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1. Background

1.1. Purpose

The purpose of the OCHA Duty of Care Framework is to support the safeguarding of personnel, including:

- To reduce the incidence of work-related injuries and ill-health and to limit their severity and impact;
- To improve the physical and mental well-being of staff members;
- To establish defined workplace safety and health rights, responsibilities and duties;
- To establish and update, when necessary, security or occupational safety and health standards and guidance;
- To integrate security, safety, health and well-being considerations into organizational processes and decision-making;
- To ensure that staff receive training and support related to security, workplace safety, health and well-being.

1.2. Defining Duty of Care

Duty of care refers to the obligations of employers to maintain the safety, security, physical health, and psychological well-being of personnel and family members in the workplace, including on international assignment and in remote areas of their home country. In its April 2018 report, the UN's High-Level Committee on Management (HLCM) defines duty of care to constitute "a non-waivable duty on the part of the organizations to mitigate or otherwise address foreseeable risks that may harm or injure its personnel and their eligible family members".

Based on the UN's HLCM, Duty of Care risks are primarily constituted of occupational security risk (e.g. due to an armed conflict), health including mental health risks) (e.g. due to exposure to contagious diseases, prolonged exposure to high stress situations, instances of violence, harassment or discrimination, etc.) and safety risks (e.g. work in substandard facilities).

1.3. Rationale for this framework

An independent evaluation of OCHA's duty of care was launched in December 2017 to clarify and strengthen the provision of duty of care towards its personnel and their eligible family members, particularly those in high-risk environments. The first recommendation of the evaluation was for OCHA to develop a Duty of Care Framework. Recommendations from the evaluation are also intended to support the recommendations emerging from the High-Level Committee on Management (HLCM) Duty of Care Task Force, as well as the operationalization of duty of care related strategies such as the OCHA People Strategy (2018-2021), the UN Mental Health Strategy, the UN Road Safety Strategy and the UN Systemwide Action Plan on Gender Parity. The OCHA Risk Register established duty of care related responsibilities as an organisation risk, which needs to be carefully managed.

1.4. Scope of this framework

The OCHA Duty of Care Framework guides managers and decision makers within the OCHA, and personnel at large, on the intents, standards, and responsibilities for operationalizing the HLCM definition of Duty of Care in the OCHA workplace for all OCHA personnel. This framework does not replace any existing administrative issuances; instead it complements and builds on existing policies pertaining to duty of care. OCHA commit to fully implement any approved new deliverables from the HLCM DOC Task Force (in line with the UN Secretariat), as well as implement other relevant DOC-related policies or strategies, such as the UN Mental Health Strategy, and the UN Road Safety Strategy.

2. Vision, Principles and Accountability for OCHA's Duty of Care

2.1. Vision

The duty of care vision is that all personnel enjoy better protection and support while fulfilling organizational mandates. In aiming to provide a healthy, safe, and respectful working environment, OCHA promotes greater accountability, efficiency, and commitment by its workforce.

2.2. Overarching Principles

The following principles guide the OCHA Duty of Care Framework:

- I. **Risk awareness and transparency**
OCHA Management is proactive in providing information and remains open to engagement, input, and feedback from personnel.
- II. **Safe and healthy working and living environments**
It is a shared responsibility of the UN Secretariat and of OCHA, including all managers and personnel, to promote and sustain security, safety, health, and wellbeing as far as it is reasonably practicable.
- III. **Inclusion and respect for dignity**
OCHA management will treat all personnel in good faith, with due consideration for individual circumstances, respecting and preserving dignity.
- IV. **Caring for consequences of risk**
OCHA Management will care for those who have been adversely affected or impacted by hazardous events associated with their work in the OCHA.
- V. **Accountability at all levels**
OCHA Management and personnel will create a just culture that supports effective leadership and individual accountability.

2.3. High-level Accountabilities for OCHA's Duty of Care

The overarching responsibilities for duty of care within OCHA are listed below. These actors will be accountable to their duty of care responsibilities, which will be incorporated into and assessed through the formal performance management system and annual performance review, to the extent possible.

- i. **USG/ERC**
The USG OCHA is responsible and accountable to the Secretary-General of the United Nations for ensuring that the duty of care to OCHA personnel is met. As ERC, the USG holds the responsibility for representing duty of care issues for the humanitarian community at the highest levels of the UN, allocating sufficient organizational resources for OCHA's Duty of Care, and addressing key issues of principle at the higher levels of the Secretariat.
- ii. **ASG/DERC**
Holds the responsibility for overall duty of care management within OCHA and Chairs the OCHA People Strategy and Management Committee (PSMC) to oversee implementation of duty of care and people management related initiatives.
- iii. **OCHA Managers – Directors, Heads of Office, Section and Branch Chiefs**
Hold the responsibility for the duty of care of the personnel under their management, including ensuring a respectful work environment that is free of discrimination, harassment (including sexual harassment), and abuse of authority.
- iv. **The OCHA Executive Officer**
Holds the responsibility for operationalization of OCHA's duty of care in relation to provision of psychosocial and administrative support to staff, including the case management of the administrative response to critical incidents involving OCHA personnel.
- v. **The OCHA Security Focal Point**
The OCHA Security Focal Point is responsible for the operationalization of OCHA's duty of care in relation to the coordination of security related advice and support.

3. Standards and Responsibilities for OCHA's Duty of Care

3.1. Security of OCHA personnel

OCHA has the duty as an employer to reinforce, and where necessary, to supplement the capacities of host governments to fulfil their obligations for the security and protection of personnel employed by United Nations system organizations. In circumstances where OCHA personnel, are working in insecure areas OCHA, as part of the UN Security Management System, will implement security risk management measures beyond those that the host government can reasonably be expected to provide.

3.1.1. OCHA Security Standards

- i. Under the overall policy guidance of the UN Security Management System (UNSMS) and in coordination and cooperation with the United Nations Department of Safety and Security (UNDSS) OCHA's security goal is to enable staff to conduct activities to achieve the organization's strategic objectives where appropriate security risk management measures have been applied to reduce security risks for its personnel to an acceptable level, as well as its operations, premises and assets. In so doing OCHA will promote a security culture where security risk management measures support personnel to stay and deliver.
- ii. Recognizing that OCHA staff are often required to work in insecure areas affected by humanitarian crisis, staff accept a level of risk commensurate with the criticality of their humanitarian activities. The acceptable level of risk is determined under the policy guidance of the UN Security Management System (UNSMS) and the Programme Criticality Framework.
- iii. To achieve this goal, OCHA will maintain an internal security management system and adhere to three overarching actions:
 - a. Determination of acceptable risk, through application of security responsibilities in the UN SMS and applying programme criticality roles;
 - b. Provision of adequate and sustainable resources to manage the risk to personnel and their eligible dependents, premises and assets; and,
 - c. Development and implementation of security policies and procedures.
- iv. In conducting the above activities, OCHA also acknowledges and shares in the collective security of the United Nations to enable the conduct of United Nations activities while ensuring the security and well-being of personnel, and security of United Nations premises and assets.

3.1.2. Responsibilities for Security of OCHA Personnel

I. *Responsibilities of Stakeholders External to OCHA*

More details on the responsibilities for security are contained in the [UN Security Management System Policy](#).

- i. **The Secretary-General.** The Secretary-General has overall responsibility for the safety and security of United Nations personnel, premises and assets at headquarters and field locations.
- ii. **Under-Secretary-General for Safety and Security.** The Under-Secretary-General for Safety and Security is appointed in writing by the Secretary-General to whom he/she reports and is accountable. The Secretary-General delegates to the Under-Secretary-General for Safety and Security the authority to make executive decisions relevant to the direction and control of the United Nations security management system and the overall safety and security of United Nations personnel, premises and assets at both field and headquarters locations. He/she represents the Secretary-General on all security-related matters and serves as the Chairman of the Inter-Agency Security Management Network (IASMN). He/she is responsible for developing security policies, practices and procedures for the United Nations system worldwide, and coordinating with the organizations of the United Nations system to ensure implementation, compliance and support for security aspects of their activities; preparing reports of the Secretary-General on all security-related matters; and advising the Secretary-General on all matters related to security and safety of the United Nations system.
- iii. **Designated Officials.** In each country or designated area where the United Nations is present, the senior-most United Nations official is normally appointed in writing by the Secretary-General as the Designated Official for Security and accredited to the Host Government as such. The Designated Official (DO) is accountable to the Secretary-General, through the Under-Secretary-General for Safety and Security, and is responsible for the security of UN personnel, premises and assets throughout the country or designated area. The Secretary-General delegates to the DO the requisite authority to take decisions in exigent circumstances, including, but not limited to, the mandatory relocation or evacuation of personnel. This authority and decisions taken pursuant to it shall remain subject to the authority and review of the Under-Secretary-General for Safety and Security. The DO is responsible for ensuring that the goal of the UNSMS is met in his/her country or area.

- iv. **The Chief Security Adviser/Security Adviser (CSA/SA).** A security professional appointed by the Under-Secretary-General for Safety and Security to advise the DO and the SMT in their security functions. The CSA/SA reports to the DO and maintains a technical line of communication to the Department of Safety and Security.

II. **Responsibilities of Stakeholders Internal to OCHA**

More details on the responsibilities for security are contained in the [UN Security Management System Policy](#).

i. **USG OCHA**

Under the Framework of Accountability, the USG OCHA is responsible and accountable to the Secretary-General of the United Nations for ensuring that the security goal of the United Nations is met within OCHA. In so doing the USG OCHA recognizes the coordinating role and authority of the Secretary-General in matters related to the safety and security of United Nations personnel and premises and assets.

For the purposes of implementation of OCHA security activities, the USG will appoint, a Senior Security Advisor to manage the practical application of the USG's security and safety responsibilities. In assuming this function, the Senior Security Advisor will be accountable to the USG. While delegating the management and implementation function, this does not detract from the USG's final accountability to the Secretary-General.

Specifically, the USG OCHA is responsible for:

- a. Ensuring that security is a core component of all programmes and activities, and that the security risk management process and the determination of acceptable risk is considered and given due priority from the start of all planning processes;
- b. Preparing and publishing an internal security policy and framework of accountability documenting individual roles, responsibilities and accountabilities related to security;
- c. Ensuring that all managers and personnel working within OCHA discharge their responsibilities in ensuring compliance with the security policies and procedures of OCHA and UNDSS;
- d. Liaising closely with the Under-Secretary-General for Safety and Security to ensure a coherent system wide approach to security;
- e. Working with the Executive Heads of other United Nations organizations to implement and contribute to the development of security policies, procedures, guidelines and activities within the United Nations;
- f. Advocating in all available forums to ensure that Member States provide for the security of all United Nations personnel and their recognized dependents and that crimes against such personnel will not be tolerated and their perpetrators brought to justice;
- g. Ensuring duty of care measures are in place to mitigate exposure to incidents impacting OCHA personnel and their recognized dependents;
- h. Appointing one senior security professional within OCHA Headquarters as the OCHA Security Focal Point;
- i. Recognizing and rewarding good performance in security management by including security related matters in job descriptions and performance appraisals at all levels within OCHA; and
- j. Ensuring that provision is made to address specific security concerns for women as required.

ii. **OCHA Security Focal Point**

The USG OCHA will appoint a Senior Security Advisor to serve as OCHA's Security Focal Point (SFP). The SFP will be responsible for coordinating OCHA's response to security and providing the USG and all relevant actors within OCHA with advice, guidance and technical assistance. The OCHA SFP is supported in their duties by a Thematic Adviser on Security. In support of the USG and Director OAD and to achieve this the SFP is responsible for:

- a. Advising the USG OCHA and senior management on security matters and keeping them updated on security management issues;
- b. Ensuring that Country Heads of Offices and, as applicable, Regional Heads of Office, are aware of their requirement to participate fully in country Security Management Teams;
- c. Assisting in the mobilization of resources and appropriate logistic support to assist field offices in the implementation of security requirements;
- d. Serving, on behalf of OCHA, as a member of the Inter-Agency Security Management Network (IASMN) and other senior-level forums;
- e. Working in close collaboration with the United Nations Department of Safety and Security (UNDSS) and other members of the IASMN, as well as supporting the Under-Secretary-General for Safety and Security, in the discharge of her/his responsibilities to represent the security needs of the humanitarian operations and ensure that that policies and procedures of the UNSMS enable humanitarian delivery;

- f. Providing advice to OCHA personnel entrusted with security related duties, in particular Country and Regional Heads of Offices to support implementation of OCHA and country specific security policies, security risk management (SRM) and procedures and reviewing said policies, SRM processes and procedures;
- g. Ensuring that all personnel employed by OCHA are aware of security related training requirements and have access to relevant training resources;
- h. Representing OCHA and the coordinated humanitarian system in Programme Criticality forums, including advocating for embedding programme criticality in the UN security management culture;
- i. Disseminating information and education regarding security matters;
- j. The continued development of OCHA's field security management structure commensurate with the changing risks, increased tasks and responsibilities;
- k. Monitoring and reporting on compliance with security policies, practices and procedures; and
- l. Monitoring and reporting on "duty of care" to those involved in security incidents.

iii. OCHA Heads of Office

The Head of Office is accountable to the USG OCHA through the Director OAD and the OCHA SFP, OCHA's Head of Office is responsible for the security of OCHA personnel and recognized dependents, operations and premises throughout the country of assignment. The Head of Office is responsible for ensuring that the security goal of OCHA is met in her/his country. Specific responsibilities include;

- a. Ensuring that the arrangements detailed in relevant OCHA, UNSMS and country specific security policies (including approved Security Risk Management Measures) and procedures are being implemented with the aim of maintaining the security of OCHA personnel and recognized dependents, operations and facilities;
- b. Ensuring that security is a core component of all OCHA country activities and that appropriate funding is provided to meet the security requirements;
- c. Applying the Security Risk Management approach to all OCHA activities and operations, and determining, through the Programme Criticality Framework, the acceptable level of risk for each;
- d. Managing and directing all security related activities of OCHA in the country;
- e. Ensuring that the Designated Official (DO) is provided, on a regular basis, with updated lists of OCHA staff and recognized dependents in the country and establishing a movement control tracking system for staff;
- f. Advising the DO, the DSS Security Advisor and OCHA SFP on any security concerns of the coordinated humanitarian operation and OCHA country office;
- g. Ensuring full and complete compliance of OCHA personnel in the country with all security-related instructions;
- h. Reporting to the DO and OCHA SFP all security-related incidents;
- i. Ensuring that all OCHA personnel are appropriately equipped with required safety and security equipment as specified in the minimum operating security standards and trained in their use;
- j. Keeping the Director OAD and the OCHA SFP informed of all developments in the country which have a bearing on the security and safety of OCHA personnel, operations, premises and assets;
- k. Ensuring collaboration on security matters through saving lives together (SLT);
- l. Being a member of the UN Country Security Management Team and attending all meetings and attending all security training for members of the SMT;
- m. Ensuring OCHA staff and eligible dependents are apprised of security-related information and measures being taken in the country;
- n. Ensuring that there is a fully functioning and operational communications system for security management within OCHA and that this is fully integrated into the UN country Emergency Communications System;
- o. Ensuring the OCHA staff who have volunteered to be or have been selected to be Wardens or Area Security Coordinators are given appropriate support and are provided with appropriate time for relevant training;
- p. Investigating instances of non-compliance of security policies by OCHA staff members and taking appropriate action as necessary; and
- q. Assuming the role, when applicable, of the Designated Official a.i.

iv. OCHA Country Security Focal Point

The Country Head of Office in coordination with the OCHA SFP may appoint, in writing, a senior internationally recruited staff member (who is not a security professional) to be the OCHA Country Security Focal Point (CSFP). This person is accountable to the Head of Office for the management of delegated day-to-day security related tasks and activities in support of country office operations including:

- a. Ensuring that the country office has all the relevant and updated OCHA and UNDSS security related documents;
- b. Representing the coordinated humanitarian operation in security planning in the country, primarily through active participation in the security cell;

- c. Ensuring that all mandatory reports are forwarded to UNDSS the OCHA SFP;
- d. Assisting the Head of Office in the implementation of the approved security risk management measures and residential security measures;
- e. Assisting the Head of Office in the assessment of Programme Criticality in line with the PC Framework; and,
- f. Ensuring that all OCHA staff are kept informed of matters affecting their security in accordance with advice received from the Head of Office, the OCHA SFP or other relevant security officials.

v. OCHA Local Security Assistant

The Country Head of Office in coordination with the OCHA SFP may recruit a Local Security Assistant (LSA) at the country level. The LSA provides assistance in the Security Risk Management (SRM) process to the Head of Office, through the CSFP (if appointed), and assists in the implementation of security risk management measures, and residential security measures (RSMs) and contingency plans. The LSA has a responsibility (in coordination with DSS) for security information, training and non-binding advise on residential and off-duty security for national staff and their dependents.

- a. Assist in the implementation of security policies and procedures;
- b. Assist in supporting all matters pertaining to the safety and security of personnel,
- c. premises and assets;
- d. Providing (in coordination with DSS) security information and conduct security training for national staff and their dependents.
- e. Provide (in coordination with DSS) non-binding advise on residential and off-duty security.
- f. Assist in developing security contingency plans and the country security plan;
- g. Assist in the SRM process;
- h. Assist in preparing Security Risk Management Measures and RSMs and monitoring compliance;
- i. Assist in preparing contingency plans; and
- j. Assist in conducting security training for United Nations personnel and others as appropriate.

vi. OCHA Staff

All personnel are accountable to the USG OCHA through their individual line managers and have a responsibility to abide by security policies, guidelines, directives, plans and procedures of the UNSMS and OCHA including:

- a. Familiarizing themselves with information provided to them regarding security management at their location;
- b. Obtaining security clearance (TRIP) prior to travel;
- c. Complete and remain current in the BSAFE online security training;
- d. Attending country specific security trainings, briefings and signing documents certifying that they have been briefed;
- e. Knowing the key people responsible for security management at their location;
- f. Being appropriately equipped for service at all duty stations;
- g. Complying with all Country and OCHA security regulations and procedures at the duty station, whether on or off duty;
- h. Comporting themselves in a manner which will not endanger their safety and security and that of others;
- i. Reporting all security incidents in a timely manner; and,
- j. Attending and completing security training relevant to their level and role.

3.2. Occupational Safety, Health, and Wellbeing (OSHW) of OCHA Personnel

Occupational safety addresses non-deliberate/non-intentional incidents and focuses on ensuring safe working conditions, including prevention of and response to accidents, incidents, and injuries at the workplace. **Occupational health** entails the “promotion and maintenance of the highest degree of physical, mental and social health of workers in all occupations”¹. **Occupational wellbeing** covers the part of the overall wellbeing of personnel “that they perceive to be determined primarily by work and can be influenced by workplace interventions”.² Wellbeing is defined as functioning at one’s optimal level; fulfilling one’s potential and flourish; working productively; and generally having a positive workplace experience.³

3.2.1. OCHA Occupational Safety, Health and Wellbeing Standards

- i. The Secretary-General’s Bulletin on Occupational Safety and Health (ST/SGB/2018/5) sets out the organization’s intent with regards to managing risks to the physical and psychological safety, health, and wellbeing of its personnel. In line with this policy, the organisation’s occupational health objectives are:
 - a. To reduce the incidence of work-related injuries and ill-health and to limit their severity and impact;
 - b. To improve the physical and mental well-being of staff members;
 - c. To establish defined workplace safety and health rights, responsibilities, and duties;
 - d. To establish and update, when necessary, occupational safety and health standards and guidance;
 - e. To provide an accurate representation of workplace incidents, injuries and illnesses;
 - f. To integrate safety, health and well-being considerations into organizational processes and decision-making;
 - g. To ensure that staff receive training and support related to workplace safety, health and well-being.
- ii. All OCHA personnel have the right to be treated with dignity and respect, and to work in an environment free from discrimination, harassment (including sexual harassment) and abuse of authority. In this regard, all OCHA managers will create a harmonious work atmosphere that is respectful, empowering, caring, and free of harassment and discrimination and based on a culture of trust, transparency and accountability. Specifically, OCHA will meet the standards for non-discrimination and respect for personal dignity, as defined in the following policies:
 - a. The UN Charter
 - b. The UN Code of Conduct - ST/SBG/2002/13- Status, basic rights and duties of United Nations staff members
 - c. ST/SBG/2008/5 – Prohibition of discrimination, harassment, including sexual harassment, and abuse of authority
 - d. ST/SGB/2017/2 - Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations
 - e. Convention on the Rights of Persons with Disabilities
- iii. OCHA personnel face increasingly challenging operational environments, and many live in difficult or insecure duty stations. To manage and mitigate the risks of negative impacts on personnel, OCHA will meet the standards for a safe and healthy living environment, as defined in the following policies:
 - a. The United Nations Security Management System (UNSM)
 - b. The HLCM framework on Occupational Safety and Health (OSH)
 - c. UN living and working conditions
 - d. UN Mental Health Strategy
 - e. Duty Station Health Risk Assessments
 - f. Minimum Operating Security Standards (MOSS)
 - g. The OCHA Guidelines on the Prevention and Management of Critical Incidents
- iv. To care for the consequences of risk, and support OCHA personnel who may have experienced critical security incidents in the line of duty, OCHA has established Guidelines on the Prevention and Management of Critical Incidents which outlines mechanisms and responsibilities for supporting staff following a critical incident, and will meet the standards for critical incident support in accordance with the following policies:
 - a. The OCHA Guidelines on the Prevention and Management of Critical Incidents
 - b. Medical Evacuation (ST/AI/2000/10)
 - c. Sick Leave (ST/AI/2005/3)
 - d. Appendix D to the Staff Rules

¹ ILO/WHO (1950) Occupational Health Services and Practice. http://www.ilo.org/safework_bookshelf/english?content&nd=857170174

² Work and Wellbeing (2013) What is employee wellbeing. <http://www.workandwellbeing.com/wellbeing-issues/what-is-employee-wellbeing/> .

³ Health and Safety Laboratory (2016) The Wellbeing Tree. <http://www.hsl.gov.uk/resources/health-safety-insights/wellbeing-tree>.

- e. ST/SBG/2004/11 on the Malicious Acts Insurance Policy (MAIP)

3.2.2. Responsibilities for Occupational Safety, Health and Wellbeing of OCHA Personnel

III. Responsibilities of Stakeholders External to OCHA

- i. **The Secretary General.** The SG has the overall responsibility for all matters pertaining to occupational safety, health and wellbeing of UN Secretariat personnel. As such, he/she ensures that an effective OSHW management system is in place and enables action to address OSHW risks.
- ii. **The Department of Policy, Strategy and Management Coordination (DPSMC)- Office of Human Resources (OHR).** OHR provides strategic direction and policy leadership for human resources, including on conduct and discipline and crisis response.
- iii. **The Critical Incident Stress Management Unit, DSS.** The United Nations Department of Safety and Security's (UNDSS) Critical Incident Stress Management Unit (CISMU) shall serve as the central body responsible for ensuring the adequate and timely coordination and provision of psycho-social services. In coordinating the provision of such services, CISMU shall take into account the respective capacity of each UN organisation to coordinate and provide such services to their respective personnel
- iv. **The Department of Operational Support (DOS) -The Division of Health-Care Management and Occupational Safety and Health (DHMOSH).** DHMOSH, within DOS, seeks to protect and promote staff health, to sustain and improve their working capacity, to contribute to a safe and healthy working environment, and to promote the adaptation of work to the capabilities of staff, taking account of their health status. A complete list of functions of the Division can be found in Section 8 of ST/SGB/2011/4 (Organization of the Office of Human Resources Management). DHMOSH responsibilities include:
 - a. Provides on-site occupational health services in New York and delivers services to over 100 locations worldwide;
 - b. 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 in field duty stations;
 - c. Strengthen governance over the safety and quality of the health care delivered in the field, aiming to reduce preventable harm and improve health-care outcomes. The Division will continue to deploy its electronic occupational health record; and
 - d. Coordinates the implementation of health-care policy throughout the United Nations system.
- v. **The Department of Operational Support (DOS) -The UN Staff Counsellors Office (SCO)**
 - a. Confidential psychological 'first aid' for staff and families requiring immediate psychological or emotional support.
 - b. Confidential short-term individual and group counselling sessions provided by mental health professionals.
 - c. Confidential consultations to managers on issues related to the wellbeing of staff
 - d. Training programmes to help staff build emotional resilience and cope with personal stressors
 - e. Confidential, supportive and caring approach so that clients feel comfortable in seeking assistance.
- vi. **Department of Management, Strategy Policy and compliance (DMSPC) – Office of Program Planning, Finance and Budget (OPPFB) – Finance Division**
 - a. Coordinating, establishing and administering the group health and life insurance programme and the property and liability insurance activities of the Organization;
 - b. Providing secretariat services to the Advisory Board on Compensation Claims and the United Nations Claims Board;
 - c. and Administering related compensation payments under relevant rules.
 - d. Accordingly, Finance Division has the responsibility to ensure that compensation requests and cases regarding staff members' service-incurred injuries, illnesses, losses of life, and loss/damaged personal effects, and health and life insurance enrolments are administered properly and in a timely manner.

IV. Responsibilities of Stakeholders within OCHA

- vii. **The USG and ASG.** The USG and ASG are responsible for providing the highest level of oversight on OSHW matters, as well as providing strategic direction on OSHW matters within OCHA and, as such, take relevant internal budget, strategy and

policy decisions. Additionally, as Chair of the People Strategy and Management Committee (PSMC), the ASG leads and coordinates the implementation of duty of care related initiatives within OCHA.

- viii. **The People Strategy and Management Committee.** An ASG-led Committee which advises on the formulation and implementation of duty of care related initiatives within OCHA and provides a forum at which specific concerns around occupational safety, health and wellbeing may be raised.
- ix. **The Executive Office – Human Resources.** The Executive Office is responsible for monitoring the application of OSHW matters within OCHA, and for providing both transactional and advisory services in relation to OSHW, including:
- a. Coordinating the drafting, reviewing and updating of internal OCHA HR policies related to OSHW;
 - b. Determines benefits and entitlements and initiates the process for obtaining them;
 - c. Provides guidance and direction on benefits, entitlements and compensation;
 - d. Provides clearances and approvals for benefits, entitlements and compensation;
 - e. Provide dedicated administrative support to survivors of a critical incident;
 - f. Including OSHW matters into online or face-to-face on-boarding prepared/delivered by OCHA HR;
 - g. Developing OCHA corporate learning and information materials to inform managers, and personnel at large about occupational safety, health and wellbeing and relevant prevention and promotion measures;
 - h. Identifying and making available to personnel concrete mechanisms, tools, programmes, services to help them maintain safety, health and wellbeing
 - i. Providing confidential psychological ‘first aid’ and counselling services for personnel and families requiring immediate psychological or emotional support, such as following a critical incident;
 - j. Providing confidential short-term individual and group counselling sessions;
 - k. Providing confidential consultations to managers on issues related to the wellbeing of staff;
 - l. Providing education and training programmes to help personnel build emotional resilience and cope with personal stressors;
 - m. Providing confidential, supportive and caring approach so that clients feel comfortable in seeking assistance;
 - n. Providing psychosocial health risk assessments.
- x. **Head of Office/Section/Branch Managers.** The foundation of a well-functioning safety, health and wellbeing system is managers’ ability to address everyday issues swiftly and proactively. In line with this the Head of Office/Section or Branch is responsible for:
- a. Undertaking local risk assessments and putting in place mitigation action plans;
 - b. Following-up on key findings from risk assessments led and coordinated corporately;
 - c. Planning and implementing local programmes and activities within their duty station/section or branch to protect and promote safety, health, and wellbeing of OCHA personnel at work;
 - d. Enabling implementation of corporate mechanisms, programmes, initiatives, and tools;
 - e. Communicating and consulting with personnel on OSHW matters, including their rights and duties, specific risks and hazards, preventive measures, as well as emergency preparedness and response;
 - f. Enabling continuous improvement in the management of OSHW through monitoring the implementation and effectiveness of OSHW activities.
- xi. **Supervisors.** All supervisors and managers within OCHA have the following duties and responsibilities in respect to ensuring a safe, healthy and respectful work environment.
- a. To take all appropriate measures to promote a harmonious work environment, free of intimidation, offence and any form of prohibited conduct, including discrimination, harassment, sexual harassment and abuse of authority.
 - b. To act as role models by upholding the highest standards of conduct.
 - c. To maintain open channels of communication and ensure that staff members who raise their concerns in good faith can do so freely and without fear of adverse consequences.
 - d. To address any reports and allegations of prohibited conduct promptly, in a fair and impartial manner, and with concrete action;
 - e. To plan and implement local programmes and activities within their teams, to protect and promote safety, health, and wellbeing of OCHA personnel;
 - f. To enable the implementation of corporate mechanisms, programmes, initiatives, and tools within their teams;
 - g. To communicate and consult with personnel in their teams on OSHW matters, including their rights and duties, specific risks and hazards, preventive measures, as well as emergency preparedness and response;

- xii. **Personnel.** All personnel within OCHA have the following duties and responsibilities in respect to ensuring a safe, healthy and respectful work environment.
- a. To take all appropriate measures to promote a harmonious work environment, free of intimidation, offence and any form of prohibited conduct, including discrimination, harassment, sexual harassment and abuse of authority.
 - b. To familiarize themselves with standards of conduct, duties and obligations of personnel and the Organisation.
 - c. To take all reasonable health and safety preventive measures, and ensure their personal preparedness;
 - d. To communicate openly with OCHA management regarding any specific concerns on OSHW matters, including around their rights and duties, reporting specific risks and hazards.