



# COMMUNICATION 5/19/ENG

## Task Force on Duty of Care:

### Survey on Monitoring and Evaluation Framework

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To: Chairs, Member Associations/Unions  
Members of the Executive Committee  
Chairs and Vice-Chairs of Standing Committees

Geneva, 1 July 2019

From: Evelyn Kortum, General Secretary

Last week the CEB Secretariat sent a message to Members of the HLCM Cross-Functional Task Force on Duty of Care with a request to complete a survey the Monitoring and Evaluation framework by 26 July.

“...

Dear colleagues,

At its 36<sup>th</sup> session in October 2018, the HLCM agreed to continue to monitor the implementation status of the HLCM-endorsed action points in each organization. As such, the Task Force Secretariat prepared the below survey on the Monitoring and Evaluation framework, the results of which will be included in the Task Force’s final report to the HLCM in Fall 2019.

We would like to highlight the importance of compliance with the HLCM-endorsed action points and to encourage all organizations to implement and report on these action points as well as share with us any difficulties you have encountered in the implementation....”

We suggest that the respective SAs/unions request their administration for a discussion on the responses they plan to provide, as well as on the issues not yet addressed. You may also want to ask for a copy of the responses. It will be important for staff to stay abreast of developments on the discussions around ‘duty of care’ because it concerns all of us.

The questions of the survey are reproduced below. The scope is broad and includes issues of relevance for staff and other personnel in high-risk and non-high-risk locations, including staff resilience, managerial training, medical insurance claims, the implementation of the Mental Health Strategy.

## DUTY OF CARE: MONITORING AND EVALUATION (ORGANIZATIONS)

Date: 25 June 2019

1. Name
2. Organization
3. Email address
4. Do you provide a pre-deployment guide as part of your induction programme to **staff** deployed to **high-risk locations**?
  - Yes
  - No
  - In progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'In progress', please explain.
5. Do you provide or plan to provide a pre-deployment guide **to other personnel** in **high-risk locations**? Please explain.
6. Do you provide or plan to provide a pre-deployment guide also to **staff and other personnel** in **non-high-risk locations** (for example, prior to official duty travel)?
7. Have you embedded the pre-deployment guide, developed by the Task Force, into your induction programme?
  - Yes
  - No
  - In progress
  - If your answer is 'No' or 'In Progress', please explain.
8. Do you provide briefings to enhance staff resilience in the new duty station (i.e. resilience briefings) to all **staff** deployed to **high-risk locations**?
  - Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'In Progress', please explain.
9. Do you provide or plan to provide resilience briefings **to other personnel** in **high-risk locations**? Please explain.
10. Do you provide or plan to provide resilience briefings also to **staff and other personnel** in **non-high-risk locations**?

11. Do you have country-specific factsheets for all **high-risk locations**?
  - Yes
  - No
  - Some
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'Some', please explain.
  
12. Do you provide specific managerial training to your **staff (including locally-recruited staff)** in **high-risk locations**?
  - Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'In Progress', please explain further.
  
13. Do you provide or plan to extend the managerial training to **other personnel**?
  - Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'In Progress', please explain.
  
14. Do you have a mechanism to provide continuous support to managers who are serving in **high-risk locations**?
  - Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - Please explain further.
  
15. Do you have a process for Country Offices to request and receive support to implement health support plans, following Duty Station Health Risk Assessments or a Mandatory Health Support Self-Assessment?
  - Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
  
16. Have you implemented online claiming for medical insurance for **staff**?
  - Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.

17. Have you implemented online claiming for medical insurance for **other personnel**?
  - Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
  
18. Have you made information on compensation for service incurred illness, injuries or death (e.g. Appendix D to the UN Staff Regulations and Rules), manager's guide for this compensation and relevant forms available on your intranet?
  - Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
  
19. Have you appointed a focal point to manage cases related to compensation for service incurred illness, injuries or death (e.g. Appendix D to the UN Staff Regulations and Rules) and made their contact information available on your intranet?
  - Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
  
20. What percentage of payments are paid to beneficiaries within 60 days of the receipt of all documents?
  
21. Do you have administrative measures to allow **staff and other personnel** to receive the necessary medical services from any type of UN clinics?
  - Yes
  - No
  - In Progress
  - Not Applicable (for organizations that do not have presence in locations where there are UN clinics)
  - If your answer is 'No' or 'In Progress', please explain.
  
22. Have you developed measures and/or communication efforts to assist **staff** to update their beneficiaries' forms?
  - Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.

23. Do you have an internal process for claiming Malicious Acts Insurance Policy (MAIP) compensation?
- Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
24. Do you have a process to verify that **affiliate personnel** (i.e. individuals with direct contractual relationship with the UN organization, e.g. individual contractors, consultants, etc.) have appropriate insurance coverage prior to deployment to **high-risk locations**?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'In Progress', please explain.
25. Do you have or plan to have a process to verify that **affiliate personnel** (i.e. individuals with direct contractual relationship with the UN organization, e.g. individual contractors, consultants, etc.) also have appropriate insurance coverage in **non-high risk locations**?
- Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
26. Do you have policies, procedures or guidance reflecting the HLCM-endorsed "UN minimum living and working standards in high-risk environments"?
- Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
27. Are you implementing "UN minimum living and working standards" for your new accommodations and office premises in **high-risk locations**?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'In Progress', please explain.

28. Have you established a plan to renovate existing accommodations/office premises to bring into compliance with "UN minimum living and working standards"?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations that do not have field-based accommodations)
  - If your answer is 'No' or 'In Progress', please explain.
29. Are you monitoring the status of living and working conditions in **high-risk locations** on at least an annual basis?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'In Progress', please explain.
30. Are you applying, or do you plan to apply the "UN minimum living and working standards in high-risk environments" also in **non-high risk locations**?
- Yes
  - No
  - In Progress
  - Please explain further.
31. Have you established a plan to bring existing living accommodations/office premises in compliance with bandwidth requirements for **staff and other personnel**?
- Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
32. Are you monitoring the status of bandwidth in the duty station for personal use (e.g. connecting with family, telehealth services, etc.) on at least an annual basis?
- Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
33. Have you adopted and begun implementation of the Mental Health Strategy?
- Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.

34. Have you conducted the necessary actuarial studies to make decisions regarding medical travel for **eligible staff and families** to secure essential medical care for chronic medical conditions requiring medical intervention that is unavailable or inadequate in the duty station?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in field-based locations)
  - If your answer is 'No' or 'In Progress', please explain.
35. Have you established or revised policies regarding medical travel for **eligible staff and families** to secure essential medical care for chronic medical conditions requiring medical intervention that is unavailable or inadequate in the duty station?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in field-based locations)
  - If your answer is 'No' or 'In Progress', please explain.
36. Have you established a mechanism to provide administrative and financial support to Country Representatives to provide additional residential safety and security measures for **locally-recruited staff** upon SMT recommendation?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in field-based locations)
  - If your answer is 'No' or 'In Progress', please explain.
37. Have you established a mechanism to provide administrative and financial support to Country Representatives to enable them to provide additional measures to ensure safe transportation for **locally-recruited staff** upon SMT recommendation?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in field-based locations)
  - If your answer is 'No' or 'In Progress', please explain.
38. Do you provide first-aid and medical essential kits in **high-risk locations** as per Medical Services and/or SMT recommendation?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'In Progress', please explain.

39. Do you provide or plan to provide first-aid and medical essential kits also in **non-high risk locations** as per Medical Services and/or SMT recommendation?
- Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
40. Have you developed a mechanism to address and/or provide measures for **staff** who can no longer serve in **high-risk locations**, due to reasons affecting their physical or mental health?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'In Progress', please explain.
41. Have you developed a mechanism to also address and/or provide measures for **staff** who can no longer serve in **non-high-risk locations**, due to reasons affecting their physical or mental health?
- Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
42. Do you provide transportation for **locally-recruited staff** based in field offices to the nearest urban town or capital city to allow these staff members to spend their time-off at a location where basic services are available?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in field-based locations)
  - If your answer is 'No' or 'In Progress', please explain.
43. Do you have flexible solutions to provide basic essential and standby supplies to **staff and other personnel** that are difficult to obtain in **high-risk locations**?
- Yes
  - No
  - In Progress
  - Not Applicable (for organizations with no presence in high-risk locations)
  - If your answer is 'No' or 'In Progress', please explain.

44. Do you have or plan to have flexible solutions to also provide basic essential and standby supplies to **staff and other personnel** that are difficult to obtain in **non-high risk locations**?
- Yes
  - No
  - In Progress
  - If your answer is 'No' or 'In Progress', please explain.
45. Please provide any details on the concrete impact of any of these Duty of Care actions in your organization.