

LOCALLY ENGAGED STAFF SERVICES

The Locally Engaged Staff Services Bureau (ALD) provides strategic direction and the overall human resources (HR) regulatory and policy framework for the management of all locally engaged staff (more than 5,400) on behalf of DFATD, other partners and co-locators in Canada's Network abroad. Strategic oversight is provided to the Bureau through two key governance bodies: the LES Governance Committee and the LES Pension and Benefits Governance Committee. The Bureau's mandate is to provide a full range of HR services in partnership with Regional Service Centers and missions, including:

- Development and maintenance of the LES HR regulatory and policy framework;
- Advice, tools, training and guidance on human resources planning, classification, staffing and staff relations;
- Mission-specific compensation determination through international labour market analysis, development of terms and conditions of employment including salaries and local benefits;
- Development and administration of pension, insurance and social security requirements of LES globally;
- Administration and calculation of end-of-service entitlements, including severance benefits;
- Establishment of classification and competency standards for all LES positions;
- Direct intervention with missions in the event of geopolitical crises and natural disasters.

A key role of the Bureau is to develop capacity and improve knowledge broadly in LES HR management by creating and disseminating reference materials, guidelines and practical tools for use abroad. Training, another key aspect of the role, is delivered at all management levels, either directly and/or in partnership with the Canadian Foreign Service Institute.

LES Governance

Note: The Bureau provides program support, technical expertise and secretariat services to two committees:

The LES Governance Committee (LESGC), which focuses on LES HR policies, is a key instrument in the management of the global LES community. It also provides a formal link with missions' LES Management Consultative Boards through their Heads of Mission (HOM); this has proved to be an effective mechanism to share information and foster communication with LES on corporate and mission-specific issues.

The mandate of the LES Pension and Benefits Governance Committee (LESPBGC) is: to provide advice on matters affecting the LES Pension, Insurance and Social Security Program as a whole; to leverage expertise; and to provide a focal point for the development of management policies and strategic advice.

Key achievements during 2012-2013:

The Bureau:

- Chaired the Vacancy Management Committee with the aim of creating capacity within the LES network and mitigating Budget 2012's impacts on LES and the organization. More than 550 staffing actions were reviewed and decisions rendered on a weekly basis.
- Provided key support in relation to Budget 2012 and to the implementation of related DFATD and partner decisions. This included the elimination of 512 LES positions and the payment of related severance and pension amounts.
- Played a key role in the suspension of operations in Syria and the closure in Iran, by providing HR support to mission management and affected LES, including determination and payment of end-of-service entitlements.
- Established two new governance committees for the Pension, Insurance and Social Security Program (i.e. LESPBGC and the US Pension Investment Committee-USPIC). The program consists of more than 300 combinations of benefits formulae, an