

FIGURE 27 (continued)

	LEVEL A (NON-HARDSHIP)	LEVEL I	LEVEL II	LEVEL III	LEVEL IV	LEVEL V	NO LEVEL ASSIGNED**
	4 YEARS	3 YEARS	3 YEARS	2 YEARS	2 YEARS	2 YEARS	
	Vienna				Ramallah		
	Vienna OECD				San Salvador		
	Vienna PERM				Shanghai		
	Wellington				Tegucigalpa		
					Tehran		
					Yaoundé		
Total per Level	59	8	17	22	37	17	13*
Total missions in hardship locations:							100
Total missions in non-hardship locations:							60
Total missions in non-hardship locations and without a given hardship level:							73
Total Missions at March 31, 2009:							173

Black bold: mission opened in 2009-2010.

Red bold: mission closed summer 2009.

Black bold underlined: interim operation in 2009-2010.

*This total does not include the four interim operations listed.

** 21 missions have no Canada-based employees, including the missions indicated and Palo Alto in the United States.

According to the Department's *Foreign Service Guide*, the level A missions are classified as non hardship locations. A hardship level is attributed to the other missions using an increasing scale to establish a comparison with the conditions of life in Ottawa-Gatineau and those of each country considered difficult to varying degrees. The three areas analyzed are as follows: 1) the physical environment (for example, climate, air pollution and noise), 2) the local conditions (for example, transport, health safety, food, disease-related risks and medical facilities), and 3) personal security. Mission hardship levels are reviewed every three or four years to reflect changes in local conditions.

Here are some examples of missions whose hardship levels have changed in 2009-2010:

- Kyiv went from level IV to level III
- Belgrade went from level III to level II
- Johannesburg went from level II to level III
- Pretoria went from level II to level III

Assignment of a hardship level is linked to the arrival of Canada-based staff. While waiting for a detailed evaluation of local conditions, a provisional hardship level similar to that of neighbouring missions may be attributed to a interim operation or new mission in which there are Canada-based staff. One example is Doha. A permanent hardship level is normally attributed within a year.