

# **Administrative Guidelines in response to the situation in the Middle East**

**CEB Human Resources Network**

**Version 1.0  
10 March 2026**



Table of Contents

I. Introduction.....	4
II. Measures in place by the International Civil Service Commission (ICSC).....	5
III. Evacuation, relocation and adjusted operating modalities.....	6
IV. Medical and psychological support.....	13
<b>Medical Evacuation and Regional Area of Care.....</b>	<b>13</b>
<b>UN Medical Emergency Response.....</b>	<b>13</b>
<b>Health insurance coverage and access to care.....</b>	<b>13</b>
<b>Psychosocial Support.....</b>	<b>14</b>
V. Salary payments and advances, and other related payments.....	16
<b>Salary and fee payments.....</b>	<b>16</b>
<b>Salary and fee advances.....</b>	<b>16</b>
<b>Education grant.....</b>	<b>16</b>
<b>Rental subsidy.....</b>	<b>16</b>
VI. Special leave with full pay, telecommuting, and other leave.....	17
<b>Special leave with full pay.....</b>	<b>17</b>
<b>Telecommuting.....</b>	<b>17</b>
<b>Leave.....</b>	<b>17</b>
VII. Remote work modalities.....	18
VIII. Administrative support for business continuity.....	21
<b>Administration of appointments.....</b>	<b>21</b>
<b>Recruitment.....</b>	<b>21</b>
<b>United Nations Laissez-Passer.....</b>	<b>21</b>
IX. Compensation.....	23
<b>Compensation for death, injury, or illness attributable to the performance of official duties on behalf of the United Nations.....</b>	<b>23</b>
<b>Compensation for loss of or damage to personal effects attributable to service.....</b>	<b>23</b>
<b>Ex-gratia payment.....</b>	<b>24</b>
X. Death of a staff member.....	25
<b>Transportation of remains and funeral costs.....</b>	<b>25</b>
<b>Death benefits.....</b>	<b>26</b>
<b>Malicious acts insurance policy.....</b>	<b>26</b>
<b>Payments of salary, benefits and allowances.....</b>	<b>26</b>
<b>Pension Fund benefits.....</b>	<b>26</b>

**After-service health insurance (ASHI) ..... 26**  
**Education grant when a staff member dies while in service ..... 26**  
Annex A: UNDSS Communique: Temporary Suspension of UN External Missions to Iraq ..... 28  
Annex B: UNDSS Communique: Temporary family and personnel restrictions, and the suspension of external UNSMS missions to Lebanon ..... 29  
Annex C: UNDSS Communique: Temporary family and personnel restrictions in Iran ..... 31  
Annex D: List of Staff/Stress counselling resources for UN personnel and families in Middle East and North Africa ..... 32

## **I. Introduction**

1. These administrative guidelines contain a summary of the measures for UN common system personnel (both international and national, including staff and affiliate personnel<sup>1</sup>) in view of the evolving regional security situation in the Middle East, which has resulted in severe travel disruptions and UNDSS authorized evacuations and relocations for certain countries.
2. The safety and security of all UN common system personnel is the top priority for the UN common system organizations.
3. These guidelines do not replace the applicable Staff Regulations and Rules, and the relevant administrative issuances of the organizations, which prevail in case of conflict with the provisions in these guidelines.
4. These guidelines are intended for Executive Heads<sup>2</sup>, Heads of Entity<sup>3</sup> and administrative staff, including human resources, and have been prepared to facilitate a harmonized approach to the most important aspects of supporting and administering personnel in the UN common system organizations. They may be complemented by internal guidance issued by each organization.
5. These guidelines will remain under continuous review by the Chief Executive Board (CEB) Human Resources Network (HRN) and be revised, as necessary.

---

<sup>1</sup> Affiliate personnel refers to those who have contracts other than staff letters of appointment and only includes individuals with a direct contractual relationship with the organization (e.g., consultants, individual contractors, holders of service contracts, interns, UN Volunteers, etc.)

<sup>2</sup> Executives Heads are heads of organizations of the UN common system.

<sup>3</sup> Head of entity refers to the head of a UN Secretariat department or office, including an office away from Headquarters; the head of a special political or peacekeeping mission; the head of a regional commission; a resident coordinator; or the head of any other unit tasked with programmed activities.

## **II. Measures in place by the International Civil Service Commission (ICSC)**

6. The hardship classification ratings, non-family status, and danger pay for duty stations in the Middle East can be found on the International Civil Service Commission (ICSC) website and <https://icsc.un.org/>.
7. In accordance with the conditions described in Annex II of the [2011 ICSC Annual Report \(A/66/30\)](#), danger pay, where applicable, is not payable for the period that the staff member work remotely outside of the designated duty station.
8. At the time of the publication of this guideline, the ICSC, together with UNDSS, is closely monitoring the situation in the Middle East and will inform organizations of any changes.

### **III. Evacuation, relocation and adjusted operating modalities**

#### **Suspension of mission travels**

9. As per *UNDSS Communique: Temporary Suspension of UN External Missions to Iraq* dated 28 February 2026, all UN external missions to Iraq are temporarily suspended due to the regional security developments and their potential impact on Iraq.
10. As per *UNDSS Communique: Temporary Family and Personnel Restrictions, including the suspension of external UNSMS missions to Lebanon* dated 3 March 2026, all UN external missions to Lebanon are temporarily suspended, except for critical UN missions relevant to the UN programme in Lebanon.

#### **DSS communication on evacuation for Lebanon**

11. On 3 March 2026, the Under-Secretary-General/Department of Safety and Security (USG/DSS) on behalf of the Secretary-General authorized the following:
  - a. Temporary Family Restriction for eligible family members of UNSMS internationally recruited personnel, until further notice.
  - b. Temporary Relocation of locally recruited UNSMS Personnel and their eligible family members from the geographical areas of Hizbullah strongholds in the Southern Suburbs of Beirut. For other potentially affected areas across Lebanon it will be implemented on a case-by-case basis, supported by a UNDSS Specific Security Assessment endorsed/approved by the DO.
  - c. Temporary personnel restrictions for internationally recruited personnel conducting PC3 and PC4 programmes in Lebanon.

#### **DSS communication on evacuation for Iran**

12. On 4 March 2026, the Under-Secretary-General/Department of Safety and Security (USG/DSS) on behalf of the Secretary-General authorized the following:
  - a. Temporary family restrictions for eligible family members of UNSMS internationally recruited personnel, until further notice.
  - b. Temporary personnel restrictions for UNSMS internationally recruited personnel conducting PC3 and PC4 activities in Iran.
  - c. Temporary relocation of eligible dependents of all locally recruited UNSMS

personnel, and locally-recruited UNSMS personnel conducting PC3 and PC4 activities, from the city of Tehran to a safer location of their choice. For other potentially affected areas across Iran, temporary relocation will be implemented on a case-by-case basis, endorsed and approved by the DO.

13. The determination of the programme criticality status of the personnel in Lebanon and Iran will be made by respective UNSMS organizations. The United Nations Programme Criticality framework under CEB/2016/HLCM/23 can be found here: [UNSCCEB Programme Criticality Framework](#)

### **Expenses related to the evacuation of internationally recruited staff members and their eligible family members**

14. In accordance with paragraphs 6 and 7, Section A, Chapter VI, of the UNSMS Security Policy Manual, on evacuation of internationally recruited staff members, the organizations will arrange for the appropriate official travel and related payments for eligible staff members, i.e. staff members who are officially assigned to Lebanon or Iran, and their eligible family members as well as for payment of the security evacuation allowance (SEA), from the date of departure on security evacuation travel from the duty station up to a maximum period of six months or reassignment to another location or return to the duty station or discontinuation of evacuation status, whichever is earlier (\$200 per day for the first 30 days and \$150 per day thereafter in respect of the staff member, and \$100 for the spouse and each dependent child during the first 30 days and \$75 per day from the 31st day) and payment of \$500 lumpsum for unaccompanied shipment, incidentals and terminal expenses per family<sup>4</sup>.
15. As per the UNSMS Security Policy Manual Chapter VI, Section A, "Remuneration on Evacuation and Relocation Status, **if the eligible family members are authorized by the USG/DSS to be evacuated, but not the staff members**, the first eligible family member will be paid at the higher rate of SEA. **Therefore, the SEA amount in such cases is \$200 per day during the first 30 days and \$150 per day from the 31st day for the first eligible dependent; and \$100 per day during the first 30 days and \$75 from the 31st day for other eligible family members.**
16. DSS has not designated any safe haven location in connection with the evacuations. In order to provide organizations with the flexibility required to continue to operate in the affected duty stations within the Middle East while addressing security, administrative, and logistical considerations, no single authorized evacuation destination was identified.

---

<sup>4</sup> Internationally recruited staff holding continuing, fixed term and temporary appointments are eligible for SEA. Eligible family members of staff members holding continuing and fixed term appointments are also eligible for SEA.

Staff members and eligible family members may be traveled to the authorized destination agreed by individual UNSMS organizations, a staff member's place of home leave, or another country of the staff member's choice. The travel costs may be reimbursed up to the cost of travel to the authorized destination agreed upon by individual UNSMS organizations, provided the amount does not exceed the cost of travel to the staff member's place of home leave, or whichever destination is more economical. The staff members may, in the exercise of their home leave entitlement, travel to any place within the home leave country. In such cases, the travel and transportation expenses borne by the Organization shall not exceed the cost of travel to the recognized place of home leave within the home country.

17. The organizations may provide logistical support for internationally recruited staff members (and their eligible family members) whose official duty stations are outside Lebanon or Iran, but who were present in Lebanon or Iran to relocate within the country or leave the country, as applicable. These staff members and family members are not eligible for the payment of SEA.
18. In accordance with paragraph 11, Section A, Chapter VI of the Security Policy Manual, "if the staff member is outside the duty station at the time of evacuation, they will normally be entitled to the security evacuation allowance only as of the expected date of return to the duty station (i.e., upon expiration of any period of authorized home leave, annual leave, sick leave, or official mission)". Accordingly, internationally recruited staff members who are outside of the country and/or telecommuting or on any type of approved leave (including home leave, annual leave, sick leave, R and R) would normally be eligible for payment of the SEA only from the expected date of return to the duty station (i.e., expiration of telecommuting agreement under Flexible Work Arrangements (FWA) or expiration of any approved leave or official business travel).
19. Further, evacuation to the country of home leave or country of the staff member's choice will be handled in accordance with the provisions of paragraphs 13 and 14, Section A, Chapter VI of the Security Policy Manual. Travel to the country of home leave or country of the staff member's choice may be reimbursed not to exceed the cost of travel to the authorized evacuation destination or may be processed under the home leave entitlement of the staff member. During the period of evacuation in the home country or the country of the staff member's choice, the SEA will be paid with respect to the staff member and each eligible family member as per the rates indicated in paragraph 16.
20. Security evacuation allowances shall be paid for a maximum period of six months. Staff members who are evacuated to their home country are eligible for payment of SEA during the evacuation status. However, SEA payment will be discontinued from either the

effective date of reassignment, the initiation of official business travel to another duty station, the date of return to the official duty station, or the lifting of evacuation status in Lebanon or Iran by DSS, whichever comes earlier.

21. **Security relocation of locally recruited staff members and eligible family members** -Temporary relocation of certain groups of locally recruited UNSMS staff members and their eligible family members has been authorized in Lebanon and Iran. Please refer to the DSS communications on Lebanon and Iran for additional details.
22. The lumpsum for eligible locally recruited staff members and their eligible family members on relocation status within Lebanon or Iran would be payable as per paragraph 25 below. When relocating to a destination outside of Lebanon or Iran the respective "elsewhere" DSA rate is applicable, regardless of the actual destination. Locally recruited staff members on relocation status who choose to travel outside Lebanon or Iran will have to obtain an authorization from their organizations for flexible or alternate working arrangements from outside the duty station in accordance with the organizations' policies.
23. Organizations may request locally recruited staff members to support the operations of Lebanon or Iran from outside the country (for instance from a remote support office, a regional office, other location, etc.) In such a situation, the staff members concerned shall be paid the travel-related entitlements provided for in the organizations' regulations, rules, and internal policies<sup>5</sup>.

#### **Expenses related to relocation of locally recruited staff members and eligible family members**

24. Pursuant to the relevant provisions of the Security Policy Manual<sup>6</sup>, in the case of authorized security relocation, a lump-sum amount is payable to the staff member and the accompanying spouse and dependent children, if any. As per organizations' regulations, rules, and policies, the lump-sum amount should be calculated based on the applicable DSA rate of the location of relocation, for up to 30 days and is payable in respect of the staff member and half of that amount for accompanying spouse and children. The lump-sum amount shall be disbursed against evidence of relocation provided by the staff member (unless the organizations arranged for the appropriate official travel in which case evidence of relocation is not required prior to disbursement of the lump-sum) or based on the assessment of each organization. The purpose of the payment is to assist with the relocation and establishment of a temporary residence for up to six months of security relocation status. If the organization provides

---

<sup>5</sup> Details concerning payments of travel-related entitlements are within each organization's purview

<sup>6</sup> [SPM - Chapter VI - Section A - Remuneration on Evacuation and Relocation Status.pdf](#)

accommodation, the lumpsum may be reduced based on their own policies and applicable frameworks as determined by the organization involved (normally a 50 per cent reduction or reduction by the amount of the accommodation portion of DSA). *No DSA payment shall be made if relocation did not take place.*

25. In accordance with paragraph 5, Section A, Chapter VI, of the Security Policy Manual, the Designated Official (DO) may recommend to the Security Management Team (SMT) that a decision be taken by representatives of organizations participating in the United Nations SMT to provide transportation costs for locally recruited staff members and their eligible family members, if necessary and if transportation is not provided by the Organization. In this respect, a lump sum amount of up to \$500 per person to cover transportation costs would be payable to the staff member, the staff member's spouse, and dependent children in accordance with the organization's rules and regulations when transportation is not provided.
26. If the authorized security relocation continues or is extended by the Designated Official for Security beyond six months and it is assessed that the relocation status will continue for a prolonged period, a second lump-sum payment calculated in accordance with paragraph 25 above is payable. The purpose of the second payment is to assist with the establishment of a regular residence when the relocation status is prolonged beyond six months and shall be the final payment regardless of the duration of the security relocation.

#### **Expenses related to evacuation/security relocation of affiliate personnel<sup>7</sup>**

27. In accordance with paragraph 25, Section A, Chapter VI, of the Security Policy Manual, provisions for evacuation / security relocation for internationally recruited consultants / contractors will be incorporated into the initial contractual arrangements. Options for local or international consultants/contractors while 'Personnel Restrictions' for security purposes are in force are listed below:
  - a) Should there be 'Personnel Restrictions' for security purposes in an area where a consultant/contractor is operating, the consultancy contract will not be terminated if it is determined that the services to be provided by the consultant/contractor can be accomplished outside of the duty station. The consultant/contractor's travel costs will be covered up to the location from where the recruitment took place, or any other location mutually agreed from where the services can be provided as per the original terms.

---

<sup>7</sup> Policies regarding affiliate personnel vary across the UN common system. For additional information consult your organizations' rules and policies.

- b) Should there be 'Personnel Restrictions' for security purposes in an area where a consultant/contractor is operating, the consultancy contract will be terminated in accordance with the contractual termination clause if it is determined that the services to be provided by the consultant/contractor cannot be accomplished outside of the duty station. If a consultancy contract is terminated, travel relocation costs and possible remuneration will be regulated according to individual organizations' policies.
  - c) If circumstances permit, the consultant/contractor agrees and sound operational reasons exists, the consultancy contract may be suspended. The consultant's/contractor's travel costs will then be covered up to the location from where recruitment took place. Once the 'Personnel Restrictions' for security purposes are lifted, the return of the consultant/contractor will be authorized, and the related travel costs will be covered. The contract will be reactivated under the original terms and arrangements.
28. In situations where it is expected that 'Personnel Restrictions' for security purposes will be of maximum duration of seven days, the consultant/contractor may be evacuated/relocated to the destination authorized by the USG/UNDSS. The applicable DSA in case of relocation or travel costs and security evacuation allowance in case of evacuation will be covered up to seven days (at the rate applicable to staff members) by the relevant organization. If the lifting of the 'Personnel Restrictions' for security purposes does not take place within the seven-day period, options a, b or c above apply.

### **Expenses related to evacuation/ security relocation of UNVs**

29. Regarding UNVs, in accordance with paragraph 24, Section A, Chapter VI, of the Security Policy Manual, in the event of 'Personnel Restrictions' for security purposes, arrangements for UNV's are administered by UNDP or the United Nations. Furthermore, Chapter XI and Annex 4 of the Unified Conditions of Services for UN Volunteers provides more detailed information on security-related issues affecting UNV's including in instances of evacuation and relocation and applicable entitlements<sup>8</sup>.

### **Adjusted operating modalities**

---

<sup>8</sup> 18 For UN Secretariat entities, regarding personnel in receipt of mission subsistence allowance (MSA), currently, the Security Policy Manual does not foresee any payment of security evacuation allowance to personnel in receipt of mission subsistence allowance (MSA). The rules on payment of MSA as outlined in ST/AI/2021/2 continue to apply and different options are available based on the various scenarios that may arise during this situation.

30. Adjusted operating modalities, as a result of travel disruptions, in duty stations where evacuations are not authorized may be expected. Travel disruptions may impede staff members from reaching their end destination at a duty station within the affected Middle Eastern countries. For such cases, alternate working arrangements may be put in place to ensure business continuity of operations.

### **R&R, home leave, and repatriation**

31. Rest and recuperation (R&R) cycles for duty stations authorized for a four-week cycle can be found on the ICSC website and <https://icsc.un.org/Home/DataRR>.
32. Organizations shall exercise flexibility to waive the recovery of lump sum payments for staff members who had travelled on R&R travel prior to the deteriorating regional security situation and received their R&R lump sum but are unable to return to their respective duty station.
33. Subject to organizations' policies, R&R qualifying service of staff members on remote working arrangements outside of the duty station designated for R&R will be interrupted or suspended.
34. Organizations should arrange for the R&R travel (e.g., UN-provided transportation), in accordance with their policies, for the internationally recruited staff members conducting PC1 and PC2 functions who remain in their official duty station within the affected Middle Eastern countries.
35. Staff members whose place of home leave is in a duty station within the affected Middle Eastern countries may be allowed to avail themselves of their home leave entitlement in another country, subject to their organizations' staff regulations, rules, and internal policies including any cost limitation if applicable (for instance, not to exceed the cost of travel between the duty station and the normal place of home leave).
36. Similarly, staff members who are due for repatriation to a duty station within the affected Middle Eastern countries, may be repatriated to an alternate country in accordance with their organizations' staff regulations, rules, and internal policies including any cost limitation if applicable (for instance not to exceed cost of travel between the duty station and the normal place of repatriation).

## **IV. Medical and psychological support**

### **Medical Evacuation and Regional Area of Care**

37. The Division of Healthcare Management and Occupational Safety and Health (DHMOSH), in collaboration with the Health and Life Insurance Section (HLIS) of the UN Secretariat, confirms the following medical evacuation centres for applicable countries in the Middle East under [ST/IC/2000/70](#). For any MEDEVAC request, SAOC must be activated, with the understanding that current constraints affect air operations. Given the likelihood of MEDEVAC delays, it is essential to assess the operability and capacity of local medical facilities, which remain the first line of care while evacuation options are being coordinated.

### **UN Medical Emergency Response**

38. The UN Medical Emergency Response Team, under the UN Department of Healthcare Management and Occupational Safety and Health (DHMOSH), has activated a virtual operation room. This includes a document repository, and a Teams chat platform to facilitate the sharing of documents and information from all involved entities.

### **Health insurance coverage and access to care**

39. Remote access by phone or video to a doctor for non-emergency health issues. Aimed for any health concerns. Service is available 24/7, however times for language preference may vary. Easily accessed by the Cigna Wellbeing® app available at the [App Store](#) and [Google Play](#). Cigna may be contacted directly for Telehealth support by phone (+32 3 217 65 72) should the application or internet connection not be sufficient.

40. Requests submitted via telephone as per the emergency GOP procedure will be prioritized. Cases eligible for nurse case management coming out of the affected region will be treated with priority and have been added as a trigger in CIGNA case management system.

41. With regards to Iran, as this is a sanctioned country, Cigna does not maintain an active provider network in Iran. DHMOSH/MOM is coordinating with Cigna to facilitate claims processing and to expedite Guarantees of Payment (GOPs) for staff with a duty station in Iran, as well as for their eligible dependents who are receiving care outside the country. For locally recruited staff, RAC and MEDEVAC requirements must continue to be met where applicable.

42. Organizations should inform their personnel of available counselling services, medical coverage, and any other assistance programs they may be providing.

## Psychosocial Support

43. The provision of psychosocial support is being coordinated by the Critical Incident Stress Management Section (CISMS) of the UN Department of Safety and Security (UNDSS), alongside counsellors from various United Nations Agencies, Funds, and Programmes.
44. The UNDSS CISMS personnel are committed to support the United Nations Security Management System (UNSMS) Personnel and their immediate dependents in the preparation for, response to, and recovery from critical incidents and emergencies in the Middle East.
45. CISMS personnel are primarily responsible for coordinating comprehensive stress management, resilience building and critical incident stress management services across the UN system. Therefore, UN Personnel may seek help from CISMS, and its partners mentioned below.
46. In the event of emergency situations or traumatic events, CISMS team is available to provide support and guidance accordingly. Examples of emergencies that may require involvement of CISMS counselling who are trained in crisis responses include:
47. Coordinating the provision and the management of stress and critical incident stress (MSCIS) UN system-wide (including crises, the death of staff members under malicious circumstances, hostage incidents, evacuations and relocations, etc.)
48. Building UN Personnel resilience worldwide through:
  - a) Conducting training on stress management and related topics.
  - b) Conducting needs assessment for factors leading to stress.
  - c) Providing advice to managers on mitigating measures,
  - d) Developing relevant resources and materials for the use of UN Personnel including counsellors and managers.
49. UN Personnel in the **Middle East** affected by any stressful event are encouraged to contact CISMS. Requests for CISMS support can be made by contacting:

Mr. Muhammad Sohail Ali, Chief of CISMS  
Email: [ali173@un.org](mailto:ali173@un.org); Tel/WhatsApp: +1-(718) 663-1520

Mr. Mohammad Zaman Rajabi, Regional Stress Counsellor for Middle East and North Africa  
Email: [mohammad.rajabi@un.org](mailto:mohammad.rajabi@un.org) ; Tel/WhatsApp: +1-347-226-0104

50. United Nations Agency Stress/Staff counsellors available in the MENA region. Contact details provided in Annex D.

## **V. Salary payments and advances, and other related payments**

### **Salary and fee payments**

51. Payments to local bank accounts, for salary and other entitlements, and fee payments are being monitored to ensure staff members and affiliate personnel can access funds. Upon a staff member's / affiliate personnel's request, the organization may withhold salary or fee payment until the staff member / affiliate personnel can access their bank account. Staff members or affiliate personnel who need to have their salary / fees withheld should contact their payroll office, or other appropriate office, with their request at the earliest opportunity.
52. Salary and fee payments will be processed in locations where the organizations have the ability to transfer payments to staff members' / affiliate personnel's bank accounts. In locations where the organizations cannot transfer payments to bank accounts or where staff members / affiliate personnel do not have access to banking, the UN will facilitate cash disbursements where possible, and the security situation permits.

### **Salary and fee advances**

53. The organizations may authorize, upon request, up to a three-month salary advance for staff members, and fee advances for affiliate personnel, where possible.<sup>9</sup> A salary advance is not additional compensation, and it will be recovered (including the number of installments and timeframe for repayment by the staff member) in accordance with the organization's internal policies and procedures.

### **Education grant**

54. Education grant will be administered in accordance with each organization's regulations, rules and internal policies.

### **Rental subsidy**

55. Rental subsidy, including the provisions for combined rent, will be administered in accordance with each organization's regulations, rules and internal policies.

---

<sup>9</sup> Regarding fee advances for consultants/individual contractors, for the UN Secretariat, as per 5.17 of ST/AI/2013/4, in general, fee advances for all individual contracts shall not be granted. However, a maximum of 30 per cent of the total contract value may be authorized in cases where advance purchases, for example for supplies or travel, may be necessary.

## **VI. Special leave with full pay, telecommuting, and other leave**

### **Special leave with full pay**

56. Organizations may consider granting special leave with pay to affected staff members who were present in the affected duty station, for up to 10 working days. Such paid leave should be taken at any time within six months, in or outside of the affected duty station, from 28 February 2026. Organizations may consider granting authorized time off to their affiliate personnel in accordance with the organizations' regulations, rules and internal policies.

### **Telecommuting**

57. Flexibility should be exercised to allow all personnel to telecommute within and outside the duty station unless their physical presence is necessary at a particular office/location to carry out their work, in accordance with each organization's regulations, rules, and internal policy.

### **Leave**

58. When staff members are not on special leave with full pay and/or when telecommuting is not an option, staff members should request appropriate leave (e.g., annual leave, SLWOP, ...etc.) under the organizations' regulations, rules, and internal policies.

## **VII. Remote work modalities**

### **For duty stations where security evacuation or relocation is authorized**

59. In accordance with paragraph 1, Section A, Chapter VI of the Security Policy Manual, “administrative measures related to Alternate Work Modalities (AWM) that involve temporarily closing offices or the work status of a staff member will be implemented by each organization in line with its rules and regulations. The measures include, but are not limited to, working from home or an alternate workplace within the duty station and Special Leave with Pay. If staff members and their eligible family members are instructed to move into a hotel within the duty station for security reasons, Daily Subsistence Allowance (DSA) at the rate applicable at the duty station (or an ad hoc DSA rate recommended by the Security Management Team and approved by the headquarters of the lead agency) will be payable in respect to the staff member and half of that amount for each eligible family member for up to 30 days”.
60. The Designated Official (DO), in consultation with the Security Management Team (SMT) and based on the advice of the most senior security professional directly supporting the DO, may institute planned or ad hoc Alternate Work Modalities for all or some United Nations personnel and eligible family members to address specific security problems in their area of responsibility in accordance with Section F of the Security Policy Manual. Contingencies for Alternate Work Modalities should be included in the Security Plan and any ongoing Alternate Work Modality (such as “no-go” areas in a city) should be included in the country-specific approved Security Risk Management.
61. Representatives of organizations participating in the United Nations Security Management System can also institute Alternate Work Modalities solely for their personnel in response to organization-specific risks. This derives from their responsibility and authority in the United Nations Framework of Accountability for Security. Representatives wishing to implement such measures should examine any possible negative impact these measures would have on security and/or business continuity plans. They should also consult with other members of the SMT to examine whether these decisions would have any negative impact on the security of other United Nations personnel in the country. It is recommended that such measures are discussed at the UN Country Team level for a harmonized approach.

### **Non-evacuation / relocation related remote work modalities**

62. Remote work modalities, such as Alternate Working Arrangements (AWA), are

implemented at the request of the organizations and are therefore different from a voluntary agreement between a staff member and their manager based on personal compelling reasons (e.g. telecommuting under flexible working arrangements, see section VI for additional details).

63. When considering implementing remote work, the UN Resident Coordinator should consult with the funds and programmes and specialized agencies present at the duty station with a view to harmonize, as much as feasible, the arrangements applicable to staff members across organizations of the UN common system.
64. As remote work modalities are meant to support business continuity during crisis and exceptional situations, the arrangement should be implemented for the shortest duration possible, normally not exceeding six months. It may however be decided that, based on specific conditions at duty station and recommendation by UNDSS, remote work may continue beyond six months.
65. Organizations may require staff members to work remotely from a designated alternative work site or from their home at the duty station or outside.
66. Measures applicable to internationally recruited staff members:
  - a) For staff members whose organization designates an alternate place of work, travel to this destination, as well as DSA will be payable, in accordance with each organization's regulations, rules and internal policies. DSA shall be payable during the duration of remote work such as AWA, normally not exceeding six months. For staff members who travelled out of their official duty station on official business and are stranded outside of the duty station as a result of travel restrictions and cancellations after commencing their travel back to their official duty station, shall receive DSA until departure from the official business travel destination on the first available flight in accordance with each organization's regulations, rules and internal policies. For staff members who travelled out of their official duty station on official non-business travel or any other absence, who commenced travel back to their official duty station and are stranded outside of the duty station as a result of travel restrictions, shall be reviewed on a case-by-case basis.
  - b) Staff members who travel out of the duty station, including when using their travel entitlements (e.g. rest and recuperation, home leave, family visit travel or reverse education grant travel) and who were not able to come back due to the evolving regional security situation may be required by their respective organizations to discharge their duties away from their duty station. They may be requested to discharge their duties from their home country or any other country of their choice, provided that they can legally reside and work there.

c) In such instances, staff members may receive, upon request, payment to assist with accommodation expenses. Such payment shall be based on actual expenses, capped at 50% of the applicable DSA rate, for the duration of remote work such as AWA, normally not exceeding 6 months.

d) In cases where staff members lived in a UN provided accommodation at the duty station, no rental deduction will be implemented for the duration of remote work such as AWA, instead of the above-mentioned payment.

67. Measures applicable to locally recruited staff members

a) Staff members may be required by their organization to temporarily discharge their functions within the country of the duty station, from an alternate worksite such as their home or a temporary designed alternate location. When staff members are working from home, organizations shall, to the extent possible, provide affected staff members with equipment and resources required to discharge their official functions.

b) When staff members are working from a designated alternate location, DSA is payable for up to 30 days in respect of the staff member and half of that amount for the dependent spouse and up to six dependent children. A lump sum of US \$300 will be provided to assist with travel-related cost, where applicable.

## **VIII. Administrative support for business continuity**

### **Administration of appointments**

68. In accordance with the UNSMS Security Policy Manual, Chapter VI, Section A, "Remuneration on Evacuation and Relocation Status", paragraph 18 (a), if staff members and/or their eligible family members are not authorized to return to the duty station within 30 days following the evacuation, each respective organization will decide with regard to reassignment, temporary or otherwise, of the staff member together, as applicable, with his/her eligible family members.
69. Subject to needs and priorities for mandate/programme implementation, organizations should review the need for renewal/extension of appointments of staff members with finite appointments or approaching the mandatory age of separation after 30 days following the evacuation and initiate early repatriation or separation as applicable.

### **Recruitment**

70. The decision as to whether to initiate recruitment to operations in affected countries within the Middle East should be made in accordance with each Organization's priorities for mandate/programme implementation and the evolving security situation and personnel ceilings, if any, imposed by the security situation. Functions requiring on-site presence in Iran (programme critical only at present) need to be given priority and determined based on the organizations' priorities.

### **United Nations Laissez-Passer**

71. It is recommended to possess a valid national passport with a minimum of six months' validity remaining. Many countries require that the travel document used must have at least six months of validity beyond the anticipated departure date for the visit. This same requirement applies to UNLPs. It should be noted that possession of a UNLP and a UN Family Certificate does not guarantee worldwide visa-free entry. Therefore, for planning purposes, the UN travel document should be considered a last resort. UNLPs should be securely stored when not in use for travel. It is important to clarify that UNLPs support official travel exclusively.
72. If UN staff members are no longer in possession of their UN Laissez-Passer (UNLP) in affected countries in the Middle East, they must report this situation through the respective entities as soon as possible. All UNLPs that are reported lost, missing or stolen will be declared invalid for travel, deactivated in the UNLP database, and reported to

INTERPOL to prevent unauthorized use.

73. It is the responsibility of each entity to inform the affected staff that their documents are being reported as lost to INTERPOL and that holders should never attempt to use a UNLP that was found after it was reported as lost, missing, or stolen. Staff members travelling on a UNLP that was previously reported lost or stolen risk delays and possible detention at border crossings. Any further questions on this matter can be addressed to the UN Travel Documents programme at email: [untraveldocsprogrammeadmin@un.org](mailto:untraveldocsprogrammeadmin@un.org)

## **IX. Compensation**

### **Compensation for death, injury, or illness attributable to the performance of official duties on behalf of the United Nations**

74. Compensation for death, injury, or illness attributable to the performance of official duties on behalf of the United Nations shall be provided to staff members and their dependents as well as other eligible personnel following the terms and conditions in the organizations' regulations, rules, and internal policies (for instance, Appendix D of the UN Staff Regulations and Rules for the UN Secretariat and the separately administered UN funds and programmes). Organizations shall ensure that all staff members and other eligible personnel have a completed and/or updated beneficiary form (including the UNJSPF beneficiary form) on file.

### **Compensation for loss of or damage to personal effects attributable to service**

75. Compensation for loss of or damage to personal effects attributable to service is provided under the compensation policies of the organizations (e.g., ST/AI/149/Rev.4 and ST/AI/149/Rev.4/Amend.1 for the UN Secretariat staff).<sup>10</sup> In case a large number of claims is expected, the official with delegated authority<sup>11</sup> at the respective organizations, may decide to establish a lumpsum option. The amount of the lumpsum is determined based on the severity levels of the damage as shown in the table below. These lumpsum amounts are disbursed upon validation under procedures or disbursement processes established by each organization. The amounts will be capped up to the maximum levels indicated below:

	<b>Basis for lumpsum amounts<sup>12</sup></b>	
	<b>Maximum allowable percentage</b>	
<b>Damage severity level</b>	<b>Without dependant</b>	<b>With dependant</b>
Low to medium damage	10	10
Medium to high damage	25	25
Severe to total damage	50	50

<sup>10</sup> The applicability of this policy may vary across the common system organizations.

<sup>11</sup> The USG DMSPC for UN Secretariat staff members.

<sup>12</sup> When a decision to offer a lumpsum has been made, the lump sum amounts for the UN Secretariat (and other UNCS organizations which apply ST/AI/149/Rev.4 and Amend.1) are established based on the maximum amounts (i.e. \$19,000 for staff without dependants; \$32,000 for staff with recognized dependants) that can be claimed by staff members under the UN Claims Board process (paragraph 11 [ST/AI/149/Rev.4 and Amend 1](#)).

76. Organizations within the UN Country Teams may consider establishing joint local claims boards to expedite the processing of lumpsum claims, without prejudicing existing policies and delegations of authority.
77. When a lumpsum is offered by their organization, eligible staff members may choose to opt for a lumpsum. Staff members who decide not to opt for the lumpsum retain their rights to claim compensation through the regular claims process established in their organization. Compensation through the regular claim process and the lump sum claim process are mutually exclusive. Once the review under one process has started, staff members cannot withdraw their submission to claim under the other process.
78. Staff members should be reminded of their responsibility to submit an itemized list of personal effects, which will be used by the respective compensation committees of the organization to determine compensation in the event of loss or damage to personal effects.

**Ex-gratia payment**

79. Ex-gratia payments may be provided where damage is not otherwise covered by the Organizations' existing compensation schemes, at the discretion of each UN organization, under their respective regulations, rules and internal policies.
80. The ex-gratia payment amounts for damages not covered by the Organizations' existing compensation schemes are to be established at the level of 1/2 of a one-month net salary at G-2, step I level of the currently applicable GS salary scale, one month and two and a half months, respectively, depending on the severity of damage as follows:

<b>Ex-gratia payments (local personnel)</b>	
<b>Damage severity</b>	<b>Amount (by reference to one-month net salary at G-2, Step I level of the currently applicable GS salary scale)</b>
Residence safe to re-occupy/low to medium damage to personal effects	½ month
Residence safe to re-occupy after repairs/medium damage to personal effects	1 month
Residence unsafe to re-occupy/severe damage to personal effects	2.5 months

## **X. Death of a staff member<sup>13</sup>**

81. All staff involved in making the various arrangements related to the death of a staff member must use their utmost discretion, tact, and sensitivity, particularly when dealing with the family of the deceased. In case of queries from the family or insurance companies, full documentation should be maintained as per internal policies and procedures. Guidance should be provided to the surviving family member on how to file such claims. Cases of death of affiliate personnel are governed by each Organization's applicable policies.
82. If a staff member, their spouse or dependent child dies, the responsible organization (normally the human resources office or any relevant office under standard organizational protocols for such situations) will assume responsibility for coordinating the actions required and serves as the liaison between the organization and the family of the deceased, providing assistance to the family throughout the period following the death.
83. Compensation will be provided to eligible staff members in the event of death, injury or illness considered to be attributable to the performance of official duties under the Staff Regulations, Rules and internal policies of the organizations, and to other personnel based on their terms of contracts and the organizations' internal policies.

### **Transportation of remains and funeral costs**

84. Before making any arrangements, it is necessary that the family is consulted whether they wish: local burial; cremation and repatriation; or embalming and repatriation. In all instances, the local regulations and laws and international health regulations shall apply while the specific instructions of the family of the deceased should be observed as closely as possible.
85. **For internationally recruited staff** the following applies:
86. Organizations shall absorb the costs of international transportation including preparation of remains of deceased staff members who pass away at the duty station or designated alternate location; or
87. Organizations may offer, at their discretion, or the beneficiaries of the deceased staff members may opt for a lump sum amount of \$10,000 in lieu of the Organization's assistance in managing the transportation and other activities and expenses pertaining to the handling of the remains of the staff member. The lumpsum is to cover any and all transportation costs of the remains of the staff member to the place to which he or she

---

<sup>13</sup> Cases of death of affiliate personnel are governed by the organization's applicable policies.

was entitled to return travel, any and all expenses including, but not limited to, preparation and transportation of the body, travel of a family member and any and all other reasonable and admissible expenses, in line with the Organization's legal frameworks.

88. For locally recruited staff, organizations may, at their discretion, offer a \$500 lumpsum towards the funeral expenses in case of the death of the local staff member and/or death of a spouse or an eligible dependent child to be paid to the staff member or surviving family, if permitted under each organization's legal framework.

### **Death benefits**

89. In the case of the death of a staff member, a death benefit shall be paid to surviving dependents under the Organization' Staff Regulations and Rules.

### **Malicious acts insurance policy**

90. The malicious acts insurance policy (MAIP) may apply to compensate for death, injury, or illness suffered by staff members and other eligible personnel as a result of a malicious act by the insurance policy, and the distribution of proceeds shall be following their internal policies (for instance ST/SGB/2004/11 on payment of insurance proceeds under the malicious acts insurance policy, for the UN Secretariat).

### **Payments of salary, benefits and allowances**

91. Priority will be given to arranging for the survivors/designated beneficiaries to receive any payment (or an advance) against any salary, allowances and benefits standing to the credit of the staff member as of the date of death.

### **Pension Fund benefits**

92. The UNJSPF has offices in New York and Geneva and provides services to participants and beneficiaries from both offices. In an extreme situation, the UNJSPF would be able to implement its disaster recovery policy for payroll payments to beneficiaries.

### **After-service health insurance (ASHI)**

93. Surviving family members who are eligible for ASHI, must normally make an application for ASHI within three months of the staff member's death. The claimants may consider reaching out to the respective HR focal points in their organizations for their assistance.

### **Education grant when a staff member dies while in service**

94. When a staff member dies while in service after the beginning of the school year, no prorating or disqualification will take place in respect of any element of the education

grant (EG) to which the staff member would have been entitled had he/she lived to the end of the school year, including boarding expenses or a flat sum for board and education grant travel (EGT).

95. The EG-related forms must be completed by the surviving spouse, the legal representative of the child for whom the EG or EGT is paid, or by the child for whom the claim is requested, if 18 years of age or older. If the school year ends when the final payment has already been processed, the settlement will be made as a direct payment to the survivor. The claimants may consider reaching out to the respective HR focal points in their organizations for their assistance.

**Annex A: UNDSS Communique: Temporary Suspension of UN External Missions to Iraq**

United Nations  Nations Unies

POSTAL ADDRESS—ADRESSE POSTALE: UNITED NATIONS, N.Y. 10017  
CABLE ADDRESS—ADRESSE TELEGRAPHIQUE: UNATIONS NEWYORK

**DEPARTMENT OF SAFETY AND SECURITY  
OFFICE OF THE UNDER-SECRETARY-GENERAL**

INTEROFFICE MEMORANDUM      MEMORANDUM INTERIEUR

**UNDSS COMMUNIQUÉ**

DATE: 1 March 2026

TO: All Security Focal Points and Alternates of  
A: Organizations of the United Nations Security  
Management System (UNSMS)  
HR Network  
ICSC Secretariat  
UNDSS Headquarters Personnel

CC: Ghulam M. Isaczai  
Designated Official, Iraq

Olga Mokrova  
Chief Security Adviser, Iraq

FROM: Gilles Michaud  
DE: Under-Secretary-General  
Department of Safety and Security



SUBJECT: **Temporary Suspension of UN External Missions to Iraq**  
OBJET:

1. In light of regional security developments and their potential impact on Iraq, on 28 February 2026 the Designated Official (DO) for Iraq, in consultation with the Security Management Team (SMT), recommended temporary suspension of all UN external missions to Iraq until further notice unless specifically authorized by the DO.
2. I support the recommendation above.

## Annex B: UNDSS Communique: Temporary family and personnel restrictions, and the suspension of external UNSMS missions to Lebanon

United Nations  Nations Unies

POSTAL ADDRESS—ADRESSE POSTALE: UNITED NATIONS, NY, 10017  
CABLE ADDRESS—ADRESSE TELEGRAPHIQUE: UNATIONS NEWYORK

DEPARTMENT OF SAFETY AND SECURITY  
OFFICE OF THE UNDER-SECRETARY-GENERAL

INTEROFFICE MEMORANDUM      MEMORANDUM INTERIEUR


### UNDSS COMMUNIQUÉ

DATE: 3 March 2026

**To:** All Security Focal Points and Alternates of  
**A:** Organizations of the United Nations Security  
Management System (UNSMS)  
Executive Heads of UNSMS Organizations  
UNDSS Headquarters Personnel  
UNDSS P/C/SAs  
HR Network  
ICSC Secretariat

**Cc:** Mr. Jasmine Herms-Plasschaert  
Designated Official, Lebanon

Mr. Mohamed Ebaid Mohamed Khafagi  
Chief Security Advisor, Lebanon

**From:** Gilles Michaud   
**DE:** Under-Secretary-General  
Department of Safety and Security

**SUBJECT:** Temporary family and personnel restrictions, and the suspension of external  
**OBJET:** UNSMS missions to Lebanon

1. In light of the recent developments in Lebanon, the Designated Official (DO) for Security in Lebanon, in consultation with the Security Management Team (SMT), recommends the following measures:
  - a) Temporary family restriction for eligible family members of UNSMS internationally recruited personnel, until further notice.
  - b) Temporary relocation of locally recruited UNSMS Personnel and their eligible family members from the geographical areas of Hezbollah strongholds in the southern suburbs of Beirut. For other potentially affected areas across Lebanon, temporary relocation will be implemented on a case-by-case basis, supported by a

UNDSS specific security assessment that has been endorsed and approved by the DO.

- c) Temporary personnel restrictions for internationally recruited personnel conducting PC3 and PC4 programmes in Lebanon.
- d) Temporary suspension of all incoming UN external missions to Lebanon, except for UN missions required to enable critical UN programmes in Lebanon.

2. On behalf of the Secretary-General, I approve the above recommendation.

**Annex C: UNDSS Communique: Temporary family and personnel restrictions in Iran**

United Nations  Nations Unies

POSTAL ADDRESS—ADRESSE POSTALE: UNITED NATIONS, NY, 10017  
CABLE ADDRESS—ADRESSE TELEGRAPHIQUE: UNATIONS NEWYORK

DEPARTMENT OF SAFETY AND SECURITY  
OFFICE OF THE UNDER-SECRETARY-GENERAL

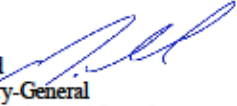
**UNDSS COMMUNIQUÉ**

DATE: 4 March 2026

TO: All Security Focal Points and Alternates of  
A: Organizations of the United Nations Security  
Management System (UNSMS)  
Executive Heads of UNSMS Organizations  
UNDSS Headquarters Personnel  
UNDSS P/C/SAs  
HR Network  
ICSC Secretariat

CC: Ms. Christine Weigand  
Designated Official  
Iran

Mr. Ahsan Habib Sheikh  
Security Adviser  
Iran

FROM: Gilles Michaud   
DE: Under-Secretary-General  
Department of Safety and Security

SUBJECT: Temporary family and personnel restrictions in Iran  
OBJET:

1. In light of the recent developments in Iran, the Designated Official (DO) for Security in Iran, in consultation with the Security Management Team, recommends the following measures:
  - a. Temporary family restrictions for eligible family members of UNSMS internationally recruited personnel, until further notice.
  - b. Temporary personnel restrictions for UNSMS internationally recruited personnel conducting PC3 and PC4 activities in Iran.
  - c. Temporary relocation of eligible dependents of all locally recruited UNSMS personnel, and locally-recruited UNSMS personnel conducting PC3 and PC4 activities, from the city of Tehran to a safer location of their choice. For other potentially affected areas across Iran, temporary relocation will be implemented on a case-by-case basis, endorsed and approved by the DO.
2. On behalf of the Secretary-General, I approve the above recommendations.

**Annex D: List of Staff/Stress counselling resources for UN personnel and families in Middle East and North Africa**

(NOTE: This is a list of UN counsellors present for support within the MENA region)

6 March 2026

Name	Agency	Location	Email	Language spoken
Coordination of Psychosocial Support Services - UNHQ				
Muhammad Sohail Ali	Chief UNDSS/CISMS Global coordinator	New York	<a href="mailto:Ali173@un.org">Ali173@un.org</a>	English, Hindi Urdu
<b>Mohammad Zaman Rajabi</b>	<b>UNDSS/CISMS - Regional Stress Counsellor Regional Coordinator</b>	<b>New York</b>	<a href="mailto:Mohammad.rajabi@un.org">Mohammad.rajabi@un.org</a>	<b>Farsi/Dari, English</b>
Staff Counsellors in the MENA region				
<b>Mojgan SHADBASH</b>	<b>OCHA Staff Counsellor</b>	<b>Amman</b>	<a href="mailto:mojgan.shadbash@un.org">mojgan.shadbash@un.org</a>	<b>Farsi, English, German</b>
Khaleel ISA	UNICEF/Regional Counsellor	Amman	<a href="mailto:kisa@unicef.org">kisa@unicef.org</a>	Arabic, English
Khattab SAEED	UNDP/Regional Counsellor	Amman	<a href="mailto:khattab.saeed@undp.org">khattab.saeed@undp.org</a>	Arabic, English
Dorothy MORGOS	UNRWA Senior Program Manager-Staff Care	Amman	<a href="mailto:d.morgos@unrwa.org">d.morgos@unrwa.org</a>	Arabic, English
Fadi HAMD I	UNHCR/Regional Counsellor	Amman	<a href="mailto:hamdi@unhcr.org">hamdi@unhcr.org</a>	Arabic, English
Mohammed LAMAA	UNFPA/Regional Counsellor	Amman	<a href="mailto:lamaa@unfpa.org">lamaa@unfpa.org</a>	Arabic, English
Rana AL MOHSEN	IOM	Amman	<a href="mailto:ralmohsen@iom.int">ralmohsen@iom.int</a>	Arabic, English
Ayedh NASSER	UNRWA Staff Counsellor	Amman	<a href="mailto:ay.nasser@unrwa.org">ay.nasser@unrwa.org</a>	Arabic, English
Ara Kavlakian	WBG, Regional Counsellor	Amman	<a href="mailto:akavlakian@worldbank.org">akavlakian@worldbank.org</a>	English, Arabic, French, and Armenian.

Marie Adel Salem	UNICEF Staff Counsellor	Amman	<a href="mailto:marsalem@unicef.org">marsalem@unicef.org</a>	Arabic, English, French
May Aoun	WFP Staff Counsellor	Amman	<a href="mailto:may.aoun@wfp.org">may.aoun@wfp.org</a>	Arabic, English, French
Toumather Mlayeh	WFP staff Counsellor	Aden	<a href="mailto:toumadher.mlayeh@wfp.org">toumadher.mlayeh@wfp.org</a>	Arabic, English, French
Elena Manina	UNAMI	Baghdad	<a href="mailto:manina@un.org">manina@un.org</a>	English, Russian
Ljiljana IVETIC	UNIFIL Staff Counsellor	Beirut	<a href="mailto:ivetic@un.org">ivetic@un.org</a>	English, French, Russian, Chinese, all languages Chinese, all languages from ex-Yugoslavia
Marinour FARAH	UNDP	Beirut	<a href="mailto:marinour.farah@unv.org">marinour.farah@unv.org</a>	Arabic, English
Hala AL SARAJ	UNDSS Stress counsellor for IoPT and Egypt	Cairo	<a href="mailto:hala.zeyada@un.org">hala.zeyada@un.org</a>	Arabic, English
Alison Clements-Hunt	WFP/Regional Counsellor	Cairo	<a href="mailto:alison.clements-hunt@wfp.org">alison.clements-hunt@wfp.org</a>	English, Italian (French and Spanish)
Yasmeen HAIDARA	WFP Staff Counsellor	Cairo	<a href="mailto:yasmeen.haidara@wfp.org">yasmeen.haidara@wfp.org</a>	Arabic, English
ALY ABDELSAMIE, Reham	WHO/Regional Counsellor	Cairo	<a href="mailto:rally@who.int">rally@who.int</a>	Arabic, English
Rofaida SAOUD	IOM/Regional Counsellor	Cairo	<a href="mailto:rsaoud@iom.int">rsaoud@iom.int</a>	Arabic, English
Nancy YASSINE	UNFPA/Regional Counsellor	Cairo	<a href="mailto:yassine@unfpa.org">yassine@unfpa.org</a>	Arabic, English
Khitam Shaheen	WFP staff counsellor (part-time)	Gaza	<a href="mailto:khitam.shaheen@wfp.org">khitam.shaheen@wfp.org</a>	Arabic
Ibrahim Hammad	WFP staff counsellor (part-time)	Gaza	<a href="mailto:ibrahim.hammad@wfp.org">ibrahim.hammad@wfp.org</a>	Arabic
Philip Georgiou	WFP Staff Counsellor	Jerusalem	<a href="mailto:philip.georgiou@wfp.org">philip.georgiou@wfp.org</a>	English, Italian
Louiza Khourta	UNSMIL Staff Counsellor	Tripoli, Libya	<a href="mailto:khourta@un.org">khourta@un.org</a>	English, French, Arabic
Mustafa Almustafa	UNICEF Staff Counsellor/Sudan	Port Sudan	<a href="mailto:malmustafa@unicef.org">malmustafa@unicef.org</a>	
Colleen Brady	FAO Lead Employee Counsellor	Rome, Italy	<a href="mailto:colleen.brady@fao.org">colleen.brady@fao.org</a>	
Emile Kaba	UNOPS Workplace Counsellor	Copenhagen, Denmark	<a href="mailto:emilek@unops.org">emilek@unops.org</a>	English, French

**Counsellors from AFP's covering Iran as part of their Asia Pacific region:**

Name	UN office or agency	Location	Contact details	Language
Mehtap Iskin	UNDP	Bangkok	<a href="mailto:mehtap.iskin@undp.org">mehtap.iskin@undp.org</a>	Turkish English
Gail Theisen-Womersley	UNHCR	Bangkok	<a href="mailto:theisenw@unhcr.org">theisenw@unhcr.org</a>	English
Loyda SANTOLARIA	UNFPA	Bangkok	<a href="mailto:santolaria@unfpa.org">santolaria@unfpa.org</a>	English
Judy Mbuthia	IOM Regional Staff Counsellor	Bangkok	<a href="mailto:jwmbuthia@iom.int">jwmbuthia@iom.int</a>	English, Swahili
<b>Zahra Toori</b>	<b>IOM staff counsellor for Iran</b>	<b>Kabul</b>	<a href="mailto:ztoori@iomint.onmicrosoft.com">ztoori@iomint.onmicrosoft.com</a>	<b>Dari, Pashto, English, Hindi</b>