

Policy Title	Policy for Demise of Personnel
Document identifier	PPM/PERSONNEL-DEMISE/2023/1
Previous title (if any)	
Policy objective	The objective of this policy is to establish a protocol in the event of the death of a person employed by UNFPA.
Target audience	All members of personnel
Risk control matrix	Control activities that are part of the process are detailed in the Risk Control Matrix
Checklist	N/A
Effective date	05 January 2023
Revision History	
Mandatory review date	05 January 2026
Policy owner unit	Division for Human Resources
Approval	Link to signed approval template

Policy for Demise of Personnel

I. Purpose

1. The purpose of this policy is to establish a protocol in the event a person (staff member or other active personnel member) dies while employed by UNFPA, and to clarify roles and responsibilities of those involved in the process of notifying next of kin.

II. Policy

2. When a person dies while employed by the organization, the office or division to which the person was assigned must send full information to the respective Human Resources Business Partner, including:
 - a. the person's full names,
 - b. contract type,
 - c. index number, if employed as a staff member,
 - d. the date of death,
 - e. the place of death,
 - f. the cause of death and whether the death was service-incurred¹, as defined in [Appendix D of the United Nations Staff Rules](#), and
 - g. the name and address of the person's emergency contact or next of kin, when available.
3. The emergency contact or next of kin of the deceased individual are notified either directly by Division for Human Resources (DHR) or through the business unit the deceased individual was assigned to, in consultation with DHR, whichever is deemed most expeditious and appropriate.
4. DHR is responsible for authorizing the necessary arrangements for mortuary services and for sending the body from the duty station to the place of home leave or place of recruitment as applicable, as well as the transportation of the dependents who may be at the staff member's official duty station.
5. UNFPA does not provide for or reimburse the travel of dependents or other family members to the place of death to accompany the body.
6. DHR will initiate termination of appointments for staff members and separation action accordingly. The office or division to which the person was assigned is responsible for initiating the termination of contracts for contingent personnel, in collaboration with the respective human resources business partner.

¹ A death is service-incurred if it is directly attributable to the performance of official duties on behalf of UNFPA, in that it occurred while engaged in activities and at a place required for the performance of official duties. The Advisory Board on Compensation Claims considers claims for compensation arising from a service-incurred death.

Determination of final entitlements

7. Staff members shall be entitled to compensation in the event of death attributable to the performance of official duties on behalf of UNFPA, in accordance with the rules set forth in [Appendix D to the Staff Rules](#).
8. The determination of final entitlements and the settlement of successional claims for staff members and all other active personnel (consultants, holders of service agreements, interns), are made by DHR in consultation with the Legal Unit, as necessary.
9. DHR sends a letter to the next of kin outlining final entitlements.

Expression of Sympathy

10. Further to paragraph 2 of this policy, DHR will issue a broadcast email to all UNFPA personnel, in the case of the death of:
 - a. Active staff members (Professional, National Officer and General Service categories);
 - b. Other active personnel (Consultants, holders of service agreements, interns, UN Volunteers);
 - c. Retired UNFPA staff members.
11. When a designated representative of the organization attends a staff member's funeral, they should make it known to the surviving spouse or family member(s), even if not specifically instructed, that they are attending not only in their own capacity but also as a representative of UNFPA.

Funeral Expenses

12. When a personnel member dies while in service of UNFPA at an official duty station different than their place of residence, or when in travel status, the organization pays the following expenses in connection with the transport of the remains to their place of burial, to the extent that they are actually incurred:
 - a. transport of the body from the place of death to the place of home leave² or place of recruitment, as applicable. Transport to an alternate place designated by their family may be authorized provided that any expenses in excess of the cost of transportation from the duty station or place of death to the place of home leave or place of recruitment, as applicable, are paid by the family;
 - b. preparation of the remains (including cremation);
 - c. a casket and any other containers required for the transport of the body.

² Transport to the place of home leave applies only if the staff member had an appointment for a period of two years or longer or had completed not less than two years of continuous service.

13. The organization does not assume responsibility for expenditure related to memorial service or burial plot, which are considered to be the responsibility of the individual's family.
14. The provisions describing the limitation of the organization's payment of expenses to those actually incurred for the transport of the body, the preparation of the remains, and the casket and any other containers required for the transport of the body are equally applicable on the death of a family member as defined in [Staff Rule 3.5](#) when the organization had an obligation to repatriate the deceased person under [Staff Rule 7.15](#).

III. Procedures

15. To support compliance with this policy, DHR avails of Standard Operating Procedures on the Demise of Personnel.

IV. Other

Roles and Responsibilities

16. The head of unit³ is responsible for:
 - a. informing the respective human resources business partner of the death of the individual employed in their unit,
 - b. providing the human resources business partner with full information in accordance with paragraph 2 of this policy;
 - c. liaising with the United Nations Department of Safety and Security and/or local authorities to secure necessary documents locally such as a death certificate when this cannot be easily obtained by a family member or accident or police reports, if applicable;
 - d. assisting with obtaining local mortuary and transportation services;
 - e. identifying a focal point to liaise with DHR; and
 - f. the termination of contracts of contingent personnel in coordination with the respective human resources business partner.
17. The Division for Human Resources is responsible for:
 - a. transmitting information on the deceased individual to UNDP Benefits and Entitlements Section;
 - b. consulting the head of unit for notification of next of kin;

³ The head of unit refers to the representative, division director, regional or sub regional director, country representative or director, or head of office in countries without a UNFPA representative. This task can be undertaken by the delegated officer as appropriate.

- c. authorizing mortuary services and transportation of body if applicable;
- d. authorizing return or repatriation travel of eligible dependents if applicable;
- e. terminating appointments for staff members;
- f. determining final entitlements and transmitting letter of final payments to next of kin;
- g. determination of successional claims;
- h. transmitting broadcast email to all UNFPA personnel following the death of an active member of personnel or retired staff member when made known to the organization; and
- i. facilitating the preparation and transportation of remains.

V. Process Overview Flowchart

No overview flowchart applicable

VI. Risk Control Matrix

Figure 1: Risk Control Matrix Format

Risk Description	First Line of Defense Controls			Second Line of Defense Controls		
	Control Activity Description	Reference (Policy section, paragraph or Control #)	Who performs	Control Activity Description	Reference (Policy section, paragraph or Control #)	Who performs
Final salary and benefits are not paid upon death of personnel member	The determination of final entitlements and the settlement of claims are made by DHR.	8	DHR Business Partner	DHR sends a letter to the next of kin outlining final entitlements.	9	Next of kin