Throughout 2013, UNOG expanded and improved the 80 different administrative and other support functions provided to more than 60 United Nations entities in Geneva, Bonn, and Turin, and some 127 field offices in 90 countries. The manifold services range from financial, human resources and budgeting and programme management to information technology support, central support services and safety and security services.

As strong client orientation is a key performance criterion for UNOG, particular focus was placed on increasing the responsiveness to clients’ demands. To this end, UNOG strengthened and streamlined the means and ways in which it delivers and tracks provision of common services. Significant progress was made in modernizing services by leveraging technology, further enhancing the role of UNOG as a centre of excellence.

**DID YOU KNOW?**

**THE UNOG HUMAN RESOURCES MANAGEMENT SERVICE PROVIDES FULLY-INTEGRATED HUMAN RESOURCES SERVICES TO MORE THAN 4,500 STAFF MEMBERS WORKING IN GENEVA AND SOME 130 FIELD LOCATIONS WORLDWIDE.**

The graph below depicts the positive trend within UNOG towards employing more women. UNOG remains committed to further increasing the representation of women in all categories towards full gender equality.
CHAPTER III

In 2013, more than 10,346 participants enrolled in some 769 courses offered by the UNOG Staff Development and Learning Section, which supports staff in personal and career development. These initiatives are part of efforts by UNOG to support and engage staff at all levels across all areas of the Organization, and to promote a shared organizational culture and values in order to effectively deliver on the Organization's mandates.
SAVINGS THROUGH COMMON SERVICES

UNOG provides cost-effective, reliable and sustainable support services to its many clients within the United Nations Secretariat and related offices as well as to Geneva-based entities of the United Nations common system.

A key element in achieving this is a shared strategy and a common services approach. Presently, common services are provided by UNOG in facilities management, procurement, official travel and airfare negotiations, diplomatic privileges, United Nations documents, transportation and mail operations to more than 64 United Nations entities based in Geneva and other duty stations.

The experience, good practices, client orientation and efficiency of UNOG are shared with the other Geneva-based United Nations entities through these common service structures. In this context, UNOG, assisted by the Task Force on Common Services and various working groups, is promoting common service initiatives at the local level.

The Common Procurement Activities Group, the secretariat of which is managed by UNOG, has contributed greatly to the consolidation of procurement activities. This Group is leading efforts towards the simplification and harmonization of procurement practices. It seeks to build more effective, coherent and better-performing business practices and to lower the cost of commonly required goods and services for all its members through volume purchase agreements. “Delivering as One”, the Common Procurement Activities Group effectively collaborated on more than 20 procurement projects, saving an estimated US$ 30 million in 2012, including travel services and airline negotiations; electricity supplies; ICT (information and communication technology) goods and services; office supplies and paper; and other goods and services.

As a result of joint airline negotiations, UNOG has established 17 agreements with major air carriers or alliances. Efforts will be increased in 2014 to broaden the scope of common procurement.

UNOG is also committed to sustainable procurement, demonstrated by the inclusion of sustainability elements in statements of work and evaluation criteria which contribute to the move towards climate neutrality.

Major savings achieved by UNOG

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline tickets</td>
<td>CHF 16,552,042</td>
</tr>
<tr>
<td>Mail services</td>
<td>CHF 985,791</td>
</tr>
<tr>
<td>Courier services</td>
<td>CHF 1,141,485</td>
</tr>
<tr>
<td>Electricity</td>
<td>CHF 374,971</td>
</tr>
<tr>
<td>Laptop and desktop computers</td>
<td>CHF 1,230,762</td>
</tr>
<tr>
<td>Photocopier services</td>
<td>CHF 3,025,622</td>
</tr>
<tr>
<td>Toner and ink jet cartridges</td>
<td>CHF 362,807</td>
</tr>
<tr>
<td>Desktop printers</td>
<td>CHF 193,018</td>
</tr>
<tr>
<td>Novell licensing agreement</td>
<td>CHF 116,108</td>
</tr>
<tr>
<td>Document management services</td>
<td>CHF 359,592</td>
</tr>
<tr>
<td>Office supplies</td>
<td>CHF 239,585</td>
</tr>
</tbody>
</table>
CHAPTER III

EFFICIENT FINANCIAL MANAGEMENT

UNOG provides sound, effective and efficient financial management services, including accounting, monitoring and control of the programme budget and extrabudgetary resources, medical insurance, treasury and other support services to over 20 Geneva-based organizations and departments, together with entities located in Bonn and Turin.

The United Nations has adopted forward-looking, transparent, public accounting standards, the International Public Sector Accounting Standards (IPSAS). As the largest duty station outside United Nations Headquarters, with diverse and complex extrabudgetary operations, UNOG continues to contribute input to the preparation of the IPSAS project. As a member of the United Nations Steering Committee on International Public Sector Accounting Standards, UNOG has actively contributed to the preparation for IPSAS implementation. Locally, UNOG continues to play a leading role in providing guidance and coordination for the training, preparation and future implementation of IPSAS for all client offices and departments.

In preparation for the implementation of the Enterprise Resource Planning system at the United Nations Secretariat Offices at Geneva in 2015, UNOG continued to review some of its administrative processes and workflow procedures to identify ways of ensuring more effective financial management and more efficient business work processes and data cleaning. UNOG continued to conduct risk assessments, introducing mitigating actions or strengthening systems of control, and also ensured strict compliance with the financial rules and regulations and the financial policy of the United Nations.

COOPERATION WITH MEMBER STATES ON THE PRESERVATION OF HERITAGE

UNOG works, in close cooperation with Member States, towards the renovation of rooms and buildings of historical value. The Republic of Kazakhstan sponsored the full renovation of Conference Room XIV, completed in May 2013. An agreement was signed with Turkmenistan in March 2013 for the refurbishment of Conference Room I. Additionally, Qatar confirmed in May 2013 that it would undertake a multimillion dollar renovation of Conference Room XIX. A catalogue of potential renovation projects is available to assist interested contributors.

Along with conservation of heritage, optimizing office space allocation remains a major challenge, as the demand for space grows while real estate costs increase. The goal remains to provide adequate and appropriate space to meet all client requirements.

ENHANCING SERVICES THROUGH INFORMATION TECHNOLOGY

Expanded Wi-Fi coverage: Delegates, officials and visitors can now access the Internet from Pregny Gate, the UNOG Library, the main cafeteria, restaurant, bars, main halls and corridors and from the Staff Development and Learning Section rooms, even including the portion of the park in front of the UNOG Library and the cafeteria, thanks to the Wi-Fi coverage at UNOG.

Digital recording: Significantly upgraded in 2013, the digital recording of meetings has improved the security and usability of recordings. Additionally, meetings can now be recorded in up to six of the official languages simultaneously.

Videoconference capacities: Services were overhauled to make videoconferencing widely available and accessible at UNOG. This included making videoconference units available in every meeting room, implementing WebEx connectivity and live streaming for the Internet and making it possible to record all videoconferences.

Online system for compensation claims: A new compensation claims system was developed and delivered online for the submission of claims to the Compensation Claims Unit in the Division of Administration. This new system avoids the use of paper and improves the service by automating processes and reducing processing time.

Medical insurance Internet portal: A new medical insurance Internet portal has been developed to allow staff members find information about their status, the terms and conditions of the service, eligibility and reimbursements.
PREPARING FOR AND MANAGING CRISIS

In 2013, UNOG worked to enhance its capability to protect its staff and assets in case of a crisis or serious disruption through the establishment of an effective crisis management structure and implementation of useful crisis response tools under the United Nations emergency management framework. In May of 2013, UNOG established a Crisis Management Team under the chairmanship of the Director-General. The Crisis Management Team is responsible for taking decisions and key actions during a crisis, and includes representatives from administrative and support functions of UNOG and representatives from all other Secretariat entities present in Geneva and UNHCR. The team met twice in 2013 and has endorsed a standard operating procedure for crisis management, which describes the roles and responsibilities of the Team members and details the crisis management activation procedure. The Team also conducted a simulation exercise in May, coordinated by external facilitators from New York, which tested the Team’s ability to take decisions under pressure during a crisis. The Crisis Management Team has been equipped with the necessary crisis response tools, including procedures to follow in case of a serious disruption, to ensure that critical functions can continue. UNOG is also supporting its main clients, ILO and UNHCR, in implementing robust crisis management structures and business continuity strategies, aligned with the Organizational Resilience Management System, to ensure an efficient response to any crisis event.

ENSURING SECURITY AND SAFETY

The security and safety of United Nations staff continues to be an essential component of programme delivery and the ability of the United Nations to fulfill its mission.

In his capacity as Designated Official for Switzerland, the Director-General is responsible for the security and safety of all staff and their dependents. To this end, the Director-General chairs the Security Management Group, which forms part of the three-tier security structure mandated by the General Assembly.

The UNOG Security and Safety Service provides around-the-clock security to United Nations staff and assets in Geneva, as well as technical support to United Nations organizations abroad. The Service is also responsible for the security of some United Nations conferences outside Geneva.

In 2013, the UNOG Security and Safety Service provided a total of 161 close protection operations to high-level visitors. In addition, special security and safety services were provided at the following events:

- **WORLD ECONOMIC FORUM, Davos, 2013**
- **HIGH-LEVEL SEGMENT OF THE ECONOMIC AND SOCIAL COUNCIL, July 2013**
- **TWENTY-THIRD AND TWENTY-FOURTH SESSIONS OF THE HUMAN RIGHTS COUNCIL, 2013**
- **COMMEMORATION OF WORLD HUMANITARIAN DAY AND TENTH COMMEMORATION OF THE CANAL HOTEL BOMBING, 19 AUGUST 2013**
- **OPENING CEREMONY OF THE GLOBAL PLATFORM FOR DISASTER RISK REDUCTION, INTERNATIONAL CONFERENCE CENTRE OF GENEVA, MAY 2013**
- **TALKS ON THE SYRIAN ARAB REPUBLIC AND THE ISLAMIC REPUBLIC OF IRAN AT THE PALAIS DES NATIONS, 2013**
SAMBA: ENFORCEMENT ON FOUR LEGS

On 31 October 2013, the DetEx K9-Specialized Unit received a new two-month-old canine recruit. This small Labrador Retriever, initially named “Samba du Bois-des-Chassagnes”, joined the UNOG team of detection dogs: Neo, Niki, Zana and Cherkhan.