**PAHO/WHO E-MANUAL POLICY CHANGE**

E-Manual Transmission Letter Number 21 - 02

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Related E-Manual Sub-Chapter: XIII.2 Fixed Assets  
PAHO Entity: ETH  
Business Owner: Philip MacMillan  
Policy Hyperlink: [XII.2.3a Asset Accountability](#)  
Effective Date: 10 December 2020

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**SPECIFIC CHANGE**

The two main changes for this policy are:

1. **All losses, thefts, or damage to property assigned to Organization personnel will now be reported to General Services Operations (GSO) instead of Investigations (INV).**
2. **When an asset or piece of equipment is lost or damaged due to simple negligence, the person concerned will be responsible for the payment of a flat amount to the Organization. However, that amount, similar to a deductible, is capped at $100 for a cellular telephone, $250 for a laptop computer, and $100 for all other items, or the residual value of the item, whichever is lower. Under the previous policy, the amount of reimbursement was the total cost of repair or the fair market value, whichever was lower.**