INTRODUCTION

The existence of a mobile UN professional workforce makes it imperative that accurate and up-to-date information be readily available to staff members regarding security matters that directly affect them and their dependants. The purpose of this brochure is to provide internationally-recruited UN professional staff with information regarding the security framework in place at UN headquarters, regional and country-office duty stations, information regarding security at their own duty station, and the specific security-related benefits and entitlements provided for within the UN Common System and by their own agency.

In UNICEF, International professional staff members include individuals working under the following types of contracts: temporary, fixed-term, continuing, permanent.

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The electronic version of this brochure and all corresponding information can be found at:  
http://www.unicef.org/Cote Ivoire

If you have a printed version of this brochure, please refer to the above website to ensure that you have the most up-to-date information.

3rd September 2010
PERSONNEL SECURITY WITHIN THE UNITED NATIONS

1. The United Nations Security Management System

The primary responsibility for the security and protection of personnel employed by the organizations of the United Nations system, their eligible dependants and property of the organization, rests with the host governments. This responsibility flows from every government’s normal and inherent function of maintaining law and order and protecting persons and property within its jurisdiction. In the case of international organizations and their officials and property, the government is considered to have a special responsibility under the Charter of the United Nations or the government’s agreements with individual organizations.

The security planning and management system of the United Nations consists of several officials, some at country level and others at various headquarters levels, as follows:

**The United Nations Under-Secretary-General for Safety and Security:** The United Nations Under-Secretary General for Safety and Security reports directly to the Secretary-General and is responsible for the executive direction and control of the United Nations Security Management System (UNSMS). That responsibility includes the overall safety and security of United Nations civilian personnel and their recognized dependants at both headquarters locations and in the field, as well as United Nations premises and assets at field and headquarters locations. The UN Under-Secretary-General For Safety and Security represents the Secretary-General on all security-related matters and is responsible for developing security policies, practices and procedures for United Nations system personnel worldwide; coordinating with the organizations of the United Nations system to ensure implementation, compliance and support for security aspects of their activities; preparing reports of the Secretary-General on all security related matters; and advising the Secretary-General on all matters related to safety and security of civilian personnel of the United Nations system.

**Executive Heads of Organizations:** Executive heads of organizations are responsible and accountable to the Secretary-General for ensuring that the goals of the UNSMS are met within their respective Organizations.

**Headquarters of United Nations Agencies, Programs and Funds:** The executive head of each UN organization appoints a Field Security Coordinator at its headquarters for the necessary liaison between the United Nations Department of Safety and Security (UNDSS) and the agency at both headquarters and field level. These individuals act as security focal point for their agency; keep UNDSS apprised of all relevant security information; provide security support to their own field offices; participate in joint inter-agency security assessment missions; and ensure staff compliance with system-wide security instructions.

**Designated Official:** In each country or designated area where the United Nations is present, the senior-most official is normally appointed as the Designated Official for Security. The Designated Official is accountable to the Secretary-General, through the Under-Secretary-General for Safety and Security, for the security of personnel employed by the organizations of the United Nations system and their recognized dependants throughout the country or designated area. The Designated Official is responsible and accountable for ensuring that the goal of the United Nations security management system is met at the duty station.

**Chief Security Advisor:** The Chief Security Advisor is a security professional appointed by the Under-Secretary-General for Safety and Security to advise the Designated Official and the Security Management Team. He/she reports to the Designated Official and maintains a technical line of communication with UNDSS. In the absence of a Chief Security Advisor, the Designated Official, in consultation with UNDSS, will appoint a Country Security focal point for the Security Management Team.

**Area Security Coordinators:** In larger countries where specific areas outside the capital city are separated by not only distance but by exposure to emergencies, the Designated Official and Security Management Team will appoint Area Coordinators who, on behalf of the Designated Official, will coordinate and control the security arrangements applicable to all personnel employed by Organizations of the UN common system and their dependants within the area. Area Coordinators will have responsibilities similar to those of the Designated Official in their respective areas and will keep the Designated Official informed of security-related incidents or developments.

**Wardens:** In order to facilitate coordination of the security arrangements, information and instructions, the Designated Official in consultation with the Security Management Team will appoint Wardens and Deputy Wardens for the proper implementation of security in particular, pre-determined zones of the city. These individuals are accountable to the Designated Official/Area Security Coordinator irrespective of their employing organization.

**Representatives of Organizations:** These individuals (“country representatives,” “agency heads,” “heads of mission”), at country level, consult with and assist the Designated Official on all security-related matters; ensure that the Designated Official at all times has an updated list of staff members and eligible dependants; ensure that the Designated Official is at all times informed of the whereabouts of the organization’s staff members and their dependants; report all incidents with security implications to the Designated Official; and comply with all decisions of the Security Management Team.
Security Management Team:  The Security Management Team normally consists of the Designated Official, the head of each agency present at the duty station and the Chief Security Advisor.  The Security Management Team advises the Designated Official on all security related matters at the duty station.  In peacekeeping missions, where the Head of Mission serves as the Designated Official, the Team may also include Heads of Offices or Sections.

Additional information regarding system-wide arrangements for the protection of UN personnel and property in the field can be found at:  
https://dss.un.org/dssweb/

2. Security Phases

The United Nations currently employs five specific phases to describe those security measures to be implemented based on the prevailing security conditions in a given country or in parts of a country. The Designated Official can implement measures under Phases One and Two at his/her own discretion, following consultation with the Security Management Team and notification to the Secretary General through the Under-Secretary-General for Safety and Security. Phases Three, Four and Five will be declared by the Designated Official only when the authorization of the Secretary General has been obtained through the Under-Secretary-General for Safety and Security.

Personnel will be advised by their Executive Head of Agency when a security phase is declared.

The five phases are:

**PHASE One - Precautionary**  
This phase is designed to warn staff members that the security situation in the country or a portion of the country is such that caution should be exercised.

**PHASE TWO - Restricted Movement**  
This phase signifies a much higher level of awareness and preparedness and imposes major restrictions on the movement of all staff members and their families. During Phase Two all staff members and their families may be directed to remain at home unless otherwise instructed.

**PHASE THREE - Relocation**  
Phase Three indicates a substantial deterioration in the security situation, which may result in the relocation of all internationally-recruited staff members and/or their spouse and eligible dependants to alternative locations within the country and/or relocation outside the country of all eligible dependants of internationally-recruited staff members, and/or non-essential internationally-recruited staff members, together with their spouse and eligible dependants. Security evacuation allowance is applicable at Phase Three and beyond.

**PHASE FOUR - Emergency Operations**  
The Designated Official recommends to the Secretary-General, through the Under-Secretary-General for Safety and Security (UNDSS), the relocation outside the country of all remaining internationally-recruited staff members except those directly concerned with emergency or humanitarian relief or security operations or any other operation deemed essential by the Secretary-General.

**PHASE FIVE - Evacuation**  
Phase Five, which is declared by the Secretary-General, indicates that the situation has deteriorated to such a point that all remaining internationally-recruited staff are required to leave the duty station, without exception. The relocation or evacuation of internationally-recruited staff members and/or their eligible family members will, in the first instance, normally be to a designated safe haven, either inside the country or in another country approved by UNDSS. Staff members and/or dependants who are relocated or evacuated from a duty station may be entitled to evacuation allowances.

Detailed information regarding UN security phases can be found at:  
http://www.intranet.unicef.org/emops/security.nsf

3. Minimum Operating Security Standards (MOSS)

MOSS is the primary mechanism for managing and mitigating risk to UN personnel, property and assets of the organizations of the UN. It encompasses a range of measures designed to reduce risk. Although a single MOSS system applies throughout the United Nations Security Management System, each duty station/mission is responsible for preparing a country-specific MOSS based on a Security Risk Assessment.

The responsibility for implementing MOSS rests with the heads of UN organization at country level. Where a UN organization does not have a permanent presence in the country, the head of the organization should take measures to ensure that missions and staff visiting the country are briefed in advance on the applicable MOSS requirements.

General information on MOSS can be found at: See link
4. Personal Responsibility and Accountability

All staff members employed by the organizations of the United Nations system are also responsible for their own safety and security, irrespective of their location of assignment and are responsible for complying with all security policies and procedures of the organizations. Staff members employed by an organization of the United Nations system are accountable to their country head of agency and Executive Head of agency.

Personnel employed by UN organizations must:

- Familiarize themselves with information provided to them regarding the UN Security Management System at their location;
- Receive a security clearance prior to traveling to a country in which a security phase has been declared and inform the Designated Official in the country of destination when traveling to a country where a phase is not in effect;
- When travelling to an area where a security phase is in effect, a security clearance needs to be requested using the ISECT system. Travellers may not proceed on duty travel without having received a Security Clearance from the DO. When travelling to an area where no security phase is in effect a travel notification that is processed using the ISECT system is needed;
- All UN personnel travelling on official business (this includes home leave) must inform the Designated Official of their arrival within the DO’s area of responsibility. All UN staff are encouraged to also use the ISECT system when engaging in private travel. The ISECT system and all information pertaining to its use can be found on [http://dss.un.org](http://dss.un.org);
- Attend security briefings and certify their participation;
- Know who their warden and/or agency security focal point is and how to contact them;
- Be appropriately equipped for service at the duty station (e.g., ensure all required vaccines have been received, appropriate transportation arrangements for travel within the duty station have been made);
- Apply and comply with all security regulations and procedures at the duty station, whether on or off duty;
- Behave in a manner which will not endanger their safety and security or that of others;
- Complete all mandatory security training.

5. Security Training

The United Nations system has initiated mandatory security training for all UN and associated personnel. Completion of the course entitled, "Basic Security in the Field: Staff Safety, Health and Welfare" is mandatory for all staff members regardless of grade, function, or location. Completion of a second course entitled, "Advanced Security in the Field" is mandatory for all staff members who are assigned or travel to locations designated as Security Phase One or higher. Access is available to all individuals who have a UN system email address at [https://dss.un.org](https://dss.un.org). Individuals working as consultants and who have not been issued a UN system email address will be able to access the programs at [http://dss.un.org/asitf](http://dss.un.org/asitf) and [http://dss.un.org/bsitf](http://dss.un.org/bsitf). After successful completion of an online test, individual certificates are generated from the user's computer. The certificates are valid for three years.

In addition to completing the mandatory security training, staff must keep a copy of their completion certificates in their office file, and upload them to the Integrated Security Clearance and Tracking (ISECT) system at: [http://dss.un.org](http://dss.un.org)

Security Contact Points in: Abidjan

**Designated Official**
Ndolamb Ngokwey
UN Resident Coordinator
Tel: + (225) 20 23 62 68
Mobile: + (225) 07 01 44 00
E-mail: ndolamb.ngokwey@one.un.org

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**Field Security Officer:**
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Chief Security Adviser
UNDSS d’Ivoire
Tel: + (225) 20 23 32 11
Mobile: + (225) 05 98 03 53 + (225) 06 32 56 57
Emails: innocent.dassanou@undp.org dassanoui@un.org

**Area Coordinator:**
Antonius Lucassen
PSCO Agencies
Tel: + (225) 20 30 39 59
Mobile: +225 05 90 36 66
E-mail: antonius.lucassen@undp.org

**Wardens:**
securitydatabaseunit@un.org
Tel: 20 23 73 05
SECURITY-RELATED ENTITLEMENTS AND BENEFITS

1. Death, Injury or Illness Attributable to Service

See link to E-HR Handbook

Appendix D to the United Nations Staff Rules covers staff members or former staff members for work-related death, injury or illness attributable to the performance of official duties on behalf of the United Nations. With respect to the death of a staff member while performing official duties, Appendix D provides that the U.N. will pay:

- compensation to the staff member’s spouse and children;
- a reasonable amount for funeral expenses, including preparation of the remains;
- medical, hospital and directly-related costs;
- and return transportation of the deceased staff member and his/her dependants to his or her normal place of residence, his or her official duty station or, with some limitations, to another place specified by the staff member’s family.

In the event of injury or illness resulting in total disability which is attributable to the performance of official duties, the U.N. will pay:

- all reasonable medical, hospital and directly-related costs;
- for a specified period of time the salary and allowances which the staff member was receiving at the date on which he/she last reported to duty until such time as he/she either returns to duty or, if unable to return to duty, his/her contract expires or one year has passed, whichever is later;
- if salary and allowances cease to be paid because the staff member is unable to return to work, annual compensation payments equivalent to two-thirds of his/her final pensionable remuneration plus one-third of such annual rate in respect of each unmarried child of the staff member up to the age of 18 or, if in full-time school attendance, up to the age of 21.

In the event of injury or illness resulting in partial disability, the UN will pay:

- all reasonable medical, hospital and directly related costs;
- for a specified period of time, the salary and allowances which the staff member was receiving at the date on which he/she last reported to duty until such time as he/she either returns to duty or, if unable to return to duty, his/her contract expires or one year has passed, whichever is later;
- if unable to return to work, compensation which corresponds to the degree of the staff member’s disability and loss of earning capacity;
- if able to return to work but, due to partial disability, is reassigned to a post at a lower grade, compensation in addition to his or her salary and benefits.

In addition to compensation payable as outlined above for injury or illness, in the event of a permanent disfigurement or permanent loss of function the UN will pay a lump sum determined by the Secretary General on the basis of established procedures and guidance.

Additional information regarding Appendix D can be found at:


The Malicious Acts Insurance Policy (MAIP) provides worldwide 24-hour coverage for staff and other eligible individuals of the UN and UN Participating Organizations in respect of death or permanent disability (total or partial) caused directly or indirectly by war or a malicious act. A malicious act includes hostilities, revolution, rebellion, insurrection, riots or civil commotion, sabotage, explosion of war weapons, terrorism, murder or assault or an attempt threat.

MAIP is an inter-agency insurance policy. The number and categories of individuals covered are determined by the Participating Organizations. Typically, the Participating Organizations cover the following categories of personnel under MAIP: Category 1 - international and locally-recruited professional staff; Category 2 - general service, field service and national professional officers; and Category 3 - non-staff while on mission/travel/daily subsistence allowance status.

It is a condition precedent that a claimant must be in compliance with the UN’s prevailing security guidelines and procedures or that non-compliance was inadvertent. [See, “Security Training” at paragraph 5, above]. The maximum compensation for persons in Categories 1 and 3 in the event of death or permanent total disability is US$500,000. For persons in Category 2, the maximum compensation is ten times their net annual salary subject to a maximum of US$500,000 and a minimum of US$50,000.

MAIP may also cover medical expenses up to a value of 10% of the benefit for death or permanent disability, subject to a maximum of US$10,000.

The proceeds of MAIP will be paid directly to the insured individual when he or she suffers an injury or illness resulting in permanent disability as a
result of an accident or illness covered under the policy. In those cases where the insured individual dies and has a surviving spouse and/or dependent orphan children, they would be granted the death benefit in equal shares. In the absence of a surviving spouse or dependent orphan children, the beneficiary would be the estate of the insured individual.

Additional information about Malicious Acts Insurance, including those Organizations that participate in MAIP, can be found at: See link

3. **Loss of Personal Property**

   Please see link to HR Policy and Procedure Manual, Chapter 11 on Insurance and Compensation

4. **Minimum Operating Residential Security Standards (MORSS)**

   While host governments are primarily responsible for ensuring the safety and security of organization staff members and their eligible dependants, they may not be able to provide the necessary protection when there is a partial or total breakdown of law and order resulting in increased criminal activity. It may become necessary under these circumstances to take additional measures to enhance the safety and security of United Nations staff members and their families at their place of residence. These measures, known as "Minimum Operating Residential Security Standards" (MORSS), include such items as security guards, alarm systems, door and window bars, locks, safe havens, or other protective devices. MORSS forms a distinct yet integral part of the Minimum Operating Security Standards (MOSS) for a duty station. These MORSS are not linked to the security phase at the duty station but rather to the law and order situation at the duty station.

   The elements to be included in MORSS should be determined by the Security Management Team through conduct of a threat and risk assessment for the duty station, to include all locations where staff members are deployed and resident. The MORSS for a duty station should set specific criteria for single female staff at the duty station, and should take into account families, single staff members and the neighborhood security environment.

   Once a newly-arrived staff member has identified a residence, and prior to commitment or signing a lease agreement, the Field Security Coordination Officer will normally conduct a security check on the residence and advise on the suitability of the property and/or its location. MORSS represents only the most basic security measures required to ensure a minimum level of protection. It is the staff member's individual responsibility to:
   - implement the residential security measures;
   - review his/her own situation, and supplement the MORSS as required to fit his/her particular circumstances;

   Additional information about MORSS can be found at: See link

5. **Hazard Pay**

   Hazard pay is an exceptional measure and form of compensation granted to staff members who are required to work in duty stations where hazardous conditions exist, as follows:
   - Duty stations where hazardous conditions such as war or active hostilities prevail and where the evacuation of families and non-essential staff has taken place;
   - Duty stations where no evacuation has taken place but in which staff are required to work in hazardous conditions such as war where active hostilities prevail, including situations where staff are required to work on cross-border missions in hazardous areas;
   - Duty Stations where the performance of functional medical requirements directly exposes staff to life-threatening diseases, such as severe acute respiratory syndrome (SARS) and the Ebola virus, in the course of the performance of their duties.

   The Chairman of the International Civil Service Commission (ICSC) is responsible for authorizing the application of hazard pay to a duty station, based on the recommendation of UNDSS. The authorization is normally for a period of up to three (3) months and is subject to ongoing review and extension based on existing conditions at the duty station. Hazard pay will be discontinued when the hazardous conditions are deemed to have abated. The list of countries/duty stations where hazard pay applies is updated on a regular basis and may be found at: http://www.un.org/Depts/OHRM/salaries_allowances/allowances/hazard.htm

6. **Rest and Recuperation (R&R)**

   Rest and Recuperation (R&R) travel is a form of special leave at designated duty stations intended to provide eligible staff members with regular breaks allowing them to recover from the high levels of stress due to extreme and prolonged hardship conditions present in the duty station of assignment
(including the lack of essential goods requiring procurement travel). The benefit normally covers transportation to and from the approved R&R duty station to a designated R&R location, per diem and time-off.

R&R travel should be considered an additional special entitlement as it is a means of ensuring that staff may periodically absorb themselves from the location to reunite with their families and recover from the effects of the dangerous and/or isolated working/living conditions under which they serve. The applicability and periodicity of R&R are contingent on the conditions prevailing in a particular location. Therefore, it can be activated or discontinued in accordance with changes in conditions at the duty stations locations.

Additional information regarding R&R can be found at:
CF/AI/2008-010 Rest and Recuperation
Updated list of R&R Duty Stations

7. Security Evacuation Allowance (SEA)

Staff members and their eligible dependants who have been relocated or evacuated on the instructions of the Secretary-General will be paid a daily or monthly allowance. A schedule of evacuation allowances has been established on the assumption that, within a finite period (normally a maximum of six months), staff members will either have been authorized to return to the duty station or will have been reassigned to another location (on either a temporary or a longer-term basis), or will have separated from service.

The appropriate rate will be payable as from the date on which involved travel is completed. (See: CF/AI/2001-020; CF/IC/2009-018

8. Stress Counseling

UNICEF’s Global staff counseling programme includes

- Face-to-face or distance short term counseling
- Referrals to other UN system counselors or local counseling resources
- A robust, global Peer Support Volunteer programme
- Distribution of information on stress, coping and resilience
- Consultation with managers on issues relating to staff well-being and mental health
- Trainings and workshops in stress management, resiliency building, crisis intervention skills and Peer Support.

UNICEF’s Staff Counselors can be contacted at:
stresscounsellor@unicef.org
Tel +1 212 824 6902 and +1 212 824 6207 (work)
+1 917 815 3843 and +1 917 443 6225 (Cell)
For more information and guidance see:
http://www.intranet.unicef.org/dhr/dhrrsite.nsf/Site%20Pages/Page0104