

THE A STAFF MEMBER'S GUIDE TO FINDING THE RIGHT PLACE ROADMAP



United Nations

Ethics Office
The Roadmap
United Nations
Version 2.0

Revised: April 2014



In 2013, the Secretary-General honoured The Roadmap with a UN 21 Award for Knowledge Management. This Staff Member's guide to finding the right place was also hailed as the "Swiss army knife" of UN documents by UN Special Magazine for its utility in navigating the UN's complex policies on addressing staff concerns. It is said to go to the heart of the matter and avoid misunderstandings.



UN 21 Awards recognize the outstanding work of colleagues who advanced projects with great impact and innovative potential. Their stories are meant to inspire others to

follow their example, replicate good practices and make strides to reinvent the way we do business in our areas of responsibility.

Table of Contents

Introduction	1
1. Advice & Guidance	3
Ethics Office	4
Ombudsman and Mediation Services	6
Personal Career Counselling	7
Office of Staff Legal Assistance	8
Staff Counsellor's Office	9
Staff Representative Bodies	11
Office of the Focal Points for Women	12
Departmental Focal Points for Women	13
2. Reporting Misconduct	15
Head of Department, Office or Mission	16
Office of Internal Oversight Services	17
Conduct and Discipline Teams	19
Special Investigations Unit	21
Ethics Office	22
3. Appealing a Decision or Filing a Claim	25
Management Evaluation Unit	26
United Nations Dispute Tribunal	27
United Nations Appeals Tribunal	29
Advisory Board on Compensation Claims	30
United Nations Claims Board	31
Central Examination Board	31
Ad Hoc Medical Board	32
Classification Appeals Committee	32
Performance Management and Appraisal Rebuttal Panel	33
4. Other Resources	35
Visa Committee	36
Human Resources	38
Executive Officer, Chief of Administration, Chief of Mission Support	41
United Nations Joint Staff Pension Fund	42
Insurance Section	44
Income Tax Unit	46
Comments	46

INTRODUCTION

Whether you have just joined or have been with the United Nations for a while, there may come a time when you will need advice and guidance, or want to appeal a decision regarding your terms and conditions of employment. The Roadmap will assist you with navigating the various offices and mechanisms available to you. It acts as a reference guide for staff members of the global Secretariat including those based in field missions. It is designed to empower and help guide you to the appropriate resource to address your concerns.

Who does what?

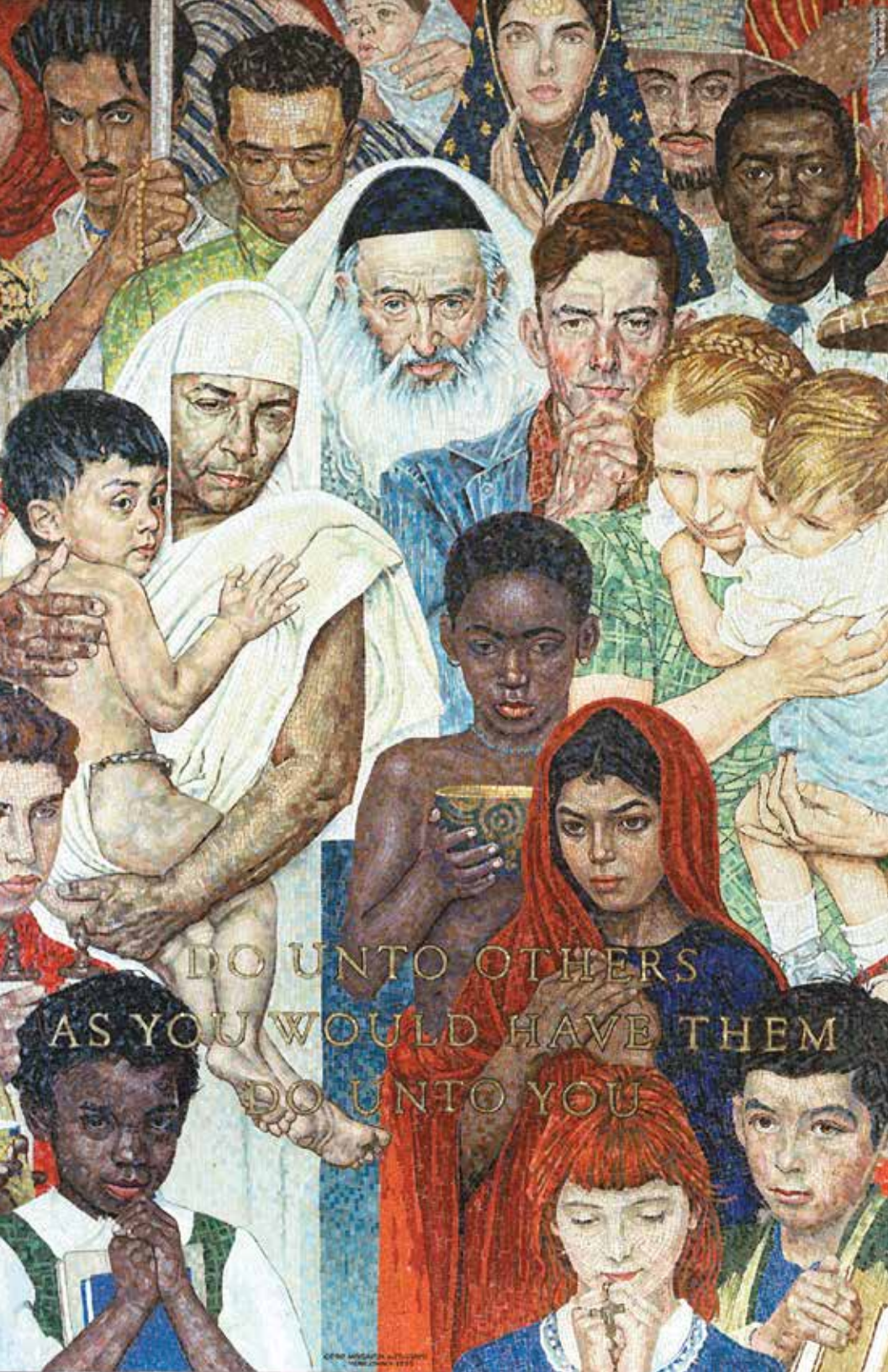
What is the difference between the Ombudsman and the Ethics Office? Should I go to the Management Evaluation Unit or to the Office of Staff Legal Assistance? Whom do I approach to obtain advice about my career? The Roadmap will introduce you to each of these resources and help delineate their mandate, roles and responsibilities.

Under the four headings – Advice, Reporting, Appealing a Decision and Other Resources, the Roadmap outlines 28 available resources which you may approach directly to address employment concerns. For each resource/mechanism, we briefly describe the mandate, key areas of responsibility, related policy documents and provide contact information.

Understanding the scope and limits of each of these resources will help you identify which office is best suited to address your concern

Remember, when in doubt, ask!

* Please note that policy and mandate changes may occur more frequently than revisions of this Roadmap. All staff members have access to decisions of the General Assembly through ODS and those of the Secretary-General through iSeek at: <https://iseek-newyork.un.org/m210dept525>



DO UNTO OTHERS
AS YOU WOULD HAVE THEM
DO UNTO YOU

1

GETTING ADVICE & GUIDANCE

This section describes the various offices available to you when you need advice, guidance and assistance.

There are a number of professional and personal issues that can arise at the workplace. The Organization has made available a number of resources so you can get advice or obtain other assistance, including understanding your rights and obligations as an international civil servant, resolving a conflict of interest, addressing interpersonal work relations, mediation, grief and stress counselling or understanding legal procedures.

Before seeking advice or guidance, you should ask yourself:

- Have I read the related policy documents to better understand my rights and obligations?
- Can I describe my question or problem simply and succinctly?
- Have I tried to resolve the problem or situation within my work unit?
- What would a successful outcome look like for me?

Remember, when in doubt, always ask!

Ethics Office

The Ethics Office provides advice and guidance on professional ethics standards and conflicts of interest, such as:

- Maintaining independence and impartiality
- Employment related conflicts of interest
- Use of UN resources
- Acceptance of gifts, honours, or awards
- Outside activities
- Political activities
- Post-employment restrictions
- Personal financial investments and assets

Offices: New York

Notes: The Ethics Office further administers the Organization's financial disclosure and protection against retaliation policies and can advise on those procedures (*see page 22*).

POLICY DOCUMENTS

ST/SGB/2014/1	Staff Rules and the Regulations
ST/SGB/2007/11	United Nations system-wide application of ethics: separately administered organs and programmes
ST/SGB/2007/11/Amend.1	United Nations system-wide application of ethics: separately administered organs and programmes
ST/SGB/2006/15	Post employment restrictions
ST/SGB/2006/6	Financial disclosure and declaration of interest statements
ST/SGB/2005/22	Ethics Office – establishment and terms of reference
ST/SGB/2005/21	Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations
ST/SGB/2002/13	Status, basic rights and duties of United Nations staff members (contains the Standards of Conduct)
A/67/30 (Annex IV)	Report of the International Civil Service Commission for the year 2012
ST/SGB/2002/9	Regulations governing the status, basic rights and duties of officials other than Secretariat officials, and experts on mission

ST/AI/2010/1	Reporting, retaining and disposing of honours, decorations, favours, gifts or remuneration from governmental and non-governmental sources
ST/AI/2000/13	Outside activities
ST/IC/2006/30	Outside activities

CONTACT

Telephone	+ 1 (917) 367-9858, New York
Fax	+ 1 (917) 367-9861, New York
Email	Ethicsoffice@un.org
Website	www.un.org/en/ethicsoffice
Location	Daily News Building - 2521
Mailing address	United Nations Headquarters Ethics Office 220 East 42nd Street Room: DN-2521, 25th Floor New York, NY 10017

Ombudsman and Mediation Services

The Office of the United Nations Ombudsman and Mediation Services (UNOMS) helps UN employees to address their workplace concerns and resolve conflicts through informal means, such as;

- identification and review of options
- conflict coaching
- shuttle diplomacy
- mediation

The work of the ombudsmen and mediators is based on the principles of confidentiality, neutrality and impartiality, independence and informality. UNOMS provides services to employees of the UN Secretariat, UNDP, UNFPA, UNICEF, UNOPS, UN Women and UNHCR through its respective ombudsmen.

Offices: Bangkok | Geneva | Nairobi | New York | Kinshasa | Santiago | Vienna

POLICY DOCUMENTS

A/RES/62/228	Administration of Justice at the United Nations
ST/SGB/2008/5	Prohibition of discrimination, harassment, including sexual harassment, and abuse of authority
ST/SGB/2002/12	Office of the Ombudsman – appointment and terms of reference of the Ombudsman

CONTACT

Telephone	+ 1 (917) 367-5731, New York
Fax	+ 1 (917) 367-4211, New York
Email (1)	Ombudsmediation@un.org
Email (2)	Mediation@un.org
Website	www.un.org/en/ombudsman
Location	DC2 – 7th Floor
Mailing address	United Nations Headquarters Office of the UN Ombudsman and Mediation Services 323 East 44th Street Room: DC2, 7th Floor New York, NY, 10017

Personal Career Counselling

Career Counselling is available through the Career Resource Centre (CRC). The CRC is a resource for staff and managers offering career planning and development information, learning opportunities and mobility support. It is a place for self-study and learning through written, web-based and video resources, individual, confidential career counselling, small group practice sessions and mini workshops which teach concepts and facilitate information exchange between participants in a way that is less formal than a larger, full-day training.

Career Counsellors will offer the following confidential career services for staff members:

- Preparing Written Applications: Personal History Profiles and Cover Letters
- Effective Job Interviewing for Applicants
- General Career Counselling

Note: The Effective Interviewing eLearning course is a prerequisite to the mock interview session, and the Preparing Written Applications eLearning course is a prerequisite to the PHP and cover letter review session.

Offices: New York | Bangkok | Geneva | Nairobi | Addis Ababa | Beirut | Vienna | Santiago

POLICY DOCUMENTS

ST/SGB/2010/1	Organization of the Department of Peacekeeping Operations
ST/SGB/2011/4	Organization of the Office of Human Resources Management

CONTACT

Telephone	+ 1 (212) 963-9500, New York
Email	centrec@un.org
Registration	www.inspira.org
Website	http://www.un.org/staffdevelopment
Location	North Lawn Building – 1034, Main Floor
Mailing address	United Nations Headquarters Office of Human Resources Management Career Resource Centre 405 East 42nd Street NL – 1034, Main Floor New York, NY, 10017

Staff working in peacekeeping or special political missions should contact peacekeeping-training@un.org (for training queries) or their respective Chief Human Resources Officers and the Career Support Unit in UNHQ dfs.careerdevelopment@un.org (for career development queries).

Office of Staff Legal Assistance

Office of Staff Legal Assistance provides assistance to staff members in various stages of appeals and in disciplinary and other claims. This Office:

- Advises on how to seek informal resolutions of disputes
- May provide legal assistance and representation to staff in proceedings within the internal justice system
- May assist in identifying counsel for staff members
- May assist with proceedings before UNDT or UNAT

Offices: New York | Addis Ababa | Beirut | Geneva | Nairobi

POLICY DOCUMENTS

A/RES/62/228	Administration of Justice at the United Nations
ST/SGB/2010/3	Organization and terms of reference of the Office of Administration of Justice
ST/SGB/2008/5	Prohibition of discrimination, harassment, including sexual harassment, and abuse of authority
ST/AI/351	Assistance and representation by counsel in disciplinary and appeal cases
ST/IC/2014/9	Voluntary Supplemental funding mechanism for the Office of Staff Legal Assistance

CONTACT

Telephone	+ 1 (212) 963-3957, New York
Fax	+ 1 (212) 963-0252, New York
Email	osla@un.org
Location	DC2-605, 6th Floor
Mailing address	United Nations Headquarters Office of Staff Legal Assistance 323 East 44th Street Room: DC2-605, 6th Floor New York, NY 10017

Staff Counsellor's Office

The Staff Counsellor's Office provides psycho-social assistance to staff members and their families with situations encountered in everyday life that may have an impact on their well-being and productivity, including:

- Psychological professional counselling in case of
 - Fears and anxiety
 - Psychological trauma
 - Depression
 - Alcohol/substance abuse
 - Loss and grief
 - Personal/family issues and concerns
 - Harassment
- HIV/AIDS counselling
- Financial emergency information
- Mission-readiness
- Staff outreach support programme (SOS)
- Psycho-education and training on a variety of topics related to stress management and resilience

Offices: New York

Notes: Staff located in any duty station may contact the New York Staff Counsellor's Office. They will find and connect staff members with a local staff or stress counsellor.

POLICY DOCUMENTS

ST/SGB/2008/5	Prohibition of discrimination, harassment, including sexual harassment, and abuse of authority
ST/SGB/2007/12	HIV/AIDS in the Workplace Orientation Programme
ST/AI/1991/372	Employee assistance in case of alcohol/substance abuse
ST/IC/1999/111	Mental health – medical and employee assistance facilities

CONTACT

Telephone	+ 1 (212) 963-7044, New York
Fax	+ 1 (212) 963-4399, New York
Email	scolearn@un.org or scohq@un.org
Location	S-0540
Mailing address	United Nations Headquarters Medical Services Division Staff Counsellor's Office 405 East 42nd Street Room: S-0540, 5th Floor New York, NY 10017

Staff Representative Bodies

Staff representative bodies participate in identifying, examining and resolving issues relating to staff welfare, including conditions of work, general conditions of life and other human resources policies, through mutual agreements that are negotiated in good faith between representatives of staff and the administration.

Staff members may bring individual cases to the attention of (a) a member of the executive committee of the staff representative body or (b) a staff representative of the department or office concerned, who can advise on and assist in addressing issues informally or formally. This also applies to cases involving discrimination, harassment, including sexual harassment, and abuse of authority.

In circumstances where informal resolution is not desired or appropriate, or has been unsuccessful, a staff representative may initiate a formal complaint, on behalf of the aggrieved staff member, by submitting a report of prohibited conduct to any of the officials identified in paragraph 5.11 of ST/SGB/2008/5.

POLICY DOCUMENTS

ST/SGB/2014/1	Staff Rule 8.1 (f) – Staff relations
ST/SGB/2008/5	Prohibition of discrimination, harassment, including sexual harassment, and abuse of authority
ST/SGB/2007/9	Joint Negotiation Committee at Headquarters
ST/AI/293	Facilities to be provided to Staff Representatives
ST/IC/2004/4	Conflict resolution in the United Nations Secretariat

CONTACT

See your local representative body or representative.

Office of the Focal Points for Women

Office of the Focal Point for Women provides informal counselling to all staff on gender-related grievances, such as:

- Conditions of service
- Discrimination
- Staff selection
- Harassment
- Abuse of power

The Office also coordinates with the departmental focal point system and provides advocacy and assistance in the formulation of gender-related policies and practices e.g., gender strategy, harassment including sexual harassment, or flexible working arrangements.

Offices: New York

POLICY DOCUMENTS

A/RES/43/224	Personnel questions
ST/SGB/2008/5	Prohibition of discrimination, harassment, including sexual harassment, and abuse of authority

CONTACT

Telephone	+ 1 (646) 781-4510
Fax	+ 1 (646) 781-4495
Email	aparna.mehrotra@unwomen.org
Website	www.un.org/womenwatch/osagi/fp.htm
Location	Daily News Building - 18-114
Mailing address	United Nations Headquarters Office of the Focal Point for Women 220 East 42nd Street Room DN-18-114, 18th Floor New York, NY 10017

Departmental Focal Points for Women

Departmental focal points for women shall support the head of department/ office/ mission in fulfilling his or her responsibilities for the achievement of gender equality in the department/office/mission by:

- Providing advocacy and counsel to female staff
- Promoting awareness of gender issues
- Monitoring and contributing to the realization of gender targets
- Monitoring the staff selection process to ensure gender balance
- Advising in the staff selection process, with a view to ensuring that the goal of reaching gender balance is taken into account

POLICY DOCUMENTS

ST/SGB/2008/12	Departmental focal points for women in the Secretariat
ST/SGB/2008/5	Prohibition of discrimination, harassment, including sexual harassment, and abuse of authority
ST/SGB/282	Policies to achieve gender equality in the United Nations
ST/AI/1999/9	Special measures for the achievement of gender equality
ST/IC/2004/4	Conflict resolution in the United Nations Secretariat

CONTACT

Search iSeek to find your current “Departmental Focal Points for Women”.



2

REPORTING MISCONDUCT

Making an official report of misconduct ensures accountability and appropriate conduct. It is every staff member's responsibility to protect the assets and integrity of the Organization. It is only when the Organization is made aware of the suspected misconduct that it can act to address the problem.

Reports of misconduct must be filed with someone who has been delegated the authority to take appropriate action. This section describes the entities that are authorized to receive reports of misconduct and to initiate an investigation into the allegations made. Each entity has a specific mandate that describes the types of complaints it is allowed to receive.

What is misconduct? It is the failure by a staff member to comply with his or her obligations under the Charter of the United Nations, the Financial and Staff Regulations and Staff Rules or other relevant administrative issuances or to observe the standards of conduct expected of an international civil servant.

Before making a report of misconduct, you should ask yourself:

- Have I read the related policy documents to better understand my rights and obligations?
- What are the facts that I have observed or experienced?
- When did the problem or situation occur?
- Who was involved?

Staff members have a duty to report misconduct and to cooperate with duly authorized audits and investigations. An individual who makes such a report or who cooperates with an audit or investigation has the right to be protected against retaliation. Once a report has been made, the staff member's responsibility to the Organization has been satisfied, until and unless he/she is required to cooperate with an investigation. To ensure reports are received and handled properly, they should be made in writing with a copy kept for your records. Please bear in mind that reports of misconduct must be made in good faith. Those who file a report that is intentionally false or misleading may be subject to disciplinary action.

Management style and performance management issues may not necessarily fall in this section. Please refer to the Ombudsman for disputes arising from management style and to page 33 for performance management issues.

Remember, when in doubt, always ask!

Head of Department, Office or Mission

Heads of departments, offices and missions have both the authority and responsibility for undertaking preliminary investigations related to:

- Simple entitlement fraud
- Simple thefts
- Basic mismanagement issues
- Personnel matters
- Contract disputes
- Office management disputes
- Misuse of UN assets, including human, financial, material
- Infractions of regulations, rules or administrative issuances
- Financial loss resulting from gross negligence
- Acts of discrimination, harassment, including sexual harassment, and abuse of authority

Notes: When allegations involve the head of department or office, reports of misconduct should be made to the Assistant Secretary-General for the Office of Human Resources Management. When allegations involve the head of mission (field staff), reports of misconduct should be made directly to the Under-Secretary-General of the Department of Field Support.

POLICY DOCUMENTS

A/RES/59/287	Report of the Office of Internal Oversight Services on strengthening the investigation functions in the United Nations (endorsing A/58/708)
ST/SGB/2008/5	Prohibition of discrimination, harassment, including sexual harassment, and abuse of authority
ST/AI/2004/3	Financial responsibility of staff members for gross negligence
ST/AI/371	Revised disciplinary measures and procedures
ST/AI/371/Amend.1	Revised disciplinary measures and procedures

Office of Internal Oversight Services

The Office of Internal Oversight Services (OIOS) investigates:

- Serious/complex fraud or criminal activity
- Sexual exploitation and abuse
- Waste of substantial resources
- Gross mismanagement
- Procurement violations
- Prohibited conduct, including sexual harassment by senior staff members
- Substantial violations of the United Nations regulations, rules or administrative issuances
- All cases involving risk of loss of life to staff or to others, including witnesses
- Retaliation

Offices: New York | Vienna | Nairobi

POLICY DOCUMENTS

A/RES/59/300	Comprehensive review on a strategy to eliminate future sexual exploitation and abuse in United Nations peacekeeping operations
A/RES/59/287	Report of the Office of Internal Oversight Services on strengthening the investigation functions in the United Nations (endorsing A/58/708)
A/RES/59/272	Review of the implementation of General Assembly resolutions 48/218 B and 54/244
A/RES/54/244	Review of the implementation of General Assembly resolution 48/218 B
A/RES/48/218 B	Mandate of the Office of Internal Oversight Services
ST/SGB/2005/21	Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations
ST/SGB/2002/7	Organization of the Office of Internal Oversight Services
ST/SGB/273	Establishment of the Office of Internal Oversight Services
ST/AI/397	Reporting of Inappropriate use of United Nations resources and proposals for the improvement of programme delivery

CONTACT

UNHQ

Email	Investigationsoios@un.org
Website	www.un.org/depts/oios
Telephone	+ 1 (212) 963-1111, 24-hour hotline
Fax	+ 1 (212) 963-7774, New York
Mailing address	Office of Internal Oversight Services Dag Hammarskjöld Convenience Center (DHCC) P.O. Box 20114 New York, NY, 10017, USA

UNON

Telephone	+254 20 762 1222, Nairobi
Fax	+254 20 762 3570, Nairobi
Mailing address	United Nations Office in Nairobi Investigations Division Regional Offices P.O. Box 67578 00200 United Nations Avenue, Gigiri, Nairobi, Kenya

UNOV

Telephone	+43 1 26060 5050, Vienna
Fax	+43 1 26060 5831, Vienna
Mailing address	Vienna International Centre Wagramerstrasse 5 P.O. Box 500 A-1400 Vienna Austria

Conduct and Discipline Teams

Conduct and Discipline Teams (CDTs) in field missions act as principal advisers to heads of mission on conduct and discipline issues involving all categories of personnel. The CDTs will receive all reports of misconduct by all categories of UN peacekeeping personnel, including acts of sexual exploitation and abuse, and transmit them to the appropriate bodies for investigation. All sexual exploitation and abuse allegations will be referred to the Investigations Division of the Office of Internal Oversight Services.

Notes: When allegations pertain to members of the CDT, reports should be made to the Head of Mission. When allegations pertain to members of the CDU (NY), reports should be made directly to the Under-Secretary-General of the Department of Field Support.

POLICY DOCUMENTS

A/RES/62/214	United Nations Comprehensive Strategy on Assistance and Support to Victims of Sexual Exploitation and Abuse by United Nations Staff and Related Personnel
A/RES/59/300	Comprehensive review on a strategy to eliminate future sexual exploitation and abuse in United Nations peacekeeping operations
A/RES/59/287	Report of the Office of Internal Oversight Services on strengthening the investigation functions in the United Nations (endorsing A/58/708)
A/59/19/Rev.1	Report of the Special Committee on Peacekeeping Operations and its Working Group
A/59/710	A comprehensive strategy to eliminate future sexual exploitation and abuse in United Nations Peacekeeping Operations ("Prince Zeid" Report)
ST/SGB/2003/13	Special measures for protection from sexual exploitation and abuse
ST/SGB/1999/13	Observance by United Nations forces of international humanitarian law
A/60/862	Report of the Secretary-General: Comprehensive report prepared pursuant to General Assembly resolution 59/296 on sexual exploitation and sexual abuse, including policy development, implementation and full justification of proposed capacity on personnel conduct issues (includes ToR for conduct and discipline at headquarters and the field)
A/61/19 (Part III)	Report of the Special Committee on Peacekeeping Operations and its Working Group on the revised draft model Memorandum of Understanding
A/RES/62/63	Criminal accountability of United Nations officials and experts on missions
A/RES/57/306	Investigation into sexual exploitation of refugees by aid workers in West Africa

CONTACT

Email	cdt-misconduct@un.org	
Website	http://cdu.unlb.org	
Location	UNOCI	Côte d'Ivoire
	MONUSCO	Democratic Republic of the Congo
	MINURSO	Western Sahara
	MINURCAT	Chad and Central African Republic
	MINUSTAH	Haiti
	UNAMID	Darfur
	UNMIK	Kosovo
	UNFIL	Lebanon also covers: UNFICYP – Cyprus UNDOF – Golan Heights UNTSO and UNSCO – Jerusalem UNLB – Brindisi
	UNMIL	Liberia
	UNMISS	South Sudan
	UNAMA	Afghanistan also covers: UNMOGIP – India and Pakistan
	BINUB	Burundi
	UNAMI	Iraq
Contact	See your local Conduct and Discipline Team.	

Special Investigations Unit

The Special Investigations Unit (SIU) within the Safety and Security Service of the Department of Safety and Security investigates issues from a security perspective, such as:

- Loss/damage of property
- Accidents
- Assault upon or threats to other staff members

POLICY DOCUMENTS

A/RES/61/263	Strengthened and unified security management system
A/RES/59/287	Report of the Office of Internal Oversight Services on strengthening the investigation functions in the United Nations
ST/AI/309/Rev.2	Authority of United Nations Security Officers

CONTACT

Telephone	+ 1 (212) 963-6666, New York
Mailling address	United Nations Headquarters Department of Safety and Security 405 East 42nd street New York, NY 10017

See your local Safety and Security Section or call Safety Service Control Center - 24 hour helpline.

Ethics Office

The Ethics Office administers the Organization's Protection against Retaliation policy for staff members who have reported misconduct or cooperated with duly authorized audits or investigations, and who subsequently experience retaliation. The role of the Ethics Office is to:

- Receive and conduct preliminary reviews of retaliation complaints
- Refer prima facie cases of retaliation to OIOS for investigation
- Refer the staff member to the Ombudsman or other informal mechanisms of conflict resolution as appropriate
- Issue interim protection measure recommendations for referred investigation cases
- Issue final protection measure recommendations for cases where retaliation has been established post-investigation

Offices: New York

Notes: The only complaint of misconduct the Ethics Office will receive is a complaint of retaliation stemming from a protected activity (i.e., individuals who have reported misconduct or who have cooperated with duly authorized audits or investigations)

POLICY DOCUMENTS

ST/SGB/2013/2	Management Performance Board
ST/SGB/2007/11	United Nations system-wide application of ethics: separately administered organs and programmes
ST/SGB/2007/11/Amend.1	United Nations system-wide application of ethics: separately administered organs and programmes
ST/SGB/2005/21	Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations

CONTACT

Telephone	+ 1 (917) 367-9858, New York
Fax	+ 1 (917) 367-9861, New York
Email	Ethicsoffice@un.org
Website	www.un.org/en/ethicsoffice
Location	Daily News Building – 2521
Mailing Address	United Nations Headquarters Ethics Office 220 East 42nd Street Room: DN-2521, 25th Floor New York, NY 10017



3

APPEALING A DECISION OR FILING A CLAIM

This section describes how staff members can appeal administrative decisions, including appeals within the Administration of Justice System or file a claim related to their conditions of service. The United Nations supports several appeal mechanisms, each having a specific mandate for the type of decision that can be reviewed.

Before appealing a decision, you should ask yourself:

- Have I read the related policy documents to better understand my rights and obligations?
- What is the decision that I want reversed or changed?
- Do I know the time frames and deadlines that apply to my situation?
- Have I assembled the materials and documents that I might need?

Remember, when in doubt, always ask!

Management Evaluation Unit

If a staff member believes that an administrative decision violates his/her rights as an employee of the Organization and is unable to resolve the matter informally, he/she may request, as a first step, a management evaluation. These decisions can relate to:

- Non-renewal or termination of appointment
- Reassignment
- Entitlements
- Promotion
- Other administrative decisions, except disciplinary decisions

Notes:

- Staff members seeking a management evaluation will have 60 days from the date of the decision to submit their request to MEU.
- Seeking a management evaluation does not automatically stay or prevent the decision from being implemented. Staff must file a separate suspension of action request with the UNDT, if needed.
- For decisions relating to non-renewal or termination of appointments, staff may file a request for suspension of action with either the UNDT or the MEU.
- A staff member against whom a disciplinary or a non-disciplinary measure has been imposed following the conclusion of the disciplinary process is not required to request a management evaluation, and may submit an application to the United Nations Dispute Tribunal in accordance with chapter XI of the Staff Rules.

POLICY DOCUMENTS

A/RES/63/253	Administration of Justice at the United Nations
A/RES/61/261	Administration of Justice at the United Nations
A/RES/62/228	Administration of Justice at the United Nations
ST/SGB/2014/1	Staff Rule 11.2 – Management evaluation
ST/SGB/2009/11	Transitional measures related to the introduction of the new system of Administration of Justice

CONTACT

Telephone	+ 1 (212) 963-6419
Fax	+ 1 (917) 367-0552
Email	meu@un.org
Location	S-2003
Mailing address	United Nations Headquarters Management Evaluation Unit 405 E 42nd Street, Room: S-2003, 20th Floor New York, NY 10017

United Nations Dispute Tribunal

The United Nations Dispute Tribunal (UNDT) is the UN's court of first instance. It will accept applications when the result of the management evaluation is not to the satisfaction of the staff member. Staff may file an application directly with UNDT without first seeking a management evaluation when:

- The application concerns the imposition of a disciplinary measure
- The contested decision is based on the advice of an expert or advisory board, such as the Advisory Board on Compensations Claims or a Medical Board

Registries: New York | Geneva | Nairobi

Notes: Staff must file a separate suspension of action request with UNDT, if needed. UNDT decisions are binding.

POLICY DOCUMENTS

A/RES/64/119	Administration of Justice at the United Nations (Rules of procedure)
A/RES/63/253	Administration of Justice at the United Nations (Statutes)
A/RES/62/228	Administration of Justice at the United Nations
A/RES/61/261	Administration of Justice at the United Nations
ST/SGB/2014/1	Staff Regulation 11.1 (a) – Article XI Appeals
ST/SGB/2014/1	Staff Rule 11.4 – United Nations Dispute Tribunal
ST/SGB/2010/3	Organization and terms of reference of the Administration of Justice

CONTACT

Location DC2 - 2440

Website www.un.org/en/oaj

UNDT Registry in New York

Telephone + 1 (917) 367-9883, New York

Email undt-newyork@un.org

Mailing Address Registry of the United Nations Dispute Tribunal
United Nations Secretariat
2 United Nations Plaza
Room DC2-2440
New York, New York, 10017, USA

UNDT Registry in Geneva

Telephone + 41-22-917-2256, Geneva

Email undt.geneva@unog.ch

Mailing Address Registry of the United Nations Dispute Tribunal
United Nations Office at Geneva
Palais des Nations
Room Office S.1028-14, Avenue de la Paix
1211 Geneva 10, Switzerland

UNDT Registry in Nairobi

Telephone + 254 (0) 20 762 4064, Nairobi

Fax + 254 762 2781

Email undt.nairobi@unon.org

Mailing Address Registry of the United Nations Dispute Tribunal
United Nations Office at Nairobi
UN Avenue, Gigiri
Room CW-202
P. O. Box 67578 (00200)
Nairobi, Kenya

United Nations Appeals Tribunal

The United Nations Appeals Tribunal (UNAT) is an appellate court. Both the Secretary-General and the staff may appeal decisions by UNDT or an expert/ advisory board to UNAT.

The court will also hear and pass judgment on appeals from decisions taken by the Standing Committee acting on behalf of the United Nations Joint Staff Pension Board (UNJSPB), the Dispute Tribunal of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) and by those agencies and entities that have accepted jurisdiction of the UNAT, which currently include: ICAO, ICJ, IMO, ISA, ITLOS.

Appeals are allowed when it is alleged that UNDT:

- Exceeded its jurisdiction or competence
- Failed to exercise jurisdiction vested in it
- Erred on a question of law
- Committed an error in procedure
- Erred on a question of fact

Notes: UNAT decisions are final and binding.

POLICY DOCUMENTS

A/RES/64/119	Administration of Justice at the United Nations (Rules of procedure)
A/RES/63/253	Administration of Justice at the United Nations (Statutes)
A/RES/62/228	Administration of Justice at the United Nations
A/RES/61/261	Administration of Justice at the United Nations
ST/SGB/2014/1	Staff Regulation 11.1 (a) – Article XI Appeals
ST/SGB/2014/1	Staff Rule 11.5 United Nations Appeals Tribunal
JSPB/G.4/Rev.19	Article 48 of the Regulations, Rules and Pension Adjustment System of the United Nations Joint Staff Pension Fund

CONTACT

UNAT Registry

Telephone	+ 1 (212) 963-2293 or 9511, New York
Email	unat1@un.org
Website	www.un.org/en/oaj
Location	DC2 - 2405
Mailing Address	Registry of the United Nations Appeals Tribunal United Nations Secretariat 323 East 44th Street, Room: DC2-2405, 24th Floor New York, NY 10017, USA

Advisory Board on Compensation Claims

The Advisory Board on Compensation Claims (ABCC) reviews claims directly attributable to the performance of official duties on behalf of the United Nations that relate to:

- Death
- Injury
- Illness
- Medical expenses

Note: Claims are required to be submitted within four months of the death, injury or onset of the illness.

POLICY DOCUMENTS

Appendix D	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
Consolidated text	ST/SGB/Staff Rules/Appendix D/Rev.1, of 1 January 1966 ST/SGB/Staff Rules Appendix D/Rev.1/Amend.1 of 8 January 1976 ST/SGB/Staff Rules/1/Rev.7/Amend.3 of 1 January 1993 Rules governing compensation in the event of death, injury or illness attributable to the performance of official duties on behalf of the United Nations
ST/SGB/103/Rev.1	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/AI/235	Death and disability coverage for members of the JIU
ST/AI/235/Corr.1	Death and disability coverage for members of the JIU
ST/AI/1999/7	Consultants and individual contractors – Service-incurred death, injury or illness
ST/AI/1999/7/Amend.1	Consultants and individual contractors – Service-incurred death, injury or illness
Form P.290	Procedure and form for submission of compensation claims under Appendix D to the Staff Rules

CONTACT

Fax	+ 1 (917) 367-1998, New York
Location	FF - 335
Mailing Address	United Nations Headquarters Secretary, Advisory Board on Compensation Claims 304 East 45th Street Room: FF-335, 3rd Floor New York, NY 10017

Peacekeeping-based staff:

Claims arising from staff in peacekeeping missions should be submitted through the Administration and Travel Section, PMSS, DPKO, NY.

United Nations Claims Board

United Nations Claims Board (UNCB) reviews claims for loss of or damage to personal effects including claims related to personal vehicles arising from the performance of official duties.

POLICY DOCUMENTS

ST/AI/149/Rev. 4	Compensation for loss of or damage to personal effects attributable to service
----------------------------------	--

Notes: Claims should be submitted to your Executive/Administrative Office within two months of the discovery of the loss or damage.

Central Examination Board

The Central Examination Board ensures that procedures and arrangements for the Young Professionals Programme examinations have been followed. The Board reviews staff complaints of exclusion from participation.

POLICY DOCUMENTS

ST/AI/2012/2	Young Professionals Programme
------------------------------	-------------------------------

Ad Hoc Medical Board

Ad hoc medical boards will convene in cases of disputed decisions concerning:

- validity of a sick leave claim
- eligibility for service incurred injury and illness benefits under Appendix D of the Staff Rules
- eligibility for a disability benefit
- termination of appointment for reasons of health

POLICY DOCUMENTS

ST/SGB/2014/1	Staff Rule 6.2 – Sick leave
ST/SGB/2014/1	Staff Regulation 6.2 – Social Security
ST/SGB/2004/8	Organization of the Office of Human Resources Management
ST/SGB/103/Rev.1	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/AI/2011/3	Medical clearances
ST/AI/1999/12	Family leave, sick leave and maternity leave
ST/AI/1999/16	Termination of appointment for reasons of health
JSPB/G.4/Rev.17	Regulations, Rules and Pension Adjustment System of the United Nations Joint Staff Pension Fund (see Rule K.7)

Classification Appeals Committee

The Classification Appeals Committee reviews appeals based only on incorrectly applied classification standards resulting in classification at the wrong level.

POLICY DOCUMENTS

[ST/AI/1998/9](#) System for the classification of posts

[ST/AI/1998/9/Corr.1](#) System for the classification of posts

Performance Management and Rebuttal Panels

The Performance Management and Rebuttal Panels will consider a staff member's rebuttal of his/her e-Performance rating. Staff members who disagree with a "partially meets performance expectations" or "does not meet performance expectations" rating may, within 14 days of signing the completed e-Performance document, submit a written rebuttal statement citing the specific reasons why a higher overall rating should have been given. This statement should be addressed to the Executive Officer, Chief of Administration or Chief of Mission Support as appropriate.

Notes: Administrative decisions stemming from any final performance appraisal that affect the conditions of service of a staff member may be resolved by way of informal or formal justice mechanisms.

POLICY DOCUMENTS

[ST/SGB/2011/5](#) Performance Management and Development Learning Programme for Managers and Supervisors

[ST/SGB/1999/15](#) UN Competencies for the Future

[ST/AI/2010/5](#) Performance Management and Development System

[ST/AI/2010/5 Corr.1](#) Performance Management and Development System

[A Guide for Staff and Managers](#) Supporting Performance Management in the Organization

[A Practical Guide](#) UN Competency Development

[A Guide for Managers](#) Addressing and Resolving Underperformance



4

OTHER RESOURCES

This section covers additional resources that can assist with issues affecting your employment status and emoluments.

Remember, when in doubt, always ask!

Visa Committee

The Visa Committee is a standing advisory body that assists staff, who are not U.S. nationals, in obtaining G-4 visas for their family members – other than spouses and children under 21 years of age – and to assist them in obtaining G-5 visas for their household employees, as appropriate.

Other services include:

- Assist with U.S. employment authorization documents for eligible spouses and children
- Advice on DMV issues pertaining to visas
- Advice on obtaining Social Security numbers
- Advice on conversion of status (non-immigrant to and from G-4)
- Update iSeek on requirements for retiring staff (or eligible children of staff) who wish to apply for U.S. Green Cards under the special immigrant provisions

POLICY DOCUMENTS

ST/SGB/2000/11	Visa Committee
ST/AI/2000/19	Visa status of non-United States staff members serving in the United States, members of their household and their household employees, and staff members seeking or holding permanent resident status in the United States
ST/IC/2014/11	New procedure for checking the status of United States visa applications
ST/IC/2013/10	Hourly wage for household employees on G-5 visas
ST/IC/2013/15	Eligibility requirements for derivative G status for secondary dependants of United Nations staff
ST/IC/2013/17	Changes to the I-94 form (arrival/departure record) for United Nations staff and dependents
ST/IC/2012/7	Employment of household employees for whom a G-5 visa has been requested or obtained
ST/IC/2012/11	United States income tax requirements as they relate to employment authorizations for dependent family members
ST/IC/2011/28	Hourly wage for household employees on G-5 visas and terms of permissible deductions
ST/IC/2009/42	Employment of household employees for whom a G-5 visa has been requested or obtained

ST/IC/2008/11	Revalidation of visas
ST/IC/2007/43	Visa status while on mission service
ST/IC/2006/19	Licensing procedures for non-United States citizens
ST/IC/2004/31	Permanent residence in the United States of America – waiver of rights, privileges, exemptions and immunities
ST/IC/2004/14	Filing of petitions for special immigrant classification and/or applications for lawful permanent resident status in the United States of America
ST/IC/2004/8	United States visitor and immigrant status indicator technology
ST/IC/2001/27	Visa status in the United States of America
ST/IC/2001/27/ Amend.1	Visa status in the United States of America

CONTACT

Telephone	+ 1 (212) 963-7092, New York
Email	Greco1@un.org
Location	FF - 656
Mailing address	United Nations Headquarters Office of Human Resources Management Visa Committee 304 45th Street Room: FF-656, 6th Floor New York, NY 10017

Human Resources

Human Resources Officers administer and monitor a staff member's entitlements and benefits. They can assist staff members with such issues as:

- Rental subsidies and deductions
- Education grant
- Dependency allowance
- Language allowance
- Other entitlements and benefits
- Official status file
- Private legal obligations
- Personal status (i.e. nationality, marital status, dependants)
- Impact of reform on contractual status
- Procedure for recruitment, placement, promotion and mobility of staff

POLICY DOCUMENTS

ST/SGB/2011/9	Continuing appointments
ST/SGB/2009/10	Consideration for conversion to permanent appointment of staff members of the Secretariat eligible to be considered by 30 June 2009
ST/SGB/2004/13	Personal status for purposes of United Nations entitlements
ST/SGB/1999/4	Family and child support obligations of staff member
ST/AI/2014/2	System of daily subsistence allowance
ST/AI/2013/1	Administration of fixed-term appointments
ST/AI/2013/1/ Corr.1	Administration of fixed-term appointments
ST/AI/2013/2	Rental subsidies and deductions
ST/AI/2012/1	Assignment grant
ST/AI/2012/3	Administration of continuing appointments
ST/AI/2011/4	Education grant and special education grant for children with a disability
ST/AI/2011/4/ Amend.1	Education grant and special education grant for children with a disability
ST/AI/2011/4/ Amend.2	Education grant and special education grant for children with a disability

ST/AI/2011/5	Dependency status and dependency benefits
ST/AI/2011/6	Mobility and hardship scheme
ST/AI/2011/6/ Amend.1	Mobility and hardship scheme
ST/AI/2011/7	Rest and recuperation
ST/AI/2011/7/ Amend.1	Rest and recuperation
ST/AI/2011/7/ Amend.2	Rest and recuperation
ST/AI/2010/4	Administration of temporary appointments
ST/AI/2010/4/ Rev.1	Administration of temporary appointments
ST/AI/2010/3	Staff selection system
ST/AI/2010/3/ Amend.1	Staff selection system
ST/AI/2010/3/ Amend.2	Staff selection system
ST/AI/2010/2	Requests for rectification of date of birth or other personal data
ST/AI/2000/5	Repatriation grant
ST/AI/2000/16	Rental subsidies and deductions
ST/AI/2000/12	Private legal obligations of staff members
ST/AI/2000/6	Special entitlements for staff members serving at designated duty stations
ST/AI/2000/6/ Amend.1	Special entitlements for staff members serving at designated duty stations
ST/AI/1999/2	Language proficiency and language incentives
ST/AI/354	Rectification of date of birth or of other personal data
ST/AI/292	Filing of adverse material in personnel records
ST/AI/108	Annual inspection of Official Status Files
ST/IC/2014/4	Classification of duty stations and special entitlements for staff members serving at designated duty stations
ST/IC/2013/25	Rental subsidies and deductions

ST/IC/2013/14	Education grant and special education grant for disabled children
ST/IC/2013/15	Eligibility requirement for derivative G status for secondary dependants of United Nations staff
ST/IC/2011/6	Dependency allowances for staff in the Professional and higher categories and in the Field Service category
ST/IC/2011/6/ Corr.1	Dependency allowances for staff in the Professional and higher categories and in the Field Service category
ST/IC/2011/15	Threshold percentage for the purpose of calculating rental subsidies
ST/IC/2009/13	Education grant and special education grant for disabled children
ST/IC/2009/13/ Corr.1	Education grant and special education grant for disabled children
ST/IC/2000/90	Rental subsidies and deductions
ST/IC/2000/90/ Corr.1	Rental subsidies and deductions
ST/IC/2000/90/ Add.1	Rental subsidies and deductions
ST/IC/2000/90/ Amend.1	Rental subsidies and deductions

CONTACT

See your local Human Resources Officer or his/her equivalent in other duty stations.

Executive Officer, Chief of Administration, Chief of Mission Support

Executive Officers in New York, Chiefs of Administration in offices away from New York and Chiefs of Mission Support will assist staff with such issues as:

- Leave (home, family, annual, special, sick, military, maternity, paternity, advance)
- Assignment grant
- Repatriation grant
- Travel advances, standards of accommodation: travel time and rest stopovers
- Grounds pass extension
- Salary increment
- Problems with salary statements
- Job (re)classification
- Special post allowance
- Part-time employment

POLICY DOCUMENTS

ST/SGB/2014/1	Appendix C: Special leave for military service
ST/AI/2013/3	Official travel
ST/AI/2011/1	Sabbatical leave programme
ST/AI/2005/3	Sick leave
ST/AI/2005/3/ Amend.1	Sick leave
ST/AI/2005/2	Family leave, maternity leave and paternity leave (including special and Adoption leave)
ST/AI/2003/3	Special post allowance for field mission staff
ST/AI/1999/17	Special post allowance
ST/AI/1999/17/ Amend.1	Special post allowance
ST/AI/1999/13	Recording of attendance and leave (including jury duty and other court appearance)
ST/AI/367	Change of place of home leave and change of country of home leave
ST/AI/367/Amend.1	Change of place of home leave and change of country of home leave

CONTACT

See your local Executive Officer, Chief of Administration or Chief of Mission Support.

United Nations Joint Staff Pension Fund

The United Nations Joint Staff Pension Fund (UNJSPF) provides the following benefits:

- Normal retirement benefits
- Early retirement benefits
- Deferred retirement benefits
- Withdrawal settlement
- Disability benefits
- Survivor benefits

The UNJSPF website provides detailed information on these benefits. The Regulations, Rules and Pension Adjustment System of the United Nations Joint Staff Pension Fund are also published on the UNJSPF website.

Offices: New York | Geneva

Notes:

- No appointments are required in New York. In person visits are from 9 a.m. to 5 p.m., Monday through Friday
- Appointments are required in Geneva. Please call or send e-mail. Appointments will be made from 0830 hrs until 1700 hrs (30 min. per appointment).

POLICY DOCUMENTS

[JSPB/G.4/Rev.17](#) Regulations, Rules and Pension Adjustment System of the United Nations Joint Staff Pension Fund

[ST/AI/1999/16](#) Termination of appointment for reasons of health

CONTACT

Website www.unjspf.org

New York

Telephone +1 (212) 963-6931, New York
Fax +1 (212) 963-3146, New York
Email unjspf@un.org
Location 1 Dag Hammarskjöld Plaza (DHP)
37th floor
Mailing address United Nations
UNJSPF
P.O. Box 5036
New York, NY 10017
USA

Geneva

Telephone +41 (0) 22 928 88 00, Geneva
Fax +41 (0) 22 928 90 99, Geneva
Email unjspf.gva@unjspf.org
Location Du Pont de Nemours
Chemin du Pavillon 2
1218 Grand Saconnex
Switzerland
Mailing address UNJSPF
c/o Palais des Nations
CH-1211 Geneva 10

Note: Given the high and growing incoming call volume and the related delays and/or difficulties in reaching a Fund employee and considering the increasing volume of in-person visits to the Fund offices, the Fund strongly urges you to submit your inquiry via one of the email addresses shown above. Each email is not only recorded into our system but also responded to in a timely and efficient manner.

Insurance Section

The Insurance Section (medical, dental and life insurance) provides assistance with:

- Health insurance
- Dental insurance
- After-service health insurance
- Life insurance
- Malicious acts insurance

Notes: Office hours are: Mon.–Fri. 1:00 p.m. to 4:00 p.m.
Wed. 9:30 a.m. to 4:00 p.m.

POLICY DOCUMENTS

ST/SGB/2004/11	Payment of insurance proceeds under the malicious acts insurance policy
ST/SGB/275	Health and Life Insurance Committee at Headquarters
ST/AI/2011/9	Coordination of action in cases of death of staff members: travel and transportation in cases of death or health-related emergency
ST/AI/2007/3	After-Service Health Insurance (ASHI)
ST/AI/2002/6	Life insurance
ST/AI/343	Medical insurance plan for locally recruited staff at designated duty stations away from Headquarters
ST/AI/343/Corr.1	Medical insurance plan for locally recruited staff at designated duty stations away from Headquarters

ST/IC/2011/3	After-service health insurance: eligibility for subsidy to contributions to Medicare
ST/IC/2009/4	Vanbreda medical, hospital and dental insurance programme for staff members away from Headquarters
ST/IC/2006/21	United Nations group life insurance plan
ST/IC/2005/55	New claims administration service from Aetna for medical services rendered outside the United States of America
ST/IC/2002/63	United Nations group life insurance plan
ST/IC/2002/63/ Amend.1	United Nations group life insurance plan

CONTACT

Telephone	+ 1 (212) 963-5804, New York
Fax	+ 1 (212) 963-4222, New York
Email	insurance-unhq@un.org
Website	www.un.org/insurance
Location	FF-300, 3rd floor
Mailing address	United Nations Headquarters Insurance Section 304 East 45th Street Room: FF-300, 3rd floor New York, NY 10017

Income Tax Unit

The Income Tax Unit will assist those staff members whose UN earnings are subject to U.S. income taxes. Services include:

- Filing questions
- Reimbursements
- Advances

Notes: Office hours are: Mon.–Tues. 1:00 p.m. to 4:00 p.m.
Wed. 9:30 a.m. to 4:00 p.m.
Thu.–Fri. 1:00 p.m. to 4:00 p.m.

POLICY DOCUMENTS

[ST/AI/1998/1](#) Payment of income taxes to United States tax authorities

CONTACT

Telephone	+ 1 (212) 963-2949, New York
Fax	+ (917) 367-1997
Email	tax@un.org
Website	www.un.org/tax
Location	FF-300, 3rd floor
Mailing address	United Nations Headquarters Tax Unit 304 East 45th street Room: FF-300, 3rd floor New York, NY 10017

Comments

If you have additional resources you would like to see featured in this Roadmap or wish to offer corrections, please contact the Ethics Office directly and we will consider them for our next printing.

**CLICK, CALL, OR COME VISIT.
WE ARE HERE TO ASSIST YOU.**

United Nations Ethics Office
220 East 42nd Street
Room 2521
New York, NY10017, USA
Tel: + 1 (917) 367-9858
Fax: + 1 (917) 367-9861
E-mail: Ethicsoffice@un.org
Website: www.un.org/en/ethics

