## Issue Definitions

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<th>Issue Definitions</th>
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<td>2. <strong>Evaluative Relationships</strong></td>
<td>Issues between colleagues with supervisory relationships</td>
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### 1. Compensation and Benefits

1a. **Compensation**: Rate of pay, salary amount, job salary category

1b. **Payroll Administration**

1c. **Pension**

1d. **Leave**: Annual; sick; maternity; excluding special leaves, sabbaticals, suspension for disciplinary reasons

1e. **Health Insurance and Medical Entitlements** (including medevac; DSA; companion ticket, etc.)

1f. **Dependent Benefits**

1g. **Taxes**

1h. **Recruitment Entitlements** (relocation grant; shipment; etc.)

1i. **Separation Entitlements** (repatriation grant; shipping; sep. indemnities, etc.)

1j. **Travel Entitlements** (ticket, DSA, hotel, excluding medical travel)

### 1k. Special Operations/Hazard Entitlements

### 1l. Other

### 2. Evaluative Relationships

(Excluding harassment, discrimination and retaliation)

2a. **Interpersonal Differences**: Interpersonal conflict involving differences in personalities/suspicions of hidden motives/mistrust/different work styles

2b. **Respect/Treatment**: Demonstrations of inappropriate regard for people, not listening, dismissive or rude behavior, unfair or preferential treatment.

2c. **Reputation**: Potential impact of rumors or gossip about professional or personal matters

2d. **Communication**: Quality or quantity of communication

2e. **Team Climate and Morale**: Prevailing norms, behaviours or attitudes in work unit
2f. Performance Management and Feedback: supervisory effectiveness in performance coaching, work assignment and support; feedback (or lack of) given outside of regular performance appraisal

2g. Performance Appraisal and Grading: Disagreements with the fairness of performance evaluation or grading

2h. Other

3. Peer and Colleague Relationships
(Excluding harassment, discrimination and retaliation)

3a. Interpersonal Differences: Interpersonal conflict involving differences in personalities/Suspicions of hidden motives/mistrust/ different work styles

3b. Respect/Treatment: Demonstrations of inappropriate regard for people, not listening, rudeness, crudeness; unfair or preferential treatment

3c. Reputation: Potential impact of rumors or gossip about professional or personal matters

3d. Communication: Quality or quantity of communication

3e. Team Climate and Morale: Prevaling norms, Behaviour or attitudes in work unit

3f. Other

4. Job and Career

4a. Job Application/Selection and Recruitment Processes (recruitment and selection processes, facilitation of job applications, short-listing and criteria for selection, disputed decisions linked to recruitment and selection)

4b. Post Classification and Description

4c. Involuntary Transfer/Change of Assignment: Removal from prior duties, unrequested change of work tasks

4d. Terms/Conditions of Contract: Position security/Ambiguity/Contractual limitations

4e. Career Progression or Opportunities: Delay/denial of promotion; lack of opportunities for career advancement

4f. Rotation & Duration of Assignment: Non-completion or over-extension in a job or location; area of rotation

4g. Resignation

4h. Termination

4i. Non-renewal of Contract

4j. Abolition of Post

4k. Career Development: Coaching/mentoring/training/lack of opportunities for skill development

4m. Retirement Process

4n. Special Leave: Approval of; return from SLWOP, SLWFP, excluding suspension for disciplinary reasons

4o. Loan/Secondment/Transfer: Inter-agency mobility; terms of loan, return from loan

4p. Other

5. Legal, Regulatory, Financial and Compliance

5a. Criminal Activity: Threatened, planned, observed; fraud

5b. Waste and Abuse of Funds: Inappropriate actions that abuse or waste organizational finances, facilities or equipment; property damage

5c. Harassment (Excluding Sexual): Behaviours that create a hostile or intimidating work environment; bullying/mobbing, abusive, threatening or coercive behavior

5d. Sexual Harassment: Unwelcome sexual conduct

5e. Discrimination (Excluding Gender): Different treatment compared with others or exclusion from some benefit on the basis of, for example, race, age, national origin, religion, etc.

5f. Gender Discrimination: Different treatment compared with others or exclusion from some benefit on the basis of gender

5g. Retaliation: Punitive behaviors for previous actions or comments; whistleblower

5h. Investigative/Disciplinary Processes: fairness/duration/ adherence to rules and regulations during investigations and or/disciplinary measures

5i. Visa Status: Issues arising in acquiring or relinquishing travel or residency status for international staff members or their dependents
5k. Geographic and Gender Representation:
Non compliance with policy or issues arising from the application of policy
5l. Other

6a. Safety: Physical safety, injury, meeting local requirements for training and equipment
6b. Physical Working/Living Conditions: Temperature, odors, noise, available space, lighting, cleanliness, etc
6c. Security: Adequate lighting, metal detectors, guards, limited access to building by outsiders, anti-terrorists measures
6d. Work/Life: Issues with flexible working arrangements/schedules.
6e. Stress: Stress deriving from work related issues; post-traumatic stress
6f. Disability and Accessibility: Temporary, permanent, reasonable accommodation, assistive technology
6g. Other

7. Services/Administration
7a. Quality of Services: How well services were provided, accuracy or thoroughness of information, competence, etc.
7b. Responsiveness/Timeliness: Response time or time to completion
7c. Interpretation or Application of Rules: Impact of non-disciplinary decisions, excluding formal admin. reviews
7d. Behaviour of Service Provider(s): How an administrator or staff member spoke to or dealt with a constituent, customer, or client, e.g., rude, inattentive, or impatient
7e. Other

8. Organizational, Leadership and Management
8a. Organizational Climate/Morale at the Organizational Level (Distinct from 2e and 3e)
8b. Organizational Culture
8c. Organizational Communication: Content, style, timing, effects and amount; quality of communication about strategic issues at the organizational level (Distinct from 2d and 3d)
8d. Change Management: Making, responding or adapting to organizational changes, quality of leadership in facilitating organizational change on a large scale.
8e. Restructuring and Relocation: Effects of reprofiling, organizational/unit downsizing relocation or reorganization
8f. Leadership and Management (Quality/Capacity of Management): Quality/capacity of management/leadership decisions; management styles; accountability and transparency; priority setting and/or funding
8g. Abuse of Authority/Positional Power: Improper use of a position of influence, power or authority against subordinates
8h. Other

9. Values, Ethics and Standards
9a. Core Values: Non adherence to core organizational values (integrity, professionalism, respect for diversity)
9b. Accountability and Transparency: Issues with taking personal ownership for responsibilities and deliverables/operating in compliance with organizational rules and regulations, secrecy
9c. Personal Conduct: Issues with fulfilling private obligations, respecting local laws and using the privileges and immunities of the organization
9d. Conflict of Interest: Appearing to benefit improperly or to have a third party benefit improperly from certain associations, relationships or financial interests (including honors, gifts or remuneration, favoritism to family or friends, outside employment/activities; business interests…)
9e. Use and Protection of Information: Using or divulging confidential information without proper authorization
9f. Other