



# STAFF EMERGENCY SUPPORT PLAN GUIDANCE

## **Jointly prepared by**

Crisis Preparedness and Support Unit (CPSU)

Client Support and Special Situations Section (CSSSS)

Division for Special Activities

Department of Operational Support

and

Critical Incident Stress Management Unit (CISMU)

Division of Specialized Operational Support (DSOS)

United Nations Department of Safety and Security (UNDSS)

1 April 2020



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## REVISION HISTORY

Revision History			
Revision	Date	Owner	Summary of Changes
		CPSU/CSSSS/DSA/DOS CISMU/DSOS/UNDSS	Initial release



## I. PURPOSE

This guidance was prepared to assist the Principal/Chief/Security Advisors and Heads of Administration, under the overall responsibility and authority of Heads of Entity in United Nations Secretariat entities to prepare for and respond to a crisis in any location or duty station where United Nations personnel are present, with a view to building the capacity and resilience of both the Organization and its personnel to better respond and recover from a crisis.

The United Nations Crisis Management Policy articulates how UN actors should coordinate efforts to respond collectively to situations that due to their magnitude, complexity or gravity of potential consequences, require a UN system-wide coordinated and multi-disciplinary response. The policy provides clarity on roles and responsibilities and the architecture for decision-making, coordination, information exchange and communications. The policy however does not stipulate how individual UN entities or specific pillars prepare for and respond to crisis situations within their respective mandated areas of responsibility.

The guidance is based on best practices and lessons learned from past experiences where the United Nations responded to crisis situations and may be used as a tool or reference to prepare for and address issues arising from crisis situations (including mass casualty, injury, illness or death). It provides a Staff Support Plan framework which may need to be tailored to reflect the structure and processes in specific entities.

The guidance is descriptive in nature and attempts to clarify and outline the roles and responsibilities of different stakeholders in crisis management, and does not in any way contradict existing policies, or redefine the roles of different UN offices and departments involved. This document will be reviewed and updated periodically by DOS and DSS, as necessary.

## II. SCOPE

This guidance applies to all United Nations Secretariat entities in any location or duty station where United Nations personnel are present and should be adapted to the local context, as required.

## III. REFERENCES

*SOP on NOTICAS*

*Emergency Preparedness Guide for Staff and Families*

*UN Policy on Crisis Management*

*UN Policy on Management of Stress and Critical Incidents Stress (MSCIS)*



*ST/SGB 2010-8-Rev.1 Memorial and Recognition Fund*

*ST/IC on Pensionable Remuneration*

## IV. ROLES AND RESPONSIBILITIES

The Principal/Chief/Security Advisors and the Heads of Administration, under the overall responsibility and accountability of Head of Entity, are joint custodians of the staff emergency support plan at their respective locations/duty stations. As such, they are responsible to develop and update their plans as required and coordinate with other entities before, during, and after a crisis, including conducting regular preparedness activities, training and exercises.

As per the UN Policy on Crisis Management, UNDSS “has lead responsibilities in all instances involving a major safety and security event and/or hostage incident and shall ensure that any decisions taken through the Security Management Team (SMT) at the field level or Executive Group on Security at UNHQ are coordinated and communicated through the crisis management arrangements agreed in this policy and vice versa”.

As per the UN Policy on Management of Stress and Critical Incidents Stress (MSCIS), the UNDSS Critical Incident Stress Management Unit (CISMU) has the following responsibilities:

- A. It serves as the central body responsible for ensuring the adequate and timely coordination and provision of psycho-social support services;
- B. Such services are provided primarily at the field level through the establishment of a Critical Incident Stress Intervention Cell (CISIC), with coordination and support provided at the headquarter level;
- C. Chairing the IASMN Critical Incident Stress Working Group (CISWG);
- D. Developing standardized methods and procedures for managing stress and critical incident stress, needs assessment and data gathering tools, recording and reporting templates for all relevant stakeholders;
- E. Developing mandatory certification and training courses for relevant UNSMS Counsellors, including guidance on how to establish a CISIC and maintain a functional network of PH/PSV.
- F. Developing mandatory joint training courses for relevant UNSMS Counsellors, human resources, medical, and security professionals, focusing on joint planning and coordination in the field and ways to coordinate with the CISIC at the duty station;



- G. Developing mandatory training courses for UNSMS personnel on managing stress and critical incident stress (e.g., preparation for deployment, emotional first-aid, burnout), including the development of “refresher” training courses;
- H. Developing mandatory certification and training courses for External Mental Health Professionals (“EMHP”) and identifying EMHP in the field;
- I. Maintaining regular communication with relevant stakeholders, including the CISWG and IASMN through all phases of an emergency.

The Department of Operational Support (DOS) leads the United Nations Secretariat’s operational response during crises and emergencies, through its dedicated capacity within the Division for Special Activities (DSA).

The Crisis Preparedness and Support Unit (CPSU), Client Support and Special Situations Section (CSSSS), in DSA, DOS, is a dedicated capacity which provides comprehensive support to survivors of malicious acts and natural disasters or other critical incidents. It also has a mandate to enhance the Organization’s emergency preparedness and resilience by training a cadre of staff volunteers to assist staff and families affected by a critical incident or other types of crises. The Unit also builds capacity in at duty stations for enhanced staff support during a crisis and educates staff and managers on measures to take to prepare themselves and their families for an emergency.

Several capacity building initiatives are jointly conducted by CISMU and CPSU/CSSSS to maximize synergies and optimize resource utilization. For instance, CISMU trains staff volunteers to perform the role of ‘Peer Helpers’ who provide basic psychosocial support to their fellow staff members both during routine days and during a crisis. CPSU/CSSSS trains staff volunteers to assist families affected by a critical incident or any type of crisis (Family Focal Points), or to man a UN Call Center during crisis situations (Call Center Volunteers). The Unit also trains staff on measures to take to prepare themselves and their families for an emergency.

The Division for Health-Care Management, Occupational Safety and Health (DHMOSH), DOS, provides on-site occupational health services in New York and delivers services to over 100 locations worldwide. DHMOSH also works at improving access to and provision of occupational health services to staff in all duty stations. DHMOSH manages sick leave, disability, medical clearances, medical evacuations and repatriations, and preparedness for public health emergencies, including the medical aspects of crisis and mass casualty response plans at Secretariat duty stations. DHMOSH provides technical supervision to dispensaries and to clinics of peacekeeping missions and coordinates the implementation of health-care policy throughout the United Nations system.



## V. PARTNERS

The main partners in coordinating staff support services at Headquarters are: the Critical Incident Stress Management Unit (DSS), the Staff Counsellor's Offices, the Division of Health-Care Management and Occupational Safety and Health (OSO/DOS), the Critical Incident Response Service (OHR/ALD/DMSPC), the Financial Risk Management Service (OPPFB/FD/DMSPC), the Health and Life Insurance Section (OPPFB/FD/DMSPC), the Advisory Board on Compensation Claims (OPPFB/FD/DMSPC), the United Nations Joint Staff Pension Fund, the Department of Safety and Security, and other Lead Departments. Partners at duty stations may vary, depending on the structure in place.

## VI. DOCUMENT MAINTENANCE

This document will be reviewed and updated once a year from the date of initial release and is considered a 'living document'.

## VII. STAFF EMERGENCY SUPPORT

Staff emergency support comprises all activities undertaken by the UN to enhance personnel resilience and organizational resilience so that both the organization and its personnel are better equipped to face and recover from a crisis.

The staff emergency support process consists of the following three fundamental elements:

- A. Before a Crisis
- B. During a Crisis
- C. After a Crisis

### A. Before a Crisis

(The actions described below are in no particular order and likely to take place simultaneously.)

	Action	Responsibility	
A.1.	Ensure that mechanisms to keep staff informed are in place and exercised on a regular basis: <ul style="list-style-type: none"> <li>• Security-related communications</li> <li>• Administration-related communications</li> <li>• Situational Awareness communications</li> </ul>	Head of Entity DO/RC Dept. of Safety and Security Head of Administration	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



A.2.	Ensure that wardens are trained on their roles and responsibilities and that the warden system is exercised regularly.	Dept. of Safety and Security Heads of Sections	<input type="checkbox"/> <input type="checkbox"/>
A.3.	Ensure that the platform or system used for accounting for personnel is updated and maintained, including regular exercising and testing.	Dept. of Safety and Security Heads of Sections Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.4.	Ensure that staff and other personnel update their emergency contacts through regular campaigns.	Head of Administration Chief Human Resources UNV coordinator	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.5.	Ensure that all personnel have an up-to-date Designation of Beneficiary (P.2) Form on file through regular campaigns.	Head of Administration Chief Human Resources UNV Coordinator	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.6.	Ensure that all UNJSPF participants have an up-to-date Designation of Recipient of Residual Settlement (PENS.A/2) Form on file through regular campaigns.	Head of Administration Chief Human Resources UNV Coordinator	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.7.	Ensure, through regular campaigns, that all personnel keep copies of important documents such as passport, laissez-passer, driver permit, national identification card, etc. for themselves and their family members easily accessible from mobile devices.	Head of Administration Chief Human Resources UNV Coordinator	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.8.	Ensure that all personnel update their information on beneficiaries, dependents, spouses, partners, etc. through regular campaigns.	Head of Administration Chief Human Resources UNV Coordinator	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.9.	Ensure that staffing tables are up-to-date and accessible to relevant stakeholders at all times.	Head of Administration Chief Human Resources UNV Coordinator Heads of Sections	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.10.	Ensure that all personnel have valid contracts at all times.	Head of Administration Chief Human Resources UNV Coordinator	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.11.	Ensure adequate welfare and recreation facilities and activities are available as an essential part of ensuring a healthy working and living environment for all personnel.	Head of Administration Chief Human Resources Staff/Stress Counsellor CISMU Heads of Sections	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



A.12.	Ensure that psycho-social needs are addressed, including the provision of regular psycho-social education and awareness.	Staff/Stress Counsellor CISMU	<input type="checkbox"/> <input type="checkbox"/>
A.13.	Ensure the Critical Incident Stress Intervention Cell (CISIC) is operational.	Head of Entity DO/RC Dept. of Safety and Security Head of Administration Staff/Stress Counsellor CISMU	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.14.	Ensure that the Head of Mission/Entity and Senior Officials are trained on "Soft Skills" and prepared to convey sensitive communications to personnel and families in accordance with standard protocols. (Training available through CPSU/CSSSS/DSA/DOS)	Head of Entity DO/RC Head of Administration Chief Human Resources Staff/Stress Counsellor CISMU Training Unit	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.15.	Ensure a cadre of Crisis Support Volunteers is available to assist as Family Focal Points or Call Center Volunteers. (Training available through CPSU/CSSSS/DSA/DOS)	Head of Administration Chief Human Resources Staff/Stress Counsellor CISMU Training Unit	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.16.	Ensure all personnel are aware about their benefits and entitlements in case of death or serious injury, including Appendix D, MAIP, ASHI, Pension benefits, MRF, etc.) through regular information sessions. (information materials available through CPSU/CSSSS/DSA/DOS)	Head of Administration Chief Human Resources UNV Coordinator	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.17.	Ensure that a team comprised of Administration, Transport, Security, Human Resources, Medical, Staff/Stress Counsellor, and any other entity as required are trained and ready to establish a Staff Support Desk to coordinate activities and provide information and support to personnel during a crisis and particularly during relocation or evacuation.	Head of Administration Chief Human Resources UNV Coordinator Dept. of Safety and Security Staff/Stress Counsellor UNV Coordinator Medical Services Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.18.	Ensure that national personnel and their eligible family members in need of shelter during a crisis are provided with secure space, psycho-social support, and emergency health services.	Head of Administration Chief Human Resources UNV Coordinator Dept. of Safety and Security Medical Services Staff/Stress Counsellor Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



A.19.	Ensure that elements of the business continuity plan pertaining to essential services (Human Resources, Administration, Finance, Medical, etc.) are exercised regularly to ensure coverage in case of a crisis.	Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/>
		UNV Coordinator Budget/Finance Medical Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
A.20.	Human Resources team aware of steps to be taken in case of death of personnel, including administrative steps pertaining to the repatriation of human remains.	Head of Administration Chief Human Resources UNV Coordinator Transport Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

**B. During a Crisis**

(The actions described below are in no particular order and likely to take place simultaneously)

	Action	Responsibility	
B.1.	Keep all personnel informed on a regular basis as directed by the Crisis Management Team/Senior Leadership: <ul style="list-style-type: none"> <li>• Security-related communications</li> <li>• Administration-related communications</li> <li>• Situational Awareness communications</li> </ul>	Head of Entity DO/RC Dept. of Safety and Security Head of Administration Head of Entity	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.2.	Account for all personnel by activating the phone and/or Warden system in place.	Dept. of Safety and Security Head of Administration Heads of Sections Chief Human Resources UNV Coordinator	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.3.	Ensure the Critical Incident Stress Intervention Cell (CISIC) is activated.	Head of Entity DO/RC Dept. of Safety and Security Head of Administration Staff/Stress Counsellor CISMU	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



B.4.	Establish a Staff Support Desk comprised of Administration, Transport, Security, Human Resources, Medical, Staff/Stress Counsellor, and any other entity as required to coordinate activities and provide information and support to personnel particularly during relocation or evacuation.	Head of Administration Chief Human Resources UNV Coordinator Dept. of Safety and Security Staff/Stress Counsellor UNV Coordinator CISMU Medical Services Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.5.	Provide secure space, psycho-social support, and emergency health services to national personnel and their eligible family members in need of shelter.	Head of Administration Chief Human Resources UNV Coordinator Dept. of Safety and Security Medical Services Staff/Stress Counsellor CISMU Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.6.	Activate Call Center (as required) (Assistance is available from CPSU/CSSSS/DSA/DOS)	Head of Administration Chief Human Resources Staff/Stress Counsellor	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.7.	Activate Family Focal Points (as required) (Assistance is available from CPSU/CSSSS/DSA/DOS)	Head of Administration Chief Human Resources Staff/Stress Counsellor	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.8.	Establish a communications system between entity and CPSU/CSSSS/DSA/DOS to relay information on Human Resources aspects of the crisis.	Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/>
B.9.	In case of mass casualty, establish and regularly update a case management database with the following information: (i) Name of affected person; (ii) Status (medical evacuation, deceased, care in-situ, etc.); (iii) Contractual status; (iii) Name of next of kin; (iv) Name(s) of emergency contact(s); (v) Physical address, email address, and telephone numbers of next of kin and of emergency contact(s); (vi) Name and email of HR Family Focal Point; (vii) Name and email of Staff Counsellor assigned to the case. (*CPSU/CSSSS/DSA/DOS available to assist remotely or in-situ)	Head of Administration Chief Human Resources (lead) Staff/Stress Counsellor CISMU UNV Coordinator Dept. of Safety and Security Medical CPSU/CSSSS/DSA/DOS (as required)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.10.	Implement flexible working arrangements (as applicable)	Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/>



B.11.	Request/Implement special measures (as applicable)	Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/>
B.12.	Communicate with Next of Kin in case of death (*The senior-most UN Official at the duty station should communicate the death of a member of civilian personnel to the Next of Kin, ideally in the presence of a Staff/Stress counsellor and Family Focal Point. When the death is the result of malicious acts or took place under suspicious or unclear circumstances, DSS should be involved).	Head of Entity DO/RC Head of Administration Chief Human Resources Staff/Stress Counsellor CISMU Family Focal Point Dept. of Safety and Security (as required)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.13.	Process NOTICAS (for field missions) or notify DOS/DSA/CSSSS/CPSU in case of death of personnel.	Head of Administration	<input type="checkbox"/>
B.14.	Implement the business continuity plan elements pertaining to essential services (Human Resources, Administration, Finance, Medical, etc.) to ensure coverage, including the payment of salaries, education grants, dependency grants, evacuation allowance (as applicable), extension of contracts, etc.	Head of Administration Chief Human Resources UNV Coordinator Budget/Finance Medical Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

**C. After a Crisis**

(The actions described below are in no particular order and likely to take place simultaneously)

	Action	Responsibility	
C.1.	Follow up with affected personnel to address compensation and other administrative issues.	Head of Administration Chief Human Resources Family Focal Point Staff/Stress Counsellor Office Medical	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.2.	Implement Administrative Leave (up to 2 weeks) for affected UN staff (authority with Head of Mission upon recommendation by Staff/Stress Counsellor).	Head of Entity Head of Administration Chief Human Resources Staff/Stress Counsellor	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.3.	Assist affected personnel with paperwork pertaining to claims for compensation for loss of personal effects.	Head of Administration Chief Human Resources UNV Coordinator Family Focal Point	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



C.4.	Provide psychosocial support to Crisis Support Volunteers (FFPs, CCVs, Peer Helpers, etc.) and continue psychosocial support to affected staff and families.	Staff/Stress Counsellor CISMU	<input type="checkbox"/> <input type="checkbox"/>
C.5.	As applicable, in the case of death, a UN representative should be designated to attend funerals/burials.	Head of Entity DO/RC Head of Administration Chief Human Resources Family Focal Point	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.6.	Arrange escort for the repatriation of remains of deceased personnel (colleague escorting remains previously briefed on role and well prepared).	Head of Administration Chief Human Resources Family Focal Point	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.7.	Arrange for repatriation of remains.	Head of Administration Chief Human Resources Family Focal Point	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.8.	Prepare and issue condolence letters. (CPSU/CSSSS/DSA/DOS to prepare and coordinate in case of mass casualty incidents)	Head of Administration Chief Human Resources CPSU/CSSSS/DSA/DOS (as required)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.9.	Organize a memorial ceremony.	Head of Entity DO/RC Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.10.	Contact eligible persons regarding the Memorial and Recognition Fund (MRF) (ST/SGB/2010/8) and other benefits available to surviving spouses and children.	Head of Administration Chief Human Resources Family Focal Point UNV Coordinator Family Focal Point	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.11.	Prepare calendar for future beneficiaries of the MRF (children under the age of 5 at the time of death can receive the payment when they are 5 years old).	Head of Administration Chief Human Resources Family Focal Point UNV Coordinator	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.12.	Conduct an After-Action Review, collect and share lessons learned.	Head of Entity DO/RC Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

## VIII. AVAILABLE RESOURCES

The following entities can be contacted at any time for assistance or additional information:



Crisis Preparedness and Support Unit (CPSU), CSSSS, DSA, DOS  
[cpsu@un.org](mailto:cpsu@un.org)

Department of Safety and Security (DSS)  
<https://dss.un.org>

Critical Incident Stress Management Unit (CISMU), DSS  
[undsscismu@un.org](mailto:undsscismu@un.org)

United Nations Joint Staff Pension Fund (UNJSPF)  
[unjspf@un.org](mailto:unjspf@un.org)

Insurance (including Life Insurance and After Service Health Insurance - ASHI)  
<http://www.un.org/insurance>

Malicious Acts Insurance Police (MAIP)  
[MAIPquestions\\_UNHQ@un.org](mailto:MAIPquestions_UNHQ@un.org)



## IX. APPENDIX A: LIST OF ACRONYMS

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ABCC - Advisory Board on Compensation Claims

Appendix D - Describes compensation award under the UN Staff Regulations and Rules

ASHI – After Service Health Insurance

CCV – Call Center Volunteer

CISMU – Critical Incident Stress Management Unit (in DSS)

CPSU – Crisis Preparedness and Support Unit (in DSA/DOS)

CSSSS – Client Support and Special Situations Section

CSV – Crisis Support Volunteers

DHMOSH – Division of Health-Care Management and Occupational Safety and Health (in DOS)

DMSPC – Department of Management Strategy, Policy and Compliance

DOS – Department of Operational Support

DSA – Division for Special Activities (in DOS)

DSS – United Nations Department of Safety and Security

FFP - Family Focal Point

GLI - Group Life Insurance

IDS - Insurance and Disbursement Service

MAIP - Malicious Act Insurance Policy

MRF - Memorial and Recognition Fund

OHR - Office of Human Resources (in DMSPC)

UN - United Nations

UNCB - United Nations Claims Board

UNJSPF - United Nations Joint Staff Pension Fund

SSS- Safety and Security Services (in DSS)