

**HR.SOP.III.144**  
**Removal of household goods**  
**and shipment of personal**  
**effects**  
***GSC/GHR***

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***HR Standard Operating Procedure***

**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
0.1	19.7.2012	S. Ragupathi, GSC/GHR		1 <sup>st</sup> draft to include GHR processes
0.2	23.7.2012	V. Arbogast, SOS/WHO/HQ		Added SOS/HQ processes
0.3	14.8.2012	Feedback from Regional Offices EMRO, WPRO.		EMRO confirmed that RO process mirrors HQ.
0.4	20.8.2012	Review by S. Amaudruz HRD/HPJ		Name changed to include shipments of personal effects – NR also. Sent to SOS and OSS for SOP link to their process.
0.5	20.08.2012	JM		Inserted VISIO
0.6	13.09.2012	JM		Reviewed VISIO, added two steps
0.7	12.11.2012	Final review after comments from OSS	SE Amaudruz	
0.8	13.11.2012	Sent again to SOS to have comments and their SOP number	SE Amaudruz	PRT.SOP.VI.100 - Removal of household goods and personal effects / procurement / payment of invoices
1.0	11.12.2012		SE Amaudruz, HRD/HPJ N Jeffreys, Comptroller M Altmaier, Director, HRD	Approved for publication in eManual

## INTRODUCTION

### 1.1. Overview/Description

This standard operating procedure describes the process for initiating and implementing the shipment of personal effects and removal of household goods on assignment, reassignment and separation.

Staff members on a Removal (R) assignment on appointment, transfer or separation are entitled, in accordance with the provisions of eManual III.8.6 to :-

- reimbursement of the cost of transporting unaccompanied baggage, and
- the cost of moving the household goods and personal effects.

Staff members on a R assignment are entitled to a shipment of 3,750 kgs (37.5 cbm) or 5,000 kgs (50 cbm) based on whether their entitlement is at single or dependency rate respectively.

Staff members on a non-removal (NR) assignment are entitled to the following :-

- Staff member 1,000 kgs
- 1st eligible family member accompanying to duty station 500kgs
- Subsequent eligible family members 300 kgs

As an alternative, the staff member may opt to make his/her own arrangements to shipment of his goods no involvement of the Organization – see HR.SOP.III.143 Relocation grant and eManual III.8.8 Lump sums for shipment.

### 1.2. General Guidance / Business Rules

The lead time to organize a shipment of personal effects/removal of household goods, from the time the staff member provides the shipping officer (Regional offices) or SOS (HQ) with the address for the home survey until the movers pack up the goods is approximately 4 to 6 weeks.

WHO does not pay for special crating and for the shipment of vehicles as part of this process. Shipment of a private car is a separate process as specified in WHO eManual, III.8.6 Shipment of personal effects and removal of household goods.

A quotation for removal, once accepted by WHO is binding; the weight/volume of the removal cannot be modified. If the staff member exceeds either the weight or the insurance liability, she/he will be requested to bear the cost of the difference.

In the case of separation, WHO does not cover the cost of storage at the arrival point. Staff members are ultimately responsible for all arrangements in connection with customs formalities in the country of their recognized place of residence or in the country to which they relocate on separation.

The Organization does not pay or reimburse any import duties which may be levied upon a staff member's household goods and personal effects. The Organization does not pay for removals at the official station.

### 1.3. Reference Material

#### 1.3.1. Staff Rules

- 850 Transportation of personal effects
- 855 Removal of household goods
- 510 Assignment to duty

#### 1.3.2. WHO eManual

- III.8.6 Shipment of personal effects and removal of household goods
- III.3.7 Mobility and Hardship scheme
- III.8.8 Lump sums for shipment – Relocation grant

### 1.3.3. Related SOPs

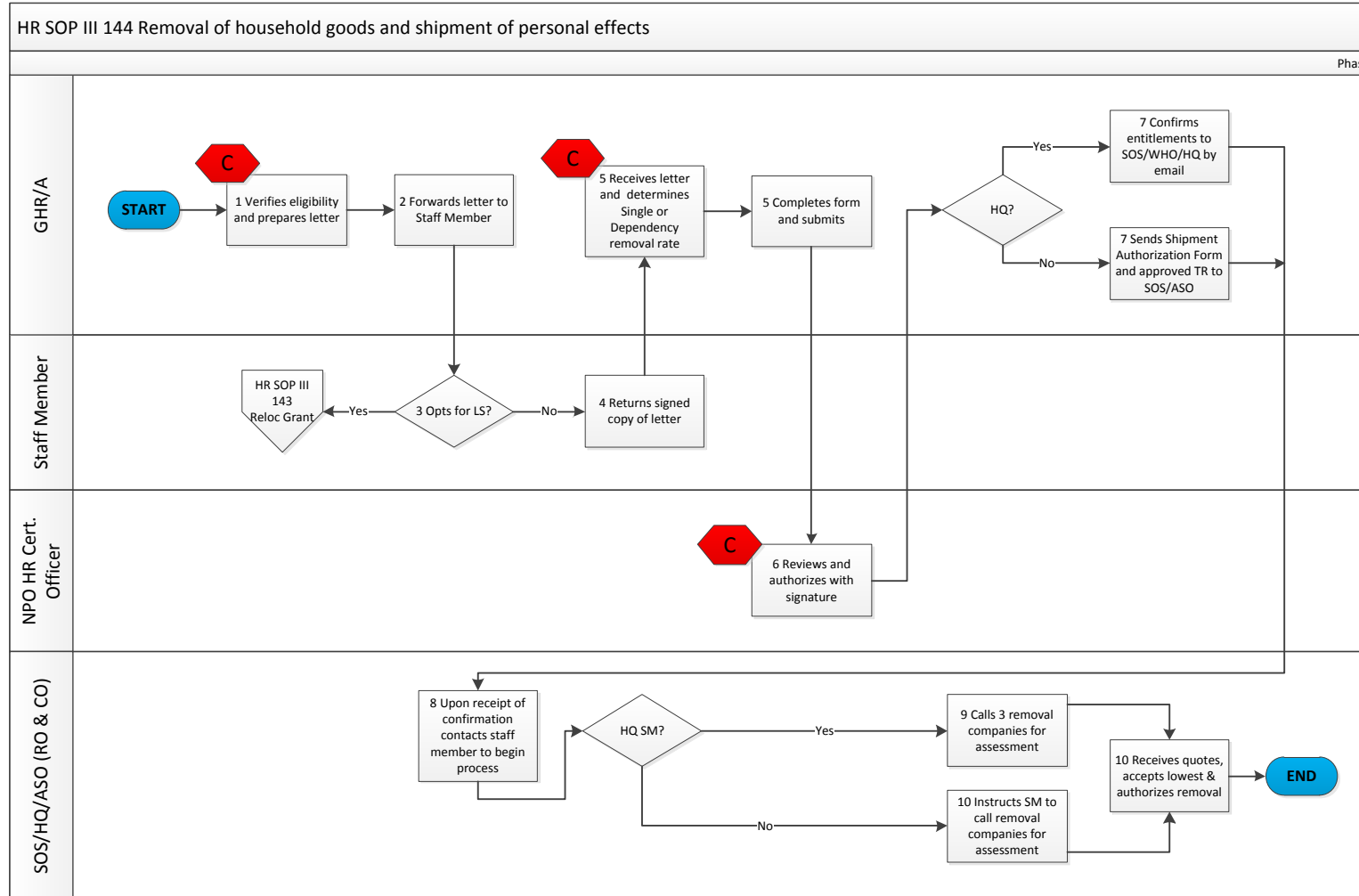
- HR.SOP.III.110 Relocation Grant
- HR.SOP.III.001-002 Fixed-term appointment and Temporary Appointment under SR 420.4
- HR.SOP.III.024 Reassignment with a change in duty station
- HR.SOP.III.110-119 All Separation SOPs.
- FIN.SOP.VII.009 Organization-assisted travel
- FIN.SOP.X.015 AP Invoice Payments
- PRT.SOP.VI.015 Removal of household goods and personal effects/payment of invoices

## 1.4. Other

### 1.4.1. Definitions

- R assignment Removal assignment
- NR assignment Non-removal assignment
- DSA Daily subsistence allowance
- SOS Staff Orientation Service
- ASO RO Administrative Services Officer, Regional Office
- NPO National Professional Officer
- SM Staff Member

2. PROCESS FLOW



## 3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1	(C)	Off line	<p>Verifies at the time of preparing the appointment/reassignment/separation letter whether staff member is eligible for removal of household goods, i.e.:</p> <ul style="list-style-type: none"> <li>• on <b>appointment</b> the staff member is on an R assignment and appointed for a period of at least two years and whose recognized place of residence is not the official station, nor in the area of his official station</li> <li>• on <b>reassignment</b>, if the new R assignment is expected to last at least two years; <i>N.B. In the HRAP for <b>appointment and reassignment</b>, the HRAP initiator is expected to indicate the duration of the assignment in order to determine R or NR assignment.</i></li> <li>• on <b>separation</b> the staff member holds “expatriate” status.</li> <li>• in all cases if the staff member has a recognized spouse who is an expatriate WHO staff member or staff member of another UN organization. If yes, each is entitled to reimbursement of moving household goods. Contact staff member or other organization, as necessary to obtain relevant information on the spouse’s status and entitlements.</li> </ul> <p>If the assignment is not R, then NR entitlements are due for shipment purposes.</p>	GHR Administrator

2		Off line	<p>Forwards offer of appointment/reassignment/separation letter to the applicant / staff member including option to choose organization-assisted shipment or relocation grant.</p> <p><i>(Appointment/reassignment letter includes the appropriate employment conditions – Removal (R) or Non-Removal (NR))</i></p>	GHR Adminsitrator
3		Offline	<p>Upon receipt of the letter, opts for <b>Organization-assisted shipment</b> or <b>Relocation Grant</b>. If the Staff Member/Candidate opts for a Relocation Grant – see HR.SOP.III.143 Relocation Grant. For Organization-assisted shipment, continue to step 4.</p>	Staff Member
4		Off line	<p>For assignment/reassignment / separation : Returns a signed copy of the shipment option form duly completed and signed indicating the option elected as organization-assisted transportation of personal effects and removal of household goods by email to GHR Focal Point with a copy to <a href="mailto:gschrservices@who.int">gschrservices@who.int</a>.</p> <p><i>(A lead time of 4 to 6 weeks is required to organize an organization-assisted shipment from house survey to removal of goods).</i></p>	Staff member
5	(C)	Offline	<p><u>On receipt of acceptance letter on appointment/reassignment</u> determines whether Single (S) rate removal or Dependency (D) rate applies by verifying the following:-</p> <ul style="list-style-type: none"> <li>• If staff member has requested or intends to request travel of his spouse or children under age 21 to the duty station at the time of his appointment/reassignment or subsequent to appointment/reassignment; or children studying away from duty station are under age 21 will be traveling on education grant to the duty station; D rate applies;</li> <li>• Otherwise shipment at S rate applies;</li> </ul>	GHR Administrator

			<p><u>On separation</u> determines whether Single (S) rate 3,750 kgs removal or Dependency (D) rate applies by verifying the following:-</p> <ul style="list-style-type: none"> <li>• Staff member's spouse and/or child(ren) have joined staff member at the duty station under WHO official travel request;</li> <li>• Last home leave travel to identify family members who returned with the staff member;</li> <li>• Education grant claims to identify children under 21 studying at the duty station (or within 12 months from reaching 21 years of age), D rate applies.</li> </ul> <p>Completes the Shipment and Removal Details Form and Submits to Certifying Officer for signature on the Shipment Authorization Form.</p>	
6	<b>(C)</b>	Offline	Reviews and authorizes the Removal/Shipment entitlements by signing off the form and returns to HR Administrator	NPO HR Certifying Officer
7		Offline	<p>For Headquarters (HQ) staff appointed or reassigned to Geneva or departing from Geneva upon reassignment or separation:</p> <ul style="list-style-type: none"> <li>• Confirms to SOS/WHO/HQ by email the staff member entitlements to enable SOS to start the process of organizing the removal, including : <ol style="list-style-type: none"> <li>1. Staff Name and number</li> <li>2. Contract start and end dates (uninterrupted service – temporary and fixed-term)</li> <li>3. Removal or NR shipment entitlement</li> <li>4. Single or dependency rate</li> </ol> </li> </ul>	GHR Administrator

			<p>5. For NR entitlement number of eligible family members who will be residing at the duty station</p> <p>6. WHO liability</p> <p>7. Entitlement type - recruitment, reassignment, repatriation, advance repatriation</p> <p>8. Contract type – Fixed-term, Continuing, Temporary – Staff rule 420.2</p> <p>9. TR number if available</p> <p>10. Staff member entitled to travel or not</p> <p>For Regional staff appointed or reassigned to/between NR duty stations or departing from a NR duty station upon reassignment or separation:</p> <ul style="list-style-type: none"> <li>Sends the Shipment Authorization form along with approved Travel Request to releasing region’s Administrative Services Officers-Region through RPO-Regions</li> </ul>	
8		Offline	On receipt of confirmation of the staff entitlements from GHR by email, the relevant Shipping Officer contacts the staff member by email to inform the staff member of the removal/shipment procedures and actions required, e.g. insurance forms to be completed, entitlements, customs, restrictions, etc.	SOS(HQ)/ ASO(RO&CO)
9.		Offline	<p><b>For Headquarters staff :</b> SOS/(HQ) contacts the removal companies directly.</p> <ul style="list-style-type: none"> <li>instructs three removal companies to perform a home visit, assess the volume/weightof the staff member household goods and personal effects and provide SOS with a quotation. (Copies staff member)</li> </ul> <p><b>For Regional Office staff :</b> Staff member obtains 3 quotes from WHO approved</p>	<p>SOS/HQ</p> <p>Staff member (RO)</p>

			Shipping Agents, forwards quotes to ASO for the region	
10.		Offline	<p>Upon receipt of the three quotations, accepts the lowest quote and authorizes that company to proceed with the removal. (Copies staff member)</p> <p>For more detailed procedures on the Organization of the shipping process, insurance requirements - please refer to PRT.SOP.VI.015 Removal of household goods and personal effects/payment of invoices</p>	SOS(HQ) / ASO(RO)

### 3. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
<p>Over or under payment if entitlement is :</p> <ul style="list-style-type: none"> <li>• incorrectly determined by GHR;</li> <li>• increased financial liability in case of delays in informing staff of entitlements</li> <li>• split shipments have to be authorized</li> <li>• WHO liability not correctly determined as per recognized place of residence and duty station, place of recruitment or place of actual shipping.</li> </ul>	<p>GHR Administrator and Certifying Officers review the staff member's eligibility before authorizing the entitlement.</p> <p>GHR include entitlement information in appointment, reassignment and separation letters in order to facilitate and streamline the process.</p>	<p>5 and 6</p>