

HR.SOP.III.112

Separation due to retirement

HRD/HPJ

HR Standard Operating Procedure
Target Audience: All Staff

DISCLAIMER

Standard Operating Procedures (SOPs) provide a step-by-step guide for staff directly involved in the processing of administrative actions to support and facilitate the implementation of WHO policies and procedures. The SOPs are for guidance only; they are neither authoritative nor binding. The SOPs reflect the policies and procedures of WHO at the time of writing; however, policies and procedures change from time-to-time. In the case of a conflict between the SOPs and the WHO eManual provisions, the WHO eManual provisions take precedence.

DOCUMENT SPECIFICATIONS

Version	Date of revision	Author (s) / Dept / Unit	Approver	Indicate which section changed compared to previous version
1.0	2010	Published version from eManual 2010.		
1.1	11.10.2012	Updating to current practice and GSM roles. Input received from MO/GMG		
1.2	16.10.2012	Input received from GHR. Sent to regions (AFRO, EMRO, WPRO, SEARO, EURO)		Comments received from
1.3	16.10.2012	JM		Inserted VISIO
1.4	23.10.2012	SE Amaudruz		Further review
1.5	23.10.2012	Send to GHR for a final review		Received and integrated final comments.
1.6		Send to MOs and ROs for their review		Feedback from GMG, FWC on behalf of MOs.
	23.10.2012	Send to INS and PEN for their review		PEN reviewed-no comment. INS no comment.
	23.10.2012	Send to HMS for their review		No comment
1.7	25.10.2012			Renumbered visio steps.
1.8	29.10.2012	S. E. Amaudruz		Final review
1.9	05.11.2012		S.E. Amaudruz, HRD/HPJ N. Jeffreys, Comptroller M. Altmaier, Director, HRD	Approved for publication.

1. INTRODUCTION

1.1. Overview/Description

This Standard Operating Procedure (SOP) describes the necessary actions a Manager must take, normally 6 months in advance of a staff member reaching retirement age but at least 4 months prior to that date, to trigger the separation process. The effective date of retirement is the last day of the month in which the staff member reaches 60 or 62 years of age subject to the date on which they entered the United Nations Joint Staff Pension Fund (UNJSPF).

The Manager must take action through the HR Action Plan in order to initiate the separation process, there is no automation through GSM.

1.2. General Guidance / Business Rules

As part of the HR planning process, through the HRAP Dashboard, Supervisors monitor the staff members under their supervision who are reaching the mandatory retirement age of 60 or 62 respectively. Staff member's retirement age is indicated in the HR data available in GSM. Staff members who became participants in the UNJSPF on or after 1 January 1990 retire at age 62 ; staff members who became participants in the UNJSPF prior to 1 January 1990 retire at age 60.

In order for a timely separation process to take place, the Supervisor initiates the separation process 6 months in advance of the retirement date.

The Management Office/RPO acts in a monitoring role and provides Departments with a list/report generated from the WHO HRM Discoverer Reports, "Staffing report: Assignment" at the beginning of the calendar year and as appropriate to assist managers in resource planning and ensure that staff members who are due to retire have their HRAP separation action initiated well in advance.

Staff members planning their retirement may at any time contact HRD/PML(HQ)/Regional Personnel Office to obtain information on videos, documents or retirement seminars available to staff nearing retirement age.

1.3. Reference Material

1.3.1. Staff Rules

- 1020 Retirement
- 630.8 Annual Leave
- 380.2.2 Payments and Deductions
- 1085 Medical Examination on Separation
- 1095 Certification of Service

1.3.2. WHO eManual

- III.10.5 Effective date of separation
- III.10.8 Retirement
- III.10.16 Entitlements on separation
- III.10.17 Obligations on separation
- III.10.18 Separation procedures
- III.6.13 Home Leave
- III.3.11 Repatriation Grant (expatriate staff only)
- III.8.1, 2 Travel of staff members and spouse and children (expatriate staff only)
- III.8.6 Shipment of personal effects and removal of household goods (expatriate staff only)
- III.8.7 Lump sums for travel (expatriate staff only)
- III.8.8 Lump sum for shipment - relocation grant (expatriate staff only)

1.3.3. UPKs

- HRAP/Contract Management/Separation/ 5.250 Initiate Separation and 5.253 Approve Separation

1.3.4. Related SOPs

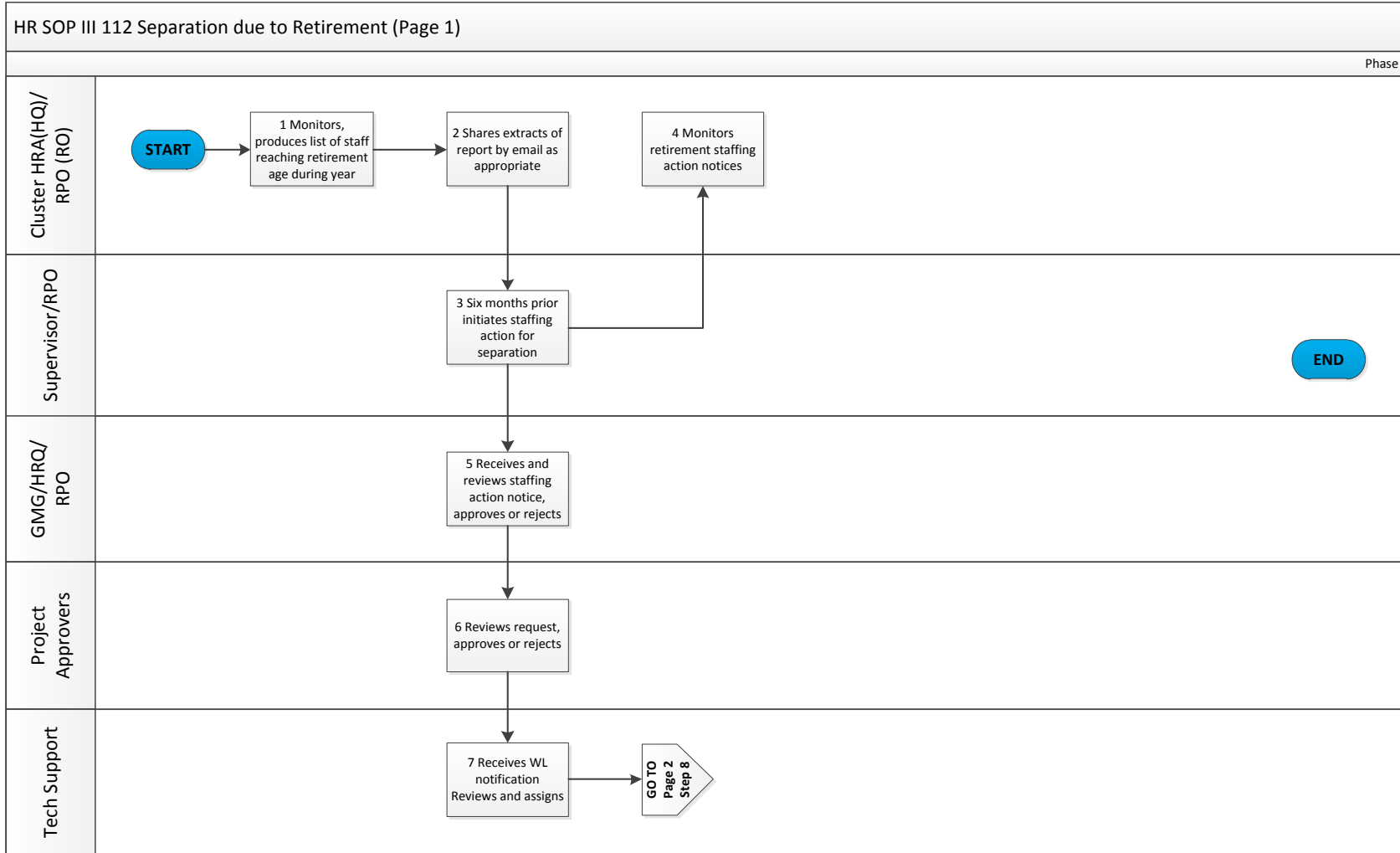
- HR.SOP.III.139 Local Clearance Process
- HR.SOP.III.140 GSC Financial Clearance Process
- HR.SOP.III.141 Annual leave encashment
- HR.SOP.III.142 Repatriation Grant
- HR.SOP.III.143 Relocation grant
- HR.SOP.III.144 Removal of household goods

1.4. Other – Definitions

ASO	Administrative Services Officer
GHR	Global Human Resources
GHR/A	Global Human Resources Administrator
GHR/CO	Global Human Resources Certifying Officer
HRA	Human Resources Assistant (cluster)
HRAP	Human Resources Action Plan
HRQ	Human Resources Operations
LCC	Local Clearance Certificate
MO	Management Office
PAY	Global Payroll
RD	Regional Director
RPO	Regional Personnel Officer
SOS	Staff Orientation Services
UNJSPF	United Nations Joint Staff Pension Fund
GMG	General Management Department (HQ)

GSM Project Approvers – Approvers of the HR Action Plan as per the PTAE0 hierarchy

2. PROCESS FLOW



3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1	C	GSM	<p>Monitors retiring staff members and the initiation of the HRAP through:</p> <ul style="list-style-type: none"> Producing a Staffing Report for the Cluster/Region for the coming 12 months, to identify staff reaching statutory age of retirement through GSM, WHO HRM Discoverer Reports, "Staffing report: Assignment" Maintains report on a quarterly basis to ensure that all staff members retiring during the next 12-months have a HRAP initiated for their separation and have received the clearance certificate. Informs Payroll GSC on possible extensions based on report received from Payroll GSC on the 1st day of each month pending initiation of HRAP for extension. 	Cluster MO HRA(HQ) / RPO (RO)
2	C	Off line	Shares extracts of the report by email with Directors and Administrative focal points (HQ)/Sub-regional offices and Administrative focal points at the sub-regional and country office level.	Cluster HRA(HQ) / RPO (RO)
3	C	GSM input	<p>Monitors the HR Action Plan Dashboard and takes note of staffing messages which appear for staff members reaching retirement age.</p> <p>Six months prior to the retirement date:</p>	Supervisor or delegated official

			<ul style="list-style-type: none"> Initiates staffing action for separation and selects the Reason for Separation as “Retirement” (see also UPK 5.250 Initiate Separation) <p>In case of a staff member who submits resignation to a benefit from early retirement from age 55:</p> <ul style="list-style-type: none"> Initiates staffing action for separation and selects the Reason for Separation as “Resignation to Opt for Early Retirement” a scanned copy of the resignation letter named in accordance with the RMS naming convention, i.e. S012345 Staff Name Resignation for Early Retirement, must be attached to the HRAP. 	
4	C	GSM monitoring	Regularly monitors and follows-up with Supervisors and Administrative focal points to ensure initiation of separation HRAPs for retirement are sent at least 6 months in advance of the staff member’s retirement date and HRAPs for staff members who have resigned to benefit from early retirement are sent immediately the resignation is received – see also HR.SOP.III.110 - Resignation .	Cluster HRA(HQ) / RPO (RO)
5		GSM approval	<p>Receives and reviews staffing action, verifies:-</p> <ul style="list-style-type: none"> For retirement at at 60 or 62, effective date of separation corresponds to the end of the month in which the staff member reaches 60 or 62 as indicated in GSM If early retirement, checks staff member has reached 55, and resignation letter attached <p>Approves or rejects staffing action.</p>	GMG/HRQ / RPO

6		GSM approval	<p>Reviews request for retirement at age 60 or 62 and</p> <ul style="list-style-type: none"> Approves. <p>Takes necessary action to ensure relevant action is taken on the HR plan with respect to the necessity of maintaining the position for the future and staffing action to be taken, e.g. issuance of vacancy notice, etc.</p>	Project Approvers – HRAP Approvers as per PTAE0 hierarchy
7		GSM Worklist notification	Receives separation action and assigns HRAP to HR Administrator without delay –	GHR Technical Support Team
8	C	GSM input	<p>Receives and reviews staffing action :</p> <p>Reviews current and historical HR data and leave information for determination of entitlements and service time for payment of separation entitlements and preparation of the separation letter :-</p> <ul style="list-style-type: none"> checks for SLWOP, LWOP and SLIC periods of more than 30 days and half-day recurring absences of SLIC verifies that for half-day absences, SLIC or SLWOP, the relevant adjustment was made to deduct annual/home leave credit points checks FTE on separation and if any periods of service are part-time if non-local - determines entitlements for staff with expatriate status as well as advances which require settlement or recovery:- calculates full service history – excluding periods of SLWOP, 	GHR Administrator

			<p>LWOP and SLIC of more than 30 days and taking into consideration FTE percentage changes during service time</p> <ul style="list-style-type: none"> • determines repatriation grant entitlement – see HR.SOP.III.142 • reviews dependent children to identify if any will turn 18 or plus prior to effective date of separation and includes relevant text in separation letter • reviews family member status to identify travellers on repatriation – see HR.SOP.III.120 – Repatriation Travel; • identifies non-removal or removal entitlement based on duty station classification and length of appointment – determines rate of shipment – see HR.SOP.III.143 – Relocation Grant and HR.SOP.III.144 – Shipment of Personal Effects/Removal of household goods; • checks RMS and travel system for any case of advance repatriation removal or other advance entitlements • checks that last home leave taken respected service time at duty station after return from leave or after due date whichever is latest; if not, repatriation travel is forfeited. Informs staff member in separation letter • determines if adjustment required to non-removal and mobility allowance in case pro-rata recovery necessary; <p>In all cases,</p> <ul style="list-style-type: none"> • checks education grant/special education grant outstanding claims; • reviews annual leave balance as at date of separation, if staff member in debit as at effective date of separation, includes information in the separation letter 	
--	--	--	---	--

			<ul style="list-style-type: none"> reviews within-grade increase history and if approval of WIGI is pending, notifies the manager and requests action <p>Where initial review shows a substantial amount could be due to the Organization from HR entitlements, alert Payroll for them to consider early withholding of more than one month’s salary or recovery during notice period.</p> <p>If it is determined that more than one month of salary needs to be withheld, Payroll inform GHR so that an analysis occurs as to whether separation entitlements are sufficient to cover the debts if needed, or more than one month’s salary withholding is recommended. GHR informs the staff member.</p>	
9		GSM input	<p>Administers separation details in GSM as appropriate indicating:-</p> <ul style="list-style-type: none"> separation reason “Retirement” or “Early Retirement” effective separation date - on the last day of the month in which staff member reaches the age of sixty (60) or, for staff members who became participants in the United Nations Joint Staff Pension Fund on or after 1 January 1990, on the last day of the month in which they reach the age of sixty-two (62)). Validates with the HQ Pension Unit if any doubt. Where the staff member is resigning to benefit from early retirement, identifies the effective date as per the resignation letter and 3 months notice period. 	GHR Administrator
10		Offline	<p>Prepares separation letter to staff member, including all entitlements and estimates for staff member if relevant as follows:-</p>	GHR Administrator

			<ul style="list-style-type: none"> retirement is under SR 1020 for early retirement SR 1020.2 applies prepares the separation letter providing detailed information on staff member’s entitlements on separation, including travel and relocation/removal options, repatriation grant rate and weeks due, and any indebtedness identified above which requires the staff member’s action before separation, and other as applicable. specifies contact person in GHR, including e-mail and phone number. <p>Copies: MO & HRA, RPO, Supervisor, HMS, GSC/Payroll, PEN (HQ)</p> <p>If staff member is expatriate, attaches the relevant forms to the separation letter:-</p> <ul style="list-style-type: none"> Options on travel and removal/shipment on separation Request for relocation lump sum (Form WHO 278) 	
11	C	Offline	Reviews separation letter and checklist for verification of entitlements. If correct signs letter and checklist.	GHR Certifying Officer
12		Offline	Sends separation letter to staff member and copies relevant stakeholders. Uploads the separation documentation to RMS staff member folder.	GHR Administrator
13		Offline	Initiates the GSC Separation Financial Clearance process - see HR.SOP.III.140	GHR Administrator
14		Offline	Handles all queries from staff member regarding separation entitlements/benefits.	GHR Administrator

15	Offline	<p>Upon receipt of separation letter, contacts staff member and provides briefing on the clearance process and provides the local clearance certificate to staff member.</p> <p>(For ROs, also provide forms for Pension and Insurance and any other local information and provide briefing on the pension options available on retirement and whether the staff member has sufficient participation (minimum 10 years to benefit from insurance coverage as a retiree).</p> <p>Ensures that staff member has completed PMDS prior to separation and if relevant reminds manager to grant WIGI.</p>	MO(HRA)/RPO
16	Off line	<p>May request the HMS/RSP for a medical examination – see Staff Rule 1085.</p> <p>In Headquarters, staff member must go to the Insurance and Pension Fund Helpdesks for information on retirement benefits and coverage prior to separating.</p> <p>Similar briefings are provided to regional and country staff by RPO/BFO/Admn. Officer.</p>	Staff Member
17	Offline	<p>Commences the local clearance process and obtains the necessary clearances from the various clearance administrators (as determined in the clearance certificate).</p> <p>See HR.SOP.III.139 – Local Clearance Process (Temporary 420.4, Fixed-term and Continuing Appointment Staff)</p> <p>Any staff member opting for annual leave prior to the retirement date must ensure</p>	Staff member

			that he/she has completed the separation clearance process fully before departing on leave.	
18		Offline	Individual clearance administrators at the local level complete the relevant clearances. See HR.SOP.III.139 – Local Clearance Process (Temporary 420.4, Fixed-term and Continuing Appointment Staff)	Clearance administrator
19		Offline	Staff member returns completed Local Clearance Certificate to SOS(HQ)/RPO.	Staff member
20		Offline	Reviews certificate and continues clearances possible at the local level until all local clearances are completed. Sends a scanned copy of the Clearance Certificate to GSC/HR services (gschrservices@who.int) to enable completion of the GSC Financial Clearances. Retains original Local Clearance Certificate (LCC) for 12 months.	SOS (HQ) / RPO
21		Offline	<p>Upon receipt of LCC, completion of the GSC financial clearances, and staff member travel/shipment option form, prepares separation payments and authorizations, as appropriate, for :-</p> <ul style="list-style-type: none"> • HR.SOP.III.141 Annual Leave Encashment • HR.SOP.III.120 Repatriation Travel • HR.SOP.III.143 Relocation Grant • HR.SOP.III.144 Removal of household goods and shipment of personal effects • HR.SOP.III.142 Repatriation grant awaits receipt of evidence of relocation after separation. <p>Uses GHR Separation check-list to ensure that all terminal payments and formalities</p>	GHR Administrator

			are completed.	
22		RMS input	Saves completed Local Clearance Certificate in Shared L Drive folder so RMS team can upload the document in Staff Member folder in RMS in Private Verifications.	GHR Administrator
23		Offline	Communicates details of payment elements entered to Payroll by email.	GHR Administrator
24		GSM	Payroll releases payments upon completion of GSC Financial Clearance process – HR.SOP.III.140. See FIN.SOP.XII.073 separation Entitlement Processing	PAY
25		Offline	Communicate details of payment information to ex-staff member.	GSC/PAY

3. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Overpayment due to staff member separating for early retirement without reimbursing advances or other monies due to the Organization, including the risk that MEC does not receive sufficient notice of a staff member’s departure due to untimely receipt of HRAP and clearance certificate.	<p>GSM alerts supervisors and their delegated assistants by generating a staffing action message for staff members reaching retirement age – 6 months before the date.</p> <p>Management Officers/RPOs are conducting regular monitoring of staff retirements through the HR Discoverer reports.</p> <p>Each month, MO/RPO receives printout of all contracts ending, LWOPs ending for verification with managers and inclusion of any staff who have resigned, or requested inter-agency transfer/loan or other</p>	1, 2, 3, 4

	separation from the Organization. MO/RPO is required to return lists certifying that all staff separating from the Organization are indicated for the current month and 3 months in advance.	
Staff member's FTE changes if not reviewed for the entire qualifying period for repatriation grant, overpayment of repatriation grant may occur.	Part of the GHR preparation of separation letter procedures. This is checked by the Certifying Officer Repeated in the sub-process for determining entitlements to Repatriation Grant	9, 12
Overpayment of salary completely including after staff has departed due to no HRAP being initiated at all.	GSM has an automated system whereby the retirement age validates with the end of contract date to ensure a continuing appointment cannot be granted beyond the end of the month in which the retirement age is reached. For fixed-term appointments this is verified at the time of entering the appointment. Even if the HRAP is not initiated, the establishment of the contract end date will mean that no further salary payments are made.	See HR.SOP.III.001 Fixed-term appointment and HR.SOP. III.009 Conversion to continuing appointment.
Overpayment due to release of last month of salary before clearances completed.	Payroll do not release the last month of salary provided – See GSC Financial Clearance Process.	FIN.SOP.XII.073 Separation Entitlement Processing
Over/underpayment due to incorrect calculation of service time for separation entitlement purposes	Certifying Officer double checks calculations	9, 12