

HR.SOP.III.145

End-of-Service Grant

HRD/HPJ

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		S Ragupathi, GSC/GHR	S.E. Amaudruz, HRD/HPJ	First version
0.2	07.06.2012	JM		Inserted VISIO
0.3	11.06.2012	Final Review with Head Payroll	C. Begue/ S.E. Amaudruz	Passed
0.4	18.06.2012	Review of Comments from Comptroller	S.E. Amaudruz, HRD/HPJ	Rejected because no PTAE0 provided for after separation accounting
0.5	20.07.2012	S.E. Amaudruz	S.E. Amaudruz, HRD/HPJ	PTAE0 to FNM
1.0	24.07.2012		S.E. Amaudruz, HRD/HPJ N. Jeffreys, Comptroller M. Altmaier, HRD/HPJ	Final version approved for pulication

1. INTRODUCTION

1.1. Overview/Description

This Standard Operating Procedure explains the process to administer End of Service Grant as a result of the initiation of the separation process for fixed-term staff whose appointment is not renewed after completing five years of continuous and satisfactory qualifying service – in accordance with Staff Rules 1040 and 375. For the full process please refer to HR.SOP.III.114.

1.2. General Guidance / Business Rules

The end of service grant is an entitlement only to a staff member holding a fixed-term appointment, whose appointment is not renewed after completing requisite qualifying service. The grant is paid in accordance with the schedule in Staff Rule 1050.10 at the relevant percentage based on the staff's members years of service and calculated in accordance with Staff Rule 380.2.1, 310.4. The grant is paid in recognition of staff member's service to the Organization and is payable subject to the conditions that the staff member :-

- has completed five years of continuous qualifying service;
- after receiving an offer of renewal of contract has not declined the appointment
- performance has been certified as being satisfactory under the PMDS or other previous records of performance
- has not reached the statutory age of retirement as defined in Staff Rule 1020.1

Periods of LWOP as well as periods of SLIC of more than 30 days will not be credited for purposes of qualifying service, nor will periods where the WIGI was withheld be considered as periods of satisfactory service.

The manager and second level supervisor (authorized decision makers) must have taken the decision not to renew the appointment on a sound basis normally with the assistance of the management officer and HRD(HQ)/Regional Personnel Officer (ROs). The reasons for non-renewal should be documented. The decision must be taken well in advance of the expiry date of appointment to provide

sufficient time between the initiation of the HRAP, the issuance of notice letter by GHR and the notice period to be respected. The staff member should be informed verbally of the decision not to renew the appointment.

1.3. Reference Material

1.3.1. Staff Rules

- 375 End of Service Grant
- 1040 Completion of appointment
- 1050.9 Notice Period
- 1050.10 Indemnity Schedule
- 310.4 Terminal Remuneration (definition and basis for calculation)
- 380.2 Separation payments computation
- 480 Interorganization Transfers

1.3.2. WHO eManual

- III.10.10 Completion of appointment
- III.3.12 End of service grant
- III.5.17 Conversion of temporary appointments to fixed-term appointments – Determining entitlements on separation
- III.10.3 Initiation of separation action

1.3.3. UPKs

- HR Action Plan / Contract Management / Separation 2.50 Initiate Separation / 5.253 Approve Separation

- HR Plan/Contract Manage and revise positions / 2.318 End position in HR plan

1.3.4. Related SOPs

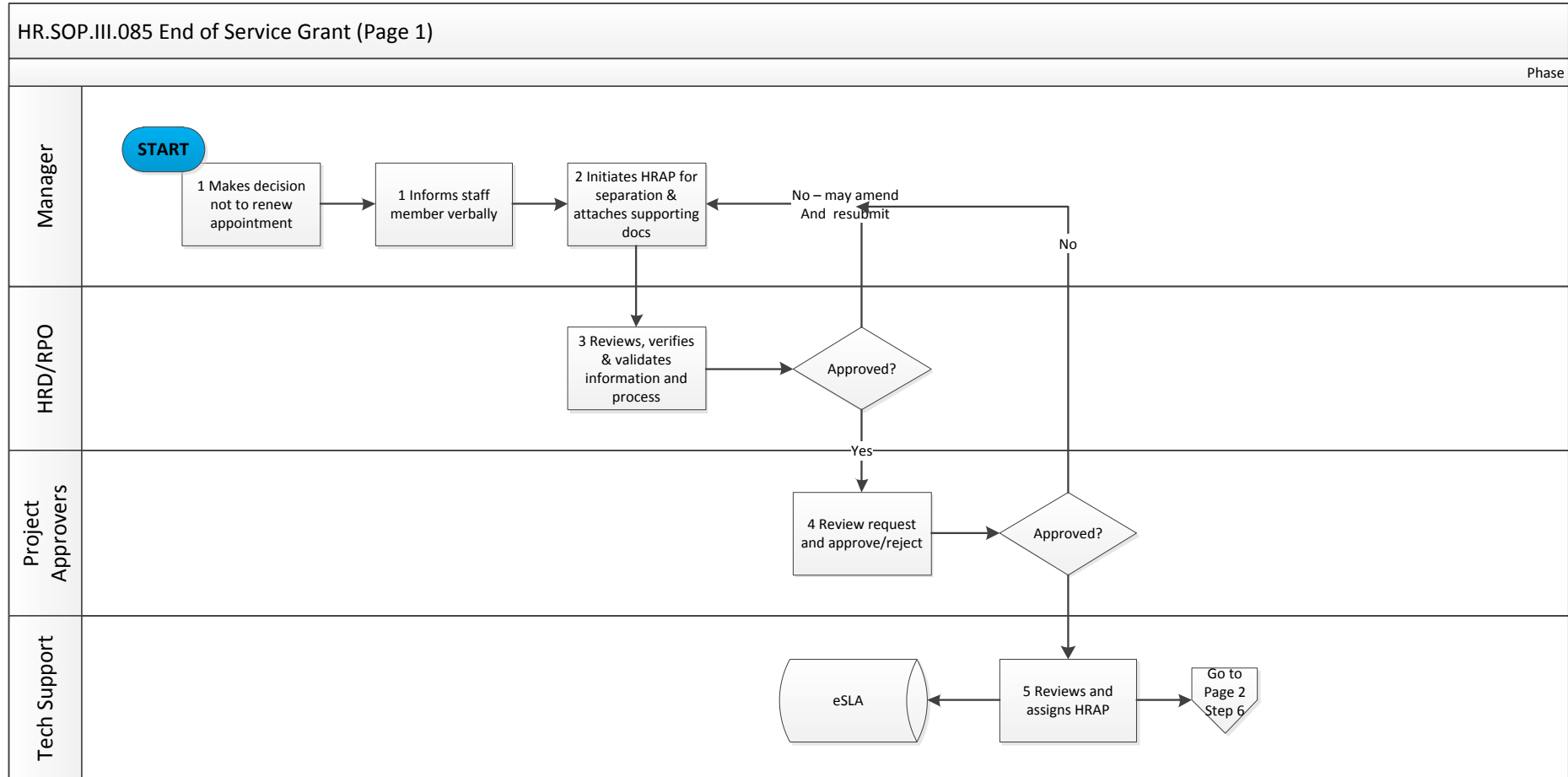
- HR.SOP.III.114 Separation due to non-renewal upon completion of appointment
- FIN.SOP.XII.073 Separation Entitlement Processing

1.4. Other

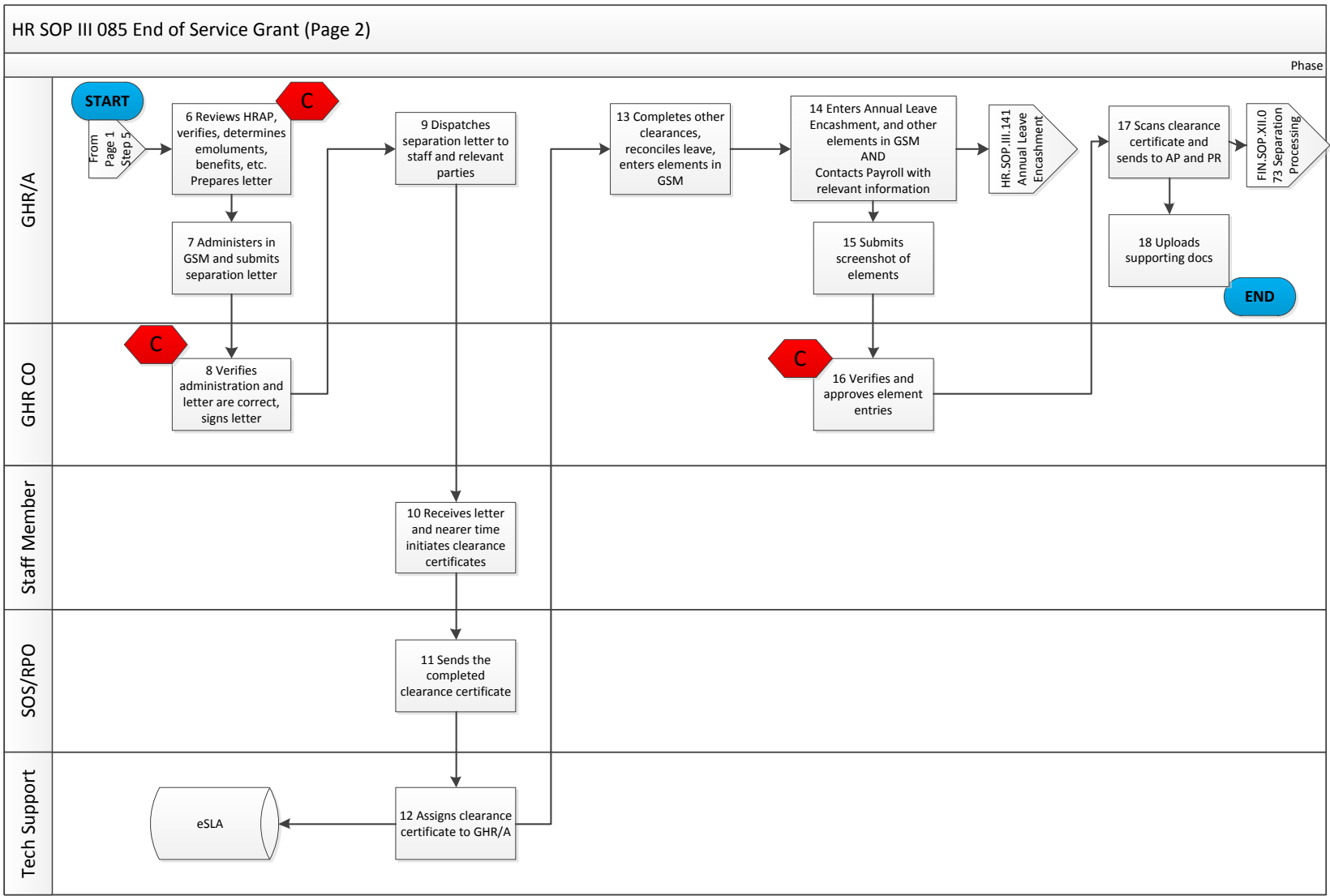
1.4.1 Definitions

- LWOP Leave without Pay
- SLIC Sick Leave under Insurance Cover
- SLWOP Special Leave without Pay
- HRD HR Department
- HRQ HR Operations
- HRAP Human Resources Action Plan

2. PROCESS FLOW



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3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
		Pre-requisite	Steps 1-4 summarize HR.SOP.III.114 Separation due to Non-Renewal upon Completion of Appointment (SR 1040) . Completion of Appointment process may result in the payment for fixed-term eligible staff of the End-of-Service Grant.	
1		Off line	Makes informed decision not to renew the appointment and to separate staff member after consulting with appropriate decision making authorities and HR Focal point (HRD-HQ / RPO-Regions). The staff member concerned is informed about the decision (verbally) and the underlying reasons.	Supervisor
2		GSM Input	Initiates HR Action Plan for separation and attaches supporting documents to the HRAP details page. Identifies funding for payment of the End-of-Service Grant and other termination indemnities if appropriate and indicates HRAP.	Supervisor
3		GSM input	Reviews and verifies/validates that staffing action to separate without <i>reassignment process</i> is correct. Approves or rejects staffing action ensuring that process is correct and notice period respected.	HRD-HQ/RPO-Region
4		GSM input	Reviews request and approves/rejects as appropriate	Project Approver(s)
5		GSM input	Receives HRAP and assigns to GHR Administrator and activates e-SLA	GHR Technical Support Team
6	(C)	Off line	Reviews HRAP details and verifies/determines terminal emoluments/entitlements and benefits in advance of preparing separation letter.	GHR Administrator

			<p>Determines eligibility to End-of-Service grant:</p> <ul style="list-style-type: none"> • Counts whether staff member has five years’ qualifying satisfactory service on fixed-term appointment – as per Staff Rule 375 by checking the following:- <ul style="list-style-type: none"> ○ PMDS Report (to check satisfactory service) ○ Reviews WIGI history to ensure no periods of withholding of WIGI ○ Deducts periods of more than 30 days’ LWOP / SLWOP / SLIC • Checks with RPO/HRD that no offer of reassignment has been refused • Uses Schedule in Staff Rule 1050.10 to calculate amount of End of Service Grant taking into account all uninterrupted service time if conversion of temporary to fixed-term appointment occurred. <p>Includes in separation letter to the staff member the entitlement to payment of End-of-Service Grant along with other separation entitlements.</p> <ul style="list-style-type: none"> • Indicates on copy of separation letter to Management Officer/RPO and Department that PTAE0 must be provided for end-of-service grant (and other termination indemnities) charging to Chief, FNM/ACT. • Copies to Chief FNM/ACT for advance information. If PTAE0 included in separation HRAP indicates PTAE0. 	
7		GSM input	<p>Checks and Performs steps to end Employment of the staff member.</p> <p>Refer to HR.SOP.III.114 Separation due to Non-Renewal upon Completion of</p>	GHR Administrator

			Appointment (SR 1040).	
8	(C)		Verifies the correctness of separation letter, specifically the entitlement to End-of-Service Grant and checks the calculation of uninterrupted service time taking into account uninterrupted service upon conversion from Temporary to Fixed-term appointment. Signs the letter of separation.	GHR Certifying Officer (HRO)
9		Off line	Dispatches the Separation letter to the staff member with copies to Supervisor of the staff member, Management Officer-HQ/RPO-Region, HRAP Initiator, Chief, FNM/ACT and Pension Unit	GHR Administrator
10		Off line	Initiates Clearance Certificate upon receipt of copy of separation letter.	Staff Member
11		Off line	Upon completion of local clearance process sends to GHR/GSC by email to gschrservices@who.int the completed clearance certificate for further financial clearances within GSC i.e. GHR, AP Travel, and Payroll.	SOS-HQ / RPO-Regions
12		Off line	Assigns Clearance Certificate to GHR Administrator concerned and activates eSLA	GHR Technical Support
13		Off line	Completes GHR clearances and proceeds to enter the separation entitlement-related element entries in GSM, specifically End-of-Service Grant	GHR Administrator
14		GSM input	Enters End of Service Grant element by undertaking the following steps: <ul style="list-style-type: none"> • Select GHR Administrator GSC responsibility • Select the function Element Entry – HRM • Select an appropriate value from the list of values, for example, "Employee 	GHR Administrator

			<p>Number”</p> <ul style="list-style-type: none"> • Select on Value field and enter an appropriate value into the field, e.g., “S012345” • Click on Find button ensuring that the staff name is correct • Click on Alt Effective Date icon in the tool bar • Click on Calendar icon of Effective Date Field and enter an appropriate date into the field, for example “01-May-2012” • Click on OK button • Click on the List of Values icon of Element Name Field • Select the appropriate Element from the list of values – Indemnities of Separation Information – Nonrecurring • Click on Entry Values button • Complete the following fields: <ul style="list-style-type: none"> ○ Months of Service Time ○ Effective Date (date of separation) ○ Grade ○ Grade Step ○ Duty Station ○ Dependency or Single Rate • Click Save • Go to the next Element from the list of values – Indemnities of Separation Payment • When WHO Cost Allocation Flexfield appear click OK and Save <p>If the staff member is still on “Active assignment” status, if end-of-service grant is to be processed:</p> <ul style="list-style-type: none"> • Contact Payroll by email by providing information on Months of Service Time, Effective date of separation, Grade and step, duty station and dependency Rate of 	
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			<p>the separating staff member and FTE so Payroll can compute the End of Service Grant value and inform GHR by email</p> <ul style="list-style-type: none"> • Select the Element from the list of value – Indemnities of Separation Payment Adjustment • Go to Entry Value and complete the following fields: <ul style="list-style-type: none"> ○ Input currency ○ Input Amount ○ USD equivalent • Click “Save” 	
15		Off line	Prints and Submits Screenshot of the element screen for verification and approval	GHR Administrator
16	(C)	Off line	Verifies and approves the Element Entries. Signs off on the screenshot.	GHR Certifying Officer
17		Off line	Scans the Clearance Certificate and sends it to Accounts Payable/GSC with copy to Payroll (GSC) to process clearances on travel claims and other recoveries, loans, etc.	GHR Administrator
18		RMS	Uploads supporting documents – clearance certificate, separation letter and travel documents, if applicable in RMS with proper naming convention, i.e., Staff number Staff Name Initial Document Name Separation Date e.g <i>SO12345 smithj Separation Letter 13May2012</i>	GHR Administrator
19		GSM	See FIN.SOP.XII.PAY.073 Separation Entitlement processing	Payroll Administrator

4. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Over or under payment due to : <ul style="list-style-type: none"> • incorrect computation of qualifying service by not considering SLIC, LWOP, SLWOP periods of more than 30 days. • error while inputting element entry data 	GHR Administrator and Certifying Officer review the HRAP and GSM information including legacy records in checking the correct qualifying service. GHR Certifying Officer verifies and certifies the element entries.	6, 8, 16
Over payment due to including period of unsatisfactory service in the service time calculations	GHR Administrator and Certifying Officer review RMS and historical records to ensure probation was complete and satisfactory, WIGI history for deferred or withheld WIGIs and latest PMDS report to ensure satisfactory service before separation.	6, 8