

# TERMS AND CONDITIONS

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## Terms and Conditions for Delegates on Long Term Missions

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DANISH RED CROSS  
International Department &  
Human Resources Department

**RedCross.dk**

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## 1 INTRODUCTION

The "Terms and Conditions for Delegates on Long Term Missions" and the related appendices describe the conditions of employment for delegates deployed by Danish Red Cross (DRC) for missions of more than six months' duration; i.e. delegates deployed on bilateral missions as well as delegates deployed on missions for the International Federation of Red Cross and Red Crescent (IFRC) and the International Committee of the Red Cross (ICRC). Please note that some terms and conditions only apply to some delegates depending upon organisational affiliation.

The Terms and Conditions is part of the contract of employment entered under Danish Law by the delegate and DRC, hereunder the Employers and Salaried Employees Act. All questions related to the interpretation of the Terms and Conditions should be directed to the relevant Human Resources (HR) partner at DRC. Furthermore, delegates are obliged to follow the rules stipulated in the Code of Conduct (DRC and IFRC) and Rules of Conduct (ICRC).

It is the responsibility of delegates to familiarise themselves with the elements of the Terms and Conditions which apply to their contract. During the contractual period delegates are obliged to notify DRC HR in writing of any significant changes in personal circumstances that in any way may affect the entitlement to salary, allowances or reimbursements. Such changes include, but are not limited to, birth or adoption of a child, accompanying spouse taking on a paid job, and absence from the duty station for three months or more of accompanying family members for whom allowances are paid. Should the delegate neglect to notify DRC HR of such changes any overpayment will be deducted from the delegate's forthcoming salary payment. Wilful neglect of the duty to notify DRC HR of such changes will be considered as gross misconduct and will entitle DRC to terminate the employment contract.

Local conditions and circumstances may necessitate changes in agreed terms and conditions for the mission; for instance, changes in the security situation may not allow accompanying family or the delegate to stay at the duty station. Should the delegate disagree with such changes the delegate may choose to terminate the contract in accordance with the rules for termination of contract (see chapter 5.10).

For contact information please see appendix A.

All versions of Terms and Conditions and supporting documents can be found at the DRC intranet or obtained by request to the DRC HR department.

The present "Terms and Conditions for Delegates on Long Term Missions" take effect as of June 1, 2020 and are applicable to all contracts of employment and extensions of employment entered on or after June 1, 2020. For existing employment contracts, these terms and conditions are announced to become applicable from January 1, 2021.

## 2 REMUNERATION

The remuneration package for long term delegates is a combination of a basic salary and allowances of which some are generic, and some are determined by the delegate's family situation.

### 2.1 Basic salary

The basic salary is based on the salary scale of the Danish Ministry of Finance. The salary scale is regulated in accordance with the Danish State agreement on the regulation of salary.

To determine the level of basic salary, the position is analysed in terms of required experience, skills and competencies to fill the position. This process takes place prior to advertising the position. Based on the analysis the position is classified within a salary range.

Within the salary range of the position the delegate's grade for the position is determined based on the delegate's competencies and experience. The critical elements to consider while determining the delegate's salary level remain within the scope of the requirements for the position. DRC defines the different categories of delegates as follows:

<b>Categorisation</b>	<b>Minimum competencies required</b>
<b>Trainee</b>	Basic or theoretical knowledge
<b>Junior Delegate</b>	Some knowledge in a field and strong capacity for growth
<b>Technical Delegate</b>	Subject matter expertise in one or several technical fields
<b>Programme Delegate</b>	Generalist with broad and solid knowledge and proven capacity
<b>Manager</b>	Solid leadership and management expertise

The basic salary level of a delegate will be reviewed for new missions or if any of the elements determining the classification of a position changes significantly. Changes in basic salary will take effect when entering a new contract, extending an existing contract or in case of a major change in the job description.

Delegates seconded to the ICRC are aligned to the remuneration system of the ICRC. The ICRC remuneration system consists of three components (Base Salary, Tier and Cost of Living Allowance).

Based on classification information from the ICRC, the salary grade of the delegate is calculated by HR based on 1. Base salary, 2. Tier and 3. Cost of Living Allowance and converted to DKK from CHF. This is compared with the DRC salary scales for long terms delegates (regardless of deployment period) and rounded up to next salary level. In addition, an ICRC monthly allowance (based on the level of hardship at the duty station) is paid out directly by ICRC to the seconded delegate. Further information is available from the HR Partner.

Delegates may at any time ask DRC management for a review of the classification of their position.

## 2.2 DRC Allowance

Given the nature of the job as a delegate, it is not possible to define normal working hours in the form of a consistent number of hours and days over a given period. Working hours will vary according to changes in context and tasks. Therefore, the DRC allowance is considered a pre-payment for overtime that may be needed to fulfil the tasks of the position and for the delegate's availability at odd hours and weekends.

For delegate positions defined by DRC as a non-management position the allowance is 22 % of the basic salary.

Delegates seconded to ICRC also receive a 22% DRC allowance.

Delegates in trainee positions are not eligible to receive DRC allowance.

For delegate positions defined by DRC as a management position, the allowance is 32 % of the basic salary. The higher rate compensates for the added responsibility and need for availability defined in some management positions.

To qualify for the management allowance, the DRC International Director or the Head of International Programmes should approve that the position involves direct staff responsibility for delegates and local staff.

The direct staff responsibility should include not only supervision, but also budgetary authority and responsibility for headcount planning and recruitments, job descriptions, employee development conversations, appraisals, as well as handling employee warnings, dismissals and other staff-related issues.

Delegates can only qualify for management allowance if the position warrants it. If the operational context changes to such a degree that the delegate's position no longer qualifies for management allowance, the delegate will receive written notice from the immediate manager and HR according to the rules stipulated in the Danish Employers and Salaried Employees Act.

The DRC allowance does not generate pension allowance.

## 2.3 Spouse/partner allowance

The purpose of the spouse/partner allowance is to meet the additional costs of an accompanying spouse/partner with no or limited income. The allowance is payable at duty stations recognised as a family posting by the Red Cross and with a contract of a minimum of twelve months' duration. The spouse/partner must be living with the delegate at the duty station.

The rate of spouse allowance is DKK 2,850 per month. If the spouse/partner earns more than DKK 34,200 within a calendar year or the equivalent of DKK 2,850 per month after joining the delegate at the duty station, the delegate is not eligible for spouse allowance for the calendar year or month(s) in question.

If the spouse/partner is absent from the duty station for three consecutive months or more, the delegate is no longer eligible for the allowance for the calendar year in question, unless the absence is due to sickness or pregnancy and recommended by the DRC insurance company FALCK. It is the

duty of the delegate to inform DRC HR of such changes. Modifications in payment of salary will take place retroactively from the date of the change.

## 2.4 Children's allowance

The allowance is payable if all the below-mentioned conditions are met:

- Contract of minimum twelve months
- Duty stations recognised as a family duty station by the Red Cross
- Accompanying child/children, i.e. the child/children live with the delegate at the duty station
- Child younger than eighteen years

If a child is absent from the duty station for three consecutive months or more the delegate is no longer eligible to receive the allowance, unless the absence is due to security or illness as recommended by FALCK.

The rate is DKK 1,300 per child per month.

Accompanying children are defined as children of the delegate, children of the spouse/partner or adopted children.

The right to the allowance lapses if a delegate and his/her spouse/partner is simultaneously employed by DRC or if the spouse/partner is employed by any other organisation paying child allowance. The delegate is obliged to inform DRC if the spouse/partner is receiving child support from another organisation and/or to inform of any changes in the child/children's status that may affect the eligibility for the allowance. Reduction of the salary will take place retrospectively from the date of the change.

## 2.5 Dental compensation

DRC will upon the initial contract and each following year pay the amount of DKK 1,000 per child to cover dental expenses from the year the child turns 3 years old until the year the child turns 18 years old. This entitlement only applies to accompanying children and covers preventive dental care, dental treatments and damages as these are not covered under the health insurance by FALCK (except under the accident coverage). The compensation does not require submission of justification of dentist's invoices.

## 2.6 Pension

Delegates are entitled to a standard monthly pension contribution set at a fixed rate of 17.1 % of the basic salary. The pension will be transferred concurrently with the monthly salary payment.

Delegates *with* a Danish Civil Registration number (CPR No.) can either receive their pension contribution at a pension scheme with DRCs preferred pension company PFA or with a recognised annuity pension scheme elsewhere.

Delegates *without* a Danish Civil Registration number (CPR No.) can either receive their pension contribution (1) at a pension scheme with DRCs preferred pension company PFA, (2) at a recognised annuity pension scheme elsewhere, or (3) transferred to their account. If the delegate chooses the

latter option (no. 3), the pension contribution will be taxable as part of the monthly salary payment, and it is the responsibility of the delegate to allocate the pension allowance to the intended purpose.

Delegates who have reached the Danish retirement age may also choose to have the pension contribution transferred to their account. In that case, the pension contribution will be taxable as part of the monthly salary.

Delegates who choose not to enter a pension scheme with DRCs preferred pension company PFA, are required to sign a waiver of entitlements under the PFA pension plan, as there are additional insurance coverages included in the PFA pension scheme in case of significant loss of working capacity, critical illness or death. For further information on the additional insurances under the PFA pension scheme, please contact HR.

Should the delegate wish to make an additional contribution to the pension payment, an agreement can be made with DRC Salary Office regarding a regular monthly payment which will be deducted from the salary.

If you already have a pension scheme with PFA and need advice on pension issues, please contact the DRC pension advisor Aon (see appendix A for contact information).

To open a new pension scheme with PFA, please contact the DRC Salary Office (see appendix for contact information) who will assist you with the practicalities.

## 2.7 Payment of salary

The salary is transferred to the delegate's bank account on the last Danish banking day of the month.

The cost of transfer of salary to a bank outside Denmark will be deducted from the delegate's salary. DRC cannot guarantee the date of arrival of the transfer to foreign bank accounts.

## 2.8 Taxation

DRC submits employment and income information for all delegates to the tax authorities in Denmark.

Delegates are personally responsible for clarifying their taxable status and obligations in Denmark as well as other countries than Denmark directly with the local tax authorities. DRC bears no responsibility regarding the delegate's tax status and tax liabilities regardless of location.

Neither does DRC undertake any responsibility in relation to fiscal consequences of changes in, interruption or termination of the employment contract.

Danish nationals and foreign residents in Denmark, who are on mission abroad for a period exceeding 6 months, may apply for tax exemption from the Danish tax authorities. It is the delegate's own responsibility to apply for tax exemption if relevant.

## 2.9 Student internships

Student internship assignments must meet the requirements of both DRC and the university. DRC requires that the internship entails a specific and well-defined task in relation to programme planning,



monitoring, implementation or evaluation, where the input from a university student will improve the quality of the programme. The task must be undertaken in collaboration with DRC and/or partner staff and should entail an element of capacity-building for both the student and the DRC.

Student internships with DRC are unpaid.

However, DRC covers the following costs for the intern:

- Accommodation that is security approved by the immediate manager before departure
- Required vaccinations, medical check-ups for infectious and tropical diseases as well as health and travel insurance, provided that the intern is medically cleared by FALCK (section 3.3 – 3.5).
- Workspace with access to a computer and printer

If the assignment requires travel to the field (outside the duty station), all costs related to the assignment in the field will be covered by the programme.

All other costs are financed by the intern's own means. The intern is not entitled to receive per diem.

The intern can book the return flight tickets either via DRC's preferred travel agency or through other channels. Travels booked through DRC's preferred travel agency should be invoiced directly to the intern. If the intern books the return flight ticket through other channels, the itinerary should be forwarded to [drc.security@rodekors.dk](mailto:drc.security@rodekors.dk) for security approval and registration in the live travel tracking system.

The intern is bound by the same rules of conduct as delegates as listed in chapter 5. If the intern fails to comply with the rules of conduct, DRC may terminate the internship agreement with immediate effect.

## 2.10 Delegate in own country

For delegates employed in their country of residence, special conditions apply regarding the components of the remuneration package and certain sections of these Terms and Conditions for Delegates on Long Term Missions *will not be applicable* as part of the terms of employment with the DRC.

For details regarding the above, please refer to your contract of employment. If you have questions, please contact DRC HR.

# 3 WORKING CONDITIONS

## 3.1 Length of contract

For **bilateral delegates** the length of contract is from six months up to a maximum of three years following agreement with the relevant Operating National Society/ies (ONS), DRC management and the delegate. Likewise, the length of extension is based on the same considerations; the total contractual period should in principle not exceed five years.

For **multilateral delegates** on loan to IFRC and ICRC the length of contract is determined by the requesting organisation together with DRC. Contracts are extended when requested by the organisation and if in agreement with DRC's strategic priorities and financial means.

### 3.2 Accompanying family

It is possible for delegates to be accompanied by their families when the length of the assignment is minimum 12 months in the same country of mission and when conditions in the country of mission are appropriate for families. Family members include spouse/partner (also refer to chapter 2.3) and/or children (see definition in chapter 2.4).

Whether a duty station is suited for accompanying family is determined by the in-country lead agency, i.e. either ICRC, IFRC, or by DRC. The decision is based on the security situation as well as the availability of appropriate housing and schooling.

Job opportunities in the country of mission for accompanying spouses vary but are generally quite limited and DRC is not able to assist in this matter. Should a job possibility for the spouse become open at the same Red Cross delegation as the delegate's, it has to be a position where the spouse is not a subordinate to the delegate or vice versa. If a spouse would like to volunteer for the Red Cross, the opportunity to do so must be in agreement with the local Red Cross/Red Crescent society.

### 3.3 Physical health

The job of a delegate is demanding both physically and mentally due to the climate, security situation and high demands. Therefore, delegates must be **medically cleared** before deployment. To do so delegates must submit a certificate of health to the insurance company FALCK for clearance prior to being contracted. The same is required for all accompanying spouses/partners and children.

In some cases, when a delegate and any accompanying family members are assigned to high risk countries or countries rated low on the availability of medical services, or when the certificate of health submitted by the delegate or family member(s) give rise to further clarifications, a more extensive medical examination may be requested by FALCK or DRC. Expenses incurred by the delegate in connection with required medical examinations will be reimbursed by DRC.

Renewed or extended medical clearance might also be required in connection with the extension of employment contracts.

DRC reserves the right to discontinue the employment contract with the delegate if it is assessed that the physical or mental health of the delegate does not sustain a continued engagement in the country of deployment.

It is the delegate's responsibility to ensure that the vaccinations required for the mission are up to date before departure. All family members joining the delegate must be vaccinated as well. Vaccinations should as far as possible take place at the Department of Infectious Diseases at Rigshospitalet (Copenhagen University Hospital). The Department of Infectious Diseases will also provide medical prescriptions if required for your destination. For contact information see appendix A.

Non-Danish residents should make appointment for vaccinations to take place at the Department of Infectious Diseases in connection with their briefing. If a delegate does not come for briefing in

Copenhagen prior to deployment, the delegate must arrange for vaccinations and any prescription medicine at the place of departure.

Expenses for vaccinations and prescription medicine – such as malaria prophylaxis - required for the delegate's destination are reimbursed by DRC.

Delegates coming to Copenhagen for briefing are provided with a basic medical kit containing over-the-counter medicine. Unused medicine must be returned at the debriefing at DRC and should never be left at the duty station.

In the event of need for immediate medical assistance while on mission, delegates and accompanying family members should - if possible - call FALCK Global Assistance's emergency centre prior to contacting doctors, hospitals and other medical professions. FALCK Global Assistance's emergency centre operates on a 24/7 basis. A card containing the contact information to FALCK Global Assistance is issued to the delegate and should always be carried. Contact information is also found in appendix A.

If a second opinion is needed regarding the medical advice given by local medical professionals regarding infectious or tropical diseases, the delegate and accompanying family members may contact the Department of Infectious Diseases at Rigshospitalet (Copenhagen University Hospital) by phone (for contact information see appendix A).

In case of a medical evacuation during the mission the delegate must be medically cleared before being posted again.

Up to 3 months after the end of mission, delegates and accompanying family members can contact the Department of Infectious Diseases if they show symptoms of infectious or tropical disease, either by phone or by appointment. Delegates and accompanying family members can also request a medical examination for infectious disease at the Department of Infectious Diseases if they have been affected by illness during their mission. Delegates and accompanying family members who do not live in Denmark or come to Copenhagen for debriefing may have the medical examination for infectious disease done by their own medical practitioner, in which case DRC will cover the expenses.

During mission all covered medical expenses will be refunded through the insurance company. For further information on the insurance please see chapter 3.5.

### 3.4 Mental health

In case the delegate or accompanying family members are involved in an emergency or crisis during available 24/7 to provide support to delegates (see appendix A for contact information).

Delegates and family members exposed to stressful situations during the assignment are also encouraged to contact DRC's external psychologist for psychological support. Delegates are entitled to up to 5 hours of during mission dialogues with DRC's external psychologist

After the end of mission, delegates and accompanying family members will offered a psychological debriefing of 1.5 hours duration. A follow-up consultation may be arranged if needed. Non-Danish delegates can contact a psychologist of their own choice and the expenses will be refunded.

If more than two consultations with the psychologist are required, it must be approved by DRC HR upon request.

### 3.5 Insurance

Delegates are insured through the insurance broker Aon. The insurance covers the delegate for the entire mission, except for periods of unpaid leave.

The insurance covers luggage, sickness and repatriation, catastrophe, accidents, robbery and assault, disablement, life insurance, household removal and private liability. A detailed description of the insurance terms and conditions may be found in the document: "Information to the Danish Red Cross Delegates concerning Insurance Coverage and Compensation during Assignment" that will be provided to delegates by DRC HR and available on the DRC intranet. In addition, delegates employed by DRC are covered by a professional liability insurance.

Delegates living in furnished housing who have bought additional household affects that are not the property of the Red Cross will need to insure those affects themselves. Additional insurance coverage may be individually agreed with Aon at the delegate's own expense.

Insurance claims must be reported directly to Aon or FALCK (medical expenses, repatriation and baggage). Contact information can be found in appendix A or in the document "Information to the Danish Red Cross Delegates concerning Insurance Coverage and Compensation during Assignment" that is available at the DRC intranet or from DRC HR.

### 3.6 Working hours

Regular working hours will typically correspond to the customary working hours in the country of mission.

Due to the nature of work overtime should be expected. Overtime cannot be converted to time off nor will DRC provide overtime payment as overtime is covered by the DRC allowance (see chapter 2.2).

### 3.7 Official travel

Delegates travelling for the DRC should follow the DRC Overseas Travel Procedure that outlines the procedure for travelling safely. The DRC Overseas Travel Procedure can be obtained from the DRC intranet or DRC HR.

All travels paid or refunded by DRC must be by the most economic route available and tickets should be booked via DRC's preferred travel agency to obtain special rates and low rebooking fees, unless local public transport is used. Travels booked through DRC's preferred travel agency are automatically registered in the live travel tracking system for security reasons. Itineraries for all travel by air or for travel by road, rail or sea crossing an international border should be forwarded to [drc.security@rodekors.dk](mailto:drc.security@rodekors.dk) if it is not booked through DRC's preferred travel agency.

For travel within Denmark, only the expense equivalent to the cheapest public transport will be reimbursed by the DRC. This also applies for training courses for delegates in between deployments. Participation in DRC social events for delegates are in general at the delegate's own expense.

DRC HR Support books the beginning and end-of-mission travel on behalf of the delegate, unless otherwise is specifically agreed with the delegate.

DRC covers a return ticket from the delegate's country of residence to the country of mission upon deployment. In some cases, briefing and debriefing of delegates residing outside Denmark may take place via a virtual meeting.

The delegate's travel expenses in relation to briefing and debriefing in Denmark will be covered by the delegate's project or programme. Expenses in connection with briefing and debriefing in Geneva will be reimbursed by IFRC/ICRC.

If a delegate for personal reasons wishes to change the routing or class of a ticket the immediate manager or DRC HR must approve the change. Any additional costs related to the change will be paid by the delegate.

Any unused part of tickets paid by DRC must be returned to DRC for refund. In case of extension of the contract it is the responsibility of the delegate to make sure the ticket is changed in due time to reflect the new date of return. If it cannot be changed at the place of mission, DRC HR Support will change the ticket upon request.

For questions related to per diem during official travels please see chapter 4.1

### 3.8 Home leave

DRC wants to support delegates in maintaining relationships with family and friends while on mission.

Therefore, delegates and accompanying family members are entitled to home leave with reimbursed travel costs at the end of each full year of contract, provided that the contract continues for at least six months thereafter. The destination for the home leave is the place of origin of the delegate. However, the delegate may be allowed to travel to another destination when it is established that there are family ties to that place. The travel costs to the new place of home leave must not exceed the cost to the place of origin.

The number of days absent from the duty station while on home leave is deducted from the annual leave days. The entitlement to home leave cannot be converted to cash.

### 3.9 Annual leave and DRC Leave

Delegates are entitled to 2.08 annual leave days per month equal to five weeks of annual leave per year according to the Danish Holiday Act. In addition to the five weeks, delegates earn 10 annual DRC Leave days / two weeks corresponding to 0.84 days with every month of employment.

All planning of annual leave and DRC Leave should be agreed with the delegate's immediate manager.

The qualifying period is from September 1 to August 31 the following year. Both the Annual Leave and the DRC Leave days should be taken between September 1 and December 31 the following year, i.e., over a usage period of 16 months.

The annual leave days follow the regulations in the Danish Holiday Act. At the end of each vacation year, up to 5 unused annual leave days can be transferred to the following vacation year, if the delegate enters a written agreement about the transfer with the immediate manager. Alternatively, the up to 5 unused annual leave days will be paid out to the delegate.

DRC Leave days are not regulated by the Danish Holiday Act. DRC Leave Days accrued during the qualifying period that are unused by the end of the usage period on December 31 the following year will be forfeited.

Upon termination of contract, unused annual leave days will for Danish citizens with a Civil Registration number (CPR number) be transferred to 'FerieKonto'. For delegates without a Danish Civil Registration number, unused annual leave days will be paid to the delegate at the end of the employment contract.

For long-term delegates, unused DRC Leave days will be lost at the end of the employment contract.

Further information on the annual leave entitlement can be found in the procedures on administration of annual leave which is available on the DRC intranet or by request to the DRC HR.

### 3.10 Public holidays

DRC delegates are entitled to a maximum of 11 public holidays per calendar year.

**Multilateral delegates** will follow the public holidays as decided upon by the delegation in the country of mission. If the amount of days exceeds a total of 11 days per calendar year the remaining days taken must be deducted from the delegate's annual leave account.

For **bilateral delegates** the Head of Region (HoR) decides which public holidays are adhered to in the country of mission. If the in-country number of public holidays exceeds 11 days some public holidays will be considered as working days. If the office is closed the delegate will be asked to work from home.

### 3.11 Rest and relaxation

Rest and Relaxation (R&R) is a measure put in place for delegates working for an extended period in hazardous duty stations where a security crisis or a disaster situation is ongoing. Delegates working under such conditions can be authorised as compensation to take "Rest and Relaxation" (R&R), which are days off away from the duty station in a designated place paid by the Red Cross.

DRC's Security Board will undertake quarterly reviews to update the list of duty stations and frequency of R&R based on recommendations from the Head of Region (HoR) and guidelines from ICRC or IFRC as applicable:

- **Destination:** The delegate may choose the destination of the R&R subject to approval by the line manager.
- **Duration:** (1 day of travel out - 5 days of rest- 1 day of return travel). In countries where DRC is working under ICRC security set up, R&R sequences can vary following the ICRC applied practice at the duty station.
- **Payment:** Maximum entitlement is DKK 11,000 subject to submission of travel claim for transport, hotel, visa and per diem as applicable.
- **Official travel:** Most official travel out of duty station will replace the R&R. However, intensive trainings and support to other duty stations and regions are exempted.
- **Extension of R&R:** R&R can be extended with max 5 annual leave days.
- **A leave or official absence** of minimum 5 working days out of duty station will automatically replace the R&R (e.g. capacity development, regional meetings).

For more detailed guidelines for R&R, see appendix B.

DRC Security Board decides from case to case whether an R&R entitlement at a given duty station will apply for **bilateral delegates**. In duty stations where neither IFRC nor ICRC is present, DRC may decide to implement R&R if the in-country situation warrants it. In each case the length, place, frequency and expenses will be determined by DRC Security Board.

For **multilateral delegates** the rules for R&R in the country of mission in question are laid down by the ICRC or IFRC headquarters in Geneva; i.e. the number of days off, the frequency of R&R as well as the level of expenses refunded. Annual leave days may if possible be taken in connection with R&R

R&R is considered official travel and as such follows the rules for per diem for official travel (see chapter 4.1).

### 3.12 Compassionate leave

In the case of serious illness or death of a close relative, i.e. spouse/partner, children, siblings or parents, the delegate can take compassionate leave. The delegate may avail up to 7 calendar days plus travel days not charged to annual leave. Should the compassionate leave extend beyond seven calendar days plus travel days, the remaining days will be deducted from the delegate's annual leave.

Compassionate leave can only be taken once in relation to a close relative's serious illness or death.

Return flight tickets for the delegate and accompanying family members will be reimbursed by DRC upon request.

### 3.13 Maternity and paternity leave

Delegates are required to notify their immediate manager and DRC of pregnancy or intended adoption no later than three months before expected delivery or date the adopted child is expected to join the delegate's household. In terms of pregnancy, the delegate should well in advance contact FALCK to agree on the place of delivery.

Female delegates are entitled to 6 weeks' paid leave prior to giving birth and 14 weeks' paid leave after giving birth within the contractual period.

Male delegates are entitled to a total of 4 weeks of paid leave after the birth within the contractual period.

Delegates are entitled to unpaid parents' leave in connection with the maternity or paternity. In total a female delegate is entitled to 6+14+32 weeks of leave, of which 6+14 are with full pay. A male delegate is entitled to 4+32 weeks leave, of which 4 weeks are with full pay. A delegate on unpaid leave may continue to reside in the housing provided by DRC, but DRC will only pay rent and utility expenses for the first month. Delegates seconded to ICRC/IFRC must follow the rules of the organisation regarding housing while on unpaid leave.

Adopting parents have the same leave entitlement as listed above except for the 6 weeks paid leave before birth.

## 4 ENTITLEMENTS

### 4.1 Per Diem

**Bilateral and IFRC delegates** on official travel *outside the country of mission*, are entitled to per diem.

**Bilateral and IFRC delegates** on official travel *within the country of mission*, expenses for meals will be refunded upon submission of receipts. The maximum amount to be refunded per day is determined locally by the immediate manager.

While attending workshops or training courses organized as a residential workshop or a training course with full board, the delegate is not entitled to per diem. However, the delegate may claim reimbursement of additional authorized expenses directly related to the workshop or training.

If the delegate is obliged to stay in the home country, e.g. to prepare for the deployment or to apply for a visa, the delegate is not entitled to per diem.

For longer term and frequent missions outside the country of mission the delegate will - whenever possible - be accommodated in a furnished apartment, hotel apartment or together with in-country delegates where access to kitchen facilities are available. If accommodated in such a manner, the delegate will not be entitled to per diem.

However, if the delegate is required to travel frequently due to his role as stipulated in the job description, the delegate may receive a compensation for having to maintain several households. This is particularly relevant for regional delegates and delegates responsible for multiple countries. The delegate will receive a lump sum of DKK 1,500 per month, which will be paid together with the salary. In cases where the delegate does not complete a full month (e.g. either at the beginning or at the end of a contract) the amount will be prorated at the rate of DKK 50 per day.

**ICRC delegates** may receive per diem if eligible according to ICRC rules and policies.

In general, the reimbursement of per diem will be done by the DRC Salary Office with the rates determined by The Danish Customs and Tax Administration. All meals provided by Red Cross or other official bodies must be deducted from the per diem claim. If per diem for some reason is being paid locally, the delegate is obliged to inform DRC Salary Office immediately.

### 4.2 Baggage allowance

Delegates on long term missions who are not entitled to removal of household goods (see chapter 4.5) – as well as each accompanying family member - are entitled to a personal, total baggage allowance of 80 kg per person on their deployment and end of mission return journey.

If a baggage allowance of 80 kg is not included in the flight ticket, the delegate and each accompanying family member is entitled to either ship extra baggage in advance as unaccompanied baggage or to travel with extra checked baggage. The delegate is responsible for obtaining quotations and choosing the least expensive option. DRC will reimburse the costs.

Expenses for baggage of more than 80 kg in total per person is at the delegate's own expense.



#### 4.3 Laundry

Laundry is in general at the delegate's own expense.

However, delegates who *do not* receive per diem and who are on several days of official travel within their country of assignment are entitled to reimbursement of laundry expenses from DRC.

#### 4.4 Accommodation and transportation

Accommodation while on mission is made available by the Red Cross to the delegate and any accompanying family free of cost to the delegate. The type of accommodation depends on the internal rules of the organisation that the delegate is deployed/seconded to as well as the situation in the country of mission.

**Bilateral delegates** deployed for less than two years will be accommodated in furnished and sometimes shared housing. **Bilateral delegates** contracted *for two or more years* have the option of being accommodated in unfurnished housing when the situation in the country of mission allows it. The cost of rent must be approved by the DRC Head of International Department.

Delegates with accompanying family members will be accommodated in separate housing.

DRC pays utility expenses within the budget decided by the country or regional manager. DRC pays for electricity, water, gas, sanitation, mobile telephony for the delegate, internet and work-related driving.

DRC does *not* cover expenses for e.g. satellite TV, driver or driving for private purposes, housekeeping, childcare, gardening and cleaning. However, cleaning may be covered for some delegates who live in shared guest apartments.

In general, a car is not made available to the delegate during the mission unless it is deemed necessary for operational or security reasons (work-related driving). The delegates are themselves responsible for transport to and from their regular workplace. For further information on vehicle usage, pls. refer to the regulations in the Danish Red Cross Vehicle Usage Policy that can be obtained from the DRC intranet or DRC HR.

Regarding residential security expenses, please see chapter 5.6.

Where housing is not readily available for the delegate and accompanying family upon arrival, temporary accommodation will be arranged free of cost to the delegate.

**Delegates seconded to ICRC and IFRC** will be accommodated in furnished and sometimes shared housing.

**Delegates deployed as Staff on Loan (SOL)** to IFRC in Geneva will be provided with furnished accommodation. Delegates deployed as SOL to ICRC in Geneva or to ICRC/IFRC in New York or Brussels will receive a monthly accommodation allowance.

Delegates deployed as SOL must cover all utility expenses themselves.

#### 4.5 Removal

**Bilateral delegates** on a contract of 2 years or more being accommodated in unfurnished housing are entitled to removal of household goods from the country of residence to the country of mission and vice versa at the end of mission.

The delegate may choose between a 20-foot container or airfreight of 2 m<sup>3</sup> per adult and 1 m<sup>3</sup> per child. The entitlement includes collection of the household goods at the home address of the delegate. It is the responsibility of the delegate to present three quotations of which DRC HR will choose the cheapest. The removal entitlement cannot be converted to cash.

If the delegate chooses to terminate his/her contract before the end of the two-year's period, he/she will have to bear the costs related to the return shipment of his/her household goods to the home country or elsewhere.

#### 4.6 School fees

DRC reimburses against documentation school fees for children from 3 years up to and including the end of the school year in which the child turns 18 years.

Only expenses for actual school attendance up to and including the completion of a Danish upper secondary school, entrance examination or equivalent preparation for further higher education are eligible for reimbursement. Fees for kindergarten, vocational education, folk high school attendance or other education will not be refunded.

When attending normal school in the country of mission or neighboring countries, entry fee and tuition fees are reimbursed. Fees for transportation, meals, school uniforms, schoolbooks etc. are not reimbursed by the DRC.

However, if the child attends a boarding school, the expenses for room and boarding are also reimbursed for up to a total including entry and tuition fees of DKK 120,000 per year per child.

DRC will annually refund school fees and school expenses up to a maximum of DKK 240,000 for **all** accompanying school-going children in the country of mission or a neighbouring country. The maximum reimbursement for one child is DKK 120,000 per year.

For further details, please refer to 'Procedure for School Fee Payment' available on the DRC intranet or from the DRC Salary Office.

#### 4.7 Language allowance

DRC wishes to encourage delegates to learn the local language of the country of mission. A language allowance is therefore made available to the delegate for language lessons before deployment or while on mission. DRC will refund up to DKK 5,000 per year for language lessons. For refund, receipts must be submitted to DRC HR. DRC does not refund loss of earnings due to language lessons prior to deployment.

## 5 CONTRACTUAL OBLIGATIONS

### 5.1 Legal status

Red Cross delegates and accompanying family members are bound by international and national law in the country of mission as well as internal Red Cross rules and regulations while on mission for DRC. It is the responsibility of the delegate to ensure that he or she and any accompanying family members are fully informed of the rules and rights that apply to the Red Cross in the country of mission and that they are strictly adhered to. Failure to do so may lead to violation of these and might ultimately lead to termination of the delegate's employment contract or a legal action against the delegate or accompanying family members.

If a delegate or any family member advertently violates any international or national law the Red Cross cannot offer legal assistance in any legal action taken against the delegate or any family member.

### 5.2 Legal powers in contractual matters

The delegate may not enter into binding legal agreements on behalf of DRC, the programme or the project unless the power of decision for this is stated in the terms of reference or job description or by another written authorisation from DRC, IFRC or ICRC.

### 5.3 Confidentiality

It is the obligation of the delegate to keep confidential any information acquired in pursuance of his/her professional or official capacity, or which by statute or other applicable provision has been designated as confidential, or which is classified in other ways, or the disclosure of which would cause significant damage to public or private interests. The duty of confidentiality continues to apply after the termination of the employment contract.

### 5.4 Obligation to return material

Return of case files, documents, books and other official material including software, PC, mobile etc., which the delegate may have received during the mission, shall take place according to agreement with DRC or the organisation responsible for the programme or project.

### 5.5 Code/Rules of Conduct

Delegates and accompanying family members from the age of 18 years must sign the Red Cross Code of Conduct before employment. Bilateral delegates sign the DRC Code of Conduct. Delegates seconded to IFRC or ICRC will sign the IFRC Code of Conduct or the ICRC Rules of Conduct. The Code/Rules of Conduct is an integral part of the employment contract and both the delegate and accompanying family members are obliged to familiarize themselves with the content and are bound to follow the code. Failure to follow the code by the delegate or accompanying family members may lead to termination of the delegate's contract.

In accordance with the Code/Rules of Conduct no form of gifts or goods may be given or received if such transactions can be mistaken for illegal or corrupt conduct.

## 5.6 Security

Delegates and any accompanying family members must be knowledgeable about the security set-up for the country of mission. It is the responsibility of the immediate manager to brief the delegate about the security regulations at the duty station and to ensure that the delegate and accompanying family members are included in the local security management set-up. Furthermore, it is the responsibility of the delegate that he/she and family members are kept abreast of the current security situation and that all parties adhere to the local security regulations.

Serious breaches of the security guidelines by the delegate or any accompanying family members will be considered as gross misconduct and may lead to the termination of the delegate's employment contract.

Delegates as well as any accompanying family members who during a leave visit countries that DRC have identified as high or extreme risk, are likewise required to stay informed about and adhere to the security guidelines for the country in question. Failure to adhere to the local security regulations during periods of leave will lead to forfeiture of the delegate's and accompanying family members' insurance coverage with the DRC.

As an additional safety precaution, Danish nationals are advised to register at 'Danskerlisten' (list of Danes abroad) with the Ministry of Foreign Affairs of Denmark. Other nationals are advised to register at their own embassy, consulate or other present authorities in the country of mission and keep them informed of the duration of the mission. Danish nationals who are registered will in a crisis be included in the evacuation plan of the Danish Embassy in the given country. However, the delegate is obliged to follow the instructions given by the Red Cross in case of a possible evacuation.

DRC pays the expenses of the employment of a security guard in places of mission where this is recommended as well as any other required enhancements of the accommodation for security reasons.

In case of serious safety or security issues, delegates are requested to call the DRC 24-hour, 365 days-a-year emergency hotline: + 45 35 29 95 90.

The emergency hotline will be answered by a member of the DRC Security Board.

Typical reasons to call might include:

- Serious injuries to one or more DRC staff
- Attack on DRC premises
- Death of a staff member
- Suspected abduction or missing staff member
- Serious and/or imminent threat to staff safety
- Arrest or detention of one or more DRC staff

Delegates are advised to store the emergency hotline number on their mobile phone.

## 5.7 Conflict of interest

To avoid any conflict of interest a delegate may not enter into any other employment or pursue private business interests during the contract period without prior written consent from DRC HR. In addition, any official written documentation concerning the Red Cross must be approved by the immediate manager or other authorized person before being shared with the public.

## 5.8 Private visits at the duty station

When circumstances permit, the delegate may receive private visits by family and friends, provided that the immediate manager has approved the visit and that the visit does not entail additional costs or inconvenience for the Red Cross. Visitors should only take up the off-duty time of the delegate, and visitors are not permitted to take part in any Red Cross activities.

It is the responsibility of the delegate to ensure that all visitors adhere to the national laws as well as the Red Cross rules and regulations of the country of mission, and that all visitors familiarize themselves with and follow the security regulations of the Red Cross.

## 5.9 Time registration

It is mandatory for all delegates except those seconded to ICRC or IFRC to track their time and absence in the DRC time registration system. For further information please see the Delegate Time Registration Guide at the DRC intranet.

## 5.10 Termination of contract

The first 3 months of the employment are an agreed probationary period. During this period, either party may terminate the employment with 14 days' notice.

Following the expiration of the probationary period, the contract between DRC and a delegate may be terminated by either of the parties after prior written notice has been given in accordance with the rules mentioned below:

Termination on the part of the delegate is, following the expiry of the probationary period, subject to one month's written notice submitted to the immediate manager and DRC HR at the end of the month; i.e. notice must be given no later than the last day of the month to terminate the contract on the last day of the following month. When notice is given earlier during the month the contract will still be terminated at the last day of the following month.

If the delegate chooses to terminate his/her contract before the end of the contract period, he/she is liable to reimburse any outstanding amount and be deducted for prorated advance payments made for school fees, and other expenses.

Termination on the part of the DRC, following the probationary period, is subject to a written notice submitted to the delegate at the end of the month. The number of months given as notice is determined the length of continuous employment of the delegate.

Notice given when the delegate has been employed

- less than 5 months = 1 month's notice
- less than 2 years and 9 months = 3 months' notice
- less than 5 years and 8 months = 4 months' notice
- less than 8 years and 7 months = 5 months' notice
- more than 8 years and 7 months = 6 months' notice

## 6 APPENDIX A: CONTACT INFORMATION

Security emergency hotline (DRC):	+45 35 29 95 90 24-hour, 365 days-a-year For serious safety and security issues only
Vaccinations and infectious or tropical diseases:	Rigshospitalet (Copenhagen University Hospital) Department of Infectious Diseases Stairway 86, 2nd floor Esther Møllers Vej 6, DK - 2100 Copenhagen Ø Phone: +45 29 35 50 15 E-mail: <a href="mailto:epiamb.rigshospitalet@regionh.dk">epiamb.rigshospitalet@regionh.dk</a>  Emergency contact: Marie Helleberg (Medical Doctor) Phone: +45 40 47 37 76 E-mail: <a href="mailto:marie.helleberg@regionh.dk">marie.helleberg@regionh.dk</a>
Psychological assistance:	Dansk Krisekorps (Danish Crisis Counselling) Emergency psychological assistance: +45 70 22 76 10 open 24/7/365 Normal hours: + 45 70 22 76 12 (9 a.m. – 3 p.m. CET) E-mail: <a href="mailto:info@danskkrisekorps.dk">info@danskkrisekorps.dk</a>
Medical, repatriation & baggage:	FALCK Global Assistance Sydhavnsgade 18 DK – 2450 Copenhagen SV 24/7 emergency centre: +45 70 25 50 22 E-mail: <a href="mailto:rodekors.fga@falck.com">rodekors.fga@falck.com</a> Policy number: <a href="https://www.falckglobalaware.com/policy/95.958.15057">95.958.15057</a>  Claim form can be downloaded from: <a href="http://www.falckglobalaware.com">www.falckglobalaware.com</a> Username: DRC Password: DanishRedCross
Other insurance claims & pension:	Aon Denmark A/S Strandgade 4C DK – 1401 Copenhagen K Phone: +45 32 69 70 00 E-mail: <a href="mailto:pension@aon.dk">pension@aon.dk</a> / for claims <a href="mailto:anne.sofie.demuth11@aon.dk">anne.sofie.demuth11@aon.dk</a>
Travel agency:	UNITAS travel agency E-mail: <a href="mailto:travelteam.dk@unitas.dk">travelteam.dk@unitas.dk</a> Phone: +45 87 23 12 30

HR-partner (DRC):

Christel Arendt Stoltze  
E-mail: [chast@rodekors.dk](mailto:chast@rodekors.dk)  
Phone: +45 35 25 93 48

Salary office (DRC):

E-mail: [delegat.salary@rodekors.dk](mailto:delegat.salary@rodekors.dk)

Press hotline (DRC):

Phone: +45 35 29 96 99  
24-hour, 365 days-a-year

## 7 APPENDIX B: GUIDELINES FOR REST AND RELAXATION (R&R)

### 7.1 Definition

R&R is a measure put in place to facilitate rest and relaxation of delegates who are working for an extended period of time in hazardous duty stations where a security crisis or a disaster is ongoing. The working environment is considered inadequate and delegates are subject to hardship and relative deprivation. The status of a location as a R&R duty station is not static and may change when the prevailing situation improves.

### 7.2 Scope

The R&R Guidelines are applicable to bilateral delegates with a contract of at least 3 months' duration. R&R cannot be taken before the delegate has spent the first 6 weeks of mission at the duty station. Subsequently, the delegate should return from the last R&R latest 4 weeks before the mission ends.

R&R cannot be accumulated or taken as cash in lieu, without the actual travel taking place.

### 7.3 List of duty stations where R&R is applicable

Subject to a quarterly review by the Security Board, the list of duty stations and frequency of R&R is updated.

### 7.4 Frequency

DRC's Security Board will determine in which duty station R&R is applicable and the frequency of the R&R based on recommendations from the HoR and guidelines from ICRC or IFRC as applicable

### 7.5 Duration

1 day of travel out - 5 days of rest- 1 day of return travel (all days are calendar days, weekends and holidays included). A different set up may be applied to particular duty stations as deemed fit by the Security Board.

### 7.6 R&R Destination

As the best way to obtain rest and relaxation differs from one individual to the other, a flexible approach is offered to allow the delegate to choose the destination for the R&R as best fitted to his/her needs:

The choice of the actual destination is, however, subject to prevailing security restrictions/guidelines and approval by the HoR. The delegate is requested to inform the HoR of his/her whereabouts during the R&R.



## 7.7 Costs covered by DRC

The maximum amount of entitlement for each R&R covered by DRC is DKK 11,000.

The following documented actual expenses incurred in connection with the R&R are covered by DRC:

- Travel to R&R destination: The mode of transportation will be the most economic and directly available from the duty station to the final R&R destination, including documented standard transport expenses from and to the airport.
- Visa costs: Documented visa costs to the R&R destination.
- Accommodation costs: Hotel room or accommodation (equivalent to 3 stars) will be reimbursed based on submission of hotel invoices up to a maximum of 6 nights.
- Per diem: Is paid for up to 7 days at the rate applicable at the R&R destination.

Expenses not listed above are not covered by the R&R.

## 7.8 Exercising R&R

In order to achieve its purpose, R&R must be taken timely. Delegates must take their R&R as due. However, should exigencies of services required by the HoR exceptionally not allow a delegate to take R&R as due, R&R must be taken no later than fifteen (15) days following the completion of the normal qualifying period. If the R&R is not applied within the fifteen days, the R&R will be forfeited.

## 7.9 R&R in conjunction with annual leave or other leaves

Delegates may extend their R&R by using their accrued annual leave or DRC Leave up to a maximum of 5 leave days subject to approval by the HoR and with due consideration to operational needs and constraints. The count toward the following R&R starts on the date of return to the duty station. Any cost incurred by the delegate in relation to the extension of the R&R is not covered.

Absence and leave of 5 working days or more taken outside the country of mission are considered as a break from the circumstances prevailing at the duty station. Therefore, R&R is replaced by any of the following leaves and the count toward the next R&R will be reset and starts upon return to the duty station:

- Annual leave
- Home leave
- Compassionate leave
- Maternity/paternity leave outside the duty station
- Extended sick leave/medical evacuation

## 7.10 Official travel and R&R

For official travel outside the country of mission to a location considered as a safer place, the following will apply regardless of whether the place of official travel is the home country of the delegate:

- Official travel, including travel days, of 7 calendar days or more and for purposes related to for example: Trainings, regional meetings, conferences, workshops etc., will replace the R&R and the count toward the next R&R starts upon return to the duty station.
- If the official travels last for less than 7 calendar days, the count for the next R&R remains uninterrupted with no impact on the R&R schedule.
- When the delegate is requested to travel out of his country of mission to provide technical support to other countries in the context of a cross regional or regional exchange, the count for the next R&R remains uninterrupted with no impact on the R&R schedule.

#### 7.11 Administrative procedure

Expenses related to R&R are charged to the project budget as travel expenses. While calculating the costs to be deducted from the maximum of DKK 11,000, the travel expenses should be deducted first. The remaining expenses (hotel, per diem and visa) will be settled against the travel claim based on documented actual costs. In case the remaining amount after deduction of travel expenses is substantial, the delegate may receive an advance payment equivalent to the remaining amount to be settled upon submission of the travel claim.