

World Health Organization

COVID-19

HRS Services (01 June 2020)

A) Registration with the Swiss Mission – Legitimation cards:

- As indicated in the [Information note 27/2018](#), all new staff –, consultants, interns are reminded to register through the [HRS on-line tool](#) when they arrive.
- All requests for legitimation cards should continue to be submitted through our [on-line portal](#) - please make sure:
 - a. to upload all the required documents, including a digital photo for new, renewals, lost/stolen requests; and
 - b. that the digital photo is a .jpeg/.jpg file and size of the photo is minimum 50 KB – maximum 100 KB. *If you are sure that the size of the photo is between 50-100KB please do not pay attention to the red pop-up message indicating the pixels.*
- To **pick-up** legitimation cards, please schedule an appointment through the [HRS calendar](#) available on the [HRS intranet page](#) – kindly note that you do not need access to the building to pick-up items, an HR staff member will meet you at the main reception area.
- Please use the mailbox installed in the main reception area marked “HRS Mailbox” to **drop-off** expired legitimation cards – in a sealed envelope with the name of the staff member/consultant or intern. Remember to always keep a copy (recto/verso) of your legitimation card(s) for your own records.

B) UN Travel Documents:

- Please refer to the [HRS intranet page](#) for information on how to apply for UN Laissez-Passer and UN Certificates – please remember that these documents are to be used for “official travel” only.
- Please **use the mailbox installed in the main reception** area marked “HRS Mailbox” to **drop-off** the following documents:
 - UN Laissez-Passer applications, supporting documents and expired/expiring UN Laissez- Passer – in a sealed envelope with the name of the staff member;
 - UN Certificates applications, supporting documents and expired/expiring UN Certificate – in a sealed envelope with the name of the consultant;
- To **pick-up** a UN Laissez-Passer or UN Certificates, please schedule an appointment through the [HRS calendar](#) available on the [HRS intranet page](#) – kindly note that you do not need access to the building to pick-up items, an HR staff member will meet you at the main reception area.

C) Clearance Certificates:

Please contact your designated HR Business Partner Associate for guidance on how to complete a clearance certificate using electronic signatures.

We are experiencing a longer processing time – please bear with us as we are working under different conditions.

For any emergency related to HRS, please call +41 79 506 5156