

## Handbook for action in cases of death in service



Department of Management  
Office of Human Resources Management

# **Handbook for action in cases of death in service**



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*In October 1998, in the aftermath of the crash of Swissair Flight 111, a Working Group on Staff Humanitarian Affairs was convened, under the stewardship of the Assistant Secretary-General for Human Resources Management, with the mandate to make recommendations as to how the United Nations can respond in a caring manner when a staff member dies. An outcome of the Working Group is this Handbook for Action in Cases of Death in Service, which consolidates in one location the myriad tasks that must be undertaken and the responsibilities of each office, depending on the circumstances.*

*In the past few years, as our work has taken us into harm's way across the globe, we have lost too many cherished colleagues in the United Nations family. While we have struggled to respond with compassion and speed to these tragedies, we have often found ourselves hampered by bureaucratic delays and mazes of paperwork required by different offices.*

*While the Handbook is intended primarily for those responsible for assisting bereaved families of staff who have died, it is also part of an overall effort to enable the United Nations to respond quickly and in a caring manner at such times. I would encourage everyone to become familiar with the content and advice provided herein, for these tragedies touch all members of our United Nations family as well as others who may be working with us. As tragedy knows no organizational boundaries, neither should compassion. We should bear in mind the need to extend the same care and comfort to all bereaved families and individuals.*

*Sadly, we have learned from having to face tragedy head on. Our United Nations family must continue to seek ways to better assist family members and colleagues of our staff members and others who die while serving the Organization. The Handbook is a tool to assist you and all of us to respond in a caring manner in such difficult circumstances.*



*Kofi Annan*



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*The Handbook for Action in Cases of Death in Service is the result of a team effort across departments, offices and duty stations. As a first attempt to draw into one document all the actions, duties and responsibilities that may arise when a staff member dies unexpectedly, the Handbook should be seen as a general guide. Each circumstance is unique. I would urge all staff, therefore, to be sensitive and flexible in dealing with bereaved families and colleagues. Please be assured that my office is also available for your individual consultation with regard to specific circumstances.*

*The Handbook is organized as a reference document. The first three chapters outline the actions to be taken in the event of the death of a staff member at Headquarters locations or other non-mission duty stations (chapter I), at field missions (chapter II) or in suspicious or unclear circumstances that necessitate the involvement of the Office of the United Nations Security Coordinator (chapter III). Chapter IV contains recommendations on ceremonies and memorials. Chapters V, VI and VII provide information on pension benefits, insurance benefits and appendix D entitlements, respectively. Chapter VIII discusses preparations that all staff should consider making and chapter IX presents ways to notify and deal sensitively with grieving families.*

*In preparing the Handbook, the Working Group on Staff Humanitarian Affairs started from a list of frequently asked questions, which is annexed, along with sources of information and advice on media relations, to assist staff in understanding and preparing to deal with issues that can arise at such times.*

*I welcome your comments, questions and suggestions on this first version of the Handbook, which I hope will assist you in coping with these very difficult situations.*



Rafiah Salim



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## Acronyms and abbreviations

|           |   |
|-----------|---|
| ABCC      | Advisory Board on Compensation Claims             |
| ASHI      | After-service health insurance                    |
| BOI       | Board of Inquiry                                  |
| CAO       | Chief Administrative Officer                      |
| DOA       | Director of Administration                        |
| DPI       | Department of Public Information                  |
| DPKO      | Department of Peacekeeping Operations             |
| FALD      | Field Administration and Logistics Division       |
| GLI       | Group life insurance                              |
| ICCS      | Insurance Claims and Compensation Section         |
| IMIS      | Integrated Management Information System          |
| NOTICAS   | Notification of casualty (form)                   |
| OCSS      | Office of Central Support Services                |
| OHRM      | Office of Human Resources Management              |
| OPPBA     | Office of Programme Planning, Budget and Accounts |
| PA        | Personnel action                                  |
| PMSS      | Personnel Management and Support Service          |
| SR        | Staff Rule  |
| SSA       | Special Service Agreement                         |
| UNCIVPOL  | United Nations Civilian Police                    |
| UNDP      | United Nations Development Programme              |
| UNICEF    | United Nations Children's Fund                    |
| UNJSPF    | United Nations Joint Staff Pension Fund           |
| UNSECOORD | Office of the United Nations Security Coordinator |
| UNV       | United Nations Volunteers                         |

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# **I. Death at the duty station**

## **A. Responsibility of the United Nations and of particular offices**

Responsibility for coordinating the actions required when a staff member dies while in the service of the Organization is set out in administrative instruction ST/AI/2000/14 of 9 November 2000.

The Office of Human Resources Management (OHRM) is responsible for staff serving in New York and staff on temporary assignment away from New York, except for those on mission. The actions to be followed are set out in the present chapter.

The Department of Peacekeeping Operations (DPKO) is responsible for mission appointees or staff on mission detail. DPKO may request the mission to assume authority for coordinating actions for staff who were recruited locally; the actions to be followed in such cases are set out in chapter II.

The Office of the United Nations Security Coordinator (UNSECOORD) is responsible, *inter alia*, for all policy and procedural matters related to security and critical incident stress management following a crisis. The Office coordinates, plans and implements inter-agency security and safety programmes and acts as a focal point for inter-agency cooperation concerning security and critical incident stress matters. On behalf of the Secretary General, the Office takes all decisions relating to relocation or evacuation of staff members and their eligible dependants from very insecure areas, and on behalf of the United Nations system, manages the malicious acts insurance programme. It also investigates, as appropriate, cases involving the death of a staff member under malicious or suspicious circumstances.

For staff serving at major offices away from Headquarters, the personnel office that determines separation entitlements assumes responsibility for coordinating the actions required, except for staff on mission detail as indicated above. In all such cases, the chief of personnel or a designated representative should serve as the link between the office concerned and the family of the deceased. The actions required are set out in the present chapter.

## **B. Responsibility at Headquarters**

At Headquarters, responsibility for coordinating the various administrative and welfare actions required when a staff member dies while in the service of the Organization rests with the officer assigned this function in the Operational Services Division of OHRM and the Executive Officer of the department concerned.

The coordinating officers should immediately designate a family focal point to act as the liaison between the Organization and the family. In some cases, an individual (usually a staff member) will volunteer for this role because of ties to the bereaved family and a desire to assist. If the family is comfortable with the volunteer, that person should be selected. If no one volunteers to be the family focal point, the coordinator's office should select one from among the officers trained in this function by OHRM or from among the close colleagues of the deceased. It is more important for the family focal point to have a caring manner and, if possible, a connection to the family, than to have full knowledge of the Staff Regulations and Rules of the United Nations. (For more information on the role of the family focal point, see chapter IX.)

Immediately upon receiving the information that a staff member has died, the Executive Officer, the Human Resources Officer and the family focal point should contact each other to coordinate the actions set out in the following pages.

Other staff, such as the supervisor of the deceased staff member, should be invited to participate in the actions, as appropriate. The Staff Counsellor may be consulted at an early stage about contacting the family or next of kin, sealing the desk and gathering the personal effects of the deceased, offering the family support and understanding, and providing distressed colleagues with counselling and support, particularly when critical incidents have taken place. Other resources available in the United Nations, such as stress counsellors, peer counsellors or staff welfare officers may also be called on to provide assistance.

## **C. Special circumstances**

When the circumstances of a staff member's death or his or her position in the Organization is of such public interest as to involve the Secretariat as a whole, OHRM may assume responsibility, either at its own initiative or at the request of the department or office normally responsible, as set out in administrative instruction ST/AI/2000/14, section 1.1.

When a staff member dies under suspicious or unclear circumstances and/or in an accident, the senior United Nations official closest to the scene (usually the designated official) shall take charge and coordinate his or her action with UNSECOORD. The Office shall ex-

ercise overall authority until the investigation is concluded, at which point the coordinating department or office will assume responsibility.

#### **D. Actions to be taken in all cases of death\***

- Action 1.  
Ascertain the nature of death.
- Action 2.  
Identify and contact the family or next of kin.
- Action 3.  
Seal/open the desk of the deceased.
- Action 4.  
Notify other United Nations offices.
- Action 5.  
Send letters of condolence.
- Action 6.  
Obtain certified copies of the death certificate.
- Action 7.  
Identify the spouse, dependent children and beneficiaries.
- Action 8.  
Determine and settle payments and entitlements.
- Action 9.  
Assist in making arrangements for transportation of the remains.
- Action 10.  
Assist the family or next of kin in making funeral arrangements.
- Action 11.  
Continue to provide the family and staff members with support.

##### **Action 1.**

###### **Ascertain the nature of death**

1. When a staff member dies while in the service of the Organization, the first action to be taken is to ascertain the nature of death. When the death has occurred during an emergency at the duty station or under unclear or suspicious circumstances, UNSECOORD must be alerted. Details on this type of situation are provided in chapter III. In addition, notice of any incident that may be covered under the Malicious Acts Insurance Policy must be given to the underwriters within 24 hours and any claim under the Policy must be submitted within one year of the incident.

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

2. Unless there are specific arrangements between the United Nations and the host country, the laws of the host country apply in cases of death of staff members. Therefore, when a death occurs at the work place, both the United Nations Security and Safety Service, Office of Central Support Services (OCSS), and the local police must become involved.
3. Once it is ascertained that the death was not a suicide and that there were no suspicious circumstances surrounding the death, the Human Resources Officer and the Executive Officer should meet with the family focal point to plan how to carry out the required actions.

## **Action 2.**

### **Identify and contact the family or next of kin**

1. Upon being informed that a staff member has died while in the service of the Organization, the coordinating officers and the family focal point will decide who should contact the family or the next of kin or other person indicated in the official status file of the deceased.
2. Identify the emergency contact, the spouse and the dependent or non-dependent children. If there is no spouse and no children, identify the next of kin. The name of the person to contact in case of emergency and the names of the beneficiaries of the deceased (which may or may not be the spouse and the dependent children) should be listed on the form entitled "Designation, change or revocation of beneficiary"(P.2), which can be found in the official status file of the staff member. The names of the spouse and children can also be looked up in the Integrated Management Information System (IMIS).
3. Inform the family or the next of kin of the death. This information should be conveyed personally unless circumstances make it impossible to do so. Offer to go immediately to the family's home to assist in making calls and funeral arrangements and in taking care of other urgent family matters. The visit should not be made alone (see chapter IX, section D, "Notification visit").
4. When the deceased has no family members at the duty station, contact the friends or relatives named in the official status file or identified by staff members who were close to the deceased and offer assistance.
5. Introduce the family to the designated officials and the family focal point who will be interacting with the family or the next of kin on matters relating to the death of the staff member.
6. Initiate the disengagement personnel action (PA) immediately (see Action 8. "Determine and settle payments and entitlements").

**Action 3.**

**Seal/open the desk of the deceased**

1. Seal the desk of the deceased as promptly as possible.
2. The Human Resources Officer will send a memorandum to the Chief of the Security Service requesting that the desk of the deceased staff member be sealed/opened. For an example of the required memorandum, see **exhibit 1**.
3. At Headquarters, the following officials will normally participate in opening the office and desk of the deceased and taking inventory of the contents:
  - Personnel from the Security and Safety Service, OCSS: a locksmith from the Locksmith Unit and an officer from the Special Services Unit;
  - A member of the Staff Counsellor’s Office;
  - The coordinating Human Resources Officer;
  - The department head or a designated Executive or Administrative Officer in the department concerned.

At duty stations away from Headquarters, officials with functions similar to the above will participate in this action in coordination with UNSECOORD.

4. The contents of the office and desk of the deceased will be divided into three lots: (a) items going to the family of the deceased; (b) items belonging to the United Nations; and (c) items to be disposed of.
5. Discretion should be used in deciding what should be disposed of when sorting through the contents of the office and desk of the deceased. Personal belongings, such as a comb or a used razor or brush, may take on importance for some family members, who may want to keep such articles. Whoever assists with such requests may wish to exercise discretion. The same discretion would apply to electronic documents.
6. The personal items of the deceased will be secured inside sealed boxes and stored in his or her office or in the Executive Office of the department concerned at Headquarters or the local personnel office at duty stations away from Headquarters. Once investigations related to the death are completed and removal of the items becomes possible, the Executive Officer will provide the appropriate parties with a “material package receipt” for the removal of the boxes from Headquarters.
7. At Headquarters, an officer from the Special Services Unit, Security and Safety Service, OCSS, will prepare an inventory of all personal items removed, obtain signatures on the inventory of the personnel present upon its completion and file the inventory with the Special Services Unit.

8. A copy of the inventory will be forwarded to the coordinating Human Resources Officer.

9. The Office of Legal Affairs has ruled that the designation of beneficiary under Staff Rule 112.5, “Staff member’s beneficiaries”, does not apply to personal property found on United Nations premises. Personal property, as opposed to payments owed by the United Nations, forms part of the estate of the deceased and is subject to the laws governing wills, succession and administration of estates. When valuable items are involved, the presumed heir or heirs (normally the closest relative or relatives) should execute a “receipt and release, hold harmless and indemnification agreement” before a notary public and the document should be given to the coordinating Human Resources Officer in exchange for the property. For an example of the required document, see **exhibit 2**.

#### **Action 4.**

##### **Notify other United Nations offices**

1. Upon being informed of a staff member’s death, the coordinating officers should ensure that the following offices are notified as quickly as possible:

- Executive Office of the department concerned; OHRM; Chief of Administration or Chief of the local personnel section (depending on which office receives the information first);
- UNSECOORD;
- Head of department or office;
- Director of the division concerned;
- Supervisor of the deceased;
- Security and Safety Service, OCSS;
- Medical Director;
- Chief, Payroll Section, Accounts Division, Office of Programme Planning, Budget and Accounts (OPPBA);
- Chief Executive Officer, United Nations Joint Staff Pension Fund (UNJSPF);
- United Nations Federal Credit Union/bank branch, as applicable;
- Chief, Insurance Claims and Compensation Section, OPPBA (if relevant for transport of the remains);
- Secretariat of the Advisory Board on Compensation Claims and Claims Board, in cases in which the death may be attributable to the performance of official duties;

- Staff Counsellor;
  - Chief, Transportation Operations Section, Travel and Transportation Service, OCSS, if relevant;
  - The coordinating officers will decide in each case whether the Secretary-General or his Chef de Cabinet and the Department of Public Information (DPI) should be kept informed.
2. To avoid the spreading of rumours, make sure that staff members in the office concerned are informed about the death of their colleague before letters are sent out.
  3. For examples of memoranda to the various offices mentioned above, see **exhibits 3-6**.

**Action 5.**

**Send letters of condolence**

1. A cable or letter of condolence, signed by the Assistant Secretary-General, OHRM, or the head of the office concerned, as appropriate, should be addressed to the family or next of kin as soon as possible. For an example of an appropriate cable, see **exhibit 7**. For an example of a letter of condolence, see **exhibit 8**.

**Action 6.**

**Obtain certified copies of the death certificate**

1. Obtain certified copies of the death certificate or the officially certified translation of it, and forward a copy to the following, as applicable:
  - Chief, Payroll Section, Accounts Division, OPPBA;
  - Chief, Insurance Claims and Compensation Section, OPPBA (attach one copy for the Aetna Life Insurance Company, if required);
  - Chief Executive Officer, UNJSPF;
  - Secretariat of the Advisory Board on Compensation Claims and Claims Board, in cases in which the death may be attributable to the performance of official duties.
2. Attach one copy of the death certificate to the end-of-service PA for inclusion in the official status file.
3. When the deceased did not have family residing at the duty station, send a certified copy of the death certificate to the family.

**Action 7.**

**Identify the spouse, dependent children and beneficiaries**

1. Before the entitlements arising out of the death of a staff member can be determined, it is necessary to ascertain the identity and ex-

act address of the spouse, the dependent children and the beneficiaries (if different from the spouse and dependent children).

2. Once the beneficiaries have been identified, this information must be conveyed to the family or next of kin. This is particularly important in cases in which the spouse and dependent children have not been named as beneficiaries or such information is incomplete or missing in the official status file of the deceased.

3. A staff member may have the following beneficiaries in connection with entitlements:

- A beneficiary or beneficiaries designated on the form, “Designation, change or revocation of beneficiary” (P.2), in accordance with Staff Rules 112.5, 212.4, and 312.4. The most recent update of this form can be found in the official status file of the deceased and the information should also be recorded in IMIS;
- A beneficiary or beneficiaries under the Regulations and Rules of UNJSPF or in an up-to-date A/2 form. The Chief Executive Officer of the Fund should be informed of this designation;
- A spouse or dependent children, as set out in Staff Rules 109.5(i) (as per amendment to Staff Rule 109.5 effective 1 January 2000, ST/SGB/2000/1) and 109.10(a)(vi) or 209.6(i) (see ST/SGB/2000/2), 209.11(a)(v) and 309.6, or as may be determined in the application of article 10.2 of appendix D to the Staff Rules;
- A beneficiary or beneficiaries designated by the staff member upon entry into a group life insurance (GLI) plan or recorded in an updated GLI form and payable by the Aetna Life Insurance Company through the Insurance Claims and Compensation Section (ICCS), as described in chapter VI.

4. Once the beneficiaries are identified, it is normally the responsibility of one of the designated officials to determine the entitlements and settle the payments as soon as possible.

## **Action 8.**

### **Determine and settle payments and entitlements**

1. It is the responsibility of the designated officials to see to it that the disengagement PA is processed in IMIS without delay. As of 1 September 2000, this PA is prepared and approved by the Executive/Administrative Office. Where appropriate, OHRM will submit the information required by the Secretariat of the Advisory Board on Compensation Claims and Claims Board, so that the Board may be convened to consider the compensation entitlements as early as possible (see chapter VII).

2. The determination of entitlements and the settlement of payments may take some time. Therefore, the family focal point must keep the family informed at all stages of the settlement, and the coordinating Human Resources Officer or the Executive Officer should arrange, if necessary, for the designated beneficiary or beneficiaries to receive an advance against the payments due.

3. In settling entitlements, the United Nations may make the following types of payments:

- Payments to the beneficiary or beneficiaries designated on various United Nations forms:

Salaries, allowances and benefits standing to the credit of the staff member as of the date of death (see Staff Rules 112.5, 212.4 and 312.4), for example, dependency allowances, accrued annual leave days and language allowances, minus any advances, such as an education grant advance to the beneficiary or beneficiaries designated by the staff member on the form, “Designation, change or revocation of beneficiary” (P.2);

Payments due for travel or mission subsistence allowance, payable to the beneficiary or beneficiaries, to be calculated and paid separately by the Accounts Division, OPPBA;

Pension benefits payable to the beneficiary or beneficiaries designated by a staff member who is a participant in UNJSPF. For instructions on obtaining pension entitlements through the Secretariat of UNJSPF, see chapter V;

Life insurance benefits payable to the beneficiary or beneficiaries designated by a staff member who is covered by the GLI plan. The benefits are payable by the Aetna Life Insurance Company through the Insurance Claims and Compensation Section (ICCS). Release of the insurance benefits may, under national laws governing inheritance, be subject to certain conditions. For instructions on obtaining life insurance entitlements, see chapter VI.

If the death occurs as a result of a malicious act, beneficiaries of the deceased may be entitled to compensation under the malicious acts entitlement. This programme is administered by UNSECOORD.

- Payments that are made to the surviving spouse and dependent children by straightforward application of the Staff Rules are as follows:

Death benefit (Staff Rules 109.10 (a)(vi), 209.11(a)(v) and 309.6) based on the number of years of service that were completed, paid to the surviving spouse and dependent children only. The death benefit is not paid to any other beneficiaries designated by the staff member and does not go into the estate;

Repatriation grant (Staff Rules 109.5 (b)(ii) and (i) or 209.6(b)(ii) and (i); ST/SGB/2000/1 and ST/SGB/2000/2), payable only to the surviving spouse or one or more dependent children whom the Organization is obliged to repatriate. The grant is not paid to any other beneficiaries designated by the staff member and does not go into the estate;

Expenses for removal of personal effects and household goods (Staff Rule 107.27), or where no entitlement for removal expenses exists, an unaccompanied shipment (Staff Rules 107.21, 207.20 and 307.6) granted to a surviving spouse or one or more dependent children whom the Organization is obliged to repatriate.

- Compensation payments such as the following:

Payments made in accordance with the provisions of appendix D to the Staff Rules in cases in which the death is attributable to the performance of official duties, as determined by the Secretary-General (see chapter VII);

After-service health insurance (ASHI) coverage, payable to the surviving spouse and eligible dependants, in accordance with the provisions of the relevant administrative instructions (see chapter VI).

4. Once the entitlements are identified, prepare an estimated determination of entitlements using the “Schedule of entitlements worksheet”. For an example of the worksheet, see **exhibit 9**.
5. Inform the family as soon as possible of the preliminary findings. You may wish to give them a copy of the schedule of entitlements.
6. Discuss the following issues with the family, as the need arises (see chapter IX for suggestions on how to carry out such discussions):
  - The surviving spouse and dependent children are not always the designated beneficiaries of the deceased;
  - The pension benefits are determined only after the death certificate is received;
  - The entitlements for return travel, the removal or unaccompanied shipment of personal effects and household goods and, as applicable, the repatriation grant have specific time frames.
7. Finally, initiate the disengagement PA in IMIS on an urgent basis. The final and correct payment of salary, allowances and benefits standing to the staff member’s credit is calculated by the Payroll Section upon completion of the end-of-service PA and then paid to the appropriate beneficiary or beneficiaries. (The disengagement PA removes the staff member from the post and is required to clear the last month’s salary.)

**Action 9.**

**Assist in making arrangements for transportation of the remains**

1. Staff Rules 107.26 and 207.23 provide that, upon the death of a staff member or of his or her spouse or dependent children, the United Nations shall pay the expenses of transportation of the body from the official duty station or, in the event of death having occurred while in travel status, from the place of death to a place to which the deceased is entitled to return travel under Staff Rules 107.1 or 107.2. These expenses shall include reasonable costs for preparation of the body. In the case of death of a staff member appointed under the 300 series of the Staff Rules, payment of the expenses of transportation of the body may be authorized under Staff Rule 307.1 (c). For more details, see administrative instruction ST/AI/2000/14, paragraph 4.1.
2. As provided in Staff Rules 107.26 and 207.23 and in administrative instruction ST/AI/2000/14, paragraph 4.2, if local interment (cremation or other procedure for disposal of remains) is selected, reasonable expenses incurred may be reimbursed.
3. As set out in administrative instruction ST/AI/2000/14, paragraph 4.4, the reasonable costs that may be reimbursed prior to transportation of the body or for local interment in New York are determined by the Assistant Secretary-General for Human Resources Management. At other duty stations, such costs are determined by the Chief of Administration or corresponding official. Expenses relating to religious or funeral services, such as the use of a funeral home for viewing the body or the purchase of wreaths, flowers and similar items, will not be reimbursed.
4. It is recommended that the family be consulted about specific instructions for the preparation of the body for transportation, for example, with regard to clothing, the position of the body and the appropriate size of the coffin. Such matters can be extremely important to the family.

**Action 10.**

**Assist the family or next of kin in making funeral arrangements**

See chapter IX.

**Action 11.**

**Continue to provide the family and staff members with support**

See chapter IX.

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## II. Death at the field mission

This chapter outlines the actions to be taken when a death occurs at a field mission. In such a case, the office responsible is DPKO and most of the required actions to be taken, in accordance with the procedures set out in administrative instruction ST/AI/2000/14, will be coordinated by the head of Administration at the mission and by Personnel Management and Support Service (PMSS), Field Administration and Logistics Division (FALD), DPKO, at Headquarters. The chapter is divided into two sections: actions to be taken at the field mission are set out in section A and actions to be taken by PMSS, with assistance from the Situation Centre at Headquarters, are set out in section B.

### A. Actions to be taken at the field mission\*

Action 1.

Ascertain the nature of death.

Action 2.

Notify the Field Administration and Logistics Division and Personnel Management and Support Service and identify and notify the emergency contact or next of kin.

Action 3.

Complete the “Notification of casualty” form.

Action 4.

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

Action 5.

Arrange for the proper handling of the remains, pending transportation.

Action 6.

Arrange for the transportation of the remains.

Action 7.

Obtain certified copies of the death certificate.

Action 8.

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

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

Action 9.

Retrieve items belonging to the United Nations.

Action 10.

Arrange for counselling.

Action 11.

Convene a Board of Inquiry.

Action 12.

Arrange for a ceremony to be held at the mission.

Action 13.

Attend the family and/or private ceremony at the place of burial.

**Action 1.**

**Ascertain the nature of death**

1. Unless there are specific arrangements between the United Nations and the host country, the laws of the host country apply in cases of death of serving staff. Therefore, when the death takes place at the work place, the field mission's security section and the local police must become involved.

2. Prior to the movement of the remains, the senior United Nations official should confirm that the local police authorities and Security Section staff have completed their on-site investigation and collected the necessary evidence from the scene of the crime. The United Nations security staff or other qualified United Nations officials should make every effort to visit the scene of the death and conduct an investigation independent of that conducted by the local police, by taking their own photographs, measurements etc., and interviewing witnesses independently or being present when they are interviewed by the local police authorities. The information collected may be of assistance to the subsequent Board of Inquiry (BOI).

3. For deaths resulting from an emergency situation at the field mission or occurring under doubtful or suspicious circumstances, UNSECOORD must be alerted immediately.

4. The remains should be moved to an appropriate United Nations or local government facility in preparation for repatriation and/or autopsy. A United Nations staff member, such as the family focal point, should accompany movement of the remains.

**Action 2.**

**Notify the Field Administration and Logistics Division and Personnel Management and Support Service and identify and notify the emergency contact or next of kin**

1. The Director of Administration (DOA) and/or Chief Administrative Officer (CAO) or his or her designated representative to PMSS should re-

port immediately to PMSS by telephone, tel. 1 (212) 963-6114, all emergencies and fatalities. When the emergency or fatality occurs after normal working hours at United Nations Headquarters, PMSS can be reached through the Situation Centre, tel. 1 (212) 963-1820/2802). If the deceased is a United Nations Volunteer, notification of the death should also be given to United Nations Volunteers (UNV)/Bonn. The decision-making process with regard to notification of the emergency contact or next of kin and the choice of an appropriate family focal point will begin at this time.

*United Nations international staff, civilian staff on contract and United Nations Volunteers*

2. Prior to the public release of information about a death, in particular to the press, the coordinating officials must notify the deceased's designated emergency contact about the death. In some cases the deceased will have designated an emergency contact to notify the next of kin and that wish must be respected. Information on the emergency contact should be contained in the personnel folder of the deceased, which is on file at PMSS, UNV/Bonn or the field office/administrative office. The information can also be found on the staff member's most recent copy of the form, "Designation, change or revocation of beneficiary" (P.2) or the PMSS information sheet. It is important, therefore, to remind staff members of the urgency of keeping such information up to date. The following forms should be updated on a yearly basis, in June, by all civilian mission personnel (international and local personnel, as well as United Nations Volunteers):

- PMSS information sheet (form PMSS.1);
- Designation, change or revocation of beneficiary (form P.2);
- UNJSPF designation of recipient of residual settlement (under article 38 of the Regulations of UNJSPF (form PENS.A/2), where applicable;
- Aetna/US Healthcare, designation of beneficiary for life insurance, form GC 13543, where applicable.

Staff should be reminded of the need to keep up to date all information on persons to be notified in case of emergency. Staff should also be informed that it is their personal responsibility to notify their office immediately of any change in beneficiary details.

3. For all cases of death, including situations of missing persons or unconfirmed deaths, the procedures outlined below should be followed:

- Whenever possible, notification of the death should be conveyed promptly and in person by a United Nations representative. The DOA and/or CAO responsible for this function should be reachable 24 hours a day, 7 days a week. In his or her absence, notification may be given by the Officer-in-Charge of Administration or

the Chief Civilian Personnel Officer. In cases in which the persons to be notified or the family members are not present in the mission area, they should be notified in person by a United Nations representative at their location. This may be a representative of DPKO, the Department of Political Affairs, the United Nations Development Programme (Resident Coordinator/Representative), DPI (Information Centre Director) or other United Nations programme or agency, as appropriate. In all cases, the information should be conveyed promptly and to the fullest extent possible, in person;

- *Family focal point.* A staff member will be appointed to act as the family focal point to assist the family and be the first line of contact between the Organization and the family. If a family member is present in the mission area at the time of death or if one arrives in the area to accompany the remains to the place of burial, it may be appropriate for the mission to appoint one family focal point to carry out the required actions up until the remains of the deceased are repatriated. PMSS will appoint a family focal point to assist the family with the many administrative procedures that will follow repatriation. The family focal point in the mission area will be appointed by the DOA/CAO (or in his or her absence, the designated official, i.e. the Chief Civilian Personnel Officer or the Officer-in-Charge of Administration) and, from then on, the family focal point will act as the liaison with the family. It is important that PMSS be given the information necessary for contacting the family focal point appointed by the mission;
- If, for whatever reason, it is not possible to follow the procedures set out above, immediately contact PMSS tel. 1 (212) 963-6114). After normal working hours at United Nations Headquarters in New York, DPKO can be reached through the Situation Centre tel. 1 (212) 963-1820/-2802). In consultation with PMSS, a determination will be made about the appropriate route of communication to be used, including, if appropriate, through the diplomatic mission of the country of origin of the deceased. Notification of a death should never be left on an answering machine;
- Only after all other possibilities have been exhausted should notification of death take the form of a facsimile message or telegram.

4. Once the next of kin or emergency contact has been informed of the death, then, in full consultation with the next of kin, the family focal point may proceed, if appropriate, to contact by telephone other persons named as beneficiaries to give them confirmation of the death. No public pronouncements should be made and no copies of messages about the death, either in draft or final form, should be released to any non-mission or non-DPKO personnel until such time as the next of kin or person to be notified in case of emergency has been duly and properly informed. Any release of information should be coordinated with UNSECOORD (see chapter III, section D).

*Military contingent members, military observers  
and civilian police officers*

5. The mission will report the death to the Situation Centre at United Nations Headquarters, tel. 1 (212) 963-1820/-2802. The Situation Centre will then follow its standard operating procedure.
6. In the case of a death of a military contingent member, the Military Contingent Commander in the field shall contact both the national headquarters and the permanent mission headquarters of the deceased to provide confirmation of the death. These headquarters will then inform the next of kin.
7. In the case of a death of a military observer, the Military Observer Commander or the Chief Military Personnel Officer shall contact the national headquarters of the deceased to provide confirmation of the death. The national headquarters will then inform the next of kin.
8. In the case of a death of a civilian police officer, the DOA, the CAO or the duty officer at the civilian police headquarters shall contact the national police headquarters and the permanent mission headquarters of the deceased to provide confirmation of the death. These headquarters will then inform the next of kin.

**Action 3.**

**Complete the “Notification of casualty” form**

1. Following the dispatch of the preliminary notification to PMSS, the “Notification of casualty” form (NOTICAS) shall be prepared by the Chief Military Personnel Officer (for military personnel) or the DOA/CAO (for civilian personnel). For an example of the NOTICAS form, see **exhibit 10**.
2. The NOTICAS form shall be dispatched to the following offices in DPKO at United Nations Headquarters:

Situation Centre:

tel. 1 (212) 963-2802 or 1 (212) 963-1820;  
fax 1 (212) 963-9053/-2501; email: duty-room@un.org.

United Nations 24-hour Security Control Centre:

tel. 1 (212) 963-6666; fax 1 (212) 963-9775;

Military Adviser (for military personnel only):

tel. 1 (212) 963-2400; fax 1 (212) 963-9070;

PMSS/FALD:

tel. 1 (212) 963-6141/6114/2145; fax 1 (212) 963-0664;

Medical Support Unit:

tel. 1 (212) 963-0387; fax 1 (212) 963-4925;

Civilian Police Adviser (for civilian police only):

tel. 1 (212) 963-2644; fax 1 (212) 963-3452;

Office of the Under Secretary-General, DPKO:  
tel. 1 (212) 963-8079; fax 1 (212) 963-9222;

Office of the Assistant Secretary-General,  
Logistics Management and Mine Action:  
tel. 1 (212) 963-2780; fax 1 (212) 963-2498;

Office of the Assistant Secretary-General, Operations:  
tel. 1 (212) 963-4633; fax 1 (212) 963-9222;

Office of the Spokesperson:  
tel. 1 (212) 963-5128; fax 1 (212) 963-1921;  
email: eckhard@un.org.

3. The Chief Military Personnel Officer or the DOA/CAO, as appropriate, is responsible for maintaining a list of the prepared NOTICAS forms, numbered consecutively from the number one, for all casualties in the mission concerned during its existence. Any amendment or update of a NOTICAS form shall refer to the original NOTICAS number and cable reference.
4. No acronyms are to be used in the message or on the NOTICAS form.
5. A short biographical note and a photograph of the deceased should be sent as soon as possible to the Peace and Security Section, Promotion and Planning Service, DPI, for inclusion in any memorial.

**Action 4.**

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

1. UNSECOORD, tel. 1 (212) 963-7584, is the authority responsible for either authorizing an autopsy or waiving the requirement for one on deceased United Nations personnel. Depending on the circumstances in each case, the Security Coordinator may direct that an autopsy be conducted in the host country or on the return of the body to the staff member's home country. In view of possible religious or other implications, it is required that the prior approval of the host government authorities be obtained and that the next of kin be informed.
2. A United Nations doctor should be present, whenever possible, when the local government authorities, on the direction of the Security Coordinator, conduct an autopsy. If a United Nations doctor is not available, UNSECOORD should be consulted concerning appropriate United Nations representation during an autopsy.
3. Whenever possible, the immediate family of the deceased should be consulted prior to an autopsy. In the case of death due to suspected wrongdoing, the next of kin should be advised that an autopsy is needed to enable a proper investigation to be made. UNSE-

COORD will respond to any request from the family for an autopsy to be conducted or waived.

4. In cases where an autopsy is not conducted, or is conducted in the host country and the cause of death may be in dispute, the lead United Nations Security Officer should consult with UNSECOORD who may direct that an autopsy be performed in the home country of the deceased or in a country other than that where the death occurred.

**Action 5.**

**Arrange for proper handling of the remains, pending transportation**

1. Under Staff Rule 107.26, the United Nations shall pay the expenses of transportation of the body from the place of death to a place to which the deceased was entitled to return transportation. These expenses shall include reasonable costs for preparation of the body.

2. Preparation of the remains normally includes embalming. If embalming facilities are available in the mission area, the next of kin should be so advised and arrangements made to repatriate the remains as soon as feasible. The next of kin should be consulted about whether specific religious or cultural customs require special preparation of the remains. In responding to such requests, it should be conveyed that the mission area might have limitations that would have to be taken into account.

**Action 6.**

**Arrange for the transportation of the remains**

1. The United Nations shall pay the reasonable costs of transportation of the body from the place of death to a place to which the deceased is entitled to return transportation. Reasonable costs that may be reimbursed will be determined in accordance with administrative instruction ST/AI/2000/14, section 4.

2. For information on how to prepare for the transportation of the remains, see chapter IV.

3. Situations will vary from country to country and from one case to another. All steps taken should be well documented and copies of all documentation should be kept in a confidential file. This will help to avoid subsequent problems if questions arise about the procedures followed, whether from relatives, insurance companies, the government or United Nations authorities carrying out investigations.

4. As provided in Staff Rule 107.26, if local interment (cremation or other procedure for disposal of the remains) is selected, reasonable expenses incurred may be reimbursed in accordance with administrative instruction ST/AI/2000/14, section 4. During the visit to the family of the deceased by the designated United Nations officials, the family should be advised of this.

5. It is the responsibility of the DOA/CAO to ensure that the family of the deceased and PMSS are informed of the date and time of arrival of the remains. PMSS will coordinate with the family, either by having the family focal point accompany the remains to the airport or by sending a representative from the United Nations common system to the airport to assist in the reception of the remains. The staff member or United Nations representative accompanying the remains will have been informed prior to travelling that a United Nations representative will meet him or her at the airport.
6. A letter of condolence from the DOA/CAO will be given to the escort for delivery by hand to the next of kin.

**Action 7.**

**Obtain certified copies of the death certificate**

1. It is the responsibility of the field mission to obtain, without delay, at least seven certified copies of the death certificate or its officially certified translation.
2. Certified copies of the death certificate should be forwarded by the mission to PMSS, which will distribute them to the following:
  - Chief, Payroll Section, Accounts Division, OPPBA;
  - Chief, Insurance Claims and Compensation Section, OPPBA (with one copy for the Aetna Life Insurance Company, if required);
  - Chief Executive Officer, UNJSPF;
  - Secretariat of the Advisory Board on Compensation Claims and Claims Board, in cases in which the death may be attributable to the performance of official duties.
3. One copy of the death certificate or its officially certified translation should be attached to the end-of-service PA for inclusion in the official status file.
4. One copy of the death certificate or its officially certified translation should be sent to the following:
  - UNSECOORD, if needed, for any claim under the Malicious Acts Insurance Policy;
  - The family of the deceased.

**Action 8.**

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

1. The office and desk of the deceased, as well as the residence in the mission area, as appropriate, should be sealed as promptly as possible.

2. Upon notification of the death, the DOA/CAO or the designated representative shall send a memorandum to the Chief Security Officer requesting that the office, desk and residence, as appropriate, be sealed and that an inventory be taken of the personal effects of the deceased and of all property issued in his or her name.
3. Upon approval, the following officials will normally participate in opening the office and desk of the deceased and in taking an inventory of the personal effects found there:
  - Personnel of the Security and Safety Service, OCSS;
  - A member of the Staff Counsellor’s office, if available;
  - A designated official of the DOA/CAO, or in his or her absence the designated official (for example, Chief Civilian Personnel Officer or Administrative Officer).
4. If appropriate, the mission shall coordinate this action with UN-SECOORD, which may direct that certain contents remain secured until the end of its investigation.
5. The contents of the office of the deceased shall be divided into three lots: (a) items going to the family of the deceased; (b) items belonging to the United Nations; and (c) items to be disposed of. Discretion should be used in deciding what should be kept when sorting through the personal effects of the deceased.
6. If the deceased had resided in accommodation provided by the United Nations, the same procedures should be followed with respect to the sealing and disposing of the contents of the residence.
7. An inventory should be taken of each separate lot.
8. The personal items of the deceased should be secured inside sealed boxes and stored in a secure location under the care of the DOA/CAO until the investigation (if any) of the death is complete and their removal becomes possible. The office of the DOA/CAO shall then provide a “material package receipt” to the parties who will remove the boxes from the field mission.
9. The Chief of Security at the mission shall secure each of the separate inventories. He or she shall document all personal items removed, obtain the signatures on the inventory of the personnel present upon its completion, and file the inventory with the security section.
10. A copy of the inventory of personal effects will be forwarded to PMSS.
11. Personal property, as opposed to payments owed by the United Nations, forms part of the estate of the deceased and is subject to the laws governing wills, succession and administration of estates. When valuable items are involved, the presumed heir or heirs (normally the closest relative or relatives) should execute a “receipt and release, hold

harmless and indemnification agreement” before a notary public and the document should be given to the DOA/CAO (or PMSS, depending on where the family is located) in exchange for the property. For an example of the document to be used at Headquarters, see **exhibit 2**.

12. In case of doubt as to the appropriate disposition of any items, PMSS should be advised and legal advice sought.

**Action 9.**

**Retrieve items belonging to the United Nations**

1. The United Nations laissez-passer of the deceased must be retrieved and returned to PMSS, which will send it to the Visa Office at Headquarters for cancellation.
2. Any firearms or ammunition (whether owned personally or issued by the United Nations) found among the personal effects of the deceased must be retrieved promptly by the security section of the mission, the military contingent, the military observers or the civilian police, depending upon the situation.
3. Any equipment or vehicle that had been issued by the mission should be retrieved and the retrieval should be documented appropriately.

**Action 10.**

**Arrange for counselling**

1. The DOA/CAO should consult with PMSS and UNSECOORD regarding staff psychosocial needs following the death of a staff member. It is highly advisable that counselling support be provided to staff following a traumatic event and that follow-up support be provided on a predetermined date. These services can be coordinated through the focal point for DPKO counselling assigned to UNSECOORD.

**Action 11.**

**Convene a Board of Inquiry**

If the DOA/CAO deems it appropriate, a BOI should be organized in accordance with established rules and procedures.

**Action 12.**

**Arrange for a ceremony to be held at the mission**

See chapter IV.

**Action 13.**

**Attend the family and/or private ceremony at the place of burial**

1. As set out in chapter IV, if a family focal point has not been given the responsibility to accompany the remains and to attend the funeral rites and ceremonies in the home country, the DOA/CAO will

appoint a staff member to carry out these responsibilities. It is the responsibility of the escort, in cooperation with the airlines concerned, to ensure the safe custody and respectful handling of the remains en route and to deliver to the next of kin the documentation needed for the burial. The escort will always travel on the same flight as the remains. When the remains are flown to a United Nations duty station, an official of the United Nations shall meet the escort.

2. As appropriate, the escort may be required to represent and speak on behalf of the Organization at the ceremonies in the home country. These duties should be planned at the mission prior to departure.

3. For further suggestions on memorial services, see chapter IV.

## **B. Actions to be taken by Personnel Management and Support Service**

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

Action 1.

Notify the emergency contact or next of kin.

Action 2.

Notify other United Nations offices.

Action 3.

Prepare and dispatch letters of condolence.

Action 4.

Identify all dependants and beneficiaries.

Action 5.

Determine and estimate entitlements.

Action 6.

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

Action 7.

File the Advisory Board and Compensation Claim, as appropriate.

Action 8.

File insurance papers.

Action 9.

Coordinate the preparation of the memorial display with the Department of Public Information.

**Action 1.****Notify the emergency contact or next of kin**

1. For military contingent members, military observers and civilian police officers, PMSS will verify with the field mission that the national and mission headquarters of the deceased have been notified of the death and that the next of kin has been identified and contacted. PMSS should then immediately advise the Situation Centre to proceed with the standard operating procedures.
2. For United Nations Volunteers, PMSS will confirm that UNV/Bonn has been notified and that the next of kin has been identified and contacted.
3. For international United Nations staff and civilian staff on contract, PMSS will establish who is listed as the emergency contact and who is the next of kin (these are not always the same) from the deceased's official file in accordance with the steps set out in section A, "Actions to be taken at the field mission". PMSS will then decide who is to notify the emergency contact or the next of kin.
4. PMSS will designate a family focal point. Depending on the location of the family, the family focal point will accompany the senior officer, if possible, to notify the next of kin. The family focal point designated by PMSS will handle all subsequent dealings with the family and provide liaison as necessary with the family focal point designated by the mission, if there is one, or with the relevant United Nations organization. The field mission and PMSS shall inform each other of the name of their respective family focal points.
5. PMSS will maintain close contact with both the Office of the Spokesperson and the DOA/CAO of the mission to ensure that no information is released to the press before the family members are notified of the death.

**Action 2.****Notify other United Nations offices***Military personnel or United Nations civilian police*

1. Upon receiving notification of the death of United Nations military personnel or United Nations civilian police, duty officers at the Situation Centre shall notify by telephone the following:
  - The Political and Military Desk Officers, to obtain their recommendations concerning if and when it is necessary to inform the Division Director and the Military Adviser. If the Political and Military Desk Officer cannot be found, the Division Director and the Military Adviser should be informed directly;
  - UNSECOORD, tel. 1 (212) 963-7584;
  - PMSS/FALD, tel. 1 (212) 963-0664, -6141 or -2145;

- The Office of the Spokesperson, tel. 1 (212) 963-5128;
  - The relevant permanent mission to the United Nations;
  - The Civilian Police Unit, Military and Civilian Planning Division, DPKO (for members of UNCIVPOL), tel. 1 (212) 963-1293).
2. During silent hours (including on weekends), duty officers shall report immediately to the authorities concerned by fax after receiving a notification of death from the field mission. The authorities concerned are as follows:
- The relevant permanent mission in New York City;
  - DPKO Military Adviser, tel. 1 (212) 963-9070;
  - PMSS/FALD, tel. 1 (212) 963-6141;
  - DPKO Medical Support Unit, tel. 1 (212) 963-4925;
  - Civilian Police Unit, Military and Civilian Planning Division, DPKO (in the event of an UNCIVPOL casualty), tel. 1 (212) 963-3452;
  - Office of the Assistant Secretary-General for Planning and Support, tel. 1 (212) 963-1379;
  - Office of Logistics, Management and Mine Action Service (only in mine incidents), tel. 1 (212) 963-2498;
  - Office of the Spokesperson, tel. 1 (212) 963-1921.

*Civilian staff*

3. Upon being informed of the death of a staff member in cases in which the death is attributable to a malicious action, PMSS should first notify UNSECOORD.
4. In all cases of death occurring while in the service of the Organization, PMSS should send notification in writing to the following offices:
- OHRM;
  - Head of the parent department/office/organization (if the staff member is on assignment from within the United Nations system) who in turn will notify the director of the division and the supervisor concerned as well as the Security and Safety Service;
  - Director of FALD;
  - Medical Director;
  - Chief, Payroll Section, Accounts Division, OPPBA;
  - Chief Executive Officer, UNJSPF;
  - Chief, Insurance Claims and Compensation Section, OPPBA;

- Secretariat of the Advisory Board on Compensation Claims and Claims Board, in cases in which the death may be attributable to the performance of official duties;
  - Staff Counsellor;
  - Chief, Transportation Operations Section, Travel and Transportation Service, OCCS, if relevant.
5. PMSS shall decide in each case whether the Secretary-General, or his Chef de Cabinet, and DPI should be kept informed.
  6. For examples of memoranda to the various offices mentioned above see **exhibits 3-6**.

**Action 3.**

**Prepare and dispatch letters of condolence**

1. It is important that a cable or letter of condolence, signed by the Assistant Secretary-General, OHRM, as appropriate, be addressed to the next of kin of all civilian staff of the United Nations, whether internationally or locally recruited, as soon as possible after initial notification of the death has been received.
2. In cases of the death of either a military contingent member or a military observer, the Military Adviser's office shall be responsible for drafting a letter to the permanent mission of the deceased. For an example of such a letter, see **exhibits 11 and 12**.
3. In cases of the death of a civilian police officer, a Civilian Police Adviser shall draft a letter to the permanent mission of the deceased.
4. In cases of the death of a United Nations Volunteer, PMSS shall send a letter of condolence to the next of kin for the missions it administers. UNV/Bonn shall also send a letter.
5. Letters should be prepared in the appropriate language, with an English translation. In addition to the official letters, staff members who wish to write letters of condolence may do so.
6. In the drafting of letters of condolence, care should be taken to avoid any resemblance to a form letter. Consideration should also be given to the national, religious, ethnic and cultural background of the deceased and to prevailing customs in his or her home country.

**Action 4.**

**Identify all dependants and beneficiaries**

1. Before the entitlements arising out of the death of a staff member can be determined, it is necessary to ascertain the identity and exact address of the spouse, dependent children and the beneficiary or beneficiaries (if different from the spouse and dependent children).

2. The identification of the beneficiaries must be made and communicated to the next of kin in order to determine what assessment of entitlements has arisen as a result of the death of the staff member. Verify with the DOA/CAO that the next of kin has already been informed of the death. This is particularly important in cases in which the spouse and dependent children have not been named as beneficiaries or such information is incomplete or missing in the official status file.
3. In connection with entitlements, a staff member may have the following beneficiaries:
  - A beneficiary or beneficiaries designated by the staff member at the time of appointment, in accordance with the requirements of Staff Rules 112.5, 212.4 or 312.4, and indicated on the form “Designation, change or revocation of beneficiary” (P.2). The most recent P.2 form is to be found in the official status file and the information should also be recorded in IMIS;
  - A beneficiary or beneficiaries under the Regulations of UNJSPF or in an up-to-date A/2 form. The Chief Executive Officer of the Fund should be informed of this designation (see chapter V);
  - A spouse or dependent children as set out in Staff Rules 109.5(i) and 109.10(a)(vi) or 209.9(i), 209.11(a)(v) or 309.6, or as may be determined in application of article 10.2 of appendix D to the Staff Rules;
  - A beneficiary or beneficiaries designated by the staff member upon entry into the GLI plan or in an up-to-date GLI form and payable by the Aetna Life Insurance Company through ICCS (see chapter VI).

#### **Action 5.**

##### **Determine and estimate entitlements**

1. Once the beneficiaries are identified, it is normally the responsibility of PMSS to determine the entitlements and request the Payroll Section, Programme Planning and Budget Division, OPPBA, to settle the payments as soon as possible.
2. It is the responsibility of PMSS to see to it that the final clearance forms are processed without delay. Effective 1 September 2000, the P.35 form was replaced in IMIS with two forms: the disengagement PA and the separation PA. The disengagement PA will release the last month’s pay only and should be issued by the Executive Officer and FALD as soon as possible. The separation PA will release the payment of all other entitlements that apply, such as the death benefit, accrued annual leave etc., and may be issued later. At offices and duty stations where IMIS is not available and for all local staff of field missions who are not in IMIS, the P.35 form continues to be used.

3. The family focal point designated by PMSS must ensure that the beneficiaries ultimately provide, at a minimum, the following:

- Payment instructions;
- Copies of birth and marriage certificates;
- For minors, proof of guardianship;
- Completed form or letter for compensation claims in accordance with annex D;
- UNJSPF form on “Instructions for payment of benefits”;
- Insurance claim form.

4. Where appropriate, PMSS will submit such information as may be required by the Secretariat of the Advisory Board on Compensation Claims and Claims Board so that the Board may be convened to consider the compensation entitlements as early as possible (see chapter VII).

5. Since the determination of entitlements and the settlement of the payments may require some time, it is important for PMSS (through its designated family focal point) to keep the family informed at all stages of the settlement. If necessary, PMSS shall arrange for the designated beneficiary or beneficiaries to receive an advance against the payments due.

6. In connection with entitlements, the various kinds of payments made by the United Nations are as follows:

- Payments to the beneficiary or beneficiaries designated on forms provided by the United Nations such as the following:

Salaries, allowances and benefits standing to the credit of the staff member as of the date of death (see Staff Rules 112.5, 212.4 and 312.4), for example, dependency allowances, accrued annual leave days and language allowances minus any advances, such as an education grant advance to the beneficiary or beneficiaries designated by the staff member on the P.2 form, “Designation, change or revocation of beneficiary”. It is possible that the designated beneficiaries on the P.2 form are not the staff member’s dependants, spouse or children. If they are not, payment of the death and repatriation benefits will not apply. These benefits shall be due only to dependants as recognized by the Organization;

Payments which may be due for travel or mission subsistence allowance, which are payable to the same beneficiary or beneficiaries as above. These are calculated and paid separately by the Accounts Division, OPPBA. Close coordination with the field mission administration is necessary to ensure that all payments due are reflected accurately;

Pension benefits payable in accordance with the Regulations of the Fund. For instructions on obtaining pension entitlements through the secretariat of UNJSPF, see chapter V. (In this connection, note that the separation notification form PENS.E/4 should be completed.);

Life insurance benefits (if the staff member was covered by the GLI plan) payable to the beneficiary or beneficiaries designated by the staff member at the time of entry in the GLI plan. These benefits shall be paid by the Aetna Life Insurance Company through ICCS. Release of the insurance benefits may, under national laws governing inheritance, be subject to certain conditions. For instructions on obtaining life insurance entitlements, see chapter VI.

- Payments made by straightforward application of the Staff Rules to the surviving spouse and dependent children, such as the following:

Death benefit (Staff Rule 109.10 (a)(vi) or 209.11(a)(v) or 309.6), based on the number of completed years of service, paid to the surviving spouse and dependent children only. This benefit is not paid to any other beneficiaries designated by the staff member and does not go into the estate;

Repatriation grant (Staff Rules 109.5 (b)(ii) and (i) (ST/SGB/2000/1) or 209.6(b)(ii) and (i) (ST/SGB/2000/2)) payable only to a surviving spouse or one or more dependent children whom the Organization is obligated to repatriate. The grant is not paid to any other beneficiaries designated by the staff member and does not go into the estate;

Removal cost for personal effects and household goods (Staff Rule 107.27) or, when no entitlement to removal cost exists, an unaccompanied shipment entitlement (Staff Rules 107.21, 207.20 and 307.6) granted to a surviving spouse or one or more dependent children whom the Organization is obligated to repatriate.

- Compensation payments, such as the following:

Payments under appendix D to the Staff Rules, when the death is attributable to the performance of official duties, as determined by the Secretary-General (see chapter VII);

ASHI coverage, payable to the surviving spouse and eligible dependants in accordance with the provisions of the relevant administrative instructions (see chapter VI);

7. Once the entitlements are identified, you may wish to use the “Schedule of entitlements worksheet” to prepare an estimated determination of entitlements (see **exhibit 9**).

8. PMSS, through its family focal point, shall advise the family as promptly as possible of the preliminary findings. A copy of the schedule of entitlements may be given to the family (with an explanation, in particular of compensation payments under appendix D). If there is any doubt as to the dependency or marital status, due caution should be exercised and advice given, to the extent possible, to the next of kin and/or the designated beneficiaries on issues that could subsequently affect the level of payments, for example, posthumous establishment of a dependent child.

9. PMSS, through its family focal point, shall discuss the following with the family, as applicable (for suggestions on how to discuss these issues, see chapter IX):

- The designated beneficiaries may be different from the surviving spouse and dependent children;
- The pension benefits will be determined after the death certificate is received;
- Entitlements for return travel, removal or unaccompanied shipment of personal and household effects and payment of the repatriation grant have specific time frames. Moreover, there is a connection with any travel that might take place or have taken place to and from the mission area.

**Action 6.**

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

1. PMSS shall ascertain whether any amounts are due to the United Nations. The mission should be consulted on whether there are outstanding accounts in the mission area.

2. Upon verifying that an amount is due, PMSS, through its family focal point, shall contact the next of kin to take up the issue. Considering the circumstances, it is most important that this be done in a tactful and sympathetic manner. To the extent possible, recovery should be accomplished against final payments due. The next of kin and beneficiaries will receive an accounting of the monies recovered and monies owed.

3. The calculation of monies owed by the deceased to the United Nations must be done prior to or in conjunction with issuance of final clearance. The final clearance should be initiated on an urgent basis. The final and correct payment of salary, allowances and benefits standing to the credit of the staff member is calculated by the Payroll Section, Programme Planning and Budget Division, OPPBA upon receipt of the completed form. It is then paid to the appropriate beneficiary or beneficiaries.

**Action 7.**

**File the Advisory Board and Compensation Claim, as appropriate**

1. To file a claim for compensation under appendix D to the Staff Rules, PMSS requires the following information and/or documentation for submission to the Advisory Board:

- Claim form (ABCC/1/amend.4) or official memorandum or letter, if in the field;
- Medical report (MS.15 form) from the United Nations Medical Service or medical reports from physicians designated by the United Nations, if in the field;
- Medical report (MS.16 form) from the United Nations Medical Service or medical reports from the claimant’s attending physicians;
- Report of the Security and Safety Service, if applicable;
- In the absence of a BOI or when there is a delay in convening the BOI, an administrative report from the head of mission indicating in detail the circumstances confirming that the incident occurred while in the performance of official duties;
- Statements of witnesses;
- Medical bills. The Advisory Board requires paid, original medical bills, except in cases in which the insurance company has made payments. In such cases, photocopies of the medical bills are acceptable, but they must be accompanied by a copy of the insurer’s explanation of benefits, indicating payment or rejection;
- Date of death, or if preceded by serious injury or illness, period of absence from duty as a result of the injury or illness;
- Copy of personnel action P.5, and the Special Service Agreement (SSA) or contract or agreement with the United Nations.

2. Under appendix D to the Staff Rules, claims must normally be entered within four months of the death of the staff member. In exceptional circumstances, the Secretary-General may accept for consideration a claim made at a later date.

3. If it is intended to file a claim for compensation under the “Notes of guidance of military observers/civil police monitors on assignment”, the following information and/or documentation is required by the Advisory Board for consideration of the claim:

- Submission of claim by the claimant or by his or her Government on his or her behalf;
- Medical reports from the claimant’s attending physicians;

- BOI report. If a BOI report is not available, an administrative report from the immediate supervisors indicating in detail the circumstances of the incident;
  - Statements of witnesses;
  - Medical bills. In most cases, military observers and civilian police monitors, being military personnel, are covered for all medical and hospital expenses by their Governments. Claims submitted are normally for loss of function or death as covered under the “Notes”;
  - Statement of earnings showing the monthly or annual base salary as certified by the Government;
  - Birth and marriage certificates of the claimant and dependants, and death certificate of claimant, if applicable.
4. Claims must normally be entered within four months of the military officer or police monitor’s death. In exceptional circumstances, the Secretary-General may accept for consideration a claim made at a later date.
5. FALD will advise the Advisory Board that a claim is being prepared.
6. Within 10 days of receipt of the BOI report from the mission, FALD shall submit copies to PMSS for forwarding to the Advisory Board in respect of claims. PMSS must ensure that this practice is adhered to.

**Action 8.**

**File insurance papers**

1. Under the terms of the Malicious Acts Insurance Policy, immediate notice of any incident that may be covered by the Policy must be given to the underwriters within 24 hours. The Policy also requires that the claim be submitted within one year of the incident.
2. PMSS shall ensure that the staff member’s death certificate and any background papers relevant to War Risks Insurance are filed with UNSECOORD (for example, letters of appointment spanning the period in which the death occurred and the BOI report).
3. The mission shall cooperate in locating these documents.

**Action 9.**

**Coordinate the preparation of the memorial display with the Department of Public Information**

1. As appropriate, PMSS shall coordinate with DPI (Exhibits Unit, tel. 1 (212) 963-8531) on the preparation of a memorial display for the deceased. Field missions shall offer their full cooperation in pro-

viding photographs and background information on the staff member's work in the field and on the circumstances of his or her death.

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## **III. The United Nations security management system**

### **A. Role of the Office of the United Nations Security Coordinator**

When a staff member dies under suspicious or unclear circumstances and/or in an accident, the senior United Nations official closest to the scene will take charge and coordinate his or her action with UN-SECOORD. UNSECOORD will exercise overall authority until the investigation is concluded, at which point the coordinating department or office will assume responsibility (see chapter I).

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

#### **1. United Nations Security Coordinator**

The Secretary-General of the United Nations has appointed a senior official as the United Nations Security Coordinator. This official reports directly to the Secretary-General and serves as his coordinator at United Nations Headquarters. The United Nations Security Coordinator is responsible for the following:

- All policy and procedural matters related to security;
- Ensuring a coherent response by the United Nations to any emergency situation;
- Formulating detailed recommendations directed at ensuring the security and safety of staff of the United Nations system and eligible dependants;
- Coordinating, planning and implementing inter-agency security and safety programmes, and acting as the focal point for inter-agency cooperation on all security matters;
- Assessing continuously the extent to which staff of the United Nations system and operations worldwide are exposed or vulnerable to security problems;

- Reviewing security plans formulated for United Nations staff in each country and ensuring that each duty station has an adequate state of preparedness with regard to contingency planning;
- On behalf of the Secretary-General, taking all decisions relating to the relocation or evacuation from highly insecure areas of staff members and their eligible dependants.

## **2. Designated official**

At each duty station, the Secretary-General, in consultation with the Executive Heads of the other organizations, appoints one senior official, normally the Resident Coordinator, as the designated official for security. The designated official has special responsibility for the security and protection of all staff members of the organizations and their eligible dependants at the duty station, and is accountable to the Secretary-General through UNSECOORD. The designated official reports all security matters to UNSECOORD and, in the case of serious security incidents or the death of staff members under suspicious or unclear circumstances and/or in accidents, brings these to the immediate attention of UNSECOORD and takes the actions described below.

## **B. Actions required in cases of death of staff members under suspicious or unclear circumstances and/or in accidents**

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

- Treating injured survivors;
- Identifying the remains;
- Securing the scene of the incident;
- Following official notification procedures;
- Documenting the remains;
- Disposing of the remains.

### **1. Treatment of injured survivors**

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

ness of the injury and how best to assist the victims. The following issues should normally be considered and planned for in advance, particularly when travel is undertaken to remote locations:

- Where is the nearest capable hospital?
- How can victims be stabilized until and during transportation?
- Will air movement be required? Are there accessible landing areas?
- If so, are flying ambulances or small aircraft that can transport litters available?
- What road transportation facilities are available?
- Can medical teams access the location of the injured parties?

## **2. Identification of remains**

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

## **C. Actions at the death scene**

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

- If police, gendarmes or soldiers are at the scene, their cooperation should be sought in securing the scene of the incident. A cordon should be established to keep the curious away. Evidence, such as weapons, shell casings or anything left by the perpetrators, must be protected;
- An accurate diagram of the scene should be developed as rapidly as possible, including the position of vehicles, landmarks and individuals. Recording the scene with a camera is ideal but may not

always be possible. Photos taken of the scene, the immediate surroundings, the larger scene in which the event occurred, and the perspective from victim to attacker and vice versa are useful. Distances need to be measured carefully. Regardless of which medium is used, copious notes should be taken;

- Witnesses need careful treatment. As soon as the United Nations official in charge has taken all possible action to preserve the scene, witnesses need to be identified and, if possible, interviewed separately. While this process will yield contradictions, ultimately a more reliable picture of the incident will emerge;
- A decision will be needed concerning the disposition of the physical evidence. If the authorities are on the scene, the United Nations official in charge should insist tactfully that the evidence be marked as to its role and placement at the scene. Plastic bags, if available, can be used for small items; boxes, canvas and carpets etc. can be used for large items. If the police are not present, but the scene of the incident is a fixed place such as a building that can be locked or guarded, then it is best to leave the evidence in place until the recording has been completed. If the site is remote or involves a vehicle, when all recording has been completed the physical evidence should be gathered and taken to the nearest United Nations office for safe keeping.

#### **D. Official notification procedures**

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

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

of kin has been informed. Any release of information should be coordinated with UNSECOORD.

### **E. Documentation**

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

- Death certificate;
- Police report;
- Post-mortem and/or autopsy report.

The death certificate is the basic document that will be required by various authorities in the country of assignment and the country of origin of the staff member, as well as by the United Nations and insurance companies. It should be signed by the attending physician and should include the date and the official stamp of the clinic or hospital. The cause of death should be described briefly. It is a good idea to have a large number of original death certificates (photocopies with original signatures and stamps), as most authorities insist on original or notarized copies.

In those countries or areas where there are police authorities, a police report will be needed. This document will be required in numerous copies for local authorities and other authorities. Police authorities usually do not agree to the removal of a body pending investigation. A statement that the remains of the deceased are no longer required by the police authorities will have to be issued prior to the removal of the body for burial.

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

### **F. Disposition of the remains**

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

It is very likely that the body of the deceased will need to be sent to his or her home country, almost always by air. Airlines should be consulted immediately since they have strict regulations regarding

the transportation of human remains. A shipping agent experienced in arranging for the transportation of the remains should also be contacted. Some of the large embassies may be able to recommend an agent that they have dealt with in the past. To be prepared for any eventuality, even before any incident occurs, a review of mortuaries and funeral homes at the duty station should be undertaken to determine what services are available.

If the remains are transported, no deterioration should occur during transit. Not all hospitals have mortuaries that are equipped to stop such deterioration. Some kind of cooling mechanism or a refrigerated room may be needed. In addition, an airline may request a certificate of embalment before it will accept the shipment. There are many parts of the world where the embalming of bodies is not a very common occurrence, and it may be necessary to prepare a special request to the authorities to arrange for this procedure.

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

A variety of documents may be required, depending on the country concerned. Typically, a letter from the foreign ministry, a copy of the passport of the deceased, a customs clearance certificate, and a certificate from a doctor stating that the deceased did not suffer from any communicable diseases may be needed by the airlines, in addition to copies of the death certificate, the police report and the embalment certificate, if applicable.

In most cases, airlines also require the name, address, and telephone and/or fax number of the consignee at the receiving end (for example, an undertaker), in order to verify that arrangements have been made in the home country of the deceased. Without a confirmation of the arrangements, the airlines will not accept the body for shipment.

## **G. Conclusion**

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

ments should exercise discretion and be tactful and sensitive when dealing with the family of the deceased.

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

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## **IV. Special procedures, ceremonies and memorial services**

Whenever United Nations staff members or associated personnel die in an area involving special hazards or under other special circumstances, legal actions, protocol, ceremonies and memorial services, as appropriate, may be required. The present chapter provides a summary of some special procedures required to ensure that the remains of the deceased are treated with respect and dignity. The chapter also offers suggestions on how to arrange memorial services for staff members who die while in the service of the Organization. When the circumstances of a staff member's death or his or her position in the Organization is of such public interest as to involve the Secretariat as a whole, OHRM may assume responsibility for such arrangements, either at its initiative or at the request of the coordinating department or office (see chapter I).

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

### **A. Transportation of the remains**

#### **1. Road movement**

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

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

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

- A United Nations official should accompany the remains at all times during repatriation to the home country or the country of burial. This official or another so designated at the receiving location should formally return the remains to the family;
- The United Nations official accompanying the remains should bring the following:

The personal effects of the deceased (see chapters I and II for details);

Original copies of certificates of death, sanitary treatment and embalment of the remains. These documents should also be translated into the language used at the point of disembarkation. The documents should be faxed to the repatriation location to facilitate speedy government clearance of the coffin on return to the home country;

The personal documents of the deceased, including passport, laissez-passer and health card.

Where applicable, a member or representative of the family of the deceased may accompany the remains during repatriation.

### **3. Reception at the airport**

For reception of the remains at the airport, the following arrangements should be made:

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

## B. Flags and honour guards

Depending on the circumstances, the flag of the United Nations or the host country, or the flag of the home country of the deceased may be used to drape the coffin and in other ceremonies. When possible, the immediate family should be consulted on the choice of flag. If the family has no preference or seeks the advice of the United Nations, the flag of the United Nations should be selected.

When a decision is made to use the flags of one or more Member States in addition to the flag of the United Nations, the flag of the United Nations will always have precedence.

Where it has been decided to drape the flag of the United Nations over the casket, the flag used should have the dimensions 6 × 9 ft. The flag should be issued to the escort, who will use it to drape the casket in official ceremonies in the mission area prior to departure, in official ceremonies en route (if any), and in ceremonies in the home country unless such a practice is proscribed by national regulations. The flag should be placed on the casket with the United Nations emblem centred on the upper surface. The material of the flag should be folded neatly to cover the ends and sides of the casket and fastened securely so that it will remain in place even during windy conditions and during movement of the casket from one place to another.

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

Unless the immediate family expresses its objection, honour guards will be drawn from the following:

- Uniformed United Nations security staff;
- Military or civilian police personnel serving with the United Nations;
- Officials of the police, security or military forces of the host country;
- Officials of the police, security or military forces of the home country of the deceased.

The immediate family should be asked to decide on the composition of the honour guard. When the immediate family has no preference or when it seeks guidance, the security, seconded military or civilian police personnel of the United Nations should be selected. A United Nations honour guard officiating at a funeral ceremony should normally comprise seven personnel.

When a decision is made to form an honour guard comprising personnel from the United Nations and a Member State, the policies

and procedures of the Member State and its decisions on the form of the honour guard will take precedence.

United Nations honour guards should not carry weapons, but they may be armed in accordance with local practice. United Nations honour guards shall not fire volleys or fusillades.

The positioning and actions of honour guards will be dictated by local practice and the physical environment. At the site of the grave or during a church service or other activity when the coffin is in view, the honour guard should flank the coffin, facing towards the mourners. United Nations honour guards should be posted before the arrival of the mourners. The honour guard should remain at “parade rest” for the duration of the duty or until the end of the ceremony. When ceremonies of long duration are expected, arrangements should be made to relieve each honour guard at 20-minute intervals.

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

### **C. Memorial services**

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

Traditionally, during Staff Day at Headquarters (in September) a memorial service is held at which there is a roll-call of staff, both civilian and military, who have lost their lives in the line of duty. In view of the number of casualties in peacekeeping missions and related events, it might be appropriate to arrange an official memorial service at Headquarters, to be held annually on an appropriate date, during the session of the General Assembly for example, to honour staff members who have lost their lives in the line of duty during the preceding 12 months. In the case of catastrophic events, special memorial events may also be arranged at Headquarters and duty stations away from Headquarters.

In principle, it is the responsibility of the parent department/office/duty station of the deceased, through the chief of the relevant office, to organize a memorial service at a suitable site, subject to the wishes of the next of kin and with due respect for religious beliefs and customs. Memorial services held at the parent duty station do not, of course, preclude the organization of other memorial services. Colleagues should feel welcome to organize suitable memorials for the deceased. When the circumstances of a staff member’s

death or his or her position in the Organization is of such public interest as to involve the Secretariat as a whole, OHRM may assume the responsibility, either at its own initiative or at the request of the coordinating department or office, for organizing a memorial service.

In planning a memorial service, it is important to take into account the wishes of the family, even if the service will be attended primarily by the colleagues of the staff member. The family focal point may act as the liaison between the family and the Organization with regard to the following:

- Official memorial service to be held at Headquarters. An ad hoc inter-office working group should be convened to oversee the preparations. The group should work in close coordination with the Executive Office of the Secretary-General and other offices/departments affected and should be convened by the Assistant Secretary-General for OHRM;
- Memorial services to be held within a department/office/duty station away from Headquarters. The Chief of Office should convene a working group to oversee the preparations.

The size of the memorial service and the degree of its formality should be decided upon first. High-level memorial services to be attended by more than 200 people will require a large conference room or similar facility, which will have to be booked or rented. A list of speakers will also be needed. Some departmental memorial services for 20-50 participants may be held in departmental conference rooms. Memorials for fewer than 20 colleagues may take place in the Meditation Room at Headquarters in New York or in the office of the DOA/CAO at offices away from Headquarters.

For high-level memorial services, the group making the arrangements should consider the need for the following:

- Designating a master of ceremonies;
- Designating and setting up the meeting room, including the provision and placement of flowers and flags;
- Inviting staff members and officials of the United Nations, representatives of the permanent missions and special guests;
- Inviting families, as applicable;
- Preparing the list of speakers and notifying the speakers;
- Drafting and printing the programme for the event;
- Preparing the scenario for the event;
- Arranging for honour guards and the display of the flags of the United Nations;

- Arranging for security at the airport and for the family of the deceased, as appropriate;
- Preparing statements by the Secretary-General and other officials;
- Preparing publicity, as appropriate.

For other memorial services, the need for the following may be taken into consideration:

- Designating the master of ceremonies;
- Preparing and printing a simple programme of events, which may include a favourite quote, poem or picture of the deceased;
- Inviting colleagues to speak, read a poem, play a piece of music or light a candle;
- Providing time for others to speak extemporaneously;
- Planning for a moment of silence or other group tribute;
- Offering prayer, as appropriate;
- Displaying photos of the deceased;
- Opening a book of condolences for signature;
- Providing liaison with the family.

In some cases, colleagues of the deceased may wish to prepare a lasting tribute that in some way reflects the personality or interests of the deceased. Among such tributes that have been made on past occasions are the following:

- Planting a tree;
- Making a contribution to a school playground;
- Making a contribution to a scholarship fund;
- Making a contribution to a favourite charity;
- Issuing a plaque;
- Creating a memorial chair or garden.

Memorials or tributes should be planned with the knowledge and agreement of the family.

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## V. Pension benefits

This chapter provides a brief explanation of some of the terminology used and the regulations and administrative policies followed by UNJSPF when processing death-in-service cases. Any omission or discrepancy in interpretation that may appear should be resolved by reference to the Regulations and Rules and Pension Adjustment System of the United Nations Joint Staff Pension Fund (JSPB/G.4/Rev.15).

### A. Pension benefits due to survivors

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

- *Widow's/widower's benefit.* The surviving spouse will be entitled to a widow's or widower's benefit, as the case may be, under articles 34 and 35 of the Regulations of UNJSPF;
- *Child's benefit.* A child's benefit, under article 36 of the Regulations of UNJSPF, is payable to each child of the participant while the child remains unmarried and under the age of 21. Benefits may also be payable to children over age 21, but only if they are found by the UNJSPF Board to have been incapacitated by illness or injury for substantial gainful employment;
- *Secondary dependant's benefit.* If there is no surviving spouse or child eligible for a periodic benefit, a secondary dependant's benefit may be payable. However, this benefit is payable only under certain circumstances and in strict conformity with article 37 of the Regulations of UNJSPF. A secondary dependant's benefit is payable to not more than one surviving secondary dependant of a participant who died in service. If such benefit is payable, it would be to either one surviving parent at the rate for a surviving spouse's benefit or to one unmarried surviving sister or brother under the age of 21 at the rate for a child's benefit. In the event there is more than one person eligible under article 37, the benefit shall be payable to the person designated by the participant or, in the absence of such designation, to the person designated by the Board;
- *Residual benefit.* If there is no surviving relative eligible for a periodic benefit, as described above, a residual benefit may be payable under article 38 of the Regulations of UNJSPF. This settle-

ment would be payable to a recipient designated by the participant on the form, “Designation of recipient of residual settlement” (A/2 form). It should be noted, however, that this one-time payment is payable only if, upon the death of a participant, the total amount of benefits already paid to that participant and/or to his or her respective survivors is less than that participant’s own contributions.

## **B. Administrative procedures and requirements**

### **1. Personnel or Finance Officer**

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

- Ensure that the survivor has duly completed and submitted an original payment instruction form (Pens. E/2);
- Ensure that a disengagement PA is issued and forwarded to UNJSPF by OHRM, reflecting the death in service, the number and the names of children receiving child allowances, and the amount of such allowances being paid at the time of the death. The PA should also indicate the number and the names of spouses recognized by the Organization. Disabled children should also be so identified;
- Complete and sign an IMIS end-of-service PA, which should be initiated by the appropriate Executive Office. The original must then be forwarded to UNJSPF through OHRM and the Accounts Division; for UNDP and UNICEF the original form must be forwarded directly to UNJSPF;
- Issue a duly completed and signed separation notification form (Pens. E/4 form) and send the form to UNJSPF. A copy of the form must also be forwarded to UNJSPF by the Accounts Division.

### **2. Survivor**

To commence receiving a benefit following the death in service of a participant, the survivor must do the following:

- Submit an original, duly completed and signed payment instruction form (Pens. E/2) if the survivor is a surviving spouse. If there are no surviving spouses, the form must be submitted by the legal guardian of minor children or by the children themselves. If there are no periodic benefits payable, the form must be submitted by the designated beneficiaries of the residual settlement, as indicated on the form, “Designation of recipient of a residual settlement” (A/2). If thumbprints are used as a signature by any of these survivors, the prints must be authenticated officially;

- Provide UNJSPF with an original death certificate (not a medical certificate) or a certified copy of the death certificate as issued by local authorities;
- Contact UNJSPF to inquire whether or not additional documentation is required (for example, in respect of children under the age of 21, disabled children or any secondary dependants that may be eligible).

### 3. Active staff members

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

- Ensure that UNJSPF has on record the duly completed and up-to-date form, "Designation of recipient of a residual settlement" (Pens. A/2);
- Ensure that the annual statement reflects accurately the date of birth, marital status and number of children. If it does not, the correct information should be given to the Personnel Officer, who should convey the information to UNJSPF;
- Ensure that the prospective survivors are aware that if the participant dies, UNJSPF will need an original death certificate (i.e., not a medical certificate) or a certified copy of the death certificate as issued by local authorities, and an original, duly completed and signed payment instruction form (Pens. E/2);
- Ensure that spouses or other prospective survivors have copies of all relevant birth certificates (for example, for the participant, for themselves and for each child under age 21). Copies of relevant marriage certificates and/or divorce decrees should also be available.

### C. Definition of terms

Among the terms frequently used by UNJSPF are the following:

- *Beneficiary*. This term is used in referring to former UNJSPF participants who have officially separated from service and are entitled to periodic benefits from UNJSPF. The term is also used in reference to any spouse, child or secondary dependant, who by virtue of a former staff member's participation in UNJSPF is entitled to receive a periodic benefit from UNJSPF. The eligibility for such benefits is described in articles 34–37 of the Regulations of UNJSPF;
- *Child*. This is defined in the Regulations of UNJSPF as a child existing on the date of separation or death in service of a participant, including the stepchild or adopted child of a participant

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and a child in utero upon its birth. In the event of uncertainty as to whether adoption has taken place, the matter will be decided by the Board. Eligibility for a child's benefit is addressed in article 36 of the Regulations of UNJSPF;

- *Death after service.* UNJSPF uses this term in describing the death of a beneficiary (i.e., a former active participant who had retired and who had been receiving a periodic benefit from UNJSPF at the time of his or her death). There is a distinct difference between this term and the term death in service, which is used to describe the death of an active participant. The distinction between these two terms is important since it has a direct bearing on the methodology used in establishing the monetary amount due to the surviving spouse. In the event a beneficiary dies, the surviving spouse's benefit will normally be half the retirement, early retirement or disability benefit being paid or payable at the time of the beneficiary's death, without regard to any possible partial lump-sum commutation;
- *Death in service.* UNJSPF generally uses this term in describing the death of an active participant of UNJSPF. There is a distinct difference between this term and the term death after service which is used to describe the death of a beneficiary. The distinction between these two terms is important since it has a direct bearing on the methodology used in establishing the monetary amount due to the surviving spouse. In the event a participant dies while still in the service of a member organization, the surviving spouse's benefit will normally be half the standard retirement benefit that would have become payable had the participant continued his or her active participation until normal retirement age. All benefits derived from death-in-service cases are explained in articles 34, 35, 35(bis), 35(ter), 36, 37, and 38;
- *Dependant.* This term applies only in defining a secondary dependant who is in receipt of financial support from the participant in an amount sufficient to meet the financial criteria established for payment of a secondary dependant's allowance under the Staff Regulations and Rules of the member organization by which the participant was employed immediately prior to separation or death in service, whether or not such allowance was in fact payable;
- *Designated recipient of a residual settlement.* Following the death of a participant, this would be the individuals designated by the participant on his or her most recent Pens. A/2 form (as defined in article 38 of the Regulations of UNJSPF). If the participant was still active at the time of death (i.e., not retired), the amount of the residual settlement would be equal to the participant's own contributions to UNJSPF, subject to the considerations set out in the next paragraph. The settlement in this case would be payable to the designated recipient who is alive when

the payment is due. In the absence of such recipient, the settlement would be paid to the estate of the participant;

- *Recipient of a periodic survivor's benefit* under articles 34-37 of the Regulations of UNJSPF. The recipient is automatically the widow, widower, unmarried child under 21 or eligible secondary dependant. When a benefit is payable under any of these articles, no benefit becomes payable under article 38 (residual settlement), unless, upon the cessation of the payments to survivors, the total amount of the benefits paid to the beneficiary and his or her survivors (under articles 34-37) is less than the participant's own contributions plus interest. In this event, the difference will be paid to the designated recipient as indicated on the most recent Pens. A/2 form;
- *Emergency Fund*. This Fund was established by the Board in 1973 to help alleviate financial hardship due to illness, infirmity or similar causes that may arise for recipients of small pensions by providing aid in individual cases of proven emergency. While the Emergency Fund is primarily for the use of beneficiaries already in receipt of a periodic benefit, UNJSPF may also consider providing assistance from the Emergency Fund towards meeting the funeral expenses of a participant who dies while in the service of the Organization (currently up to a maximum of US\$ 850). In this respect, however, UNJSPF must receive a written request, together with a copy of the bill for funeral services and an original dated receipt indicating the full name and relationship of the person who made the payment and providing confirmation that all the funeral expenses have been paid in full. Upon receipt of all required documentation, UNJSPF will make a case-by-case determination. Personnel Officers should contact UNJSPF before offering any advice in connection with the Emergency Fund. All active participants and beneficiaries of UNJSPF are advised of the existence of the Emergency Fund through the UNJSPF annual letter.
- *Legal guardian*. Benefits due and payable under the Regulations of UNJSPF to the children of a participant shall, unless there are exceptional circumstances, be paid on their behalf to the participant and, upon the participant's death, to the surviving parent or legal guardian of each child. The legal guardian for UNJSPF purposes would be the person having legal custody of a beneficiary to whom UNJSPF pension benefits are due. It generally refers to a court-appointed guardian of a minor child or other beneficiary who is medically and legally determined to be incapable of managing his or her affairs;
- *Medical examination*. In respect of Fund benefits, the significance of undergoing a medical examination cannot be emphasized enough. If an active participant fails to undergo a medical examination, there will be no spousal and/or secondary benefit due until

that participant qualifies by completing five years of contributory service with UNJSPF. The complete terms of this requirement are contained in article 41 of the Regulations of UNJSPF;

- *Next of kin.* This term is not used officially by UNJSPF in its Regulations and Rules, as it is generally the Personnel Officer of the employer organization who makes initial contact with the next of kin in respect of death-in-service cases. In such cases, UNJSPF subsequently interacts with the surviving spouse, children and/or legal guardians if children are of a minor age and, failing that, with the designated recipient of a residual settlement, as indicated on the UNJSPF A/2 form;
- *Normal retirement age.* This term is defined in the Regulations of UNJSPF to mean age 60, except that it shall mean age 62 for a participant whose participation commenced or recommenced on or after 1 January 1990;
- *Participant.* This term is most frequently used by UNJSPF in referring to active staff members whose eligibility to participate in UNJSPF has been determined in accordance with article 21 of the Regulations and Rules of UNJSPF. Although it generally refers to those staff members who are contributing a percentage of their pensionable salary (7.9 per cent) to UNJSPF, the term also incorporates those staff members who are on officially approved leave, with or without pay;
- *Regulations.* This refers to the Regulations of UNJSPF, as adopted by the United Nations General Assembly and amended from time to time by the Assembly, following recommendations by and consultation with the United Nations Joint Staff Pension Board (UNJSPB). The Regulations of UNJSPF, as well as its adjustment system, are now available on the Internet (<http://www.un.org/unjspf/>);
- *Secondary dependant.* As defined in the Regulations of UNJSPF, this term shall mean the mother or father, or the unmarried brother or sister under the age of 21 who was dependent on the participant at the date of the participant's death in service or from the date of the participant's separation from service to the date of death if the participant died after separation. Eligibility for a secondary dependant's benefit is addressed in article 37 of the Regulations of UNJSPF. The Board has further prescribed, in the Administrative Rules of UNJSPF, the meaning of dependant for the purpose of this definition;
- *United Nations Joint Staff Pension Board.* UNJSPF is administered through the Board, which currently comprises 33 members, representing the United Nations and 18 other member organizations. The Board members are chosen as follows: one third by the General Assembly and the corresponding governing

bodies of the other member organizations, one third by the Executive Heads and one third by the participants;

- *United Nations Joint Staff Pension Fund*. This is the name of the multi-employer defined benefit pension fund that was established by the General Assembly to provide retirement, death, disability and related benefits for the eligible staff of the United Nations and 18 other member organizations of UNJSPF;
- *Widow*. In the event a participant dies while in the service of a member organization of UNJSPF, a widow's benefit is payable to the surviving female spouses of that participant. Article 34 of the Regulations of the Fund enumerates the full scope of a widow's entitlement. The Regulations also provide, under specific conditions, for benefits to be payable to divorced surviving spouses (article 35 bis) as well as for spouses married after separation (article 35 ter);
- *Widower*. In the event a participant dies while in the service of a member organization of UNJSPF, a widower's benefit is payable to the surviving male spouses of that participant. Article 35 of the Regulations of UNJSPF enumerates the full scope of a widower's entitlement. The Regulations also provide, under specific conditions, for benefits to be payable to divorced surviving spouses (article 35 bis) as well as for spouses married after separation (article 35 ter).

#### **D. Articles relevant to processing death-in-service pension benefits**

##### *Article 34. Widow's benefit*

(a) A widow's benefit shall, subject to article 41 and to (b) below, be payable to the surviving female spouse of a participant who was entitled to a retirement, early retirement, deferred retirement or disability benefit at the date of his death or to the surviving female spouse of a participant who died in service, if she was married to him at the date of his death in service or, if he was separated prior to his death, if she was married to him at the date of separation and remained married to him until his death;

(b) A benefit shall nevertheless not be payable if the participant had commuted his widow's prospective benefit under article 28 or 29 or had commuted a deferred retirement benefit under article 30(c);

(c) The benefit shall, if the participant died in service or during entitlement to a retirement, early retirement or disability benefit, be payable at the standard annual rate of half the retirement, or the disability benefit that would have been payable to the participant had he become entitled thereto at the date of his death, or half of his retirement, early retirement or disability benefit including such part

thereof as may have been commuted, as the case may be, provided that the rate shall not be less than the smaller of the following:

(i) \$750.00, increased to \$2,941.08 under the Pension Adjustment System of UNJSPF, effective 1 April 1997; or

(ii) Twice the standard annual rate above;

(d) The annual rate of the benefit shall, notwithstanding (c) above, not be less, when no other benefit is payable on the account of the participant under the Regulations of UNJSPF, than the smaller of \$500.00, increased to \$1,868.40 under the Pension Adjustment System of UNJSPF, effective 1 April 1997, or the final average remuneration of the participant;

(e) The benefit shall, if the participant died after the commencement of a deferred retirement benefit that had not been commuted under article 30(c), be payable at half the annual rate of such benefit and, if he died before its commencement, at the rate of half the actuarial equivalent at the date of death of the annual rate of the benefit at the normal retirement age;

(f) The benefit shall be payable at periodic intervals for life, provided that a benefit payable at an annual rate of less than \$200.00 may be commuted by the widow into a lump sum that is the actuarial equivalent of the benefit at the standard annual rate under (c) above or the annual rate under (e) above, as the case may be;

(g) The benefit shall, where there is more than one surviving spouse, be divided equally between the spouses, and upon the death of each such spouse shall be divided equally among the remainder.

*Article 35. Widower's benefit*

A widower's benefit, at the rates and under the conditions applicable in article 34 to a widow's benefit, shall be payable to the surviving male spouse of a participant.

*Article 35 bis. Divorced surviving spouse's benefit*

(a) Any divorced spouse of a participant or former participant, separated on or after 1 April 1999, who was entitled to a retirement, early retirement, deferred retirement or disability benefit, or of a participant who died in service on or after that date, may, subject to the provisions of article 34(b) (applicable also to widowers) request a former spouse's benefit, if the conditions specified in subparagraph (b) below are fulfilled;

(b) Subject to subparagraph (d) below, the divorced spouse is entitled to the benefit set out in subparagraph (c) below, payable prospectively following receipt of the request for a divorced surviving spouse's benefit, if, in the opinion of the Secretary, all of the following conditions are fulfilled:

(i) The participant had been married to the former spouse for a continuous period of at least 10 years during which contributions were paid to UNJSPF on account of the participant or the participant was awarded a disability benefit under article 33 of the Regulations of UNJSPF;

(ii) The former spouse had not remarried;

(iii) The participant's death occurred within 15 years of the date when the divorce became final, unless the former spouse proves that at the time of death the participant was under a legal obligation to pay maintenance to the former spouse;

(iv) The former spouse has reached the age of 40. Otherwise the benefit entitlement shall commence on the day immediately following the day that age is reached;

(v) Evidence is provided by the former spouse that the participant's pension entitlement from UNJSPF had not been taken into account in a divorce settlement;

(c) A former spouse who, in the opinion of the Secretary, has met the conditions set out in subparagraph (b) above shall be entitled to the widow's or widower's benefit under article 34 or 35 as the case may be; however, if the participant is survived by both one or more such former spouses and/or by a spouse entitled to a benefit under article 34 or 35, the benefit payable under article 34 or 35 shall be divided between the spouse and former spouse(s) in proportion to the duration of their marriages to the participant;

(d) Article 34 (f) and (g) shall apply *mutatis mutandis*.

*Article 35 ter. Spouses married after separation*

(a) A former participant receiving a periodic benefit may elect to provide a periodic benefit for life in a specified amount (subject to subparagraph (b) below) to a spouse who was not married to him or her at the date of separation. Such election shall be made within 180 days of the date of marriage or of the entry into force of this provision, if later to the date of marriage, and shall become effective one year after the date of marriage or one year after the date of entry into force of this provision, as appropriate. The benefit shall be payable as of the first day of the month following the death of the former participant. When the election becomes effective, the benefit payable to the former participant shall be reduced in accordance with actuarial factors to be determined by the consulting actuary of UNJSPF. An election under this subsection may not be revoked after it becomes effective, except by the death of the spouse, in which case it will be considered terminated as from that date;

(b) Any election made under subparagraph (a) shall be subject to the following:

- (i) The amount of the periodic benefit payable to the former participant, after reduction on account of elections made pursuant to subparagraph (a) above, shall be at least one half of the benefit which would have been payable without any such elections;
- (ii) The amount of the benefit payable to the spouse shall not be larger than the amount of the benefit payable to the retired participant after reduction for the elections.

*Article 36. Child's benefit*

(a) A child's benefit shall, subject to subparagraphs (b) and (c) below, be payable to each child of a participant who is entitled to a retirement, early retirement or disability benefit or who has died in service, while the child remains unmarried and under the age of 21;

(b) A benefit shall be payable to a child who is over the age of 21 if the child is found by the Board to have been incapacitated by illness or injury for substantial gainful employment:

- (i) On reaching the age of 21, if immediately prior thereto a child's benefit was payable; or
- (ii) At the time of the death in service or entitlement to a benefit of the participant;

A benefit payable as above shall continue for as long as the child remains incapacitated;

(c) A child's benefit shall, notwithstanding subparagraph (a) above, not become payable if the participant has chosen an early retirement benefit until the participant dies or reaches the normal retirement age, except to a child found by the Board to be disabled;

(d) The benefit shall, during the continuance of any periodic benefit resulting from retirement, early retirement, disability or death in service, but subject to subparagraphs (e) and (f) below, be payable at the annual rate of one third of the benefit payable to the participant or, if the participant died in service, one third of the retirement or disability benefit which would have been payable to the participant if the participant had become entitled thereto at the date of death, subject to a minimum of \$300, increased to \$1,177.20 under the Pension Adjustment System of UNJSPF, effective 1 April 1997, and a maximum of \$600 increased to \$2,319.96 under the Pension Adjustment System of UNJSPF, effective 1 April 1997, per annum;

(e) The benefit, if no other periodic benefit is payable and there is no surviving parent able, in the opinion of the Board, to support the child, or if the other periodic benefit payable is to a surviving spouse who is not a natural or adoptive parent and does not have custody of the child, and further subject to subparagraph (f) below, shall be payable at the rate in subparagraph (d) above increased by the greater of the following:

(i) \$300.00, increased to \$1,177.20 under the Pension Adjustment System of UNJSPF, effective 1 April 1997, or one quarter of the retirement, early retirement or disability benefit from which it is derived, if one child's benefit is payable;

(ii) \$600.00, increased to \$2,319.96 under the Pension Adjustment System of UNJSPF, effective 1 April 1997, or half the retirement, early retirement, or disability benefit from which it is derived, and divided by the number of eligible children if more than one such benefit is payable;

(f) The total benefits payable under subparagraph (d) above shall nevertheless not exceed an annual rate of \$1,800, increased to \$6,953.88 under the Pension Adjustment System of UNJSPF, effective 1 April 1997, nor shall the total benefits under subparagraph (d) or (e) above, added to any retirement benefit payable under article 28(b), (c), (d) or (e), early retirement benefit under article 29(b), disability, widow's, or widower's benefit exceed the final average remuneration of the participant added to the total annual children's allowances that were payable by the member organization at the time the participant was separated;

(g) Benefits payable under this article shall be recalculated as may be required to achieve the purposes of subparagraphs (e) and (f) above.

*Article 37. Secondary dependant's benefit*

(a) A secondary dependant's benefit shall, subject to article 41 and to subparagraph (b) below, be payable to not more than one surviving secondary dependant of a participant who was entitled to a retirement, early retirement, deferred retirement or disability benefit at the date of death, or who died in service;

(b) A secondary dependant's benefit shall nevertheless not be payable:

(i) Where a benefit is or was payable to a child or to the surviving spouse of the participant;

(ii) In the case of a brother or sister, where the benefit payable to the participant was a deferred retirement benefit;

(c) The benefit shall be payable at the following rates:

(i) In the case of a mother or father, at the rates and under the conditions applicable in article 34(b), (c), (d), (f), and (h) to a widow's or widower's benefit, save that the Board may, in the event of remarriage, decide in its discretion to continue the benefit;

(ii) In the case of a brother or sister, at the rate applicable in article 36(d) to a child's benefit and shall be payable or shall

continue to be payable beyond the age of 21 under the conditions of article 36(b);

(d) In the event that more than one person is eligible under this article, the benefit shall be payable to the person designated by the participant or, failing such designation or person, to the person designated by the Board.

*Article 38. Residual settlement*

(a) A residual settlement shall be payable if, upon the death of a participant and the exhaustion, as the case may be, of any entitlements due under the Regulations of UNJSPF to his or her survivors, the total amount of the benefits paid to the participant and on the participant's account is less than the participant's own contributions;

(b) The settlement shall be payable to a beneficiary designated by the participant and alive when the payment is due; failing such beneficiary, the settlement shall be paid to the estate of the participant;

(c) The settlement shall consist of the participant's own contributions at the date of his or her separation or death in service, reduced by the total amount of the benefits paid to the participant and on the participant's account.

*Article 41. Medical examination*

(a) Every participant in UNJSPF shall be required to undergo a medical examination in accordance with the standards prescribed by the Board, unless the Board accepts the findings of an earlier medical examination;

(b) A participant who refuses to undergo such medical examination, and for whom the findings of an earlier examination are not accepted, shall not, until completion of five years of contributory service, be entitled to a disability benefit under the Regulations of UNJSPF, nor shall a widow's, widower's or secondary dependant's benefit be payable in the event of the participant's death in service unless such period has been completed.

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## VI. Insurance benefits

### A. Health insurance

This chapter provides an overview of insurance benefits, options, and regulations and offers advice for the processing of cases in which a staff member has died while in the service of the Organization. More detailed information is available through ICCS.

The spouse and eligible dependent children of a staff member who dies in service while participating in a United Nations contributory health insurance plan may apply for ASHI if they meet both of the following conditions:

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

An outline of the ASHI programme is set out in information circular ST/AI/394, dated 19 May 1994, which may be ordered from Documents Distribution or accessed on the United Nations Intranet under Staff Services, Insurance.

An application package consists of the following:

- Items provided by ICCS:

ASHI application form (see **exhibit 13**);

Authorization to deduct ASHI premium contributions from the pension benefit (see **exhibit 14**);

- Items provided by other United Nations offices:

Copy of final pay statement, issued by the Payroll Section; form F-98A;

Retirement pension number, assigned by the Pension Fund.

### B. Life insurance

Group life insurance (GLI) is an unsubsidized optional benefit, underwritten by the Aetna Life Insurance Company. Claims are submitted through ICCS to Aetna for processing. Proceeds are issued separately to each beneficiary and/or to the legal guardian of the estate of a minor child who is a beneficiary. Several weeks should be

allowed from the date the claim is submitted to Aetna, not from the date of the staff member's death, for completion of the claims process. There is no deadline for submission of claims.

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

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

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

- Original or legally certified copy of the death certificate;
- Official medical certification of cause of death when not part of the death certificate;
- W-9 (United States Department of the Treasury) form, completed by each beneficiary or guardian in the case of a minor child, providing beneficiary name, address, and United States social security number or, where there is no United States social security number but where the beneficiary resides in the United States, his or her visa status. Beneficiaries without United States social security numbers who reside outside the United States may complete a W-8 form (see **exhibit 15**).

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

- Court-issued appointment of guardianship for the estate (property/assets) of beneficiaries who have not reached the age of majority. Where this is the surviving parent, under certain legal systems a copy of the law stating this and the age of majority, along with birth certificates giving the names of father and mother, may be submitted in lieu of a court document;
- Five years of prior medical records for the deceased, should his or her death occur within two years of enrolment in the GLI programme based on an “evidence of insurability” statement;

- Police or other official report on the circumstances of an accident resulting in the death of the staff member, in order to determine if the accidental death benefit is payable under the terms of the GLI contract;
- Copy of an officially recognized certificate of death for any current beneficiary who is deceased;
- Court-issued appointment of a person recognized as legally entitled to manage or to liquidate the property or assets of the deceased staff member, should there be no living GLI beneficiaries to receive the claim proceeds. Where this is not established to the satisfaction of Aetna’s Legal Department, the benefit cheque will be issued to the estate of the deceased. Those closest to the deceased may then seek the documentation needed under their legal system to allow a bank to accept the payment as issued. Benefit cheques have no expiry date;
- In the event that a beneficiary dies after the insured but before a claim is paid, determination as set out above of a legal representative for that beneficiary’s estate;
- Validated New York estate tax waiver notice when life insurance proceeds exceed \$50,000 and beneficiaries include anyone other than or in addition to a spouse, should the deceased have a New York State residence. Applications and additional information are obtained from the New York Estate Tax Processing Center, PO Box 5556, New York, NY 10087-5556. The telephone numbers are as follows: tel. 1 (518) 485-6800 or 1 (800) 225-5829.

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## **VII. Entitlements under appendix D to the Staff Rules**

When the death of a staff member is attributable to the performance of his or her official duties, he or she may be eligible for compensation. This chapter outlines how that determination is made and what steps need to be followed in order to file a claim with the Advisory Board on Compensation Claims.

Claims for compensation under article 10.2 of appendix D to the Staff Rules are reviewed by the Board, which provides its recommendations to the Secretary-General. Claims for compensation should be submitted within four months of the date of death.

Article 10.2 of appendix D provides for the payment of compensation to the surviving spouse and dependent children of a staff member when the death has occurred as the result of an illness or injury that is recognized as attributable to the performance of official duties on behalf of the United Nations. In some cases, compensation may be awarded to a dependent mother, father or sibling, provided that the staff member was receiving a dependency allowance in respect of that person at the time of his or her death.

For cases in which there is more than one widow, the annual compensation will be divided equally among the widows.

The surviving spouse will receive his or her benefit until death or remarriage. Upon remarriage, a lump sum equivalent to two years' compensation will be paid. The surviving spouse is required to provide documentation on an annual basis on place of residence and single marital status.

Compensation in respect of children is paid until the end of the month in which they turn 18 years of age unless they are in full-time school or university attendance, in which case compensation will be paid until the end of the month in which they turn 21. Proof of attendance is required from the school or university on an annual basis.

The maximum number of children of a staff member receiving compensation at any one time is three, and the total compensation payable in respect of the children cannot exceed \$3,000 per year. When there are more than three children, when one child reaches the age of 18 or 21 years, the next oldest child will be added and so on, until all children have reached the ages of 18 or 21 years.

Article 10.1 of appendix D provides for “a reasonable amount for the preparation of the remains and funeral expenses”. This provision is currently under review by the Board, and the Working Group on Staff Humanitarian Affairs has been requested to provide its comments on the matter.

Members of commissions, committees or similar bodies may be covered under “Rules governing compensation to members of commissions, committees, or similar bodies in the event of death, injury, or illness attributable to service with the United Nations” (ST/SGB/103/Rev.1).

## A. Documentation

The following documentation is to be provided by the survivors of the deceased staff member:

- Formal claim for compensation under appendix D to the Staff Rules, to be submitted within four months of the date of death. If the four-month time limit has been exceeded, an explanation for the delay must be provided;
- Death certificate (and medical or autopsy report if requested by the Medical Director), marriage certificate, and birth certificates of dependent children;
- Proof of attendance at school if the children are over the age of 18 years but under 21 and in full-time school or university attendance;
- Notification of the method of payment once the monthly benefit is calculated (for example, by check or direct bank deposit). If payment is to be made by direct bank deposit, complete banking information must be provided.

The following information is to be provided by the administrative office:

- Copies of PA forms that provide the following information: type of contract and expiration date; functional title; grade; entry on duty; whether the staff member was a UNJSPF participant; marital status; any dependency allowances payable at the time of death; and date of birth;
- If the staff member was issued an SSA, the complete text of the SSA, including the terms and conditions. In order for compensation under appendix D to be awarded, the SSA must specifically include a provision that states that, in cases of death attributable to the performance of official duties, compensation equivalent to that provided under appendix D to the Staff Rules will be paid;
- A detailed description of the circumstances surrounding the death;

- A security/accident/incident report or report of the BOI and/or of the local police;
- Unless specifically covered in an official report, an administrative statement confirming that the deceased was on official duty at the time of the incident;
- Witness statements, if available.

## **B. Review of claims**

Upon receipt of a claim and all supporting documentation, the case will be submitted to the Board for its review. Presentations to the Board should contain all relevant documentation, which can include the following: the request for compensation; accident/incident/investigation reports and/or report of a BOI; witness statements; administrative statement from the staff member's supervisor; medical reports; and death certificate.

In those cases in which a staff member died as the result of an illness, the case will first be submitted to the Medical Director for a determination as to whether the illness can be attributed to the performance of official duties. If the Medical Director advises that the death is not service-incurred, the survivors will be advised. If they wish to appeal the medical determination, the case will be submitted to the Board for its review and recommendation as to whether the determination of the Medical Director should be upheld.

The recommendations of the Board are sent to the Controller in the form of a decision. The Controller approves the Board's recommendations on behalf of the Secretary-General.

Once the decision has been signed, the administrative office or the survivors of the staff member will be notified and they will receive a copy of the Secretary-General's decision.

If the staff member was a participant in UNJSPF, a memorandum will be sent to UNJSPF in order to obtain the following information: final annual pensionable remuneration and any annual benefits paid to a surviving spouse and children. This information is required, as article 4.1 of appendix D states that any benefits paid to survivors under the Regulations of UNJSPF must be deducted from any compensation payable under appendix D. Compensation payable under appendix D is designed to be a supplement to benefits payable under UNJSPF.

If the deceased was hired under an SSA, the calculation is done based on the salary stated in the SSA, unless the SSA specifies an amount on which the compensation benefit should be awarded, e.g., "equivalent to pensionable remuneration at P-4, step V".

When the benefit under appendix D is calculated, survivors are advised of the amount and they are sent a copy of appendix D. Arrange-

ments are made with the Accounts Division or with the administrative office (for example, UNDP, UNICEF) in order to effect payment.

The benefit payable under appendix D is calculated from the date following the date of death; the survivors will receive a lump-sum benefit retroactive to that date. Thereafter, they will receive a monthly payment. Cost-of-living increases are implemented upon notification from UNJSPF.

Beneficiaries are required to provide documentation with respect to place of residence, marital status and university attendance on an annual basis.

### **C. Lessons learned**

Staff members should be aware that not all deaths that occur at work or on a mission assignment are automatically considered to be attributable to the performance of official duties. The Board will consider all aspects of a case, including whether the death occurred as the result of an illness that has been determined by the Medical Director to be unrelated to the performance of official duties, whether the death occurred during personal time, and whether there was any wilful misconduct or negligence on the part of the staff member.

There have been several recent cases in which claims for compensation under appendix D have been submitted by the parents of a single staff member and on behalf of a child or children who were not recognized as dependants of the staff member prior to his or her death. A benefit can be payable to a dependent mother or father (only one) in cases in which there is no surviving spouse or children in respect of whom a dependency allowance was being paid at the date of the death of the staff member. Staff members should, therefore, ensure that current information is made available to OHRM so that any eligible persons are recognized officially as dependants. Also, staff members should be aware that the designation of beneficiary form completed in respect of UNJSPF benefits is not applicable to any compensation payable under appendix D.

Administrative and Personnel Officers should ensure that contract extensions are done on a timely basis, as there have been cases in which the deceased had not been issued a valid contract at the time of death (mostly in the case of SSAs). While the Board did approve compensation, detailed explanations were required by the administrative office.

Administrative and Personnel Officers should ensure that the necessary documentation is obtained as soon as possible after an accident or incident, such as detailed security and investigation reports and/or BOI reports, witness statements, and confirmation from a staff member's supervisor that the staff member was on official duty at the time of the incident. This is especially important in peacekeeping operations, where there is greater movement of staff among duty sta-

tions. There have been cases in which it was not possible to obtain important information, as personnel had separated from service or the mission had closed.

In legitimate circumstances, in cases in which the claim for compensation is submitted within the four-month time limit and all other relevant documentation is also provided on a timely basis, the case can be submitted to the Board soon after the death, and the death benefit can be calculated upon receipt of the required information from UNJSPF.

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## VIII. Putting your house in order

Planning for the future and making sure your affairs are in order in the event of an unexpected tragedy are basic responsibilities of each and every staff member. While human beings have a natural and understandable tendency to avoid thinking about death, such avoidance could have the unintended effect of putting your family or partner through an ordeal. Time spent in making preparations now will alleviate the burden that will be placed on your family later. You may also be surprised at the sense of relief you will feel knowing that you have paved the way for your family to continue and that your wishes will be understood and implemented.

Unfortunately, staff members of the United Nations are increasingly finding themselves in harm's way. We have lost some cherished colleagues recently, some of whom could have been better prepared. If you are planning to go on a mission, it is imperative that you review and update all relevant personnel forms before leaving. But even if you are not travelling, take a little time to review your situation and think about what your family would be faced with in the event of a tragedy.

The aim of the present chapter is to help you plan for such an event by providing information about the benefits and entitlements of the United Nations that will be available to your spouse or designated beneficiary, and by giving you some suggestions that can spare your family more distress and anxiety during the difficult period following your death.

In an organization as large as ours, staff members themselves are often not clear about their benefits and entitlements as set out in the Staff Regulations and Rules of the United Nations and administrative instructions. The present *Handbook* attempts to provide clear and concise answers as well as several checklists to assist you in "putting your house in order". Feel free to use it as a working tool, but keep in mind that it is not a legal document.

### A. Keeping your family informed

#### 1. Family conversation

Although your death may not be an easy subject to broach, it is important to take time to discuss with your family what you would like to happen in the event of such an occurrence. For instance, where

do you wish to be interred? What kind of funeral arrangements have you made or would you like to be made for you? If you die, your family will have to take such decisions immediately and doing what you would have wanted will usually be of vital importance to them.

Explain to your family what will happen to them after you are gone. Tell them, for example, about your benefits and entitlements and make sure they understand which ones will be available to them and which will cease upon your death. Decide together where they will live, and discuss the rules for repatriation if this is the choice. Answer their questions and, if you don't have the answers, try to find them. Your family will remember and appreciate this conversation.

After the talk with your family, write down what was decided in a "letter of instruction". Leave this letter, together with a list of telephone numbers and the locations of important items, in the same place as your will.

## **2. Documents and records**

Gather in one place documents that will be needed by your family to establish rights for insurance, pensions, social security, ownership, relationships etc. Examples of such documents are your will, marriage licenses and birth certificates, bank books, deeds to property, income tax returns, citizenship papers, and social security cards or numbers.

### *(a) Wills*

Every adult should have a will. Without a will to refer to, the State resorts to a set of standard rules regarding which beneficiaries receive what and when. These standard rules may not be appropriate for you.

In your will, be sure to include the following:

- The name of the person or persons you wish to be the representative of your estate and the guardian of your children;
- A list of your assets and the name in which each asset is held, as well as the names of the people who will receive your assets.

It is a good idea to have an attorney review the will. New York State law, for example, requires that two witnesses not named in the will observe the signing of the will. Check the laws of your duty station. Update the will from time to time as necessary (for example, at births and deaths).

### *(b) Funeral wishes*

Share information about your funeral wishes. Let your family know about arrangements that you have made or that you would like them to make for you concerning the place and method of interment,

the type of service, your preferences concerning flowers and memorial contributions, and your special requests. For an example of an information sheet that you can prepare for this purpose, see **exhibit 16**.

(c) *Finances*

In many households, one person manages financial matters, for example, paying the mortgage, insurance premiums, utilities etc. If that person dies or is incapacitated, the others may not know where to begin in taking over this responsibility. Be sure your financial information is shared. For an example of a financial information sheet that you can prepare for this purpose, see **exhibit 17**.

## **B. Pension Fund entitlements**

Entitlements under the United Nations Joint Staff Pension Fund are applicable to all series contracts (100, 200, and 300) provided the staff member has had an appointment for a minimum of six months.

For full information on pension benefits as they relate to your personal situation, refer to the Regulations of UNJSPF. Some key facts are given below.

Your surviving spouse's benefit is payable under article 34/35 of the Regulations of UNJSPF. The benefit shall be payable at the standard annual rate of 1/2 the retirement benefit that would have been payable had you worked to your normal retirement age. Child benefits also become payable in accordance with article 36, provided the child remains unmarried and under the age of 21.

If your survivors should die before the full amount that you had contributed to the Pension Fund is exhausted, the residual amount goes as a lump sum to a beneficiary you designate (article 38 of the Regulations). Ensure that you complete and, if necessary, periodically update the "Designation of recipient of a residual settlement" form (Pens. A/2).

Your spouse and/or dependants will need to submit the following documents to the Chief Executive Officer of UNJSPF, tel. 1 (212) 963-6931):

- Birth certificates of surviving spouse(s) and all dependent children under 21;
- Marriage certificate(s);
- One original (or certified copy of original) death certificate;
- An original, completed and signed payment instruction form (Pens. E/2). These are available from your Executive Office or the Pension Fund.

The documents listed above should be submitted as soon as possible after the death so as to expedite the processing of benefits. It

usually takes between four and six weeks after receipt by UNJSPF of the last required document for the first cheque to arrive.

**C. Other entitlements and payments**

**1. Payments to beneficiaries you have designated on United Nations forms**

*(a) Final payment*

This is the amount of money the Organization owes a staff member at the time of death in service, calculated from his or her salary, dependency allowances, annual leave days, language allowances, outstanding mission subsistence allowance if applicable, etc. Any amounts due to the Organization by the staff member will be subtracted from this amount.

The final payment, which is for staff on all series contracts, will go to the persons you have designated as the beneficiaries on the form entitled “Designation, change, or revocation of beneficiary” (P.2), which is available from your Executive/Administrative Office (see Staff Rules: 112.5, 212.4 or 312.4). The spouse is not automatically the beneficiary of the staff member. Be sure to update this form as needed and ensure that the original is filed in your official status file.

**2. Payments made by straightforward application of Staff Rules**

*(a) Death benefit*

In addition to the final payment, the Organization pays a death benefit to the surviving spouse and dependent children. It is processed along with the final payment.

For staff members appointed under the 100 and 200 series, the death benefit is based on the number of years of service in the Organization (Staff Rules 109.10(a)(vi) or 209.11(a)(vi)). It is calculated from the following table:

| <i>Years of service</i> | <i>Months of salary continued after death</i> |
|-------------------------|---|
| 3 or less .....         | 3   |
| 4.....                  | 4   |
| 5.....                  | 5   |
| 6.....                  | 6   |
| 7.....                  | 7   |
| 8.....                  | 8   |
| 9 or more .....         | 9   |

For staff members having an appointment of limited duration under the 300 series, the benefit is three months' gross salary less staff assessment (see Staff Rule 309.6).

It usually takes from four to six weeks to finalize this payment. If the payment has not been received by the eighth week after death, your spouse or dependent children should contact your Executive/Administrative Office.

(b) *Repatriation travel, shipment and repatriation grant*

These entitlements apply to staff members in the Professional category and above and internationally-recruited General Service staff members whose family was brought to the duty station at the expense of the United Nations.

*Repatriation travel.* The United Nations will repatriate your surviving spouse and dependent children (see Staff Rule 109.5(b)(iv) or 209.6(b)(iv)) if the family so wishes. The travel must take place within two years after the date of death.

*Repatriation shipment.* The United Nations will pay the expenses for your surviving spouse and dependent children to transport personal effects and household goods in accordance with the initial shipment entitlement established upon your recruitment. The removal or unaccompanied shipment, as applicable, of personal effects and household goods must take place within two years (see Staff Rule 107.28 and 207.24).

*Repatriation grant.* If you were serving outside your home country and country of nationality and had accrued years of qualifying service, the United Nations will pay a grant to your surviving spouse and dependent children if they relocate upon your death outside the country of the last duty station. The amount is based on the number of years of continuous service away from the home country. The grant must be claimed within two years of the death (Staff Rules 109.5 or 209.8).

*What needs to be done?* To make arrangements for repatriation and shipment of personal effects, your spouse should contact the Executive Office, which will supply the necessary forms.

(c) *Health insurance*

After-service health insurance (ASHI) is available to the surviving spouse and eligible dependent children provided they were enrolled in the same contributory health insurance plan as the former staff member (see ST/AI/394, paragraph 3). Your spouse and eligible dependent children have the option of transferring their health plan to one more suitable to their needs or to their country of residence (see ST/AI/394, paragraph 18). Unless both you and your spouse are deceased, the dependent children may be covered under ASHI until

they reach 25 years of age, provided they are not married or in full-time employment (see ST/AI/394, paragraph 4).

*What needs to be done?* Application for ASHI must be submitted within three months (see ST/AI/394, paragraph 15). To complete the application, your spouse or the legal guardian of your minor children should contact the following office: ICCS. United Nations Secretariat, Room S-2755, tel. 1 (212) 963-5507.

(d) *Life insurance*

If you have United Nations group life insurance, your spouse should be advised to contact the following office in the event of your death: United Nations Secretariat, Room S-2755, tel. 1 (212) 963-5507.

(e) *Compensation under appendix D to the Staff Rules*

If the death of a staff member is attributable to the performance of official services on behalf of the United Nations, the surviving spouse and dependants may be entitled to certain compensation under appendix D to the Staff Rules. This compensation is similar to a workman's compensation schedule of payments. Not every death of a serving staff member is covered under appendix D; it depends on the circumstances (see chapter VII).

*What needs to be done?* Your spouse should ask the Executive/Administrative Office if appendix D may be relevant in the circumstances. The claim for compensation should be submitted to the ABCC within four months from the date of the incident. Certified copies of birth and marriage certificates will need to be provided.

## **D. Benefits and entitlements that cease upon the death of the staff member**

### **1. Education grant and education grant travel**

This entitlement applies to 100 and 200 series contracts. Education grant and education grant travel cease on the death of the staff member unless the period of the staff member's service exceeds  $\frac{2}{3}$  of the academic year, in which case the grant is extended until the end of the academic year. This policy is currently under review. Should you have a question, please contact the office of the ASG for OHRM.

What will happen? If the education grant and education grant travel funds have been advanced and the period of service before death is less than  $\frac{2}{3}$  of the academic year, the amount in excess of the entitlements will be recovered by deduction from the final payment. In the event that an advance has been received and is still outstanding, the family will have to submit an education grant claim to settle the advance and avoid recovery. Your spouse should ask the Executive/Administrative Office for assistance. Discuss with your

family what measures should be taken for the children's education once the United Nations education grant ceases.

## **2. Home leave**

Home leave entitlement for the family ceases upon the death of a staff member (see Staff Rule 105.3).

## **3. G-4 visas (New York)**

G-4 visas and G-4 derivative visas (usually those for your family members) expire upon the death of a staff member. There is a grace period of 30 days to allow the surviving spouse and dependent children involved to apply for different visas or to prepare to leave the United States. If additional time is needed, an application must be made in writing to the United States authority.

*What needs to be done?* The surviving spouse and/or dependants should contact the Visa Committee at the United Nations (1 (212) 963-7092) for assistance.

## **4. Letter of appointment**

Be sure that your letter of appointment is signed immediately and put on record so that you are covered by a valid letter of appointment at all times. Each time you are reappointed and sign a new letter of appointment be sure to have it filed at once.

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## **IX. Support activities: role of the family focal point**

One of the most difficult and delicate tasks you can be asked to do is to assist a family experiencing the loss of a loved one. Being prepared in advance, by being fully informed about the main issues and information you will need to convey as well as the common reactions of people facing tragedy, may help you to act and speak in a caring manner. The way that you convey information and the way that you deal with the concerns and questions of the families of staff members who have died while in the service of the Organization will have a lasting impact on them. The aim of most of this *Handbook* has been to compile in one place the “what” of the information that families will need to know; the aim of the present chapter is to help you plan and manage the “how” of assisting families in coping.

### **A. Why have family focal points?**

In the past, when a staff member died, the family often had to contact and deal with a number of different offices and departments at the United Nations. As each case was different, depending on such things as the staff member’s nationality, type of contract, years of contribution to the Pension Fund etc., different rules and regulations applied and, understandably, few officers felt comfortable advising the family on every matter. The result for the family, however, was often a sense of confusion about whom to talk to, what to expect, and what forms and papers to submit. To avoid such confusion, it has been found helpful to establish family focal points. Within the authority delegated to departments and offices, a family focal point will be designated to assist the family of the deceased in any way possible and to guide them through the process of applying for and obtaining all relevant entitlements. The family focal point will work closely with OHRM and other offices involved. These offices shall, as a matter of priority, keep the family focal point informed of all developments in order to enable the focal point to assist the family properly. They should provide the focal point with the fullest assistance in the discharge of his or her functions.

In designating the family focal points (see ST/AI/2000/14), the main aim will be to help the grieving family cope with the administrative aspects of obtaining benefits and entitlements and, depending on the need, to assist in other ways as suggested below. Although the family focal points may not have every answer to hand, they will have the resources to know whom to contact to obtain the correct in-

formation. If a family so wishes, its designated family focal point will contact the relevant offices on its behalf to obtain the answers it needs to various questions.

Family focal points should ideally be staff members who have volunteered for the role. They should be prepared to take the time to study the information contained in this *Handbook* and ready to take on the task of standing by a grieving family as a representative of the Organization. It is planned to provide training for family focal points.

Upon the death of a serving staff member, the Executive and Human Resources Officer will contact each other immediately. One of their first tasks will be to select the family focal point. One of them may serve in this role or they may select a colleague. The most important criteria for selection of a family focal point is the commitment to spend the necessary time with the family. The family focal point will refer questions back to the Executive Officer and Human Resources Officer as needed. Having expertise in rules and regulations, while very useful, is secondary to having the appropriate commitment.

## **B. Duties and responsibilities of the family focal point**

Accompany the senior official, if there is one, to inform the next of kin. Introduce yourself as the family focal point and explain that you will assist with all administrative matters and with obtaining the answer to any questions that the family may have.

If the remains are being returned from overseas, assist the family in collecting the remains at the airport or be part of the team making other arrangements for transportation of the remains.

Attend the funeral and talk with the family there.

Listen to what the family is asking for and to how family members are responding to their loss, keeping in mind that, just as every relationship is unique, so is every loss.

Inform all relevant offices at the United Nations of the death of the staff member or check that they have been informed.

Provide the family with information on all United Nations matters that relate to the death of the staff member, including information on benefits, entitlements, pension and insurance.

Take the initiative to call the family daily for the first few weeks to check how the family members are and give them updates on arrangements. The need for such calls will taper off naturally as time goes by.

Come across as a concerned, helpful, accessible person, who is ready to find out the answers to questions and who is “on their side”. Follow up conscientiously.

Engender trust. Be honest and clear about what the entitlements are. Don't withhold information that the family has a right to know. If a medical report has not been completed, don't speculate in advance or pass on rumours, but also don't appear to be withholding information.

Phrase responses in a positive way. Avoid "You won't get...". Instead say, "These are the benefits under the policy of the United Nations".

Arrange for or assist a United Nations colleague in arranging for a commemorative ceremony at the United Nations, if the family wishes. United Nations colleagues of the staff member may wish to hold their own ceremony.

Keep in touch as much as the family wishes.

### **C. Common emotions and responses to the news of a sudden death**

Every individual responds differently to the news of death, particularly a sudden death. Keep in mind that although the emotions expressed may be very strong and may, in some cases, not seem rational, the person may be dealing with the most distressful moment of his or her life. The bereaved is going through a difficult time. Your role is to stand beside the bereaved and to provide him or her with support. The following are some common responses to the news of a sudden death:

- Fear about one's own safety, about the future, about how to go forward, about where to live, about how to afford to live, about how children will fare without the person who has died;
- Anger at the Organization for allowing this to happen, at the person who has gone, at slow or confusing responses from staff at the Organization, at a particular group or person who can be blamed for the death, at other people who are happy;
- Sadness at missing the person, wanting only that he or she might walk back into the life of the bereaved and depression about how to deal with the future alone;
- Hopelessness caused by not knowing how to continue in life without the person who was so central and a feeling of wanting to give up.

Some people immediately or subsequently feel a strong desire to obtain information or to take some action for or in the name of the person who has died. Such responses might include the following:

- Desire for information about the death, including how it occurred, when and where it occurred, who was with the person, what were the last words of the person, what events led up to the death, whether medical procedures were undertaken correctly and whether the person was comfortable if in the hospital;

- Need to have the person's things and, if the person was on mission, to determine whether the possessions will be returned to the family and, if so, how soon and who will be in charge of this;
- Desire to travel to the location of the death;
- Wish to commemorate the person with a ceremony, a memorial, contributions, an obituary in the *Secretariat News* or a plaque;
- Wish to follow up on an issue or cause that was important to the staff member, in his or her name;
- Wish to talk with colleagues who knew the deceased, to share memories.

## **D. Notification visit**

The appropriate way to notify the next of kin of the death of a loved one varies from one culture to another. In some cultures it is preferable to notify a community leader, who will select which family member to inform. That family member, a trusted uncle perhaps, will visit the immediate family alone or accompanied by the community leader. In other cultures, an official from the Organization has the obligation to inform the family. In such cases, the family focal point may be designated to play a role in the notification visit in order that he or she can then provide caring follow-up. The following guidelines should be modified, as appropriate, depending on the situation and the culture involved.

### **1. Prior to leaving**

Shortly after being designated as the family focal point for a newly deceased staff member you will have to make the notification visit. Prior to leaving for the visit, you can prepare yourself, with the help of the Executive Officer and/or the Human Resources Officer, by doing the following:

- Obtain as much information as you can about the circumstances of the death, such as the time, place, names of people with the staff member, last words, cause of death, help that was given at the time, the response of the United Nations, any last rites or prayers administered, and the amount of suffering. Try, if possible, to speak with someone who was there;
- Sift mentally through the information you have been given and decide how to phrase information. You are obligated to tell what you know (it will come out eventually anyway), but not necessarily every sad detail at once. Be guided by your common sense and by your training as a family focal point;
- Find out the names of the closest family members. Be very careful in cases of multiple or divorced spouses or unrelated signifi-

cant others. Decide who will be notified and in what order. The order to follow in most cases is as follows: the spouse or spouses (if there is more than one, the first wife is notified first) and/or significant other; if there is no spouse, the oldest child or the guardian of the oldest dependent child; after spouses and dependants, the mother and/or father; if no parent, the brother and/or sister; if no immediate family, a member of the extended family (grandparent, cousin, aunt or uncle). Obtain the address and find it on the map;

- If the Executive or Human Resources Officer has not already done so, call the supervisor of the staff member and invite him or her or a higher official to accompany you to the house. If the supervisor cannot or does not wish to do so, ask whether another colleague who is a friend of the staff member might wish to go. If so, invite that person if there is time. In either case, obtain some personal and cultural information about the staff member to assist you in talking with the family.

## 2. The visit

During the visit, the following actions may be appropriate:

- Go to the residence as soon as you can, having done the above. Avoid going between 11 p.m. and 6 a.m., unless there is an emergency or an immediate decision must be made. Prepare yourself and your companion mentally by discussing or thinking about the typical kinds of responses. Decide on your own roles;
- At the door, identify yourself and show your United Nations pass. Ask to speak with the person you will be notifying. If that person is not there, ask the person who has answered the door what his or her relationship is to the deceased. If he or she is not a close relation, find out when the person you wish to see will return and arrange to be there at that time. If it is a close relation, use your judgement and proceed if you feel it is appropriate;
- If you are speaking with a parent of the deceased, ask if the other parent is available. Try if possible to give the news to both parents together;
- Once inside, ask to sit down with the person. Try to get him or her sitting if you can. Follow your instincts and your knowledge about the culture in deciding whether to make light physical contact. You may simply put your hand on his or hers and say that you have very sad news: that his wife/her husband has died. At this moment, if possible, avoid the terms “killed”, “murdered”, “shot” or other graphic words. Express your sorrow;
- Your next step will depend on the reaction. Whichever emotion comes first, try to match it to a certain extent. Don’t try to

change it or suggest that the person should not feel it. You may be guided by the following:

Tears, sadness and grief are often helped at this moment with a hug or a shoulder to cry on. It is appropriate to be moved to tears yourself;

Anger should be allowed to be expressed. Listen to what is being said, where the anger is directed. If it is directed at the United Nations or yourself, do not take it personally or try to defend the Organization. Assure the person you are there to assist him or her and that you will do all you can to help him or her find out what happened or why (depending on the reason for the anger). Be “angry” with him or her about the event;

Like sadness, fear and anxiety can be helped with physical contact such as a supporting arm or hand. Maintain physical contact if you feel it is welcomed and listen to the fears being expressed;

Desire for information about the death. When the person is ready, and it may be immediately, tell him or her the details of the circumstances, avoiding the most graphic or harrowing details at this moment. Remember what you are telling the person and do not interject stories about your own losses at this time;

Explain your role as the United Nations family focal point. Give the person your card and inform him or her of the best ways to contact you;

Respond to questions. Write down the questions you cannot answer and promise to follow up on them;

Ask whom the person needs to call and offer to make the initial calls. If he or she wishes you to do so, ask what he or she wants you to say and be aware of the relationship to the deceased. If it is a close relationship, you will need to handle the call very gently, ensuring that the person knows who you are and pausing for response checks throughout the conversation. If the person doesn't know who to call, suggest that a call be made to close family members, members of the clergy and caring neighbours;

If the person wishes to talk about the deceased, be prepared to listen, perhaps for a long time. While this is going on, you might offer to make tea, for instance;

During your visit, try to establish a caring, supportive relationship to the newly bereaved person;

Try not to leave until someone else is there to carry on;

As you are leaving, repeat back to the person the information that he or she has asked you to obtain or that you feel he or she needs to be informed about, and tell him or her when you will call next.

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

As mentioned above, it is better to avoid very graphic words such as “murdered”, “shot”, “killed” at this sensitive time. Use “died”.

When speaking of accidents, avoid vivid terms such as “crashed”, “burned up”, “flames”, to the extent possible without seeming to be withholding information. If you are asked specific questions, answer them; the questioner has the right to know.

The following sentences are usually not welcomed:

- *You'll get over it.*
- *You'll forget him/her.*
- *You'll find someone else.*
- *I know exactly what you are going through.*
- *It's God's will.* (Unless they say it themselves.)
- *At least he didn't suffer.*
- *Don't cry.*
- *Something good will come of this.*
- *It's a blessing.*
- *Be strong.*
- *Time will heal.*
- *He's in a better place.*

These sentences usually help:

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

### 4. Resources available

Quite a number of books and videotapes are available on dealing with grief and working through the bereavement process. As a United Nations staff member who has been selected to act on occasion as a family focal point, you may find it helpful to familiarize yourself with some of this research. You may also wish to recommend and/or send relevant articles to members of the family assigned to you, if appropriate.

The advice given in such publications can help guide you in your responses. For instance, in one of the books, the bereaved individual is advised to set herself only one task a day and to give herself all day to manage to do this task. Ordinarily, the author advises, the task would seem simple, but at times of great stress, small things become very difficult. The example given is revealing: just calling the place of employment of the spouse to inquire about insurance matters can be a major task. Knowing that the query may well be the only thing a newly bereaved person has managed to do during that day may help us to see the importance of responding with sensitivity and understanding.

You may contact the Working Group on Staff Humanitarian Affairs through the Office of the Assistant Secretary-General for Human Resources Management, tel. 1 (212) 963-5182, for sample literature.

## **Annexes**



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# **Annex I**

## **List of questions relating to cases of death of serving staff**

The following list of questions to be answered in cases of death of staff serving in the United Nations Secretariat was developed by the Working Group on Staff Humanitarian Affairs. The list served as an initial set of questions for which the Working Group needed answers. It is included here to help managers and staff members consider the kinds of questions that may arise.

The Handbook offers guidelines for action and established procedures in cases of death of serving staff and experience gathered in answering the questions above. However, nothing can replace your personal initiative in such humanitarian emergencies.

### **A. Responsibilities of the United Nations: overall, departmental and individual**

- Who is responsible for what? Which office is responsible for what? If the responsible person is absent, who will replace him/her?
- Who decides what information is given to the family, for example, in the case of suspicious circumstances/homicide/suicide?
- In the case of a suicide, how do we interact with the local authorities and who should deal with them?
- How do we respond to the media?
- Who is responsible for positive identification of the remains?
- Who fills out the paperwork, and what paperwork is required?
- Who pays for escorts, if required?
- If a colleague dies at work, who is responsible for informing other staff members and for initiating follow-up support? Who requests the Staff Counsellor's office to offer grief guidance and ongoing support for family and friends?

#### **1. Death certificates**

- How many original death certificates are needed?
- Has the accuracy of the death certificate been checked?
- How quickly can the death certificates be issued?

- In what language is the certificate issued? Is translation available?
- What if the death certificate cannot be obtained?
- What if, for religious or other reasons, burial should take place within 24 hours and the death certificate is not obtained yet?

## **2. Transportation of remains**

- What are the entitlements for transportation of remains?
- Would there be any constraints on bringing back the remains to be buried at the duty station if the staff member is not a citizen of the host country?
- Would it be possible to transport the remains from a non-duty station to the deceased staff member's country of origin/birth or place of home leave?
- If the body is initially buried at the duty station, how difficult would it be to transport the remains at a later stage to the deceased staff member's country of origin?
- What if the deceased holds dual nationality?
- Will a United Nations representative be assigned to be with the family when they meet the body?
- What happens when family members are accompanying the travelling staff member?

## **3. Personal effects**

- What do we do about the personal effects? Who has the responsibility to clear out the staff member's office?
- Who has the responsibility of packing and transporting personal effects? Can they be delivered to a predetermined address? Can they be stored for any length of time? Who covers the cost of storage?
- What procedure is to be followed when the deceased staff member shares living quarters with someone who is not a family member (either another staff member or a "significant other"; in the latter case particularly when the deceased has a spouse outside the mission area and the "significant other" lays claim to what may be considered joint possessions).
- How long can the United Nations secure the residence while awaiting the arrival or instructions of the next of kin? What if rent is due? Who pays the rent?

- How long can the next of kin stay in the mission area (at United Nations cost) to settle the deceased staff member's personal affairs?
- What are the procedures on how to process the following:
  - Personal files and effects;
  - Office files;
  - Computer files.
- When is the next of kin allowed to enter the staff member's office?

#### **4. Differing circumstances: what rules apply**

- What if a staff member dies at work? What if a staff member dies while not at work? What if a staff member dies while on home leave?
- What if a staff member dies while visiting another duty station on vacation? Are there precedents for informal arrangements that can be used to assist?

### **B. Questions and concerns of the family/next of kin/ significant other**

#### **1. Initial notification of the family**

- I wish to be informed in person, not by voice mail or fax, but preferably by a ranking official or by someone who is trained to do this in a suitable manner;
- I need accurate information about what happened;
- What can I expect the United Nations to do? What will it not do? Who is responsible for what?
- Who will be my contact? Who will be the alternate?
- Why are there so many different offices involved? Is there a single contact person I can talk with?
- Follow-up: When will I be contacted? What sorts of information will I be provided? I need a road map of what to expect in the coming days;
- I may need quick answers. Who can make quick decisions?
- I need patience, understanding, respect, caring;
- Is there a priest, minister, rabbi, psychologist, psychiatrist, social worker who I can speak to?

#### **2. Families/next of kin in distant locations**

- Can someone stay with me?

- Will I be left in a hotel room alone? I feel very isolated in the field.
- Can I make phone calls?
- Will my duty station/Permanent Mission be informed? (Leave to the discretion of the surviving family members).

### **3. Travel of family to the location of emergency**

- I need to make immediate travel and living arrangements. Can someone help?
- How can I travel to the location?
- Who is allowed to go?
- Do I have to go? Can I designate someone else to go?
- I am not the spouse listed on the form. But I am the “significant other”? Do I count?
- Will I need a visa? Who will obtain it?
- The next of kin are elderly parents. Can someone else go in their place?
- Will someone meet me at the other end?
- Who will pay for travel cost?

### **4. Identification of remains and final events in the life of the staff member**

- Are you sure that positive identification was obtained?
- Were last rites administered, as required?
- Can I have access to the medical records?
- Can I have the name of the doctor who treated him or her?
- Can I talk with the colleagues or friends who were with him or her at the time of death?
- Will there be an autopsy? Will I get a copy of the report in a language I can understand?
- Will the body be embalmed/cremated there? Can I give instructions in this connection?
- What was already done with the body prior to shipment?
- Can I see the body? Where? When?

### **5. As time passes**

- How can I maintain my United Nations contacts? I am part of the United Nations family even though I never worked there.

- What will happen when my or my children’s visa expires?
- Can I get bereavement/stress counselling? Is there special counselling for children?

## **6. Benefits, salary, payments**

- What will I get in the way of payments and/or benefits and when? Will I have to share these with someone else? Who? Can I get an advance to tide me over?
- I am one of four wives. What documentation do I have to show to obtain my part of the benefits?
- Will the education grant continue? Am I, and are my children, still eligible for the medical insurance, home leave etc.? Who will be responsible for medical and/or other bills that may arrive after the death of the staff member?
- What pension and GLI benefits will I be able to obtain and what documents do I need in order to have them processed? How do I contact the Pension Fund?
- Am I a beneficiary of any life insurance?
- Who will pay for the funeral?
- Can I access our joint account at the United Nations Federal Credit Union? I don’t have a United Nations pass.
- Will there be someone to assist me in dealing with bank officials?
- How do I arrange for payment of taxes, if any?
- Who will be the recipient of benefits of dependent children under 18?

## **C. Questions that colleagues and others may ask**

### **1. Contacting/communicating with the family**

- Has the family been contacted yet?
- How do I deal with several significant others? What should I tell them? What information is confidential (for example, can we share names of designated beneficiaries)?
- Are flowers or a financial contribution to a charity preferred by the family?

### **2. Personal responses by colleagues**

- How can we as colleagues help the family financially and otherwise?

- Are we permitted to contact the family by phone to offer condolences? How do we get the numbers?
- We want to hold a memorial ceremony? Are there any good locations?
- My dear colleague died. I feel very isolated now. Will the United Nations do anything to help us through this loss?
- Who will support the colleagues who are providing support to others?
- We want to post death notices and put out a condolence book; how do we go about it?

#### **D. Estate planning for staff**

- Let colleagues and family know the point of contact;
- Update and keep updated all beneficiary forms: pension, living will, guardianship of minors, life insurance, list of various bank accounts and addresses;
- Tell someone at work and at home where your important keys are, for example, a key to a safe and tell him or her the combinations or passwords, if applicable;
- Have first-aid training;
- Inform your significant other of the benefits, allowances etc. Also give details of bank accounts, shares etc.;
- Keep birth and marriage/divorce certificates with a responsible person and leave word who that is;
- Give your family a list of what to do in case something happens;
- Staff members who travel on home leave together with spouse and all their dependent children should advise Executive Offices/local personnel offices of action to be taken in case of tragic loss of the whole family during travel on home leave;
- Give the permanent mission or consulate the name of a very close family friend to be contacted, who will in turn comfort the family. Ensure that the permanent mission or consulate has the names and telephone numbers of family members to be contacted in the home country;
- Let your family know where you would like to be buried or cremated, and whether your organs may be used to save other lives;
- Inform colleagues of any specifics relating to your religion or culture;
- For private travel, staff members should make sure that they have adequate insurance coverage.

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## **Annex II**

### **Sources of reference**

#### **A. Inventory of available material**

##### **1. Staff Rules: 100 series**

SR 106.4: Compensation for death, injury or illness attributable to service

SR 107.26 (ref. SR 107.1 or SR 107.2): Transportation of decedents

SR 109.5 (i): Repatriation grant, in event of death of staff member (see ST/SGB/2000/1)

SR 109.10 (a) (vi): Death benefit

SR 112.5: Payments to beneficiaries

*Responsible office*

OHRM

*Recipients of material*

All United Nations staff under 100 series

##### **2. Staff Rules: 200 series**

SR 206.5: Compensation for death, injury or illness attributable to service

SR 207.23: (ref. SR 207.1 or SR 207.9): Transportation of decedents

SR 209.6 (i): Repatriation grant in event of death of project personnel

SR 209.11 (a)(v): Death benefit

SR 212.4: Beneficiaries

##### **3. Staff Rules: 300 series**

See also ST/AI/395

SR 306.4: Compensation for death, injury or illness attributable to service

SR 307.1 (c): Travel for medical or security reasons or in other appropriate cases

SR 309.6: Death benefit

SR 312.4: Staff member's beneficiaries

*Responsible office*

OHRM

*Recipients of material*

All United Nations staff under 300 series

#### **4. Appendix D to Staff Rules**

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

*Responsible office*

OHRM

*Recipients of material*

100, 200, and 300 series staff

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

*Responsible office*

OHRM

*Recipients of material*

All consultants and individual contractors

#### **6. Administrative instruction ST/AI/2000/14**

Coordination of action in cases of death of staff members

Travel and transportation in cases of death or health-related emergency

*Responsible office*

OHRM

*Recipients of material*

Personnel staff

Various United Nations offices and staff

#### **7. Staff member's forms**

P.2: Designation, change or revocation of beneficiary

PENS. A/2: Designation of recipient of a residual settlement

Aetna designation of beneficiary (etc.)

*Responsible office*

OHRM

Pension Fund

DPKO  
Insurance Section

*Recipients of material*  
All staff  
Staff on mission assignment

#### **8. Pension Fund**

Documentation required by UNJSPF in order to process a death benefit for the death in service of a United Nations staff member

Pension system overview (See *Human Resources Handbook* online, at [http://intranet/hr\\_handbook](http://intranet/hr_handbook))

*Responsible office*  
Pension Fund

*Recipients of material*  
Personnel staff

#### **9. Insurance**

Possible life insurance claim

*Author*  
Insurance

*Recipients of material*  
All staff

#### **10. Office of the United Nations Security Coordinator**

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

*Author*  
Office of the United Nations Security Coordinator

*Recipients of material*  
Field missions

#### **11. Peacekeeping operations**

Procedures developed for use in notifying next of kin of death include the following:

Memo to heads of missions requesting them to ensure that relevant specific forms are updated by all civilian mission personnel and notification details in case of emergency

Sample fax to permanent mission re: death/serious injury of one of their nationals

*Author*

DPKO  
FALD  
Personnel

*Recipients of material*

Heads of mission  
Force commanders and CAOs  
Peacekeeping operations

**12. Procedures in cases of death of a staff member include the following:**

Sequence of actions (who does what) for military, civilian and civilian police fatality

Step-by-step instructions to be followed by duty officer

Flow chart of actions to be taken by duty officer in Situation Center

Example of letter of condolence (for military personnel)

Amendment to Field Administration Manual, chapter 9

Standard operating procedures on reporting of casualties on Peacekeeping Operations

*Author*

DPKO Situation Centre

*Recipients of material*

All CAOs

**13. Medical Support Manual for United Nations Peacekeeping Operations**

Notification of major illnesses/injury, disability and death

*Author*

Medical Services Division and DPKO

*Recipients of material*

Chief Medical Officers  
All CAOs

**14. Checklists**

List of questions and information needed in the event of a death

Checklist of benefits in the event of death/disability while performing official functions on behalf of the United Nations

*Author*

Working Group on Staff Humanitarian Affairs  
Field Service  
Staff Union

*Recipients of material*

Executive Officers

Chiefs of Administration

All mission staff

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## **Annex III**

### **Guidelines for handling the media**

The universal principle to follow when a staff member dies in the line of duty is not to give the press the victim's name until it has been confirmed by the Office of the United Nations Security Coordinator that the next of kin has been notified. Even if the name is revealed by another source, this policy should be followed by United Nations staff members.

As the unexpected death of a staff member will generally attract the attention of the press, a series of keen judgements will need to be made with respect to what information should be released, consistent with an open media policy, and what should be withheld to protect the privacy of the victim. In each case, the first person to release the information should be the spokesperson or other senior United Nations official. Guidance from the United Nations Security Coordinator must be requested before any statement is made to the media regarding a security-related incident.

If facts about the incident require time to be confirmed, only known and verified facts should be stated. It is not appropriate to draw conclusions or speculate about suspects or motives.

If United Nations personnel are witnesses, they should be shielded from the media unless there is a compelling reason to expose them, such as to dispel rumours or to counter disinformation.

When the circumstances may be particularly shocking or offensive, the family must be protected from having to deal with public disclosure of unnecessary detail. In the case of rape, the nature of the crime should not be disclosed if it is not necessary.

A persistent journalist, of course, can get details from the police blotter or the morgue. But the family will appreciate the fact that the United Nations prevents such details from becoming public even for a short while.

Please see also the following guidelines developed by the Office of the United Nations Security Coordinator.

#### **Media relations**

Premature or erroneous disclosure of information related to an ongoing security incident can place the lives of United Nations staff in jeopardy, cause severe emotional distress to the families of endan-

gered staff or lead to the destruction of United Nations property. It can also damage the credibility of the Organization.

It is therefore essential that there be close and continuous coordination between the official spokesperson at the scene of a security incident and the Office of the United Nations Security Coordinator. Guidance from the United Nations Security Coordinator must be requested before any statement is made to the media regarding a security-related incident.

It is recognized, however, that officials in the field are frequently asked to comment on matters which are taking place at their duty station. The following guidelines should be followed:

- The spokesperson should be the designated official or someone assigned by the designated official to speak with the media. No other staff member should speak to the media on security-related matters;
- During a security-related incident, a staff member may be questioned or asked for a statement by the media. The staff member should give no information to the media without first seeking and receiving the guidance of the designated official. If possible, it is preferable for staff members with knowledge of a security-related incident to provide the information to the spokesperson, who will, in turn, provide the information to the media;
- Only information cleared by the United Nations Security Coordinator should be released by the spokesperson,
- Live interviews of participants should be discouraged;
- The media should be urged to use prudence in releasing information, particularly if the information could place lives or property in jeopardy;
- In the event of a hostage situation or death/injury of a staff member, no names should be released to the media until it is certain that relatives/next of kin have been informed;
- Staff members should ensure that their family members are aware of these guidelines regarding media relations and encourage their cooperation with the above procedures.



## **Exhibits**



TO: [Forename Surname], Chief  
A: Security and Safety Service

DATE:

REFERENCE:

THROUGH:

S/C DE:

FROM: [Forename Surname], Chief, Cluster [name]  
DE: Operational Services Division, OHRM

SUBJECT:

OBJET: **[Name of staff member], ID Number ..... - Deceased staff member**

1. I would appreciate it if you could designate a Security Officer to assist in the sealing/opening of the desk of [Name of staff member] on [date], [time], [room number].
2. For your information, the desk key number is ....., and the file cabinet key number is .....
3. Thank you for attention to this matter.

United Nations  Nations Unies

RECEIPT AND RELEASE, HOLD HARMLESS,  
AND INDEMNIFICATION AGREEMENT

Know all men by these present:

1. Whereas, [name of deceased staff member], residing at [deceased staff member's address] died on [date] and was survived by his [name of next of kin/spouse/relative] and [number of] children, [names] born on [dates of birth], respectively,
  
2. Whereas, I, [name of next of kin/spouse/relative] residing at [address], am the [spouse/father/mother/brother/sister] of my late [husband/wife/son/daughter/brother/sister] [deceased staff member's name],
  
3. Whereas, I, [name of deceased staff member's son/daughter], residing at [his/her address], am the [son/daughter] of the late [name of deceased staff member],
  
4. Whereas, [name of relative] his only other surviving relative, is a minor and therefore unable to execute this Release,
  
5. Whereas, [deceased staff member's name] was employed by the United Nations in New York City and the following personal property was found at the United Nations premises:

.....  
.....  
.....  
.....  
.....

6. Now, therefore, we hereby acknowledge receipt of the above listed personal property of [deceased staff member's name] on behalf of his estate and, furthermore, we hereby release, hold harmless and indemnify the United Nations, its agents and employees from any claims and liabilities whatsoever of every name and nature, both in law and equity, which may arise concerning the above-listed property and the delivery of said property to us by the United Nations, its agents and employees.

7. In witness whereof, we have hereunto set our hands and seals on the dates set forth below.

Dated: .....

.....  
[name of next of kin/spouse/relative]

Dated: .....

.....  
[name(s) of child/ren]

State of New York

County of .....

On this ..... day of ..... 20....., before me personally came [name of next of kin/spouse/relative], to me known, and known to me to be the individual described in and who executed the foregoing instrument, and s/he thereupon has acknowledged to me that s/he is the one executing the same.

.....

State of .....

County of .....

On this ..... day of ..... 20....., before me personally came [name of child], to me known, and known to me to be the individual described in and who executed the foregoing instrument, and s/he thereupon has acknowledged to me that s/he executed the same.

.....

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MÉ MORANDUM INTÉRIEUR

TO: [Forename Surname], Staff Counsellor

DATE:

À:

REFERENCE:

THROUGH:

S/C DE:

FROM: [Forename Surname], Human Resources Officer, Cluster [name]

DE: Operational Services Division, OHRM

SUBJECT:

OBJET: **[Name of staff member], ID Number ..... - Deceased staff member**

1. I regret to inform you that [name of staff member], a [title] in the [Service/Department], passed away on [date] at approximately [time].

cc: [Forename Surname], Chief, Payroll Unit  
[Forename Surname], Medical Director  
[Forename Surname], Chief, UNJSPF  
[Forename Surname], Chief, Insurance Unit  
[Forename Surname], Chief, Security and Safety Service

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MÉ MORANDUM INTÉRIEUR

TO: [Forename Surname], Chief  
A: Payroll Operations, Payroll Section, OPPBA

DATE:

REFERENCE:

THROUGH:

S/C DE:

FROM: [Forename Surname], Chief, Cluster [name]  
DE: Operational Services Division, OHRM

SUBJECT:

OBJET: **[Name of staff member], ID Number ..... - Deceased staff member**

1. This is to advise you that [name of staff member], a [title] in the [Service/Department], passed away on [date].
2. I would appreciate it very much if you could facilitate the processing of the entitlements to be given to his or her family as soon as possible.
3. We will forward a certified copy of the death certificate to you as soon as we receive it.

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MÉ MORANDUM INTÉRIEUR

TO: [Forename Surname], Chief Executive Officer  
À: UNJSPF

DATE:

REFERENCE:

THROUGH:

S/C DE:

FROM: [Forename Surname], Chief, Cluster [name]  
DE: Operational Services Division, OHRM

SUBJECT:

OBJET: **[Name of staff member], ID Number ..... - Deceased staff member**

1. This is to advise you that [name of staff member], a [title] in the [Service/Department], passed away on [date].
2. I would appreciate it very much if you could facilitate the processing of the entitlements to be given to his or her family as soon as possible.
3. We will forward a certified copy of the death certificate to you as soon as we receive it.

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MÉ MORANDUM INTÉRIEUR

TO: [Forename Surname], Chief

DATE:

À: Insurance, Claims and Compensation Section, OPPBA

REFERENCE:

THROUGH:

S/C DE:

FROM: [Forename Surname], Chief, Cluster [name]

DE: Operational Services Division, OHRM

SUBJECT:

OBJET: **[Name of staff member], ID Number ..... - Deceased staff member**

1. This is to advise you that [name of staff member], a [title] in the [Service/Department], passed away on [date].
2. I would appreciate it very much if you could inform us if [name of staff member] was a member of the United Nations GLI scheme in order to advise his or her family.
3. If applicable, we will forward a certified copy of the death certificate to you as soon as we receive it.



# United Nations · Telegram Nations Unies · Télégramme

HEADQUARTERS · SIÈGE      NEW YORK, NY 10017

I have learned with sorrow of the [untimely/tragic] death of your [relationship], [name of staff member]. On behalf of the Secretary-General and all of [name of staff member]'s friends and colleagues in the Secretariat, I wish to express to you and your family our sincere condolences for the great loss you have suffered. During [his/her] tenure with the United Nations, [s/he] worked with enthusiasm, dedication, and competence. [S/he] will be remembered with lasting appreciation and affection. The Office of Human Resources Management is ready to assist you in any possible way.

Assistant Secretary-General  
for Human Resources Management

[Date]

United Nations  Nations Unies

HEADQUARTERS • SIÈGE NEW YORK, NY 10017

TEL.: 1 (212) 963.1234 • FAX: 1 (212) 963.4879

REFERENCE:

DATE:

Dear [name of spouse/next of kin],

I was so sorry to learn of the untimely death of your [husband/wife/mother/father/son/daughter/relative], [name of staff member].

At such a time of bereavement, there is little that one can say to bring comfort or reassurance. It may, nevertheless, be of some solace for you to know that we in the United Nations feel profound sorrow on this sad occasion.

[Name of staff member] contributed greatly to the work of the United Nations for the past [.....] years. I should like to mention especially [his/her] valuable assistance as [.....]. [S/he] discharged [his/her] duties with competence and diligence and [his/her] performance in all respects was worthy of the highest professional standards expected of an international civil servant. [S/he] will be greatly missed in our Organization.

[Name of designated family focal point or name, title and office of coordinating Human Resources Officer] has been designated the family focal point [telephone number] and can provide you with any assistance you may require in respect of entitlements and benefits stemming from the service in the United Nations of your [husband/wife/mother/father/son/daughter/relative].

Yours sincerely,

Assistant Secretary-General  
for Human Resources Management

.....  
.....

# United Nations Nations Unies

SCHEDULE OF ENTITLEMENTS WORKSHEET

Deceased staff member's name and index number:

Contractual status/series:

Mission/parent department/office:

| <i>Name.<br/>Relationship<br/>with deceased.<br/>Date of birth.<br/>Address</i> | <i>(a)<br/>Appendix D<br/>Advisory Board on<br/>Compensation<br/>Claims and Claims<br/>Board</i> | <i>(b)<br/>Death<br/>benefits<br/>Staff rules<br/>109.10(a)(vi);<br/>209.11(a)(v)</i> | <i>(c)<br/>Designation of<br/>beneficiary form<br/>(P.2)<br/>Staff rules 112.5;<br/>212.4; 312.4</i> | <i>(d)<br/>Repatriation<br/>grant<br/>Staff Rule<br/>109.5(j) and (m);<br/>209.6(i)</i> | <i>(e)<br/>Pension<br/>Fund<br/>[Amount<br/>Not<br/>disclosed]</i> | <i>(f)<br/>United<br/>Nations<br/>GLI</i>                | <i>(g)<br/>Malicious<br/>Acts<br/>Insurance</i>          |
|---|--|---|--|---|--|--|--|
| <i>Entitlement</i>  | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input type="checkbox"/> No                              | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input type="checkbox"/> No                                | <input type="checkbox"/> Yes <input type="checkbox"/> No           | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <i>Amount</i>   | \$   | \$  | \$   | \$  |  | \$   | \$   |
| <i>Entitlement</i>  | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input type="checkbox"/> No                              | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input type="checkbox"/> No                                | <input type="checkbox"/> Yes <input type="checkbox"/> No           | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <i>Amount</i>   | \$   | \$  | \$   | \$  |  | \$   | \$   |
| <i>Entitlement</i>  | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input type="checkbox"/> No                              | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input type="checkbox"/> No                                | <input type="checkbox"/> Yes <input type="checkbox"/> No           | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <i>Amount</i>   | \$   | \$  | \$   | \$  |  | \$   | \$   |
| <i>Entitlement</i>  | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input type="checkbox"/> No                              | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input type="checkbox"/> No                                | <input type="checkbox"/> Yes <input type="checkbox"/> No           | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <i>Amount</i>   | \$   | \$  | \$   | \$  |  | \$   | \$   |
| <i>Entitlement</i>  | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input type="checkbox"/> No                              | <input type="checkbox"/> Yes <input type="checkbox"/> No   | <input type="checkbox"/> Yes <input type="checkbox"/> No                                | <input type="checkbox"/> Yes <input type="checkbox"/> No           | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <i>Amount</i>   | \$   | \$  | \$   | \$  |  | \$   | \$   |

*Date prepared/updated:*



[Notification of casualty: *continued*]

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Circumstances:

- |   |  |   |   |
|---|--|---|---|
| <input type="checkbox"/> Road/weather conditions              | <input type="checkbox"/> Sport/physical report | <input type="checkbox"/> Work-related     | <input type="checkbox"/> Collision with other vehicle |
| <input type="checkbox"/> Accid. discharge/explosion           | <input type="checkbox"/> Ambush                | <input type="checkbox"/> Artillery/mortar | <input type="checkbox"/> Gun/rocket fire              |
| <input type="checkbox"/> Mine/explosive device                | <input type="checkbox"/> Sniper fire           | <input type="checkbox"/> Natural cause    | <input type="checkbox"/> Self inflicted               |
| <input type="checkbox"/> Other [specify in description] ..... |  |   |   |

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Description of incident:

---

Additional comments:

---

.....  
[Chief Administrative Officer / Director of Administration]

[Date]

Excellency,

It is with deep regret that I have learned from the Force Commander of the [field mission] that [rank and name], a member of the [unit] Contingent of [field mission], died on [date], while in the performance of [his/her] duties.

I should be grateful if you could convey to your Government and to the bereaved family my heartfelt condolences on the passing of [rank and name], as well as my recognition of the services rendered by [him/her] to the United Nations effort for peace in [country/area].

I should also like to express to you once again my appreciation of the contribution of the Government to this United Nations.

Please accept, Excellency, the assurances of my highest consideration.

Secretary-General

His/Her Excellency  
[Mr./Mrs] [name]  
Permanent Representative of [member nation]  
to the United Nations

[Date]

[Monsieur l'Ambassadeur,]  
[Madame l'Ambassadrice,]

C'est avec un profond regret que j'ai appris du commandant de la Mission [field mission] que le [rank and name], membre du contingent [unit] de la [field mission], est mort le [date].

Je vous serais reconnaissant de bien vouloir transmettre au Gouvernement et à la famille du disparu mes sincères condoléances, ainsi que ma gratitude pour sa contribution aux efforts déployés par les Nations Unies pour la paix en [country/area].

Je voudrais aussi saisir cette occasion pour vous dire une fois encore combien j'apprécie la contribution du Gouvernement dans cette opération de maintien de la paix des Nations Unies.

Veuillez agréer, [Monsieur l'Ambassadeur/Madame l'Ambassadrice], l'assurance de ma plus haute considération.

Le Secrétaire-Général

Son Excellence  
[M./Mme] [name]  
Représentant permanent de la [member nation]  
auprès de l'Organisation des Nations Unies

# United Nations Nations Unies

## AFTER-SERVICE HEALTH INSURANCE APPLICATION

1. Index number: \_\_\_\_\_ Date application received by UNHQ [*day, month, year*]: \_\_\_\_\_

2. Name of applicant [*family name, first name, middle name*]: \_\_\_\_\_ Type of separation [*check appropriate box*]:

- Regular retirement at age 60/62
- Regular early retirement from age 55
- Separation with lump sum payment
- Separation-leave with full pay
- Separation-leave with full pay followed by special leave without pay
- Other [*please specify*]: \_\_\_\_\_

3. Address [*no., street, city, state/province, zip/postal code, country*]: \_\_\_\_\_

4. Relationship to former staff member [*check relevant box*]:

- (a)  Self    (b)  Spouse    (c)  Child    (d)  Other [*e.g., guardian; specify*]: \_\_\_\_\_

5. **Persons to be insured** [*complete for each person for whom insurance is desired*]:

| To be insured                                       | Name   |       |        |      | Sex   | Date of birth<br>[Day, month, year] | Insured at the time of former staff member separation from service? | Agency) insurance plans you have participated in while in service |                         | For office use only<br>[Verified] |
|---|--------|-------|--------|------|---|-------------------------------------|---|---|-------------------------|-----------------------------------|
|   | Family | First | Middle | Last |   |                                     |   | Plans   | Total years of coverage |                                   |
| <input type="checkbox"/> Former staff member        |        |       |        |      | <input type="checkbox"/> M <input type="checkbox"/> F |                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No            |   |                         | <input type="checkbox"/>          |
| <input type="checkbox"/> Spouse or surviving spouse |        |       |        |      | <input type="checkbox"/> M <input type="checkbox"/> F |                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No            |   |                         | <input type="checkbox"/>          |
| <input type="checkbox"/> Dependent child/children   | 1.     |       |        |      | <input type="checkbox"/> M <input type="checkbox"/> F |                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No            |   |                         | <input type="checkbox"/>          |
|   | 2.     |       |        |      | <input type="checkbox"/> M <input type="checkbox"/> F |                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No            |   |                         | <input type="checkbox"/>          |
|   | 3.     |       |        |      | <input type="checkbox"/> M <input type="checkbox"/> F |                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No            |   |                         | <input type="checkbox"/>          |
|   | 4.     |       |        |      | <input type="checkbox"/> M <input type="checkbox"/> F |                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No            |   |                         | <input type="checkbox"/>          |

6. Date former staff member left United Nations service [*day, month, year*]: \_\_\_\_\_

7. If former staff member has died, give date of death [*day, month, year*]: \_\_\_\_\_

8. Duty station of former staff member at separation date: \_\_\_\_\_

9. Name of last employer organization: \_\_\_\_\_

10. Category, grade and step of former staff member at separation date: \_\_\_\_\_

11. United Nations health insurance scheme under which after-service coverage is desired:

- (a)  Aetna PPO Plan    (b)  Empire DeLuxe PPO Plan    (c)  HIP/HMO Plan    (d)  Van Breda Plan    (e)  Cigna Dental PPO Plan:     Option A     Option B

12. *I hereby declare that the information given is true and accurate to the best of my knowledge and belief.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# United Nations Nations Unies

AUTHORIZATION FOR DEDUCTION OF MONTHLY PREMIUM CONTRIBUTIONS  
FOR AFTER-SERVICE HEALTH INSURANCE FROM THE  
UNITED NATIONS JOINT STAFF PENSION FUND PERIODIC BENEFIT

|                                    |  |
|------------------------------------|--|
| Name: <i>[last, first, middle]</i> | Pension benefit numbers:<br>A/..... 1                    |
| Mailing address:                   | R/..... 2  |
|                                    | ASHI number <i>[0 and above 5 digits of R/ number]</i> : |
| Telephone number:                  | Payroll index number:                                    |

1. *I hereby authorize the United Nations Joint Staff Pension Fund to deduct from my monthly pension benefit, and to remit directly to the United Nations, the premium contribution corresponding to my coverage under their after-service health insurance (ASHI) programme.*

2. *I also authorize the United Nations Joint Staff Pension Fund to provide from time to time, as required, information on the amount of my pension benefit to the United Nations, as the office responsible for administering my ASHI scheme.*

3. *I shall address all queries concerning health insurance premium contributions and deductions to:*

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

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

|                                  |            |
|----------------------------------|------------|
| Date <i>[day, month, year]</i> : | Signature: |
|----------------------------------|------------|

PLEASE RETURN THIS FORM TO THE ADDRESS IN PARAGRAPH 3 ABOVE

<sup>1</sup> Six digits in right-hand corner of annual statement forwarded to staff member each year by UNJSPF

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

Form **W-8BEN**

(Rev. December 2000)  
Department of the Treasury  
Internal Revenue Service

**Certificate of Foreign Status of Beneficial Owner  
for United States Tax Withholding**

▶ Section references are to the Internal Revenue Code. ▶ See separate instructions.  
▶ Give this form to the withholding agent or payer. Do not send to the IRS.

OMB No. 1545-1621

**Do not use this form for::**

- A U.S. citizen or other U.S. person, including a resident alien individual . . . . . W-9
- A person claiming an exemption from U.S. withholding on income effectively connected with the conduct of a trade or business in the United States . . . . . W-8ECI
- A foreign partnership, a foreign simple trust, or a foreign grantor trust (see instructions for exceptions) . . . . . W-8ECI or W-8IMY
- A foreign government, international organization, foreign central bank of issue, foreign tax-exempt organization, foreign private foundation, or government of a U.S. possession that received effectively connected income or that is claiming the applicability of section(s) 115(2), 501(c), 892, 895, or 1443(b) (see instructions) . . . . . W-8ECI or W-8EXP

**Note:** These entities should use Form W-8BEN if they are claiming treaty benefits or are providing the form only to claim they are a foreign person exempt from backup withholding.

- A person acting as an intermediary . . . . . W-8IMY

**Note:** See instructions for additional exceptions.

**Part I Identification of Beneficial Owner (See instructions.)**

|  |  |
|--|--|
| <b>1</b> Name of individual or organization that is the beneficial owner   | <b>2</b> Country of incorporation or organization          |
| <b>3</b> Type of beneficial owner: <input type="checkbox"/> Individual <input type="checkbox"/> Corporation <input type="checkbox"/> Disregarded entity <input type="checkbox"/> Partnership <input type="checkbox"/> Simple trust<br><input type="checkbox"/> Grantor trust <input type="checkbox"/> Complex trust <input type="checkbox"/> Estate <input type="checkbox"/> Government <input type="checkbox"/> International organization<br><input type="checkbox"/> Central bank of issue <input type="checkbox"/> Tax-exempt organization <input type="checkbox"/> Private foundation |  |
| <b>4</b> Permanent residence address (street, apt. or suite no., or rural route). Do not use a P.O. box or in-care-of address.   |  |
| City or town, state or province. Include postal code where appropriate.  | Country (do not abbreviate)                                |
| <b>5</b> Mailing address (if different from above)   |  |
| City or town, state or province. Include postal code where appropriate.  | Country (do not abbreviate)                                |
| <b>6</b> U.S. taxpayer identification number, if required (see instructions)<br><input type="checkbox"/> SSN or ITIN <input type="checkbox"/> EIN  | <b>7</b> Foreign tax identifying number, if any (optional) |
| <b>8</b> Reference number(s) (see instructions)  |  |

**Part II Claim of Tax Treaty Benefits (if applicable)**

**9** I certify that (check all that apply):

- a  The beneficial owner is a resident of \_\_\_\_\_ within the meaning of the income tax treaty between the United States and that country.
- b  If required, the U.S. taxpayer identification number is stated on line 6 (see instructions).
- c  The beneficial owner is not an individual, derives the item (or items) of income for which the treaty benefits are claimed, and, if applicable, meets the requirements of the treaty provision dealing with limitation on benefits (see instructions).
- d  The beneficial owner is not an individual, is claiming treaty benefits for dividends received from a foreign corporation or interest from a U.S. trade or business of a foreign corporation, and meets qualified resident status (see instructions).
- e  The beneficial owner is related to the person obligated to pay the income within the meaning of section 267(b) or 707(b), and will file Form 8833 if the amount subject to withholding received during a calendar year exceeds, in the aggregate, \$500,000.

**10 Special rates and conditions** (if applicable—see instructions): The beneficial owner is claiming the provisions of Article \_\_\_\_\_ of the treaty identified on line 9a above to claim a \_\_\_\_\_ % rate of withholding on (specify type of income): \_\_\_\_\_  
 Explain the reasons the beneficial owner meets the terms of the treaty article: \_\_\_\_\_

**Part III Notional Principal Contracts**

**11**  I have provided or will provide a statement that identifies those notional principal contracts from which the income is **not** effectively connected with the conduct of a trade or business in the United States. I agree to update this statement as required.

**Part IV Certification**

Under penalties of perjury, I declare that I have examined the information on this form and to the best of my knowledge and belief it is true, correct, and complete. I further certify under penalties of perjury that:

- I am the beneficial owner (or am authorized to sign for the beneficial owner) of all the income to which this form relates,
- The beneficial owner is not a U.S. person,
- The income to which this form relates is not effectively connected with the conduct of a trade or business in the United States or is effectively connected but is not subject to tax under an income tax treaty, **and**
- For broker transactions or barter exchanges, the beneficial owner is an exempt foreign person as defined in the instructions.

Furthermore, I authorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am the beneficial owner or any withholding agent that can disburse or make payments of the income of which I am the beneficial owner.

**Sign Here** ▶ \_\_\_\_\_  
 Signature of beneficial owner (or individual authorized to sign for beneficial owner)    Date (MM-DD-YYYY)    Capacity in which acting

# United Nations Nations Unies

NOTES ON STAFF MEMBER'S WILL AND WISHES

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## A. Personal information

|                   |                             |                             |   |
|-------------------|-----------------------------|-----------------------------|---|
| Last name:        | First name and middle name: | Country of nationality:     | Sex:<br><input type="checkbox"/> Male <input type="checkbox"/> Female |
| Title:            | Index or ID card number:    | Passport or ID card number: | Date of birth:  |
| Location of will: |                             | Date last updated:          |   |

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## B. Funeral (staff member's wishes)

Place/method of interment:

---

Type of service:

---

Flowers/memorial contributions:

---

Special requests:

---

.....  
[Staff member's signature]

.....  
[Date]

**Personal information**

|            |                             |                             |   |
|------------|-----------------------------|-----------------------------|---|
| Last name: | First name and middle name: | Country of nationality:     | Sex:<br><input type="checkbox"/> Male <input type="checkbox"/> Female |
| Title:     | Index or ID card number:    | Passport or ID card number: | Date of birth:  |

**Financial institutions** (banks, mutual fund institutions, individual stocks and bonds). *[attach pages as necessary]*

|                                |   |
|--------------------------------|---|
| Name of financial institution: | Account number[s]. <i>[indicate those that are joint accounts]:</i> |
| Address:                       | Telephone:  |
| Name of financial institution: | Account number[s]. <i>[indicate those that are joint accounts]:</i> |
| Address:                       | Telephone:  |
| Name of financial institution: | Account number[s]. <i>[indicate those that are joint accounts]:</i> |
| Address:                       | Telephone:  |

**Loans outstanding** *[other than mortgages]*

|                                |                  |           |
|--------------------------------|------------------|-----------|
| Name of financial institution: |                  |           |
| Account number:                | Monthly payment: | Due date: |

**Credit accounts** *[for each account, provide the following]*

|                              |               |                 |                  |
|------------------------------|---------------|-----------------|------------------|
| Credit card type:            | Name on card: | Account number: | Expiration date: |
| Name and address of company: |               |                 | Telephone:       |
| Credit card type:            | Name on card: | Account number: | Expiration date: |
| Name and address of company: |               |                 | Telephone:       |

**Bills** *[list of the monthly, quarterly, yearly bills; which are debited directly and which are not, and from which accounts: these will include telephone, utilities, mortgage, rent, loans, insurance (home, car, life), cable TV, computer and Internet]*

|                              |                 |                     |            |
|------------------------------|-----------------|---------------------|------------|
| Bill:                        | Account number: | Approximate amount: | Date due:  |
| Name and address of company: |                 |                     | Telephone: |

[Financial information sheet: *continued*]

[Continued on next page]

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**Taxes** *[name and address of your tax consultant, if you use one, and other relevant information]*

Name and address of the tax consultant:

Documents that need to be gathered each year:

Dates of estimated payments:

Location of copies of past years' taxes:

Location of forms:

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**Life insurance**

Name of insurance company:

Policy number:

Address of company:

Telephone:

Beneficiaries:

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**Other insurance** *[such as car, home, and household]*

Name of insurance company:

Policy number.:

Address of company:

Telephone:

Beneficiaries:

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**Real estate**

Address of all real estate owned:

Name of lawyer at closing:

Mortgage held by:

Location of mortgage papers:

Location of titles and deeds:

Location of payment book:

Amount of monthly payment:

Monthly payment date:

Life insurance on mortgage:

Yes *[the insurance pays off the rest of the mortgage]*  No

---

**Fine jewellery** *[and other items of monetary or personal value.*

*Also, instructions on who will receive any assets should be in your will]*

Items and locations [e.g., in safety deposit box, and its code or key]:

.....  
*[Staff member's signature]*

.....  
*[Date]*



