Effective programme delivery depends on efficient management and administration. As an essential service provider to the United Nations family, UNOG enables the United Nations to achieve its substantive priorities. UNOG fills a critical role by providing administrative and other support services to 21 United Nations Secretariat departments and offices in Geneva, other locations including Bonn, Germany, and Turin, Italy, and associated field offices, as well as to 38 other entities of the United Nations common system located in Geneva. The services provided range from financial and human resources management, information technology support, central support services, budgeting and programme performance management, to safety and security.

In 2011 UNOG focused on improving client services and enhancing technology with a view to providing more efficient and effective common services in a broad range of areas of administration and support.

UNOG has also worked hard on expanding its role as a regional administrative support centre of excellence, developing strategic partnerships and outreach activities with client offices. The results of a client survey carried out by UNOG show that client entities recognize and appreciate an overall improvement in service delivery. Written feedback has been taken into account in further adapting service delivery to improve effectiveness and efficiency.

During the past year, the UNOG Division of Administration has focused on:

- Assisting the Under-Secretary-General for Management in coordinating and monitoring the implementation of management reform in Geneva.
- Enhancing client services and expanding the role of UNOG as a regional administrative support centre with a view to providing more efficient and effective common services in the areas of administration and support.
- Safeguarding and maintaining United Nations assets and properties in Geneva, in compliance with Headquarters minimum operating security standards and recognized best practices.
- Enhancing information technology with the aim of streamlining and improving the provision of administrative and other support services to all clients.
- Providing and strengthening the information and communications technology infrastructure, knowledge-sharing, information security and the network at UNOG in line with the global United Nations strategy.
- Ensuring business continuity of administrative support to other entities in Geneva in emergency cases.
COST-EFFECTIVE, RELIABLE AND SUSTAINABLE SUPPORT SERVICES

UNOG remains strongly committed to providing 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.

Presently, common services are provided by UNOG in the areas of procurement, official travel and airfare negotiations, diplomatic privileges, provision of United Nations documents, transportation and mail operations, to more than 64 United Nations entities based in Geneva and other duty stations.

In 2011, within the area of procurement, UNOG established 2,309 contracts worth over US$ 108 million for goods and services, adhering to the highest standards of transparency and competition while utilizing the “best value for money” principle.

Efforts towards simplification and harmonization are continuing. The Common Procurement Activities Group, the secretariat of which is managed by UNOG, “Delivering as one”, effectively collaborated on more than 15 procurement projects in 2011. Estimated savings amounted to over US$ 40 million, including travel services and airline negotiations; electricity supplies; information technology goods and services; and office supplies, paper and other goods and services.

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.

UNOG continues to explore all avenues conducive to more efficient use of available resources. As a result of negotiations undertaken with 30 major airlines, 13 agreements have been signed. Savings of approximately US$ 4.2 million were achieved through corporate fares with international organizations in Geneva, travel agency fares, creative ticketing and usage of low-cost carriers. UNOG avoided significant costs in other areas, as shown in the table below:

<table>
<thead>
<tr>
<th>Major savings achieved by UNOG</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail services</td>
<td>SwF 810 475</td>
</tr>
<tr>
<td>Courier services</td>
<td>SwF 375 000</td>
</tr>
<tr>
<td>Electricity</td>
<td>SwF 236 541</td>
</tr>
<tr>
<td>Laptop and desktop computers</td>
<td>SwF 907 797</td>
</tr>
<tr>
<td>Photocopiery services</td>
<td>SwF 1 940 333</td>
</tr>
<tr>
<td>Toner and ink-jet cartridges</td>
<td>SwF 168 000</td>
</tr>
<tr>
<td>Desktop printers</td>
<td>SwF 617 984</td>
</tr>
<tr>
<td>Document management and digital printing services</td>
<td>SwF 1 384 153</td>
</tr>
<tr>
<td>Field vehicles</td>
<td>US$ 281 017</td>
</tr>
<tr>
<td>Office supplies</td>
<td>€133 505</td>
</tr>
</tbody>
</table>
UNOG provides 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, as well as entities located in Bonn, Germany, and Turin, Italy.

As the largest duty station outside United Nations Headquarters, with diverse and complex extrabudgetary operations, and as a member of the United Nations Steering Committee on International Public Sector Accounting Standards (IPSAS), UNOG has actively taken part in the early stages of preparation for IPSAS implementation that will bring benefits to its services to the world community.

Efforts to improve the efficiency and quality of financial services continued in 2011. In preparation for the implementation of the enterprise resource planning system at the United Nations Secretariat offices in Geneva in 2013, UNOG continued to update some of its administrative processes, and undertook internal control procedures and data-cleaning.

In line with efforts for greater sustainability, UNOG undertook several initiatives to improve office automation and reduce the use of paper. These included the implementation of electronic books such as the UNOG Annual Report, web-based data visualizations such as the secretariat of the Basel Convention’s reporting system, and facilities to create online surveys quickly and easily and have clear real-time results, as well as new applications developed by the Information and Communications Technology Section (ICTS) to streamline administrative procedures and reduce the use of paper.
During 2011, UNOG reached out to several close entities with important information and communications technology (ICT) groups in order to harmonize practices, raise the collective maturity of ICT in the Geneva community and seek ways to deliver more with what is available. Efforts are expected to be formalized in early 2012, through the establishment of the Geneva ICT Board, chaired by the Director of the UNOG Division of Administration, with membership from the initial participating entities. Looking ahead, the Board will be establishing a programme of innovations to maximize the value of investment in ICT.

**INAUGURATION OF THE UNOG GENEVA TECHNOLOGY CENTRE**

In 2011, the Geneva Technology Centre, a state-of-the-art data centre, managed by ICTS, was inaugurated by the Director-General of UNOG. The Centre can host several thousand servers using virtualization techniques and meeting the highest international standards. In addition to compliance with electrical standards, uninterrupted power supply, air conditioning, security, fire detection and access control, the Centre’s related processes are ISO 27001 certified, ensuring an appropriate standard of confidentiality, integrity and availability of information.

**DEVELOPING THE WORKFORCE THROUGH CONTINUOUS LEARNING AND SUPPORT**

In order to support its most important resource, the staff, UNOG continues to work to deliver integrated, efficient, authoritative and client-oriented services in the areas of recruitment, staff administration, internal justice, learning and career development; staff welfare and medico-administrative services.

Business operations cover more than 4,100 staff in over 30 client departments/offices in Geneva, Bonn and Turin, and over 80 field locations.

During the past year, UNOG has also enhanced efficiency by introducing a number of e-tools which has resulted in a streamlining of administrative processing, for example for language proficiency examination registration, requests for Bern cards and education grants, and separation clearance procedures.

UNOG strives to foster a culture of continuous learning and high performance among a workforce consisting of 118 different nationalities. In 2011, nearly 700 learning and development activities were provided to more than 9,000 staff and participants from different United Nations entities and stakeholders in the Geneva international community.
CHAPTER IV

STAFF DEVELOPMENT AND LEARNING SECTION ACTIVITIES 2011

DID YOU KNOW?

In 2011...

9,330 PARTICIPANTS TOOK PART IN 660 WORKSHOPS OFFERED BY THE STAFF DEVELOPMENT AND LEARNING SECTION

3,008 PARTICIPANTS IN MANAGEMENT AND COMMUNICATION PROGRAMMES

2,645 STUDENTS IN LANGUAGE TRAINING

1,382 PARTICIPANTS IN INFORMATION TECHNOLOGY TRAINING

1,538 CANDIDATES IN INTERNATIONAL AND LOCAL RECRUITMENT EXAMS

251 PARTICIPANTS IN WORKSHOPS TO UPGRADE SUBSTANTIVE SKILLS

506 PARTICIPANTS IN A PRE-REirement SEMINAR

Through its Medical Services Section, UNOG provides a comprehensive set of medical administrative services and clinical functions, including health and wellness programmes for staff of all United Nations entities participating in its Joint Medical Service. The Section provides services for about 8,000 staff members based in Geneva, Bonn and Turin and for nearly 12,000 staff members in the field through a shared services platform.

PARTICIPATION IN THE HEALTH PROMOTION AND PREVENTION PROGRAMME 2011
The challenges of ensuring staff security have grown more numerous and complex. We continue modernizing our security operations, from infrastructure to threat analysis, training and protection.”

Secretary-General Ban Ki-moon of the United Nations at Memorial to Fallen Staff, New York (21 November 2011)

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

The security and safety of all United Nations staff members and their dependants in the country falls within the purview of the Director-General of UNOG, in his capacity as Designated Official for Switzerland. The Director-General chairs the Security Management Group which forms part of the three-tier security structure mandated by the General Assembly.

The work of UNOG in safety and security is multifaceted, as UNOG not only ensures the safety and security of staff and visitors to the Palais des Nations, but in the international arena as well.
To support the priorities of the Organization, the Security and Safety Service deployed close protection personnel in a number of hazardous missions, such as in the Democratic Republic of Congo, Egypt, Guinea, Libya and Tunisia (see Highlights section for further details). UNOG continued its planning, organizing and execution of security operations for a number of external conferences, including the UNCCD Committee for the Review of the Implementation of the Convention in Bonn, Germany, the UNFCCC Ad Hoc Working Group in Panama and the UNCCD Conference of the Parties in Changwon, Republic of Korea.

Effective training and professional development opportunities are key when it comes to enabling safety and security of staff. Throughout 2011, UNOG provided training opportunities to Geneva-based United Nations staff, as well as to staff from abroad, in the areas of first aid, firearms, close protection and self-defence.

**EFFECTIVE RESPONSE AND COOPERATION**

On 27 October 2011 a fire was detected in the garage of the World Intellectual Property Organization (WIPO). While the local fire brigade was alerted and on its way, WIPO security contacted the UNOG Safety and Security Service Control Centre. In a matter of minutes, fire-unit personnel were deployed on site where they coordinated the emergency response with the local firemen. The leadership of UNOG staff and the role they played in addressing the fire and coordinating the evacuation of the WIPO premises was an example of professionalism that was highly appreciated by the WIPO senior management. In the end, there were no injuries to personnel, and the fire was promptly contained, thus limiting material damage.