

Annex 7.F Rules governing compensation to staff members for loss of or damage to personal effects

1 January 2026

PURPOSE

10 Staff Rule 780 provides that staff members are entitled to compensation in the event of loss of or damage to their personal effects, determined to be the result of conditions of service. The purpose of this instruction is to define the limits, terms and conditions governing such compensation and to set forth the procedures for the examination of claims submitted in connection with such losses or damages.

ENTITLEMENT TO COMPENSATION

20 Without restricting the generality of the rule, loss of or damage to the personal effects of a staff member is considered to be directly attributable to the performance of official duties when the loss or damage:

20.1 resulted as a natural consequence of performing official duties on behalf of the World Health Organization; or

20.2 was directly due to the presence of the staff member, in accordance with an assignment by the World Health Organization, in an area involving special hazards and occurred as a result of such hazards; or

20.3 occurred as a direct result of travelling by means of transportation furnished by or at the expense or direction of the World Health Organization in connection with the performance of official duties.

30 No compensation is paid for any loss or damage which was occasioned by the negligence or misconduct of the claimant. Failure to insure personal property, provided that appropriate insurance facilities are available, is considered negligence on the part of the staff member (see III.7.7 Compensation for loss of personal property).

40 The personal effects of staff members are considered to include the personal effects of a dependent spouse and of dependent children residing with the staff member in the area of the official station at the time of the damage or loss, provided that the spouse or children were in the area with the permission of the Director-General.

50 No compensation is normally paid for the loss of or damage to:

50.1 jewellery, money, instruments, securities, tickets and documents or other articles that in the opinion of the Director-General cannot be considered to have been reasonably required by the claimant for normal living in the particular circumstances;

50.2 motor-cycles, boats and other conveyances, motors and their appurtenances, animals.

60 For any one incident, the maximum compensation payable is \$ 30 000 for a staff member without dependants in the area and \$ 40 000 for a staff member with dependants in the area whom the Organization has an obligation to repatriate. In addition, compensation is paid for one motor-car up to a limit of \$15 000 including all accessories.

NOTIFICATION OF LOSS AND PRESENTATION OF A CLAIM FOR COMPENSATION

70 Staff members suffering any loss or damage to their personal effects should as soon as possible notify the appropriate WHO and other authorities, including the local police. Where articles have been lost, they should take all reasonable steps to recover the articles lost and, where articles have been damaged, to recover suitable compensation from the party responsible for the damage.

80 Claims for compensation should be submitted as soon as possible after the loss or damage has occurred to the Personal Property Claims Committee at Headquarters, through the regional administration and finance officer where appropriate, and should include:

- 80.1- a description of the article(s) lost or damaged;
- the age and the condition of the article(s);
 - the original cost;
 - the insurance cover taken out and the action taken to claim compensation under the terms of the insurance contract. If no insurance cover was taken out the reason for not doing so should also be stated;

80.2a statement on the circumstances in which the loss or damage occurred and the subsequent action by the claimant;

80.3 statements signed by any other person or persons able to give information on the loss or damage, including copies of reports of investigations into the loss or damage.

90 Regional administration and finance officers receiving a claim should:

- 90.1 examine it and make sure that the facts have been accurately stated;
- 90.2 consider whether all relevant information and material have been provided and if necessary call for any further information or material that may be desirable;
- 90.3 attach copies of any investigation reports on the incident and prepare a statement giving any pertinent information on the causes and circumstances of the loss or damage of which they are aware, and their opinion on the claim;
- 90.4 send the claim and other relevant documents to the Secretary of the Personal Property Claims Committee.

CONSIDERATION OF CLAIMS

100 All claims are examined by the Personal Property Claims Committee, which consists of Comptroller (Chairman), a representative from Human Resources Services and a representative from General Management. The Secretary is the Head, Insurance Risk Management.

110 The amount of compensation payable for any lost article is determined according to the condition, age and original cost of the article, taking into account the amount by which it has depreciated in value at the time of loss and any other relevant factors.

120 Where an article is damaged and can be repaired, an amount equal to the estimated cost of repairs is paid, but may not exceed the amount that would have been paid if the article had been lost (see para. 110).

130 If a damaged article cannot be repaired, the amount paid is equal to that which would have been paid if the article had been lost (see para. 110).

140 In calculating the amount of compensation payable, consideration is given to any amounts the claimant might have recovered or might be entitled to recover under insurance arrangements or from a third party liable for the loss or damage.

END

150 The Personal Property Claims Committee decides on the settlement of each claim. The Committee makes its own rules of procedure.

PAYMENT OF COMPENSATION

160 Payment of compensation releases the Organization from any liability for a particular claim. The claimant is required to assist, and to grant the Organization freedom of action, in recovering any amount of compensation paid to him by any third party who might be liable for the loss or damage. This would include, where necessary, the prosecution, or the assignment to the Organization of any right of action against the third party, and also the right to retain out of any monies so recovered a sum equal to the amount paid to the claimant plus any expenses incurred by the Organization in its recovery.