



## HR POLICY AND OPERATIONS BUREAU

# 4. Locally Engaged Staff Division

### HR POLICY & OPERATIONS BUREAU

Overview

Human  
Resources  
Policy Division

Staffing &  
Classification  
Division

Locally  
Engaged  
Staff Division

Staff Relations  
Division

The management of Locally-Engaged Staff (LES) is governed by the LES Employment Regulations and the Locally-Engaged Staff's Terms and Conditions Regulations. The services provided by the **Locally Engaged Staff Division (HRL)** are delivered in accordance with this regulatory framework and any applicable departmental HR objectives and programs.

The division is divided into two sections. The sections are subdivided into two geographic portfolios (Americas and Europe; Asia, Africa and Middle-East) responsible for providing service to the missions of their respective geographic sector. The two sections are:

- **Human Resources Section**, which provides the following services:
  - staffing, classification, staff relations, pay and benefit determination.
- **Pensions and Insurance Section**, which provides the following services:
  - pension, social security, severance, insurance plan and workers' compensation provisions, development, determination and implementation; and
  - severance and pension entitlements.

In the following pages, we outline the service standards to which the Division has committed, under each service area.

The service areas include:

- **Classification;**
- **Staffing and Staff Relations;**
- **Pay and Benefits;**
- **Severance;**
- **Pensions (Pension Scheme for Employees of the Government of Canada locally engaged outside Canada); and**
- **Insurance/Pension Plans.**