beyond the second anniversary of their date of appointment.

302.5.32 The Place of Home Leave shall be determined at the time of initial appointment or entitlement, in accordance with the following provisions:

302.5.321 Subject to such exceptions as may be authorized under Staff Rule [302.5.323](#), staff members' home countries for the purpose of this Rule shall be the countries of which they are treated as nationals under the provisions of [Staff Rule 302.4.7](#).

302.5.322 Staff members who have served with another public international organization immediately preceding their appointment shall have the place of their home leave determined as though their entire previous service with the other international organization had been with FAO.

302.5.323 In exceptional and compelling circumstances, a country other than the country of nationality may be designated as the home country for the purposes of this Staff Rule. A staff member requesting such designation must demonstrate that normal residence was maintained in such other country for a prolonged period preceding appointment. The provisions of this Staff Rule shall not apply to holders of more than one nationality recruited on or after 1 January 2011.



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302.5.324 The place within the staff member's home country which is to be recognized as the residence for home leave purposes throughout the period of service shall be the place of permanent residence at the time of appointment. However, in individual cases, some other place within the staff member's home country may be designated if the facts so warrant.

302.5.33 Accrual of Credit

302.5.331 Service credit towards home leave shall begin to accrue from the effective date of appointment for staff members whose eligibility under [Staff Rule 302.5.31](#) is established at that time. For staff members who, subsequent to appointment, acquire home leave entitlement as a result of change of duty station or promotion, service credit begins to accrue from the effective date of acquiring this entitlement.

302.5.332 An eligible staff member may take home leave once during every two-year period following the date of appointment or of acquiring entitlement; however, the first home leave shall fall due only after 18 months of qualifying service. Thereafter, except as provided in [Staff Rule 302.5.335](#), subsequent home leave shall fall due every two-year period of service following the second anniversary of the date of appointment or acquirement of entitlement.

302.5.333 In exceptional circumstances advance home leave may be authorized provided that not less than 12 months of qualifying service have been completed. The grant of advance home leave shall not advance the date of entitlement to subsequent home leaves.

302.5.334 If exceptional circumstances arising out of the exigencies of service make it necessary for a staff member's home leave to be postponed beyond the period in which it falls due, such delayed leave may be taken without altering the time of the next and succeeding home leave entitlements.

302.5.335 If, for reasons other than exigencies of service, a staff member delays taking home leave beyond the period in which it falls due, service credit for subsequent home leaves shall then accrue from the date of departure on the delayed home leave.

302.5.336 Staff members may be required to take home leave in conjunction with duty travel or change of duty station, due regard being paid to the interests of the staff member.

302.5.34 Time in Home Country. On returning from home leave a staff member may be required to furnish satisfactory evidence that a substantial period of leave was spent in the home country.

302.5.4 Family Visit--header

302.5.41 Staff members who are assigned to a duty station outside their home country for a period of one year or more, none of whose eligible family members resides with them at the duty station, shall be entitled, once in each year in which they are not eligible for home leave, to travel at the Organization's expense to visit them. Alternatively, this entitlement may be used, at the staff member's request, for a visit by the spouse at the duty station.

302.5.42 Entitlement to family visit shall be subject to the following limitations:

- (a) the staff member shall have completed at least 12 months' continuous service outside the home country;
- (b) the staff member's service shall be expected to continue at least six months beyond the date of return from family visit or arrival of the spouse at the duty station;
- (c) the staff member shall not have exercised any entitlement to travel of family members (except education travel) during the 12-month period prior to departure from the duty station or the arrival of the spouse at the



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duty station;

(d) the cost of travel shall not exceed that of a round-trip journey between the staff member's duty station and the place of residence recognized for home leave purposes;

(e) except for allowable travel time, any leave involved shall be charged to annual leave or to leave without pay.

302.5.43 The home leave provisions of these Staff Rules and of the FAO Administrative Manual shall apply *mutatis mutandis* to family visit.

302.6 Chapter VI Social Security

302.6.1 United Nations joint Staff Pension Fund--header

STAFF RULES

302.6.11 Eligibility. Staff members shall participate in the United Nations Joint Staff Pension Fund, in accordance with its Regulations and Rules as they may be amended from time to time (reproduced for information in Appendix A to Manual Section 341), provided that such participation is not excluded by the terms of their appointment.

301.6.2 Sick Leave--header

302.6.21 Staff members who are unable to perform their duties because of illness or injury, or whose attendance is prevented by public health requirements, shall be granted sick leave.

302.6.211 All certified sick leave requests must be referred to the Medical Service and to the immediate supervisor as set out in the Administrative Manual. Staff members shall be responsible for informing their supervisors as soon as possible of absences due to illness or injury.

302.6.212 Staff members appointed for less than one year shall be granted sick leave proportionate to their period of appointment at the rate of 24 working days per year.

302.6.213 Staff members whose past continuous service and unexpired term of appointment equal or exceed one year, but total less than three years, shall be granted sick leave up to three months on full salary and three months on half salary in any period of 12 consecutive months.

302.6.214 Staff members whose past continuous service and unexpired term of appointment equal or exceed three years shall be granted sick leave not exceeding 18 months in any four consecutive years. The first nine months shall be on full salary and the second nine months shall be on half salary.

302.6.215 When fixed-term appointments are extended solely in order to permit staff members to exhaust their sick leave entitlements, and by such extension the period of employment exceeds three years, the provisions of Staff Rule 302.6.214 shall not apply.

302.6.216 Except with the special approval of the Director, Human Resources Management Division, no staff member shall be granted sick leave for a period of more than three consecutive working days without producing a certificate of incapacity from a duly qualified medical practitioner stating the probable duration of incapacity. Except in circumstances beyond the control of the staff member, such certificate shall be sent to the division director or head of office concerned (with a copy to the Chief Medical Officer which, in addition, indicates the nature of the illness) not later than the end of the fourth working day following the



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initial absence from duty. Absences for uncertified sick leave, combined with absences for family-related emergencies, shall not exceed seven working days in any period of 12 months. Absences in excess of the number of days specified in this Staff Rule shall be deducted from the staff member's annual leave or, in the absence of sufficient annual leave, charged as special leave without pay.

302.6.217 When there is a difference of opinion on the medical facts regarding sick leave under these Rules, the Chief Medical Officer or the staff member may request that the matter be referred to a recognized medical institution designated by the Organization for advice. Further sick leave may be refused or the unused portion withdrawn if the physician designated by the recognized medical institution determines that the staff member is able to return to duty.

302.6.218 A staff member shall not, while on sick leave, leave the immediate area of the duty station without the prior approval of the Chief Medical Officer.

302.6.219 A staff member who, in the opinion of the head of department or office and the Chief Medical Officer is unfit for duty, may be directed to take sick leave.

302.6.22 When illness or injury occurs within a period of annual leave, including home leave, certified sick leave may be approved on production of appropriate medical certification. In such circumstances, a staff member shall request sick leave and submit supporting certification as soon as practicable, and in any event immediately on returning to duty.

302.6.23 Subject to [Staff Rule 302.5.23](#), the Director-General may grant special leave without pay to a staff member who has exhausted the sick leave permitted under these Rules.

302.6.24 Subject to [Staff Rule 302.5.23](#), the Director-General may grant special leave with partial pay to a staff member who, having exhausted the sick leave permitted under these Rules, performs part-time work during periods of ill health or injury.

302.6.25 The Director-General may also grant special leave with partial pay in other cases of temporary disability where the normal sick leave entitlement has been fully utilized and where the return to active duty of the staff member is anticipated within a reasonably early period. Special leave, with full or partial pay, may also be granted if, as a result of temporary disability, staff members have exhausted their sick leave entitlements and, after return to duty, require additional sick leave.

302.6.26 A staff member shall immediately notify the Chief Medical Officer if any case of contagious disease that needs quarantine occurs in the household or of any quarantine order affecting it. A staff member who is directed not to attend the office as a result of these circumstances shall receive full salary and other emoluments for the period of authorized absence (see also [Staff Rule 302.6.21](#)).

302.6.27 Entitlement to sick leave shall terminate on the date of termination of a staff member's appointment.

302.6.3 Maternity Leave--header

302.6.31 A female staff member holding a fixed-term or continuing appointment shall be entitled to maternity leave in accordance with the following provisions:

(a) maternity leave shall commence six weeks prior to the expected date of confinement, based on a medical certificate from a duly qualified medical practitioner indicating the expected date of confinement;

(b) the leave shall extend for a total period of sixteen weeks from the time it is granted, the post-confinement period being for a minimum of ten weeks;



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(c) however, if due to a miscalculation on the part of the medical practitioner as to the date of confinement the pre-confinement period is more than six weeks, the staff member will be allowed the minimum ten weeks of post confinement leave as provided in Staff Rule 302.6.31(b) above.

302.6.32 At the staff member's request, commencement of maternity leave may be authorized less than six weeks, but not less than two weeks before the expected date of confinement, provided the staff member furnishes a medical certificate from a duly qualified medical practitioner that she is fit for duty during such period. In such cases, the leave after confinement shall be extended accordingly.

302.6.33 The staff member shall receive full pay and allowances for the entire duration of her absence on maternity leave in accordance with Staff Rule 302.6.31 above.

302.6.4 Paternity Leave--header

302.6.41 A male staff member holding a fixed-term appointment or continuing appointment shall be entitled to paternity leave for the birth of a child, under the conditions set out in the relevant Administrative Manual.

302.6.42 Internationally-recruited staff assigned to a non-family duty station, holding a fixed-term appointment (with at least one year of service) or continuing appointment, shall be entitled to a maximum of eight weeks of paternity leave.

302.6.43 When both parents are FAO staff members and the mother is entitled to maternity leave, the father's entitlement to paternity leave shall not be curtailed.

302.6.44 Paternity leave may be taken at any time starting from one week before the estimated date of birth until the child has reached one year of age. It may be taken as a continuous period of four or eight weeks or it may be broken into two periods of equal or different duration amounting to the total granted. Paternity leave may also be taken in part-time form at 50% of the full-time scheduled work week.

302.6.45 The staff member shall receive full pay and allowances as well as the ordinary rates of accrual (e.g. annual leave, sick leave, home leave, etc.) for the entire duration of his absence on paternity leave, in accordance with Staff Rule 302.6.41. However, sick leave is not granted while a staff member is on paternity leave.

302.6.5 Compensation for death, Injury or illness attributable on Service--header

302.6.5 Compensation for death, Injury or illness attributable on Service

302.6.51 Staff members shall be entitled to compensation in the event of death, injury or illness attributable to the performance of official duties on behalf of the Organization.

302.6.52 The entitlement of staff members to such compensation shall be determined as specified in the FAO Administrative Manual.

302.6.6 Medical Travel--header

302.6.61 If the Chief Medical Officer considers that adequate medical or dental facilities are unavailable at a duty station away from Headquarters, the Director-General may authorize medical travel at the expense of the Organization for staff members whose recognized home is located outside the country of the duty station, and for the spouse and dependent children provided they reside at the duty station, from the duty station to



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the nearest place where such facilities are available, or to the home country, and return. Locally-recruited staff members for whom the Organization has not assumed a responsibility for relocation to or from the duty station, are expected to avail themselves of the medical facilities available locally. However, when an acute life-threatening medical emergency has occurred, medical evacuation will be considered for locally-recruited staff members and their spouse and dependent children when the available local facilities do not offer an adequate response to the medical emergency.

302.6.62 Travel may also be authorized for persons instructed by the Director-General to accompany the patient.

302.6.63 The Director-General may decide, after reviewing the circumstances, to charge medical travel to home leave, family visit or repatriation travel.

302.7 Chapter VII Travel and Removal Expenses

STAFF RULES

302.7.1 General Principals--header

302.7.11 Staff Members

302.7.111 As provided in the FAO Administrative Manual, the Organization shall pay the travel expenses of staff members in the following circumstances:

- a. on initial appointment:
 - i. for internationally-recruited staff when, at the time of appointment, they were not residing within commuting distance of the duty station;
 - ii. for other staff when, in the view of the Director, Office of Human Resources, such payment is required in order to recruit them;
- b. when required to travel on duty;
- c. on change of duty station as defined in [Staff Rule 302.1.3](#);
- d. on home leave or family visit in accordance with the provisions of [Staff Rules 302.5.3](#) and [302.5.4](#), as applicable;
- e. on medical travel in accordance with the provisions of [Staff Rule 302.6.5](#);
- f. except as provided in [Staff Rule 302.9.627](#) on separation from service for internationally-recruited staff and for other staff who received appointment travel under the provision of (a)(ii) above.
 - g. for any other reasons deemed as in the interests of the Organization by the Director-General (Executive Director of WFP for WFP staff [members](#)).

302.7.12 Family Members

302.7.121 As provided in the FAO Administrative Manual, the Organization shall pay the travel expenses of a staff member's spouse and dependent children in the following circumstances:

- a. on the initial appointment of the staff member, when at the time of appointment they were not residing



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within commuting distance of the duty station provided that the appointment is for one year or longer:

- b. following completion by the staff member of not less than one year of continuous service, if services are expected by the head of department or office to continue for more than six months beyond the date on which travel of the family members commences;
- c. on change of duty station, if the services of the staff member at the new duty station are expected by the head of department or office to continue for six months beyond the date on which travel of the family member commences;
- d. on home leave, in accordance with [Staff Rule 302.5.3](#), during the period of entitlement of the staff member;
- e. on education travel authorized under the provisions of [Staff Regulation 301.3.31](#) and [Staff Rule 302.3.14](#)
- f. on medical travel, in accordance with the provisions of [Staff Rule 302.6.5](#):
- g. on separation of the staff member from service; or in the event of death of the staff member (in which case travel of family members is paid to the same location and under the same provisions as were applicable to the staff member).

302.7.13 Loss of Entitlement to Return Transportation

302.7.131 Staff members whose resignation takes effect (i) before completing one year of service, or (ii) within six months following the date of return from home leave or family visit travel, or within six months of the arrival of the spouse at the duty station travelling under family visit entitlement, shall not be entitled to payment of return travel expenses for themselves or their family members.

302.7.132 Entitlement to return travel expenses shall cease if travel has not commenced within one year after the date of separation.

302.7.2 Authority for Travel--header

302.7.21 Before travel is undertaken it shall be authorized in writing.

302.7.22 A staff member shall be personally responsible for ascertaining that the proper authorization has been obtained before commencing travel.

302.7.3 Transportation--header

302.7.31 Cost of Transportation

302.7.311 Cost of transportation, i.e. carrier fare or automobile mileage, is paid or reimbursed by the Organization.

302.7.312 The liability of the Organization shall be limited to the cost of transportation and accommodation actually authorized and used.

302.7.32 Purchase of Tickets. Unless staff members are specifically authorized to make other arrangements, all tickets for transportation of themselves and their eligible family members shall be purchased by the Organization directly or through its authorized travel agents, in advance of the actual travel.



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302.7.33 Route, Mode and Standard of Transportation

302.7.331 Air transportation, by the most direct and economical regularly-scheduled route, is regarded as the normal mode for all official travel.

302.7.332 Notwithstanding Staff Rule [302.7.331](#), alternative modes of transportation for travel at the Organization's expense may be authorized for:

- a. appointment, repatriation, change of duty station, education, family visit travel or a combination of these types of travel with home leave or duty travel, at the request of the staff member concerned, subject to approval as set out in the FAO Administrative Manual;
- b. home leave travel, at the request of the staff member concerned, subject to approval as set out in the FAO Administrative Manual;
- c. duty travel, when approved by the head of department or office concerned, as either (i) preferred by the traveller or (ii) in the interests of the Organization;
- d. medical travel, when approved by the Chief Medical Officer.

302.7.333 When travel is approved under Staff Rules [302.7.332\(a\)](#) to [302.7.332\(c\)\(i\)](#), the traveller's travel costs, subsistence allowance and other entitlements, including travel time, are limited to those applicable for air travel as defined in the FAO Administrative Manual, unless there is no air service available or when in the opinion of the Director-General an alternative mode of transportation is in the best interests of the Organization.

302.7.334 When staff members travel on duty, appointment, change of duty station, repatriation or home leave by air, or mostly by air, and subject to the exigencies of service:

- a. if the scheduled time for the journey is between six and ten hours, they will not be required to commence duty within 12 hours of arriving at their destination;
- b. if the scheduled time is more than ten but not more than 18 hours, they will not be required to commence duty within 24 hours of arriving at their destination, or the Organization may grant a stopover not exceeding 24 hours. If the final stage of the journey exceeds six hours, they will not be required to commence duty within 12 hours of arrival;
- c. if the scheduled time of the journey exceeds 18 hours, the Organization allows either two stopovers, neither of which shall exceed 24 hours, or one stopover with a rest period not exceeding 24 hours on arrival at the destination.

Eligible family members travelling on appointment, change of duty station, repatriation or home leave by air may make stopovers under the same provisions as for the staff member.

302.7.335 When deviations are made from the approved travel plans, the Organization's liability shall be limited to the maximum expense and travel time which would have arisen had travel been carried out by the approved route, mode and standard of accommodation. If standards of accommodation used on any approved travel are lower than the approved entitlement, the calculation of costs to the Organization is based on the lower standard

302.7.34 Travel by Automobile. Travel by private automobile may be approved, at the request of the staff member, subject to the conditions laid down in the FAO Administrative Manual, and provided that the staff member holds adequate automobile insurance against damage or injury involving the persons or property of third parties, including passengers. The Organization accepts no liability for loss or damage to private automobiles used for the travel.

302.7.4 Daily Subsistence Allowance--header



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302.7.41 Regular Rates

302.7.411 Except during travel by sea and except as provided in Staff Rule [302.7.412](#), travellers at the Organization's expense receive an appropriate daily subsistence allowance, in accordance with a schedule of rates established periodically by the International Civil Service Commission. Such rates may be modified in accordance with Staff Rule [302.7.42](#).

302.7.412 No subsistence allowance is payable for travel on home leave or family visit travel; however, for travel by air, if the scheduled time for the journey is ten hours or more, a stopover en route not exceeding 24 hours may be taken and appropriate subsistence allowance claimed. In the case of extremely long air journeys additional stopovers may be permitted.

302.7.413 Daily subsistence allowance is not paid for any period of annual leave taken during travel status.

302.7.414 The appropriate daily subsistence allowance shall be paid for any days on which a staff member is required to perform official duties in connection with home leave or travel on home leave.

302.7.42 Special and Reduced Rates

302.7.421 The Organization may establish special and reduced rates of daily subsistence allowance:

- a. during such time as staff members are assigned to conferences or for extended periods of duty away from their duty station;
- b. during hospitalization, on the occasion of medical travel, as laid down in the FAO Administrative Manual.

302.7.422 Daily subsistence allowance shall continue to be paid during periods of sick leave while a staff member is on duty travel. However, if the traveller is hospitalized only one-third of the daily rate for the location is paid.

302.7.43 Expenses while in Transit

302.7.431 Daily subsistence allowance, as provided under [Staff Rule 302.7.41](#), is not payable during travel by sea. A staff member authorized to travel by sea receives, except on home leave, family visit, and education travel, a sea transit allowance, computed as 7.50 percent of the basic fare for the staff member himself and 50 percent of this amount for each eligible member of the family. The sea transit allowance is intended to cover such expenditures as are generally incurred on board.

302.7.432 When the authorized mode of transportation is by air, full daily subsistence allowance is payable for the time spent in transit on duty travel, and travel on appointment, change of duty station and repatriation, subject to the conditions laid down in [Staff Rule 302.7.33](#).

302.7.433 When the authorized mode of travel is by surface means other than ship, daily subsistence allowance is payable for allowable travel time on duty travel and travel on appointment, change of duty station and repatriation.

302.7.5 Additional travel expenses--header

302.7.51 Subject to other provisions (e.g. those governing home leave and education travel), the following travel expenses, in addition to subsistence allowance and transportation cost, are paid or reimbursed by the Organization:

- a. terminal expenses;



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- b. authorized excess baggage expenses;
- c. baggage insurance in amounts specified by the Organization;
- d. necessary miscellaneous expenses incurred during travel and documented where possible.

302.7.52 Staff members shall exercise the same care in incurring expenses that a prudent person would exercise if travelling on personal business.

302.7.53 Excess Baggage

302.7.531 Excess baggage is any baggage not carried free of charge by transportation companies.

302.7.532 Charges for excess baggage and for shipments of personal effects in amounts authorized by the Organization may be reimbursed for travel on appointment, change of duty station or repatriation, on duty, or on home leave, and only when authorized prior to commencement of travel.

302.7.533 Where the charges for excess baggage which have been incurred exceed those authorized, they may be reimbursed only if, in the opinion of the Director-General, the circumstances were exceptional and warrant such reimbursement.

302.7.54 Baggage Insurance. The Organization provides insurance of personal effects (carried as baggage) of a staff member, the spouse and dependent children, as provided in the FAO Administrative Manual.

302.7.55 Miscellaneous Expenses

302.7.551 Necessary miscellaneous expenses incurred by a staff member in connection with the transaction of official business or in the performance of authorized travel are reimbursable by the Organization after completion of the travel.

302.7.552 The necessity and nature of the expenses shall be satisfactorily explained and supported by proper receipts, which shall normally be required for any expenditure in excess of USD 5.00.

302.7.553 Advance authorization shall be obtained to the extent practicable.

302.7.56 Travel Claims

302.7.561 The Organization may reject any claim for payment or reimbursement of travel or removal expenses incurred by a staff member in contravention of any provisions of these Rules, or which are not provided for by these Rules.

302.7.562 Travel claims are normally settled in the currency either of the duty station or of the staff member's home country. However, they may also be settled in another currency selected by the traveller as provided for in the FAO Administrative Manual.

302.7.57 Travel advances. Staff members authorized to travel shall provide themselves with sufficient funds for all current expenses by securing an advance of funds if necessary. The estimated reimbursable travel expenses may be advanced to a staff member or to the spouse or to dependent children for expenses authorized under these Rules, pending final settlement on completion of travel and submission of claims for travel expenses.

302.7.6 **Illness, Accident or Death--header**

302.7.61 Reimbursement of Hospital and Medical Expenses



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302.7.611 The Organization pays or reimburses reasonable hospital and medical expenses, insofar as these are not covered by other arrangements, which may be incurred by a staff member who is injured or who becomes ill while in travel status.

302.7.612 For sickness not directly a result of employment by the Organization, claims of less than USD 5.00 are not reimbursed.

302.7.62 Transportation of Decedents

302.7.621 Upon the death of a staff member, or death of the spouse or that of dependent children, whom the Organization is obligated to repatriate, the Organization shall pay the expenses of transportation of the body from the duty station. Should the staff member or the family prefer to have the body buried at the duty station, the Organization shall pay the costs of local transportation.

302.7.622 If death occurs while in travel status, the Organization shall pay expenses to the place to which the staff member or the family members were entitled to return transportation under [Staff Rules 302.7.11](#) and [302.7.12](#).

302.7.623 These expenses shall include reasonable costs for preparation of the body, up to the maximum specified in the FAO Administrative Manual.

302.7.7 Removal of Household Goods and Shipment of Private Automobiles--header

302.7.71 Entitlements. Subject to the detailed provisions set out in the FAO Administrative Manual, specifically in [Manual Section 420](#) - Shipment of Personal and Household Effects and Private Automobiles and Removal of Household Goods - the Organization shall pay expenses in connection with the removal of a staff member's household goods as follows:

- a. upon appointment for a period of two years or longer of a staff member in the Professional and higher categories, or if service is expected to be extended at least two more years, provided that the staff member was not residing within commuting distance of the duty station at the time of recruitment;
- b. upon change of duty station, if it is expected that the staff member will remain at the new duty station for a period of two years or longer; if a shorter period is involved, the Director, Office of Human Resources, shall determine a reasonable maximum of personal property which may be moved or stored at the Organization's expense;
- c. upon separation from service of staff members in the Professional and higher categories who had an appointment for a period of two years or longer or had completed two years of continuous service, or of General Service staff falling under the definition of [Staff Rule 302.4.631](#), or of staff members who were entitled to removal of household goods under the provision of (b) above.

302.7.72 Customs Duties. In countries where customs duties are levied, a staff member may be reimbursed upon presentation of the proper receipts for such duties on furniture and effects for which the Organization pays the shipping expenses. With respect to responsibility for bearing the cost of customs duty on importation of furniture and effects into Italy, the time limitations are those set forth in the FAO Administrative Manual. The Organization does not bear the cost of any customs duties levied in connection with the return of furniture and effects to the staff member's home country upon repatriation.

302.7.73 Privately-Owned Automobiles. The costs of shipment of privately-owned automobiles of staff members may be reimbursed as provided in the FAO Administrative Manual.

302.7.74 Loss of Entitlement

302.7.741 A staff member who resigns within two years after becoming entitled to removal of household



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goods shall not be entitled to payment of removal expenses on separation from service under [Staff Rule 302.7.71\(c\)](#), except when specifically authorized by the Organization.

302.7.742 Entitlement to removal expenses under [Staff Rules 302.7.71\(a\)&\(b\)](#) shall cease when the staff member's services are not expected to continue for more than six months beyond the proposed date of arrival of the household goods and effects.

302.7.743 Entitlement to removal expenses on separation from service shall cease if the removal has not commenced within one year after the date of separation.

302.8 Chapter VIII Staff Relations

302.8.1 Recognized Staff Representative Bodies--header

STAFF RULES

302.8.1 Recognized Staff Representative Bodies. Membership of these bodies is voluntary and is governed by their respective statutes. The following staff representative bodies have been recognized by the Director-General:

- a. the Association of Professionals in FAO (AP-in-FAO);
- b. the Union of General Service Staff (UGSS).

302.8.2 Consultation--header

302.8.2 Consultation. Consultation and negotiation between the Director-General and recognized staff representative bodies shall be carried out in accordance with [Staff Regulations 301.8.1](#) to [301.8.13](#) and the recognition agreements in force with the body or bodies concerned.

302.8.3 Consultation on Draft Instructions--header

302.8.3 Consultation on Draft Instructions. Except in emergency situations, the Director-General shall, before issuing administrative instructions or directives on matters relating to terms and conditions of employment or affecting the welfare of the staff, consult the recognized staff representative body or bodies concerned and shall take due account of their comments.

302.9 Chapter IX Separation from Service

302.9.1 Termination--header

STAFF RULES

302.9.111 Definition. A termination within the meaning of the Staff Regulations is a separation initiated by the Organization, other than retirement on pension or full compensation for age or disability and other than summary dismissal for serious misconduct.

302.9.112 Criteria for Preference in Retention. If the necessities of service require that the appointments of staff members be terminated as a result of abolition of posts reasonable efforts shall be made to reassign, staff members with continuing appointments subject to the availability of suitable posts in which their services can



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be effectively utilized. The paramount consideration is the need to secure the highest standards of efficiency, competence and integrity with due regard to the performance, qualifications and experience of the staff member concerned.

302.9.2 Termination for Health Reasons--header

302.9.21 Incapacity for Further Service. The appointment of staff members who have not attained the mandatory age of retirement established in the Staff Regulations, but whose physical or mental condition or extended illness render them incapacitated for further service, may be terminated after exhaustion of any sick leave entitlement.

302.9.22 Physical or Mental Limitations. The appointment of staff members who have neither attained the mandatory age of retirement established in the Staff Regulations nor become incapacitated for further service, but who have physical or mental limitations which render them unable to perform the duties currently assigned to them, may be terminated at any time if no other post commensurate with their professional qualifications and current health condition is vacant within the Organization.

302.9.23 Before a final decision to terminate the appointment of a staff member under Staff Rule [302.9.21](#) or [302.9.22](#) is taken, the staff member may request that a medical board be convened to advise the Director-General on the medical aspects of the case. If this right is exercised, any appeal filed through the machinery established under Chapter XI of these Rules shall be restricted to the legal and procedural aspects of the case, to the exclusion of the medical aspects, on which the Director-General's decision shall be deemed to be final.

302.9.3 Notice of Termination--header

302.9.31 A staff member whose confirmed continuing appointment is to be terminated shall be given not less than three months' written notice of such termination.

302.9.32 A staff member whose continuing appointment is to be terminated before confirmation shall be given not less than 30 days' written notice of such termination.

302.9.33 A staff member whose fixed-term appointment is to be terminated shall be given not less than 30 days' written notice of such termination or such notice as may otherwise be stipulated in the letter of appointment.

302.9.34 In lieu of the notice period, the Director-General may authorize compensation calculated on the basis of the salary and allowances which the staff member would have received had the date of termination been at the end of the notice period.

302.9.4 Termination Indemnity--header

302.9.41 Length of Service

302.9.411 Length of service shall be deemed to comprise the total period of a staff member's continuous service with the Organization regardless of the type of appointment, except for service as a part-time consultant or as a short-term staff member paid a daily all-inclusive salary rate.

302.9.412 The provisions of [Staff Regulation 301.15.75](#) shall not apply to staff members whose appointments are terminated, even though they are eligible for retirement benefits under the Pension Fund Regulations at the time of separation.



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302.9.413 A staff member's service with the United Nations or a specialized agency prior to transfer to the Organization may be regarded as part of full-time continuous service with the Organization, provided that the releasing organization or agency maintains a reciprocal transfer agreement.

302.9.5 Resignation--header

302.9.51 A resignation within the meaning of the Staff Regulations is a separation initiated by a staff member.

302.9.52 Unless otherwise specified in their letters of appointment, three months' written notice of resignation shall be given to the head of department or office, by staff members having continuing appointments and 30 days written notice of resignation by those having fixed-term appointments.

302.9.53 The head of department or office may accept resignations on shorter notice or waive the requirement completely. If a resignation is submitted without such notice, a deduction is made from accumulated annual leave to cover the remainder of the required notice period.

302.9.6 Repatriation Grant--header

302.9.6 Repatriation Grant. Payment of repatriation grant under [Staff Regulations 301.9.4](#) and [301.16](#) shall be subject to the following definitions and conditions:

302.9.61 Definitions

302.9.611 "Obligated to repatriate" as used in [Staff Regulation 301.16](#) shall mean the obligation to return a staff member, the spouse and the dependent children, upon separation, at the expense of the Organization, to a place outside the country of the duty station (see [Staff Rule 302.7.13](#)).

302.9.612 "Home country" as used in [Staff Regulation 301.16.2](#) shall mean the country of home leave entitlement under [Staff Rule 302.5.3](#) or such other country as the Director, Human Resources Management Division, may determine.

302.9.613 "Lower rate" shall mean the number of weeks indicated in [Staff Regulation 301.16](#) as payable to a staff member with neither a spouse nor dependent child at the time of separation; "higher rate" shall mean the number of weeks indicated therein as payable to a staff member with a spouse or dependent child at the time of separation.

302.9.62 Conditions

302.9.621 Payment of repatriation grant shall be subject to provision by the former staff member of evidence of relocation away from the country of the last duty station.

302.9.622 Notwithstanding [Staff Rule 302.9.621](#) staff members already in service before 1 July 1979 shall retain entitlement to repatriation grant proportionate to the years and months of service qualifying for the grant which they had already accrued at the date without the necessity of production of evidence of relocation; the exercise of any additional entitlement accrued after that date shall, however, be subject to such evidence.

302.9.623 Payment of the grant may be claimed by the former staff member within two years of the effective date of separation.

302.9.624 When both husband and wife are staff members and both are eligible to receive a repatriation



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grant, their individual entitlements shall be governed by the following provisions:

- (a) when neither the husband nor the wife has dependent children, each shall be entitled to payment of a repatriation grant at the lower rate calculated in accordance with Staff Regulation
- (b) when dependent children are recognized, and one parent receives dependency benefits in respect of such children, payment of a repatriation grant at the higher rate may be claimed; the other parent may claim payment of a repatriation grant at the lower rate;
- (c) the higher rate of repatriation grant shall not be paid in respect of a spouse who was previously a staff member and received a repatriation grant upon separation, nor shall it be paid more than once in respect of the same dependent children.

302.9.625 When staff members who have been serving at duty stations away from their home country are transferred for service with the Organization in their home countries:

- (a) their accrued entitlement to repatriation grant (up to a maximum of 12 years) is reduced by one year for each completed six months of service in the home country, but
- (b) in the event of reposting abroad, their reduced entitlement is restored at the rate of one year for each completed six months of service abroad, until such time as the full previous entitlement is restored; thereafter their entitlement increases at the normal rate until the maximum of 12 years is reached.

302.9.626 No payments shall be made to staff members who assume the nationality of the country of their duty station, nor to staff members who abandon their post or are summarily dismissed.

302.9.627 The Organization has no obligation to repatriate staff members who assume the nationality of the country of their duty station. For dual nationality resulting from marriage, entitlement to the grant ceases if the nationality of the duty station was obtained, with exceptions permissible where such nationality is obtained automatically.

302.9.628 Loss of entitlement to payment of return travel expenses under [Staff Rule 302.7.13](#) shall not affect a staff member's eligibility for payment of the repatriation grant.

302.9.629 Upon the death of an eligible staff member, payment shall be made only to the surviving spouse or to any surviving dependent child meeting all other conditions for payment of the grant, whom FAO is obligated to repatriate, or to the legal representative of such persons. If there is one such person to whom the grant is payable, payment shall be made at the lower rate; if there are two or more, payment shall be made at the higher rate.

302.9.7 Expiration of fixed-term appointment--header

302.9.7 Expiration of fixed-term appointment. A fixed-term appointment shall expire automatically and without prior notice on the expiration date specified in the letter of appointment. Separation as a result of the expiration of any such appointment shall not be regarded as a termination of appointment within the meaning of the Staff Regulations and Staff Rules.

302.9.8 Commutation of accrued Annual Leave--header

302.9.8 Commutation of Accrued Annual Leave. If, upon separation, a staff member has an accrued annual leave credit, compensation for the period of such accrued leave shall be paid in lieu thereof, subject to maximum limits as set forth in the FAO Administrative Manual.



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302.9.9 Restitution of Advance Annual Leave--header

302.9.9 Restitution of advance Annual Leave. Upon separation, a staff member who has taken advance annual leave beyond that which was subsequently accrued shall make restitution for such advance leave by means of a cash refund, or an offset against monies due from the Organization, equivalent to the remuneration received, including allowances and other payments in respect of the advance leave period.

302.9.10 Effective Date--header

302.9.10 Effective Date. The effective date of separation shall be the day on which it is calculated staff members are able to reach their recognized home by an authorized route if they depart immediately after release from their duties.

302.9.11 Certification of service--header

302.9.11 Certification of Service. Staff members who so request shall, on leaving the service of the Organization, be given a statement setting out the nature of their duties and the length of service. On their written request, the statement shall also refer to the quality of their work and their conduct in the performance thereof.

302.9.12 Death Grant--header

302.9.121 Upon the death of a staff member holding an appointment of one year or more, or having completed at least one year of service, a non-pensionable grant shall be paid to the surviving spouse or any surviving dependent children thereof, or to the legal representative of such children, or to the staff member's secondary dependants. Payment shall be based upon completed years and, on a pro-rata basis, completed months, of continuous service in accordance with the following schedule:

- 3 years or less 3 months
- 4 years 4 months
- 5 years 5 months
- 6 years 6 months
- 7 years 7 months
- 8 years 8 months
- 9 years or more 9 months

302.9.122 The grant shall be calculated, at time of death, on the basis of net base salary.

302.9.123 The grant shall be paid in a lump sum as soon after death as practicable.

302.9.13 Medical examination--header

302.9.13 Medical Examination. Staff members and other personnel who, under the provisions of [Staff Rule 302.4.121](#), are required to undergo a medical examination before appointment are also required on separation to undergo a medical examination meeting the Organization's standards.



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302 Amendments

THIS MANUAL SECTION WAS UPDATED EFFECTIVE 1 JANUARY 2017 TO REFLECT THE DECISIONS OF THE UNITED NATIONS GENERAL ASSEMBLY TO BE IMPLEMENTED ON 1 JANUARY 2017 AS OUTLINED IN RESOLUTION 70/244 (adopted by UNGA on 23 December 2015).

THIS MANUAL SECTION (and its Appendix D) WAS UPDATED EFFECTIVE 1 JULY 2016 TO REFLECT THE DECISIONS OF THE UNITED NATIONS GENERAL ASSEMBLY TO BE IMPLEMENTED ON 1 JULY 2016 AS OUTLINED IN RESOLUTION 70/244 (adopted by UNGA on 23 December 2015).

THIS MANUAL SECTION WAS UPDATED EFFECTIVE 2 OCTOBER 2015 (Rule 302.4.611 and 302.4.93).

THIS MANUAL SECTION WAS UPDATED EFFECTIVE 16 MAY 2015 TO REFLECT CHANGES IN THE EXCEPTIONS TO THE PROCESS OF ANNOUNCEMENT OF VACANCIES.

THIS MANUAL SECTION HAS BEEN UPDATED TO REFLECT THE CHANGES IN STAFF REGULATION 301.9.5 REGARDING THE MANDATORY AGE OF SEPARATION EFFECTIVE 1 JANUARY 2014.

In its resolution of 12 April 2013, (No. 67/257), the United Nations General Assembly endorsed the recommendation of the ICSC to raise the Mandatory Age of Separation to 65 for staff recruited on or after 1 January 2014. Revised Staff Regulation 301.9.5 introducing this change was endorsed by the Council at its 148th session in December 2013.

THIS MANUAL SECTION HAS BEEN UPDATED EFFECTIVE FROM 25 SEPTEMBER 2013.

THIS MANUAL SECTION HAS BEEN UPDATED EFFECTIVE FROM 14 JULY 2011.

THIS MANUAL SECTION HAS BEEN UPDATED EFFECTIVE FROM 1 JANUARY 2011.

MANUAL SECTIONS 302 AND 303 WERE ORIGINALLY ISSUED ON THE INTRANET UNDER TM4511 DATED 11 JULY 2002.

302 Appendices

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303.0 Chapter X Disciplinary Measures

STAFF RULES

303.0.1 Formal measures. Disciplinary measures imposed by the Director-General upon staff members whose conduct is unsatisfactory shall consist of written censure, suspension without pay, demotion, or dismissal for misconduct, provided that suspension pending investigation under [Staff Rule 303.0.3](#) shall not be considered a disciplinary measure.

303.0.2 Written censure. Written censure as provided under [Staff Rule 303.0.1](#) shall be distinguished from written or oral reprimand of a staff member by a supervisory official. Such written or oral reprimand shall not be deemed to be a disciplinary measure within the meaning of this Rule.

303.0.3 Suspension pending investigation. If a charge of misconduct is made against a staff member and the Director-General so decides, the staff member may be suspended from duty, with or without pay, pending investigation, the suspension being without prejudice to the rights of the staff member.

303.0.4 Suspension without pay as disciplinary measure. Staff members who are suspended without pay as a disciplinary measure under [Staff Rule 303.0.1](#) shall be removed from pay status during the period of such suspension and shall not accrue service credits towards annual, sick, home leave, family visit travel, salary increment, separation payments scheme, termination indemnity or repatriation grant during the period. If such staff members wish to continue medical insurance and participation in the United Nations Joint Staff Pension Fund during the period of suspension, they shall pay their own and the Organization's contributions thereto, subject to the Regulations and Rules of the UNJSPF.

303.1 Chapter XI Appeals

303.1.1 Appeals Committee--header

STAFF RULE

303.1.11 Purpose and Competence. The Appeals Committee shall advise the Director-General in cases of appeal by individual staff members regarding a grievance arising out of disciplinary action or arising out of an administrative decision, referred to in [Staff Regulation 301.11.1](#).

303.1.12 Questions of Efficiency. In cases of termination or other action on grounds of relative efficiency or of inefficiency, the Committee shall not consider the substantive question of efficiency, but only evidence that the decision has been motivated by prejudice or by some other extraneous factor.

303.1.13 Jurisdiction. The Committee shall determine its own jurisdiction in cases when its competence is in doubt.

303.1.14 General Recommendations. The Appeals Committee may make recommendations to the Director-General for changes in the procedures on appeals as set forth in these Staff Rules, or for amendments to, or changes in the interpretation or application of, provisions of these Staff Rules or the FAO Administrative Manual. Such recommendations may be communicated by the Director-General to recognized staff representative bodies, and to such joint administrative machinery as may be established in accordance with the provisions of [Staff Regulation 301.8.3](#).



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303.1.2 Composition of Appeals Committee--header

303.1.21 Membership. The Appeals Committee at Headquarters shall consist of five members as follows:

- a. a Chairman and two alternate Chairmen appointed by the Council;
- b. two members and five alternates nominated by the Director-General; and
- c. two members and five alternates elected by the staff.

303.1.22 Participation. Proceedings of the Committee shall require the presence of five members. The Chairman of the Appeals Committee may disqualify any member or alternate member from the consideration of a specific appeal on finding that such action is warranted.

303.1.23 Secretary. The Secretary and Assistant Secretary to the Appeals Committee shall be designated by the Director-General from among the staff members of the Organization.

303.1.3 Procedure of Appeals Committee--header

303.1.3 Procedure of Appeal Committee

303.1.31 Lodging of Appeal

303.1.311 Appeal to the Director-General. Staff members who wish to lodge an appeal regarding a grievance arising out of disciplinary action or arising out of an administrative decision which they allege to be in conflict, either in substance or in form, with the terms of their appointment or with any pertinent Staff Regulation, Staff Rule or administrative directive, shall state their case in a letter to the Director-General, through their head of department or office. The letter shall be despatched within 90 days from the date of receipt of the decision impugned. Staff members may request the Director-General to take a final decision on their appeal in accordance with [Staff Regulation 301.11.1](#). A reply from the Director-General shall constitute a final decision only if the appellant has received an express notification to that effect.

303.1.312 The time limit for a reply to an appeal lodged in accordance with [Staff Rule 303.1.311](#) shall be 45 days from the date on which the letter referred to therein was despatched in case of appeals of staff members serving at Headquarters, and 60 days for other staff members. If the staff member has requested the Director-General to render a final decision, the time limit shall be 90 days from the said date in all cases.

303.1.313 Appeal to the Appeals Committee. If staff members wish to appeal against the reply received from the Director-General, other than a reply constituting a final decision, or if no reply is received within the applicable time limit referred to in [Staff Rule 303.1.312](#), they may submit an appeal, in a Memorandum of Appeal, to the Chairman of the Appeals Committee, through the Secretary to the Committee.

303.1.314 The time limit for lodging the appeal referred to in [Staff Rule 303.1.313](#) shall be 30 days for staff members serving at Headquarters and 60 days for other staff members. The said time limits shall run from the date of receipt of the Director-General's reply, or from the expiration date of the time period referred to in [Staff Rule 303.1.312](#) if no reply has been received by that date.

303.1.32 Committee Proceedings

303.1.321 The proceedings shall normally begin within two weeks of receipt of either the last submission permitted, or the expiration of time for a submission, and shall proceed as rapidly as is consistent with a fair review of the issues being considered.

303.1.322 The Committee shall first consider whether the requirements of [Staff Rule 303.1.31](#) have been



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complied with. If any of these requirements have not been met, the Committee shall not, except insofar as provided otherwise in the FAO Administrative Manual, enter into the merits of the case.

303.1.33 Legal Assistance. Legal counsel shall be provided to the Committee upon its request.

303.1.34 Evidence and Access to Information

303.1.341 The Committee shall take any evidence which it considers relevant and shall have authority to call staff members and to examine any pertinent documents.

303.1.342 Staff members who lodge an appeal shall have access to all pertinent documents in their personnel files and any other documents considered by the Committee.

303.1.35 Confidential Documents. [Staff Rule 303.1.34](#) shall apply to documents received or originated by the Organization under conditions of confidentiality only to the extent laid down in the FAO Administrative Manual.

303.1.36 Representation. Subject to the provisions laid down in the FAO Administrative Manual, staff members may designate another staff member or a former staff member who is employed with another UN Organization or a UN pensioner to act as their counsel during the proceedings and, in particular, at hearings of the Appeals Committee.

303.1.37 Report. The Committee shall by majority vote adopt and submit a report to the Director-General. The report shall be considered as constituting a record of the proceedings in the appeal, and may include a summary of the matter as well as the Committee's recommendation. Any member of the Committee may have a dissenting opinion included in the report. The Committee shall submit its report to the Director-General within three weeks after completion of the hearings. The Committee may, however, extend this time limit in exceptional circumstances.

303.1.38 Decision. The final decision taken by the Director-General after consideration of the Committee's report, shall be transmitted to the appellant together with a copy of the Committee's report. When the appellant so requests in writing, copies of the Committee's report and of the Director-General's decision shall also be transmitted to the recognized staff body of which the appellant is a member. When the principal issues raised by an appeal relate to the terms and conditions of employment of the staff as a whole, the salient points of the appeal, and of the Committee's recommendation and the Director-General's decision, shall be communicated to the recognized staff bodies without identifying the appellant. Similarly, when such issues are relevant to the terms and conditions of employment of a particular category of staff, such a communication shall be forwarded to the recognized staff body which is representative of that category.

303.2 Chapter XII General Provisions

STAFF RULE

303.2.1 Gender of Terms. In the Staff Regulations, reference to staff members in the masculine gender shall apply equally to men and women, unless clearly inappropriate from the context.

303.2.2 Amendments and Exeptions

303.2.21 These Rules may be amended by the Director-General in a manner consistent with the Staff Regulations.

303.2.22 When the interests of the Organization so require, the Director-General may make individual



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exceptions to the provisions of the Staff Rules and of the FAO Administrative Manual, provided that such exceptions are not inconsistent with the Staff Regulations and that they are agreed to by the staff members directly affected and are, in the opinion of the Director-General, not prejudicial to the interests of any other staff member or group of staff members.

303.2.3 Financial Responsibility. Staff members may be required to reimburse the Organization either partially or in full for any financial loss suffered as a result of their negligence or of their having violated any regulation, rule or administrative procedure.

303.2.4 Liability Insurance

303.2.41 Staff members who own motor cars and other mechanically-propelled vehicles shall carry public liability and property damage insurance in an amount adequate to insure them against claims arising from injury or death to other persons, or from damage to the property of others, caused by their vehicle.

303.2.42 Staff members who drive motor cars and other mechanically-propelled vehicles shall satisfy themselves that the owner of the vehicle has the appropriate insurance coverage as under [Staff Rule 303.2.41](#) and that such insurance extends to the staff member driving the vehicle.

303.2.5 Beneficiaries

303.2.51 At the time of appointment each staff member shall nominate a beneficiary or beneficiaries in writing on a prescribed form. It shall be the responsibility of the staff member to notify the relevant Administrative Management Support Service/Unit of any revocations or changes of beneficiaries.

303.2.52 In the event of the death of a staff member, all amounts standing to the credit thereof will be paid to the nominated beneficiary or beneficiaries of the staff member subject to application of the Staff Rules and of the United Nations Joint Staff Pension Fund Regulations. Such payments shall afford the Organization a complete release from all further liability in respect of any sum so paid.

303.2.53 If a nominated beneficiary does not survive or if a designation of beneficiary has not been made or has been revoked, the amount standing to the credit of staff members will upon their death, be paid to their estate.

303.2.6 Service evaluation Reports . The service of a staff member shall be the subject of evaluation reports made from time to time by the supervisor. Such reports, which shall be shown to the staff member, shall form a part of the staff member's permanent cumulative record.

303.2.7 Proprietary rights. All rights, including title, copyright and patent rights, in any work produced by staff members as part of their official duties shall be vested in the Organization.

303.2.8 Definitions. "Commuting distance" means the distance within which staff members can conveniently travel daily between their place of work and their residence usually in a suburban area.

303.2.8 Definitions. For the purposes of the Staff Regulations and Staff Rules:

"commuting distance" means the distance within which staff members can conveniently travel daily between their place of work and their residence usually in a suburban area;

"continuous service" means uninterrupted service with the Organization. Continuity of service shall not be



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deemed to be broken by periods of special leave with partial pay or without pay, or of suspension from duty without pay, but any period of 30 consecutive days or more in such status shall not be credited as service for purposes of calculating indemnities, benefits or the amount of the repatriation grant. For eligibility to participate in the Pension Fund, "continuous service" means service without an interruption of more than 30 days between any two successive appointments;

"dependent child" means a child meeting any of the conditions laid down in [Staff Rule 302.3.135](#);

"head of department or office", unless otherwise indicated by the context, includes the department head, regional and subregional representative, director liaison offices or other officer of corresponding rank having operational responsibility for the organizational unit concerned, and any reference to any officer shall, unless otherwise indicated by the context, include any other officer acting therefore in the absence thereof or by delegated authority;

"family members" means a staff member's spouse or dependent children, or both;

"net base salary" shall be deemed to include any non-resident's allowance and language allowance to which a staff member in the General Service category is entitled, but shall not include any other allowance or emoluments.

303 Amendments

BOTH MANUAL SECTIONS [302](#) AND [303](#) WERE ORIGINALLY ISSUED ON THE INTRANET UNDER TM 4511 DATED 11 JULY 2002.



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304 Appendix A

This Manual Section has been updated effective date 1 January 2013--header

Appendix A

STANDARDS OF CONDUCT FOR THE INTERNATIONAL CIVIL SERVICE

Introduction

1. The United Nations and the specialized agencies embody the highest aspirations of the peoples of the world. Their aim is to save succeeding generations from the scourge of war and to enable every man, woman and child to live in dignity and freedom.

2. The international civil service bears responsibility for translating these ideals into reality. It relies on the great traditions of public administration that have grown up in member States: competence, integrity, impartiality, independence and discretion. But over and above this, international civil servants have a special calling: to serve the ideals of peace, respect for fundamental rights, economic and social progress, and international cooperation. It is therefore incumbent on international civil servants to adhere to the highest standards of conduct; for, ultimately, it is the international civil service that will enable the United Nations system to bring about a just and peaceful world.

Guiding principles

3. The values that are enshrined in the United Nations organizations must also be those that guide international civil servants in all their actions: fundamental human rights, social justice, the dignity and worth of the human person and respect for the equal rights of men and women and of nations great and small.

4. International civil servants should share the vision of their organizations. It is loyalty to this vision that ensures the integrity and international outlook of international civil servants; a shared vision guarantees that they will place the interests of their organization above their own and use its resources in a responsible manner.

5. The concept of integrity enshrined in the Charter of the United Nations embraces all aspects of an international civil servant's behaviour, including such qualities as honesty, truthfulness, impartiality and incorruptibility. These qualities are as basic as those of competence and efficiency, also enshrined in the Charter.

6. Tolerance and understanding are basic human values. They are essential for international civil servants, who must respect all persons equally, without any distinction whatsoever. This respect fosters a climate and a working environment sensitive to the needs of all. To achieve this in a multicultural setting calls for a positive affirmation going well beyond passive acceptance.

7. International loyalty means loyalty to the whole United Nations system and not only to the organization for which one works; international civil servants have an obligation to understand and exemplify this wider loyalty. The need for a cooperative and understanding attitude towards international civil servants of other

United Nations organizations is obviously most important where international civil servants of several organizations are serving in the same country or region.



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8. If the impartiality of the international civil service is to be maintained, international civil servants must remain independent of any authority outside their organization; their conduct must reflect that independence. In keeping with their oath of office, they should not seek nor should they accept instructions from any Government, person or entity external to the organization. It cannot be too strongly stressed that international civil servants are not, in any sense, representatives of Governments or other entities, nor are they proponents of their policies. This applies equally to those on secondment from Governments and to those whose services have been made available from elsewhere. International civil servants should be constantly aware that, through their allegiance to the Charter and the corresponding instruments of each organization, member States and their representatives are committed to respect their independent status.

9. Impartiality implies tolerance and restraint, particularly in dealing with political or religious convictions. While their personal views remain inviolate, international civil servants do not have the freedom of private persons to take sides or to express their convictions publicly on controversial matters, either individually or as members of a group, irrespective of the medium used. This can mean that, in certain situations, personal views should be expressed only with tact and discretion.

10. This does not mean that international civil servants have to give up their personal political views or national perspectives. It does mean, however, that they must at all times maintain a broad international outlook and an understanding of the international community as a whole.

11. The independence of the international civil service does not conflict with, or obscure, the fact that it is the member States that collectively make up — in some cases with other constituents — the organization. Conduct that furthers good relations with individual member States and that contributes to their trust and confidence in the organizations' secretariat strengthens the organizations and promotes their interest.

12. International civil servants who are responsible for projects in particular countries or regions may be called upon to exercise special care in maintaining their independence. At times they might receive instructions from the host country but this should not compromise their independence. If at any time they consider that such instructions threaten their independence, they must consult their supervisors.

13. International civil servants at all levels are accountable and answerable for all actions carried out, as well as decisions taken, and commitments made by them in performing their functions.

14. An international outlook stems from an understanding of and loyalty to the objectives and purposes of the organizations of the United Nations system as set forth in their legal instruments. It implies, *inter alia*, respect for the right of others to hold different points of view and follow different cultural practices. It requires a willingness to work without bias with persons of all nationalities, religions and cultures; it calls for constant sensitivity as to how words and actions may look to others. It requires avoidance of any expressions that could be interpreted as biased or intolerant. As working methods can be different in different cultures, international civil servants should not be wedded to the attitudes, working methods or work habits of their own country or region.

15. Freedom from discrimination is a basic human right. International civil servants are expected to respect the dignity, worth and equality of all people without any distinction whatsoever. Assumptions based on stereotypes must be assiduously avoided. One of the main tenets of the Charter is the equality of men and women, and organizations should therefore do their utmost to promote gender equality.

Working relations

16. Managers and supervisors are in positions of leadership and it is their responsibility to ensure a harmonious workplace based on mutual respect; they should be open to all views and opinions and make sure



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that the merits of staff are properly recognized. They need to provide support to them; this is particularly important when staff are subject to criticism arising from the performance of their duties. Managers are also responsible for guiding and motivating their staff and promoting their development.

17. Managers and supervisors serve as role models and they have therefore a special obligation to uphold the highest standards of conduct. It is quite improper for them to solicit favours, gifts or loans from their staff; they must act impartially, without favouritism and intimidation. In matters relating to the appointment or career of others, international civil servants should not try to influence colleagues for personal reasons.

18. Managers and supervisors should communicate effectively with their staff and share relevant information with them. International civil servants have a reciprocal responsibility to provide all pertinent facts and information to their supervisors and to abide by and defend any decisions taken, even when those do not accord with their personal views.

19. International civil servants must follow the instructions they receive in connection with their official functions and, if they have doubts as to whether an instruction is consistent with the Charter or any other constitutional instrument, decisions of the governing bodies or administrative rules and regulations, they should first consult their supervisors. If the international civil servant and supervisor cannot agree, the international civil servant may ask for written instructions. These may be challenged through the proper institutional mechanisms, but any challenge should not delay carrying out the instruction. International civil servants may also record their views in official files. They should not follow verbal or written instructions that are manifestly inconsistent with their official functions or that threaten their safety or that of others.

20. International civil servants have the duty to report any breach of the organization's regulations and rules to the official or entity within their organizations whose responsibility it is to take appropriate action, and to cooperate with duly authorized audits and investigations. An international civil servant who reports such a breach in good faith or who cooperates with an audit or investigation has the right to be protected against retaliation for doing so.

Harassment and abuse of authority

21. Harassment in any shape or form is an affront to human dignity and international civil servants must not engage in any form of harassment. International civil servants have the right to a workplace environment free of harassment or abuse. All organizations must prohibit any kind of harassment. Organizations have a duty to establish rules and provide guidance on what constitutes harassment and abuse of authority and how unacceptable behaviour will be addressed.

22. International civil servants must not abuse their authority or use their power or position in a manner that is offensive, humiliating, embarrassing or intimidating to another person.

Conflict of interest

23. Conflicts of interest may occur when an international civil servant's personal interests interfere with the performance of his/her official duties or call into question the qualities of integrity, independence and impartiality required by the status of an international civil servant. Conflicts of interest include circumstances in which international civil servants, directly or indirectly, may benefit improperly, or allow a third party to benefit improperly, from their association with their organization. Conflicts of interest can arise from an international civil servant's personal or familial dealings with third parties, individuals, beneficiaries, or other institutions. If a conflict of interest or possible conflict of interest does arise, the conflict shall be disclosed, addressed and resolved in the best interest of the organization. Questions entailing a conflict of interest can be very sensitive and need to be treated with care.

Disclosure of information



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24. International civil servants should avoid assisting third parties in their dealings with their organization where this might lead to actual or perceived preferential treatment. This is particularly important in procurement matters or when negotiating prospective employment. At times, international civil servants may, owing to their position or functions in accordance with the organization's policies, be required to disclose certain personal assets if this is necessary to enable their organizations to make sure that there is no conflict. The organizations must ensure confidentiality of any information so disclosed, and must use it only for defined purposes or as authorized by the international civil servant concerned. International civil servants should also disclose in advance possible conflicts of interest that may arise in the course of carrying out their duties and seek advice on mitigation and remediation. They should perform their official duties and conduct their personal affairs in a manner that preserves and enhances public confidence in their own integrity and that of their organization.

Use of the resources of United Nations organizations

25. International civil servants are responsible for safeguarding the resources of United Nations organizations which are to be used for the purpose of delivering an organization's mandate and to advance the best interests of the organization. International civil servants shall use the assets, property, information and other resources of their organizations for authorized purposes only and with care. Limited personal use of the resources of an organization, such as electronic and communications resources, may be permitted by the organization in accordance with applicable policies.

Post-employment restrictions

26. After leaving service with organizations of the United Nations system, international civil servants should not take improper advantage of their former official functions and positions, including through unauthorized use or distribution of privileged or confidential information; nor should international civil servants, including those working in procurement services and as requisitioning officers, attempt to unduly influence the decisions of the organization in the interest or at the request of third parties with a view to seeking an opportunity to be employed by such third parties.

Role of the secretariats (headquarters and field duty stations)

27. The main function of all secretariats is to assist legislative bodies in their work and to carry out their decisions. The executive heads are responsible for directing and controlling the work of the secretariats. Accordingly, when submitting proposals or advocating positions before a legislative body or committee, international civil servants are presenting the position of the executive head, not that of an individual or organizational unit.

28. In providing services to a legislative or representative body, international civil servants should serve only the interests of the organization, not that of an individual or organizational unit. It would not be appropriate for international civil servants to prepare for Government or other international civil service representatives any speeches, arguments or proposals on questions under discussion without approval of the executive head. It could, however, be quite appropriate to provide factual information, technical advice or assistance with such tasks as the preparation of draft resolutions.

29. It is entirely improper for international civil servants to lobby or seek support from Government representatives or members of legislative organs to obtain advancement either for themselves or for others or to block or reverse unfavourable decisions regarding their status. By adhering to the Charter and the constitutions of the organizations of the United Nations system, Governments have undertaken to safeguard the independence of the international civil service; it is therefore understood that Government representatives and members of legislative bodies will neither accede to such requests nor intervene in such matters. The proper method for an international civil servant to address such matters is through administrative channels; each organization is responsible for providing these.



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Staff-management relations

30. An enabling environment is essential for constructive staff-management relations and serves the interests of the organizations. Relations between management and staff should be guided by mutual respect. Elected staff representatives have a cardinal role to play in the consideration of conditions of employment and work, as well as in matters of staff welfare. Freedom of association is a fundamental human right and international civil servants have the right to form and join associations, unions or other groupings to promote and defend their interests. Continuing dialogue between staff and management is indispensable. Management should facilitate this dialogue.

31. Elected staff representatives enjoy rights that derive from their status; this may include the opportunity to address the legislative organs of their organization. These rights should be exercised in a manner that is consistent with the Charter of the United Nations, the Universal Declaration of Human Rights and the international covenants on human rights, and does not undermine the independence and integrity of the international civil service. In using the broad freedom of expression they enjoy, staff representatives must exercise a sense of responsibility and avoid undue criticism of the organization.

32. Staff representatives must be protected against discriminatory or prejudicial treatment based on their status or activities as staff representatives, both during their term of office and after it has ended. Organizations should avoid unwarranted interference in the administration of their staff unions or associations.

Relations with member States and legislative bodies

33. It is the clear duty of all international civil servants to maintain the best possible relations with Governments and avoid any action that might impair this. They should not interfere in the policies or affairs of Governments. It is unacceptable for them, either individually or collectively, to criticize or try to discredit a Government. At the same time, it is understood that international civil servants may speak freely in support of their organizations' policies. Any activity, direct or indirect, to undermine or overthrow a Government constitutes serious misconduct.

34. International civil servants are not representatives of their countries, nor do they have authority to act as liaison agents between organizations of the United Nations system and their Governments. The executive head may, however, request an international civil servant to undertake such duties, a unique role for which international loyalty and integrity are essential. For their part, neither Governments nor organizations should place international civil servants in a position where their international and national loyalties may conflict.

Relations with the public

35. For an organization of the United Nations system to function successfully, it must have the support of the public. All international civil servants therefore have a continuing responsibility to promote a better understanding of the objectives and work of their organizations. This requires them to be well informed of the achievements of their own organizations and to familiarize themselves with the work of the United Nations system as a whole.

36. There is a risk that on occasion international civil servants may be subject to criticism from outside their organizations; in keeping with their responsibility as international civil servants, they should respond with tact and restraint. It is the obligation of their organizations to defend them against criticism for actions taken in fulfilment of their duties.

37. It would not be proper for international civil servants to air personal grievances or criticize their organizations in public. International civil servants should endeavour at all times to promote a positive image of the international civil service, in conformity with their oath of loyalty.



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Relations with the media

38. Openness and transparency in relations with the media are effective means of communicating the organizations' messages. The organizations should have guidelines and procedures in place for which the following principles should apply: international civil servants should regard themselves as speaking in the name of their organizations and avoid personal references and views; in no circumstances should they use the media to further their own interests, to air their own grievances, to reveal unauthorized information or attempt to influence their organizations' policy decisions.

Use and protection of information

39. Because disclosure of confidential information may seriously jeopardize the efficiency and credibility of an organization, international civil servants are responsible for exercising discretion in all matters of official business. They must not divulge confidential information without authorization. International civil servants should not use information to personal advantage that has not been made public and is known to them by virtue of their official position. These obligations do not cease upon separation from service. Organizations must maintain guidelines for the use and protection of confidential information, and it is equally necessary for such guidelines to keep pace with developments in communications and other new technology. It is understood that these provisions do not affect established practices governing the exchange of information between the secretariats and member States, which ensure the fullest participation of member States in the life and work of the organizations.

Respect for different customs and culture

40. The world is home to a myriad of different peoples, languages, cultures, customs and traditions. A genuine respect for them all is a fundamental requirement for an international civil servant. Any behaviour that is not acceptable in a particular cultural context must be avoided. However, if a tradition is directly contrary to any human rights instrument adopted by the United Nations system, the international civil servant must be guided by the latter. International civil servants should avoid an ostentatious lifestyle and any display of an inflated sense of personal importance.

Security and safety

41. While an executive head assigns staff in accordance with the exigencies of the service, it is the responsibility of organizations to ensure that the health, well-being, security and lives of their staff, without any discrimination whatsoever, will not be subject to undue risk. The organizations should take measures to protect the safety of their staff and that of their family members. At the same time, it is incumbent on international civil servants to comply with all instructions designed to protect their safety.

Personal conduct

42. The private life of international civil servants is their own concern and organizations should not intrude upon it. There may be situations, however, in which the behaviour of an international civil servant may reflect on the organization. International civil servants must therefore bear in mind that their conduct and activities outside the workplace, even if unrelated to official duties, can compromise the image and the interests of the organizations. This can also result from the conduct of members of international civil servants' households, and it is the responsibility of international civil servants to make sure that their households are fully aware of this.

43. The privileges and immunities that international civil servants enjoy are conferred upon them solely in the interests of the organizations. They do not exempt international civil servants from observing local laws, nor



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do they provide an excuse for ignoring private legal or financial obligations. It should be remembered that only the executive head is competent to waive the immunity accorded to international civil servants or to determine its scope.

44. Violations of the law can range from serious criminal activities to trivial offences, and organizations may be called upon to exercise judgement depending on the nature and circumstances of individual cases. A conviction by a national court will usually, although not always, be persuasive evidence of the act for which an international civil servant was prosecuted; acts that are generally recognized as offences by national criminal laws will normally also be considered violations of the standards of conduct for the international civil service.

Outside employment and activities

45. The primary obligation of international civil servants is to devote their energies to the work of their organizations. Therefore, international civil servants should not engage, without prior authorization, in any outside activity, whether remunerated or not, that interferes with that obligation or is incompatible with their status or conflicts with the interests of the organization. Any questions about this should be referred to the executive head.

46. Subject to the above, outside activities may, of course, be beneficial both to staff members and to their organizations. Organizations should allow, encourage and facilitate the participation of international civil servants in professional activities that foster contacts with private and public bodies and thus serve to maintain and enhance their professional and technical competencies.

47. International civil servants on leave, either with or without pay, should bear in mind that they remain international civil servants in the employ of their organization and remain subject to its rules. They may, therefore, accept employment, paid or unpaid, during their leave only with proper authorization.

48. In view of the independence and impartiality that they must maintain, international civil servants, while retaining the right to vote, should not participate in political activities, such as standing for or holding local or national political office. This does not, however, preclude participation in local community or civic activities, provided that such participation is consistent with the oath of service in the United Nations system. It is necessary for international civil servants to exercise discretion in their support for a political party or campaign, and they should not accept or solicit funds, write articles or make public speeches or statements to the press. These cases require the exercise of judgement and, in case of doubt, should be referred to the executive head.

49. The significance of membership in a political party varies from country to country and it is difficult to formulate standards that will apply in all cases. In general, international civil servants may be members of a political party, provided its prevailing views and the obligations imposed on its members are consistent with the oath of service in the United Nations system.

Gifts, honours and remuneration from outside sources

50. To protect the international civil service from any appearance of impropriety, international civil servants must not accept, without authorization from the executive head, any honour, decoration, gift, remuneration, favour or economic benefit of more than nominal value from any source external to their organizations; it is understood that this includes Governments as well as commercial firms and other entities.

51. International civil servants should not accept supplementary payments or other subsidies from a Government or any other source prior to, during or after their assignment with an organization of the United



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Nations system if the payment is related to that assignment. Balancing this requirement, it is understood that Governments or other entities, recognizing that they are at variance with the spirit of the Charter and the constitutions of the organizations of the United Nations system, should not make or offer such payments.

Conclusion

52. The attainment of the standards of conduct for the international civil service requires the highest commitment of all parties. International civil servants must be committed to the values, principles and standards set forth herein. They are expected to uphold them in a positive and active manner. They should feel responsible for contributing to the broad ideals to which they dedicated themselves in joining the United Nations system. Organizations have the obligation to implement these standards through their policy framework, including rules, regulations and other administrative instruments. For their part, member States are expected, through their allegiance to the Charter and other constituent instruments, to preserve the independence and impartiality of the international civil service.

53. For these standards to be effectively applied, it is essential that they be widely disseminated and that measures be taken and mechanisms put in place to ensure that their scope and importance are understood throughout the international civil service, the member States and the organizations of the United Nations system.

54. Respect for these standards assures that the international civil service will continue to be an effective instrument in fulfilling its responsibilities and in meeting the aspirations of the peoples of the world.



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SECTION: 316 Short-Term Personnel

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316.1 Introduction

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316.1.1 General--header

STAFF REGULATION

301.13.6 Other personnel. The Director-General shall determine the salary rates and the terms and conditions of employment applicable to personnel specially engaged for conference and other short-term service or for service with a mission, to associate professional officers, to part-time personnel, to consultants, to field project personnel, to national professional officers and to personnel locally recruited for service in established offices away from Headquarters.

STAFF RULE

302.0.1 These Staff Rules implement the Staff Regulations approved by the Council. They apply in full to all staff members. Except as otherwise provided in the Administrative Manual or in their terms of appointment, they also apply to personnel engaged for conference and other short term services, to part-time personnel, field project personnel, national professional officers, associate professional officers and consultants.

316.1.11 This Manual Section sets out the general terms and conditions of employment applicable (in accordance with their terms of appointment) to persons engaged for periods of less than 12 months (short-term personnel) except for General Service personnel serving at field missions and projects (see [Manual Section 374](#), General Service Staff at Field Missions and Projects), consultants (see [Manual Section 317](#)), or PSA Subscribers (see [Manual Section 319](#))

316.1.12 The provisions of this Manual Section also serve as a guideline for non-FAO users of FAO conference facilities (when the recruitment of temporary personnel is involved), who are expected to apply FAO practices for employment purposes.

316.1.13 Manual Section 530, Conference Arrangements, contains the standards and procedures governing administrative arrangements for field and Headquarters sessions, including the budgetary aspects and the responsibilities of various organizational units.

316.1.14 While the Staff Regulations and the Staff Rules apply to short-term personnel only to the extent indicated therein or in this Manual Section, or in the specific terms of each individual appointment, such personnel are required to conform with the basic principles governing the duties and obligations of international civil servants as set out under Article I of the Staff Regulations.

316.1.15 The conditions of employment of free-lance conference interpreters, translators, revisers, editors and préciswriters are set out in Agreements concluded with the "Association internationale des Interprètes de Conférence" (AIIC), and the "Association internationale des Traducteurs de Conférence" (AITC). The texts of these Agreements are available from the Office of Human Resources (OHR).

316.1.2 Definitions--text



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For the purposes of this Manual Section:

(a) "locally-recruited" (applicable to Professional or General Service level short-term appointments) refers to persons who, at the time of their appointment, were residing within commuting distance of the duty station;

(b) "non-locally recruited" (applicable only to Professional level short-term appointments) refers to persons who, at the time of their appointment, were not residing within commuting distance of the duty station.

316.1.3 Delegation of Authority--text

316.1.31 Except as otherwise provided herein, delegation of authority has been conferred on Heads of Department and on Heads of Office to make determinations under this Manual Section (see [Manual Section 119](#)).

316.1.32 Authority has also been granted to offices outside Headquarters to take action locally on certain operational personnel matters under this Manual Section (see Manual [para. 119.3](#)).

316.1.33 Authority to make determinations under this Manual Section for provisions other than those covered by Manual paras. 316.1.31 and 316.1.32 above is delegated to the Director, Office of Human Resources.

316.2 Recruitment, Appointment and Separation

316.2.1 Establishment of Short-Term Posts other than for Conference Service--text

316.2.11 Requests for the establishment of a short-term post should be sent to the HR Officer, SSC, accompanied by a Post Description, who will ensure that the request is reviewed and approved, in accordance with prevailing delegated authorities.

316.2.12 Short-term posts are established to meet unforeseen demands, peak workloads, to cover temporary absences or vacancies on regular positions or as other emergency requirements for staff may arise.

316.2.2 Recruitment and Appointment--text

316.2.21 Short-term personnel are recruited for temporary periods of time, to cover temporary needs and vacancies as provided for in paragraph 316.2.12 above, and as such there is no expectation of extension of appointment or rehire under a short-term appointment. They may be recruited for posts at levels equivalent to those in the Professional or General Service categories or, for conference interpreters and translators, at special levels 1 [para. 316.1.15](#)).

316.2.22 Short-term appointments may not be granted to an individual who bears any of the following relationships to a staff member or other personnel of the Organization: father, mother, son, daughter, brother or sister.

316.2.23 The employment of a spouse of a staff member or other personnel of the Organization, as a short-term personnel, will be subject to clearance by the Director, OHR

316.2.24 For the purposes of spouse employment, the following criteria apply:

(a) the spouse shall not be under the same line of authority than his/her husband/wife;

(b) the spouse considered for employment should not work on the same programme/activities on which the



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husband/wife is already working as a staff member or other personnel of the Organization;

(c) the spouse shall not be involved in the recruitment process of his or her husband or wife;

(d) the decision to employ the spouse shall be made by the division without any influence or recommendation from the spouse's husband/wife; and, in cases where the spouse is being assigned to the same division, the following additional criteria shall apply;

(e) the spouse shall be selected following a competitive procedure whereby at least three other qualified candidates are considered for the same assignment and the spouse recommended for recruitment should be deemed the best qualified and most competent candidate; or,

(f) the recruitment of the spouse shall be recommended by an external institution for a project to be jointly executed with the Organization.

316.2.25 Short-term personnel, who are spouses of staff members or other personnel of the Organization, cannot be involved in the process of reaching or reviewing an administrative decision affecting the entitlements or status of the individual to whom they are related.

316.2.26 The Division Director/Head of Office submits the request to recruit a candidate to the HR Officer, SSC, along with all required supporting documentation. The HR Officer, SSC ensures that the request is reviewed and approved, in accordance with prevailing delegated authorities, and sends the offer of appointment to the selected candidate.

316.2.3 Medical Examinations--header

STAFF RULES

302.4.12 Medical examination

302.4.121 Appointment shall be dependent upon certification by the Organization's Chief Medical Officer, on the basis of the results of a medical examination, that the candidate's health meets the Organization's prescribed standards for employment. The form of this medical examination shall be in accordance with the standards prescribed by the Organization.

316.2.31 Shortterm personnel who are offered an appointment for less than six months are required to provide the Organization with a certificate of good health prior to initial appointment. The certificate must be issued by a qualified physician on letter-headed paper and must certify good health and fitness for work in the proposed duty station, as well as travel, if duty travel is likely in the assignment.

316.2.32 Prior to receiving appointments or renewal of appointment involving total service of six months or more, shortterm personnel must pass a medical examination.

316.2.33 The medical examination referred to in Manual paras. 316.2.32 and 316.2.37 must be undergone at the Medical Unit (CSDM) at Headquarters or, for staff away from Headquarters, with any qualified physician.

316.2.34 The cost of medical examinations required is borne by the Organization up to the established amounts or such amount as may be approved by the Organization's Chief Medical Officer.

316.2.35 Short-term personnel receiving an appointment of six months or more who have previously been employed either by the Organization, by IFAD, WFP or ICCROM, need only undergo a new medical



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examination if they have been separated from service for a period of 6 months or more.

316.2.36 Medical certificates are considered valid for 12 months from the date of issue.

316.2.37 Upon separation from service with the Organization, a medical examination is required only if the individual has any sign of disease, impairment, or disability. In such case it is the responsibility of the individual to undergo a medical examination within 30 days of separation.

316.2.4 Effective Dates of Employment--text

316.2.41 For locally-recruited short-term personnel, the effective date of appointment is the date of reporting for duty; the effective date of separation is the last day of duty.

316.2.42 When the appointee is recruited under the professional or higher categories, he or she may be required to travel to the duty station under an appointment travel to take up duty. In such instances, the effective date of appointment is the day he or she starts travel as authorized by the Organization; the effective date of separation is the day on which the Organization calculates that the staff member is able to reach his or her recognized home by an authorized route and mode of transportation if he or she departs immediately after release from duty.

316.2.43 The proposed effective dates of employment are stated in the letter of appointment.

316.2.5 Renewal of Original Appointment--text

316.2.51 The appointment of short-term personnel may be renewed upon mutual agreement; the Organization makes every effort to give reasonable notice of its intention to renew.

316.2.52 If the initial appointment is for less than 30 days and the renewal is for less than 30 days, salary continues to be paid on a daily basis (see Manual paras. [316 3.11](#) and [Appendices A and B](#)). Appointments of short-term personnel including renewals, may in no case exceed 60 calendar days on a daily rate basis.

316.2.53 If initial appointment is for less than 30 days and it is known in advance that the renewed appointment will be for at least 30 days or that the renewal plus the continuous prior period of service will exceed 60 days, then the monthly rates (see Manual [para 316 3 12](#) and [Appendices A and B](#)) and conditions of employment pertaining to short-term appointments of 30 days or more become applicable from the effective date of renewal.

316.2.54 If a short-term appointment remunerated on a monthly basis is extended so that the total accumulated period of service amounts to 12 months or more, the provisions of Manual [para. 311.6](#) apply.

316.2.55 Short-term appointments may not exceed a total of 11 months in any 12-month period. A minimum of one-month continuous break in service must be observed after holding an 11-month appointment.

316.2.56 After two successive 11-month appointments within the same Division or Office, an individual shall not be re-hired on a short-term appointment with that same Division/Office. Exceptions may be granted by OHR if the position being covered is vacant due to extended leave (Special Leave Without Pay or extended sick leave).

316.2.57 After an aggregate of 55 months of service under short-term appointments with the Organization has been reached, an individual may no longer be granted a short-term appointment. The 55 months are counted from and include the individual's first 30 days of service under a short-term appointment.

316.2.58 Previous holders of short term appointments who have reached the maximum period of employment



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of 55 aggregated months are eligible for other types of employment with the Organization, including under temporary contracts such as a Consultant or Personal Service Agreement Subscriber for the carrying out of work of a Professional nature and level.

316.2.59 During the mandatory 30 day break in service of short-term appointments, employment under any other form of temporary contract with the Organization is prohibited.

316.2.6 Resignation and Termination or Cancellation of Appointment--header

STAFF REGULATION

301.15.6 Personnel specifically engaged for conference and other short-term service or for service with a mission, consultants, field project personnel, and personnel locally recruited for service in established offices away from Headquarters may be paid a termination indemnity if and as provided in their letters of appointment.

316.2.61 Short-term appointments expire on the date specified in the initial terms of appointment (or renewal thereof) and no notice need be given by either party.

316.2.62 The Organization may terminate the appointment of short-term personnel at any time. The Organization gives written notice of termination, except as provided in Manual [para. 316.2.66](#), and short-term personnel may resign upon giving written notice, as follows:

<u>Personnel appointed for:</u>	<u>Notice period:</u>
(a) less than two months	five days
(b) one to six months	one week
(c) six months or more	two weeks

316.2.63 Except as provided in Manual paras. [316.2.64](#) to [316.2.66](#), the Organization pays the following indemnities if it terminates or cancels a short-term appointment:

<u>Type of appointment and circumstances</u>	<u>Indemnity</u>



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(a) appointment for less than 30 days which has not commenced	net base salary for five-day notice period or duration of appointment, whichever is less
(b) appointment for less than 30 days which has commenced	net base salary plus the corresponding daily subsistence allowance or post adjustment element, as appropriate, for five day notice period or for unexpired duration of appointment whichever is less; and one day's net base salary for each unexpired complete week (7 days) of the appointment beyond the date of the notice period
(c) appointment for 30 days or more, but less than six months	one week's net base salary for each uncompleted month of service
(d) appointment for six months or more	one week's net base salary for each uncompleted month of service, up to a maximum of six weeks of net base salary.

316.2.64 If the appointment of a person appointed specially for a conference or session to a post at the Professional level is terminated by the Organization, indemnities are payable (except as provided under Manual [para. 316.2.66](#)) as follows:

- a. 50% of the net base salary stipulated in the letter of appointment if the termination takes place more than 30 days before the proposed effective date of the appointment;
- b. 100% of the net base salary stipulated in the letter of appointment:
 - a. for the whole duration of the appointment if the termination takes place within 30 days before the proposed effective date of the appointment; or
 - b. for the balance of the duration of the appointment if the termination takes place after the effective date of appointment.

However, where alternative employment is offered by the Organization or by a third party related to the conference or session, these indemnities shall be applied to the difference between the net base salary payable under the terminated appointment, and the net base salary actually paid under the alternative appointment.

316.2.65 Except as stated in the letter of appointment, no termination indemnities are payable apart from those specified in Manual [paras. 316.2.63](#) and [316.2.64](#).

316.2.66 Neither notice nor payment in lieu thereof, nor termination indemnity is given in the event of abandonment of post or summary dismissal for disciplinary reasons.



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316.3 Salary and Related Emoluments

316.3.1 Salary Rates.--text

316.3.1 Salary Rates. Salaries are expressed in a "gross" amount from which a "staff assessment" (similar to a graduated national income tax) is deducted, resulting in a "net" amount. Daily and monthly rates for short-term personnel working at the Professional and at the General Service level are set out in [Appendices A](#) and [B](#) to this Manual Section.

316.3.11 Daily rates are paid to short-term personnel engaged for fewer than 30 days (e.g., to service meetings- interpreters, préciswriters, verbatim reporters, etc.).

316.3.12 Monthly rates are paid to short-term personnel engaged for 30 days or more but less than one year.

316.3.2 Daily Subsistence Allowance to Non-Locally Recruited Professional Personnel--text

316.3.21 Non-locally recruited Professional personnel receive, in addition to their salary, daily subsistence allowance (DSA) as applicable to their designated duty station as follows:

- a. if engaged on a daily basis they receive the DSA rate in full for the whole period;
- b. if engaged for a period not exceeding three months and which is not expected to be extended by virtue of the nature of the work to be performed, they receive the DSA rate in full for the first 60 days and the applicable "after 60 days" DSA rate for any period of time that may follow; and
- c. if engaged for periods of more than three months they receive, in addition to their salary, the relevant DSA rate only for the first 60 days of their assignment and thereafter an element reflecting the post adjustment applicable to the duty station.
- d. If re-engaged after an interruption of 90 calendar days or less, an element reflecting the post adjustment applicable to the duty station is payable as of the first day of the new appointment. If less than 60 days of DSA were paid under previous appointments, DSA will be payable until a total of 60 days maximum is reached.
- e. If re-engaged after an interruption of 90 calendar days or more, they receive the DSA rate in full for the first 60 days of the new appointment and an element of post adjustment applicable to the duty station thereafter.

316.3.22 The DSA is reduced by 50% for free lodging, by 30% for free board, and by 80% when a non-locally recruited person receives officially free board and lodging.

316.3.23 When a non-locally recruited person is required to undertake official travel, the provisions of Manual [para. 316.6](#) apply.

316.3.3 Post Adjustment Element.--text

Locally-recruited short-term Professional personnel receive, in addition to the base salary, an element reflecting the post adjustment applicable at the duty station (see [Appendix A](#) for base rates and post adjustment factors).

316.3.4 Supplementary Provisions for Short-Term Personnel Engaged for Field Sessions (Meetings) --text



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316.3.41 Rates for short-term personnel recruited locally are established by OHR in accordance with local conditions, taking into account rates established by other international agencies for the area concerned.

316.3.42 Rates for short-term personnel recruited from within the region but outside the locality of the session are established by OHR. These rates are not supplemented by any other emoluments or allowances, except as provided in Manual paras. 316.4.2 and 316.6.

316.3.43 In the absence of established rates for a specific area, the rates paid to non-locally recruited Professional personnel are the same as those paid to internationally-recruited Professional personnel for Headquarters sessions, except that the subsistence element is appropriately adjusted for the area concerned.

316.3.44 The rates mentioned in Manual paras. 316.3.41, 316.3.42 and 316.3.43 may be adjusted to special circumstances (e.g., provision of board and lodging in kind at the site of a session).

316.3.45 In the case of General Service staff, overtime worked at field sessions is paid by the officer-in-charge of the session, in accordance with Manual para. [316.5.21](#).

316.4 Terms of Payment

316.4.1 Method of Payment--text

316.4.11 Except as specified in Manual paras. 316.4.12 and 316.4.13, all emoluments (see Appendices A and B) are payable from the effective date of appointment to the effective date of separation (see Manual paras. [316.2.41](#) and [316.2.42](#)), including week ends and official holidays.

316.4.12 Non-locally recruited Professional personnel engaged for less than two months are paid 50% of the appropriate daily net base salary rate for the day preceding the day of reporting for duty and the day following the last day of duty, and 100% of the appropriate daily net base salary rate for any additional day(s) preceding the day of reporting for duty and following the last day of duty, provided that:

- a. it is necessary for them to travel on the day(s) before reporting for duty or following the last day of duty;
- b. they travel to and from the duty station by the approved route and fastest means; and
- c. they receive no such sum and no salary from a third party for this (these) day(s).

In addition to the net base salary rate, such personnel receive a travel subsistence allowance as specified in Manual [para. 316.6.3](#).

316.4.13 When any short-term personnel is required to undertake official travel away from their designated duty station (except on appointment and repatriation), they receive the appropriate salary and related emoluments as specified in Manual para. 316.3 plus a daily subsistence allowance as specified in Manual [para. 316.6.3](#).

316.4.14 For payroll periods and fractional month calculations, see Manual Section 308 Salaries and Related Remuneration.



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316.4.15 Currency of Payment

316.4.151 Emoluments of short-term Professional personnel are computed and expressed in US dollars. Such personnel may receive their salary in the currency of the country of the duty station or, through a selected allotment, in any one other currency, or a combination of these. The currency designated for the receipt of an allotment shall be that of the country in which the payment is effected (e.g. CFA Francs through FAOR Benin - see Manual [para 308.5.11](#) (b) or in which the bank account is situated (e.g. pound sterling will only be paid to a bank account in the United Kingdom). However, if the duty station is in Italy, it is permissible to have the selected allotment paid in US dollars to a bank account in Italy. Daily subsistence allowance is payable in the currency of the duty station. At Headquarters, all short-term personnel are paid via Electronic Funds Transfer to a bank account of their choice. Cash at disposal payments can only be made on a very exceptional basis subject to approval of the Director, Finance Division (CSF).

316.4.152 Emoluments of short-term locally-recruited General Service personnel are computed and expressed in local currency. Such personnel receive their salary in the currency of the country of the duty station.

316.4.16 Non-locally recruited personnel engaged for more than five days but less than 30 days may be paid up to 50% of their total salary in advance. The remainder of salary is paid at the time of separation. Nonlocally recruited personnel engaged for periods of 30 days or more may be paid up to one month's salary in advance. Thereafter, their salaries are paid at the end of each calendar month and at separation, as appropriate.

316.4.17 Short-term personnel engaged for less than 30 days at Headquarters and all short-term personnel assigned to duty stations away from Headquarters are paid by the designated disbursing officer, who maintains accurate records of payments for CSF at Headquarters.

316.4.2 Reimbursement of Income Tax--text

Short-term personnel are reimbursed for any national or other income tax payable on their remuneration, from the effective date of the individual's entitlement and not retroactively.

316.5 Hours of Work and Overtime

316.5.1 Hours of Work--text

Short-term personnel may be required to work long hours for reasonable periods of time, including weekends and official holidays.

316.5.2 Overtime--text

316.5.21 Overtime is work performed beyond the regular work week established for each duty station, In Rome Headquarters, it is work performed for more than seven and a half hours on any one day or more than 37 and a half hours in a period of seven calendar days, except that during the Council sessions and throughout the FAO Conference the above-referenced periods shall be of eight and 40 hours respectively (see [Staff Rule 302.1.12](#)).

316.5.22 The provisions of [Manual Section 325](#), Overtime, serve as a general guide for overtime worked by



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short-term personnel. Appendix A to Manual Section 325, specifically sets out details on compensation and procedures related to overtime performed during sessions of the Conference, Council and other similar meetings.

316.5.23 Hourly overtime rates for short-term personnel in the General Service category at Headquarters are set out in [Appendix B](#) to this Manual Section.

316.6 Transportation and Travel Expenses

316.6.1 Travel Standards and Accommodation.--text

Air transportation by the most direct and economical regularly scheduled route is regarded as the normal mode for all official travel. The rules of the Organization concerning travel apply *mutatis mutandis* to short-term personnel (see [Manual Sections 401](#), Duty Travel and [405](#), Appointment, Change of Duty Station and Repatriation Travel), except for specific provisions related to DSA as per para. 316.6.3 below.

The restricted, non-endorsable ticket/fare is the basic standard for determining the Organization's transportation liability. Exceptions to the use of non-endorsable tickets may be authorized by the Head of Department or Office concerned, or his designee. Requests for exceptions will be entertained only in very exceptional circumstances, where necessitated by operational requirements.

Notwithstanding the above provisions, the Organization may exceptionally authorize alternative modes of travel. In such cases the Organization's liability shall be limited to the cost which would have been borne had the travel been by air.

316.6.2 Travel Arrangements--text

316.6.21 Travel of short-term personnel is initiated and authorized by the relevant SSC.

316.6.22 All tickets are purchased by the Organization, unless it specifically authorizes the individual personnel to purchase his/her own.

316.6.23 The Organization arranges travel through its official travel agent, and is not responsible for any unauthorized travel arranged on a personal basis.

316.6.3 Daily Subsistence Allowance--text

316.6.31 When short-term personnel are required to undertake official travel away from their designated duty station which involves one or more overnight stays (except for appointment and repatriation) they receive the daily subsistence allowance (DSA) applicable to the place of the overnight stay(s); the payment of such DSA will be "in lieu" of the DSA applicable to the duty station for all short-term personnel who are entitled to it. However, upon submission of appropriate documentary evidence of actual costs incurred, short-term personnel will be reimbursed the cost of retaining private accommodation at the duty station. Reimbursement will be limited to a maximum amount equivalent to the established accommodation percentage of the applicable DSA. Terminal allowances for such travel are paid as provided in the Organization's provisions for duty travel.

316.6.32 The "after 60" and "after 120 days" daily subsistence allowance rates expressed in local currency apply to all short-term personnel who are entitled to daily subsistence allowance from the 61st and 121st day at any one location, consecutive or otherwise, within a tour of duty or consecutive series of short-term appointments.



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316.6.33 When authorized stopovers are taken for air travel the daily subsistence allowance for the place where the stopover is made is paid (see [Manual Section 401](#)).

316.6.4 Excess Baggage and Baggage Insurance--text

316.6.41 Baggage not carried free of charge by transportation companies is excess baggage. When travel is by air economy class, short-term personnel are authorized excess baggage up to the first class free baggage allowance (i.e. 10 kg.). Except when Excess Baggage Vouchers are issued in conjunction with airline tickets to cover excess baggage authorized by the Organization, travellers pay excess baggage charges themselves and claim reimbursement on the travel expense claim.

316.6.42 If the same weight of baggage carried free of charge by one transportation company is charged for by a subsequent company (of the same mode of transport), the traveller may be reimbursed for the charges paid upon presentation of suitable evidence.

316.6.43 The Organization insures automatically at its expense, up to the amount of USD 3,000, the accompanied baggage of each traveller whose journey is covered by a travel authorization. This sum covers all objects worn and carried by the traveller.

316.6.44 Travellers should satisfy themselves that the full value of their effects is insured, since underinsurance will, upon claim for loss or damage, result in the insurers proportionately reducing the indemnity payable.

316.6.45 Travellers may request higher coverage than that provided by the Organization by applying in writing to Travel Unit, SSC, and paying the additional premium themselves.

316.6.46 Claims. Upon loss or damage, travellers should notify the airline involved, or the police authorities, as applicable, and request the Travel Unit, SSC, to forward claim forms for completion.

316.6.47 Special Provisions

316.6.471 Non-locally recruited professional personnel may be authorized to ship personal effects up to a maximum of 200 kg by surface freight or 100 kg. by air freight provided they are appointed for periods of more than three but less than 12 months. In addition 20% of the weight of the effects (including packing) actually shipped or of the above-mentioned weight limits, whichever is lower, will be authorized for the crating of the effects.

316.6.472 When shipment by air is determined by the Organization to be the most economical means of transport, or when surface shipment would be subject to excessive delays or risk of loss, the whole of the surface entitlement may be converted to air freight. Such conversion is subject to the approval of the Shipping and Insurance Service, Travel Unit, SSC.

316.6.473 Upon submission of a "Worldwide AllRisk Transit Insurance" Certificate, personal effects of entitled short-term personnel are insured up to USD 3,200.

316.6.5 Travel Expenses--text

316.6.51 The Organization pays a flat sum of USD 38.00 for each authorized journey to or from the airport or other point of arrival or departure, with the exception of New York where a flat sum of USD 63.00 is payable. However, when official transportation is provided, the above amounts shall be reduced to USD 11.00 for each journey. In cases where an authorized change in mode of travel or change of terminal stations (including airports) takes place, an amount of USD 38.00 is also payable. For New York the amount to be paid is USD 50.00.



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316.6.52 Miscellaneous travel expenses in connection with authorized travel are reimbursable by the Organization after completion of the travel. Such expenses may include fees for issuance and renewal of passports, stay permits, cost of passport photographs, birth certificates, inoculations and vaccinations.

316.6.6 Loss of Entitlement to Return Travel--text

If shortterm personnel resign before the expiration date of their appointment or if their travel has not commenced within one month after the date of expiration of their appointment, their entitlement to return travel at the Organization's expense ceases.

316.7 Other Entitlements

316.7.1 Compensation for Death and Disability and for Medical Costs--text

316.7.11 The Organization provides automatic medical insurance and compensation for illness, injury or accidental death. For details, see [Manual Sections 342](#) and [343, Part VI](#).

316.7.12 Coverage and the cost of participation are computed on the basis of the net salary element of their remuneration; the contribution of short-term personnel is deducted from their salary payments.

316.7.13 For appointments of six months or more, a Group Life, Accident and Disability Insurance Plan (GLADI) is available (for details see [Manual Section 346](#)). Participation is on a voluntary basis, and premiums are payable wholly by the short-term employee.

316.7.2 Pension Fund--text

Shortterm personnel are eligible to participate in the UN Joint Staff Pension Fund (a) upon commencing employment under an appointment for six months or longer or (b) upon extension of appointment for six months or more, or (c) upon completion of six months of service without an interruption of more than 30 days between successive appointments. Participation is excluded for shortterm service remunerated on a daily basis.

316.7.3 Staff Services--text

Short-term personnel engaged at Headquarters for at least 30 days may be granted restricted use of the Commissary. Those engaged for six months or more are entitled to full use of the Commissary (see [Annex D to Manual Section 103](#) for details).

316.7.4 Annual Leave--text

316.7.41 Short-term personnel engaged on monthly rates are entitled to annual leave proportionate to their period of continuous employment at the rate of two and one half working days for every month of service.

316.7.42 If the annual leave (or part of it) to which a short-term employee is entitled has not been taken at the time of separation, such unused leave is compensated for by cash payment. For commutation of annual leave see Manual [para. 320.3.42](#).

316.7.43 Short-term personnel are granted Floating Holidays as may be granted by the Organization in any given calendar year (a) if initially appointed for six months or longer or (b) if an appointment is extended by six months or more, or (c) upon completion of six months of service without an interruption. The maximum number of Floating Holidays that may be taken in any given calendar year shall not be greater than the number of Floating Holidays granted by the Organization, if any, for that particular calendar year.



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316.7.5 Sick Leave--text

316.7.51 Short-term personnel are entitled to sick leave proportionate to their period of continuous employment at the rate of 24 working days per year, or 2 days per calendar month of appointment.

316.7.52 As part of the sick-leave entitlement, short-term personnel are granted, in accordance with Manual paragraph 323.1.22, uncertified sick leave (i.e. sick leave which is not supported by a medical certificate). This may be granted for a maximum of three consecutive working days at a time. Absences for uncertified sick leave, combined with absences for family-related emergencies, shall not exceed seven working days in any period of 12 consecutive months, irrespective of duration/number of short-term appointments in any 12-month period. Any days taken in excess are charged to annual leave. The seven days of uncertified sick leave are part of the sick leave entitlement (ref para 316.7.51 above) and are therefore subject to the same accrual rate e.g. personnel with service of two months over a 12-month period is entitled to four days of sick leave in total which includes uncertified leave.

316.7.53 When shortterm personnel exhaust their sick leave entitlement, they receive their daily net salary for each day of absence from duty due to accident or illness until the end of their appointment. For details see [Manual Section 343 Part VI](#), and in particular Manual paras. [343.6.832](#) and [343.6.833](#).

316.7.6 Evaluation--text

The supervisor and the short-term personnel must prepare a work plan at the beginning of the assignment. The work plan will be included in the performance management tool in the you@fao platform and jointly evaluated at the end of the assignment. A copy will be given to the short-term personnel and retained as part of his/her HR record and shall be referred to before future appointments or assignments.

316 Amendments

This Manual Section has been updated effective 28 October 2016 regarding mandatory breaks in service, overall aggregate limits on employment, income tax, and other provisions.

This Manual Section has been updated regarding waivers and exceptions effective 1 July 2015.

This manual section was updated with the new medical certification requirements effective from 1 March 2011.

This manual section was originally issued on intranet under tm/4531.e dated 26 November 2002.

316 Appendices

- [Appendix A](#)
- Appendix B I
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343 PART III APPENDIX A

Effective 1 January 2016--header

SCALE OF STAFF MEMBERS' MONTHLY CONTRIBUTIONS FOR ROME BASED AGENCIES OTHER THAN FAO

BASIC MEDICAL INSURANCE PLAN (BMIP)

	USD Scheme	EUR Scheme
Staff member	137.97	111.71
Staff member with one family member	275.94	223.41
Staff member with two family members	347.86	281.64
Staff member with three family members	419.80	339.86
Staff member with four or more family members	491.73	398.10

SCALE OF STAFF MEMBERS' MONTHLY CONTRIBUTIONS FOR FAO

For FAO Participants and FAO ASMC Participants, the BMIP contributions, for both the Euro and US Dollar schemes, the monthly Premium will be based on the percentages set out below of the net salary for eligible staff under the GS category, net salary plus post adjustment for Professional or Higher categories and full net pension for Retirees.

In those cases where the new contributions, calculated as a percentage of income, would be lower than the one paid prior to 1 January 2016 by a staff member or a retiree, his/her contribution shall be frozen at the level paid prior to 1 January 2016, until such time as a future adjustment in remuneration or pension would result in a contribution higher than that paid prior to 1 January 2016.

BMIP New Premium Percentage Applicable as at 1 January 2016



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EURO/USD SCHEME

BMIP Type	Percentage
Staff member	1.50%
Staff Member + 1 family member	3.00%
Staff Member + 2 family members	3.78%
Staff Member + 3 family members	4.56%
Staff Member + 4 family members	5.34%



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SECTION: 343 Appendix A Part IV - Scale of Staff Members' Monthly Contribution to MMBP

Date: 29/04/2011

343 PART IV APPENDIX A

Effective 1 January 2011 --header

SCALE OF STAFF MEMBERS' MONTHLY CONTRIBUTIONS MAJOR MEDICAL BENEFITS PLAN (MMBP)

MAJOR MEDICAL BENEFITS PLAN (MMBP)

	USD Scheme	EUR Scheme
Staff member	15.57	13.07
Staff member with one family member	31.11	26.17
Staff member with two family members	38.88	32.68
Staff member with three family members	46.68	39.31
Staff member with four or more family members	54.46	45.75



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343.0 Introduction

This Manual Section has been updated effective 1 January 2016--header

Manual Section 343 is divided into eight parts: Part I describes the medical services provided by the Organization; Part II to Part VIII address medical insurance plans.

[Part I](#) describes the medical services provided by the Organization;

[Part II](#) lists the medical insurance plans presently in force and their applicability;

[Part III](#) describes the Basic Medical Insurance Plan (BMIP) available to all staff members and eligible members of their family;

[Part IV](#) describes the Major Medical Benefits Plan (MMBP) available to staff members and eligible members of their family;

[Part V](#) describes After-service Medical Coverage (ASMC) available to separating staff including pensioners and eligible members of their family, and for survivors of persons who die in service or after retirement;

[Part VI](#) describes the Medical Insurance Scheme (MCS);

[Part VII](#) describes the Medical Coverage for non-staff persons associated with the Organization (MCNS);

[Part VIII](#) informs on inter-agency arrangements with respect to medical plans.

343.1 Part I - Medical Services Provided by the Organization

343.1.1 General--text

343.1.11 Responsibility for providing medical services to the staff and advice on medical matters to the Organization rests with the Medical Unit (AFDM), Administration and Finance Department.

343.1.12 On the conditions set out hereunder the Medical Unit assists with medical examinations ([para. 343.1.2](#)); immunizations ([para. 343.1.3](#)); and first aid, palliative treatment (including injections) and consultations ([para. 343.1.4](#)).

343.1.13 Consultations and medical examinations are arranged in agreement with the Medical Unit.

343.1.14 Additional information on further services provided by the Medical Unit may be found on the FAO Intranet website under Staff Services /Medical Information /Medical Service.

343.1.15 All medical information is confidential (Manual Section [340](#) – Confidential Personnel Files - [Appendix A](#) – Confidentiality of Medical Information and Records - refers).

STAFF RULES

302.4.12 Medical examination



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302.4.121 Appointment shall be dependent upon certification by the Organization's Chief Medical Officer, on the basis of the results of a medical examination, that the candidate's health meets the Organization's prescribed standards for employment. The form of this medical examination shall be in accordance with the standards prescribed by the Organization.

302.4.122 Where the Organization has reason to believe that staff members are or may be suffering from an ailment that could seriously affect the quality of their work or is likely to be prejudicial to their own health or well-being or that of others, the staff members may be required to satisfy the FAO Chief Medical Officer, by medical examinations, that they are free from any such ailment.

302.4.123 Staff members may be required to undergo such medical examinations and receive such inoculations as may be required by the FAO Chief Medical Officer before they go on, or after they return from, mission service.

343.1.21

- a. Medical examinations are obligatory for the following:
 1. candidates prior to and as a condition of appointment;
 2. staff members prior to extension of appointment, if the FAO Chief Medical Officer so decides;
 3. staff members prior to their separation. However, if a staff member cannot undergo the required medical examination prior to separation, they should undergo it not later than 30 days thereafter in the staff member's own interest, in order not to forego the possibility of assessing the presence of any illness, condition or injury which might be service-incurred.
- b. Staff members may opt to undergo voluntarily medical examinations at the periodic intervals indicated below:
 1. for staff members up to age 40, every five years;
 2. for staff members aged between 40 and 55, every two years;
 3. for staff members 55 years of age or above and for staff members medically classified 1B, annually.

At Headquarters, such voluntary medical examinations, are carried out by the Medical Unit (AFDM) free of charge to staff members. Away from Headquarters, subsidized medical examinations are available on the conditions set out in [Appendix A](#) of this Manual Section.

343.1.22 Medical examinations referred to in para. [343.1.21](#) (b), shall normally include: items indicated on forms Adm. 151 (see [Appendix B](#) - Entry Medical Examination) and Adm. 152 (see [Appendix C](#) - Periodic Medical Examination) and any other test or examination the FAO Chief Medical Officer may require in connection with obligatory medical examinations (see para. [343.1.21](#) (a) above).

343.1.23 When an examination reveals abnormal findings, these will be brought immediately to the staff member's attention, and discussed. If follow-up assistance is necessary, it is not provided by the Medical Unit and, even if sought at the advice of the Medical Unit, the Organization will have no liability whatsoever for any referrals. The cost shall be borne by the staff member, except in particular cases, where expenses are refundable pursuant to the terms of appointment.

343.1.24 When requested by the Organization, the Medical Unit conducts or authorizes and reviews medical examinations for purposes related to: the United Nations Joint Staff Pension Fund, the Staff Compensation Plan, reimbursement of medical expenses by FAO, or sick leave.

343.1.3 Immunization --text

343.1.31 FAO staff members and their spouses and dependent children receive immunization required for official travel at the Medical Unit. Immunization for non-official travel is also provided on a fee paying basis.



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343.1.32 FAO staff members receive tablets for Malaria suppressive prophylaxis according to the country(ies) to be visited.

343.1.4 First Aid, Palliative Treatment, Consultations and Injections--text

343.1.41 First aid and palliative treatment is available at the Medical Unit for staff members who are injured or taken ill at Headquarters during working hours.

343.1.42 The Medical Unit does not provide curative treatment, but advises staff members on medical facilities available in Rome.

343.1.43 FAO staff members may receive intramuscular injections at the Medical Unit on presentation, at the time of the injection, of a doctor's prescription, together with the necessary medicaments.

343.1.5 Medical Supplies --text

343.1.51 The Medical Unit will make available expendable medical kits to field staff upon appointment and to Headquarters staff when undertaking missions of more than six weeks duration to certain areas.

343.1.52 The Chief Medical Officer may authorize the issue of additional items, not already contained in the standard kits to official travellers as may be deemed appropriate in connection with the official travel to be undertaken.

343.1.53 The contents of kits and the medical supplies issued to staff members may also be used by their family members.

343.2 Part II - Medical Insurance Plans

343.2.1 General --header

STAFF REGULATION

301.6.2 The Director-General shall establish a scheme of social security for the staff, including provisions for health protection, sick leave, and maternity leave, and reasonable compensation in the event of illness, accident or death attributable to the performance of official duties on behalf of the Organization.

343.2.11 Responsibility for the application of medical insurance plans is with the Human Resources Management Division (AFH).

343.2.2 Plans--text

343.2.21 BMIP (Basic Medical Insurance Plan) which is compulsory for all staff members (see [Part III](#)). BMIP is the underlying medical insurance plan, which provides partial reimbursements for certain hospital, dental, psychiatric, physical therapy, hospice and institutional care, eyeglass charges subject to various limits and exclusions.

343.2.22 MMBP (Major Medical Benefits Plan) which is optional and available to all staff members ([see Part IV](#)). MMBP is the medical insurance plan providing partial reimbursement for physician fees (not covered by the BMIP), and for prescription drugs and medicine subject to various limits and exclusions.

343.2.23 ASMC. (After Service Medical Coverage) which applies to retired staff persons previously



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associated with the Organization ([see Part V](#)). It is optional for retired staff meeting certain eligibility criteria.

343.2.24 MCS (Medical Insurance Scheme) which applies to supernumeraries ([see Part VI](#)). MCS is the insurance program that includes different benefits (accidental death, disablement and/or medical) for various employment categories.

343.2.25 MCNS (Medical Coverage for non-staff) which applies to non-staff persons associated with the Organization ([see Part VII](#)). MCNS is the insurance programme that includes different benefits (accidental death, disablement and/or medical) for various employment categories.

343.2.3 Eligibility for enrolment in medical Insurance Plans--text

MEDICAL SCHEME	TYPE OF PERSONNEL	Medical coverage is compulsory for all types of personnel, unless otherwise indicated.
BMIP	For all FAO staff members wherever located who hold a continuing or fixed-term appointment.	Cost shared by FAO and participant
MMBP	As above	Optional, fully paid by participant
MCS	Temporary personnel with a short-term appointment (i.e. less than 12 months)	Cost shared by FAO and participant
	Consultants	Cost shared by FAO and participant ^{1/}
	Consultants without compensation	Fully paid by FAO ^{1/}
	Consultants Visiting Expert	Fully paid by FAO
	Personal Service Agreements (PSAs) subscribers, including ^{2/} :	
	<ul style="list-style-type: none"> • PSA National subscribers 	Cost shared by FAO and participant ^{1/}
	<ul style="list-style-type: none"> • National Project Personnel (without lending employer) 	Cost shared by FAO and participant ^{1/}



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	<ul style="list-style-type: none"> • TCDC/TCCT 	Fully paid by FAO
	<ul style="list-style-type: none"> • WFP Interns 	Fully paid by the Organization
	<ul style="list-style-type: none"> • Volunteers 	Fully paid by FAO
MCNS	Chairman, FAO Council; representatives of members of the Council; members of committees, commissions, FAO (Goodwill) Ambassadors and Assistants or similar bodies who receive travel costs / DSA (or both) from FAO	Fully paid by FAO
	Candidates for employment	Fully paid by FAO
	Fellowship holders, counterparts on study tours, participants in training courses, seminars and meetings	Fully paid by FAO
	South-South cooperation	Fully paid by FAO
	FAO Interns	Fully paid by FAO
	Casual labour employed in the field	Fully paid by FAO

^{1/} Optional for retired staff receiving a UNJSPF pension and group after-service medical coverage (Manual para. [343.5.1](#)), who are re-appointed.

^{2/} PSAs and NPPs engaged through a lending employer or PSAs engaged on a piece-work basis, such as technical writers, technical editors, illustrators (PSA Editorial Services subscriber), translators (PSA Translation/Revision subscriber) and publishers or similar types of subscribers are not eligible to participate.

343.2.4 Concurrent In-Service Participation in Medical Insurance Plans --text

Concurrent participation in two basic plans to which the Organization contributes is not permitted.

343.3 Part III - Basic Medical Insurance Plan (BMIP)

343.3.1 General--text

343.3.11 The Plan. The Basic Medical Insurance Plan (BMIP) is underwritten by a commercial insurer (through J. Van Breda and Co. International, the Claims Processor/Team Leader - hereinafter referred to as the Claims Processor), provides world-wide insurance for expenses that are medically necessary, reasonable



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and customary for the treatment of sickness, accident or maternity. Preventive medicine is excluded subject to one exception (see para [343.3.61\(a\)](#)). Contacts for the settlement of claims (see [para. 343.3.8](#)) are with the Claims Processor acting on behalf of the Insurer.

343.3.12 Year. For the purpose of this Manual Section, a year is a calendar year from 1 January to 31 December, unless otherwise specified.

343.3.13 Prescription and Treatment. Under the provisions of this Manual Section, claims are reimbursable only if treatment is prescribed by a physician and given by a qualified person. The physician must be licensed to practice in the country where treatment is prescribed. The person extending treatment must be recognized as licensed to practice in the country where treatment is undergone.

343.3.14 Family Members. For purposes of this Manual Section the term "family member" shall mean those persons referred to in paragraph para. [343.3.23](#)

343.3.2 Coverage --text

343.3.21 In-Service Coverage

343.3.211 Coverage in BMIP is compulsory for all staff members wherever located, who hold a fixed-term or a continuing appointment. The coverage starts on the date of that appointment or conversion to that appointment if previously holding a short-term appointment.

Staff members living in countries that have compulsory national health plans are reminded that FAO enjoys full autonomy with respect to matters pertaining to its internal administration. The employment relationship between FAO and its staff is governed exclusively by FAO's Rules and Regulations and is not subject to the provisions of national law.

343.3.212 Coverage is available for family members eligible under para. [343.3.23](#).

343.3.22 Leave without Pay and Secondment. For arrangements relating to coverage during leave without pay, see [Manual Section 321](#) - Special Leave; for those regarding secondment, see Manual Section 307 - Transfers, Secondments, Loans and Exchanges between Agencies.

343.3.23 Coverage of Family Members

343.3.231 The following family members are eligible for coverage under BMIP:

- a. one spouse, whether dependent or not
- b. dependent children up to the end of the calendar year in which they reach their 18th birthday (see [Staff Rule 302.3.135](#));
- c. children aged 18 or over for whom the staff member or pensioner provides main and continuing support and provided they are not gainfully employed and self-sufficient, but not to exceed the end of the month in which they reach their 26th birthday;
- d. children permanently physically or mentally incapacitated without limit of age (see [Staff Rule 302.3.135](#));
- e. secondary dependants for whom the staff member receives a dependency allowance under the provisions of [Staff Rule 302.3.136](#);
- f. family members of General Service staff at Headquarters in respect of whom a secondary dependency allowance was paid and who were enrolled through 28 February 1991 are eligible for continuation of coverage provided the staff member continues to participate. If coverage is terminated on a voluntary basis no re-enrolment is possible.



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343.3.232 For family members of staff stationed outside of Italy participation is optional.

343.3.233 For family members of staff stationed in Italy participation is mandatory for all family members, above, unless the staff member provides documentary evidence that their family member(s) is (are) covered by the Italian Health Scheme (ASL) or by any other suitable medical insurance plan in the country of origin or of residence.

343.3.234 A family member's eligibility to participate in a national health scheme will not disqualify them from coverage under this Plan.

343.4.235 The staff member is responsible for providing evidence to enable the responsible personnel officer to certify the eligibility of family members.

343.4.24 After-service Medical Coverage (AFMC). After-service coverage is subject to the provisions of Part V of this Manual Section as well as para. 343.3.23 concerning eligibility of family members.

343.3.3 Enrolment and Application Procedures--text

343.3.31 For staff members, enrolment is automatic and coverage shall commence from the date stated in any of the provisions under Manual para. [343.3.211](#) apply.

343.3.32 For family members, coverage is either mandatory or optional depending on whether the staff member is stationed in Italy (see paras. [343.3.232](#) and [343.3.233](#) above); coverage shall commence immediately for the eligible family member(s) from the date the staff member qualifies under para. [343.3.211](#). Staff members stationed outside of Italy are able to enrol eligible family members provided they hold a fixed-term appointment or upon conversion from short-term to fixed-term or upon extension of a fixed-term appointment for six months or more. Staff members holding a continuing appointment are able to enrol their eligible family members at any time.

343.3.33 For a spouse (who becomes a family member after the staff member's appointment) or new-born infants, coverage shall commence from the date of marriage or the date of birth respectively; for adopted children from the date of adoption; for step and foster children from the date of recognition by the Organization as step or foster children; for secondary dependants, from the date they become secondary dependants. The application form should be received by the responsible personnel officer within 30 days of the date coverage is to commence.

343.3.34 Application Procedure

343.3.341 An application is not required from the staff member for their enrolment.

343.3.342 Applications for enrolment of family member(s) shall be submitted by the staff member on form Adm. 110 (Change or Claim Notification) - which can be found under Administrative forms under the FAO icon on the taskbar of the FAO Word programme - to the responsible personnel officer. In the box headed "State change or claim" the applicant must insert:

- a. "BMIP enrolment";
- b. the name, date of birth and relationship of each person who is to be covered.

343.3.35 A medical examination is not required on enrolment.

343.3.36 In order to be eligible for After-service coverage as provided for under Part V of this Manual Section, family members must be enrolled at the time of the staff member's enrolment or, in the instance of new family members (see para 343.3.33) from the date of birth, adoption, recognition, marriage, or from the



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date the person becomes a secondary dependant.

343.3.37 Contributions

343.3.371 The scale of contributions is set out in [Appendix A Part III](#).

343.3.372 At FAO from 1 January 2016 the participant's BMIP contributions will be based on the percentage set out in [Appendix A Part III](#) of the participant's net salary for GS category, net salary plus post adjustment for Professional or higher categories and full net pension for Retirees. The Organization will cover the remaining balance of the full premium to be paid to the Insurer.

343.3.373 For the other Organizations contributions are shared equally between the staff member and the Organization, except that where the monthly contribution would represent more than 5% of the staff member's gross salary, the amount actually charged shall be 5% of gross salary, and the Organization's share shall be increased accordingly.

343.3.374 Contributions shall be deducted from monthly salary payments. A full month's contribution shall be payable for each full or partial calendar month of participation.

343.3.4 Cessation of Coverage --text

343.3.41 Coverage of the staff member and family members shall cease at the end of the month during which the staff member is separated from service, unless Group After-service coverage is applicable.

343.3.42 Coverage of family members shall cease for:

- a. a spouse, upon divorce from the staff member. (However, a divorced spouse may apply for an individual contract.);
- b. children between 18 and 26 years of age who no longer fulfil the conditions set forth in [para. 343.3.231](#) (c);
- c. secondary dependants at the end of the month in which payment of dependency allowance ceases;
- d. children on entering military service or who are gainfully employed (who may, however, be re-enrolled immediately after the military service, or when employment ceases, provided they then meet the criteria for enrolment).

343.3.43 Staff members are not allowed to withdraw any family member before three years from the date of enrolment; staff members who decide to withdraw any family member from the plan will not be allowed to re-enrol the same before three years from the date of withdrawal. The three-year limit may be waived upon change of duty station, upon written request of the staff member.

343.3.44 Notification of withdrawal of family members of serving staff is made to the responsible personnel officer on form Adm. 110 (Change or Claim Notification - which can be found under Administrative forms under the FAO icon on the taskbar of the FAO Word programme) by inserting in the box headed "State change or claim" the words "Withdrawal from BMIP", with the name of the family member, date of birth and relationship, as well as the effective withdrawal date which must coincide with the end of a month.

343.3.45 In addition, coverage ceases when the master insurance policy terminates.

343.3.5 Benefits --text

343.3.51 The total amount reimbursable under BMIP/MMBP or both per participant in a year is US\$ 1,000,000 or Euro 1 040 000.



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343.3.52 Expenses incurred by the staff member or family members for medical treatment prescribed by physicians and given by persons qualified to treat patients are reimbursed as shown below:

343.3.521 Reimbursement of 80% of the following medical expenses:

343.3.522 Medical Services. The fees of any qualified physician for services at consulting room, home or in hospital; the fees of any qualified dentist performing maxillo-facial surgery;

- a. Out-patient services when prescribed by a physician for;
 1. laboratory tests, electrocardiograms and X-ray examinations;
 2. except that the plan will pay 100% of laboratory and some other diagnostic texts administered by "preferred providers";
 3. prescription drugs and medicines;
 4. appliances such as artificial limbs, eyes and crutches;
 5. radiological treatment when referral to a specialist is made by the attending physician;
 6. fees for the examination of eyes for spectacles by qualified specialists.
physiotherapy required after traumatic accident/illness, congenital conditions, very serious degenerative/life threatening illness (see para 343.3.524(e))
- b. Professional ambulance service including short distance air ambulance for urgent evacuation, when prescribed by a physician;
- c. Convalescence in sanatoria or institutional care for persons, including the aged, with permanent ailments, when prescribed by a physician;
- d. Special professional nursing at home or hospital, when prescribed by a physician;
- e. Living aids for the handicapped such as electric wheel chairs or special bathroom handrails, when prescribed by a physician;
- f. Injections prescribed by a physician and given by a qualified person; preventive inoculation and vaccination prescribed and administered by a physician except those obligatorily required by national and international health authorities (e.g. in connection with travel, schooling, etc.).

343.3.523 Reimbursement of 100% of the costs of hospital service not including physician's fees which are reimbursed at 80%.

1. For hospitalization in Italy, the room charges are reimbursed at 100% up to Euro 260. The remainder, up to an overall maximum acceptable charges of Euro 500 per day, are reimbursed at 80%.
2. For hospitalizations in Europe, except Italy, the room charges are reimbursed at 100% up to US\$ 400. The remainder, up to an overall maximum acceptable charges of US\$ 800 per day, are reimbursed at 80%.
3. For hospitalization in the United States or Canada, except New York, Maryland, Virginia and the District of Colombia, the room charges are reimbursed at 100% up to US\$ 1 500. The remainder, up to an overall maximum acceptable charges of US\$ 2 000 per day, are reimbursed at 80%.
4. For hospitalization in New York, Maryland, Virginia and the District of Colombia, the room charges are reimbursed at 100% up to US\$ 2 000. The remainder, up to an overall maximum acceptable charges of US\$ 2 500 per day, are reimbursed at 80%.
5. for hospitalization in other countries, the room charges are reimbursed at 100% up to US\$ 200. The remainder, up to an overall maximum acceptable charge of US\$ 700 per day, are reimbursed at 80%.

(b) general nursing service;

(c) use of operating room and equipment;

(d) use of recovery room and equipment;

(e) laboratory examinations, electrocardiograms;



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(f) X-ray examinations;

(g) drugs and medicines for use in the hospital.

343.3.524 The following reimbursement limitations shall apply to the specific treatments set out below. The maximums apply on a calendar year basis. Prorata portion of the maximum applies to persons becoming insured during the year.

- a. **Dental treatment:** 80% of the cost of dental treatment, including false teeth, crowns, bridges or other similar appliances, dento-facial orthopaedics including orthodontia as well as preventive dental care such as scaling and cleaning is reimbursed up to the sum of US\$ 700 or Euro 728 per year per participant. Any unspent balance in the limit of the two immediately preceding years can be used in the next year. Reimbursements will first be charged to any unspent balance from the preceding coverage years. The cost of dento-facial orthopaedics and orthodontia is covered only if the treatment is started before the patient's 16th birthday except orthodontia to treat Transmandibular Joint Dysfunction (TMJ) and related disorders is covered regardless of age or dento-facial orthopaedics when such treatment is necessary as the result of an accident.
- b. **Psychoanalysis and psychiatric therapy:** The cost of psychiatric therapy including psychoanalysis is reimbursed only when the treatment is prescribed by a psychiatrist or doctor on medical grounds and given by a duly recognized specialist. The cost of psychiatric therapy is reimbursable at the rate of 50% up to a maximum reimbursement of US\$ 800 or Euro 832 for not more than 50 visits per person from January through June, with a separate maximum of US\$ 800 or Euro 832 and 50 visits per person from July through December. These limitations do not apply to other psychiatric treatment, including hospitalization.
- c. **Eye lenses and frames:** 80% of the cost of lenses and frames is reimbursed up to US\$ 150 or Euro 156 per participant in a year provided the lenses are prescribed by an optometrist or an ophthalmologist and have a corrective diopter.
- d. **Hearing aids:** 80% of the cost of hearing aids is reimbursed up to US\$ 1000 or Euro 1 040 per person in a year with a one-year carry over (effective 1 January 2003). Any unspent balance may be used in the next year and reimbursements will first be charged to any unspent balance from the previous coverage year.
- e. **Physiotherapy:** 80% of the expenditure is reimbursed up to US\$ 600 or Euro 624 per person in a year. This limit does not apply to treatment needed after a traumatic accident/illness or because of a congenital condition, or a very serious degenerative/life threatening illness; in these cases a detailed doctor's report is required.

343.3.525 Reimbursements made under para. [343.3.524](#) are charged to the calendar year in which the service or treatment was rendered and not the year in which a claim is paid.

343.3.526 When the participant is entitled to reimbursement by another insurer or National Health Scheme, reimbursement is made in line with the provisions of the plan, on the basis of the difference between the costs actually incurred and the reimbursement obtained from other sources up to, but not to exceed 100% of reasonable and customary expenses, and up to, but not exceeding the limitations specified in para. [343.3.524](#).

343.3.53 Medical travel expenses incurred by participants living in Italy and receiving treatment in a neighbouring country are reimbursed 100% when the cost saving exceeds Euro 775 (excludes staff members who are receiving reimbursement for home leave and family visit travel for the same trip). The amount of the payment is the lower of the maximum reasonable and customary cost in Rome minus the cost in a European/Mediterranean country in excess of Euro 775; and the amount specified in [Appendix B](#) subject to a maximum payment of Euro 826. The medical treatments compared must be identical, i.e. using the same techniques and are limited to elective treatments and travel authorised in advance by the Claims Processor.



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Travel expenses are also reimbursable for a family member who accompanies a child up to 18 years of age or a completely disabled individual provided the overall savings requirement is met. Headquarters participants are limited to treatment in Europe and Mediterranean countries.

343.3.54 Expenses incurred by the staff member or family members for custodial care such as a home health aid or nurse at home, not covered under the regular BMIP/MMBP plan provisions, are reimbursable at 100% subject to various maximum life time limits after the patient has received a terminal prognosis given by a physician. The provision excludes reimbursement for charges of care provided by a direct relative (e.g., mother, father, brother, sister). The maximum lifetime hospice care benefit by geographic area is as follows: in Italy, Euro 3 630; in Europe (except Italy), US\$ 7,560; in the United States or Canada, US\$ 12,960; and in other countries, US\$ 7,560.

343.3.6 Exclusions --text

343.3.61 Coverage shall not extend to:

- a. routine health examinations (except Papanicolaou smear test and breast cancer screening);
- b. cost of rejuvenation cures, spa cures and cures in "nature clinics" or "health farms";
- c. voluntary or intentional action for example attempted suicide and voluntary mutilation, it being however understood that the consequences of an attempt to save human life are covered;
- d. in time of war to persons who are mobilized or who volunteer for military service;
- e. the results of wounds or injuries resulting from motor-vehicle racing and dangerous competitions in respect of which betting is allowed; normal sports competitions are covered;
- f. the consequences of participation by insured persons, in violation of applicable laws, in insurrections or riots; the consequences of brawls, except in cases of self-defence or in which no active part was taken;
- g. cosmetic treatment and surgery are not covered unless it is required for a congenital anomaly or to restore or correct a part of the body which has been altered as a result of accidental injury, disease or surgery which occurred while the patient was covered by the plan;
- h. the direct or indirect result of ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component;
- i. expenses for or in connection with travel or transportation, except that the charges for professional ambulance service, including short distance air ambulance for urgent evacuation used to transport the insured person on medical prescription, shall not be excluded hereunder;
- j. non prescription items, hygienic and cosmetic products, dietary products, artificial milk, syringes and personal comfort items such as radio, TV, etc.;
- k. hospital admissions and medical treatments which are not medically necessary and hospital admissions that may be more appropriately handled in an outpatient setting;
- l. charges in excess of reasonable and customary expenses in the locality where treatment is provided. For "bona fide" emergencies, reasonable and customary limitations may not apply; The upper limit reasonable and customary charge for surgical procedures will be the 90th percentile (i.e., the 9th highest charge out of 10 cases starting from the lowest). However, for all procedures with a minimum of fifteen (15) observations (i.e., claims) plus all maternity deliveries submitted during the preceding 18 months, the limit is the 80th percentile. The limit is established by reference to the information already recorded in the Claims Processor's data bank, fee schedules used by other insurance companies and information obtained locally from known hospitals and clinics;
- m. Reversal of voluntary surgical sterilization;
- n. Infertility benefits for women that are beyond normal child bearing age.

343.3.62 Reimbursements by the Plan will not be made for medical expenses arising from a service-incurred condition, injury or illness which is covered under the provisions of Manual Section [342](#) - Compensation for Death, Injury or Illness.



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343.3.7 Contributions/Reimbursement in Euro for Headquarters Staff --text

343.3.71 Staff members at Headquarters make contributions in Euro.

343.3.72 Staff members have the choice of claims reimbursement in the currency of the expense if this is a major convertible currency. Major convertible currencies are currencies selected by Van Breda and may change at any time. Information on these currencies may be found on the FAO Intranet website under Staff Services /Medical Insurance /Booklets – How are reimbursements made and in which currency.

343.3.73 Expenses incurred in currencies other than Euro will be converted to Euro through the US Dollar at the UN operational rates of exchange prevailing on the date of service of the treatment as shown on the invoice/receipt.

343.3.8 Claims Procedure --text

343.3.81 Direct Settlement. Hospitals/clinics may send their bills for in-patient treatment directly to the Claims Processor for settlement. Reimbursements are effected in accordance with the provisions of this Manual Section, in the currency of the premiums or in the currency of expenses outlined in para [343.3.72](#). Immediately after receipt of the details of reimbursement by the Claims Processor, the staff member, former staff member or survivor shall pay directly to the hospital/clinic the difference between the actual expenses incurred and the amount reimbursed by the Claims Processor.

343.3.82 Submission of Claims

343.3.821 Claims should be submitted with the least possible delay; those submitted more than two years from the date on which the expenses were incurred will not be accepted.

343.3.822 Bills other than those forwarded directly by the hospital/clinic to the Claims Processor as per para. [343.3.81](#) must be paid before their submission for reimbursement.

343.3.823 Claims should be signed by the staff member, former staff member or survivor on a form supplied by the Claims Processor. Claims submitted directly by family members are not accepted.

343.3.824 Claims should be submitted in a sealed envelope, clearly marked "BMIP/MMBP". Headquarters staff may deposit claims in the special boxes located at the main entrances or send them through the internal mail service. Staff located away from Headquarters may use the pouch service or send claims directly to the Claims Processor at the following address:

J. Van Breda & Co. International

P.O. Box 69

B-2140 Antwerpen - Belgium

343.3.825 The difference between the reimbursement made by the Claims Processor and actual expenses incurred by the staff members (but not their family members) while in travel status is paid by the Organization under the provisions of [Staff Rule 302.7.611](#) upon submission of the claim to the Medical Unit (AFDM).

343.3.826 In the case of medical expenses arising from a service-incurred condition, injury or illness, the claim should be addressed to Social Security Group, AFHS, as these expenses are covered under the provisions of [Manual Section 342](#).



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343.83 Documents Required for Claims

343.3.831 The following documents must be attached to the claim:

(a) Medical Certificate on physician's stationery showing name of patient, diagnosis, dates of visits and/or treatment. If a physician refuses to give a diagnosis, participants must submit a statement to the effect that, upon request, they were unable to obtain a diagnosis and therefore they themselves indicate the diagnosis told to them by the physician and the nature of services rendered.

(b) Prescription for medical treatment or laboratory tests on physician's headed paper with indication of date, name of patient, diagnosis and number of treatments (e.g. for physiotherapy, acupuncture, osteopath treatment and chiropractic treatment).

An original prescription for medicines must be attached to the claim. When medicines are prescribed on a long-term basis, the prescription must indicate how many times the treatment is to be repeated. Once the original prescription has been transmitted to the Claims Processor, a new prescription is not required for claiming reimbursement for further purchases of the same medicines; however, a photocopy of the prescription must be submitted and reference made to the date of the original claim.

On the original prescription, or the subsequent photocopy, evidence of purchase must be provided in the form of cash register receipts with the name of the prescription and the cost, or the prescription bearing the date stamp of the pharmacy and showing the cost of each medicine.

If the pharmacy requires an original prescription for each purchase of the medicines, the submission of the claim should be delayed until the full quantity has been purchased.

A prescription for professional nursing assistance must provide full details on diagnosis, need for professional nursing assistance, specific functions to be performed by the nurse, number of hours spent on these functions, cost per hour and, if possible, estimated length of nursing assistance required.

(c) Bills for all expenses incurred must be original, itemized and receipted, and should comply with local legislative requirements or regulations. Bills must be on the physician's stationery and show the date of each visit and/or treatment, the name of the patient, the diagnosis (see also para. [343.3.831\(a\)](#)), or on the stationery of the person providing the treatment, with indication of the qualifications of this person. Hospital bills should indicate type of accommodation used, location of hospital and daily cost of room (see also para. [343.3.523\(i\)](#)). Bills for lenses must also show the corrective diopter.

For participants living in Italy the bills issued by clinics and doctors must carry the date, the full address, the fiscal code and the appropriate sequence number. Bills without "fattura", "ricevuta fiscale" or "scontrino fiscale" are subject to closer scrutiny. For participants living in other countries closer security will apply to bills not following the standard billing practice of that country.

(d) If the original bill is not released by the hospital or the physician, or has been submitted to another insurer, a photocopy of the original bill (certified by the hospital or physician) together with the original payment slip from the other insurer with the details of the amounts reimbursed must be submitted with the claim. If payment of the bill has been made by cheque, a photocopy of the cheque is sufficient.

(e) Documents mentioned in points (a), (b) and (c) may be combined if all the required information is provided.

(f) Summary translation in English, French or Spanish of certificates, bills and prescriptions, if written in a language other than the foregoing or Italian, German or Dutch.



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(g) For an accident, a report on the date, place and circumstances of its occurrence and, if possible, the names and addresses of any witnesses or legal authorities involved and that of the other party's insurance.

(d) If the original bill is not released by the hospital or the physician, or has been submitted to another insurer, a photocopy of the original bill (certified by the hospital or physician) together with the original payment slip from the other insurer with the details of the amounts reimbursed must be submitted with the claim. If payment of the bill has been made by cheque, a photocopy of the cheque is sufficient.

(e) Documents mentioned in points (a), (b) and (c) may be combined if all the required information is provided.

(f) Summary translation in English, French or Spanish of certificates, bills and prescriptions, if written in a language other than the foregoing or Italian, German or Dutch.

(g) For an accident, a report on the date, place and circumstances of its occurrence and, if possible, the names and addresses of any witnesses or legal authorities involved and that of the other party's insurance.

343.3.832 The Claims Processor, or the Organization, may verify medical certificates by arranging at their own expense for a physician to examine the patient under treatment. Refusal of the participant or family member to permit such examination, or discovery of the improbability of a claim, will result in the withholding, or recovery, of reimbursements by the Claims Processor or the Organization, and may result in disciplinary action in accordance with [Manual Section 330](#), including dismissal for misconduct. The participant may request that, at their own expense, their own physician be present at the examination.

343.3.833 Confidential information may be sent under seal to the Medical Adviser of the Claims Processor.

343.3.834 Claims submitted with incomplete documentation will be returned for completion.

343.3.835 Bills and prescriptions with erasures, modifications or altered figures are unacceptable and will be returned.

343.3.84 Settlement of Claims

343.3.841 Rates of exchange

- a. The conversion of expenses in currencies other than US Dollars or Euro is made on the basis of the UN operational rate of exchange prevailing on the date of service of the treatment as shown on the invoice/receipt. For claims initiated by clinics/hospitals under the direct settlement arrangement, the rate of exchange is that prevailing on the date of service of the treatment as shown on the invoice/receipt.
- b. For expenses incurred in countries listed in [Appendix C](#) the Claims Processor will apply as appropriate the local market rate of exchange prevailing on the date of signature of the claim.

343.3.842 Reimbursements are made by means of a cheque (in US Dollars or Euro), normally within fifteen days following receipt by the Claims Processor of the claim form to which must be attached clear and detailed supporting documentary evidence. Bank transfers are only possible in Euro or US Dollar accounts at Headquarters; in all other cases a cheque can be mailed to a Bank if specifically requested in the claim form. Staff members at Headquarters who have an account with the Banca Intesa could request bank transfers to such account.

343.3.843 Cheques should be presented to a bank for payment as soon as received as they are valid only for six months. Delays in presentation could result in the bank refusing to cash the cheque. Revalidation requests should be addressed to the Claims Processor giving a written explanation why presentation for payment was



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delayed, and attaching the invalid cheque. The Organization accepts no responsibility if the insurers decide not to revalidate the cheque.

343.3.85 Medical Expense Advances

343.3.851 When hospitals/clinics are unable to bill the Claims Processor directly and staff members/pensioners are required to make substantial payments in advance of hospital admission or treatment, or to effect payment of bills upon discharge or end of treatment, an advance may be requested to the Insurers (Vanbreda International) pending settlement of the claim by the insurers. In view of the limitations of coverage, no advance is made for dental or psychiatric treatment, nor is advance made for physiotherapy unless the exceptional conditions in para. [343.3.524\(e\)](#) apply. Advances shall not exceed 70% of the total estimated medical expenses approved by the insurer for the hospitalization or treatment, or of the unpaid bills or shall not be made:

(a) for less than US\$ 500 (\$ 200 for locally recruited General Service staff serving in the field and for pensioners in receipt of pension benefits below US\$ 2 644.56 per annum);

(b) for more than 50% of the estimated yearly pension benefit (pensioners only); or

(c) for more than US\$ 15,000 (pensioners whichever limit is lower a, b or c). Pensioners are eligible for medical advances for hospitalization only.

343.3.852 Headquarters staff/or pensioners should complete and sign the Insurers form "Request for Medical Advance Form", which may be found on the Vanbreda International web pages under the following address: www.int.vanbreda.com and send it to the Insurers by fax, pouch or mail mcc010.italy@vanbreda.be (Italy) or mcc010.field@vanbreda.be (field) , with supporting documentation providing dates of hospitalization, evidence that down-payment or full settlement upon discharge or end of treatment is required, the diagnosis, type of operation or treatment, details of estimated costs or the unpaid bill for services rendered, the currency in which the payment for the services rendered must be made and full banking instructions. The advance is approved in US Dollars (or in Euro for staff under the Euro arrangement set out in para. [343.3.7](#)) and paid in the currency of the country of treatment at the UN operational rate of exchange prevailing on the date the advance is processed. Pensioners may alternatively submit the request by letter or facsimile.

343.3.853 When time permits, staff members at regional, liaison and field offices shall follow the procedure set out in para. [343.3.852](#). In an emergency, the regional personnel officer, the FAO representative or project manager, as appropriate, shall send a facsimile or e-mail to Vanbreda International at mcc010.italy@vanbreda.be and mcc010.field@vanbreda.be giving the name of the patient (and, where appropriate, relationship to the staff member), index number, dates of hospitalization, diagnosis, type of operation or treatment, estimated cost, and statement that the hospital/clinic requires a down-payment or full settlement upon discharge or end of treatment.

343.3.854 Within the maxima in para. [343.3.851](#), advances may be repeated in cases where hospitalization is prolonged or actual expenses incurred are higher than anticipated

343.3.855 A staff member/or pensioner who has received an advance for medical expenses, and has settled the bills related to that advance, shall submit a medical claim to the Claims Processor as soon as possible thereafter. Any amounts received in excess of, or remaining after settlement of, the said medical bills shall be refunded by the insured to the Insurer by cheque or bank transfer. If the insured does not refund the Insurers, Social Security will be notified and the advance will be recuperated from the salary for active staff and from pension benefits for pensioners. If, on the other hand, hospitalization or treatment is delayed, the Insurers (Vanbreda International) shall be advised so as to obtain approval from the Claims Processor for the staff member/or pensioner to delay submission of the medical expense claim.



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343.3.86 Disputes

343.3.861 Participants in the Plan are bound by any interpretation of the insurance contract agreed to by the Organization and the insurer. Notwithstanding the above, disputes shall be settled in the manner specifically provided for in the contract which reads as follows:

"Article 19(b) Settlement of Disputes between the Insured Persons and the Claims Processor/Team Leader.

343.3.862 Copies of any correspondence with the Claims Processor on a dispute on medical questions must be sent to Social Security Group, AFHS.

343.3.87 Claims against Third Parties. Action against third parties by the participant as the result of accident or illness of which they or an enrolled family member was the victim is governed by Article 16 of the contract concluded between the Organization and the Claims Processor, which reads as follows:

"Subrogation. Within the limits of the reimbursement provided, the Claims Processor/Team Leader succeeds to the right which the victim of an accident or illness may have against third parties. Under penalty of forfeiture of cover, the said victim is required to confirm this subrogation in writing when the Claims Processor/Team Leader so requires".

Disputes between an insured person and the Claims Processor/Team Leader shall be limited to medical questions. Such disputes, unless settled by negotiation, shall be referred to a medical arbitrator designated jointly by a doctor chosen by the insured person and by the Claims Processor/Team Leader's doctor. If no agreement is reached on the selection of the medical arbitrator, the latter shall be designated by the Chairman of the Executive Board of the Order of Physicians or by some other medical authority having competence in the insured person's domicile. The decision of such medical arbitrator shall be final. The fees payable to the medical arbitrator are shared equally by the insured person and the Claims Processor/Team Leader. The Organization may, if it so wishes, formally associate itself with the complaint of an insured person, in which case the fees payable to the medical arbitrator by the insured person shall be shared equally by the Organization and the insured person."

343.4 Part IV - Major Medical Benefits Plan (MMBP)

343.4.1 General--text

343.4.11 The Plan. The Major Medical Benefits Plan (MMBP) is underwritten by a commercial insurer (through J. Van Breda and Co. International, the Claims Processor/Team Leader - hereinafter referred to as the Claims Processor), provides world-wide insurance for expenses that are medically necessary, reasonable and customary for the treatment of sickness, accident or maternity. Preventive medicine is excluded subject to one exception (see para [343.4.61\(a\)](#)). Contacts for the settlement of claims (see [para. 343.4.8](#)) are with the Claims Processor acting on behalf of the Insurer.

343.4.12 Year. For the purpose of this Manual Section, a year is a calendar year from 1 January to 31 December, unless otherwise specified.

343.4.13 Prescription and Treatment. Under the provisions of this Manual Section, claims are reimbursable only if treatment is prescribed by a physician and given by a qualified person. The physician must be licensed to practice in the country where treatment is prescribed. The person extending treatment must be recognized as licensed to practice in the country where treatment is undergone.

343.4.14 Family Members. For purposes of this Manual Section the term "family member" shall mean those persons referred to in paragraph para. [343.4.23](#)



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343.4.2 Coverage --text

343.4.21 In-Service Coverage

343.4.211 Coverage is OPTIONAL for all staff members wherever located, who hold a fixed-term or a continuing appointment.

343.4.212 Coverage in MMBP is available for family members eligible under para. [343.4.23](#), provided the staff member participates.

343.4.22 Leave without Pay and Secondment. For arrangements relating to coverage during leave without pay, see [Manual Section 321](#) - Special Leave; for those regarding secondment, see [Manual Section 307](#) - Transfer, Secondment, Loan and Exchange of Staff.

343.4.23 Coverage of Family Members

343.4.231 The following family members are eligible for coverage:

- (a) one spouse, whether dependent or not;
- (b) dependent children up to the end of the calendar year in which they reach their 18th birthday (see Staff Rule [302.3.135](#));
- (c) children aged 18 or over for whom the staff member or pensioner provides main and continuing support and provided they are not gainfully employed and self-sufficient, but not to exceed the end of the month in which they reach their 26th birthday;
- (d) children permanently physically or mentally incapacitated without limit of age (see Staff Rule [302.3.135](#));
- (e) secondary dependants for whom the staff member receives a dependency allowance under the provisions of Staff Rule [302.3.136](#);
- (f) family members of General Service staff at Headquarters in respect of whom a secondary dependency allowance was paid and who were enrolled through 28 February 1991 are eligible for continuation of coverage provided the staff member continues to participate. If coverage is terminated on a voluntary basis no re-enrolment is possible.

343.4.232 A family member's eligibility to participate in a national health scheme will not disqualify them from coverage under this Plan.

343.4.233 The staff member is responsible for providing evidence to enable the responsible personnel officer to certify the eligibility of family members.

343.4.24 After-service Medical Coverage (ASMC). After-service coverage is subject to the provisions of [Part V](#) of this Manual Section.

343.4.3 Enrolment and Application Procedures --text

343.4.31 For staff members, enrolment may commence at any time from the date of their becoming eligible under para [343.4.211](#) provided the provisions of [343.4.41](#) are met.

343.4.32 For a family member eligible under para [343.4.231](#) enrolment may commence at any time provided the provisions of [343.4.212](#) and [343.4.41](#) are met.



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343.4.33 Application Procedure

343.4.331 Applications for enrolment shall be submitted by the staff member on form [Adm. 110](#) (Change or Claim Notification) - which can be found under Administrative forms under the FAO icon in the FAO Word programme - to the responsible personnel officer. In the box headed "State change or claim" applicant must insert:

(a) "MMBP enrolment";

(b) the name, date of birth and for family members, their relationship to the participant, of each person who is to be covered.

343.4.332 A medical examination is not required on enrolment.

343.4.34 Contributions

343.4.341 The scale of contributions is set out in Appendix A.

343.4.342 Contributions are borne in full by the participant.

343.4.343 Contributions shall be deducted from monthly salary payments. A full month's contribution shall be payable for each full or partial calendar month of participation.

343.4.4 Cessation of Coverage --text

343.4.41 Coverage of the staff member and family members shall cease at the end of the month during which the staff member is separated from service, unless Group After-service coverage is applicable. Coverage may be terminated on a voluntary basis only after three years from the date of enrolment. Re-enrolment is possible after a three years wait from the day of withdrawal.

343.4.42 Coverage of family members shall cease for:

(a) a spouse, upon divorce from the staff member. (However, a divorced spouse may apply for an individual contract.);

(b) children between 18 and 26 years of age who no longer fulfil the conditions set forth in para. [343.3.231\(c\)](#) ;

(c) secondary dependants at the end of the month in which payment of dependency allowance ceases;

(d) children on entering military service or who are gainfully employed (who may, however, be re-enrolled immediately after the military service, or when employment ceases, provided they then meet the criteria for enrolment).

343.4.43 Notification of withdrawal of family members of serving staff is made to the responsible personnel officer on form Adm. 110 (Change or Claim Notification- which can be found under Administrative forms under the FAO icon in the FAO Word programme) by inserting in the box headed "State change or claim" the words "Withdrawal from MMBP", with the name of the family member, date of birth and relationship, as well as the effective withdrawal date which must coincide with the end of a month.

343.4.44 In addition, coverage ceases when the master insurance policy terminates.



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343.4.5 Benefits--text

343.4.51 The total amount reimbursable under BMIP/MMBP per participant in a year is US\$ 1,000,000 or Euro 1 040 000.

343.4.52 Eligible participants who are enrolled in both the Basic Medical Insurance Plan (BMIP) (see Part III of this Manual Section) and MMBP are reimbursed by MMBP 80% of the difference between the actual expenses described in paras. [343.4.55](#) and [343.4.56](#) and the amount reimbursed by BMIP, less an amount of US\$ 225 per person per year (or Euro 234).

343.4.53 Participants not enrolled in BMIP, regardless of whether covered by any other basic medical insurance or not, are reimbursed by MMBP the same amount that MMBP would reimburse under para. [343.4.52](#) above. In no case shall total reimbursement under both another insurance and MMBP exceed the amount of total expenditure.

343.4.54 Examples of reimbursements are provided in Appendix B.

343.4.55 The following expenses incurred by the staff member or enrolled family members for medical treatment prescribed by physicians and given by persons qualified to treat patients are reimbursed by MMBP:

343.4.551 Medical Services: The fees of any qualified physician for services at consulting room, home or in hospital the fees of any qualified dentist performing maxillo-facial surgery.

343.4.552 Out-patient services when prescribed by a physician for:

- (i) laboratory tests, electrocardiograms and X-ray examinations; prescription drugs and medicines;
- (ii) appliances such as artificial limbs, eyes and crutches;
- (iii) radiological treatment when referral to a specialist is made by the attending physician;
- (iv) fees for the examination of eyes for spectacles by qualified specialists;
- (v) physiotherapy required after traumatic accident/illness, congenital conditions, very serious degenerative/life threatening illness.

343.4.553 Professional ambulance service including short distance air ambulance for urgent evacuation, when prescribed by a physician.

343.4.554 Convalescence in sanatoria or institutional care for persons, including the aged, with permanent ailments, when prescribed by a physician.

343.4.555 Special nursing at home or hospital, when prescribed by a physician.

343.4.556 Living aids for the handicapped such as electric wheel chairs or special bathroom handrails, when prescribed by a physician.

343.4.557 Injections prescribed by a physician and given by a qualified person, preventive inoculation and vaccination prescribed and administered by a physician except those obligatorily required by national and international health authorities (e.g. in connection with travel, schooling, etc.).

343.4.56 Hospital/clinic expenses ("In-patient" treatment). When the hospital/clinic charges an all-inclusive rate comprehensive of doctor fees, for the purpose of calculating reimbursements, 80% of the cost will be



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considered as hospital/clinic charges and 20% will be considered as doctor fees.

343.4.57 MMBP: Out-of-Pocket expenses. Participants enrolled in MMBP are reimbursed 100% of out-of-pocket reasonable and customary medical expenses not otherwise reimbursed by MMBP as further specified below:

- (a) the amount to be reimbursed are those out-of-pocket charges which exceed 4% of the yearly net base salary or 4% of the yearly full pension benefit as applicable on 1 January of any year. The minimum threshold is US\$ 1,000 (or Euro 1 040);
- (b) the amount to be reimbursed for each family insured under the plan will be 8% of the yearly net base salary or 8% of the yearly full pension benefit on 1 January of any year. The minimum threshold for a family is US\$ 2 000 (or Euro 2 080);
- (c) out-of-pocket expenses for those insured persons not enrolled in MMBP cannot be used to meet the 4% out-of-pocket limit;
- (d) medical expenses not reimbursed under MMBP because of the deductible of US\$ 225 (or Euro 234) are excluded from the calculation of the 4% out-of-pocket limit; and
- (e) eligibility for reimbursements is established and payments made after completion of the year during which expenses were reimbursed.

343.4.6 Exclusions --text

343.4.61 Coverage shall not extend to:

- (a) routine health examinations (except Papanicolaou smear test and breast cancer screening);
- (b) hospital/clinic expenses;
- (c) cost of spectacles, hearing aids, psychiatric therapy, spa cures and cures in "nature clinics" or "health farms";
- (d) dental treatment, rejuvenation cures and cosmetic treatment. Dental and cosmetic surgery is covered, however, when it is necessary as the result of an accident for which cover is provided and for Osseous surgery usually for the removal of impacted wisdom teeth;
- (e) physiotherapy except as provided in para [343.4.551\(v\)](#);
- (f) expenses for or in connection with travel or transportation, except those charged for professional ambulance service on medical prescription;
- (g) the direct or indirect result of ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or the radioactive toxic explosive or other hazardous properties of any explosive assembly or nuclear component;
- (h) voluntary or intentional action (for example attempted suicide and voluntary mutilation), it being however understood that the consequences of an attempt to save human life are covered;
- (i) in time of war to persons who are mobilized or who volunteer for military service;
- (j) the results of wounds or injuries resulting from motor-vehicle racing and dangerous competitions in



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respect of which betting is allowed; normal sports competitions are covered;

(k) the consequences of participation by insured persons, in violation of applicable laws, in insurrections or riots; the consequences of brawls, except in cases of self-defence or in which no active part was taken;

(l) non prescription items, hygienic and cosmetic products, dietary products, artificial milk, syringes.

343.4.62 Reimbursements by the Plan will not be made for medical expenses arising from a service-incurred condition, injury or illness which is covered under the provisions of [Manual Section 342](#)- Compensation for Death, Injury or Illness.

343.4.7 Contributions/Reimbursement in Euro for Headquarters Staff--text

343.4.71 Staff members at Headquarters make contributions in Euro.

343.4.72 Staff members may have the choice of claims reimbursement in the currency of the expense if this is a major convertible currency. Major convertible currencies are currencies selected by Van breda and may change at any time. Information on these currencies may be found on the FAO Intranet website under Staff Services /Medical Insurance /Booklets – How are reimbursements made and in which currency.

343.4.73 Expenses incurred in currencies other than Euro will be converted to Euro through the US Dollar at the UN operational rates of exchange prevailing on the date of service of the treatment as shown on the invoice/receipt.

343.4.8 Claims Procedure --text

343.4.81 Direct Settlement. For participants in both BMIP and MMBP hospitals/clinics may send their bills for in-patient treatment directly to the Claims Processor for settlement. Reimbursements are effected in accordance with the provisions of this Manual Section, in the currency of the premiums or in the currency of expenses outlined in para. [343.4.72](#). Immediately after receipt of the details of reimbursement by the Claims Processor, the staff member, former staff member or survivor shall pay directly to the hospital/clinic the difference between the actual expenses incurred and the amount reimbursed by the Claims Processor.

343.4.82 Submission of Claims

343.4.821 Claims should be submitted with the least possible delay; those submitted more than two years from the date on which the expenses were incurred will not be accepted.

343.4.822 Bills other than those forwarded directly by the hospital/clinic to the Claims Processor as per para. [343.4.81](#) must be paid before their submission for reimbursement.

343.4.823 Claims should be signed by the staff member, former staff member or survivor on a form supplied by the Claims Processor. Claims submitted directly by family members are not accepted.

343.4.824 Claims should be submitted in a sealed envelope, clearly marked "BMIP/MMBP". Headquarters staff may deposit claims in the special boxes located at the main entrances or send them through the internal mail service. Staff located away from Headquarters may use the pouch service or send claims directly to the Claims Processor at the following address:

Vanbreda International

P.O. Box 69



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2140 Antwerpen

Belgium

343.4.825 The difference between the reimbursement made by the Claims Processor and actual expenses incurred by the staff members (but not their family members) while in travel status is paid by the Organization under the provisions of Staff Rule [302.7.611](#) upon submission of the claim to the Medical Unit (AFDM).

343.4.83 Documents Required for Claims

343.4.831 The following documents must be attached to the claim:

(a) Medical Certificate on physician's stationery showing name of patient, diagnosis, dates of visits and/or treatment. If a physician refuses to give a diagnosis, participants must submit a statement to the effect that, upon request, they were unable to obtain a diagnosis and therefore they themselves indicate the diagnosis told to them by the physician and the nature of services rendered.

(b) Prescription for medical treatment or laboratory tests on physician's headed paper with indication of date, name of patient, diagnosis and number of treatments (e.g. for physiotherapy, acupuncture, osteopath treatment and chiropractic treatment).

An original prescription for medicines must be attached to the claim. When medicines are prescribed on a long-term basis, the prescription must indicate how many times the treatment is to be repeated. Once the original prescription has been transmitted to the Claims Processor, a new prescription is not required for claiming reimbursement for further purchases of the same medicines; however, a photocopy of the prescription must be submitted and reference made to the date of the original claim.

On the original prescription, or the subsequent photocopy, evidence of purchase must be provided in the form of cash register receipts with the name of the prescription and the cost, or the prescription bearing the date stamp of the pharmacy and showing the cost of each medicine.

A prescription for professional nursing assistance must provide full details on diagnosis, need for professional nursing assistance, specific functions to be performed by the nurse, number of hours spent on these functions, cost per hour and, if possible, estimated length of nursing assistance required.

(c) Bills for all expenses incurred must be original, itemized and receipted, and should comply with local legislative requirements or regulations. Bills must be on the physician's stationery and show the date of each visit and/or treatment, the name of the patient, the diagnosis (see also para. [343.4.831](#)(a)), or on the stationery of the person providing the treatment, with indication of the qualifications of this person. Hospital bills should indicate type of accommodation used, location of hospital and daily cost of room (see also para. [343.4.56](#)). For participants living in Italy claims without "fattura", "ricevuta fiscale" or "scontrino fiscale" are subject to closer scrutiny.

(d) If the original bill is not released by the hospital or the physician, or has been submitted to another insurer, a photocopy of the original bill (certified by the hospital or physician) together with the original payment slip from the other insurer with the details of the amounts reimbursed must be submitted with the claim. If payment of the bill has been made by cheque, a photocopy of the cheque is sufficient.

(e) Documents mentioned in points (a), (b) and (c) may be combined if all the required information is provided.

(f) Summary translation in English, French or Spanish of certificates, bills and prescriptions, if written in a



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language other than the foregoing or Italian, German or Dutch.

(g) For an accident, a report on the date, place and circumstances of its occurrence and, if possible, the names and addresses of any witnesses or legal authorities involved.

343.4.832 The Claims Processor, or the Organization, may verify medical certificates by arranging at their own expense for a physician to examine the patient under treatment. Refusal of the participant or family member to permit such examination, or discovery of the improbity of a claim, will result in the withholding, or recovery, of reimbursements by the Claims Processor or the Organization, and may result in disciplinary action in accordance with [Manual Section 330](#), including dismissal for misconduct. The participant may request that, at their own expense, their own physician be present at the examination.

343.4.833 Confidential information may be sent under seal to the Medical Adviser of the Claims Processor.

343.4.834 Claims submitted with incomplete documentation will be returned for completion.

343.4.835 Bills and prescriptions with erasures, modifications or altered figures are unacceptable and will be returned.

343.4.84 Settlement of Claims

343.4.841 Rates of exchange

(a) The conversion of expenses in currencies other than US Dollars or Euro is made on the basis of the UN operational rate of exchange prevailing on the date of service of treatment as shown on the invoice/receipt. For claims initiated by clinics/hospitals under the direct settlement arrangement, the rate of exchange is that prevailing on the date of service of the treatment as shown on the invoice/receipt.

(b) For expenses incurred in countries listed in [Appendix C](#) the Claims Processor will apply as appropriate the local market rate of exchange prevailing on the date of signature of the claim.

343.4.842 Reimbursements are made by means of a cheque, normally within fifteen days following receipt by the Claims Processor of the claim form to which must be attached clear and detailed supporting documentary evidence. Bank transfers are only possible in Euro or US Dollar accounts at Headquarters; in all other cases a cheque can be mailed to a Bank if specifically requested in the claim form. Staff members at Headquarters who have an account with the Banca Intesa could request bank transfers to such account.

343.4.843 Cheques should be presented to a bank for payment as soon as received as they are valid only for six months. Delays in presentation could result in the bank refusing to cash the cheque. Revalidation requests should be addressed to the Claims Processor giving a written explanation why presentation for payment was delayed, and attaching the invalid cheque. The Organization accepts no responsibility if the insurers decide not to revalidate the cheque.

343.4.85 Medical Expense Advances

343.4.851 When hospitals/clinics are unable to bill the Claims Processor directly and staff members/pensioners are required to make substantial payments in advance of hospital admission or treatment, or to effect payment of bills upon discharge or end of treatment, participants in BMIP and MMBP may request an advance through the Organization pending settlement of the claim by Claims Processor. Advances shall not exceed 70% of the total estimated medical expenses approved by the insurer for the hospitalization or treatment, or of the unpaid bills or shall not be made:

(a) for less than US\$ 500 (\$ 200 for locally recruited General Service staff serving in the field and for



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pensioners in receipt of pension benefits below US\$ 2 644.56 per annum);

(b) for more than 50% of the estimated yearly pension benefit (pensioners only); or

(c) for more than US\$ 15,000 (pensioners whichever limit is lower a, b or c). Pensioners are eligible for medical advances for hospitalization only.

343.4.852 Headquarters staff /or pensioners should fill in form [Adm. 150](#), Request for Medical Expense Advance, and forward it to Social Security Group, AFHS, with supporting documentation providing dates of hospitalization, evidence that down-payment or full settlement upon discharge or end of treatment is required, the diagnosis, type of operation or treatment, details of estimated costs or the unpaid bill for services rendered, the currency in which the payment for the services rendered must be made and full banking instructions. The advance is approved in US Dollars (or in Euro for staff under the Euro arrangement set out in para. [343.4.7](#)) and paid in the currency of the country of treatment at the UN operational rate of exchange prevailing on the date the advance is processed. Pensioners may alternatively submit the request by letter or facsimile.

343.4.853 When time permits, staff members at regional, liaison and field offices shall follow the procedure set out in para. [343.4.852](#). In an emergency, the regional personnel officer, the FAO representative or project manager, as appropriate, shall send a facsimile or e-mail to Social Security Group, AFHS, giving the name of the patient (and, where appropriate, relationship to the staff member), index number, dates of hospitalization, diagnosis, type of operation or treatment, estimated cost, and statement that the hospital/clinic requires a down-payment or full settlement upon discharge or end of treatment. Upon approval by the Social Security Group, AFHS, authorization of payment is sent by facsimile or e-mail.

343.4.854 Within the maxima in para. [343.4.851](#), advances may be repeated in cases where hospitalization is prolonged or actual expenses incurred are higher than anticipated.

343.4.855 A staff member or pensioner who has received an advance for medical expenses, and has settled the bills related to that advance, shall submit a medical claim to the Claims Processor as soon as possible thereafter. Any amount of the advance remaining unspent after settlement of the medical bills shall be refunded to the Organization by cheque, as otherwise the advance will be recuperated from salary for staff and from pension benefits for pensioners. If, on the other hand, hospitalization or treatment is delayed, Social Security Group, AFHS, shall be advised so as to obtain approval from the Claims Processor for the staff member/or pensioner to delay submission of the medical expense claim.

343.4.86 Disputes

343.4.861 Participants in the MMBP Plan are bound by any interpretation of the insurance contract agreed to by the Organization and the insurer. Notwithstanding the above, disputes shall be settled in the manner specifically provided for in the contract which reads as follows:

"Article 19(b) Settlement of Disputes between the Insured Persons and the Claims Processor/Team Leader.

Disputes between an insured person and the Claims Processor/Team Leader shall be limited to medical questions. Such disputes, unless settled by negotiation, shall be referred to a medical arbitrator designated jointly by a doctor chosen by the insured person and by the Claims Processor/Team Leader's doctor. If no agreement is reached on the selection of the medical arbitrator, the latter shall be designated by the Chairman of the Executive Board of the Order of Physicians or by some other medical authority having competence in the insured person's domicile. The decision of such medical arbitrator shall be final. The fees payable to the medical arbitrator are shared equally by the insured person and the Claims Processor/Team Leader. The



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Organization may, if it so wishes, formally associate itself with the complaint of an insured person, in which case the fees payable to the medical arbitrator by the insured person shall be shared equally by the Organization and the insured person."

343.4.862 Copies of any correspondence with the Claims Processor on a dispute on medical questions must be sent to Social Security Group, AFHS.

343.4.87 Claims against Third Parties. Action against third parties by the participant as the result of accident or illness of which they or an enrolled family member was the victim is governed by Article 16 of the contract concluded between the Organization and the Claims Processor, which reads as follows:

"Subrogation. Within the limits of the reimbursement provided, the Claims Processor/Team Leader succeeds to the right which the victim of an accident or illness may have against third parties. Under penalty of forfeiture of cover, the said victim is required to confirm this subrogation in writing when the Claims Processor/Team Leader so requires".

343.5 Part V - After-Service Medical Coverage (ASMC)

343.5.1 General--text

343.5.11 All staff members participating in BMIP/MMBP may obtain premium-paying after-service medical coverage on separation from the Organization subject to the exception specified in para. 343.5.17.

343.5.12 A staff member who meets the eligibility criteria set out in [para. 343.5.4](#) may request participation in Group After-Service Medical Coverage for six months or more.

343.5.13 A staff member who does not meet the eligibility criteria set out in Manual Section [para. 343.5.4](#) may request the extension of the medical coverage enjoyed on the date of separation for three more months at group rates with the staff member paying both their contribution and that of the Organization (see [para. 343.5.2](#)).

343.5.14 A staff member who does not meet the eligibility requirements set out in Manual [para. 343.5.4](#) and who wishes to receive medical coverage for more than three months after the date of separation may apply for coverage on an individual basis with the staff member paying the full premium (see [para. 343.5.3](#)).

343.5.15 Eligibility criteria for family members to participate in after-service medical coverage may vary with the plan; see paras. [343.5.21](#), [343.5.31](#) and [343.5.411](#)).

343.5.16 In all cases of after-service medical coverage, the following provisions shall apply:

- a. participation must immediately follow in-service participation;
- b. a premium shall be paid by the former staff member or survivor(s) (see, however, [para. 343.5.443](#)).

343.5.17 If a staff member is separated from the Organization for having submitted altered or fraudulent medical claims in any FAO medical plan, eligibility for after-service participation shall be forfeited.

343.5.18 The provisions of this Manual Section are subject to modification as a function of the contractual arrangements which the Organization is able to obtain.

343.5.19 Free after-service medical coverage ceased for all participants on 31 October 1989.

343.5.2 Extention of Medical Coverage under BMIP/MMBP for three months upon Separation--text



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343.5.21 No later than 30 days prior to separation from the Organization, staff members who do not meet the eligibility criteria for Group After-Service Medical Coverage under [para. 343.5.4](#) may apply for an extension of medical coverage for a fixed period of three months under the plan(s) in which they participated during service. The extension will apply as from the first day of the month following the date of separation, and will also apply to family members covered at the time of separation. The total group premium - including the Organization's share - due for three months must be paid in advance to the Organization by means of an appropriate payroll deduction at the time of separation.

343.5.22 Conversion to individual coverage ([para. 343.5.3](#) below) is not possible after the three-month extension has been authorized under [para. 343.5.21](#).

343.5.3 After Service Coverage on an Individual and Premium-Paying Basis--text

343.5.31 Staff members who are not eligible for Group After-Service Coverage under [para. 343.5.4](#) may, without a medical examination, obtain coverage under an individual contract with J. Van Breda & Co. International for themselves and family members who were covered at the time of separation. The policy is that drawn up within the framework of a Group Insurance Contract concluded between the United Nations (New York) and American International Group (A.I.G) through the intermediary of J. Van Breda & Co. International in Antwerp. Details on the conditions of coverage and application forms can be obtained from:

J. Van Breda & Co. International
P.O. Box 69
B-2140 Antwerpen 19 Belgium

343.5.32 The minimum duration for individual coverage is three months and the premiums are to be paid in advance to J. Van Breda. On conversion to an individual contract the coverage of one or more family members may be discontinued. Coverage is different from that of BMIP (i.e., it is more reduced in scope and with a maximum reimbursement of US\$ 100,000 per person per annum) and no supplementary plan such as MMBP is available. The premium and reimbursements are in US Dollars.

343.5.33 Individual coverage may be requested by applying in writing at least 30 days prior to separation. The staff member should enclose with the application a cheque in US Dollars covering at least the initial three months' premium made out to J. Van Breda. The application which is to be forwarded to the above address and copied to Social Security Group, AFHS, must also clearly include the private address to which correspondence is to be forwarded. The insured person will deal directly with J. Van Breda & Co. International in Antwerp on matters relating to coverage and payment of the premium and for the submission of medical claims.

343.5.34 If coverage on an individual basis is discontinued, it cannot be reinstated.

343.5.4 Group After-Service Medical Coverage on a Premium-Paying Basis for six months or more (copy 1)--text

343.5.41 Eligibility for Participation

343.5.411 Group After-Service Medical Coverage in FAO medical plans (BMIP/ MMBP) on a premium-paying basis for six months or more shall be available to former staff members and their family members, or survivor(s), provided the former staff member, or survivor(s), receives or will receive a periodic retirement or disability benefit from the United Nations Joint Staff Pension Fund (UNJSPF) and subject to the provisions of [para. 343.5.412](#) below. However, on the death of a former staff member, or of a serving participant, a periodic benefit is not a requirement for participation of surviving eligible children between age 18 and 26, or of surviving eligible secondary dependants.



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343.5.412 Subject to the provisions of [para. 343.5.411](#) above, the following persons shall be eligible for Group After-Service Medical Coverage on a premium-paying basis:

- a.
 1. staff members aged 55 or over and participating in BMIP at the time of separation, and who have been participants in BMIP and/or similar medical plans of the Organization (e.g. ENPDEP) for at least 10 years;
 2. staff members aged 50 to 55 separating from the Organization on or after 1 January 1992, participating in BMIP at the time of separation, who have been participating in BMIP and/or similar medical plans of the Organization (e.g. ENPDEP) for at least 20 years and who have elected for a deferred pension from the UNJSPF;
- b. staff members of any age participating in BMIP and who are separated for disability and awarded a disability benefit from the UNJSPF. These staff members may continue to participate in the FAO medical plan(s) for themselves and for eligible family members covered at the time of separation;
- c. family members of staff members referred to in (a) above (and meeting the definition in [para. 343.5.415](#) below), provided that they have been participating in BMIP at the time of the staff member's separation, have been participants in BMIP or similar medical plans of the Organization (e.g. ENPDEP) for at least 10 years; except that:
 1. for staff appointed prior to 1 January 1986, the 10-year requirement for family participation in order to continue medical insurance coverage for the family, does not apply if the family members are enrolled within 30 days of the date of marriage or birth (for the child);
 2. staff members who are eligible for after-service participation in BMIP and who retire on or after 1 March 2000, will be eligible to apply for after-service participation of their family members who were enrolled in BMIP/MMBP at the time of separation but were not meeting the 10-year requirement of in-service participation, subject to the payment of the full premium due to the Insurers (participant's and Organization's share) for the after-service participation of the family members in question. Payment of the full premium will continue until the 10-year requirement is met; thereafter, participation would be subsidized by the Organization as for any other participant.

343.5.413 Eligibility for Group After-Service Medical Coverage on a premium-paying basis (for six months or more) in MMBP shall be subject to the same criteria as those specified in Manual para. 343.5.412 above.

343.5.414 Periods of participation in MCS (see [343 Part VI](#)), and after-service participation under paras. [343.5.2](#) and [343.5.3](#) are not recognized as qualifying participation towards Group After-Service Medical Coverage on a premium-paying basis either in BMIP or in MMBP.

343.5.415 The following family members shall be eligible for Group After-Service Medical Coverage on a premium-paying basis:

- a. one spouse, whether dependent or not;
- b. dependent children up to the end of the calendar year in which they reach their 18th birthday;
- c. children aged 18 or over and not married for whom the pensioner or surviving parent or a third party (e.g., legal guardian) provides main and continuing support and provided they are not gainfully employed and self-sufficient, but not to exceed the end of the month in which they reach their 26th birthday. A statement that the pensioner or the surviving parent, or a third party (e.g., legal guardian), provides main and continuing support is required to be submitted at the time of enrolment;
- d. children recognized permanently physically or mentally incapacitated, without limit of age (from 1 May 2000, the Organization pays the entire BMIP premium);
- e. secondary dependants for whom the pensioner received a dependency allowance at date of separation;
- f. family members of General Service staff at Headquarters in respect of whom a secondary dependency allowance was paid and who were enrolled through 28 February 1991 (para. [343.4.231\(f\)](#) refers).



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343.5.416 Participation in other UN medical plan(s) A staff member who, before joining the Organization participated in a similar medical plan of the United Nations or its specialized agencies will have the period of participation recognized as equivalent to participation in a medical plan of the Organization.

343.5.417 Interim provisions for family members of staff appointed prior to 1 January 1986

For staff member appointed prior to 1 January 1986, family members shall be dispensed from meeting the cumulative conditions set forth in para. 343.5.412(c) and shall be eligible for group after-service medical coverage on a premium-paying basis under para. 343.5.411, if they meet one or the other of the following conditions:

- a. the family member was enrolled either as:
 - a dependant within 30 days from the date of birth, adoption or recognition; or
 - a secondary dependent within 30 days from the date on which they became secondary dependant; and was not subsequently withdrawn from the medical plan(s) ; or
 - the family member had at least 10 years of participation in the medical plan(s) and was enrolled in the plan(s) at the time of the staff member's separation.

343.5.42 Special Situations

343.5.42.1 When both husband and wife are staff members of the Organization and one separates and becomes eligible for Group After-Service Medical Coverage under para. 343.5.41, but the other remains in employment and subsequently resigns before his or her 55th birthday, the staff member who later resigns becomes eligible, as a spouse, for the same Group After-Service Medical Coverage on a premium-paying basis in the medical plan(s) in which they have participated for at least 10 years at the time of separation.

343.5.42.2 When both husband and wife are staff members of the Organization and remains in employment but the other separates before their 55th birthday with at least 10 years participation in the medical plan(s), the latter would be given the option to continue participation, as a spouse, in the medical plan(s) in which they participated at the time of separation. The staff member who later resigns becomes eligible for Group After-Service Medical Coverage for the spouse irrespective of the period of participation of the spouse. The original eligibility for Group After-Service Medical Coverage of the former staff member who separated before their 55th birthday is resumed upon divorce.

343.5.42.3 Group After-Service Medical Coverage on a premium-paying basis to which a former staff member and the family members may be entitled under para. 343.5.41, shall be suspended if the former staff member, upon re-appointment, becomes re-eligible for in-service participation in BMIP/MMBP for themselves and family.

343.5.42.4 Should the former staff member be re-appointed with a short-term contract and not be eligible for in-service participation in BMIP/ MMBP, Group After-Service Medical Coverage on a premium-paying basis under para. 343.5.41 will not be suspended. The staff member will also have the option of joining MCS (see [Part VI](#) in order to be covered for temporary total disablement under that plan (paras. [343.6.621](#) and [343.6.631](#) refer).

343.5.42.5 Should a spouse be employed following the death of a staff member, or former staff member, or following retirement of a staff member, any Group After-Service Coverage on a premium-paying basis under para. 343.5.41 shall be suspended both for the employed spouse and their family members who enjoyed that coverage as long as the employed spouse is eligible for in-service participation.

343.5.43 Participation of Survivors on Death of Staff Member or Former Staff Member



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343.5.431 Family members who survive a staff member who held an appointment of at least 12 months and who died in service may continue to participate on a premium-paying basis in the medical plan(s) under which they were covered on the date the staff member died.

343.5.432 Family members who survive a former staff member who died after retirement may continue to participate in the same premium-paying medical plan(s) in which they were enrolled at the time of death of the former staff member.

343.5.44 Contributions

The scales of participant's contributions for both BMIP and MMBP (see [Appendix A Part III](#)) are shown earlier; these scales are adjusted periodically. A month's contribution is payable for each full or partial calendar month of participation.

343.5.441 For FAO Retirees, from 1st January 2016, the total BMIP monthly contributions in respect of former staff members meeting the requirement of para. [343.5.412\(a\)\(1\)](#) and [\(3\)](#) and of their eligible family members are based on a percentage of the next full pension of the Retiree.

343.5.442 For Retirees of other Rome Based Agencies, contributions are shared equally between the participating former staff member (or their survivor) and the Organization. However, the contribution of the former staff member shall not exceed the higher of:

- a. 4% of the full periodic benefit from the UNJSPF (i.e. recalculated to include any portion that may have been commuted into a lump-sum), including cost-of-living adjustments; or
- b. 4% of 46% of the Final Average Remuneration (as calculated by the UN Joint Staff Pension Fund and expressed in US Dollars) of the former staff member as long as they participate in the plans.

The difference between the BMIP contribution that would be due by the former staff member or survivors and the amount actually charged by virtue of the limitation provided for in para. [343.5.442\(a\)](#) and [\(b\)](#) above shall be borne by the Organization. The Organization shall also bear the entire cost of the BMIP premiums of former staff members or survivors whose full periodic benefit from the UNJSPF does not exceed the amount of child benefit as set periodically by the UNJSPF.

The BMIP ceilings of former staff members are calculated every month based on the latest available pension information from UNJSPF to be in line with the scales of contribution (para. [343.5.441](#)) or the amounts mentioned in para. [343.5.442](#). They are also recalculated whenever family composition is reduced or the "declared country of residence" for Pension Fund purposes is changed. Currency fluctuations occurring between these periodic or ad hoc calculations will not mean automatic adjustments in the contributions.

Pensioners and survivors enrolled in the BMIP/MMBP plan(s) who receive their UNJSPF periodic benefit in Euro may request to contribute and receive reimbursement in Euro. Once they have selected this arrangement they may not revert to the US Dollar arrangement until after twelve months have elapsed from the date of the switch to the Euro arrangement. Without a specific request to contribute in Euro contributions and reimbursements will be made in US Dollars.

Provisions of paras. [343.3.73](#) and [343.4.73](#) apply equally to pensioners and survivors under the Euro arrangement .

Separated staff with after-service medical coverage meeting the requirement of para. [343.5.412\(a\)\(ii\)](#) - may contribute and receive reimbursements in Euro.

Former staff members meeting the requirements of para. [343.5.412\(a\)\(ii\)](#) and their eligible family members



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shall pay the total BMIP/MMBP contribution inclusive of the Organization's share for BMIP until their 55th birthday in order to remain covered by the BMIP/MMBP plans; after their 55th birthday they qualify for the provisions applicable to former staff meeting the requirements of para. 343.5.412(a)(i).

343.5.45 Termination of Group After-Service Medical Coverage on a Premium-paying Basis

343.5.451 Group After-Service Medical Coverage on a premium-paying basis shall cease if:

- a. the after-service participant (former staff member or family member) ceases to pay the contribution to the plan(s);
- b. the after-service participant (former staff member or family member) voluntarily withdraws themselves or a family member from the plan(s); provided, however, that if a former staff member withdraws, his
- c. a dependent child no longer qualifies for coverage under the terms of the relevant medical plan or when the necessary documentation mentioned in para. [343.5.415\(c\)](#) has not been submitted;
- d. the periodic disability benefit awarded to a former staff member is terminated;
- e. a former staff member who had elected a deferred pension benefit from the UNJSPF takes a withdrawal settlement;
- f. the former staff member submits altered or fraudulent medical claims;
- g. coverage also ceases for the spouse of an after-service participant upon divorce. However, a divorced spouse may apply for an individual contract;
- h. children on entering military service or who are gainfully employed (who may, however, be re-enrolled immediately after the military service or when employment ceases, provided they then meet the criteria for enrolment).

343.5.452 Once Group After-Service Medical Coverage on a premium-paying basis has been terminated it cannot be re-activated; however see paras. [343.5.422](#) and [343.5.424](#).

343.5.5 Procedures--text

343.5.51 Separation. When separation action is initiated, the responsible personnel officer shall inform the staff member in writing of the after-service medical coverage provisions available. Prior to the date of separation the staff member must specify in writing the coverage requested by filling in the appropriate form(s) and returning these to the responsible personnel officer. Failure to submit the form within this time-limit shall be deemed to be a final decision not to opt for any after-service medical coverage.

343.5.52 Death. If separation is caused by death, the responsible personnel officer shall inform survivors within one month of the death of their eligibility to continued medical coverage, for which they must apply within one month from the date of notification. Failure to apply within this time-limit shall be deemed to be a final decision not to opt for after-service medical coverage.

343.5.53 The forms to apply for Group After-Service Medical Coverage on a premium-paying basis under para. [343.5.411](#) include an authorization, signed by the staff member or survivor(s), to the UNJPF to deduct the staff member's monthly contributions to BMIP/MMBP from the monthly periodic benefit(s) received from the Pension Fund.

343.5.54 Staff members who on separation elect to defer receipt of their periodic benefit from the UNJPF and who apply for Group After-Service Medical Coverage on a premium-paying basis under para. [343.5.41](#), must pay their share of the BMIP/MMBP contribution in advance and for periods of six months at a time. Payment to be made by means of certified cheque (a personal cheque which the bank has debited to the account of the drawer at time of issue) or bank draft in US Dollars or Euro, in favour of FAO of the United Nations and addressed to FAO, Via delle Terme di Caracalla, Roma 00100, Italy for the attention of the Finance Division,



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AFF. The cheque or copy of the bank draft should be accompanied by a letter which gives the name of the staff member, index number and details of family member(s) to be covered by medical insurance, together with the period of coverage.

343.5.55 Group After-Service Medical Coverage on a premium-paying basis for six months or more shall be suspended pending receipt of the information for the calculation of contribution (e.g. to allow survivors of deceased pensioners to confirm their decision to continue participation unless continuation previously authorized by the spouse) or confirmation that payment of the contribution has been made whenever para. 343.5.54 applies.

343.5.56 Withdrawal from Group After-Service Medical Coverage on a premium-paying basis shall be subject to six-month's notice to be sent in writing to the Social Security Group, AFHS, Once the decision is communicated it is final and irrevocable.

343.6 Part VI - Medical Insurance Scheme (MCS)

This Manual Section has been updated effective 1 March 2011.--header

343.6.1 General --text

343.6.11 The plan, which is underwritten by a commercial insurer (through De Besi - Di Giacomo SpA, the Claims Processor/Team Leader hereinafter referred to as the Claims Processor), provides worldwide insurance against medical expenses and compensation payments for (i) death and temporary or permanent disablement resulting from an accident, and (ii) temporary or permanent disablement (but not death) resulting from an illness, under the provisions set out in para. [343.6.6](#), when the death, injury or illness which gives rise to the claim is not attributable to the performance of official duties. For compensation for service-incurred death, injury or illness, see [Manual Section 342](#). Contacts for the settlement of claims (para. [343.6.8](#)) are with the Claims Processor.

343.6.12 Definitions. For the purposes of Part VI of this Manual Section, the following definitions apply:

343.6.121 "Accident": means the unintended impairment of physical integrity caused by external means and includes exposure resulting from a mishap to an aircraft or vessel by which an insured person is travelling.

343.6.122 "Total disablement": means disablement which entirely prevents the insured person from attending to their business or occupation of any and every kind or, if they have no business or occupation, from attending to their usual duties.

343.6.123 "Partial disablement": means disablement which prevents an insured person from attending to a substantial part of their occupation, or if they have no business or occupation, from attending to a substantial part of their usual duties.

343.6.124 "Permanent disablement": means disablement lasting twelve calendar months and, at the expiry of that period, being beyond all reasonable hope of improvement.

343.6.125 "Net salary":

- a. for short-term Professional staff, the net salary element is equal to the amount shown in the "Net Base Rate" columns in [Appendix A to Manual Section 316](#);
- b. for short-term Professional conference staff the rates published by the High-level Committee on Management (HLCM) ;
- c. for short-term General Service staff at Headquarters, the net salary element is equal to the amount



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shown in the "Net Base Rate" columns in [Appendix B to Manual Section 316](#);

- d. for short-term General Service staff in regional offices or in the field, the net salary element is equal to the net base salary as indicated in the appropriate salary scale;
- e. for Consultants/PSA), NPPs (National Professional Project Personnel) and subscribers to Personal Services Agreements (PSAs), the net salary element is the total honorarium;
- f. for Consultants/PSAs, employed on a WAE (when actually employed) basis, TCDC/TCCT Experts and Visiting Experts the net salary element is the net salary portion of the total amount specified in the Agreement;
- g. for Consultants/WOC (without compensation) and Volunteers serving without compensation, the net salary element is a theoretical annual base honorarium equal to one third of USD 50 000;

343.6.126 "Daily net salary": means 1/360th of the annual net salary as defined in para. 343.6.125.

343.6.2 Application --text

343.6.21 Except as provided in para. 343.6.22 coverage is mandatory for the following:

- a. Short-term staff, including conference staff;and
- b. Consultants, NPPs and PSAs (see [343.2.3](#));

343.6.22 ([TM4826](#) dated 26 April 2010) Coverage is also mandatory for retired FAO staff who are re-employed on Short Term Staff Contracts or are re-employed as Consultants or PSAs and are receiving a United Nations Joint Staff Pension Fund (UNJSPF) pension and/or are covered under the After-Service Medical Coverage (ASMC). However:

- a. retired FAO staff receiving a UNJSPF pension but no group after-service medical coverage are covered only for the benefits set out in paras. [343.6.61](#), [343.6.621](#) and [343.6.631](#);
- b. retired FAO staff receiving a UNJSPF pension and group after-service medical coverage are covered only for the benefits set out in paras. [343.6.621](#) and [343.6.631](#).

343.6.23 PSAs and NPPs engaged through a lending employer or PSAs engaged on a piece-work basis, such as technical writers, technical editors, illustrators, translators and publishers or similar types of subscribers are not eligible to participate.

343.6.24 Consultants and PSAs employed on a WAE basis are covered under MCS only during the actual periods they are officially instructed in writing to perform FAO duties.

343.6.25 Consultants and PSAs/WOC employed without compensation, as well as Volunteers are covered for the benefits set out in para. [343.6.6](#), except for those provided under paras. [343.6.621](#) and [343.6.631](#).

343.6.26 Family members are not eligible for coverage under MCS.

343.6.3 Enrolement--text

343.6.31 Participants are automatically enrolled in the plan from the date of appointment unless under para. 343.6.22 the individual specifically requests exclusion. Consultants and PSAs employed on a WAE basis are enrolled only from the date on which they commence FAO duties as instructed in writing. Upon appointment, participants complete form Adm. 60, Designation of Beneficiary. Any death benefit payable under the plan (see para. [343.6.623](#)) is paid to the designated beneficiary.

34.6.32 Coverage. Coverage is for 24 hours a day during the period of employment or such shorter period during which the person is engaged on FAO duties. Coverage ceases when the Contract with the Organization terminates. In addition, coverage ceases when the contract with the Insurer terminates.



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343.6.33 Medical Clearance. Requirements for medical clearance for staff members with short term appointments, consultants and subscribers to Personal Service Agreements are in Manual Sections, [316](#), [317](#) and [319](#) respectively.

343.6.4 Contributions --text

343.6.41 Contributions are 0.90% of net salary, half of which is paid by the participant and the other half by the Organization. The participant's share is deducted from monthly salary payments, or as a single payment from the lump sum due, as appropriate.

343.6.42 For PSAs, Consultants (WOC) and Volunteers serving without compensation (see [para. 343.6.25](#)) and Volunteers, the contribution is paid by the Organization, and is 0.90% of "net salary" as defined in [para. 343.6.125\(g\)](#).

343.6.43 TCDC/TCCT Experts and Visiting Experts under the Partnership Programme, the contribution is paid by the Organization and is 0.90% of "net salary" as defined in [para. 343.6.125\(f\)](#).

343.6.5 Cessation of Participation--text

Coverage of the participant ceases on the date of separation, however, benefit payments may continue if applicable under paras [343.6.621](#), [343.6.631](#) and [343.6.632](#). In addition, coverage ceases when the contract with the insurer terminates.

343.6.6 Benefits --text

343.6.61 Medical Expenses. MCS reimburses medical expenses that are medically necessary, reasonable and appropriate, incurred by the participant for medical treatment prescribed by qualified physicians or other persons qualified to treat patients, up to USD 50 000 for any period of 12 months or part(s) thereof during which the participant is covered, at the following rates:

- a. 80% of medical and pharmaceutical expenses, including physician's fees for services at consulting room, home or in hospital;
- b. 100% of hospital expenses, excluding convalescence (maximum rate: the rate of the hospital concerned for a room for two patients);
- c. 50% of psychiatry and psycho-therapy expenses, up to USD 800 for not more than 50 visits per person in any period of six consecutive months for the cost of treatment prescribed by a psychiatrist and administered by trained professionals belonging to recognized professional associations. The first visit to a psychiatrist in each 6 month period is reimbursed at 80% and is not subject to the ceiling.
- d. 80% of physiotherapy expenses up to USD 600 per person in any period of twelve months. This limit does not apply for treatment required as a result of traumatic accident/illness, or because of a congenital condition, or a very serious degenerative/life-threatening illness. In such cases, a detailed medical report on the condition of the patient and the treatment prescribed shall be required before reimbursements are made.

343.6.62 Compensation Payable for Accidents

343.6.621 Temporary total disablement. Participants receive their daily net salary (1/30th of the monthly rate for those paid on a monthly basis and 1/360th of the annual rate for those whose remuneration is so specified) for each day of disablement until the end of their appointment and then half their daily net salary for each day of disablement up to 13 weeks thereafter. For part-time personnel, however, see para. 343.6.641. Medical expenses to cover hospitalization and pharmaceutical costs incurred are extended for up to 90 days from expiration of the contract, only in cases where the insured person is hospitalized before his/her contract ends



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with the Organization. After hospitalization, this guarantee includes only doctor visits and pharmaceutical costs related to the illness that caused the hospitalization.

343.6.622 Permanent total or partial disablement

- a. For permanent partial disablement, participants receive a proportion of three times their annual net salary, not exceeding a total sum of USD 75 000 in accordance with the schedule of compensation set out in [Appendix A](#).
- b. For permanent total disablement, participants receive three times their annual net salary, not exceeding a total sum of USD 75 000.

343.6.623 Accidental Death. The participant's designated beneficiary receives three times the participant's annual net salary, not exceeding a total sum of USD 75 000.

343.6.624 Maximum Indemnity. Payments under paras. 343.6.621, 343.6.622 and 343.6.623 shall not exceed jointly USD 75 000 for any one accident and for any one insured person.

343.6.63 Compensation Payable for Illness

343.6.631 Temporary total disablement. Participants receive from the MCS plan the daily net salary for each day of disablement, excluding the first four calendar days, until the end of their appointment and then half their daily net salary for each day of disablement up to 13 weeks thereafter. The first four days of temporary disablement not covered by the MCS plan will be met by the Organization ([see also para. 343.6.832](#)). Medical expenses to cover hospitalization and pharmaceutical costs incurred are extended for up to 90 days from expiration of the contract, only in cases where the insured person is hospitalized before his/her contract ends with the Organization. After hospitalization, this guarantee includes only doctor visits and pharmaceutical costs related to the illness that caused the hospitalization.

343.6.632 Permanent total disablement. 30% of the insured person's annual net salary calculated on 10 years will be paid in a lump, however, not exceeding a maximum limit of USD 150 000.

343.6.633 When participants have a sick leave entitlement under the terms of their appointment, the first four days of absence from duty due to temporary total disablement are charged to such entitlement.

343.6.64 Limited Benefits

343.6.641 For part-time personnel benefits are the same as those for fulltime staff except for temporary total disablement, when the rate of compensation is based on the daily net salary actually received for part-time service.

343.6.642 Benefits are limited for retired staff who are re-employed (see para. [343.6.22](#)) and for Consultants and PSAs employed without compensation (see para. [343.6.25](#)).

343.6.7 Exclusion --text

343.6.71 Coverage does not extend to death or disablement

- a. consequent on the participant engaging or taking part in:
 1. naval, military or air force service or operations;
 2. (TM/4789 – 27/02/08) driving or riding motor cycles or motor scooters over 200cc;
 3. hunting, or driving in any kind of race;
- b. directly or indirectly consequent on the insured person engaging in air travel except as a passenger;
- c. resulting from suicide or attempted suicide or intentional self-injury or venereal disease, or from



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deliberate exposure to exceptional danger (except in an attempt to save human life), or from the participant's own criminal act, or sustained while the participant is in a state of insanity.

343.6.72 Coverage is also excluded for:

- a. medical expenses resulting from normal pregnancy and confinement; however coverage extends to medical expenses necessarily incurred in the treatment of complications of pregnancy up to the beginning of the confinement. Expenses relating to new born infants are excluded;
- b. routine health examinations;
- c. hearing aids, spectacles, costs of spa cures, nature clinics and health farms;
- d. dental and optical treatment, except when necessary as the result of an accident;
- e. rejuvenation cures and cosmetic treatment. Cosmetic treatment is covered, however, when it is necessary as the result of an accident covered by this plan;
- f. the direct or indirect result of ionising radiations or contaminations by radioactivity;
- g. expenses for or in connection with travel or transportation except for a professional ambulance service used to transport the insured person between the place where they are injured by an accident or stricken by a disease and the hospital where treatment is given;
- h. non prescription items, hygienic and cosmetic products, dietary products including artificial milk, syringes.

343.6.8 Submission of Claims--text

343.6.81 General

343.6.811 Time limits. Claims should be submitted with the least possible delay. Claims for medical expenses arising from illness or accident occurring during the period of coverage must be submitted to the insurers within two years from the date on which the treatment was given. Any medical treatment and/or surgery expenses, incurred after the period of coverage has ended, will not be reimbursed. Claims for temporary or permanent disablement resulting from an illness occurring during the period of coverage and claims for death and permanent total or partial disablement resulting from an accident occurring during the period of coverage must be submitted to the insurers within two years from the date on which the illness declared itself or the accident took place.

343.6.812 Any payment slips showing reimbursement by other medical plans must be attached to the claim.

343.6.813 All claims submitted should include supporting documentary evidence, e.g. diagnosis, in a sealed envelope which will be opened only by the insurer.

343.6.814 For claimants locally recruited by FAO Representations, the Claims for Medical Expenses (ADM 153a) and for Compensation /Disability Payments (ADM 153b) may be countersigned/certified by the FAO Representative who forwards it to the responsible HR Officer together with a copy of the employment contract.

343.6.82 Medical Expenses

343.6.821 Claims for reimbursement of medical expenses are submitted by the participant on form Adm. 153a, Claim for Medical Expenses through the responsible HR Officer, who certifies the duration of contract and coverage and forwards it, to the Claims Processor.

343.6.822 Such claims are settled by the Claims Processor directly with the participant, normally within two weeks following receipt by the Claims Processor of the claim form and supporting documentary evidence (see para. 343.6.861).



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343.6.83 Compensation Payments for Temporary Total Disablement

343.6.831 Claims for compensation payments for temporary total disablement are submitted by the participant on form Adm. 153b Claim for Compensation/ Disability Payments through the responsible HR Officer, who certifies the duration of contract and coverage and forwards it to the Claim Processor, together with supporting documentary evidence (see para. 343.6.862) and a copy of the employment contract.

343.6.832 In cases where a participant's absence from duty exceeds four calendar days, which need not be consecutive, during the contract period, the participant's supervisor is responsible for informing the responsible HR Officer who ensures that a claim is submitted by the participant for temporary total disablement, even if no medical expenses are claimed. The HR Officer certifies the duration of contract and coverage on the claim and forwards it to the Claim Processor (see also para. [343.6.631](#)), with a copy of the employment contract.

343.6.833 Claims are settled by the Claims Processor with the Organization, and the Organization pays the participant for such periods of disablement up to the end of their appointment; thereafter, payments are made by the Claims Processor directly to the participant.

343.6.84 Compensation for Permanent Total or Partial Disablement. Claims for compensation for permanent total or partial disablement are submitted by the participant, in a letter or memorandum, through the responsible HR Officer to the Claim Processor, together with supporting documentary evidence (see para.343.6.863) and a copy of the employment contract.

343.6.85 Compensation for Accidental Death. Claims for compensation for accidental death are submitted by the designated beneficiary in a letter or memorandum through the responsible HR Officer, who certifies duration of contract and coverage, to the Claim Processor, together with supporting documentary evidence (see para.343.6.864) and a copy of the employment contract.

343.6.86 Documents Required for Claims. The following documents must be attached to the claim:

343.6.861 For medical expenses:

- a. medical certificate on the physician's own stationery showing diagnosis, treatment prescribed and dates of visits; if a physician refuses to give a diagnosis, the participant must submit a statement with the claim to the effect that, upon request, they were unable to obtain a diagnosis and therefore they themselves indicate the nature of services rendered;
- b. itemized original receipted bills for all expenses incurred; such bills and prescriptions must be on the physician's stationery and show the name of the patient; prescriptions must bear the cancellation or date-stamp of the pharmacy providing the medicines;
- c. summary translation in one of the following languages: English, French, Spanish or Italian, if not already written in one of these languages;
- d. for hospitalization, if a room for one patient (private) is used there must be an indication on the hospital bill of the cost of a room for two patients (semi-private) or the cost of accommodation immediately below a private room; if only private accommodation exists in the hospital, the actual cost incurred for a private room is reimbursed up to 80%.

343.6.862 For temporary total disablement:

- a. physician's certificate stating date of commencement and of cessation of disablement. The reverse side of form Adm. 62, Report of Accident, Illness or Death, may be used for this purpose;
- b. in case of accident, a completed form Adm. 62, as well as a report by the participant on the date, place and circumstances of its occurrence and, if possible, the names and addresses of any witnesses or legal authorities involved.



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343.6.863 For permanent total or partial disablement: a detailed report issued by the participant's attending physician, together with a completed form Adm. 62.

343.6.864 For death:

- a. birth certificate of the participant;
- b. death certificate; medical certificate, stating the cause of death, if this is not indicated in the death certificate. Since death coverage relates to accidental death only, the death or medical certificate must state in an unequivocal manner the relationship between the accident and the death;
- c. a completed form Adm. 62.

343.6.865 The Claims Processor may verify medical certificates by arranging at its own expense for a physician to examine the sick or disabled participant. Refusal of the participant to permit such examination will result in the withholding of reimbursement by the Claims Processor.

343.6.866 Confidential information may be sent under seal to the medical advisers of the Claims Processor.

343.6.867 Claims submitted with incomplete documentation are returned to the participant for completion.

343.6.87 Settlement of Claims

343.6.871 The responsible HR Officer

343.6.872 The conversion of expenses sustained by the participant in currencies other than US Dollars is made on the basis of the UN operational rate of exchange prevailing on the date of provision of the claimed medical services.

343.6.873 Payments made directly by the Claims Processor to the participant are by means of a US Dollars cheque in their name except in Eurozone countries where the cheque is drawn in Euro. When the insured is entitled to reimbursement by another insurer, reimbursement under this plan will be made as appropriate on the basis of the difference between the cost actually incurred and the reimbursement obtained from other sources.

343.6.874 Reimbursement is made as follows:

- a. For medical expenses, the participant is reimbursed directly by the Claims Processor, normally within two weeks following receipt by the Claims Processor of the claim form and supporting documentary evidence.
- b. For temporary total disablement, the Claims Processor settles with the Organization, who pays the participant for such periods of disablement up to the end of their appointment; thereafter, payments are made by the Claims Processor directly to the participant.
- c. For permanent total or partial disablement, the participant is paid directly by the Claims Processor at the end of each quarter upon submission of documentary evidence.
- d. Claims for death, are payable to FAO under the relevant policy. Monies received by FAO from the Claims Processor may be paid to third persons in accordance with the wishes of participants or former participants expressed in writing. Payees must send their payment instructions to FAO. Where no beneficiary has been designated, the benefit is retained by the Claims Processor until a competent court or authority has designated the persons to whom the payment should be made or has ordered the consignment of the benefit. No interest is due by the Claims Processor on the retained or consigned benefit. The Claims Processor shall be entitled to use any means deemed fit to check the veracity of the facts given and also to ask for an autopsy; if the beneficiaries were to refuse they shall not be entitled to payment of the benefit.



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343.6.875 Disputes.

- a. Participants who are covered under MCS are bound by any interpretation of the insurance contract agreed to by the Organization and the Claims Processor. Notwithstanding the above, participants who contest medical findings may settle such disputes in the manner specifically provided for in the contract concluded between the Organization and the Claims Processor, Article 19 (b) of which reads as follows:

"Settlement of disputes between insured persons or beneficiaries and the Claims Processor/Team Leader.

Disputes between an insured person and the Claims Processor shall be limited to medical questions. Such disputes, unless settled by negotiation, shall be referred to a medical arbitrator designated jointly by a doctor chosen by the insured person and by the Claims Processor doctor. If no agreement is reached on the selection of the medical arbitrator, the latter shall be designated by the Chairman of the Executive Board of the Order of Physicians or by some other medical authority having competence in the insured person's domicile. The decision of such medical arbitrator shall be final. The fees payable to the medical arbitrator are shared equally by the insured person and the Claims Processor. The Organization may, if it so wishes, formally associate itself with the complaint of an insured person, in which case the fees payable to the medical arbitrator by the insured person shall be shared equally by the Organization and the insured person."

- b. Copies of any correspondence with the Claims Processor on a dispute on medical questions must be sent to Social Security Branch, AFHS.

343.6.876 Claims against Third Parties. Action against third parties by the insured person as the result of accident or illness of which they were the victim is governed by Article 15 of the contract concluded between the Organization and the Claims Processor, which reads as follows:

"Subrogation". Within the limits of the reimbursement provided, the Claims Processor succeeds to the right which the victim of an accident or illness may have against third parties. Under penalty of forfeiture of cover, the said victim is required to confirm this subrogation in writing when the Claims Processor so requires.", on receipt of a claim submitted in conformity with para. 343.6.82 through para. 343.6.85, forwards the claim to the Claims Processor.

343.7 Part VII – Medical Coverage for Non-Staff (MCNS)

Effective 1 October 2012 --header

343.7.1 General--text

343.7.11 The plan, which is underwritten by an International Insurance Company in conjunction with a Claims processor (identified in Appendix A) , provides world-wide insurance against accident or illness. Contacts for the settlement of claims (see [para. 343.7.8](#)) are with the Claims Processor acting on behalf of the Insurer.

343.7.12 Definitions. For the purposes of Part VI of this Manual Section,

343.7.121 "Service-incurred" means attributable to the performance of official duties on behalf of the Organization as defined in Manual Section [342.2.13](#).

343.7.122 "Accident" means the unintended impairment of physical or psychological integrity caused by an external factor.

343.7.123 "Total disablement" means disablement which entirely prevents the insured person from attending



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to their business or occupation of any and every kind or, if they have no business or occupation, from attending to their usual duties.

343.7.124 "Partial disablement" means disablement which prevents the insured person from attending to a substantial part of their business or occupation, or, if they have no business or occupation, from attending to a substantial part of their usual duties.

343.7.125 "Permanent disablement" means disablement lasting twelve calendar months and, at the expiry of that period, being beyond all reasonable hope of improvement.

343.7.126 "Specified disease" means a service-incurred disease contracted as a direct consequence of the insured person's presence in tropical or medically-recognized unhealthy areas. The specified diseases are listed in Appendix C.

343.7.127 "Annual Related Remuneration" is defined as the annual net earnings/annual net salary an insured person is receiving at the inception of the illness or time of the accident, as specified by WFP/FAO in its contractual arrangement with the insured person.

In the event of contractual arrangements of less than 12 months, but greater than one month, the annual net earnings will be calculated as the monthly net earnings, as specified in the insured person's contractual arrangement, times 12 calendar months.

In the event of short term contractual arrangements of less than a calendar month, the total earnings within the contractual arrangement period will be deemed as the monthly earnings, for the purpose of calculating the annual net earnings. In the event of more than one within a calendar month, the sum of net earnings of both contractual arrangements will be the monthly net earnings upon which to calculate Annual Related Remuneration.

For any individual serving without any compensation the net salary element is a theoretical annual base honorarium equal to one third of USD 50,000.

343.7.2 Application--text

343.7.21 Coverage is automatic for the following:

- (a) the Chairman of the FAO Council, representatives of members of the Council, members of committees, commissions or similar bodies who receive from FAO either travel costs, or daily subsistence (DSA), or both;
- (b) candidates for contractual arrangement;
- (c) fellowship holders, counterpart personnel on study tours, and participants in training courses, seminars and meetings;
- (d) South South Cooperation experts/technicians.
- (e) FAO Interns.
- (f) casual labour employed in the field.

343.7.22 Family members are not eligible for coverage.

343.7.3 Coverage--text



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343.7.31 Insured persons are covered automatically by the plan from the date travel paid for by the Organization commences, or from the date DSA or remuneration is paid.

343.7.32

(a) The persons insured under sub-paras. [343.7.21](#) categories (a) to (e) are covered on a 24-hours-a-day basis during the period when they receive remuneration, DSA or when travel is at the expense of the Organization. Coverage is provided for:

(i) medical expenses resulting from accident or illness occurring respectively during a period of contractual arrangement, an interview journey, a study tour programme and related travel;

(ii) compensation for death and permanent total or partial disablement resulting from an accident.

(iii) compensation for permanent total or partial disablement caused by service- incurred illness or specified disease.

(iv) The persons insured under sub-para. [343.7.21](#) category (a) are also entitled to the extended cover of compensation for death caused by service -incurred illness or specified disease. Payment of compensation for death due to service-incurred illness or specified disease is made only if such death occurs within 12 months of cessation of engaging in FAO activities.

(b) The persons insured under sub-para. [343.7.21](#) category (f) are covered exclusively for:

- medical expenses resulting from a service-incurred accident or illness;
- compensation for death and permanent total or partial disablement resulting from a service-incurred accident.

343.7.33 Wherever possible, all insured persons must fill in form Adm. 60, Designation of Beneficiary, and mail it to the Headquarters division concerned, before commencing travel. Persons insured under para. [343.7.21](#) category (a) may leave the form with the FAO representative, who forwards it to the Headquarters division.

343.7.4 Contributions--text

343.7.41 The total contribution is paid annually in advance by the Organization.

343.7.42 Contributions are charged to the division concerned or project funds, as appropriate.

343.7.5 Benefits--text

343.7.51 Medical Expenses resulting from Accidents or Illness

Medical, pharmaceutical and hospital expenses that are medically necessary, reasonable and customary, incurred by the insured person as the result of an accident or illness are reimbursed up to USD 50 000 for any one illness or accident. The Organization is self-insured for the first USD 500 per contractual arrangement for each person insured under [343.7.21](#) categories (a),(b),(c),(e) and (f), which is charged in accordance with para. [343.7.42](#). If the contractual arrangement and any extension exceeds 12 months, a new USD 500 deductible will apply. The deductible amount of USD 500 of medical expenses per contractual arrangement is not applicable to South South Cooperation category (d). The hospital expenses at the maximum bed and board rate for a room for two or more patients, include operation fees, cost of surgical appliances but exclude convalescence and optical or dental treatment, unless such treatment is rendered necessary as the result of an



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accident. These medical expenses are additional to any benefit provided in para. [343.7.52](#). Medical expenses to cover hospitalization and pharmaceutical costs incurred are extended for up to 90 days from expiration of the contractual arrangement, only in cases where the insured person is hospitalized before his/her contractual arrangement ends with the Organization. After hospitalization, this guarantee includes only doctor visits and pharmaceutical costs related to the illness that caused the hospitalization.

343.7.52 Compensation Payable for Accidents

343.7.521 Permanent total or partial disablement due to accident

(a) For permanent total disablement, the person insured under:

(i) para. [343.7.21](#) categories (a) to (e) receives three times annual related remuneration subject to a maximum of USD 50 000;

(ii) para. [343.7.21](#) category (f) receives in case of a service-incurred accident five times the lowest entry level of the local G-1 related remuneration subject to a maximum of USD 20 000.

(b) For permanent partial disablement, the insured person receives an indemnity calculated in accordance with the schedule of compensation set out in [Appendix B](#).

343.7.522 Death due to accident. The insured person's designated beneficiary receives the same indemnities as provided in [para. 343.7.521\(a\)](#) for each category.

343.7.523 Maximum indemnity. Payments under paras. [343.7.521](#) and [343.7.522](#) will not exceed jointly the maximum provided in [para. 343.7.521\(a\)](#) for each insured person.

343.7.53 Compensation Payable for Illness

343.7.531 Permanent total or partial disablement due to service-incurred illness or specified disease

(a) For permanent total disablement, the person insured under para. [343.7.21](#) categories (a) to (e) receives three times annual related remuneration subject to a maximum of USD 50 000;

(b) For permanent partial disablement, the person insured under para [343.7.21](#) categories (a) to (e) receives an indemnity calculated in accordance with the schedule of compensation set out in Appendix B.

343.7.532 Death due to service-incurred illness or specified disease. The designated beneficiary of the person insured under para. [343.7.21](#) category (a) receives the same indemnities as provided in para. [343.7.521\(a\)\(i\)](#).

343.7.6 Exclusions--text

343.7.61 Coverage does not extend to death or disablement

(a) consequent on the insured person engaging or taking part in:

(i) naval, military or air force service or operations,

(ii) driving or riding motor cycles or motor scooters over 200 cc.;

(iii) hunting or driving in any kind of race;

(b) directly or indirectly consequent on the insured person engaging in air travel except as passenger;



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(c) resulting from suicide or attempted suicide or intentional self-injury or venereal disease, or from deliberate exposure to exceptional danger (except in an attempt to save human life), or from the insured person's own criminal act, or sustained while the insured person is in a state of insanity.

343.7.62 The Plan does not cover compensation payments for temporary total disablement due to pregnancy and confinement with or without complications. With the exception of holders of fellowships, the contractual arrangement does not cover medical expenses resulting from normal pregnancy and confinement; it does cover, however, medical expenses necessarily incurred in the treatment of complications of pregnancy up to the beginning of confinement. Expenses relating to new-born infants are excluded.

343.7.63 The coverage does not extend to:

- (a) non prescription items, hygienic and cosmetic products, dietary products including artificial milk, syringes;
- (b) routine health examinations;
- (c) hearing aids, spectacles and costs of spa cures, nature clinics and health farms;
- (d) dental and optical treatment, except when necessary as the result of an accident;
- (e) rejuvenation cures and cosmetic treatment. Cosmetic treatment is covered, however, when it is necessary as the result of an accident covered by this plan;
- (f) the direct or indirect result of ionising radiations or contaminations by radioactivity;
- (g) expenses for or in connection with travel or transportation whether by ambulance or otherwise except for a professional ambulance service used to transport the insured person from the place where they are injured by an accident or stricken by a disease to the hospital where treatment is given.

PLEASE NOTE: THE ABOVE EXCLUSIONS SHOULD NOT BE CONSIDERED AN EXHAUSTIVE LIST. PLEASE CONTACT THE PLAN ADMINISTRATORS FOR UPDATED INFORMATION AND ADDITIONAL DETAILS.

343.7.7 Submission of claims--text

343.7.71 General

343.7.711 Time limits. Claims should be submitted with the least possible delay, but not until receipts amount to USD 10 or more. Claims for medical expenses arising from illness or accident occurring during the period of coverage must be submitted to the insurers within two years from the date on which the treatment was given. Any medical treatment and/or surgery expenses, incurred after the period of coverage has ended, will not be reimbursed.

Claims for temporary or permanent disablement resulting from an illness occurring during the period of coverage and claims for death and permanent total or partial disablement resulting from an accident occurring during the period of coverage must be submitted to the insurers within two years from the date on which the illness declared itself or the accident took place (see, however, para. [343.7.32](#) (a) (iv)). Immediate notice of an accident or illness which causes or may cause death or disablement of an insured person, must be given to the Claims Processor through the Organization.

343.7.712 Any payment slips showing reimbursement by other medical plans must be attached to the claim.



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343.7.72 Medical Expenses and Compensation Payments for Permanent Total or Partial Disablement

343.7.721 Claims for reimbursement of medical expenses and for compensation for permanent total or partial disablement are submitted by the insured person in a letter or memorandum, together with supporting documentary evidence (see para. [343.7.74](#)), to the responsible HR Officer who, after certification that the claimant was covered by MCNS at the time the accident or illness occurred or the medical expenses were incurred, forwards the claim to the Claims Processor.

343.7.722 Fellowship holders should submit claims in a sealed envelope to the FAO Office that awarded the fellowship (FAO representation, Regional Office or FAO technical division) including diagnosis and expenses incurred. These documents should be attached to Claim form "Medical Expenses Form" (ADM 153d) duly completed and signed by the fellow. The said claim form must be certified by the responsible HR Officer or Budget Holder. The responsible office should arrange for reimbursement of any expenses not exceeding USD 500 for every accident or illness per contractual arrangement and crediting such amount to the relevant fellowship budgetary provision. The first USD 500 for every accident or illness are charged against the appropriate fellowship budgetary provision. Amounts over and above the ceiling of USD 500 claims have to be submitted to the Claims Processor, which will reimburse the claim expenses directly to the fellowship holder. If the contractual arrangement and any extension exceeds 12 months a new USD 500 deductible will apply.

343.7.723 Participants in training courses, seminars and meetings, or on their behalf disbursing officers to group training activities, should submit claims, including diagnosis in a sealed envelope, to the responsible divisional Budget Holder who is responsible for certifying the duration of the contractual arrangement and coverage and forwarding the claim to the Claims Processor for reimbursement of any expenses exceeding USD 500 for every accident or illness and for proper crediting of any refund received. The first USD 500 for every accident or illness per contractual arrangement contractual arrangement are charged against the appropriate budgetary provision. If the contractual arrangement and any extension exceeds 12 months a new USD 500 deductible will apply.

343.7.73 Compensation for Accidental Death. Claims for compensation for accidental death are submitted by the designated beneficiary in a letter or memorandum, together with supporting documentary evidence (see para. [343.7.743](#)), to the responsible HR Officer concerned, which, after certification that the claimant was covered by MCNS, forwards the claim to the Claim Processor together with the deceased's Designation of Beneficiary form.

343.7.74 Documents Required for Claims. The following documents must be attached to the claim:

343.7.741 For medical expenses:

(a) medical certificate on the physician's own stationery showing diagnosis, treatment prescribed and dates of visits;

(b) itemized original receipted bill for all expenses incurred; such bills and all prescriptions must be on the physician's stationery and show the name of the patient; prescriptions must bear the cancellation or date-stamp of the pharmacy providing the medicines;

(c) summary translation in one of the following languages: English, French, Spanish or Italian. if not already written in one of these languages.

343.7.742 For permanent total or partial disablement: a detailed report issued by the insured person's attending physician, together with a completed form Adm. 62, Report of Accident, Illness or Death.

343.7.743 For death:



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(a) birth certificate of the insured person;

(b) death certificate; medical certificate stating the cause of death, if this is not indicated in the death certificate. If death is due to an accident, the death or medical certificate must state in an unequivocal manner the relationship between the accident and the death;

(c) a completed form Adm. 62 Report of Accident, Illness or Death.

343.7.744 The Claims Processor may verify medical certificates by arranging at its own expense for a physician to examine the sick or disabled insured person. Such insured person is required to undergo this examination but may insist on the presence of their own doctor. Refusal of the insured person to permit such examination will result in the withholding of reimbursement by the Claims Processor.

343.7.745 In all cases the Claims Processor has the right to request the insured person to provide if necessary through the Organization information regarding the injury or illness and treatment given. Confidential information may be sent under seal to the medical advisers of the Claims Processor.

343.7.746 Claims submitted with incomplete documentation are returned to the insured person for completion.

343.7.8 Settlement of Claims--text

343.7.81 The responsible HR Officer in receipt of a claim duly certifies the duration of the contractual arrangement and coverage and forwards it to the Claims Processor.

343.7.82 The conversion of expenses sustained by the insured person in currencies other than US Dollars is made on the basis of the UN operational rate of exchange prevailing on the date of provision of the claimed medical services.

343.7.83 Payments made directly by the Claims Processor to the insured person are by means of a US Dollars cheque in their name except in Eurozone countries where the cheque is drawn in Euro. When the insured person is entitled to reimbursement by another Insurer, reimbursement under this plan will be made as appropriate on the basis of the difference between the costs actually incurred and the reimbursement obtained from other sources.

343.7.84 Reimbursement is made as follows:

(a) for medical expenses and permanent total or partial disablement, the insured person is paid directly by the Insurers, normally within two weeks following receipt by the Insurers of the claim and supporting documentary evidence;

(b) claims for death are paid by the Claims Processor to the Organization, normally within two weeks following receipt by the Claims Processor of the supporting documentary evidence. Where no beneficiary has been designated, the benefit is retained by the Claims Processor until a competent court or authority has designated the persons to whom the payment should be made or has ordered the consignment of the benefit. No interest is due by the Claims Processor on the retained or consigned benefit. The Claims Processor shall be entitled to use any means deemed fit to check the veracity of the facts given and also to ask for an autopsy; if the beneficiaries were to refuse they shall not be entitled to payment of the benefit.

343.7.85 Disputes

343.7.851 The present contractual arrangement includes a provision concerning any disputes which may arise



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between an insured person or a beneficiary and the Claims Processor on medical questions;

Article 18 (b) thereof reads as follows:

"Settlement of disputes between insured persons or beneficiaries and the Claims Processor

Disputes between an insured person and the Claims Processor shall be limited to medical questions. Such disputes, unless settled by negotiation, shall be referred to a medical arbitrator designated jointly by a doctor chosen by the insured person and by the Claims Processor's doctor. If no agreement is reached on the selection of the medical arbitrator, the latter shall be designated by the Chairman of the Executive Board of the Order of Physicians or by some other medical authority having competence in the insured person's domicile. The decision of such medical arbitrator shall be final. The fees payable to the medical arbitrator are shared equally by the insured person and the Claims Processor. The Organization may, if it so wishes, formally associate itself with the complaint of an insured person, in which case the fees payable to the medical arbitrator by the insured person shall be shared equally by the Organization and the insured person."

343.7.852 Copies of any correspondence with the Claims Processor on a dispute on medical questions must be sent to Social Security and Payroll Benefits Branch, CSHS

343.7.86 Claims against Third Parties.

Action against third parties by the insured person as the result of accident or illness of which they were the victim is governed by Article 15 of the contractual arrangement concluded between the Organization and the Claims Processor, which reads as follows:

"Subrogation. Within the limits of the reimbursement provided, the Claims Processor succeeds to the right which the victim of an accident or illness may have against third parties. Under penalty of forfeiture of cover, the said victim is required to confirm this subrogation in writing when the Claims Processor so requires."

343.8 Part VIII - Inter-Agency Arrangements with respect to Medical Insurance Plan

343.8.1 General--text

343.8.11 In case of transfer, or secondment, or loan of staff between organizations adhering to the UN common system, matters related to social security (including medical protection) are governed by an Inter-Agency Agreement (see [Manual Section 307](#) and its [Appendix A](#)). Detailed information on medical insurance coverage should be obtained from Social Security Group, AFHS .

343.8.2 Continued Participation in UN Agencies's medical Plans upon Secondment or Transfer to FAO--text

343.8.21 When staff members upon secondment or transfer from another UN agency to FAO continue participation in the medical plan of the releasing agency in preference to joining the Organization's medical plan(s), the Organization pays the releasing agency's share of the contribution.

343.8.3 Continued Participation in FAO Medical Plans upon Secondment or Transfer to another UN Agency--text

343.8.31 Staff members may retain, at their option, participation in BMIP and MMBP upon secondment or transfer to another agency in the UN family when comparable cover is not provided by the receiving organization, provided they pay the full contribution.



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343.9 Part IX - Medical Insurance Coverage Scheme (MICS)

343.9.1 Purpose of the Plan--text

The purpose of this Plan, Medical Insurance Coverage Scheme (MICS), is to reimburse, within the limits of the Plan, the beneficiaries for expenses incurred for medical care as a result of sickness, accident, maternity and preventive care.

343.9.2 Coverage and Eligibility--text

343.9.21 The provisions of this Section apply to the following persons:

- a. FAO locally-recruited staff members in the National Professional Officer and General Service category who are based in duty stations other than those listed in Appendix B part III of this Manual Section, who hold a continuing or fixed-term appointment and whose entry on duty date with FAO is on or after 1 October 2016 and their eligible family members,
- b. WFP locally recruited staff serving in Regional Bureaux and Country Offices, and their eligible family members,
- c. Former staff members meeting the eligibility criteria described under paragraphs a) and b) above and 343.10.21, and their eligible family members.
- d. Family members of former eligible staff (as described in section 343.10.22)
- e. Beneficiaries covered under FAO Manual Section 342 (based on Appendix D of the UN Staff Rules, which covers former staff members or eligible family members in receipt of a periodic compensation benefit for service related injuries and/or illnesses).

343.9.22 Family members

Eligible family members are the staff member's spouse, or other person recognized by the Organization for the purpose of granting benefits and entitlements, children and a secondary dependant. This Plan recognizes only one spouse or other FAO-recognized person as eligible for coverage; the number of children covered under the Plan is unlimited, regardless of maximum numbers of dependent children that are in place in certain duty stations, as long as they are eligible for the Plan and meet the eligibility criteria to be recognised as dependents in accordance with the Organization's rules. Only one secondary dependant can be covered under this Plan. In the case of retired staff members, the eligible family members are the spouse, or other person recognized by the Organization for the purpose of granting benefits and entitlements, children and secondary dependant who were already enrolled at the time of retirement and any child born within 300 days of retirement.

A child is insurable under this Plan until the end of the calendar year in which he/she reaches the age of 25, provided all of the following conditions are met, namely that he/she is:

1. a dependent;
2. not married; and
3. not engaged in full-time employment.
4. If a child is disabled by reason of a mental and/or physical handicap to the extent that he or she is unable to earn a living, medical insurance may be continued for as long as that incapacity lasts. Evidence of such incapacity will have to be supplied at regular intervals to the Head Medical Officer of the Organization,

343.9.23 Countries of Coverage

Worldwide, with the exception of USA, Canada, Brazil, UK, Switzerland, Russia, China, Hong Kong,



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343.9.5 Cessation of Coverage--text

343.9.51 Coverage of the staff member and family members shall cease at the end of the month during which the staff member is separated from service, unless After-Service-Health-Insurance applies.

343.9.52 Coverage of family members shall cease for:

- a. a spouse, upon divorce from the staff member or for a person other than a spouse recognized by the Organization for the purposes of granting benefits and entitlements, from the date the relationship with the staff member ceases. In such cases the HR office will control and validate the date provided by the Staff Member/Retiree for cessation of coverage.
- b. children between 18 and 25 years of age, with the exception of children permanently physically or mentally incapacitated who would be covered without limit of age, unless all of the following conditions are met, namely that he/she is:
 1. a dependent of the subscriber;
 2. not married; and
 3. not engaged in full-time employment.
 4. children on entering military service or who are gainfully employed (who may, however, be re-enrolled immediately after the military service, or when employment ceases, provided they then meet the criteria for enrolment).
- c. secondary dependants at the end of the month in which payment of dependency allowance ceases;
- d. staff members, in the case of death.

343.9.53 Staff members will not be allowed to withdraw any family member from the plans before three years from the date of enrolment. Staff members who decide to withdraw any family member from the plan will not be allowed to re-enrol the same before three years from the date of withdrawal. Upon written request of the staff member, the three-year limit may be waived by the Organization, if considered appropriate after having reviewed the case.

343.9.54 No new claims in respect of illness or injury which occur after the date of termination or withdrawal from the insurance plan shall be covered by the Insurer.

343.9.55 Notification of withdrawal of family members of serving staff is made to the responsible Human Resources officer.

The effective date of withdrawal will be established by the HR Office.

343.9.55.1 Notification of withdrawal of family members of serving staff is made to the responsible Human Resources officer on form Adm. 110 (Change or Claim) by inserting in the box headed "State change or claim" the words "Withdrawal from MICS", with the name of the family member, date of birth and relationship, as well as the effective withdrawal date which must coincide with the end of a month.

343.9.6 Currency of the Plan--text

The reimbursements are made by the Insurer in the currency of the participant's duty station. The premiums are paid in USD.

343.9.61 Contributions

The scale of contributions is set out in Appendix A Part IX of this Manual Section.

- The employee pays 100% of the total contributions; however, the employee contributions are capped.
- The Organization pays 100% of the excess between the employee's capped contributions and the total



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contributions due.

- The employee's contribution cap is calculated by applying the table set out in [Appendix A Part IX](#).

343.9.7 Benefits – Reimbursement--text

According to the Country of Coverage, the Insurer undertakes to reimburse medical costs for medical and dental consultations/examinations and for prescribed treatment, including medicines and medical devices prescribed by doctors qualified to treat patients on the basis of the reasonable and customary (RC) charges, as defined under the contract between the Organization and the Insurer, applicable in the country of treatment and subject to any limits stated below.

343.9.71 Expenses above these limits will not be reimbursed except in the cases indicated in the following paragraph.

In the case of medical expenses incurred while on:

1. official duty travel, expenses for a treatment will be reimbursed based on the prevailing pattern of charges for professional and other health services in the country where the medical expenses were incurred; and
2. medical evacuation travel (MET), expenses will be reimbursed based on the prevailing pattern (RC) of charges for professional and other health services in the country where MET has been authorized.

343.9.72 The following services will be reimbursed at the rate of 80% whether provided at the office or in the hospital:

- services provided by a qualified physician, and/or surgeon;
- obstetrical services;
- laboratory tests and x-rays (provided on an out-patient basis);
- drugs and medicines prescribed by a doctor as being necessary for the treatment of the illness;
- immunizations as determined by the Health Authorities of the country in which the beneficiary resides.

343.9.73 The Insurer undertakes reimbursement of 100% of the costs of hospital services, not including physician's fees, which are reimbursed at 80%. This includes for hospitalization:

- in Europe, except Italy, the room charges are reimbursed at 100% up to US\$ 600 per day. The remainder up to an overall maximum acceptable charge of US\$ 1.200 per day is reimbursed at 80%.
- in Italy, the room charges are reimbursed at 100% up to Euro 300 per day. The remainder up to an overall maximum acceptable charge of Euro 600 per day is reimbursed at 80%.
- in the United States (except for the states of New York, Maryland, Virginia, and the District of Columbia) or Canada, the room charges are reimbursed at 100% up to US\$ 950 per day. The remainder up to an overall maximum acceptable charge of US\$ 1.900 per day is reimbursed at 80%.
- in the states of New York, Maryland, Virginia, and the District of Columbia, the room charges are reimbursed at 100% up to US\$ 1.200 per day. The remainder up to an overall maximum acceptable charge of US\$ 2.400 per day is reimbursed at 80%.
- in other countries, the room charges are reimbursed at 100% up to US\$ 250 per day. The remainder up to an overall maximum acceptable charge of US\$ 700 per day is reimbursed at 80%.

343.9.74 The cost of outpatient mental health treatment by a psychiatrist is covered, as are the services of a licensed psychoanalyst, a licensed psychologist or a licensed psychiatric social worker. The cost is reimbursable at the rate of 80% of the reasonable and customary fee level and to a maximum reimbursement of US\$ 800 per beneficiary in a calendar year.

343.9.75 The cost of treatment for substance (alcohol and/or drug) abuse is covered, under certain conditions.



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The coverage includes in-patient treatment for detoxification and rehabilitation at a facility certified for such treatment, subject to the prior approval of the Insurer. Such treatment will normally be limited to 30 days in a calendar year. In addition, the Plan covers outpatient counselling for the purpose of diagnosis and treatment. The costs of outpatient counselling are reimbursable at the rate of 80% and to a maximum reimbursement of US\$ 1.667 for not more than 50 visits per beneficiary in any calendar year. Of these 50 visits, up to 20 may be allocated to counsel covered family members of the beneficiary undergoing treatment for the substance abuse.

343.9.76 The Plan provides 100% reimbursement for the diagnosis and treatment of HIV and AIDS.

343.9.77 It also reimburses at 100% the cost of two voluntary (i.e. no prescription required) blood tests (including pre- and post-counselling) per calendar year for the human immunodeficiency virus. Additional tests during the same year require a prescription from a medical doctor.

343.9.8 Limited Benefits – Reimbursements--text

The following types of treatment are subject to certain reimbursement limitations:

343.9.81 Dental Care

Reimbursement at the 80% rate is provided for dental services, including:

- false teeth, crowns, bridges, other similar appliances; and
- dento facial-orthodontics (e.g. braces), if treatment is started before the patient is 15 years old (except in the case of an accident) and the treatment period is up to 4 years.

Dental services performed by a family member who is a dentist will not be considered for reimbursement, and only the materials used or medications prescribed will be considered.

The maximum benefit is subject to a limit in any calendar year for each eligible beneficiary which is US\$ 500.

343.9.82 Hearing Aids and Optical Lenses

1. Subject to the one-year waiting period, reimbursement for the cost of a hearing aid is made at the 80% rate with a maximum of US\$ 300 per apparatus, including the related examination, and a maximum of one apparatus per ear in a period of three calendar years (per eligible beneficiary).
2. One routine eye examination for the calendar year subject to a one year waiting period is claimable and reimbursement is made at the 80% rate (per eligible beneficiary).

Subject to the one-year waiting period, reimbursement for the cost of optical lenses is made at the 80% rate with a maximum of US\$ 120 per pair of glasses (or pair of lenses) and a maximum one pair of glasses (or pair of lenses) in a period of two years (per eligible patient). These maxima (i.e. 80% with a maximum of US\$ 120) will also apply to surgical or laser treatment for the correction of refraction. The cost of the frames shall be included within the US\$ 120 entitlement.

343.9.83 Preventive Care

The following costs for preventive care shall be reimbursed:

343.9.83.1 primary and preventive routine care services for covered dependent children at the rate of 100%:

1. newborn - 1 routine in-hospital examination at birth;



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2. birth to age 1 - 6 routine visits, i.e. every two months;
3. age 1 through age 2 - 3 routine visits, i.e. every six months;
4. age 3 through age 6 - 4 routine visits, i.e. every year;
5. age 7 through 19th birthday- 6 routine visits, i.e. every two years.

Covered services include a physical examination, medical history, developmental assessment anticipatory guidance and laboratory tests ordered at the visit.

343.9.83.2 The Plan also covers the following recommended immunizations at 100%: DPT (diphtheria, pertussis and tetanus), polio, MMR (measles, mumps and rubella), varicella (chicken pox) influenza, hepatitis A or B or A+B, hemophilus, tetanus, diphtheria, pneumococcal, meningococcal and tetramune. It will cover additional immunizations as recommended both by the local Health Authorities of the country in which the beneficiary resides and also the World Health Organization.

343.9.83.3 One routine physical examination for the calendar year at the rate of 80% and subject to the reasonable and customary costs in country of treatment or: children aged 19 years or more and adults, including related X-rays, laboratory and any other charges, urological examination and Prostate Specific Antigen (PSA) screening, gynaecological examination, including pap smears and mammography screening.

343.9.83.4 Physiotherapy

Eighty percent (80%) of the cost is reimbursed up to US\$ 600 per insured person in a year. This limit does not apply to treatment required in case of post-operative rehabilitation, after a traumatic accident, or because of a congenital condition, or for a Serious Degenerative and/or Life-Threatening illness. In these cases, a prior approval by the Insurer's medical advisor is suggested. The limit does not apply to localized, degenerative spinal disorders.

343.9.83.5 Orthopaedic appliance such as:

- Artificial part of the body (e.g. limbs, eyes).
- Appliances needed as an extension of the body to be able to approach a normal functioning (e.g. crutches, wheelchair)
- Orthopaedic shoes are limited to 2 pairs per participant per calendar year. Arch supports (orthotics) are to be medically justified and are limited to 4 pairs per participant per year. Prior approval by the Insurer's medical advisor is suggested.

343.9.9 Maximum Reimbursement of Expenses--text

Reimbursement of expenses at the rates described above will be allowed in respect of any eligible beneficiary up to a limit in any calendar year equivalent to US\$ 60,000.

343.9.10 Coordination of Benefits--text

Coordination of benefits refers to the settlement of reimbursable medical expenses where more than one medical insurance scheme covers a subscriber and/or his/her eligible family members. Under this Plan, if the beneficiary is entitled to reimbursement by another Insurer, reimbursement under this Plan will be applied to the difference between the costs actually incurred and reimbursement obtained from the other Insurer.

343.9.11 Catastrophic Expenses--text

Whenever the uncovered portion of reimbursable medical expenses incurred by the staff member and all persons included in the staff member's coverage exceeds US\$ 1,700 during a 12 months period, 100% of the reimbursement will be made for that portion of the cost that exceeds US\$ 1,700, or, in the case of ASHI, the



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reimbursement of actual expenses up to US\$ 850 will be made for that portion of the cost that exceeds US\$ 1.700.

The costs of treatment above the limits established or excluded by the plan are not taken into consideration in calculating eligibility for reimbursement of catastrophic expenses.

The costs of first-class (care in a private room) hospitalization in excess of the aforementioned limit will not be taken into consideration when calculating eligibility for catastrophic expenses if the first class (private room) accommodation was the patient's free choice.

343.9.12 Exclusions--text

The coverage shall not extend to:

- The consequences of injuries resulting from motor-vehicle racing and dangerous competitions on which betting is allowed (injuries resulting from normal sports competitions are covered).
- The consequences of insurrection or riots if, by taking part, the insured participant has broken the applicable laws; and the consequences of brawls, except in cases of self-defence.
- Rejuvenation or spa cures and cosmetic treatment including plastic surgery. Cosmetic surgery is covered, however, when it is necessary as the result of an accident for which medical coverage is provided.
- Preventive health examinations, except those mentioned in MS343.9.83.1 and MS343.9.83.3
- Any portion of the expenses for medical services and supplies that exceeds the regular and customary charge for the services or supplies.
- Home help, family help or similar household assistance, and fees of persons who are not qualified nurses.
- Any charges for services or supplies that have not been prescribed or approved by a physician including food and dietary products (other than those normally provided during hospitalization), cosmetics, toilet articles.
- Hospital charges for telephone, television, or for persons other than the patient, etc.
- Expenses for, or in connection with, travel or transportation, whether by ambulance or otherwise, except charges for a professional ambulance service used to transport the insured beneficiary between the place where he/she is injured by an accident or stricken by disease and the first hospital where treatment is given will not be excluded.

343.9.13 Claims Procedure--text

343.9.13.1 Direct Settlement. Hospitals/clinics may send their bills for in-patient treatment directly to the Claims Processor for settlement. Reimbursements are effected in accordance with the provisions of this Manual Section, in the currency of the participant's duty station. Immediately after receipt of the details of reimbursement by the Insurer, the staff member, former staff member or survivor shall pay directly to the hospital/clinic the difference between the actual expenses incurred and the amount reimbursed by the Insurer.

343.9.13.2 Submission of Claims

1. Claims should be submitted with the least possible delay; those submitted more than two years from the date on which the expenses were incurred will not be accepted.
2. Bills other than those forwarded directly by the hospital/clinic to the Insurer must be paid before their submission for reimbursement.
3. Claims should be signed by the staff member, former staff member or survivor on a form supplied by the Insurer. Claims submitted directly by family members are accepted only after pre-authorization by the Insurer.



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Staff can send their claims directly to the Insurer by email, fax or post to (see [Appendix C Part III](#))

343.9.13.3 Documents to be Submitted

343.9.13.3.1 The following documents must be attached to the claim

1. Medical Certificate on physician's stationery showing name of patient, diagnosis, dates of visits and/or treatment. If a physician refuses to give a diagnosis, participants must submit a statement to the effect that, upon request, they were unable to obtain a diagnosis and therefore they themselves indicate the diagnosis told to them by the physician and the nature of services rendered.
2. Prescription for medical treatment or laboratory tests on physician's headed paper with indication of date, name of patient, diagnosis and number of treatments (e.g. for physiotherapy, acupuncture, osteopath treatment and chiropractic treatment).
3. An original prescription for medicines must be attached to the claim. When medicines are prescribed on a long-term basis, the prescription must indicate how many times the treatment is to be repeated. Once the original prescription has been transmitted to the Claims Processor, a new prescription is not required for claiming reimbursement for further purchases of the same medicines; however, a photocopy of the prescription must be submitted and reference made to the date of the original claim.
4. On the original prescription, or the subsequent photocopy, evidence of purchase must be provided in the form of cash register receipts with the name of the prescription and the cost, or the prescription bearing the date stamp of the pharmacy and showing the cost of each medicine.
5. A prescription for professional nursing assistance must provide full details on diagnosis, need for professional nursing assistance, specific functions to be performed by the nurse, number of hours spent on these functions, cost per hour and, if possible, estimated length of nursing assistance required.
6. Bills for all expenses incurred must be, preferably original, (though scanned copies are accepted by the claims processor) itemized and receipted, and should comply with local legislative requirements or regulations. Bills must be on the physician's stationery and show the date of each visit and/or treatment, the name of the patient, the diagnosis (see also para. 343.4.831(a)), or on the stationery of the person providing the treatment, with indication of the qualifications of this person. Hospital bills should indicate type of accommodation used, location of hospital and daily cost of room.
7. For claims arising in Italy the bills issued by clinics and doctors must carry the date, the full address, the fiscal code and the appropriate sequence number. Bills without "fattura", "ricevuta fiscale" or "scontrino fiscale" are subject to closer scrutiny. For participants living in other countries closer scrutiny will apply to bills not following the standard billing practice of that country.
8. If the original bill is not released by the hospital or the physician, or has been submitted to another insurer, a photocopy of the original bill (certified by the hospital or physician) together with the original payment slip from the other insurer with the details of the amounts reimbursed must be submitted with the claim. If payment of the bill has been made by cheque, a photocopy of the cheque is sufficient.
9. Documents mentioned in points (i), (ii) and (iii) may be combined if all the required information is provided.
10. Certificates, bills and prescriptions should be preferably submitted in English, French, Spanish, Russian, Arabic, Chinese or Italian. When a claim is submitted in any other language than the aforementioned the turnaround period may be longer.
11. For an accident, a report on the date, place and circumstances of its occurrence and, if possible, the names and addresses of any witnesses or legal authorities involved.

The Claims Processor or the Organization, may verify medical certificates by arranging at their own expense for a physician to examine the patient under treatment. Refusal of the participant or family member to permit such examination, or discovery of the improbity of a claim, will result in the withholding, or recovery, of reimbursements by the Insurer or the Organization, and may result in disciplinary action in accordance with Manual Section 330, including dismissal for misconduct. The participant may request that, at their own expense, their own physician be present at the examination.



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343.9.13.3.2 Confidential information may be sent under seal to the Medical Adviser of the Claims Processor. Claims submitted with incomplete documentation will be returned for completion.

343.9.13.3.3 Bills and prescriptions with erasures, modifications or altered figures are unacceptable and will be returned.

343.9.14 Settlement of Claims--text

When, for the calculation of reimbursements for medical expenses, expenses in another currency have to be converted, the Insurer will carry out the conversion as follows:

For reimbursement claims it will use the exchange rate in force on the date when the invoice for the reimbursement was issued to the Insured Person.

For provider claims it will use the exchange rate in force on the date the payment was made directly to the medical provider.

Unless otherwise agreed with the Policyholder, the Insurer/Claims Processor will apply the exchange rates of WM/Reuters 1600 London Euro Spots in effect on the date the service was provided.

Reimbursements are preferably made by means of bank transfer or, at the participant's request, by cheque.

343.9.15 Direct Billing--text

Hospitals and clinics listed as agreed providers may send their unpaid bills for in-patient treatment, subject to prior approval by the Insurer, directly to the Insurer for settlement. The insured patient is responsible for paying to the hospital or clinic the difference between actual expenses incurred and the amount paid by the insurer.

343.9.16 Disputes--text

Disputes shall be settled as follows:

343.9.16.2 Settlement of Disputes between the Insured Persons or Beneficiaries and the Insurer

Disputes between an insured person and the Insurer or the Claims Processor shall be limited to medical questions. Such disputes, unless settled by negotiation, shall be referred to a medical arbitrator designated jointly by a doctor chosen by the insured person and by the Claims Processor's designated medical practitioner. If no agreement is reached on the selection of the medical arbitrator, the latter shall be designated by the Chairman of the Executive Board of the Order of Physicians of Italy or by some other medical authority having competence in the insured person's domicile. The decision of such medical arbitrator shall be final. The fees payable to the medical arbitrator are shared equally by the insured person and the Claims Processor. The Organization may, if it so wishes, formally associate itself with the complaint of an insured person, in which case the fees payable to the medical arbitrator by the insured person shall be shared equally by the Organization and the insured person.

Copies of any correspondence with the Claims Processor on a dispute on medical questions must be sent to Social Security Group, OHRS.

343.9.17 Claims against Third Parties--text

Insured persons grant a right of subrogation to the Insurer to undertake on their behalf any legal action against any third parties as the result of accident or illness of which the insured person or an enrolled family



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member was the victim. Within the limits of the reimbursement which it provides, the Insurer succeeds to the rights which the victim of an accident or sickness possesses in respect of the liability of a third party.

However, the Insurer's rights in this regard are only up to the limit of the indemnity it pays and do not prejudice the individual's rights to any further sums in excess of which he/she may be able to recover.

343.10 Part X - After-Service Health Insurance (Ashi)

343.10.1 General Conditions--text

After-Service-Health-Insurance (ASHI) is available under the conditions described below for former locally-recruited staff members at designated duty stations (and for their eligible family members) who, at the time of separation from service, were covered by this Plan or by its predecessors, known as UNDP MIP and MEAP. ASHI is subject to all of the terms and conditions and limits (financial or otherwise) of the MICS Plan.

ASHI coverage is optional and is allowed only as a continuation of in-service coverage.

Conditions and limits of coverage under this policy are described in [MS 343.9](#).

343.10.2 Eligibility--text

343.10.21 Eligible Former Staff Members

The following categories of former staff members are eligible for after-service coverage:

1. a former staff member who has left the service on or after the age of 55 and, who, at the time of separation, had at least five years of cumulative in-service contributory participation in this Plan, its predecessors UNDP MIP, and MEAP, or, prior to that in a health insurance plan recognized by the UN.
2. a former staff member who separates, below age 55, on agreed termination or due to abolition of post, who is at least 50 years old at the time of separation and, who, at the time of separation, had at least 15 years of cumulative in-service contributory participation in this Plan, its predecessors UNDP MIP, and MEAP, or, prior to that in a health insurance plan recognized by the UN.
3. a former staff member who is eligible for a periodic disability benefit from the UNJSPF and/or a periodic benefit under Appendix D of the UN Staff Rules (which govern compensation for service-incurred illness, injury or death) provided he/she was covered under this Plan or its predecessors UNDP MIP and MEAP at the time of his/her separation. No minimum qualifying period of in-service coverage is necessary.

343.10.22 Eligible Family Members of Former Staff Members

343.10.22.1 The following family members are eligible for after-service coverage:

1. the spouse or other person recognized by the Organization for the purpose of granting benefits and entitlements, children and a secondary dependant of a former staff member who is eligible for and who has opted to be covered under this Plan for ASHI provided that they were insured at the time of the staff member's separation from service and that they have participated in MICS or its above mentioned predecessors for at least 5 years. The above also applies for WFP former participants to UNDP MIP and MEAP. Family members who were enrolled in MICS at the time of separation but were not meeting the 5-year requirement of in-service participation, will be able to participate subject to the payment of the full premium due to the Insurers (participant's and Organization's share) for the



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after-service participation. Payment of the full premium will continue until the 5-year requirement is met. Thereafter, if applicable, participation would be subsidized by the Organization under the same conditions as for any other participant. (see Appendix A Part X)

2. the surviving spouse or other person recognized by the Organization for the purpose of granting benefits and entitlements, and children of a staff member who dies while still in service, provided that they were insured under this Plan at the time of the staff member's death. No minimum period of employment or qualifying period of in-service coverage is necessary. The same applies for WFP former participants to UNDP MIP and MEAP; and
3. the surviving spouse or other person recognized by the Organization for the purpose of granting benefits and entitlements, children and secondary dependant of a former staff member who dies after leaving the service with the Organization provided that they were insured under this Plan for ASHI at the time of the former staff member's death. This also applies to former WFP former participants to UNDP MIP and MEAP.

343.10.22.2 For WFP only, a secondary dependant of former staff member who was separated before January 2015 is not eligible to the plan.

343.10.22.3 Children

A child is insurable under the ASHI coverage until the end of the calendar year in which he/she reaches the age of 25, provided he/she is:

1. insured at the time of separation/death of the staff member;
2. a dependent of the subscriber;
3. not married; and
4. not engaged in full-time employment.

Subject to the rules of the Organization, there is no limit on the number of children eligible for after-service coverage, provided the parent concerned provides satisfactory evidence of parenthood, adoption or recognition of status as step or foster children/enfants recueillis.

343.10.22.4 Children born After-service After-Service coverage is also available for a child born within 300 days of the death or separation from service of the insured former staff member.

343.10.22.5 Disabled child

If a child is disabled by reason of a mental and/or physical handicap to the extent that he or she is unable to earn a living, after-service insurance may be continued for as long as that incapacity lasts. Evidence of such incapacity will have to be supplied in a manner satisfactory to, and at intervals required by the UN Medical Director. If the UNJSPF continues to pay a child's benefit because of the child's incapacity, such payment may constitute satisfactory evidence of disability.

343.10.3 Cessation of Coverage--text

343.10.31 After-Service-Health-Insurance on a premium-paying basis shall cease:

- a. if the ASHI participant (former staff member or family member) ceases to pay the contribution to the plan;
- b. if the ASHI participant (former staff member or family member) voluntarily withdraws themselves or a family member from the plan(s); provided, however, that if a former staff member withdraws, his/her family members shall be withdrawn automatically. For a voluntary withdrawal, a six-month notice period is required in all cases;
- c. if the periodic disability benefit awarded to a former staff member is terminated;
- d. if the ASHI participant (former staff member or family member) submits altered or fraudulent medical



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claims;

- e. for the spouse of an after-service participant at the end of the month when divorce has taken place, or for a person other than a spouse recognized by the Organization for the purposes of granting benefits and entitlements, from the date the relationship with the staff member ceases;
- f. children on entering military service or who are gainfully employed (who may, however, be re-enrolled immediately after the military service or when employment ceases, provided they then meet the criteria for enrolment).

343.10.32 Once After-Service-Health-Insurance on a premium-paying basis has been terminated it cannot be re-activated.

343.10.4 Procedures--text

The below procedures are currently under review.

- Procedures for application to After Service Health Insurance (ASHI) coverage
- Death in Service and ASHI coverage for dependants
- Deduction of contribution for ASHI .
- Withdrawal from ASHI coverage.

Concerned staff members who separated after 1st October 2016 are invited to contact their HR Officer for information.

343.10.5 Currency of the Plan--text

The reimbursements are made by the Insurer in the currency of the participant's duty station. The premiums are paid in USD.

343.10.6 Contributions

The appendices below are currently under review.

343.10.61 For Staff separated on or after 1 January 2015, premium rates are set out in Appendix A Part X of this Manual Section.

343.10.62 For Staff separated before 1 January 2015, the premium rates are set out in Appendix B Part X of this Manual Section.

Concerned staff members who separated after 1st October 2016 are invited to contact their HR Officer for information.

343.10.6 Contributions--text

The appendices below are currently under review.

343.10.61 For Staff separated on or after 1 January 2015, premium rates are set out in Appendix A Part X of this Manual Section.

343.10.62 For Staff separated before 1 January 2015, the premium rates are set out in Appendix B Part X of this Manual Section.

Concerned staff members who separated after 1st October 2016 are invited to contact their HR Officer for



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information.

343 Amendments

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4448 DATED 7 DECEMBER 2000.

THIS MANUAL SECTION WAS SUBSEQUENTLY ISSUED ON THE INTRANET UNDER TM/4681 DATED 14 JULY 2005

PART I - MEDICAL SERVICES PROVIDED BY THE ORGANIZATION

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4681 DATED 14 JULY 2005

PART II - MEDICAL INSURANCE PLANS

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4681 DATED 14 JULY 2005.

PART III - BASIC MEDICAL INSURANCE PLAN (BMIP)

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4681 DATED 14 JULY 2005

PART IV - MAJOR MEDICAL BENEFITS PLAN (MMBP)

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4681 DATED 14 JULY 2005

PART V – AFTER-SERVICE MEDICAL COVERAGE (ASMC)

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4681 DATED 14 JULY 2005

PART VI – MEDICAL INSURANCE SCHEME (MCS)

THIS MANUAL SECTION WAS UPDATED WITH THE NEW MEDICAL CERTIFICATION REQUIREMENTS EFFECTIVE FROM 1 MARCH 2011.

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4681 DATED 14 JULY 2005

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4819 DATED 1 SEPTEMBER 2009

PART VII – MEDICAL COVERAGE FOR NON-STAFF (MCNS)

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4681 DATED 14 JULY 2005

THIS MANUAL SECTION WAS SUBSEQUENTLY ISSUED ON THE INTRANET UNDER TM/4819



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DATED 1 SEPTEMBER 2009

THIS MANUAL SECTION WAS SUBSEQUENTLY ISSUED ON THE INTRANET DATED 1 OCTOBER 2012

PART VIII – INTER-AGENCY ARRANGEMENTS WITH RESPECT TO MEDICAL INSURANCE PLANS

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON THE INTRANET UNDER TM/4681 DATED 14 JULY 2005

343 Appendices

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- [343 Appendix A Part III](#)
- [343 Appendix A Part IV](#)
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- [343 Appendix A Part VII](#)
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SECTION: 346 Group Life, Accident and Disability Insurance Plan

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346.1 Introduction

This Manual Section was updated effective 1 January 2014.--header

346.1.1 This Manual Section contains information concerning the voluntary Group Life, Accident and Disability Insurance Plan (GLADI) available to FAO and World Food Programme (WFP) personnel and, as specified in paras. [346.2.4](#) to their spouses and [346.5.52](#) to the members of their families.

346.1.2 The terms and conditions of the insurance described in this Manual Section are contained in a contract concluded between the Organization and the Insurer which came into force on 1 April 1998. In case of any conflict between the information given below and the provisions of the contract, the latter will prevail.

346.1.3 All cover and payments of benefits under this Plan are the responsibility of the Insurer. FAO assumes no liability with respect to the insurance, which has been arranged for the convenience of the staff. All cover ceases on the termination of the contract and the Organization has no obligation to arrange for continuation of cover.

346.1.4 The three year contract with Assurances Générales de France with effect from 1 July 2003 includes a Profit Sharing provision. The amount of the Profit Sharing, if any, may be determined and distributed to all participants at the end of the contract.

346.2 Application

346.2.1 Except as provided in [para. 346.7.2](#), the Plan is available to all staff members, consultants excluding those employed on a when-actually employed (WAE) basis, and OPAS officers, provided that they hold an appointment of six months or more and have not yet reached their 65th birthday (62nd birthday for staff members appointed prior to 1 January 2014 on the date of enrolment in the Plan.

346.2.2 Leave without Pay. Participants on leave-without-pay may continue cover for themselves and/or their spouses provided that they arrange with the Finance Division (CSF) for advance payment of the premium on a quarterly basis. If such payment is not made, cover is automatically suspended from the day payment was due until the staff member resumes duty. Retroactive payment of premiums in order to become entitled to after-service cover under [para. 346.8](#) may not be made.

346.2.3 Transfer or Secondment. Participants may continue cover during periods of transfer or secondment to another UN organization, provided that they arrange with AFF for advance payment of the premium on a quarterly basis (see [Manual Section 307, Appendix A](#)). If such payment is not made, cover automatically ceases from the day payment was due.

346.2.4 Spouses of FAO and WFP personnel indicated in [para. 346.2.1](#) above are eligible for enrolment but only in respect of death from any cause and/or accidental death or dismemberment as specified in paras. [346.5.51](#) and [346.5.54](#) of this Manual Section and provided that they have not reached their 62nd birthday on the date of enrolment in the Plan.

346.2.5 Continuation of cover under the GLADI Plan after separation from service is limited to participants listed in [para. 346.2.1](#) above at the conditions specified in [para. 346.8](#).

346.3 Enrolment



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346.3.1 Enrolment in the Plan may be requested at any time by filling in Parts I and II of Form ADM. 23, Group Life, Accident and Disability Insurance, and forwarding it to the relevant Human Resources Officer. Copy 3 of the form will be returned to the staff member together with copy of Form AFH 84, Medical Classification, where applicable, informing of the action taken.

346.3.2 Enrolment of FAO personnel indicated in [para. 346.2.1](#) for cover against Death from any Cause and for Disability Annuity benefits, as well as option to increase the insured amount, are subject to clearance by the Chief, CSDM, on the basis of:

- a. an entrance or periodic medical examination taken within the 12 months preceding the date of application for participation; or
- b. at the discretion of the Chief, CSDM a new medical examination.

346.3.3 Enrolment of spouses indicated in [para. 346.2.4](#) for cover against Death from any Cause and option to increase the insured amount are subject to full medical clearance from a physician designated or agreed upon by the Insurer. Limited medical clearance as specified in [para. 346.7.1](#) is not accepted by the Insurer for spouses. All costs related to the required medical examination shall be borne directly by the staff member.

The medical clearance referred to above should be sent, together with Form ADM. 23 to the Social Security Group which will first obtain clearance of the medical report by the Insurer and then refer it, together with Form ADM. 23, to the relevant Human Resources Officer concerned.

346.3.4 Upon enrolment, participants declare their wishes concerning the payment of any monies as proceeds of a claim under the Plan. Such declaration is made in Part II of Form ADM. 23. A participant may remove or change any or all beneficiaries at any time and without the knowledge or consent of those beneficiaries, by submitting a new Form ADM. 23.

346.3.5 If no indication of a beneficiary is available from the participant's file, then payments are made by the Organization taking into account the declaration made by the participant on Form ADM. 60, Designation of Beneficiary, used for monies due from the Organization.

346.3.6 Effective Date of Cover. Cover against Death from any Cause and for Disability Annuity benefits (see paras [346.5.51](#) and [346.5.55](#) below) starts from the first day of the month following the medical clearance provided by the Chief, CSDM, or designated physician (see paras [346.3.2](#) and [346.3.3](#)), but not before the entry on duty date.

Cover against Accidental Death or Dismemberment (see [para. 346.5.54](#) below) and under the Family Plan (see [para. 346.5.52](#) below) starts from the date of receipt by the Human Resources Officer of the enrolment request. Confirmation of enrolment is reflected in the Payroll Status.

346.4 Cessation or Suspension of Cover

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- [701 Annex 2 - Decision Tree](#)
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- [701 Annex 11 - Terms of Reference for Spot Checks](#)
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- [M](#)
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346.5 Cover and Benefits

346.5.1 The cover provided under GLADI is worldwide and also applies while participants are travelling.

346.5.2 Except as set out in para. [346.7.1](#), participants enrolling in the Plan for benefits specified under paras [346.5.51](#), 346.5.53 and 346.5.54 below may be covered for one, one and a half, two, two and a half, three, three and a half or four times annual pensionable remuneration. Persons who have reached their 60th birthday at the time of enrolment may be covered up to a maximum of two times the annual pensionable remuneration. The sum insured may not exceed US\$ 500,000 for any one insured person.

346.5.3 For the purpose of this Manual Section "pensionable remuneration" has the meaning assigned thereto under the Regulations of the United Nations Joint Staff Pension Fund (UNJSPF). For Associate Professional Officers, the pensionable remuneration for the appropriate grade and step is used, regardless of whether they actually participate in the UNJSPF. When a participant is not eligible for participation in the Pension Fund, "pensionable remuneration" shall mean the following, calculated on an annual basis:

- a. for short-term Professional conference staff and for other language personnel appointed for six months or more, the rates published by the United Nations System Chief Executives Board for Coordination (CEB);
- b. for consultants, an amount equal to the annual pensionable remuneration of a staff member at grade P-4 step V;
- c. for a spouse, the pensionable remuneration of the staff member, eligible consultant.

346.5.4 After the first 12 months of participation, an election to change cover, upwards or downwards, may be made once in any subsequent 12-month period by submitting Form ADM. 23 to the relevant Human Resources Officer. Upward changes are subject to clearance by the Chief, CSDM or designated physician as provided in paras [346.3.2](#) and [346.3.3](#). Changes in cover become effective from the first day of the month following that in which the Human Resources Officer receives the above-mentioned medical clearance for an upward change or the request from the participant for a downward one.

346.5.5 Benefits

346.5.51

- a. The sum insured is due in the event of an insured person's death from any cause while he/she is a participant in this Plan, or if his/her death occurs after separation from service within 60 days of the last day of paid life insurance cover (para. [346.4.1\(a\)](#) above refers).
- b. The sum insured is also due in the event of a staff member's death from any cause within one year after separation from service with the Organization, provided that the death resulted from a service-incurred accident or illness. Service-incurred accident or illness means an accident or an illness declaring itself during the effective period of the contract and which is determined by the Organization to be attributable to the performance of official duties.



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- c. As regards participants with limited cover due to medical classification, the amount payable for death from any cause shall be limited to US\$ 75,000 (para. [346.7.1 refers](#)).

346.5.511 The benefits set out in para. 346.5.51 above are payable even in the event of a participant's death through suicide or gross negligence.

346.5.52 Family Plan

Staff members covered for Death from any Cause may enrol under the Family Plan their spouses and dependent children (up to the age of 21) for coverage for Death from any Cause only (without waiver of premium). In the event of death of the spouse, 15% of one time the Pensionable Remuneration of the Staff Member will be payable. In the event of death of a child, 7.5% of the Pensionable Remuneration of this staff member will be payable. The overall limit in the event of the deaths of more than one family member is equal to half of the insured staff member's last Pensionable Remuneration. Sum insured for spouses covered under para. 346.2.4 who are also covered under the Family Plan, cannot exceed US\$ 500,000.

346.5.53 Exemption from Premium Payment for Death from any Cause Benefit in Case of Total Permanent Disability

346.5.531 Exemption from further premium payment for death from any cause benefit shall be granted from the date of separation from service to insured staff members in the event of total permanent disability resulting from bodily injury or illness before the insured person has attained age 60.

346.5.532 Amount and Duration of Cover. During a period of exemption from premium payment as set out above, the sum insured, which shall relate to the death benefit only, shall be 100 percent of that in force at the date of separation if death occurs during the first 24 months or through the day preceding the 55th birthday if later, and shall thereafter be reduced to 50 percent. Cover shall cease completely on the insured person's 65th birthday (62nd birthday for staff members appointed prior to 1 January 2014).

346.5.54 Accidental Death or Dismemberment

346.5.541 Accidental Death. The sum insured shall be due in the event of an insured person's death caused by accident while he/she is a participant in this Plan.

346.5.542 Accidental Dismemberment. The following benefits shall be paid in the event an insured person sustained any of the losses indicated below as a result of bodily injury caused by accident while participating in this Plan:

1.	Permanent total loss of sight of both eyes	200% of sum insure
2.	Permanent total loss of sight of one eye	100% of sum insure
3.	Loss of, or permanent total loss of use of two limbs	200% of sum insure
4.	Loss of, or permanent total loss of use of one limb	100% of sum insure
5.	Permanent total loss of sight of one eye and loss or permanent total loss of use of one limb	200% of sum insure



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The insured person shall not be entitled to benefits under this paragraph in excess of 200% of the sum insured in respect of the consequences of one accident.

346.5.543 The benefits under paras 346.5.541 and 346.5.542 above shall be paid provided the death/loss occurs within 120 days from the date of the accident.

346.5.544 Exclusions. The benefits set out in paras 346.5.541 and 346.5.542 above are not payable if the death or the injury:

- a. is sustained whilst the participant is engaged or taking part in naval, military, or air-force service or operations, riding or driving in any kind of race;
- b. is directly or indirectly consequent on a participant engaging in air travel, except as a passenger;
- c. results from suicide or attempted suicide or wilfully self-inflicted injury or from deliberate exposure to exceptional danger (except in an attempt to save human life) or from the participant's own criminal act, or is sustained whilst the participant is in a state of insanity;
- d. results directly or indirectly from disease or natural causes or from medical or surgical treatment (except where such treatment is rendered necessary by bodily injury caused by accident within the scope of this contract);
- e. is caused directly by war, whether declared or not, or any act of war, or insurrection.

346.5.55 Disability Annuity

346.5.551 Upon separation, a lump sum equivalent to 35 percent of the insured staff member's last pensionable remuneration will be paid to participants other than spouses. In addition, an annuity equivalent to 15 percent of the last pensionable remuneration shall be payable (in twelve monthly instalments) directly by the Insurer to insured staff members until their 65th birthday (62nd birthday for staff members appointed prior to 1 January 2014) or until death if earlier if they are found to be permanently incapacitated for further service. The disability annuity is adjusted yearly at the rate of 3 percent per annum. For participants with limited cover due to medical classification the lump sum will amount to 5 percent of the insured staff member's last pensionable remuneration, and the annuity payable shall be equivalent to 3,75 percent of the last pensionable remuneration ([para. 346.7.1](#) refers).

346.5.552 Total permanent disability shall be deemed to exist if the participant has been found by the competent organ of the UNJSPF to be totally and permanently incapacitated for further service with a member organization of the Fund. If an insured person is not a participant in the UNJSPF, the same criteria for determining benefits will be applied as for participants in the Fund, but total permanent disability will be determined by the FAO Chief, CSDM.

346.5.553 Exclusions. The benefits set out in para. 346.5.551 above are not payable if the disability results from a wilfully self-inflicted action, or is caused directly by war, whether declared or not, or any act of war, or insurrection.

346.5.56 Selection of Cover

346.5.561 Staff members, who are covered for death from any cause (see para. 346.5.51) are also automatically covered for exemption from premium payment as specified in para. 346.5.53 and can opt to cover their spouse and children under the family Plan (see para. 346.5.52).

346.5.562 Cover against accidental death or dismemberment (see para. 346.5.54 above) is self-contained and can be subscribed to irrespective of whether the participant elects to be insured against other risks. Persons who wish cover to be limited to accident only should select cover as per para. 346.5.54. Participants taking

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both covers described in paras 346.5.51 and 346.5.54 are covered twice in case of accidental death.

346.5.563 Cover against Disability (see para. 346.5.55 above) for staff members can be subscribed to, irrespective of whether the staff member elects to be insured against other risks.

346.6 Premiums and payment

346.6 Premium and Payment--text

346.6.1 The cost of participation in the Plan shall be borne entirely by participants. The monthly premium rates are calculated as a percentage of the capital sum insured and are expressed in US dollars; amounts below, which are effective 1 July 2006, indicate the relationship of premium rates to US\$1,000 of capital sum insured when in employment status:

1. for death from any cause:

(i) Staff Members: The premium is calculated along the lines indicated below:

Age Brackets	Monthly Premium per USD 1 000 coverage
< 30	USD 0.07
30 – 34	USD 0.08
35 – 39	USD 0.09
40 – 44	USD 0.13
45 – 49	USD 0.237
50 - 54	USD 0.327
55 - 59	USD 0.489
60 – 64	USD 0.687
65 – 68	USD 0.957
69 – 73	USD 1.437



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Monthly premiums will change on the first of the month following attainment of the new age bracket. In the event of total and permanent disability, no premium is payable as per paras [346.5.51](#) and [346.5.53](#) above.

In the event of total and permanent disability, no premium is payable as per paras 346.5.51 and 346.5.53 above.

(ii) Spouse: USD 0.306

2. For Family Plan as per [para 346.5.52](#) above): USD 0.054;

3. for accidental death or dismemberment for staff member and spouse (as per para. [346.5.53](#) above): US\$ 0.050;

4. for permanent disability (as per [para. 346.5.55](#) above): USD 0.153 (calculated on 100 percent of the last annual pensionable remuneration; or, in case of limited cover, 25 percent of the last annual pensionable remuneration - see para. [346.5.551](#) above).

346.6.2 A full month's contribution is payable for each full or partial calendar month of participation.

346.6.3 Except as referred to in paras [346.2.2](#) and [346.2.3](#), premiums are payable monthly during the period of participation and are automatically deducted from the insured staff member's monthly salary.

346.6.4 The Social Security website has a spreadsheet which permits staff members to calculate the premiums payable for the entire GLADI programme based on the individual's age and elected options.

346.7 Special Provisions applicable to Certain Categories of Personnel

346.7.1 Personnel Medically Classified "1B". Personnel medically classified "1B" on enrolment may participate in the Plan. However, at the discretion of the Chief, CSDM, their cover may be limited to a maximum sum of US\$ 60,000 for death and to a lump sum of 5 percent of their last pensionable remuneration together with a disability annuity of 3,75 percent of their Pensionable Remuneration.

346.7.2 Personnel Medically Classified "2" at the Time of Application for Enrolment. Personnel medically classified "2" are not eligible for enrolment in the Plan.

346.8 Cover on Separation

346.8.1 Cover is available to former participants other than spouses and children either for the death from any cause benefit only or for both the death from any cause and the accidental death or dismemberment benefits (see paras [346.5.51](#) and [346.5.54](#) above). Cover for the accidental death or dismemberment only is not available. Chosen cover is available subject to payment of the premium specified under [para. 346.6.1\(a\)](#) above, for the following periods:

- a. one year from the date of separation from service provided that in-service participation was at least one year;
- b. two years from the date of separation from service, provided that in-service participation was at least five years; the two years can be extended up to the 55th birthday for persons who continue to work in another organization of the United Nations system;
- c. four years from the date of separation from service, provided that in-service participation was at least ten years and separation was before age 55;



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- d. cover from the date of separation until the 73rd birthday, provided that in-service participation was at least ten years and age on separation was 55 or more.

346.8.2 For participants separating from the Organization prior to their 55th birthday and remaining covered by the Plan, the sum insured is the same as that of the last month of employment. The cover is reduced to 75 percent from the 55th birthday through the end of the 59th year, to 50 percent from the 60th birthday through the end of the 64th year, to 25 percent from the 65th to the end of the 68th year and to 15% from the 69th birthday through to end of the 73rd year. The premiums will be determined on the same basis as for staff members.

346.8.3 Participants separating on or after their 55th birthday will have their insured sum reduced as per para. 346.8.2 above.

346.8.4 For the purpose of paras 346.8.1 to 346.8.3 above the period of participation in the Group Life Insurance Plan which phased out on 31 March 1991 will be counted towards the calculation of the total period of participation.

346.8.5 Conversion of Cover. On separation, and upon request from the insured staff member, cover may be converted into an individual whole life policy, up to the amount of cover applicable at the time of separation, without medical examination. The individual premium rate will be calculated by the Insurer on a case-by-case basis.

346.8.6 Cessation of Cover. Cover under paras 346.8.1 to 346.8.5 above may be terminated or surrendered, as the case may be, at any time by the insured person.

346.8.7 Payment of Premium after Separation

346.8.71 Premiums for continuation of cover under para. 346.8.1 or 346.8.5 above are paid in US dollars directly by the insured person to the Insurer in advance, on a six-month basis.

346.8.72 Written requests for such continuation of cover must be received by Social Security Group, CSP, before separation, together with an updated Designation of Beneficiary.

346.9 Claims

346.9.1 The death or disablement of an in-service participant resulting in a claim under the Plan must be notified to CSP (attention: Social Security Group) without delay by the insured person or by his/her survivors. In turn CSP will forward the relevant documentation to the Insurer (Assurances Générales de France-AGF) who will pay the beneficiary directly.

346.9.2 The death or accidental permanent dismemberment of a former staff member who elected to continue to participate after separation from the Organization, and who paid the related premium to the Insurer (AGF), must be notified by his/her survivor(s) without delay directly to the Insurer who will pay the beneficiary directly.

346.9.3 It is the responsibility of the claimant to provide all the required documentation for the substantiation of any claim before any monies are released by the Insurer. Such documentation shall consist of:

- a. in the event of a claim for death benefit, an official original certificate of death indicating the cause;
- b. in the event of a claim for accidental dismemberment, disability benefit and exemption from premium payment, a detailed report by the physicians who are treating or have treated the insured person. Such report shall indicate the cause, onset, course and consequence of the bodily injury or disease as well as



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the degree and probable duration of the disability. Evidence of continuing permanent disability may periodically be required to allow continuation of payments relating to disability benefits and, where applicable, the exemption from premium payment.

346.9.4 Any lump-sum payments made by the Insurer with respect to claims under the Plan are payable to the participant's beneficiary(ies) under the contract. Monies may be paid to third persons in accordance with the wishes of insured participants expressed in writing (see also paras [346.3.4](#), [346.3.5](#) and [346.8.72](#)). No interest is paid by the Insurer on monies held pending remittance of the proceeds to beneficiaries.

346.9.5 Lump-sum payments are made in the currency of choice of the beneficiaries at the UN operational rate of exchange in force on the date of payment.

Amendments MS 346

THIS MANUAL SECTION HAS BEEN UPDATED TO REFLECT THE CHANGES IN STAFF REGULATION 301.9.5 REGARDING THE MANDATORY AGE OF SEPARATION EFFECTIVE 1 JANUARY 2014.

In its resolution of 12 April 2013, (No. 67/257), the United Nations General Assembly endorsed the recommendation of the ICSC to raise the Mandatory Age of Separation to 65 for staff recruited on or after 1 January 2014. Revised Staff Regulation 301.9.5 introducing this change was endorsed by the Council at its 148th session in December 2013.

THIS MANUAL SECTION WAS SUBSEQUENTLY ISSUED ON INTRANET UNDER TM/4621.E DATED 24 NOVEMBER 2003.

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON INTRANET UNDER TM/4542.E DATED 28 NOVEMBER 2002.



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370.1 Introduction

This Manual Section has been updated effective 1 January 2014--header

370.1.1 Application--header

STAFF REGULATION

301.13.6 Other personnel. The Director-General shall determine the salary rates and the terms and conditions of employment applicable to personnel specially engaged for conference and other short-term service or for service with a mission, to associate professional officers, to part-time personnel, to consultants, to field project personnel, to national professional officers and to personnel locally recruited for service in established offices away from Headquarters.

STAFF RULE

302.0.1 These Staff Rules implement the Staff Regulations approved by the Council. They apply in full to all staff members. Except as otherwise provided in the Administrative Manual or in their terms of appointment, they also apply to personnel engaged for conference and other short term services, to part-time personnel, field project personnel, national professional officers, associate professional officers and consultants.

370.1.11 This Manual Section sets out specific terms and conditions of employment applicable (in accordance with the terms of their appointment) to officers in the professional and higher categories assigned to field projects outside Headquarters.

370.1.12 The general terms and conditions of employment, contained in Chapter III of the Administrative Manual apply to officers serving outside Headquarters. Special provisions and procedures applicable to field project officers are set forth in [Manual Section 370](#), while those applicable to all those serving outside Headquarters are shown in [Manual Section 371](#). Also listed in Section 371 are the special entitlements which may be authorized at designated duty stations (see [Manual para. 371.2](#))

370.1.13 Special conditions apply to Associate Professional Officers (see [Manual Section 372](#)) and to National Professional Officers (see [Manual Section 376](#)).

370.1.2 Revision--text

The provisions set forth in this Manual Section are subject to revision or amplification on the basis of interagency agreement or of determination by the Director-General in accordance with the requirements of the programmes.

370.2 Duties and Responsibilities of Field Project Officer

370.2.1 Responsibility--text

Field project officers are appointed by the Director-General and are responsible to him through designated channels.

370.2.2 Declaration --text



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370.2.21 Upon accepting appointment, field project officers subscribe to the following oath or declaration:

"I solemnly swear (undertake, promise) to exercise in all loyalty, discretion and conscience the functions entrusted to me as an international civil servant of the Food and Agriculture Organization of the United Nations; to discharge these functions and regulate my conduct with the interests of the Organization only in view, and not to seek or accept instructions in regard to the performance of my duties from any government or other authority external to the Organization."

370.2.22 The acceptance, with the concurrence of the Organization, of instructions from an external authority is deemed to be permitted by the declaration.

370.2.3 Scope of Duties--text

Field project officers may not engage in political, commercial, or any other activities except those for which they are appointed. The scope of the duties of field project officers is specifically defined in each case by agreement between the recipient government and the Organization.

370.2.4 Privileges and Immunities--text

The privileges and immunities granted to field project officers to varying degrees in different countries are conferred in the interests of the Organization. They furnish no excuse to the officers to evade private obligations or laws and police regulations. In any case where these privileges and immunities are invoked, the individual shall immediately report, through the unit responsible for operating the project, to the Director-General. Decisions on whether any immunity from legal process should be waived are taken by the Director-General only.

370.2.5 Conduct (See also Manual Section 304, Standards of Conduct) --text

370.2.51 Field project officers must conduct themselves at all times in a manner compatible with their international status. They should avoid any action and, in particular, any kind of public pronouncement or activity which may adversely reflect upon the Organization, the recipient government, or the work of their mission.

370.2.52 Field project officers are not expected to give up their national sentiments or their political or religious convictions, but they should at all times bear in mind the loyalty, reserve, and tact incumbent upon them by reason of their international responsibilities and the significance of their mission.

370.2.53 Field project officers may be required to reimburse the Organization either partially or in full for financial loss suffered by it as a result of their negligence or of their having violated any regulation, rule, or administrative instruction.

370.2.6 Proprietary Rights--text

All rights, including title, copyright, and patent rights, in any work performed by field project officers as part of their official duties, shall be vested in the Organization.

370.2.7 Outside Activities and Interests --text

(See [Manual Section 361](#), Outside Activities and Remuneration)



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370.3 Appointment of Field Project Officers

370.3.1 Selection Policy and Procedure--text

Field project officers are chosen not only for their technical competence, but also for their understanding of the cultural background and specific needs of the countries to be assisted and for their adaptability to local conditions. Selection procedures are governed by Manual Section 280, App. C.

370.3.2 Age Limits--text

Appointment is not granted to persons over 65 years of age (62 years for staff members appointed prior to 1 January 2014) unless an exception is authorized by the Director-General.

370.3.3 Types of Appointment --text

370.3.31 Field project officers may be given: (i) short-term or fixed-term appointments; or (ii) programme appointments.

370.3.32 Short-term appointments are covered under [Manual Section 316](#). Fixed-term appointments are granted for periods of one year or more.

370.3.4 Probationary Period--text

Field project officers holding fixed-term appointments serve a probationary period of one year, which may be extended to 18 months.

370.3.5 Duty Station and Assignment Status.--text

Initial assignment to a duty station is normally made for the duration of the appointment. However, reassignments may be made during the period of appointment within the terms of Manual [paragraph 371.2.3](#).

370.3.6 Special Post Allowance.--text

For details which apply to field project officers, see Manual [para. 308.4.24](#).

370.3.7 Performance Appraisal--text

A Performance Appraisal system applies to field project officers.

370.3.8 Extension of Appointment--text

370.3.81 Fixed-term appointments may be extended subject to the necessary clearances. Every effort will be made to initiate such extensions at least two months in advance of the date of expiration of the appointment.

370.3.9 Re-employment after Separation. --text

A former field project officer who is re-employed is normally given a new appointment. However at the discretion of the Organization and if re-employment takes place within 12 months after separation from service, the officer may be reinstated. On reinstatement, the officer's service is considered as having been continuous, and he/she must return any money received from the Organization on account of being separated. The interval between separation and reinstatement is charged, at the discretion of the Organization, either to annual leave or to leave without pay or to a combination of both.



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370.4 Travel of Field Project Officers

(Detailed travel provisions are to be found in Chapter IV of the Manual. The following paragraphs and all other paragraphs related to travel should therefore be read in conjunction with the provisions of Chapter IV of the Administrative Manual.)

370.4.1 Travel Arrangements and Standards--text

370.4.11 The Organization makes all arrangements for travel for which it pays the cost. These arrangements are made through the Organization's travel agent.

370.4.12 Field project officers must not make travel arrangements without prior authorization from the unit responsible for operating the project.

370.4.13 The procedure under Manual para. 370.4.12 does not apply to travel within the country of the assignment. In such cases, arrangements are made locally by the UNDP or the FAO Representative, or by the government concerned (see also Manual para. [370.4.3](#) below).

370.4.2 Travel Expenses--text

The Organization pays travel expenses of field project officers in accordance with its travel rules (as stated in the Staff Rules of the Organization) for the following:

- a. official travel to and from the country of duty station;
- b. travel on official business outside the mission area, for which the recipient government is not responsible (mission area is defined as the country or countries in which the mission is operating).

370.4.3 Travel in Country of Service --text

370.4.31 Transportation for travel on official business within the country of service is normally furnished by the recipient government.

370.4.32 Where the government provides transport by furnishing a vehicle to be driven by the field project officer, and unless the government has previously acknowledged all liabilities, it is incumbent upon the officer to obtain through the offices of the FAO Representative (or, where there is none, the UNDP Resident Representative) assurance in writing from the appropriate government official that the government accepts liability, or carries the necessary insurance on the vehicle, so as to absolve the field officer and the Organization from any claims arising out of third-party risks as well as damages to or demolition of the vehicle provided by the government.

370.4.4 Daily Subsistence Allowance (see Manual Section 450)--text

370.4.41 When in travel status a daily subsistence allowance is payable to a field project officer at rates and under conditions established for Headquarters staff.

370.4.42 When applicable, daily subsistence allowance is payable to entitled dependants at rates and under conditions established for dependants of Headquarters staff.

370.4.5 Special Provisions for Travel of Eligible Family Members --text

370.4.51 In addition to other FAO travel entitlements for which they may be eligible, special provisions apply to primary dependants recognized by FAO as follows:



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- a. if any dependants have departed from the duty station because of the field project officer's impending separation and the officer is subsequently extended at the same duty station, they shall be entitled to return travel to the duty station, with a new entitlement to the shipment of personal effects if the effects have previously been shipped away from the duty station (FAO liability from permanent residence back to duty station);
- b. if any dependants have utilised any FAO travel entitlement to depart from the duty station and the officer is subsequently transferred to a new duty station, such dependants shall be entitled to travel to the new duty station. The cost of travel and shipment of personal effects to the new duty station shall be limited by FAO liability from the former duty station or from the permanent residence as appropriate;
- c. when the dependants at the duty station cannot accompany the officer upon transfer to a new duty station for reasons justified by local conditions (e.g. lack of housing), they shall be eligible for a trip from the former duty station to a place up to the cost of travel to the permanent residence. When circumstances then permit them to join the officer, travel to the new duty station will be authorized.

370.4.52 In the special situations described in Manual para. 370.4.51 above:

- a. the trips made by the dependants to leave or return to the duty station will, when appropriate, be charged to an existing travel entitlement such as home leave, or education travel. Similarly the dependants' transfer travel to the new duty station may be combined with an existing travel entitlement;
- b. except for education travel, dependants travel to the duty station is only authorized if they will remain there for at least six months within the period of the staff members assignment.

370.4.6 Laissez-Passer and United Nations Certificate --text

370.4.61 A United Nations Laissez-Passer or a United Nations Certificate is issued to field project officers to assist in international travel on official business or on home leave.

370.4.62 A United Nations Family Certificate is available to a spouse and children of the holder of a Laissez-Passer when such dependants do not travel with the staff member concerned. The Family Certificate is not a valid travel document, but mainly identifies the travellers as members of the family of the holder of a United Nations Laissez-Passer.

370.4.63 Detailed procedures relating to the application for the issue, renewal or replacement of the Laissez-Passer or United Nations Certificate are contained in [Manual Section 450](#).

370.4.64 On separation, the field project officer surrenders to the Organization the Laissez-Passer or United Nations Certificate, the United Nations Family Certificate, and any other documents issued in connection with official duties, whether or not their validity has expired. (Final payment of monies due is conditional to these documents being returned.)

370.5 Separation of Field Projects Officers

370.5.1 Resignation--text

In instances of resignation, the Organization's liability for return travel expenses is reserved. ([Staff Rule 302.7.13](#) refers).

370.5.2 Expiration of Fixed - Term Appointment--text

370.5.21 Fixed-term appointments expire without prior notice on the specified expiration date.



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370.5.22 In no case is an indemnity paid when an appointment is completed on the expiration date specified in the terms of the appointment, or when mutually agreed between the staff member and the Organization.

370.5.3 Termination--text

370.5.31 The appointment of field project officers may be terminated:

- a. for abolition of post, no appropriate reassignment being available in the field programme;
- b. if for reasons of health they are incapacitated for further service;
- c. if their services prove unsatisfactory;
- d. for misconduct;
- e. for reason of unsuitability for a post or assignment, no appropriate reassignment being available in the field programme (acceptability to a government is a condition of suitability);
- f. if, in the opinion of the Director-General, termination would be in the interests of the Organization.

370.5.32 Fixed-term appointments may be terminated on not less than one month's written notice of such termination; programme appointments may be terminated on not less than three month's written notice of such termination.

370.5.33 Except as provided in Manual paras. [370.5.34](#) and [370.5.35](#), the schedule of Termination Indemnities shown in [Staff Regulation 301.15.1](#) applies to field project personnel whose appointment is terminated.

370.5.34 No indemnities are paid to field project officers who resign (except when termination notice has been given and the termination date agreed upon), are summarily dismissed for serious misconduct, abandon their post, decline a reasonable offer of reassignment, or whose appointments are terminated during their probationary period, or to field officers holding programme appointments upon expiration of such appointments, or to those who retire under the UN Joint Staff Pension Fund Regulations.

370.5.35 Field project officers holding short-term appointments (less than 12 months) may receive termination indemnity only as provided in Manual para. [316.2.6](#).

370.5.4 Partial Retention of Terminal Emoluments--text

370.5.41 Upon separation, field project officers are required to account for all property and equipment charged to them. If property or equipment has been damaged, and a report was not made, the value of such loss or damage, as established by Headquarters, is withheld until such time as it is determined whether the staff member concerned is responsible.

370.5.42 Upon notification by the responsible office, the Organization withholds from the staff member's terminal emoluments an amount adequate to protect it for the following items:

- a. UN Laissez-Passer not yet returned (US\$3,000);
- b. field drawings not reported;
- c. the amount corresponding to the estimated value of all property and personal equipment, such as cameras, books and typewriters, which may be on charge to the staff member;
- d. the cash equivalent of annual leave taken but not yet reported;
- e. any monetary advances still outstanding against the staff member's account; and
- f. submission of the final report in a form acceptable to the Organization, as certified by the unit responsible for operating the project (US\$2,500).

370 Amendments



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THIS MANUAL SECTION HAS BEEN UPDATED TO REFLECT THE CHANGES IN STAFF REGULATION 301.9.5 REGARDING THE MANDATORY AGE OF SEPARATION EFFECTIVE 1 JANUARY 2014.

In its resolution of 12 April 2013, (No. 67/257), the United Nations General Assembly endorsed the recommendation of the ICSC to raise the Mandatory Age of Separation to 65 for staff recruited on or after 1 January 2014. Revised Staff Regulation 301.9.5 introducing this change was endorsed by the Council at its 148th session in December 2013.

THIS MANUAL SECTION HAS BEEN UPDATED ON INTRANET UNDER TM/4573.E/Rev. DATED 2 MAY 2003

THIS MANUAL SECTION WAS ORIGINALLY PUBLISHED ON THE INTRANET UNDER TM/4573 DATED 24 FEBRUARY 2003.

370 Appendices

- [370 Appendix A](#)
- [370 Appendix C](#)
- [370 Appendix D](#)



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371.1 Introduction

This Manual Section has been updated effective 1 July 2016--header

371.1.1 Application--header

STAFF REGULATION

301.13.6 Other personnel. The Director-General shall determine the salary rates and the terms and conditions of employment applicable to personnel specially engaged for conference and other short-term service or for service with a mission, to associate professional officers, to part-time personnel, to consultants, to field project personnel, to national professional officers and to personnel locally recruited for service in established offices away from Headquarters.

STAFF RULE

302.0.1 These Staff Rules implement the Staff Regulations approved by the Council. They apply in full to all staff members. Except as otherwise provided in the Administrative Manual or in their terms of appointment, they also apply to personnel engaged for conference and other short term services, to part-time personnel, field project personnel, national professional officers, associate professional officers and consultants.

371.1.11 This Manual Section sets out specific terms and conditions of employment applicable (in accordance with the terms of their appointment) to officers in the professional and higher categories serving in Regional or Subregional Offices, in Liaison Offices and in FAO Representations.

371.1.12 The general terms and conditions of employment, contained in Chapter III of the Administrative Manual apply to officers serving outside Headquarters. Special provisions and procedures applicable to field project officers are set forth in [Manual Section 370](#), while those applicable to all those serving outside Headquarters are shown in Manual Section 371. Also listed in Section 371 are the special entitlements which may be authorized at designated duty stations (see [Manual para. 371.2](#))

371.1.13 Special conditions apply to Associate Professional Officers (see [Manual Section 372](#)) and to National Professional Officers ([see Manual Section 376](#)).

371.1.2 Revision--text

The provisions set forth in this Manual Section are subject to revision or amplification on the basis of interagency agreement or of determination by the Director-General in accordance with the requirements of the programmes.

371.2 Duty Station and Conditions upon Appointment or Transfer

371.2.1 Definition of Duty Station--text

The assigned base of operation for a staff member serving outside Headquarters is defined "Duty Station".

371.2.2 Change of Duty Station and Travel Status --text



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371.2.21 Where an officer on a fixed-term appointment of one year or more, or on a continuing or programme appointment, serving in a field project or a FAO Representation is assigned to another duty station for a period of 12 months or more, a change of duty station takes place.

371.2.22 Where an officer on a fixed-term appointment of one year or more, or on a continuing or programme appointment, serving in a field project or a FAO Representation, is assigned to another duty station for a period of less than 12 months, he/she is considered to be in travel status.

371.2.3 Relationship of Subsequent Duty Station Assignments to Payment of the Mobility Incentive and Field Allowances (i.e. Hardship Allowance and Non-Family Service Allowance) --text

371.2.31 Upon a change of duty station under the provisions of Manual para. [371.2.21](#), the officer concerned:

- a. receives the post adjustment of the new duty station;
- b. receives the mobility incentive and field allowances (i.e. hardship allowance and non-family service allowance) of the new duty station, as applicable; and
- c. receives a settling-in grant, provided the reassignment is of at least one year's duration.
- d. exceptionally, if the reassignment is for at least 12 months and the circumstances so warrant, the settling-in grant may be paid in full or in part ([Staff Rule 302.3.92](#) refers).

371.2.32 Officers considered to be in travel status under the provisions of Manual para. [371.2.22](#):

- a. continue to receive the post adjustment of their designated duty station;
- b. continue to receive the applicable mobility incentive and field allowances of their designated duty station;
- c. do not receive a settling-in grant; but receive a daily subsistence allowance or living allowance at the applicable local currency rates.

371.2.4 Mobility Incentive, Field Allowances and Settling-in Grant--text

371.2.41 Mobility Incentive. A mobility incentive is payable to a staff member to give recognition to the mobility. The amount and conditions under which it is payable are shown in [Appendix D Manual Section 308](#), Salaries and Related Remuneration.

371.2.42 Hardship Allowance. A hardship allowance is payable to a staff member to compensate for serving at a hardship duty station. The amount and conditions under which it is payable are shown in Appendix D to [Manual Section 308](#), Salaries and Related Remuneration.

371.2.43 Non-Family Service Allowance. A non-family service allowance is payable to an eligible staff member to compensate for the hardship created by the non-family nature of a certain duty station. The amount and conditions under which it is payable are shown in [Appendix D](#) to [Manual Section 308](#), Salaries and Related Remuneration.

371.2.44 Settling-in Grant. Staff members who are appointed or transferred to another duty station shall receive a settling-in grant for themselves and their eligible family members under the conditions and in the amount(s) shown in [Manual Section 308](#), Salaries and Related Remuneration.

371.2.5 Rental Subsidy and Rental Deduction--text

For details, see Part I of [Appendix H](#) to Manual Section 308.

371.2.6 Conditions for Conversion of Currencies on Transfer or Separation--text



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371.2.61 General. When a government's foreign currency regulations permit the exchange of local currency for other currencies upon the departure of international personnel, staff members serving outside Headquarters should avail themselves of those arrangements.

371.2.611 In countries where the currency in use is regarded as fully convertible for payment purposes, internationally-recruited staff are not entitled to the conversion facilities in respect of any balances of duty station currency held by them at the end of their assignment. This rule applies whether or not such staff have opted to receive a portion of their emoluments in duty station currency. Countries where the currency is considered to be fully convertible for payment purposes are listed in [Appendix G.II](#) of Manual Section 308.

371.2.612 If direct arrangements for conversion facilities through the official banking channels are not possible, requests for conversion should be addressed to the FAO Representative (using form ADM 195, "Request for Conversion of Currencies"). If FAO is not represented in the country, then requests should be directed to the UNDP Resident Representative.

371.2.613 When a currency devaluation becomes general knowledge through the media and/or other authoritative sources, the acceptance of local funds for conversion is suspended until such time as the situation is stabilized with a revised UN rate of exchange.

371.2.614 The local currency should be deposited by the staff member concerned into FAO's Bank Account after having received appropriate approval from the FAO Representation. The date of deposit should be the one reflected on the bank statement. The UN rate of exchange prevailing on that date is applied for the conversion.

371.2.62 Accumulated Salary and Allowances. Requests for conversion of accumulated salary are approved up to a total of four months' duty station allotment on the basis of one month for each year of service at that duty station. The entitlement is based on the field allotment for one, two, three or four months as applicable preceding the month of transfer or separation. In case of no duty station allotment, the entitlement is equal to 30 percent of the monthly take home pay. On request, the last month's field allotment is paid in the selected currency.

371.2.63 Proceeds from the Sale of Household Goods

371.2.631 Staff members may request to convert into the selected currency an additional amount of currency resulting from the sale of essential items of household goods up to the equivalent of USD6,000. However, for staff members with eligible family member(s) who travelled on appointment to the duty station at the expense of the Organization, under the terms of [Staff Rule 302.7.121\(a\)](#), the amount referred to above shall not exceed the equivalent of USD10,000.

371.2.632 In establishing the net value for any items for which the conversion of local currency is being requested, depreciation, computed on travelled on original prices of the items on a straight-line basis over a normal life span of the article is taken into consideration. In most cases for major household items, a period of eight years is considered to be the normal life span and must be taken into account. The items must be included in the inventory list which the staff member made in accordance with Manual [paragraph 390.4.31](#).

371.2.633 Only proceeds from the sale of essential items of household furnishings and equipment are considered for conversion. The Organization or UNDP do not accept local currency for conversion resulting from the sale of items such as pianos, carpets, boats, jewels, paintings or other valuables which are not considered essential for normal residence at a duty station. Proceeds from the sale of radios and stereo sets are considered for conversion up to a value of USD 800, especially where for reasons of voltage and cycle changes the items cannot be kept and used at the next duty station or in the home country.

371.2.64 Proceeds from the Sale of Automobiles



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371.2.641 Staff members may also request to convert into the selected currency an amount of currency resulting from the sale of an automobile up to the equivalent of USD 8,000.

371.2.642 Depreciation based upon an eight-year life span (1/96th of the original cost per month of use, or 12-1/2 percent per annum) must be applied to the original purchase price, or, for a used automobile, on the price actually paid. For automobiles having reached or passed an age limit of eight years and which could thus be considered obsolete, a nominal amount not exceeding 10 percent of the original price may be allowed as a special conversion of local currency.

371.2.65 Conversion of local currency that may be authorized by the FAO or UNDP Representative is limited to amounts as indicated under paragraphs [371.2.62](#), [371.2.63](#) and [371.2.64](#). Requests exceeding the specific limits for each individual category (salary, household goods, automobile) should be submitted with detailed justification on form ADM 195, accompanied by a copy of the inventory referred to in Manual paragraph [390.4.31](#), through the FAO or UNDP Representative to the Director, Finance Division, for decision.

371.2.66 In exceptional and special circumstances, staff members may request to convert additional amounts of non-convertible currency into selected currency up to a maximum of USD 15,000. In emergencies (such as sudden evacuation) amounts up to USD 20,000 may be approved. Requests are considered provided it can be clearly established that not to grant them would result in extreme hardship for the staff member concerned. In support of the request, the circumstances which gave rise to the currency accumulation should be submitted to the Director, Finance Division.

371.2.67 Upon transfer from one duty station to another, the staff member may request that the conversion be authorized for payment in a single convertible currency of the applicant's choice so as to facilitate installation in a new duty station when major expenditures must be incurred in that convertible currency.

371.2.7 Advances--text

Advances may be granted for the purpose of rental deposit or rental advances, and for the purchase of a private car, as described below. Staff members are responsible for providing explanations of the urgency of their needs when applying for a salary advance and should be prepared to provide documentary evidence.

- a. when staff serving at Regional and Subregional Offices, FAO Representations and field projects are required to pay a considerable sum for rental deposits or rental advances to lease accommodation at the duty station. Such advances are requested on form AFH 75, "Rental Advance/Subsidy/Deduction Form" and are repayable over a period corresponding to that for which the rental advance is granted, but in no more than 12 monthly equal instalments or the period covering the staff member's contract, whichever is shorter. They may not exceed three month's take home pay and the total amount of monthly recoveries of salary should not exceed 30% of the monthly take home pay. No further rental advance may be granted if a previous advance has not been fully reimbursed unless such further advance is required for the extension or the renewal of the lease in course;
- b. when conditions are such that internationally-recruited staff at Regional and Subregional offices FAO Representations and field projects are required to purchase a private car. Such advances must be repaid in a maximum of 12 monthly instalments. Staff members should confirm to the Director, Finance Division (CSF), through the Regional or Subregional FAO Representative, or the UNDP Resident Representative, within three months from the receipt of the advance that a car has in fact been purchased, giving evidence of the purchase. In the absence of such a communication CSF will automatically deduct from the staff member's salary the outstanding balance on the advance. A second car advance may not be given in the same country of assignment, nor may it be given if a previous advance has not been fully reimbursed.



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371.2.71 For salary advance see [Manual para. 308.5.4](#).

371.3 Special Entitlements at designated Duty Station

371.3.1 General --text

371.3.11 The system of salaries and allowances for staff in the Professional and higher categories aims to ensure that, at equal grade and step, the pay of all staff shall have equal purchasing power, whatever their duty station. It takes into account the cost of living in the duty station locality and the exchange value of the local currency in relation to the United States dollar; but it makes no allowance for differences in living conditions. The fact that certain duty stations are less congenial than others is given recognition through the hardship allowance (see para. [371.2.42](#)) and through special entitlements.

371.3.12 Factors taken into account to determine the hardship allowance, and for other special entitlements, are climate, health conditions and medical facilities, housing, isolation, availability of goods and services, educational facilities and security.

371.3.13 Duty stations are classified by the International Civil Service Commission (ICSC), on the basis of questionnaires which are completed whenever a new duty station is set up and thereafter whenever requested by ICSC. Organizations may also request review of a classification if there has been a significant change in conditions or if it is considered that the existing classification was based on a misinterpretation of the facts or is manifestly inappropriate in relation to neighbouring or comparable duty stations.

371.3.14 The official responsible for submitting the completed questionnaire is the designated official for security purposes, in most cases the UNDP Resident Representative. In outlying duty stations where only FAO staff are stationed or where they are in the majority, the senior field officer may take the initiative. In such cases the completed questionnaire (or any correspondence on the subject) is submitted through the FAO Representative to the UNDP Resident Representative for transmission to ICSC. In those countries where there is no FAO Representative, the senior project officers may contact the UNDP Resident Representative directly. Copies of correspondence should be sent to the Director, Office of Human Resources (OHR) at Headquarters.

371.3.15 ICSC considers the classification of new duty stations and requests for review normally once a year. The Chairman, ICSC has authority to make provisional determinations at other times, in particular of new duty stations.

371.3.2 Special Entitlements --text

371.3.21 The special entitlements which may be authorized, in accordance with the provisions of [Staff Regulation 301.13.6](#) and [Staff Rule 302.0.1](#), are:

- a. accelerated 12-month home leave cycle (see para. 371.3.24);
- b. modified education grant and additional education travel (see para. 371.3.25);
- c. supplementary transport of personal effects (see para. 371.3.27).

371.3.22 Staff members eligible for these special entitlements are those in the Professional and higher categories whose duty station, outside their home country, has been designated by ICSC for the entitlement concerned.

The duty stations established by ICSC to which one or more of the special entitlements apply are listed in the ICSC Consolidated List of Entitlements Circular which can be accessed from the ICSC website.



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371.3.23 Home Leave and Family Visit. While the provisions of [Manual Section 322](#) (Home Leave and Family Visit) deal with 24-month home leave cycles and apply to duty stations in categories A to C and H (Headquarters) locations, a 12-month home leave cycle applies at designated duty stations shown as category D or E, and only when these duty stations do not fall under the Rest and Recuperation (R&R) Framework . The provisions specified under Manual paras. 371.3.242 to 371.3.246 complement, where applicable, those in [Manual Section 322](#) limited to 12-month home leave cycles.

371.3.241 [deleted]

371.3.242 Home leave

- a. Staff members eligible for 12-month home leave cycle may take the first home leave after nine months' qualifying service provided that the staff member's service is expected to continue at least six months after the date of return from home leave. This requirement does not apply to family members in respect of whom travel may be authorized if it is reasonable in the circumstances.
- b. Subsequent home leaves may be taken at any time during the leave cycle, provided that the staff member's service is extended to continue for the duration of the leave cycle, that the staff member's service is expected to continue at least six months after the date of return from home leave and that there is a minimum period of three months between any home leave and family visit travel.

371.3.243 Six months service requirement upon return from home leave

- a. The six months service requirement specified under para. 371.3.242 above may not apply if the department or office head certifies that home leave has been delayed due to exigencies of service.
- b. Eligible family members may travel on home leave during the period of entitlement of the staff member as set out above. The requirement to remain at least six months at the duty station upon return from home leave does not apply to family members. However home leave will only be authorized if family members are expected to remain in the country of the duty station for at least three months upon return from home leave.

371.3.244 Special provisions regarding place of home leave

371.3.244.1 Staff members serving in duty stations designated as qualifying for a 12-month home leave may, upon written request, be exceptionally authorized to travel on alternate home leaves to a place other than the place determined in accordance with [Staff Rule 302.5.32](#), provided that:

- a. travel costs payable by FAO shall not exceed the amount which would have been payable for travel to the place of home leave; however, if the cost is less than for travel to the place of home leave, the amount payable by FAO is limited to the actual travel expenses incurred;
- b. when one entitlement has been exercised to a place other than the normal place of home leave, the next entitlement can only be taken to the recognized home country.

371.3.245 Advance home leave

In exceptional circumstances advance home leave may be authorized.

371.3.246 Family Visit

Staff members serving at duty stations where a 12-month home leave cycle applies (see Manual para. 371.3.24 above) and who are otherwise eligible for family visit are entitled to the first family visit after six months qualifying service. Subsequent family visits may be taken once in each leave cycle, alternately with



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home leave, provided the staff member's service is expected to continue for at least six months following return to the duty station and provided a minimum period of three months has elapsed since the last home leave has been taken.

371.3.25 Education grant and education grant travel. [M.S. 310](#) sets out the entitlement to education grant. [M.S. 404](#) contains the provisions for education grant travel and provides for one round trip duty station/ educational institution or vice versa in each scholastic year.

- a. Modification of education grant provisions. At duty stations where educational facilities are not available or deemed inadequate, an additional amount for boarding expenses may be paid in respect of children at the primary and secondary school levels, except that for disabled children it will be payable also at the post-secondary level. These designated duty stations are those where staff members are entitled to additional education grant travel (see the ICSC Consolidated List of Entitlements at the ICSC [website](#)). For expenditures incurred in currencies designated by the ICSC the amount of the grant is established in local currency terms. [Appendix D](#) to this Manual Section lists such currencies and also the maximum amount of the grant expressed in local currency. Staff members eligible for education grant may claim 100% of school provided boarding costs up to the flat rate for boarding, or flat amount as applicable, (see column A of [Appendix D](#)) plus 75% of the allowable costs of attendance, and of any part of the costs of the school provided board in excess of the flat rate, with a maximum reimbursable amount as show in column [B of Appendix D](#).
- b. Additional education grant travel. If the staff member is assigned to a designated duty station where there is an entitlement to a second education round trip (see the ICSC Consolidated List of Entitlements at the ICSC [website](#)), such additional education travel may be authorized only if the child has exercised under FAO travel entitlements less than four reunions with the staff member in the previous two years. Unless there are special circumstances justifying a shorter interval, the timing of a journey can be considered reasonable if there is normally a period of three months between education and other statutory travel. Two weeks is the minimum length of time that must be spent at the official duty station or other place of reunion.

371.3.26 [deleted]

371.3.27 Supplementary Transport of Personal Effects

371.3.271 Manual para. [403.4.24](#) deals with the entitlement to shipment of unaccompanied baggage on home leave. Staff members serving at designated duty stations (see the ICSC Consolidated List of Entitlements at the ICSC [website](#)), are entitled to supplementary transport of personal effects. The supplement consists of an additional weight allowance of 50 kg surface or 25 kg airfreight for each staff member and each accompanying family member, to be used as a single shipment in connection with the home leave entitlement. It is available only in respect of shipments to (but not from) the duty station. In addition, it is not granted in cases of re-assignment, is not transferable between countries, and is not cumulative from one year to the next.

371.3.272 In connection with the birth of a child or adoption of an infant outside the duty station an additional unaccompanied baggage allowance of 50 kilos by surface (or 25 kilos by air) - to be used solely for articles needed for the newly-born or adopted child - is granted at duty stations where staff are entitled to supplementary transport of personal effects.

371.4 Reimbursement of Medical Examinations

371.4.1 Reimbursement of Medical Examinations to Staff Members and Accompanying Family Members --text



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371.4.11 The Organization reimburses the cost of medical examinations required for staff members up to an equivalent of USD 350, or such higher amount as may be approved by the Chief Medical Officer, CSDM.

371.4.12 The maximum amount reimbursed for basic medical examinations for a family member (spouse and/or dependent children) accompanying the staff member is 75 per cent of USD 350. The relevant amount is payable once within a two-year period, or on the occasion of a reassignment to a designated duty station listed whichever is sooner (see the ICSC Consolidated List of Entitlements at the ICSC website for the list of applicable duty stations).

371 Amendments

THIS MANUAL SECTION (and its Appendix D) WAS UPDATED EFFECTIVE 1 JULY 2016 TO REFLECT THE DECISIONS OF THE UNITED NATIONS GENERAL ASSEMBLY TO BE IMPLEMENTED ON 1 JULY 2016 AS OUTLINED IN RESOLUTION 70/244 (adopted by UNGA on 23 December 2015

THIS MANUAL SECTION WAS UPDATED ON INTRANET UNDER TM/4573.E/Rev. DATED 2 MAY 2003.

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371 Appendices

- [371 Appendix A](#)
- [371 Appendix C](#)
- [371 Appendix D](#)



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372.1 Introduction

372.1.1 General --text

372.1.11 The Programme will be implemented through agreements to be concluded between FAO and governments which wish to take part in the Programme.

372.1.12 Persons serving under this Programme are referred to as Associate Professional Officers (APOs).

372.1.13 Application. This Manual Section sets out the specific terms and conditions of employment applicable to APOs. Except as otherwise stated in this Manual Section, the general conditions of employment, entitlements and procedures contained in Chapter III of the Administrative Manual also apply to APOs.

STAFF RULE

302.0.1 These Staff Rules implement the Staff Regulations approved by the Council. They apply in full to all staff members. Except as otherwise provided in the Administrative Manual or in their terms of appointment, they also apply to personnel engaged for conference and other short term services, to part-time personnel, field project personnel, national professional officers, associate professional officers and consultants.

372.1.2 Delegation of Authority--text

372.1.21 Except as otherwise provided herein, delegation of authority has been conferred on the Director of the Office of Human Resources (OHR) to authorize and approve administrative actions arising from this Manual Section (see [Manual Section 119](#)).

372.1.22 The authorization and approval arising from the above delegations of authority is supported by the Shared Services Centre which ensures that all information relevant to the decision is available and that, once made, the actions necessary to implement the decision are carried out (see [Manual para. 119.2](#))

372.2 Duties, Obligations and Privileges

As FAO staff members, APOs are required to comply with the duties and obligations of international civil servants as set out under [Article 1](#) of the Staff Regulations.

372.3 Social Security

372.3.1 APOs participate in the United Nations Joint Staff Pension Fund unless they are sponsored by one of the countries listed in [Appendix A](#) and unless such participation is specifically excluded in their terms of employment.

372.3.2 APOs are covered under the Organization's compensation plan for death, injury or illness attributable to the performance of official duties (see [Manual Section 342](#), Compensation for Death, Injury or Illness).

372.3.3 Medical Insurance Plans. Participation in the Basic Medical Insurance Plan is compulsory for APOs. It is optional for the Major Medical Benefits Plan (see [Manual Section 343](#), Health Protection and Medical Insurance Plans).



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372.3.4 Group Life, Accident and Disability Insurance Plan (GLADI). This insurance plan is available to APOs on a voluntary basis (see [Manual Section 346](#), GLADI). The Organization does not contribute to this plan.

372.4 Travel and Removal Expenses

372.4.1 Route, Mode and Standard of Transportation. APOs shall be provided with air transportation by the most direct and least costly airfare structure regularly available. This means that, where applicable, excursion, APEX and similar fares shall be taken into consideration by the Organization in establishing its financial liability for air transportation.

Notwithstanding the above provisions, the Organization may exceptionally authorize travel by rail (first class with sleeper in a two-berth compartment on night trains) or by automobile. In such cases the Organization's liability shall be limited to the cost which would have been borne had the travel been by air.

372.4.2 Removal of Household Goods and Shipment of Private Automobiles. APOs shall not be entitled to removal of household goods and shipment of private automobiles as specified under [Staff Rule 302.7.7](#).

372.4.3 Shipment of Personal and Household Effects. The weight limits applicable to APOs and their eligible family members shall be as follows:

(a) For the effects and their packing:

- associate professional officer	600 kgs
- first family member	250 kgs
- each additional family member	150 kgs

(b) For the crating of the effects:

20% of the weight or volume of the effects (including packing) actually shipped, or 20% of the limits referred to under (a), whichever amount is lower.

All or part of the amounts may be shipped by air on the basis of one kilo by air for each two kilos authorized by surface.

372.5 Computation of Years of Service

When computing the number of years of continuous satisfactory service in connection with the conversion of a staff member's fixed-term appointment to a continuing appointment under Manual paragraphs [311.6.5](#) or [311.6.6](#), his/her period of service as an APO shall not be counted. However, such service shall be counted for those staff members who were appointed to serve as APOs prior to 1 November 1993.

372 Amendments

THIS MANUAL SECTION WAS UPDATED EFFECTIVE 10 DECEMBER 2014.



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THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON INTRANET UNDER TM/4548.E DATED 4 DECEMBER 2002.

372 Appendices

- [Appendix A](#)



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374.1 Introduction

This Manual Section was Originally Issued on Intranet under TM/4550.E dated 9 December 2002.--header

374.1.1 General--header

STAFF REGULATION

301.13.6 Other personnel. The Director-General shall determine the salary rates and the terms and conditions of employment applicable to personnel specially engaged for conference and other short-term service or for service with a mission, to associate professional officers, to part-time personnel, to consultants, to field project personnel, to national professional officers and to personnel locally recruited for service in established offices away from Headquarters.

STAFF RULE

302.0.1 These Staff Rules implement the Staff Regulations approved by the Council. They apply in full to all staff members. Except as otherwise provided in the Administrative Manual or in their terms of appointment, they also apply to personnel engaged for conference and other short term services, to part-time personnel, field project personnel, national professional officers, associate professional officers and consultants.

374.1.11 This Manual Section sets out the conditions and procedures under which administrative, secretarial, clerical, maintenance and related types of support personnel are provided to field projects or FAO representations.

347.1.12 The Section also prescribes the terms and conditions of employment applicable to such staff employed to serve at field projects or FAO representations.

374.1.13 General conditions of employment, entitlements and/or procedures are contained in the various sections of Chapter III of the Administrative Manual.

374.1.14 The Organization may also conclude agreements with governments for the employment of support General Service personnel on a reimbursable loan basis. The conditions of employment are defined in the Agreement.

374.1.2 Application--text

374.1.21 The employment of General Service support staff to a field project or FAO representation is authorized according to the conditions described below. (See also [Appendix A](#) with regard to the constitution of a local selection panel.)

374.1.22 When the establishment of a specific post has been approved by Human Resources Development Service (AFHO), local recruitment is authorized. For the recruitment, selection and appointment of General Service staff see [Appendix A](#) to this Manual Section.

374.1.23 When the establishment of a post has been approved, but no suitable candidate is available locally, qualified Headquarters or Regional, Subregional and Liaison Office personnel may be assigned on a temporary basis to the field project or FAO Representation (see [Manual para. 374.3](#)).



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374.1.24 When no post is established, or pending establishment of such post, recruitment of casual labour may be authorized. Payment of a salary supplement to government-assigned personnel may also be authorized on an exceptional basis. (See [para. 374.7](#) below.)

374.1.25 This Manual Section defines the conditions applicable to these various types of services. These conditions may be supplemented or modified by the specific terms of the individual offer of appointment when special arrangements for a particular field mission require it.

374.1.3 Delegation of Authority --text

374.1.31 Except as otherwise provided herein, delegation of authority has been conferred on the Director of the Office for Coordination of Normative, Operational and Decentralized Activities (OCD) to authorize and approve administrative actions arising from this Manual Section for General Service staff serving at FAO Representations (See [Manual Section 119](#)).

374.1.32 Except as otherwise provided herein, delegation of authority has been conferred on the Chief of the Operating Unit concerned to authorize and approve administrative actions arising from this Manual Section for General Service staff serving in a field project.

374.1.33 The authorization and approval process arising from the above delegations of authority is supported by the relevant Administrative Management Support Service/Unit or Administrative Unit, which ensures that all information relevant to the decision is available and that, once made, the actions necessary to implement the decision are carried out (see [Manual para. 119.2](#)).

374.1.34 Authority to make exceptions under this Manual Section is delegated to the Director, AFH under the conditions provided for in [Staff Rule 303.2.22](#). Any request for exception must originate from, or be submitted through the Director, OCD or the Chief of the Operating Unit concerned, as applicable.

374.2 Locally Recruited Staff

374.2.1 General Standards --text

374.2.11 The procedures for the establishment of posts and for the appointment of locally-recruited General Service staff are detailed in [Appendix A](#) to this Manual Section.

374.2.12 The Organization may authorize the direct employment of suitable personnel through the establishment of posts charged to project funds or to FAO representations. **374.2.13** The Organization's recruitment standards apply to the filling of such posts, including conformity with the prescribed clearance procedures and medical examinations (see particularly [Manual Section 305](#), Recruitment and Appointment).

374.2.14 Recruitment outside the commuting distance of the duty station can only be authorized by Headquarters on an exceptional basis. See [Staff Rule 302.4.611](#).

374.2.15 Conditions for employment of relatives described in Manual [para. 305.4.5](#) also apply to locally-recruited staff.

374.2.2 Determination of Salary --text

374.2.21 Salary paid to administrative, secretarial, clerical, maintenance or related staff may not exceed one of the following:



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- a. the appropriate rate in the United Nations scale for local staff in the General Service category where such a scale exists; or
- b. other salary schedules established through inter-agency agreement or consultation.

374.2.22 Salary and allowances are normally paid in the currency of the duty station, unless payment in some other currency(ies) is approved by the competent UN body.

374.2.3 Type of Appointment --text

374.2.31 Following the recommendation of the FAO Representative or the field project head concerned, General Service category staff are normally given an appointment not exceeding 12 months in the first instance and in any case not exceeding the period for which the funds have been committed for the FAO Representation, or the date on which the project expires.

374.2.4 Conditions of Employment - Short-Term - less than 12 months--text

374.2.41 When the duration of the appointment is less than 12 months on a short-term basis, this appointment is governed by the provisions of [Manual Section 316](#).

374.2.42 By exception to Manual [para. 316.2.41](#), when the candidate has been employed on a casual labour basis, the effective date of employment is the date on which he/she accepts the offer made by Headquarters once all clearances have been obtained.

374.2.5 Conditions of Employment - Fixed-Term - 12 months or more --text

374.2.51 When the duration of the appointment is 12 months or more on a fixed-term basis, the terms and conditions of employment are generally similar to those that apply to General Service appointed for this minimum duration at Headquarters and in Regional, Subregional and Liaison Offices. For provisions with respect to salary and allowances, see Manual [para. 308.3](#), and for other entitlements, see Manual [para. 308.4](#), as applicable to General Service staff locally-recruited.

374.2.52 Probationary Period/Within-Grade-Salary Increment

- a. Staff members appointed for a period of 12 months or more are required to serve a probationary period of one year which may be extended to 18 months. During this probationary period, the staff member's performance must be closely monitored. The relevant procedure is laid down in Manual [para. 305.5.25](#) (Staff serving in Offices outside Headquarters).
- b. Staff initially recruited on a short-term basis must serve a probationary period when receiving an extension of appointment the duration of which is at least 12 months (see also Manual [para. 305.5.21](#)).
- c. Within-Grade-Salary Increment: for the conditions and procedure, see Manual [para. 308.4](#).

374.2.53 Work Week - Holidays The hours of work and holidays observed by the national government and FAO personnel in each country where FAO has a representation or an activity are described in Manual Section 410. Different work hours for special categories of General Service staff may be established in consultation with the United Nations Offices and the Specialized Agencies operating in the area. They are published with the applicable salary scale.

374.2.54 Leave Entitlements and Benefits For Annual Leave, see [Manual Section 320](#); for Special Leave, [Manual Section 321](#); for Sick Leave, [Manual Section 323](#); for Maternity Leave, [Manual Section 324](#); for Military Leave, [Manual Section 326](#).

374.2.55 Overtime, Night and Service Differentials



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- a. Overtime. For overtime cash payment and compensatory leave see [Manual Section 325](#).
- b. For night differential see Staff Rule [302.3.71](#) and Manual para. [308.3.7](#). Night differential is payable locally.
- c. Special conditions governing service differential for General Service assigned to regularly scheduled hours of duty in excess of the work week are provided under [Appendix B](#).

374.2.56 Dependency Benefits See [Manual Section 318](#). Special conditions may apply in some duty stations where no dependency allowance is payable for some dependents or limitation exists on the number of primary or secondary dependents for whom such allowance is granted. Such conditions are reflected in the applicable salary scales.

374.2.57 Language Allowance. See [Manual Section 313](#).

374.2.6 Daily Subsistence Allowance. If a locally-recruited staff member is required to undertake travel outside his/her duty station but within the country of the duty station, the rates of daily subsistence allowance (DSA) payable are shown in Appendix C to this Manual Section. (For any instance not covered under this Appendix, ad hoc rates are determined by Human Resources Systems and Social Security Service, AFHS).

374.2.7 Expenses due to relocation--text

If the recruitment of a staff member from outside the commuting distance of the duty station has been authorized (see para. [374.2.14](#)), payment for expenses due to relocation is made in accordance with Manual para. [308.4.33](#).

374.2.8 Social Security Provisions --text

374.2.81 General Service category staff employed directly by the Organization is provided with medical insurance under one of the Organization's medical plans (see [Manual Section 343](#), Health Protection and Medical Insurance Plans).

374.2.82 General Service category staff directly employed by FAO are entitled to compensation for death and disability in accordance with the applicable provisions of [Manual Section 342](#), Compensation for Death, Injury or Illness.

374.2.83 Participation in the UN Joint Staff Pension Fund and in the Group Life, Accident and Disability Insurance Plan (GLADI) is determined according to the applicable provisions governing such participation, depending on the duration of the appointment offered or its subsequent extensions. See Manual Sections [341](#) and [346](#) for conditions of participation and benefits.

374.3 Movement of Headquarters, Regional, Suregional or Liaison Office Staff to a Field Project or FAO Representation

374.3.1 Temporary Assignment for less than 12 months --text

374.3.11 With the approval of the Director, Human Resources Management Division (AFH), qualified Headquarters, Regional, Subregional or Liaison Office secretarial or clerical staff may be assigned to a field project or a FAO Representation in another locality for a limited period of time, normally for a total period of less than 12 months. Only in very exceptional circumstances may a temporary assignment be extended beyond 12 months.



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374.3.12 Staff members who are assigned from Headquarters or from a Regional, Subregional or Liaison Office duty station for a period of less than twelve months are deemed to be on travel status. Entitlements are determined in accordance with [Manual para. 311.4.3](#).

374.3.13 Before any temporary assignment to a field mission or project which involves a climatic change or other special situation takes place, the staff member concerned is required to undergo such medical examinations as may be directed by the Organization in accordance with [Staff Rule 302.4.134](#).

374.3.2 Assignment for 12 months or more --text

374.3.21 The assignment of Headquarters, or of Regional, Subregional or Liaison Office personnel to a field project or FAO Representation for 12 months or more constitutes a change of duty station. The salary is based either on:

- a. the salary scale which applied at the previous duty station, to which compensation for temporary dislocation is added; or
- b. according to the salary scale for internationally-recruited General Service staff at the grade offered for the duration of the assignment.

Additional entitlements and benefits, as applicable to internationally-recruited staff in the area, such as home leave, education grant, etc., are determined in the letter of transfer addressed to the staff member by AFH.

374.3.22 If for any reason a project post or an FAO Representation post ceases to be available for a Headquarters, or for a Regional, Subregional or Liaison Office staff member transferred to it, the staff member's retention rights are determined under the applicable provisions of [Manual Section 311](#), Change in Status.

374.3.23 A change of duty station takes place when a staff member transferred to a field project or a FAO Representation is subsequently assigned to another duty station outside Headquarters for a period of 6 months or more. If the transfer is for less than 6 months the staff member is considered to be in travel status.

374.4 Performance and Conduct

374.4.1 Unsatisfactory Performance --text

- a. If a staff member fails to perform his/her prescribed duties in a satisfactory manner (e.g., because of unsuitability, neglect, lack of interest, inability to maintain harmonious working relationships with supervisors and colleagues), he/she should receive a written warning stating the facts and giving a reasonable period of time to correct his/her shortcomings. The written warning is addressed to the staff member by the FAO Representative or the field project head, with copy to AFH and OCD or the Unit responsible for operating the project, as appropriate.
- b. If, despite the written warning, the staff member does not show the necessary improvements, he/she may be separated for unsatisfactory performance. In such a case, the FAO Representative or the field project head sends to the staff member a written statement which sets forth the specific reason for the proposed action. The statement, together with the staff member's reply, if any, is submitted to the Director, AFH, for final decision, through OCD or the Unit responsible for operating the project, as appropriate.

374.4.2 Unsatisfactory Conduct--text

The Standards of Conduct as set out in [Manual Section 304](#) apply to all staff members. Unsatisfactory conduct is subject to disciplinary measure. The conditions, type of disciplinary measure and procedure for its



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imposition are contained in [Manual Section 330](#). For specific examples of unsatisfactory conduct, see [Manual para. 330.1.5](#).

374.5 Separation

Fixed-term appointments do not carry any expectation of, or imply any right to, extension or conversion to any other type of appointment. Such appointments expire according to their terms, without notice or indemnity. (Also see [Manual Section 314](#), Separation.)

347.6 Termination

374.6.1 The appointment of a locally recruited staff member may be terminated:

- a. for abolition of post, no appropriate reassignment being available at the duty station;
- b. if for reasons of health he/she is incapacitated for further service (see [Staff Rule 302.9.2](#) and [Manual para. 314.2.4](#));
- c. for reasons of unsuitability or if his/her services prove unsatisfactory (see [Manual para. 374.4.1](#));
- d. for unsatisfactory conduct (see [Manual Section 330](#) and [para. 374.4.2](#));
- e. for abandonment of post (see [Manual paras. 314.3.3](#) and [314.7.15](#));
- f. if, in the opinion of the Director-General, termination would be in the interest of the Organization.

374.6.2 The assignment of a staff member transferred from Headquarters or from a Regional, Subregional or Liaison Office to a field project or FAO Representation may be discontinued for the same reasons. The staff member returns to Headquarters, or to the Regional, Subregional or Liaison Office where his/her case is dealt with in accordance with the Manual provisions applicable under the circumstances, due regard being given to his/her possible retention rights.

374.6.3 Written notice of termination for staff on continuing or fixed-term appointments is given in accordance with [Staff Rule 302.9.3](#). Termination indemnity is payable in accordance with [Staff Regulations 301.9.3](#) and [301.1.5](#) (see also [Manual Section 314](#)). Termination of short-term staff is subject to the provisions of [Manual para. 316.2.6](#)

374.7 Miscellaneous

374.7.1 Casual Labour Under specific conditions, the Organization may authorize the employment of personnel in the absence of established posts for particular activities or projects. The conditions for such employment are laid down in [Appendix D](#).

374.7.2 Salary Supplements Under specific conditions the Organization may authorize on an exceptional basis funds to supplement the salaries paid by the government for its personnel assigned to support FAO activities (see Mission Memorandum 95/2).

374.7.3 [deleted]

374 Amendments

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON INTRANET UNDER TM/4550.E DATED 9 DECEMBER 2002.

374 Appendices



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376 Index

376.1 Introduction

This Manual Section was updated effective 22 May 2014--header

376.1.1 General--header

STAFF RULE

302.0.1 These Staff Rules implement the Staff Regulations approved by the Council. They apply in full to all staff members. Except as otherwise provided in the Administrative Manual or in their terms of appointment, they also apply to personnel engaged for conference and other short term services, to part-time personnel, field project personnel, national professional officers, associate professional officers and consultants.

376.1.11 National Professional Officers, hereinafter referred to as NPOs, are staff members of the Organization locally recruited to perform professional functions at offices away from Headquarters and on field projects¹ within the country of assignment. They are nationals of the country where they serve and are not subject to assignment outside their own country.

376.1.12 The employment of NPOs is designed to enhance the technical and social content, delivery and effectiveness of the Organization's projects and programmes through NPOs' knowledge of local social conditions, culture, language/s and institutions.

376.1.13 Although locally recruited, with functions normally restricted to the countries of which they are nationals, NPOs may occasionally be required to travel outside of their own country to perform the work of the Organization. NPOs remain international civil servants, bound by the provisions of [Staff Regulation 301.1.1](#). As such, their responsibilities are exclusively international in character, and they should not seek or receive instructions from any authority external to the Organization.

376.1.14 In view of the fact that NPOs are locally recruited, none of the terms and conditions of service applicable to professional staff members by reason of their being internationally recruited are applicable to NPOs.

376.1.15 The system of geographic distribution specified in Manual [para. 305.4.3](#) does not apply to NPOs.

376.1.2 Application --text

376.1.21 This Manual Section sets out specific terms and conditions of employment applicable (in accordance with the terms of their appointment) to NPOs.

376.1.22 Except as otherwise stated in this Manual Section, the general conditions of employment, entitlements and procedures contained in Chapter III of the Administrative Manual also apply to NPOs.

376.1.3 Delegation of Authority --text

376.1.31 Except as otherwise provided herein, delegation of authority has been conferred on the Director of



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the Office of Coordination and Decentralization (OCD) to authorize and approve administrative actions arising from this Manual Section for offices away from Headquarters (see [Manual Section 119](#))

376.1.32 Except as otherwise provided herein, delegation of authority has been conferred on the Head of the operating unit concerned, to authorize and approve administrative actions arising from this Manual Section for field projects (see [Manual Section 119](#)).

376.1.33 The authorization and approval arising from the above delegations of authority is supported by the Shared Services Centre which ensures that all information relevant to the decision is available and that, once made, the actions necessary to implement the decision are carried out (see [Manual para. 119.2](#)).

376.1.34 Authority to make exceptions under this Manual Section is delegated to the Director, Human Resources Management Division, AFH, under the conditions provided for in [Staff Rule 303.2.22](#). Any request for exception must originate from, or be submitted through the Director, OCD or the Head of the Operating Unit concerned, as applicable.

¹ For specific criteria applicable to field projects, see Appendix A to the present Manual Section

376.2 Duties and Responsibilities

376.2.1 Responsibility --text

NPOs are appointed by the Director-General to whom they are responsible through designated channels.

376.2.2 Declaration--text

Upon accepting appointment, NPOs subscribe to the following oath or declaration:

"I solemnly swear (undertake, promise) to exercise in all loyalty, discretion and conscience the functions entrusted to me as an international civil servant of the Food and Agriculture Organization of the United Nations; to discharge these functions and regulate my conduct with the interests of the Organization only in view, and not to seek or accept instructions in regard to the performance of my duties from any government or other authority external to the Organization."

376.2.3 Scope of Duties--text

NPOs may not engage in political, commercial, or any other activities except those for which they are appointed. The scope of the duties of NPOs is defined in their post description (see also [Manual Section 361](#), Outside Activities and Remuneration).

376.2.4 Privileges and Immunities--text

No privilege or immunity which may accrue to NPOs as staff members of the Organization shall be regarded as providing them with an excuse for avoiding private obligations or for violating any laws or regulations.

376.2.5 Conduct--text

(See [Manual Sections 301](#), Staff Regulations and [304](#), Standards of Conduct in the International Civil Service.)



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376.2.6 Proprietary Rights--text

All rights, including title, copyright and patent rights, in any work performed by NPOs as part of their official duties, shall be vested in the Organization.

376.3 Appointment

376.3.1 Appointment Policy--text

In appointing NPOs, due regard will be given to the extent of their in-depth knowledge of the economic and social conditions and the working language(s) of the country concerned, subject to the paramount importance of securing the highest standards of efficiency and technical competence.

376.3.2 Appointment Procedures--text

The employment of NPOs is authorized in accordance with the procedures set out below:

376.3.21 Establishment and classification of NPO posts² are carried out as specified in Manual Section 280, Establishment and Classification of Posts. The classification of NPO posts is based on the Master Standard for the classification of professional posts currently used in the organizations of the UN common system.

376.3.211 Up to five grade levels may be approved for NPOs: NO-A, NO-B, NO-C, NO-D and NO-E.

376.3.212 The Organization's recruitment standards and levels of academic qualifications required for internationally-recruited professional staff also apply to NPOs.

376.3.213 Proficiency in the language(s) of the country concerned and in the working language of the field office is a standard requirement for NPO posts.

376.3.22 Recruitment

376.3.221 All vacancies for NPO posts are advertised locally. The FAO Regional, Subregional or Country Office, where applicable, constitutes a local selection panel for reviewing the applications received and for interviewing the candidates who possess the essential qualifications. The local selection panel issues a short list of the best qualified candidates in order of preference and transmits it, through the Assistant Director-General, Regional Representative concerned to the Deputy Director-General (Operations) for final decision.

376.3.222 In the case of WFP staff the final decision on appointment has been delegated to the Country Office.

376.3.223 NPOs cannot be transferred or selected for posts elsewhere in the Organization except through the selection procedure applicable to the specific post.

376.3.23 Type of Appointment. On completion of the recruitment procedure set out in Manual para. 376.3.22, and subject to satisfactory medical examination (see Manual para. [302.4.12](#)) NPOs may be given a short-term (less than 12 months) or a fixed-term (12 months or more) appointment. Appointments may be extended subject to the necessary clearances.

376.3.231 Short-term appointment (less than 12 months). When the duration of an appointment is less than 12 months, it is governed by the provisions of [Manual Section 316](#), Short-Term Personnel. For the purposes of [Manual Section 316](#), all NPOs are deemed to be "locally recruited" whether or not they were residing



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within commuting distance of the duty station at the time of their appointment.

376.3.232 Fixed-term appointment (12 months or more). When the duration of an appointment is 12 months or more, the terms and conditions of employment specified in this Manual Section shall apply.

376.3.233 The provisions of Manual [para. 311.6](#) relating to the conversion of appointments shall not apply to NPOs.

376.3.3 Probationary Period--text

NPOs holding fixed-term appointments serve a probationary period of one year, which may be extended to 18 months.

376.3.4 Performance Appraisal--text

NPOs will be subject to the Performance Appraisal and Achievement Record (PAAR) (Adm 202).

376.3.5 Re-employment after Separation--text

A former NPO who is re-employed as a NPO is normally given a new appointment. However, if re-employment takes place within 12 months after separation from service, the NPO may, at the discretion of the Organization, be reinstated. On reinstatement, the NPO's service is considered as having been continuous and he/she must return any money received from the Organization on account of separation. The interval between separation and reinstatement is charged, at the discretion of the Organization, either to annual leave or to leave without pay or to a combination of both. A former NPO who is re-employed as an internationally recruited staff member shall be given a new appointment.

376.3.6 Selection/Appointment of Internationally-recruited Staff Members to NPO Positions--text

Internationally-recruited staff members who hold fixed-term or continuing contracts and are selected for appointment to NPO positions shall have their contracts terminated under the provisions of [Staff Regulation 301.9.1](#) before being given a new appointment as NPO.

² The provisions of Staff Rules 302.2.13 and 302.2.14 are not applicable to NPOs.

376.4 Conditions of Service

376.4.1 Hours of Work and Official Holidays--text

The hours of work and official holidays observed by FAO personnel in each country where FAO has a representation or an activity are specified in the Country Office Information Network (COIN). Staff members are expected to make themselves available for work beyond normal working hours when circumstances so require (see [Manual Section 328](#), Hours of Work and Official Holidays).

376.4.2 Salary and Allowances (3) --text

376.4.21 Local salary scales for NPOs are established and revised in accordance with the survey methodology approved by the International Civil Service Commission (ICSC). Such salary scales are based on the best prevailing conditions of employment at the duty station for nationals carrying out comparable functions and exclude allowances which are not generally applicable locally.



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376.4.22 Salary and allowances are paid in the currency of the duty station. Payment in other currency(ies) may be exceptionally approved by the Organization based on the recommendation of the UN Headquarters Local Salary Steering Committee.

376.4.23 Within-grade Salary Increment (WIGSI). A WIGSI is an increase in pay from one step to the next higher step within the NPO's grade level in the established local salary scale. It is granted on the basis of satisfactory service during a qualifying period (see also [Manual para. 308.4](#)).

376.4.24 NPOs are not entitled to the payment of a language allowance or to compensation for overtime.

376.4.3 Dependency Allowance(s) (4)--text

NPOs are entitled to receive dependency allowance(s) at the rates specified in the local salary scales for the duty station. The levels of dependency benefits vary according to prevailing local practice. The determination of eligibility for dependency allowance(s) will be based on the same criteria as those applicable to locally recruited General Service staff.

376.4.4 Leave Entitlements and Benefits--text

- Annual Leave: see [Manual Section 320](#)
- Special Leave: see [Manual Section 321](#)
- Sick Leave: see [Manual Section 323](#)
- Maternity and Paternity Leave: see [Manual Section 324](#)
- Military Leave: see [Manual Section 326](#)

376.4.5 Social Security Provisions--text

376.4.51 NPOs are provided with medical insurance under the appropriate medical plan of the Organization, depending on the duration of their appointment (see [Manual Section 343](#), Health Protection and Medical Insurance Plans, Parts III, BMIP; IV, MMBP and VI, MCS). In the case of WFP staff, the medical insurance plan is MIP administered by GMCS.

376.4.52 NPOs are entitled to compensation for death and disability attributable to the performance of official duties on behalf of the Organization in accordance with the applicable provisions of [Manual Section 342](#), Compensation for Death, Injury or Illness.

376.4.53 Participation in the UN Joint Staff Pension Fund is determined in accordance with the provisions governing such participation (see [Manual Section 341](#)).

376.4.54 NPOs are entitled to participate in the Group Life, Accident and Disability Insurance Plan (GLADI) which is voluntary, in accordance with the provisions governing such participation (see [Manual Section 346](#)). In the case of WFP, NPOs are entitled to voluntary participation in the UN Group Life Insurance Plan (GLIP) covered by AETNA – US Insurance Company.

³ The provisions of Staff Rules 302.3.22, 302.3.3, 302.3.4, 302.3.9, 302.3.11 and 302.3.16 are not applicable to NPOs.

⁴ The provisions of Staff Rule 302.3.13 are not applicable to NPOs.



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376.5 Travel

Travel of NPOs is governed by Chapter IV of the Administrative Manual as varied or supplemented by the following provisions.

376.5.1 Travel Arrangements and Standards --text

376.5.11 The Organization makes all arrangements for travel for which it pays the cost.

376.5.12 Travel by NPOs within the country of the duty station is subject to prior authorization by the FAO Regional, Subregional or Country Representative, the FAO Project Manager/Chief Technical Adviser or the UNDP Resident Representative.

376.5.13 Travel by NPOs outside the country of the duty station is subject to prior authorization from OCD or the Chief of the operating unit concerned⁵.

376.5.2 Travel Expenses of NPOs--text

The Organization pays travel expenses of NPOs in accordance with travel rules for Headquarters staff as stated in the Staff Rules of the Organization in case of travel on official business outside the country of the duty station.

376.5.3 Travel in Country of Duty Station --text

376.5.31 Transportation for travel on official business within the country of duty station is normally provided by the established office of the Organization or the recipient government. In the case of WFP, transportation for official business (within or outside the country) is always provided by WFP local office.

376.5.32 Where the government provides transport by furnishing a vehicle to be driven by the NPO, and unless the government has previously acknowledged all liabilities, it is incumbent upon the NPO to obtain through the offices of the Organization (or, where there is none, the UNDP Resident Representative) assurance in writing from the appropriate government official that the government accepts liability, or carries the necessary insurance on the vehicle, so as to absolve the NPO and the Organization from any claims arising out of third-party risks as well as damages to or destruction of the vehicle. In the case of WFP, the vehicle is not driven by the NPO, but rather by a WFP driver, unless otherwise authorized.

376.5.4 Daily Subsistence Allowance--text

When on official travel the UN rate of daily subsistence allowance is payable to the NPO.

376.5.5 Expenses due to Relocation (6)--text

Recruitment of NPOs is authorized from the country of assignment. In cases where recruitment is authorized from outside commuting distance of the duty station, compensation for expenses due to relocation, if payable, shall be determined on an ad hoc basis by the HR Strategy, Policy and Planning Branch, AFHP, taking into account local salaries, prevailing conditions of employment and the practice of other UN common-system organizations in the area. These provisions will apply also in cases of transfer to a location within the same country outside commuting distance of the duty station for a period of six months or more.

376.5.6 Laissez-Passer and United Nations Certificate --text

376.5.61 A United Nations Laissez-Passer or a United Nations Certificate may be issued to NPOs to assist in



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instances of international travel on official business.

376.5.62 Detailed procedures relating to the application for the issue, renewal or replacement of the Laissez-Passer or United Nations Certificate are contained in Manual Section [450](#), Travel Forms and Procedures.

376.5.63 On separation, the NPO surrenders to the Organization the Laissez-Passer or United Nations Certificate and any other documents issued in connection with official duties, whether or not their validity has expired. (Final payment of monies due is conditional on these documents being returned.)

⁵ Specific Delegations of Authority regarding Assistants FAOR are issued by OCD.

⁶ The provisions of Staff Rules 302.1.3, 302.3.4, 302.3.9 and 302.7.7 are not applicable to NPOs.

376.6 Separation

The separation of NPOs is governed by the provisions of [Manual Section 314](#), Separation, of the Administrative Manual as varied or supplemented by the following provisions.

376.6.1 Resignation--text

See Manual paras. [314.3](#) and [316.2.62](#).

376.6.2 Expiration of Fixed-Term Appointment --text

376.6.21 Fixed-term appointments do not carry any expectation of, or imply any rights to, extension or conversion to any other type of appointment. Such appointments expire without prior notice on the specified expiry date.

376.6.22 In no case is an indemnity paid when an appointment is completed on the expiry date specified in the terms of the appointment, or when mutually agreed between the staff member and the Organization.

376.6.3 Termination--text

376.6.31 The appointments of NPOs may be terminated:

- a. for abolition of post, no appropriate reassignment being available at the duty station;
- b. if for reasons of health they are incapacitated for further service (see [Staff Rule 302.9.2](#) and Manual para. [314.2.3](#));
- c. if their services prove unsatisfactory;
- d. for misconduct (see [Manual Section 330](#), Disciplinary Measures);
- e. for abandonment of post (see Manual para. [314.3.3](#));
- f. for reason of unsuitability for a post or assignment, no appropriate reassignment being available at the duty station;
- g. in exceptional circumstances, if, in the opinion of the Director-General, termination would be in the interest of the good administration of the Organization, provided that the action is not contested by the NPO concerned.

376.6.32 Fixed-term appointments may be terminated on not less than one month's written notice of such termination.



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376.6.33 Except as provided in Manual paras [376.6.34](#) and [376.6.35](#), the schedule of Termination Indemnities shown in Staff Regulation [301.15.1](#) applies to NPOs whose appointments are terminated.

376.6.34 No indemnities are paid to NPOs who resign (except when termination notice has been given and the termination date agreed upon), are summarily dismissed for serious misconduct, abandon their post, or whose appointments are terminated during their probationary period, or to those who retire under the UN Joint Staff Pension Fund Regulations.

376.6.35 NPOs holding short-term appointments (less than 12 months) may receive termination indemnity only as provided in Manual [para. 316.2.6](#).

376.6.4 Partial Retention of Terminal Emoluments--text

The provisions of Manual para. [314.7.62](#) apply.

376 Amendments

THIS MANUAL SECTION WAS UPDATED EFFECTIVE 22 MAY 2014.

THIS MANUAL SECTION WAS SUBSEQUENTLY UPDATED UNDER TM/4785.E DATED 6 FEBRUARY 2008.

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON INTRANET UNDER TM/4620.E DATED 20 NOVEMBER 2003.

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404.1 Introduction

404.1.1 Authority--header

STAFF REGULATION

301.3.36 Education travel.

1. In accordance with the conditions prescribed by the Director-General, travel costs of the child may also be paid for an outward and return journey once in each scholastic year by a route approved by the Director-General between the educational institution and the staff member's duty station or another point, provided that the amount paid by the Organization does not exceed the cost of an onward and return journey between the staff member's home country and the duty station. A staff member may be authorized to exchange this entitlement for an onward and return journey to be made by the staff member or the spouse of the staff member from the duty station to visit the child at the place of study or to meet the child in any other place, provided that the amount paid by the Organization shall not exceed that of travel by the child as per above.
2. Travel expenses under (i) above for a child for whom an education grant under Staff Regulation [301.3.31\(c\)](#) is payable and who has to be placed in an educational institution away from the duty station may be reimbursed up to the cost of two trips per annum between the educational institution and the staff member's duty station. Within the limit of the said cost, the Director-General, may authorize reimbursement of trips between the educational institution and another point. In very exceptional circumstances, the Director-General may also authorize the reimbursement of travel expenses for a person accompanying a disabled child.

STAFF RULES

302.3.148 Education travel under [Staff Regulation 301.3.36](#) shall be payable to staff eligible to receive the lump sum for boarding assistance only and when the child has attended or is expected to attend an educational institution for at least two-thirds of a scholastic year, provided that:

- (a) the total travel expenses shall not exceed those payable for travel between the duty station and the recognized place of residence in the home country;
- (b) the expenses shall not include terminal expenses or daily subsistence allowance;
- (c) no travel shall be authorized where it is clearly unreasonable.

302.7.122 The Organization may authorize payment of the travel expenses of a child for one trip either to the staff member's duty station or to the home country thereof beyond the age when the dependency status of the child would otherwise cease under the relevant Staff Regulations and Staff Rules, within one year of such cessation or upon completion of the child's continuous full-time attendance at an educational institution, provided that the said attendance commenced during the period of recognized dependency status.

404.1.2 Application--text

404.1.21 This Manual Section applies to staff members who are entitled to receive an education grant under Staff Regulation [301.3.3](#) or [301.3.4](#) (see [Manual Section 310](#)).



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404.1.22 [Appendix A](#) to this Manual Section sets out the optional lump-sum arrangements for Education Grant Travel.

404.2 Entitlements

404.2.1 Conditions--text

404.2.11 The basic education travel entitlement is for a round trip duty station/educational institution/duty station or educational institution/duty station/educational institution, at the option of the staff member.

404.2.12 When a child attends a school outside commuting distance of the duty station, education travel is payable if there is an entitlement to education grant under Staff Regulations [301.3.3](#) and [301.3.31](#), even though the grant actually payable may be nil and the staff member is eligible to receive the lump sum for boarding related expenses.

404.2.13 In determining the reasonableness of education travel under Staff Rule [302.3.148](#) (c) the factors taken into consideration include the following:

1. travel recently undertaken on appointment or for family visit travel;
2. the length of the child's visit in relation to the expenses involved;
3. the expectation of the staff member's service beyond the date of the education travel of the child.

404.2.14 When the child of a newly-appointed staff member remains at school, or travels to school directly from the residence in the home country, without accompanying the staff member to the duty station, the child's first voyage to the duty station is considered to be appointment travel (see [Manual Section 405](#)).

404.2.15 When a child during a single school year attends two schools, one of which is at the duty station and the other away from it, the staff member is entitled to a round-trip education travel in respect of the latter provided (i) the child attends for at least one term (one third of the school year) and (ii) in the opinion of the approving officer, there is a valid reason for the change of school.

404.2.16 A staff member or spouse may utilise the education travel in lieu of a child in line with Staff Regulation [301.3.36](#)(i) to visit the child at the place of study or to meet the child in any other place.

404.2.161 When the travel is to meet the child in another place, it may be approved either for the child or for the staff member or the spouse. A combination of travels is not foreseen.

404.2.162 The travel of the staff member or spouse may be utilised in lieu of the travel of each eligible child.

404.2.2 Length of Stay in Area of Duty Station--text

404.2.21 A staff member's child travelling to the parent's duty station on education travel is expected to remain in the area of the duty station for a reasonable time (i.e. normally at least seven days, exclusive of travel time).

404.2.22 Evidence of the time the child spends in the area of the duty station may be required.

404.2.23 When the travel has been utilised by the staff member or the spouse, evidence of the time spent with the child may be required.

404.2.3 Travel when parent is to be separated.--text



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When a staff member is on notice for separation, return education travel to the duty station before the staff member is actually separated may be authorized if the circumstances so justify (e.g. when the child might otherwise have to remain without parental or other appropriate supervision during a non-school period).

404.2.4 Disabled Children--text

404.2.41 In accordance with the conditions set forth in Staff Regulation [301.3.36\(ii\)](#) staff members may be reimbursed up to the cost of two trips per annum for a disabled child. Reimbursement of travel expenses for a person accompanying a disabled child may also be authorized in very exceptional circumstances.

404.2.42 Requests for reimbursement of travel expenses referred to in Manual [para. 404.2.41](#) together with the supporting documentation are sent to the Human Resources Officer in the responsible Shared Services Centre (SSC) hub who submits the case to the Chief, Medical Unit (CSDM) for decision.

404.3 Travel mode, Expenses and Advances

404.3.1 Mode of Travel and allowable Travel Costs--header

STAFF RULES

302.7.31 Cost of Transportation

302.7.311 Cost of transportation, i.e. carrier fare or automobile mileage, is paid or reimbursed by the Organization.

302.7.312 The liability of the Organization shall be limited to the cost of transportation and accommodation actually authorized and used.

302.7.33 Route, Mode and Standard of Transportation

302.7.331 Air transportation, by the most direct and economical regularly-scheduled route, is regarded as the normal mode for all official travel.

302.7.332 Notwithstanding Staff Rule [302.7.331](#), alternative modes of transportation for travel at the Organization's expense may be authorized for:

- a. appointment, repatriation, change of duty station, education, family visit travel or a combination of these types of travel with home leave or duty travel, at the request of the staff member concerned, subject to approval as set out in the FAO Administrative Manual;
- b. home leave travel, at the request of the staff member concerned, subject to approval as set out in the FAO Administrative Manual;
- c. duty travel, when approved by the head of department or office concerned, as either (i) preferred by the traveller or (ii) in the interests of the Organization;
- d. medical travel, when approved by the Chief Medical Officer.

404.3.11 Regardless of the mode of transportation, the Organization's financial liability is limited to the provision of transportation by the most direct route at the least costly airfare structure regularly available.

404.3.12 The phrase "least costly airfare structure..." mentioned above means that, where applicable, youth, student, excursion, APEX and similar fares shall be taken into consideration by the Organization in establishing its financial liability for air transportation.



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404.3.13 Requests for travel by air for children over 12 years of age must therefore be accompanied, where applicable, by a student-rebate certificate obtainable from the airline companies and completed by the school which the child attends. This statement is required by the airline companies as a condition for issuing tickets at student-fare rates. Detailed information may be obtained from the Organization's travel agent.

404.3.14 Education travel by private automobile is considered to be at the preference of the traveller. Reimbursement is limited to the amount which the Organization would have paid had the child travelled by air, taking into account any available reduced youth fares or student rates.

404.3.15 Staff members whose children use a private automobile on education travel must carry insurance against damage or injury involving the persons or property of third parties, including passengers (see [Staff Rule 302.7.34](#)).

404.3.2 Additional Expenses--text

The Organization pays or reimburses as additional expenses only fees for issuance and renewal of passports, cost of passport photographs, birth certificates, inoculations and vaccinations.

404.3.3 Excess and Unaccompanied Baggage--text

404.3.31 For travel by air, students are authorized excess baggage up to the first class free baggage allowance granted on the same route.

404.3.32 On travelling to enter an educational institution for the first time, or on travelling from that institution to another in another locality, and on the final journey from the last such institution, 200 kg unaccompanied baggage is authorized by surface. On other education travel, 50 kg unaccompanied baggage is authorized by surface. All or part of these allowances may be shipped by air on the basis of one kilo by air for each two kilos authorized by surface.

404.3.33 The weight indications given in Manual [para. 404.3.32](#) above are in net terms. An additional amount of weight not to exceed 20% of the net entitlement is allowed for crating.

404.3.34 When shipment by air is determined by the Travel unit to be the most economical means of transport, or when surface shipment would be subject to excessive delays or risk of loss, the whole of the surface entitlement provided for in Manual [para. 404.3.32](#) may be converted to air freight. Such conversion is subject to the approval of the Chief, MSS, upon recommendation by the Travel unit.

404.3.4 Baggage Insurance --header

STAFF RULES

302.7.54 Baggage Insurance. The Organization provides insurance of personal effects (carried as baggage) of a staff member, the spouse and dependent children, as provided in the FAO Administrative Manual.

404.3.41 Accompanied Baggage Insurance. The Organization insures automatically at its expense, up to the amount of US\$ 3,000, the accompanied baggage of each traveller whose journey is covered by a travel authorization. This sum covers all objects worn and carried by the traveller.

404.3.42 Staff members should satisfy themselves that the full value of the traveller's effects is insured, since under-insurance will, upon claim for loss or damage, result in the insurers proportionately reducing the indemnity payable.

404.3.43 The staff member may request higher coverage than that provided by the Organization by applying



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in writing to Travel unit. The additional premium is deducted automatically from the staff member's salary.

404.3.44 Claims. Upon loss or damage, the staff member should notify the airline involved, or the police authorities, as applicable, and request Travel unit to forward claim forms for completion. See Appendix G to Manual Section 450 for detailed procedure for claims concerning loss or damage to baggage insured at the Organization's expense.

404.3.5 Unaccompanied Baggage Insurance--text

404.3.51 The Organization provides insurance cover of US\$ 16.00 for each kilo of surface weight entitlement, regardless whether the staff member uses or not the full surface weight entitlement. An insurance certificate must be completed by the staff member and forwarded to Travel Group, MSS.

404.3.52 The conditions, exclusions and limitations of insurance cover are shown on the "Certificate of Worldwide All Risks Transit Insurance", available from the responsible SSC hub, Offices of the Regional Representatives, Subregional Representatives and FAO Representatives and UNDP offices.

404.3.53 Staff members may insure their personal and household effects and household goods for a higher coverage than that provided by the Organization (see Manual [para. 420.6.6](#)). The additional premium is payable by the staff members directly to the Insurers or, at the request of the staff members, is deducted from the staff members' salary or terminal emoluments, as appropriate.

404.3.54 Staff members should satisfy themselves that the full value of their effects is insured since under-insurance will, upon claim for loss or damage, result in the insurers proportionately reducing the indemnity payable.

404.3.55 An insurance certificate must be completed and sent to the Insurers, c/o FAO Rome, Room D-006, before commencement of the shipment, or storage, i.e., on the date of packing or collection.

404.3.56 Claims. In case of loss or damage the staff member must complete the "claim" part of the insurance certificate. The first US\$ 50 of an insurance claim are borne by the staff member. Additional details on claims procedure are contained in Appendix G to Manual Section 450.

404.3.6 Travel Accident Insurance--text

The Organization does not provide travel accident insurance on education travel, nor does it assume any responsibility for the safety of family members during such travel. However, insurance coverage under the FAO Compensation Plan ([Manual Section 342](#)) for travel by air applies to the staff member utilising the travel entitlement in lieu of a child ([404.2.16](#) refers) on condition it is undertaken on a scheduled flight of a recognized airline and on the most direct route.

404.3.7 Time Limit for Expense Claims--text

Claims for reimbursement of authorized expenses are submitted together with supporting documentation to the Travel Group, MSS within one month following completion of education travel.

404.4 Procedures

404.4.1 Authority to Travel--header

[302 - Staff Rules](#)



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STAFF RULES

302.7.21 Before travel is undertaken it shall be authorized in writing.

404.4.2 Travel Documents--text

404.4.21 Upon request, the Human Resources Officer provides information regarding necessary travel documents such as passports, visas and health certificates.

404.4.22 Upon request, the Human Resources Officer ensures that the staff member's child is issued a UN Family Certificate

404.4.3 Purchase of Tickets--header

STAFF RULES

302.7.32 Purchase of Tickets. Unless staff members are specifically authorized to make other arrangements, all tickets for transportation of themselves and their eligible family members shall be purchased by the Organization directly or through its authorized travel agents, in advance of the actual travel.

404.4.4 Travel Arrangements--text

404.4.41 Travel is recorded in the travel system by a Travel document signed by the responsible Human Resources Officer and forwarded to Travel unit for subsequent action.

404 Appendices

- [Appendix A](#)

Amendments 404

THIS MANUAL SECTION WAS UPDATED EFFECTIVE 30 AUGUST 2017 TO REFLECT THE DECISIONS OF THE UNITED NATIONS GENERAL ASSEMBLY TO BE IMPLEMENTED ON FOR THE SCHOLASTIC YEAR IN PROGRESS IN 2018 AS OUTLINED IN RESOLUTION 70/244 (adopted by UNGA on 23 December 2015).

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON INTRANET UNDER TM/4589 DATED 27 MAY 2003.

THIS MANUAL SECTION HAS BEEN SUBSEQUENTLY UPDATED BY TM/4656 DATED 1 OCTOBER 2004.



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405.1 Introduction

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405.1.1 Authority --header

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302.7.1 General Principals

302.7.11 Staff Members

302.7.111 As provided in the FAO Administrative Manual, the Organization shall pay the travel expenses of staff members in the following circumstances:

302.7.12 Family Members

302.7.121 As provided in the FAO Administrative Manual, the Organization shall pay the travel expenses of a staff member's spouse and dependent children in the following circumstances:

302.7.122 The Organization may authorize payment of the travel expenses of a child for one trip either to the staff member's duty station or to the home country thereof beyond the age when the dependency status of the child would otherwise cease under the relevant Staff Regulations and Staff Rules, within one year of such cessation or upon completion of the child's continuous full-time attendance at an educational institution, provided that the said attendance commenced during the period of recognized dependency status.

405.1.2 Application--text

The provisions of this Manual Section apply to all staff members and their eligible family members with fixed-term or continuing appointments.

405.1.3 Delegation of authority --text

405.1.31 Except as otherwise provided herein, delegation of authority has been conferred on Heads of Departments and Offices to authorize and approve administrative actions arising from this Manual Section (see [Manual Section 119](#)).

405.1.32 Authority has also been granted to offices outside Headquarters to approve actions locally on certain administrative matters detailed in this Manual Section (refer in addition to Manual [para. 119.3](#) and Appendix D to Manual Section 119 - Delegation of Authority Guidelines).

405.1.4 Definitions --text

405.1.41 Family members. For purposes of travel on appointment, change of duty station and repatriation, the eligible members of a staff member's family comprise:

- (a) a spouse, provided that divorce or separation has not occurred;
- (b) a child for whom a dependency allowance is payable under Staff Rule [302.3.135](#) (without regard to any offset or reduction), or Staff Regulation [301.3.4](#).



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405.1.42 Travel status

(a) A staff member is in travel status when travelling by an approved route:

- (i) on appointment - from the time of departure from the home city or other authorized starting point to the time of arrival at the duty station;
- (ii) on change of duty station - from the time of departure from one duty station to the time of arrival at another;
- (iii) on repatriation - until midnight of the day which is determined by the Organization to be the effective date of his/her separation in accordance with Staff Rule [302.9.10](#).

(b) A staff member is not in travel status during periods of special leave.

405.1.43 Duty station. The immediate locality of the office to which the Organization assigns a staff member, either permanently or for a period of six months or longer, is considered for the purposes of travel to be the "duty station".

405.2 Entitlements - General

405.2.1 Points of origin and return --text

405.2.11 On appointment, the Organization pays travel expense, as appropriate, of a staff member and his/her eligible family members from one of the following points:

- (a) from the staff member's place of recruitment; or
- (b) from the place recognized by the Organization as the staff member's home for purpose of home leave in accordance with [Staff Rule 302.5.3](#);
- (c) from any other place, provided that the cost does not exceed that payable under sub-paragraphs (a) or (b) above.

405.2.12 On change of duty station, the Organization pays the travel expenses of a staff member and his/her family from the Staff member's duty station to another duty station to which the staff member is assigned for any period exceeding six months.

405.2.13 On separation, subject to the provisions of [para. 405.2.6](#) the Organization pays travel expenses of a staff member and his/her family from the staff member's duty station to one of the following points:

- (a) to the place recognized by the Organization as his/her home for purposes of home leave, or, where no home leave entitlement exists, the place from which his/her personal effects and household, goods were shipped under the provisions of [Staff Rule 302.7.71](#) (a) or (c); or
- (b) to any other place, subject to the approval of the Director, OHR, provided that the costs do not exceed those payable under subparagraph (a) above.

405.2.2 Travel of family members and time limits --text

405.2.21 Travel expenses for eligible family members are payable only if they are to remain in the area of the staff member's duty station for a period of not less than six months. The six-month limitation does not apply where education travel, as provided in [Manual Section 404](#), or family visit, as provided in [Manual Section 322](#), is authorized.



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405.2.22 Where a staff member marries following initial appointment and installation at the duty station, the Organization may pay for the spouse's travel to the staff member's duty station subject to the following conditions:

- (a) the Organization has not paid for such travel for any other spouse of the staff member (exception may be made, however, where a widowed staff member has remarried);
- (b) the marriage took place outside the area of the staff member's duty station;
- (c) the travel cost payable by the Organization does not exceed the cost of travel between the staff member's place of permanent residence and his/her duty station;
- (d) the staff member is expected to remain in employment for at least six months following the arrival of the spouse at the duty station.

405.2.3 Death and disability coverage --text

405.2.31 Staff Members. Coverage of staff members under the Organization's Staff Compensation Plan (see [Manual Section 342](#)) includes death, injury, or illness directly resulting from:

- (a) the presence of a staff member, on an assignment by the Organization, in an area determined by the Assistant Director-General, Corporate Services, Human Resources and Finance Department, CS, as involving special hazards to the staff member's health or security and occurred as the result of such hazards; or
- (b) travel on duty by means of transportation furnished by or at the expense or direction of the Organization, including travel by automobile specifically authorized in advance (see para. [405.3.4](#)).

405.2.32 Family members. The Organization does not provide travel accident insurance protection for family members, nor does it assume any responsibility for their safety.

405.2.33 During diversions from approved route. A staff member who undertakes any diversion in his/her travel from the approved route, is responsible for arranging and paying for insurance to cover the period or periods of departure from the approved direct route. For example, if the Organization decides that an official journey from Rome to New York should be made by air via Paris, and the staff member decides for his/her own convenience in his/her own time and at his/her own cost, to visit Vienna on route and return to the official route at Paris, the Organization's liability for accident or sickness is limited to the journey from Paris onward to New York.

405.2.34 During Stop-overs

405.2.341 The Organization's liability for accident or sickness is limited:

- (a) during authorized stop-overs under Manual para. [405.3.22](#): to the officially recognized periods set forth therein;
- (b) during waiting periods for connecting carriers: to the officially recognized periods of stop-overs between regularly scheduled carriers.

405.2.342 When for his/her personal convenience the staff member chooses to stay for a longer period, then the Organization ceases to have any liability for the staff member during the entire period of that stop-over.

405.2.4 Medical expenses while in travel status --text

405.2.41 Reporting of accident or illness. If illness or accident occurs while in travel status, a staff member should inform his/her division director or the Director, OHR, in writing, as soon as possible.

405.2.42 Reimbursement



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302.7.61 Reimbursement of Hospital and Medical Expenses

302.7.611 The Organization pays or reimburses reasonable hospital and medical expenses, insofar as these are not covered by other arrangements, which may be incurred by a staff member who is injured or who becomes ill while in travel status.

302.7.612 For sickness not directly a result of employment by the Organization, claims of less than USD 5.00 are not reimbursed.

405.2.43 Subsistence payment

STAFF RULES

302.7.422 Daily subsistence allowance shall continue to be paid during periods of sick leave while a staff member is on duty travel. However, if the traveller is hospitalized only one-third of the daily rate for the location is paid.

405.2.5 Entitlements during leave of absence --text

405.2.51 Annual and special leave (see para. [405.1.42\(b\)](#))

405.2.511 Subsistence payment

STAFF RULES

302.7.413 Daily subsistence allowance is not paid for any period of annual leave taken during travel status.

405.2.512 Travel expenses. Staff members are not entitled to travel expenses during any delay or stopover for their personal convenience even if the delay or stopover occurs on non-working days.

405.2.6 Loss of entitlement to return transportation --header

STAFF RULES

302.7.131 Staff members whose resignation takes effect (i) before completing one year of service, or (ii) within six months following the date of return from home leave or family visit travel, or within six months of the arrival of the spouse at the duty station travelling under family visit entitlement, shall not be entitled to payment of return travel expenses for themselves or their family members.

302.7.132 Entitlement to return travel expenses shall cease if travel has not commenced within one year after the date of separation.

405.2.61 Repatriation travel of a staff member and eligible members of the family thereof must take place within one year of the date of separation. The travel expense claim must be submitted within one month of such travel.

405.3 Transportation

405.3.1 Cost --header



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STAFF RULES

302.7.311 Cost of transportation, i.e. carrier fare or automobile mileage, is paid or reimbursed by the Organization.

302.7.312 The liability of the Organization shall be limited to the cost of transportation and accommodation actually authorized and used.

405.3.2 Route, mode and standard of transportation --header

STAFF RULES

302.7.33 Route, Mode and Standard of Transportation

302.7.331 Air transportation, by the most direct and economical regularly-scheduled route, is regarded as the normal mode for all official travel.

302.7.332 Notwithstanding Staff Rule [302.7.331](#), alternative modes of transportation for travel at the Organization's expense may be authorized for:

- a. appointment, repatriation, change of duty station, education, family visit travel or a combination of these types of travel with home leave or duty travel, at the request of the staff member concerned, subject to approval as set out in the FAO Administrative Manual;
- b. home leave travel, at the request of the staff member concerned, subject to approval as set out in the FAO Administrative Manual;
- c. duty travel, when approved by the head of department or office concerned, as either (i) preferred by the traveller or (ii) in the interests of the Organization;
- d. medical travel, when approved by the Chief Medical Officer.

302.7.333 When travel is approved under Staff Rules [302.7.332\(a\)](#) to [302.7.332\(c\)\(i\)](#), the traveller's travel costs, subsistence allowance and other entitlements, including travel time, are limited to those applicable for air travel as defined in the FAO Administrative Manual, unless there is no air service available or when in the opinion of the Director-General an alternative mode of transportation is in the best interests of the Organization.

302.7.334 When staff members travel on duty, appointment, change of duty station, repatriation or home leave by air, or mostly by air, and subject to the exigencies of service:

- a. if the scheduled time for the journey is between six and ten hours, they will not be required to commence duty within 12 hours of arriving at their destination;
- b. if the scheduled time is more than ten but not more than 18 hours, they will not be required to commence duty within 24 hours of arriving at their destination, or the Organization may grant a stopover not exceeding 24 hours. If the final stage of the journey exceeds six hours, they will not be required to commence duty within 12 hours of arrival;
- c. if the scheduled time of the journey exceeds 18 hours, the Organization allows either two stopovers, neither of which shall exceed 24 hours, or one stopover with a rest period not exceeding 24 hours on arrival at the destination.



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Eligible family members travelling on appointment, change of duty station, repatriation or home leave by air may make stopovers under the same provisions as for the staff member.

302.7.335 When deviations are made from the approved travel plans, the Organization's liability shall be limited to the maximum expense and travel time which would have arisen had travel been carried out by the approved route, mode and standard of accommodation. If standards of accommodation used on any approved travel are lower than the approved entitlement, the calculation of costs to the Organization is based on the lower standard

405.3.21 Travel time and stopovers

- a. when travel is by air, the basis for calculating the duration of rest periods or authorized stopovers is the actual travel time, according to scheduled airline timetables, a flat 90-minute period to cover travel between air terminals and airports, and actual time, up to a maximum of four hours, for each necessary waiting period between connecting flights. For approximate travel times between Rome and major cities, see Manual Section [450, Appendix B](#);
- b. authorized stopovers are not counted as annual leave;
- c. in order for daily subsistence allowance to be payable, a stopover must be for a minimum of 12 hours or one night. Daily subsistence allowance is payable only for stopovers actually made, and is paid at the rate applicable to the place of the stopover;
- d. no daily subsistence allowance is payable when stopover expenses are included in the fare or are paid for by the carrier;
- e. when travel is by air but not by the most direct route, stopovers are authorized only to the extent that would be allowed for travel by the most direct route, and the travel time is that of the most direct route;
- f. the maximum travel time allowed for travel undertaken wholly or in part by surface is, when air transportation is available, the number of days corresponding to the approved time for travel by air (including authorized stopovers);
- g. when travel is partly by surface and partly by air, the air portion of the journey alone qualifies the traveller to make stopovers and to receive the subsistence allowance relating thereto.

405.3.22 Staff members must pay direct to the Organization's travel agent or must reimburse to the Organization any costs in excess of the Organization's liabilities as stated under Staff Rule [302.7.335](#).

405.3.3 Accommodation --text

405.3.31 The Organization provides accommodation to staff members and family members according to the following standards:

405.3.32 Travel by air

- a. Director-General: business class on all flights.
- b. All other travellers: the class immediately below first class when the duration of a flight exceeds 12 hours. For flights of 12 hour duration or less transportation shall be by economy class.
- c. For selected locations: where it is possible and accommodates the travel requirements, the use of low cost carriers will be considered the official mode of air transport for all official travel, for the Director-General, staff members and other personnel. The feasibility of using the low cost carrier will be determined on a case-by-case basis. Where it is appropriate and the most direct and economical option, the low cost carrier fare will be used.

Additional essential costs associated with the use of low cost carriers that are not included in the ticket price (such as accompanied baggage, seat reservation, etc) will be reimbursed.

When upgrading of the travel standards of accommodation is sought on medical grounds, it is given by the



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Chief, Medical Unit, AFDM.

When travelling by air economy class on flights of a scheduled flying time of four hours or more, children under two years of age are provided with a ticket entitling them to a seat.

405.3.33 Travel by sea

- a. when, in accordance with the provisions of Staff Rule [302.7.332](#), sea travel is authorized, it is a standard next below first class, except in the case of assistant directors-general and above;
- b. however, if an appropriate standard next below first class is not available, the minimum first-class accommodation is provided.

405.3.34 Travel by rail. Staff members receive appropriate accommodation, including, where necessary, suitable sleeper or other facilities, as follows:

- a. in Europe
 - first class for all staff members on all trains, with single-berth sleeper accommodation for staff in the Director category and above, and with one berth in a two-berth sleeper accommodation (or "special" sleeper, if available) for all other staff on night trains;
- b. in Canada and the United States:
 - first class for all staff members on all trains, with pullman accommodation, including a bedroom, for staff in the Director category and above;
 - pullman accommodation, lower berth or roomette, for all other staff on night trains;
- c. in the Far East and the Near East:
 - accommodation comparable to that provided in para. 405.3.34(b), depending upon the facilities available;
- d. in all other areas:
 - first class for all staff members.

405.3.4 Travel by automobile --header

STAFF RULES

302.7.34 Travel by Automobile. Travel by private automobile may be approved, at the request of the staff member, subject to the conditions laid down in the FAO Administrative Manual, and provided that the staff member holds adequate automobile insurance against damage or injury involving the persons or property of third parties, including passengers. The Organization accepts no liability for loss or damage to private automobiles used for the travel.

405.3.41 When appointment, change of duty station, and repatriation travel by private automobile is approved at the request of the staff member, in lieu of travel by the normal mode of transportation, the reimbursement of costs is as follows:

- a. for the staff member, the cost to the Organization of one economy air fare for the same voyage, plus terminal expenses and, if applicable, rail/bus fare to the nearest airport;
- b. for the eldest eligible family member travelling by automobile 75% of the costs which the Organization would have paid had the travel been by air;
- c. for each additional authorized and eligible family members travelling by automobile, 50% of the costs which the Organization would have paid had the travel been by air.

405.3.42 Daily subsistence allowance for a specific automobile journey is limited to the number of days (including authorized stopovers, if any) that would have been payable had the staff member travelled:



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- a. by the direct air route; or
- b. where there is no direct air route by the direct rail route; or
- c. by a combination of (a) and (b).

Additional subsistence is allowed for the actual duration of an automobile journey where no air or rail service exists for all or part of the route.

405.3.43 It is the responsibility of the traveller who used private car on official travel, whether or not in the interests of the Organization, to insure against damage or injury involving the persons or property of third parties, including passengers (see Staff Rule 302.7.34). The cost of such insurance is paid by the traveller and is considered to be covered by the amounts payable by the Organization as shown in para. 405.3.41.

405.3.44 Staff members receiving authorization for travel by private automobile must furnish the authorizing official with the name of the firm issuing the automobile insurance policy, the expiration date of the policy and the extent of third party cover.

405.4 Daily subsistence allowance

405.4.1 Rates--header

STAFF RULES

302.7.411 Except during travel by sea and except as provided in Staff Rule [302.7.412](#), travellers at the Organization's expense receive an appropriate daily subsistence allowance, in accordance with a schedule of rates established periodically by the International Civil Service Commission. Such rates may be modified in accordance with Staff Rule [302.7.42](#).

302.7.432 When the authorized mode of transportation is by air, full daily subsistence allowance is payable for the time spent in transit on duty travel, and travel on appointment, change of duty station and repatriation, subject to the conditions laid down in [Staff Rule 302.7.33](#).

302.7.433 When the authorized mode of travel is by surface means other than ship, daily subsistence allowance is payable for allowable travel time on duty travel and travel on appointment, change of duty station and repatriation.

405.4.11 Daily subsistence allowance rates applicable to staff members and eligible members of their family are available in the Travel system and are updated on a monthly basis. Relevant information can also be obtained from the Country Office Information Network (COIN).

405.4.12 The daily subsistence allowance is composed of three elements - board, lodging and incidentals. The daily subsistence allowance comprises the total contribution of the Organization towards such charges as meals, lodging gratuities, intra-urban transportation and other payments made for personal services rendered to the traveller. The staff member bears any expenses incurred in excess of the allowance.

405.4.13 Upon presentation of receipted hotel bills and a satisfactory written explanation of the necessity for the lodging chosen, the Organization reimburses to the staff member the cost of lodging expenses incurred in excess of the rate(s) for accommodation established by the International Civil Service Commission (ICSC) as a percentage of the applicable DSA.

405.4.14 Where ICSC has not established a percentage rate for the lodging element, the accommodation component will be deemed to be 50% of the applicable DSA rate.



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405.4.2 Computation of subsistence allowance --text

405.4.21 When travel is by air, rail or private automobile, and except as provided in Staff Rule [302.7.42](#) and para. [401.4.15](#), daily subsistence allowance is payable for necessary travel time, authorized stop-overs actually taken *en route*, authorized rest periods actually taken at destinations away from the duty station, delays *en route* incidental to transportation connections, and periods of duty away from the station, as follows:

- a. no daily subsistence allowance is payable for journeys of less than ten hours;
- b. 40 percent of the applicable daily subsistence allowance rate is paid for journeys of ten hours or more not involving a night away from the duty station;
- c. for journeys of less than 24 hours involving a night away from the duty station, the applicable daily subsistence allowance rate is payable in full;
- d. for journeys exceeding 24 hours:
 1. one full day's subsistence allowance is paid for the day of departure, the applicable rate being that for the place of arrival (at stop-over point or destination);
 2. for each successive period of 24 hours from midnight to midnight (measured by local times, ignoring time-zone differences), one full day's daily subsistence allowance is paid, except that no daily subsistence allowance is payable for the last calendar day of the journey;
 3. the rate applicable for each 24-hour period is that for the place at which the staff member spent the night. If he/she is travelling for all or part of a night, the applicable rate is the rate for his/her place of arrival.

405.4.22 When travel is by sea, the Organization pays for the day of arrival at the port of disembarkation a full day's allowance at the approved subsistence rate, if the staff member remains in travel status for more than 12 hours thereafter. No allowance is paid for the day on which embarkation takes place.

405.4.3 Sea transit allowance --header

STAFF RULES

302.7.431 Daily subsistence allowance, as provided under [Staff Rule 302.7.41](#), is not payable during travel by sea. A staff member authorized to travel by sea receives, except on home leave, family visit, and education travel, a sea transit allowance, computed as 7.50 percent of the basic fare for the staff member himself and 50 percent of this amount for each eligible member of the family. The sea transit allowance is intended to cover such expenditures as are generally incurred on board.

405.4.31 The sea transit allowance is considered also to cover expenses for journeys between Rome and approved European ports, and no additional allowance is paid.

405.4.4 Assignment grant--text

For provisions governing the payment of the assignment grant, see Manual para. [308.4.3](#).

405.5 Additional travel expenses

STAFF RULES

302.7.51 Subject to other provisions (e.g. those governing home leave and education travel), the following travel expenses, in addition to subsistence allowance and transportation cost, are paid or reimbursed by the Organization:



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- a. terminal expenses;
- b. authorized excess baggage expenses;
- c. baggage insurance in amounts specified by the Organization;
- d. necessary miscellaneous expenses incurred during travel and documented where possible.

302.7.52 Staff members shall exercise the same care in incurring expenses that a prudent person would exercise if travelling on personal business.

405.5.1 Terminal expenses--text

405.5.11 Staff members receive a flat sum of USD 38.00 for themselves and USD 13.00 for each eligible family member for each authorized journey to or from the airport or other point of arrival or departure. For New York, the Organization pays a flat sum of USD 63.00 and USD 21.00 respectively. However, when official transportation is provided, the above amount shall be reduced to USD 11.00 and USD 6.00 (for each eligible family member), for each journey. In cases where an authorized change in mode of travel or change of terminal station (including airports) takes place, an amount of USD 38.00 for staff members and of USD 13.00 for each eligible family member is also payable. For New York, the amounts to be paid are: USD 63.00 and USD 21.00 respectively.

405.5.12 The Organization does not pay the terminal expenses allowance to a staff member who travels by officially-provided car or by a private automobile for which he/she receives reimbursement on a mileage basis. However, the amount of terminal allowances which would have been paid for direct air travel, or a combination of both, is taken into account in arriving at the overall limitation on automobile travel (see [para. 405.3.43](#)).

405.5.13 No terminal allowance is paid for changes in the mode of travel at sea ports. The sea transit allowance covers all such expenses.

405.5.2 Excess baggage--header

STAFF RULES

302.7.531 Excess baggage is any baggage not carried free of charge by transportation companies.

302.7.532 Charges for excess baggage and for shipments of personal effects in amounts authorized by the Organization may be reimbursed for travel on appointment, change of duty station or repatriation, on duty, or on home leave, and only when authorized prior to commencement of travel.

302.7.533 Where the charges for excess baggage which have been incurred exceed those authorized, they may be reimbursed only if, in the opinion of the Director-General, the circumstances were exceptional and warrant such reimbursement.

405.5.21 When it is impossible to obtain advance authorization, the traveller explains excess baggage charges on his/her travel expense claim (see [Manual Section 420](#)).

405.5.22 For provisions governing the shipment of household goods and personal effects, see [Manual Section 420](#).

405.5.23 When travel is by air economy class, staff members and dependents are authorized excess baggage up to a total weight allowance of 30 kg inclusive of that granted by the carrier. In addition infants (up to two years) who receive no free baggage allowance from the carrier may each be authorized up to 10 kg (22 lbs) of accompanied excess baggage.



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405.5.24 If the same weight of baggage carried free of charge by one transportation company is charged for by a subsequent company (of the same mode of transport), the staff member may be reimbursed for the charges paid upon presentation of suitable evidence.

405.5.25 Where, because of deviations or stop-overs for personal reasons, extra charges are made for transport of excess baggage, they are payable by the staff member.

405.5.3 Baggage insurance--header

STAFF RULES

302.7.54 Baggage Insurance. The Organization provides insurance of personal effects (carried as baggage) of a staff member, the spouse and dependent children, as provided in the FAO Administrative Manual.

405.5.31 Accompanied baggage insurance. The Organization insures automatically at its expense, up to the amount of USD 3,000, the accompanied baggage of each traveller whose journey is covered by a travel authorization. This sum covers all objects worn and carried by the traveller.

405.5.32 Staff members should satisfy themselves that the full value of the traveller's effects is insured, since under-insurance will, upon claim for loss or damage, result in the insurers proportionately reducing the indemnity payable.

405.5.33 The staff member may request higher coverage than that provided by the Organization by applying in writing to the Shipping and Insurance Travel Unit, SSC. The additional premium is payable by the staff members directly to the Insurers or, at the request of the staff members, is deducted from the staff members' salary or terminal emoluments, as appropriate.

405.5.34 Claims. Upon loss or damage, the staff member should notify the airline involved, or the police authorities as applicable, and request the Shipping and Insurance Travel Unit, SSC, to forward claim forms for completion. See [Appendix F to Manual Section 450](#) for detailed procedure for claims concerning loss or damage to baggage insured at the Organization's expense.

405.5.4 Unaccompanied baggage insurance--text

405.5.41 The Organization provides insurance cover of USD 16.00 for each kilo of surface weight entitlement, regardless whether the staff member uses or not the full surface weight entitlement.

405.5.42 The conditions, exclusions and limitation of insurance cover are shown on the "Certificate of Worldwide All Risks Transit Insurance: available from Shipping and Insurance Travel Unit, SSC, Budapest. At Headquarters, information can also be obtained directly from the Insurers. Queries should be addressed to the Shipping and Insurance Travel Unit, SSC.

405.5.43 Staff members may insure their personal and household effects and household goods for a higher coverage than that provided by the Organization (see Manual paragraph [420.6.6](#)). The additional premium is payable by the staff members directly to the Insurers or, at the request of the staff members, is deducted from the staff members' salary or terminal emoluments, as appropriate.

405.5.44 Staff members should satisfy themselves that the full value of their effects is insured since under-insurance will, upon claim for loss or damage, result in the insurers proportionately reducing the indemnity payable.

405.5.45 An insurance certificate must be completed and sent to the Insurers, c/o FAO Rome, before



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commencement of the shipment, or storage, i.e. on the date of packing or collection.

405.5.46 Claims. In case of loss or damage the staff member must complete the "claim" part of the insurance certificate. The first USD 100 of an insurance claim are borne by the staff member. Additional details on claims procedure are contained in [Appendix F to Manual Section 450](#).

405.5.5 Miscellaneous travel expenses--header

STAFF RULES

302.7.551 Necessary miscellaneous expenses incurred by a staff member in connection with the transaction of official business or in the performance of authorized travel are reimbursable by the Organization after completion of the travel.

302.7.552 The necessity and nature of the expenses shall be satisfactorily explained and supported by proper receipts, which shall normally be required for any expenditure in excess of USD 5.00.

302.7.553 Advance authorization shall be obtained to the extent practicable.

405.5.51 Miscellaneous travel expenses in connection with travel on appointment change of duty station and repatriation ordinarily include the following:

- (a) telephone and other telecommunication expenses concerning official business;
- (b) fees for issuance and renewal of passports cost of passport photographs, birth certificates, inoculations and vaccinations and airport taxes;
- (c) cost for entrance and exit medical examinations (including X-rays, pathological tests) up to an equivalent of USD 350 or such higher amount as may be approved by the Chief Medical Officer, CSDM;
- (d) transportation or storage of baggage or property.

405.5.52 The Organization reimburses charges for the transport or when security of the Organization's or staff member's property is involved, the store of baggage or property used on official business, but not charges for handling at terminals, hotels, etc., which are covered by the terminal expenses allowance (see para. 405.5.1).

405.6 Authorization

STAFF RULES

302.7.21 Before travel is undertaken it shall be authorized in writing.

302.7.22 A staff member shall be personally responsible for ascertaining that the proper authorization has been obtained before commencing travel.

405.7 Procedure

405.7.1 Travel arrangements--text



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405.7.11 Travel is recorded in the Organization's Travel system, approved by the responsible Human Resources Officer and forwarded electronically to Travel Unit, SSC, Budapest, for subsequent action.

405.7.12 Travellers are provided with tickets and travel advances at the appropriate offices. When applicable, authorization to incur expenditure for tickets and travel advances is transmitted, using an authorized mode of communication for financial authorization, by the Travel Unit, SSC, Budapest, to the appropriate Office outside Headquarters.

405.7.13 Detailed information on the travel documents a staff member might need, those to which he/she is entitled, and the information he/she must furnish for his/her issuance, is contained in [Manual Section 450](#).

405.7.131 On appointment, the Human Resources Officer concerned furnishes the staff member with necessary information on pertinent travel documents (e.g. passport, visas, UN travel documents, health certificates), import privileges, and other aspects of appointment travel.

405.7.132 On change of duty station and repatriation, the staff member is responsible for ensuring that he/she has the necessary travel documents. The staff member should notify the Human Resources Officer concerned of his/her travel plans and itinerary at least ten days before his/her date of departure, so that necessary travel documents may be obtained before scheduled departure. A staff member on repatriation travel is not entitled to UN travel documents.

405.7.2 Purchase of tickets--header

STAFF RULES

302.7.32 Purchase of Tickets. Unless staff members are specifically authorized to make other arrangements, all tickets for transportation of themselves and their eligible family members shall be purchased by the Organization directly or through its authorized travel agents, in advance of the actual travel.

405.7.21 Staff members should not make their own arrangements to purchase tickets unless specifically authorized to do so by the Management Support Service/Unit concerned which should obtain prior approval from the Travel Group, AFDS.

405.7.22 The Organization reimburses actual costs, subject to the entitlements regarding the type of accommodation, route and mode of travel (see paras [405.3.2](#) and [405.3.3](#)) to a staff member who is authorized to purchase tickets him-/herself in accordance with Staff Rule 302.7.32. The staff member obtains receipts for such tickets at the time of purchase and submits them with his/her travel expense claim.

405.7.23 Some countries (e.g. the United States) have exempted the Organization from transportation tax. Staff members who need to purchase tickets in such countries must obtain tax exemption certificates from the Organization's travel agent (or the appropriate Office). If the staff member is obliged to pay transportation tax in any country he/she should secure receipts so that the Organization may subsequently claim reimbursement.

405.7.3 Cancellation and use of tickets--text

405.7.31 A staff member is primarily responsible for cancelling, at least 72 hours in advance of the reservation date, any tickets which he/she finds he/she will not use.

405.7.32 If the traveller cannot personally arrange cancellation, or cannot ascertain whether cancellation has been properly effected, he/she immediately informs the HR Officer concerned and sends the tickets to the relevant management/administrative support unit, well within the validity period of the tickets.

405.7.33 If the traveller possesses rail tickets that he/she will not use, he/she must have them endorsed to this



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effect by the railway authorities and then if the traveller cannot secure such endorsement, he/she forwards the ticket to the appropriate officer with a notation to this effect.

405.7.34 The traveller must cancel sleeping car tickets as early as possible at the appropriate booking office, since the amount refundable depends upon time of cancellation. In the United States, pullman tickets for sleeping accommodation must be cancelled 24 hours in advance of scheduled train departures. Seat reservations are not refundable so they need not be cancelled.

405.7.35 A staff member should not arrange for a refund or exchange in compensation for unused ticket. Unused tickets should be returned to the relevant Management/Administrative Support Unit for processing of the refund (see [Manual Section 450](#) for the procedure).

405.7.36 Staff members who travel by accommodation cheaper than that to which they are entitled by the tickets they hold, must have their tickets endorsed to this effect by the carrier. They should report such instances and submit the endorsed tickets to the personnel officer concerned immediately upon completion of their journey.

405.7.4 Travel advances--header

STAFF RULES

302.7.57 Travel advances. Staff members authorized to travel shall provide themselves with sufficient funds for all current expenses by securing an advance of funds if necessary. The estimated reimbursable travel expenses may be advanced to a staff member or to the spouse or to dependent children for expenses authorized under these Rules, pending final settlement on completion of travel and submission of claims for travel expenses.

405.7.41 Payment of travel advances is authorized in the Organization's Travel system and approved by the Travel Unit, SSC, Budapest. The travel advance is processed by the Travel Unit, SSC, only after the Travel document is approved.

405.7.5 Travel Expense Claim--text

405.7.51 Time limits

405.7.511 Claims for reimbursement of travel expenses are submitted with appropriate receipts or other substantiating documents to the Management Support Service/Unit concerned, on [form ADM 27](#), "Travel Expense Claim" within one month following completion of a journey.

405.7.512 Delay in submission of travel expense claims may result in the deduction of travel advances from the staff member's salary, in accordance with Financial Rule 202.4252.

405.7.52 Settlement

STAFF RULES

302.7.561 The Organization may reject any claim for payment or reimbursement of travel or removal expenses incurred by a staff member in contravention of any provisions of these Rules, or which are not provided for by these Rules.



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405.7.521 The Travel Unit, SSC, may return any claim which is improperly completed or suspend any items of expenditure not allowed or not properly supported by appropriate receipts and documents. Notification of such suspension together with the reasons therefore is given to the staff member on the copy of the form returned to the staff member as payment advice.

405.7.522 Staff members may resubmit a claim to the Travel Unit, SSC for any disallowed items if they wish to present further justification or explanation.

405.7.53 Currency of payment

302.7.562 Travel claims are normally settled in the currency either of the duty station or of the staff member's home country. However, they may also be settled in another currency selected by the traveller as provided for in the FAO Administrative Manual.

405.7.6 Overpayment--text

Staff members who have received advances in excess of the actual expense claims refund the difference to the Organization after approval of the claims. If not refunded it is recovered from the next salary payment in accordance with [Staff Rule 302.7.57](#).

405.7.7 Exchange rate--text

Unless the traveller turns in the unused balance of currencies received as advances, the rates of exchange which the Organization applies in recovering are:

(a) when the refund is by cash:

1. for advances received in US dollars repayment is made in dollars, or in the currency of duty station at the rate of exchange prevailing on the day of reimbursement;
2. for advances received in currencies other than US dollars, repayment is made in that currency, or in the dollar equivalent at the rate of exchange prevailing on the day the advance was made;

(b) when the refund is by payroll deduction:

1. when the staff member's salary is expressed in US dollars, the deduction is made in the dollar equivalent at the rate of exchange prevailing on the day the advance was made;
2. when the staff member's salary is expressed in currency of duty station, the deduction is made in that currency at the rate of exchange prevailing on the day the reimbursement is made.

405.7.8 On repatriation--text

The Relevant Shared Service Centre pays the staff member, prior to departure, travel expenses (except excess baggage) to which the staff member and the family members thereof are entitled under the Staff Rules (see [Staff Rule 302.7](#)) and the provisions of this Manual Section.

405 Appendix A

- [Appendix A](#)

Amendments 405



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This Manual Section has been updated regarding waivers and exceptions effective 1 July 2015.

THIS MANUAL SECTION HAS BEEN UPDATED EFFECTIVE 1 APRIL 2014.

THIS MANUAL SECTION WAS ORIGINALLY ISSUED ON INTRANET UNDER TM/4593.E DATED 2 JUNE 2003.

THIS MANUAL SECTION WAS SUBSEQUENTLY ISSUED ON INTRANET UNDER TM/4694.E DATED 7 DECEMBER 2005.



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420.1 Introduction

420.1.1 Authority --header

STAFF RULES

302.7.7 Removal of Household Goods and Shipment of Private Automobiles

302.7.71 Entitlements. Subject to the detailed provisions set out in the FAO Administrative Manual, specifically in [Manual Section 420](#) - Shipment of Personal and Household Effects and Private Automobiles and Removal of Household Goods - the Organization shall pay expenses in connection with the removal of a staff member's household goods as follows:

- a. upon appointment for a period of two years or longer of a staff member in the Professional and higher categories, or if service is expected to be extended at least two more years, provided that the staff member was not residing within commuting distance of the duty station at the time of recruitment;
- b. upon change of duty station, if it is expected that the staff member will remain at the new duty station for a period of two years or longer; if a shorter period is involved, the Director, Office of Human Resources, shall determine a reasonable maximum of personal property which may be moved or stored at the Organization's expense;
- c. upon separation from service of staff members in the Professional and higher categories who had an appointment for a period of two years or longer or had completed two years of continuous service, or of General Service staff falling under the definition of [Staff Rule 302.4.631](#), or of staff members who were entitled to removal of household goods under the provision of (b) above.

302.7.72 Customs Duties. In countries where customs duties are levied, a staff member may be reimbursed upon presentation of the proper receipts for such duties on furniture and effects for which the Organization pays the shipping expenses. With respect to responsibility for bearing the cost of customs duty on importation of furniture and effects into Italy, the time limitations are those set forth in the FAO Administrative Manual. The Organization does not bear the cost of any customs duties levied in connection with the return of furniture and effects to the staff member's home country upon repatriation.

302.7.73 Privately-Owned Automobiles. The costs of shipment of privately-owned automobiles of staff members may be reimbursed as provided in the FAO Administrative Manual.

302.7.74 Loss of Entitlement

302.7.741 A staff member who resigns within two years after becoming entitled to removal of household goods shall not be entitled to payment of removal expenses on separation from service under [Staff Rule 302.7.71\(c\)](#), except when specifically authorized by the Organization.

302.7.742 Entitlement to removal expenses under [Staff Rules 302.7.71\(a\)&\(b\)](#) shall cease when the staff member's services are not expected to continue for more than six months beyond the proposed date of arrival of the household goods and effects.

302.7.743 Entitlement to removal expenses on separation from service shall cease if the removal has not commenced within one year after the date of separation.

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302.3.41 Staff members in the Professional and higher categories appointed for one year or more shall be entitled to receive a non-pensionable mobility incentive and hardship allowance, as set out in the FAO Administrative Manual.

420.1.3 Entitlement to Removal of Household Goods or Shipment of Personal and Household Effects--text

420.1.31 Application

420.1.311 The basic conditions for removal of household goods are set out in Staff Rule [302.7.71](#). For quantity limits of household goods see Manual [para. 420.4](#).

420.1.312 Shipment of personal and household effects is applicable in connection with travel on appointment, change of duty station and separation of staff members holding appointments of 12 months or more. For quantity limits see Manual [para. 420.3](#).

420.1.32 Assignments to Headquarters and to Regional, Subregional and Liaison Offices

420.1.321 Removal of household goods as set out in Manual [para. 420.4](#) is authorized for staff members who meet the requirements of [Staff Rule 302.7.71](#) and who are assigned to Headquarters or to Regional, Subregional or Liaison Offices.

420.1.322 Shipment of personal and household effects. If the period of service is expected to be one year or more but less than two years, shipment of personal and household effects (Manual [para. 420.3](#) refers) is authorized.

420.1.33 Assignments to duty stations other than Headquarters or FAO Regional, Subregional and Liaison Offices

420.1.331 Staff members assigned to duty stations other than Headquarters or Regional, Subregional or Liaison Offices are authorized shipment of personal and household effects (Manual [para. 420.3](#) refers).

420.1.34 Shipment of personal and household effects and removal of household goods on separation

420.1.341 Removal of household goods is authorized upon separation if the staff member meets the requirements of [Staff Rule 302.7.71](#)(c). However, removal of household goods is authorized upon separation when household goods had been stored upon transfer (Manual [para. 420.7.2](#) refers).

420.1.342 Shipment of personal effects. A staff member having served an assignment under which removal of household goods was not authorized (Manual [paras. 420.1.322](#) and [420.1.331](#) refer), is authorized shipment of personal and household effects upon separation.

420.1.343 Loss of entitlement. In cases where the entitlement to removal of household goods is lost as set out in [Staff Rules 302.7.741](#) and [302.7.742](#), only shipment of personal and household effects is authorized upon separation.

420.1.4 Definition--text

For the purposes of this Manual Section, "eligible family members" means a spouse or dependent child/children residing at the duty station.

420.2 Shipment of Personal and Household Effects and Removal of



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Household goods on Appointment, Transfer and Separation

420.2.1 Points of Origin and Return--text

Shipment and removal is authorized on a door-to-door basis, i.e. between the staff member's actual addresses, whether or not they are outside the city limits.

420.2.2 On Appointment, Transfer, Separation--text

420.2.2.1 On Appointment

420.2.2.1.1 Shipment and removal expenses are paid either from the place of recruitment, or from the place recognized as the staff member's residence for home leave purposes.

420.2.2.2 On Transfer

420.2.2.2.1 Shipment and removal expenses are paid from the staff member's previous duty station to the new duty station.

420.2.2.2.2 When a staff member had been appointed or transferred for service at a duty station under circumstances where no removal of household goods was authorized and is subsequently transferred to a duty station under circumstances such that removal of household goods is authorized, removal expenses are paid as set out in Manual [para. 420.2.2.1](#) and/or from the previous duty station.

420.2.2.2.3 When a staff member is transferred from a duty station to which he/she had enjoyed removal of household goods to another duty station under circumstances such that removal of household goods is not authorized, removal expenses are payable as specified in Manual [para. 420.2.2.4](#). Alternatively, at the discretion of the Organization, the household goods may be stored, under the provisions of Manual para. 420.7.2 (see also Manual para. 420.4.14 for quantity limits).

420.2.2.3 Upon Marriage, following Appointment. If a staff member with single status marries following initial appointment and installation at the duty station, he or she may be entitled to have removed at the Organization's expense and within one year of the date of marriage, an additional amount of household goods and/or personal effects which represents the difference between the total weight or volume of household goods and personal and household effects allowed for staff members with eligible family members and that which he or she was entitled to remove under his or her own entitlement at the single rate.

420.2.2.4 On Separation

420.2.2.4.1 Shipment and removal expenses are paid from the duty station to the place recognized as the staff member's residence for home leave purposes or, when no home leave entitlement exists, the place from which his or her personal effects and household goods were shipped under the provisions of [Staff Rule 302.7.71](#).

420.2.2.4.2 A staff member who upon appointment was entitled to the total weight or volume of household goods allowed for staff members with eligible family members, but whose family status has changed in the meantime, is entitled to remove the quantities at the higher rate upon separation.

420.2.2.5 Payment of shipment and removal expenses from or to places other than those specified above is authorized provided that the cost thereto does not exceed the cost of removal from or to the places specified above in the relevant Manual paragraph. In all cases, shipments must either originate in the existing duty station of the staff member or have a destination in the proposed duty station of the staff member.



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420.2.3 Time Limits--text

420.2.31 Shipment and removal expenses are paid provided shipment is commenced within the following limits:

(a) on initial appointment: within three months following the staff member's first home leave (see also Appendix B to Manual Section 103 for special provisions governing the importation of household goods into Italy), or, where no home leave entitlement exists, within one year following the date of appointment for staff in the Professional and higher categories and within one year following the date of completion of the probationary period for staff in the General Service category;

(b) on extension of initial appointment, as envisaged under Staff Rule [302.7.71\(a\)](#), or on conversion to continuing appointment: within one year of the date removal is authorized;

(c) on change of duty station: within one year of the effective date of transfer;

(d) on separation: within one year of the last day of official duty.

420.3 Shipment of Personal and Household Effects

420.3.1 When no entitlement to the removal of household goods exists under the provisions of Staff Rule 302.7.7, packing, shipping by surface and delivery of personal and household effects is authorized in connection with travel on appointment, change of duty station and repatriation of staff members and their eligible family members (including children travelling under the provisions of Staff Rule 302.7.122), within the following limits:

(a) For the effects and their packing:

Staff Member:	1,000 kg (2,200 lb) or 220 cu.ft
First family member:	500 kg (1,100 lb) or 110 cu.ft
Each additional family member:	300 Kg (660 lb) or 66 cu.ft

(b) For the crating of the effects:

20% of the weight or volume of the effects (including packing) actually shipped, or

20% of the limits referred to under (a), whichever amount is lower.

420.3.2 All or part of the above allowance may be shipped by air on the basis of one kilo by air for each two kilos authorized by surface.

420.3.21 Subject to Manual para. 420.3.22, staff members who have not yet exercised the entitlement under Manual para. 420.3.1 may request the Chief, SSC, to authorize the conversion of up to 10% of their surface entitlement into an air shipment entitlement on the basis of one kilo by air for one kilo by surface. Such

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authorization will be given only in exceptional cases and, if granted, the remaining entitlement may be exercised only with respect to one further shipment either by surface, or by air on the basis of one kilo by air for two kilos by surface.

420.3.22 Manual para. 420.3.21 is not applicable in the case of initial appointments to Headquarters and Liaison Offices and in cases where conversion of the surface entitlement into air freight is approved (see also Manual para. 420.3.4).

420.3.3 The total entitlement of personal and household effects established under paras. 420.3.1 or 420.4.21, as appropriate, may be shipped exceptionally by air freight under any of the following conditions:

- (a) when the cost by air freight would not exceed that by surface shipment;
- (b) when shipping times are estimated to be three months or more;
- (c) where there are no regularly-scheduled shipping lines between the countries in which the duty stations are located;
- (d) when there is extraordinary risk of damage or loss of personal effects due to unusual prevailing conditions.

The staff member should address requests for shipment by air freight, stating reasons, to the Chief, SSC, at least six weeks before the staff member's intended departure date.

420.3.4 Shipment by air freight to and from one of the following land-locked countries is authorized automatically:

Afghanistan	Burundi	Mali	Rwanda
Bhutan	Central African Rep.	Mongolia	Swaziland
Bolivia	Chad	Nepal	Uganda
Botswana	Lesotho	Niger	Zambia
Burkina Faso	Malawi	Paraguay	Zimbabwe

420.4 Removal of Household Goods

420.4.1 Quantity limits --text

420.4.11 The quantities of household goods which may be removed at the Organization's expense are



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specified below:

Base of computation	Staff Members with eligible family members	Staff Members without eligible family members
(a) by volume	50 cu.metres (1,800 cu.ft.) (45 measurement tons of 40 cu.ft. each)	30 cu.metres (1,080 cu.ft.) (27 measurement tons of 40 cu.ft. each)
(b) by weight ^{1/}	7,250 kg (15,950 lb)	4,500 kg (9,900 lb)
^{1/} Gross weight – inclusive of packing and crating.		

420.4.12 Only one consignment (other than shipment of personal effects provided for in Manual para. [420.4.21](#)) is authorized.

420.4.13 Within the above maxima, additional consignments or partial consignments from and to more than one point are authorized provided that the cost thereto does not exceed the cost of removal from or to the places specified above.

420.4.14 Quantity limits upon transfer. In the situation described under Manual [para. 420.2.223](#), the quantity of household goods shipped to the home country or stored may not exceed the difference between the maximum weight entitlement under Manual para. 420.4.11 and the maximum gross weight entitlement under Manual [para. 420.3.1](#).

420.4.2 Shipment of Personal and Household Effects for Immediate Use --text

420.4.21 When entitlement to the removal of household goods exists under the provisions of [Staff Rule 302.7.7](#), shipment of part of such entitlement is authorized in connection with travel on appointment, change of duty station and repatriation of staff members and their eligible family members (including children travelling under the provisions of [Staff Rule 302.7.122](#)), within the following limits:

Staff member: 450 kg (990 lb) or 99 cu. ft.
 First family member: 300 kg (660 lb) or 66 cu. ft.
 Each additional family member: 150 kg (330 lb) or 33 cu. ft.

(Gross weight – inclusive of packing and crating)

All or part of the above allowance may be shipped by air on the basis of one kilo by air for each two kilos authorized by surface. The weight or volume of any shipment under the provisions of this paragraph is deducted from the maximum weight or volume to which the staff member is entitled under Manual para. [420.4.11](#).

420.4.22 When the Chief, SSC, determines that shipment by air is the most economical means of transport, or surface shipment would be subject to excessive delays or risk of loss, the whole of the surface entitlement established under Manual para. 420.4.21 may be converted to air freight (see Manual [para. 420.3.3](#) for procedure)



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420.5 Computation of Charges and Reimbursable Expenses

420.5.1 When transportation costs are based solely on weight or solely on volume and exceed the allowable limit, the Organization pays the proportion of the total transportation charges which the allowable weight or volume limit bears to the total quantity transported.

420.5.2 When transportation costs are based on both weight and volume and exceed the allowable limits of weight and volume combined, the computation is based on whichever of the two limits is more favourable to the staff member; the Organization pays the proportion of the total transportation charges which the allowable limit bears to the total quantity transported.

420.5.3 Each of the above maxima is absolute; regardless of cost, the Organization will pay the full charges for the shipment up to these maxima but will not pay for a greater weight for a shorter distance or by a less costly mode, nor for a lesser weight for a greater distance or by a more costly mode.

420.5.4 The Chief, SSC, determines the most economical means of transportation.

420.5.5 Exclusions

420.5.5.1 The Organization does not recognize any charges incurred for shipment of such items as private automobiles (unless specifically approved) in accordance with the provisions of Manual para. 420.9), motorcycles, caravans, trailers, boats, outboard motors, animals, pets, firearms and building materials.

420.5.5.2 The Organization does not assume responsibility for extraordinary expenses involving the removal or delivery of household effects which cannot be transported from or into the house through normal stairway and door access.

420.6 Transit Insurance of Personal and Household Effects and Household Goods

420.6.1 The Organization contributes to the cost of insuring personal and household effects and household goods in transit within the financial limits set out in Manual para. 420.6.6.

420.6.2 The conditions, exclusions and limitations of insurance cover are indicated in the certificate of "Worldwide All Risks Transit Insurance", available from the SSC Travel Unit, FAO Regional and Subregional Offices, FAO Liaison Offices, FAO Representatives and UNDP Offices.

420.6.3 Staff members may insure their personal and household effects and household goods for a higher coverage than that provided by the Organization (see Manual para. 420.6.6). The additional premium is payable by the staff members directly to the Insurers or, at the request of the staff members, is deducted from the staff members' salary or terminal emoluments, as appropriate.

420.6.4 Staff members should satisfy themselves that the full value of the goods and effects is insured, since under-insurance will, upon claim for loss or damage, have the effect of proportionally reducing the indemnity.

420.6.5 An insurance certificate must be completed and sent to the Insurers before commencement of the shipment, or storage, i.e. on the date of packing or collection.

420.6.6 The Organization provides insurance coverage for up to an amount representing US\$ 16.00 for each kilo of the maximum shipping entitlement regardless of whether the staff member utilizes or not the full



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weight entitlement. Thus:

420.6.61 When no entitlement to removal of household goods exists (see Manual para. [420.3.1](#)), the maximum coverage provided by the Organization is:

Personal and household effects

Staff member	US\$ 16,000
First family member	US\$ 8,000
Each additional family member	US\$ 4,800

420.6.62 When entitlement to removal of household goods exists (see Manual para. 420.4.1), the maximum coverage provided by the Organization is:

Household Goods (comprising personal and household effects for immediate use)

Staff members without family members	US\$ 72,000
Staff members with family members	US\$ 116,000

420.6.7 On request and with the approval of the division concerned, the Organization insures technical material and equipment shipped as unaccompanied baggage for use on the staff member's assignment. An additional insurance certificate must be submitted to cover such material.

420.6.8 Claims. In case of loss or damage the staff member must complete the "claim" part of the insurance certificate. The first US\$ 100 of an insurance claim are borne by the staff member. Additional details on claims procedure are contained in [Appendix F to Manual Section 450](#).

420.6.9 Insurance coverage also applies during storage between original collection and final delivery of goods for a maximum period of 90 days. If a longer period is required, the staff member should request an extension coverage from the Insurer. The additional premium is payable by the staff members directly to the Insurers or, at the request of the staff members, is deducted from the staff members' salary or terminal emoluments, as appropriate.

420.7 Storage

420.7.1 For a staff member initially reporting for duty or transferring to another duty station, storage charges for personal and household effects and household goods are allowed for up to three months following the arrival of the household goods at the duty station.

420.7.2 When a staff member is assigned to a duty station where shipment of personal effects (Manual [para. 420.3](#) refers) is authorized rather than removal of household goods, the Organization may, with the agreement of the staff member, bear the cost of storage and insurance of personal effects and household



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goods at the former duty station in lieu of their removal to the home country in accordance with Manual para. [420.2.223](#), provided that:

(a) the staff member is assigned from a duty station to which he or she enjoyed removal entitlement under [Staff Rule 302.7.71](#) or would have enjoyed such entitlement had he or she been recruited from outside commuting distance of the duty station;

(b) the staff member is expected to return to the same duty station within five years;

(c) the quantity of personal effects and household goods stored does not exceed the difference between the maximum allowance under Manual [para. 420.4.11](#) and the amount actually shipped to the new duty station at the Organization's expense. The maximum insurance value is reduced accordingly.

Storage charges are not paid beyond the five-year period following the date of assignment. Such charges are not paid for mission or other assignments which do not involve a change of duty station.

420.7.3 Upon completion of a staff member's assignment and pending clearance for another assignment, storage of personal effects and household goods incidental to shipment may be authorized for up to 90 days, which may be extended if it is in the interest of the Organization. The Organization pays, in such cases, the storage charges for the amount of personal effects and household goods which the staff member is entitled to transport at the Organization's expense. Charges for storage of any excess are at the expense of the staff member.

420.7.4 No storage charges are reimbursed for shipment of personal and household effects or removal of household goods upon separation.

420.7.5 Transit insurance (excluding automobiles) allows a 90-day period for storage (see Manual [para. 420.6.9](#)).

420.8 Procedures

420.8.1 Arrangements --text

420.8.11 A request for the shipment of personal and household effects and the removal of household goods is made on a Travel Authorization raised by the relevant SSC - HR Unit. Once approved, the SSC Shipping and Insurance Unit sends copies of the approved form to the Shipping Agent and the Insurance Company.

420.8.2 Customs Clearance --text

420.8.21 The Organization's Shipping Agent, where available, makes all arrangements for the clearance of staff member's household goods and personal effects through the customs of the countries of origin and destination. However, prior to shipment staff members should seek advice from the shipper on local customs formalities.

420.8.22 The importation of household goods and personal effects into Italy is governed by special procedures under the Headquarters Agreement with the Italian Government (see Annex B to Manual Section 103). Requests for individual import permits must be submitted to SSC Shipping/Insurance Unit, through the relevant HR Officer, well in advance of shipment.

420.8.3 Payment and Advances for Shipment of Personal and Household Effects and Household Goods --text



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420.8.31 The SSC Shipping/Insurance Unit effects settlement of the Shipping Agent's invoice upon presentation of supporting documentation, within the limits of FAO's liability.

420.9 Shipment of Privately-Owned Automobiles

420.9.1 Point of Origin--text

The provisions of Manual paras. [420.2.21](#), [420.2.221](#), [420.2.25](#) and [420.4.11](#) apply *mutatis mutandis* to the reimbursement of expenses for the shipment of privately-owned automobiles.

420.9.2 Entitlement upon Appointment or Change of Duty Station--text

420.9.21 Reimbursement of costs of shipment of a privately-owned automobile may be authorized, upon appointment or change of duty station, for an internationally-recruited staff member or, alternatively, entitled staff may be reimbursed the demonstrable shipping costs of a new automobile purchased from a dealer at the duty station, not exceeding the cost from such point as might be recognized by the Organization, provided that:

- a. the assignment is to a post located in one of the countries listed in [Appendix A](#) of this Manual Section;
- b. the assignment to the new duty station is expected to be for not less than two years; or that initial assignment for a lesser period is extended so that the total assignment becomes two years or more;
- c. reimbursement shall not exceed 75% of the total costs (including freight, insurance and handling charges) subject to a maximum of US\$ 1,875;
- d. the automobile is ordered within six months of the date of arrival of the staff member at his/her duty station;
- e. shipment is, in the opinion of the Organization, reasonable in the circumstances (including port of shipment in relation to the nearest source of supply);
- f. except upon transfer, or separation initiated by the Organization, the staff member shall be required to refund the reimbursement made by the Organization, if the automobile is sold within three years of its arrival at the duty station, or before the end of the appointment or assignment if that occurs in less than three years unless, in the opinion of the Organization, the sale is justified by a need to replace the automobile (for example, as a result of wear and tear).

420.9.22 Staff members should obtain authorization for reimbursement of shipping costs before shipping their automobiles.

420.9.23 Reimbursable costs up to the maximum authorized (see Manual para. 420.9.21(c)) for the shipment of automobiles comprise only those charges levied by the company shipping the automobile, including insurance on the actual shipment, customs duty and port handling charges. No compensation is made for those parts of the journey where the automobile is driven.

420.9.24 If the Department or Office Head, as appropriate, reports that an automobile will be provided from official sources for both private and official use of the staff member, no reimbursement of shipping costs will be allowed.

420.9.3 Reimbursement for Costs of Shipping Automobiles --text

420.9.31 For shipment of privately-owned automobiles, the staff member is responsible for making all transport arrangements.

420.9.32 The Organization does not advance funds against the cost of transport of privately-owned automobiles.



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420.9.33 Transport costs are reimbursed in the currency of the staff member's duty station or home country, or of the freight payment, upon presentation of substantiating evidence. Payments are made at the UN operating rates of exchange in force on the date of reimbursement. Travel Expense Claims, accompanied by the relevant documents, should be forwarded to the HR Officer concerned for processing.

420.9.4 Recovery of Reimbursement--text

The SSC informs the Director, CSF, of any action taken to recover a reimbursement under Manual para. [420.9.21\(f\)](#).

420.9.5 Responsibility of the Organization--text

The Organization assumes no responsibility arising from a staff member's failure to comply with local laws concerning the import and export, transport, operation, upkeep, insurance or disposal of automobiles.

420.9.6 Exclusions from Reimbursement --text

420.9.61 The Organization does not accept responsibility for the cost of transporting automobiles to countries or territories not listed in Appendix A to this Manual Section.

420.9.62 The Organization does not reimburse any costs for the transport of automobiles from the duty station upon separation.

420.9.63 Storage charges for automobiles are not reimbursed.

420.10 Appointment of Shipping Agent

420.10.1 Appointment --text

The Organization has an official contractor (hereafter called the Shipping Agent) to provide services for authorized shipments of personal and household effects and removal of household goods on a worldwide basis.

420.10.2 Shipping Arrangements--text

The Shipping Agent will be responsible for making all necessary arrangements for the official shipment, on a door-to-door basis, of household goods, personal effects and unaccompanied baggage of all FAO personnel (i.e. both Headquarters and field staff). Consequently, neither Headquarters' staff members nor field staff members will be permitted to make their own shipping arrangements except when no representative of the Shipping Agent exists.

420.10.3 Action to be taken by the Shipping Agent --text

On receipt of a copy of the Travel Authorization, the Shipping Agent will take the following action:

(a) Headquarters Staff. The Shipping Agent will open a file for the traveller. When the staff member wishes to make a shipment, either outward or inward, he/she should contact the Shipping Agent and provide him with the necessary shipping instructions. The Shipping Agent in turn will indicate to the staff member, in writing, the name of the designated origin or destination agent outside Rome, and at the same time will instruct the agent to provide free of charge to the FAO traveller the services indicated under Manual [para. 420.10.5](#) below.



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If the staff member decides to make a shipment only after he/she has departed from Rome it will be necessary to contact the Shipping Agent directly in order that the Shipping Agent may issue the necessary instructions to his local agent.

(b) Field Staff. The Shipping Agent will contact (i) the staff member, (ii) the origin agent, and (iii) the destination agent, and provide an indication to all three of the weight allowance and itinerary. A staff member who intends to effect the shipment will contact the agent indicated by the Shipping Agent for necessary shipping arrangements.

420.10.4 Non-receipt of Shipping Agents' Notification --text

If a staff member has not been contacted by the Shipping Agent and the time of departure is approaching, he/she should contact SSC Shipping/Insurance Unit to obtain the name of the appointed local agent. If communication costs are incurred they will be reimbursed by the Organization upon submission of the Travel Expense Claim.

420.10.5 Services Provided --text

The Shipping Agent, or his agent, who arranges for the shipment on a door-to-door basis, will:

(a) contact the staff member to survey requirements for packing and crating; ensure that shipments for sea, air, road or rail transit are properly crated to avoid damage during transport utilizing suitable waterproofing as necessary; ensure that all boxes, crates and liftvans are properly marked and labelled to facilitate correct identification to any and all agents or carriers handling the shipment;

(b) collect the goods from the staff member's premises; transport to warehouse for final preparation such as crating; provide information on request concerning customs regulations or requirements in country of destination; deal with documentation for export formalities;

(c) arrange and pay for the freight by the authorized mode of transportation and route;

(d) monitor all shipments in order to provide, as required, the Organization and/or staff members with information on the status of such shipments;

(e) arrange customs clearance, delivery to residence and unpacking. The Shipping Agent will not be responsible for payment of customs duties.

420.10.6 Shipments in Excess of Entitlement --text

If any shipment exceeds the weight/volume indicated on the Travel Authorization, the Shipping Agent will be responsible for obtaining the prior agreement of the staff member before shipping any excess quantities and will arrange for the payment directly by the staff member of such charges related thereto.

420.10.7 Exclusion --text

The Shipping Agent is entitled not to accept for transportation perishables, frozen foods, plants and shrubbery, and combustible items and paint.

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