

**POLICY FOR REAL ESTATE MANAGEMENT AT
HEADQUARTERS**

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Headquarter Real Estate, Building and Administrative Services Policy

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A. PRINCIPLES**A.1. Scope**

A.1.1. The policies contained herein apply to the provision, management and coordination of headquarter real estate, building and administrative services that have been delegated under the responsibility of the Chief, Facilities and Administrative Services Branch (FASB).

A.2. Definitions

A.2.1. “Headquarter Real Estate Services” refers to the coordination with the Daily News Building Management of issues pertaining to rent, office space and office maintenance at the UNFPA headquarter building, located on floors 17-23 at 220 East 42nd Street in New York.

A.2.2. “Building Services” refers to the provision, management and coordination of conference facilities, office space management and building maintenance services at UNFPA headquarters in New York.

A.2.3. “Administrative Services” refers to the provision, management and coordination of mail, pouch and courier, headquarter travel, reprographic, office supplies, circular, headquarter, help desk and intranet services.

A.3. Delegation of Authority

A.3.1. The UNFPA Executive Director has delegated management and approval authority for the real estate, building and administrative services function to the Deputy Executive Director (External Relations, United Nations Affairs and Management), who has further delegated his/her authority to the Director of the Division for Management Services (DMS).

A.3.2. The Director DMS has delegated his/her authority to the Chief, FASB.

A.3.3. The Chief, FASB may further delegate real estate, building and administrative services authority to his/her staff to carry out real estate, building and administrative services tasks. However, the Chief, FASB remains responsible for compliance with all relevant financial regulations, rules, and real estate, building and administrative services procedures. For further detail on delegation of authority, refer to the “Roles and Responsibilities” sections of each chapter below.

A.3.4. The delegation of real estate, building and administrative services authority is granted on an individual basis. Each individual who has been delegated authority on real estate, building and administrative services is responsible for adhering to the policies described herein.

A.3.5. For each area of responsibility a focal point is designated. A list of FASB focal points is included in Annex A. In addition, a FASB focal point notice board is displayed on the 21st floor adjacent to office 2101B.

A.4. General Principles

A.4.1. Application of real estate, building and administrative services principles:

Those responsible for UNFPA real estate, building and administrative services are to be guided by the following principles:

- a. Ensure integrity and accuracy in the provision of all real estate, building and administrative services; and
- b. Promote the best interest of UNFPA regarding the efficiency and cost-effectiveness of real estate, building and administrative services.

A.4.2. Compliance with Financial Regulations and Rules and Other Instruments

All use of real estate, building and administrative services must strictly comply with UNFPA Financial Regulations and Rules, Procurement Policies and Procedures, and all relevant Administrative Policies and Procedures. As outlined, the delegation of real estate, building and administrative services authority is granted on an individual basis and requires delegated authorities to adhere to the relevant portions of the controlling legal instruments. In the case of any inconsistency or ambiguity between them, these instruments must be applied in the following order of priority:

- a. Article 100 of the [Charter of the United Nations](#);
- b.
 - i. [UNFPA Financial Regulations and Rules](#)
 - ii. [Staff Regulations and Rules of the United Nations](#); and
- c. The applicable policies and procedures.

B. HEADQUARTER OFFICE SUPPLIES

B.1. Definitions

- B.1.1. “Office supplies” are the expendable items which are used for official administrative purposes. They typically have a low per item cost, are easily portable, and have a low service lifetime as they are continually expended by staff members in the course of their daily tasks.
- B.1.2. “Stocked office supplies” are items of which a quantity is kept in stock as part of the inventory because they are continuously expended and need frequent replacement. Stocked office supplies are purchased under a UN-wide long term contract agreement and replenished on a regular basis. Examples include pens, stationery, toner cartridges and waste baskets.
- B.1.3. “Non-stocked office supplies” are items of which a quantity is not kept in stock as part of the inventory because they do not often need to be replaced. Examples include first aid kits, bulletin boards and other items not included under the UN-wide contract agreement.

B.2. Roles and Responsibilities

- B.2.1. The Chief, FASB has responsibility for ensuring that office supply management conforms to the policies and procedures described herein. Responsibilities related to the provision and procurement of office supplies, as well as the recording of all relevant data, may be delegated to an appropriate staff member, referred to here as the Office Supply Focal Point (“**OSFP**”; see Annex A).
- B.2.2. The OSFP is responsible for the procurement, distribution, and inventory management of office supplies at UNFPA Headquarters in New York. This includes, as appropriate:
- a. Verifying all requisitions;
 - b. Selecting the items to be obtained;
 - c. Selecting a supplier for the item;
 - d. Setting up an ordering system (and, where necessary, a bidding process) in accordance with the UNFPA Procurement Procedures;
 - e. Establishing a system for the receipt of office supplies, their inventory, and their distribution to the staff; and
 - f. Managing the inventory of office supplies.

- B.2.3. Each division or branch as appropriate is responsible for designating a focal point for office supplies who should regularly communicate with the OSFP.

B.3. Use of Office Supplies

- B.3.1. Office supplies are provided for staff to use for official UNFPA purposes only.
- B.3.2. Where substantial quantities of office supplies are misused or used for non-official purposes, the responsible staff member(s) will be required to reimburse the organization.

B.4. Procurement of Office Supplies

- B.4.1. The OSFP is responsible for ordering office supplies from the preferred supplier for New York Headquarters.
- B.4.2. Stocked items are ordered regularly on a monthly basis as part of a scheduled inventory process. Urgency permitting, non-stocked items are also included in these periodic orders.
- B.4.3. When planning an order, the OSFP takes account of the existing inventory, the regular rates of use for various types of office supplies, and any special upcoming events. Regular staff input is essential for the ordering system to effectively meet staff needs. The OSFP should maintain a file of the periodic and *ad hoc* requests for stocked office supplies made by each division, and should verify that the needs of each division are adequately being met.
- a. The designated focal point for office supplies in each division should regularly communicate with the OSFP regarding the use of office supplies in each division so that staff usage may be accurately estimated.
 - b. Special projects or events may require office supplies of a type or quantity significantly different from normal. Division heads are responsible for alerting the OSFP of such upcoming events well in advance.
- B.4.4. In exceptional cases, where unusual quantities of ordinary office supplies or exceptional items are being ordered, the OFSP will submit the request for review and approval to the Facilities Management Specialist, Headquarters.

B.5. Storage of Office Supplies

B.5.1. Office supplies are kept in a locked storage room. Access is limited to the OSFP and any other staff members who have been delegated the responsibility for receiving and distributing office supplies for the entire Headquarters office.

B.5.2. Office Supply Cabinets

- a. Each division should have a cabinet or drawer stocked with office supplies for the use of staff members in that division. This cabinet should be locked, and should contain a two- or three-week supply of the most commonly used items.
- b. The division head shall designate a focal point for this cabinet, who distributes items as necessary, monitors supply levels, and submits requisition lists to the OSFP to ensure that the cabinet is restocked at regular intervals.

B.6. Requests and Distribution of Stocked Office Supplies

B.6.1. Stocked office supplies are standard office supply items purchased under a UN-wide long term contract agreement and replenished on a regular basis.

B.6.2. Requests for stocked office supplies are made by submitting [FASB Help Desk](#) request and indicating the type and quantity of the items needed, the requesting division, and any special urgency where applicable.

B.6.3. When non-standard items or exceptionally large quantities are needed, and the request cannot be filled from the available stock in the office supply storeroom, the requested items will be specially ordered and charged to the requesting division.

B.6.4. Printer Cartridges/Toner

- a. Requests for printer cartridges or toner will be filled as soon as possible. The requesting party will be notified as soon as the new toner cartridge is available.

- b. New cartridges will not be released without receipt of the used (empty) cartridge. The requesting staff member is required to hand back the used cartridge when picking up the new cartridge from the office supply storeroom.

B.6.5. Requests for all other stocked office supplies are filled every Wednesday. A request must be submitted through the [FASB Help Desk](#) and received by 12:00 p.m. on Tuesday in order to be filled the following Wednesday. Any order placed after 12:00 p.m. on Tuesday will not be filled until the Wednesday of the following week.

B.6.6. The requesting party will be notified of the specific pick-up time when the order is received. As a general rule, office supply orders are ready for collection between the hours of 2:00 p.m. and 4:00 p.m. on Wednesday.

B.6.7. Staff members should arrive at the office supply storeroom at the time designated by the OSFP in order to receive the office supplies they requested. Orders that are not picked up at the designated time will not be available for pickup until the following Wednesday or another time that the OSFP designates.

B.6.8. For inventory purposes, staff members should provide written confirmation to the OSFP stating the type and quantity of items received.

B.6.9. For larger orders that require use of the office supply storeroom cart the requesting staff members are responsible for returning the cart to the storeroom within the shortest possible timeframe. This is due to the narrow time window for supply distribution and multiple cart requests at such times.

B.7. Requests for Non-Stocked Office Supplies

B.7.1. In those cases where stocked office supply items do not meet the requirements of an organizational unit a request for non-stocked office supply items needs to be submitted to the OSFP.

B.7.2. The request for non-stocked office supplies needs to be submitted through the [FASB Help Desk](#) accompanied by a duly completed and signed [Office Supplies Request Form](#), which can be found on the [FASB intranet](#).

B.7.3. Any exceptional request needs to be submitted to the Chief, FASB for approval prior to purchase.

B.8. Business Cards

- B.8.1. UNFPA business cards are generally issued to staff members of the professional staff categories or higher to represent the organization in the context of their assignments. Upon approval of the Chief, FASB business cards can also be issued to senior general service staff if required in their daily job performance. Requests for such exceptions need to be submitted to the Chief, FASB through the head of unit of the senior general service staff member. Under no circumstances are business cards issued to consultants or contractors.
- B.8.2. The first and last names of the staff member and classified functional title will appear on the business card, along with address, telephone, fax, email and the UNFPA web site address.
- B.8.3. Functional titles are determined by DHR and cannot be changed. Academic titles are not to be reflected on business cards. The highest achieved academic title can however be added to the signature in all official correspondences.
- B.8.4. The UNFPA Identity Style Guide provides samples and templates for one-sided and two-sided business cards. The printing and typesetting specifications outlined in the guide need to be strictly adhered to.
- B.8.5. Business Cards will be ordered through the OSFP. Business cards are to be ordered in the smallest quantity available from the local supplier, as they are likely to become obsolete when staff is transferred or a change of title becomes effective.
- B.8.6. Two language business cards (double sided) are normally limited to senior staff. When ordering double sided business cards, the information in both languages should be submitted to the OSFP. If translated words require accents and these cannot be reflected in the electronic submission, a hard copy with this information needs to be submitted.
- B.8.7. Business Card requests are to be submitted through the [FASB Help Desk](#), accompanied by the duly completed Business Cards Request form, which can be found on the FASB intranet. Business card requests for project funded staff need to include an Atlas COA. Once the request received, the requesting staff member will be required to confirm accuracy through signature to enable printing of business cards.

C. REPROGRAPHIC SERVICES

C.1. Definitions

C.1.1. “Reprographic services” are all services related to printing, copying and similar document production activities, including the maintenance of the related equipment.

C.2. Roles and Responsibilities

C.2.1. The Chief, FASB has responsibility for ensuring that reprographic services conform to the policies and procedures described herein. Responsibilities related to the provision of reprographic services may be delegated to an appropriate staff member, referred to here as the Reprographic Services Focal Point (“**RSFP**”; see Annex A).

C.2.2. The RSFP is responsible for reprographic services at UNFPA Headquarters in New York. This includes, as appropriate:

- a. Provision of copying services of documents containing a minimum of 50 pages and requiring a minimum of 25 copies;
- b. Provision of printing services of documents containing a minimum of 50 pages and requiring a minimum of 25 copies; and
- c. Maintenance of reprographic equipment, including shredding machines.

C.2.3. Quantities of less than 50 pages and a minimum of 25 copies should be handled directly by the office concerned.

C.3. Printing Services Procedure and Requirements

C.3.1. All printing and copying requests are to be submitted through the [FASB Help Desk](#) with an advance notice of at least 10 full working days.

C.3.2. Color documents are produced at additional cost. A COA therefore needs to be provided along with color printing/copying requests.

C.3.3. All originals to be used for copying are to be provided in good condition, preferably in electronic form and attached to the [FASB Help Desk](#) request.

C.3.4. Printing services are for official use only.

- C.3.5. Exceptional requests, such as items requiring exceptional sizes, special printing or paper types, are to be submitted through the [FASB Help Desk](#) and require prior approval by the Chief, FASB.

D. CIRCULAR SERVICES

D.1. Definitions

- D.1.1. “Circular Services” are services related to official written communication to staff relaying statutory, regulatory, general or instructive information.
- D.1.2. “Circulars” are electronic documents relaying statutory, regulatory, general or instructive information from UNFPA internal sources (“Internal Circulars”) or external sources (“External Circulars”).

D.2. Roles and Responsibilities

- D.2.1. The Chief, FASB has responsibility for ensuring that circular services conform to the policies and procedures described herein. Responsibilities related to the provision of circular services may be delegated to an appropriate staff member, referred to here as the Circular Services Focal Point (“CSFP”, see Annex A).
- D.2.2. The CSFP is responsible for electronic distribution services related to internal and external circulars to UNFPA staff worldwide. This includes, as appropriate:
- a. Distribution or facilitation of distribution of internal circulars;
 - b. Distribution or facilitation of distribution of external circulars;
 - c. Assignment of issuing numbers and dates to circulars;
 - d. Logging of circulars;
 - e. Uploading of circulars into DocuShare; and
 - f. Distribution of newsletters and information material, in those cases where it is not possible for organizational units to distribute these themselves.

D.3. Procedure for Issuing Internal Circulars

- D.3.1. Any officer with the authority to issue circulars must contact MIS in order to arrange for the creation of an electronic copy of their signature. This scanned signature will be used to sign circulars electronically. Only the officer with the authority to issue circulars can use the signature.
- D.3.2. The issuing organizational unit finalizes the circular using the [standard form for circulars](#) and inserts the digital facsimile signature into the electronic document. The use and custody of electronic copies of signatures should be strictly by owners.

D.3.3. The circular request is then submitted through the [FASB Help Desk](#) with an advance notice of at least 10 full working days. The circular request needs to include the following information:

- a. An electronic copy of the electronically signed circular in MS Word (.docx) format;
- b. Indicate whether the issuing organisational unit will electronically distribute the circular on its own, or whether the CSFP is requested to do so on behalf of the issuing organisational unit; and
- c. If the CSFP is to issue the circular, the intended recipients and a reply-to contact (name, phone number and email address) must be specified.

D.3.4. The CSFP will assign an issuing number and date to the circular, after which it will be logged and uploaded into [DocuShare](#).

D.3.5. If the issuing organizational unit has indicated that it will electronically distribute the circular on its own, the CSFP will send a link to the circular in [DocuShare](#) to the staff member submitting the request. It is then the responsibility of the organizational unit to send an issuing email to the intended recipients of the circular with a link to the document.

D.3.6. If the issuing organizational unit has requested the CSFP to electronically distribute the circular, an issuing email will be sent to the indicated recipients with a link to the circular in [DocuShare](#).

D.3.7. All internal circulars are deposited in an [archive in DocuShare](#). The archive directory lists the circulars in chronological order by date of issuance, and may be searched by keyword (such as title of the circular or issuing authority) for easy reference.

D.4. Procedure for Issuing External Circulars

D.4.1. External circulars received from the United Nations Secretariat will be distributed by the CSFP electronically. An email will be sent to all staff with the circular's title, number, and a link to the directory containing the circular on the United Nations website www.iseek.org.

D.5. Procedure for Issuing Information Material through FASB

D.5.1. Organisational units are encouraged to distribute their own newsletters and information material on their own in electronic format.

Alternatively, FASB can be requested to distribute these on behalf of the organization unit.

D.5.2. The request to issue newsletters or information material through FASB is submitted through the [FASB Help Desk](#) with an advance notice of at least 10 full working days. The request needs to include the following information:

- a. An electronic copy of the document; and
- b. The intended recipients.

D.5.3. The CSFP will then send an email to the intended recipients with a link to the electronic document.

D.6. Official Publications

D.6.1. The following types of documents are exempt from the above procedures, and will be distributed as hard copies:

- a. Official UNFPA publications; and
- b. Official publications from other agencies.

D.7. Exceptions

D.7.1. Organisational units requiring distribution in hard copy format of any documents falling into the categories of internal circular, external circular, newsletter or similar material must contact the FASB before proceeding. Such exceptions will only be considered in exceptional circumstances and are subject to the approval of the Chief, FASB.

E. SPACE MANAGEMENT SERVICES

E.1. Definitions

E.1.1. “Space Management Services” are services related to the management, coordination, and administration of headquarter office space.

E.2. Roles and Responsibilities

E.2.1. The Chief, FASB has responsibility for ensuring that space management services conform to the policies and procedures described herein. Responsibilities related to the provision of headquarter space management services may be delegated to an appropriate staff member, referred to here as the Space Management Focal Point (“SMFP”, see Annex A).

E.2.2. The SMFP is responsible for services related to management, coordination, and administration of headquarter office space. This includes, as appropriate:

- a. Assignment, management and coordination of headquarter office space;
- b. Facilitation and coordination of office moves;
- c. Supporting issuance of building access cards;
- d. Activation of United Nations grounds passes;
- e. Coordinating United Nations garage parking assignments; and
- f. Issuing of freight elevator reservations.

E.3. Office Space Assignment

E.3.1. UNFPA office space assignment is guided by [JIU Standards](#).¹ However, actual space assignment is based on the configuration/layout of the space available and practical considerations.

E.3.2. Based on availability and configuration, the following office space categories are distributed in the existing daily News Building:

- a. Staff at the level of Chief (D1), Director (D2) and higher are assigned an office of approximately 110 square feet;
- b. Staff in the international professional categories P1 – P5 are assigned an office of approximately 65 square feet;

¹ The Joint Inspection Unit (JIU) is independent external oversight body of the United Nations system mandated to conduct evaluations, inspections and investigations system-wide. The standards developed and recommended by the JIU are broadly used as guidance and best practices throughout the UN system.

- c. Staff in the general service categories are assigned a workstation of approximately 35 square feet; and
- d. All others will be assigned office space based on availability.

E.3.3. Space allocation is the responsibility of FASB. Organizational units are not authorized to allocate any space without the explicit approval of FASB, which will ensure that UNFPA corporate standards are observed and that space is utilized effectively.

E.3.4. Assigned office space may be made available to others during periods of prolonged absence or underutilization of assigned office space. The decision will be taken by FASB after reviewing the circumstances and on case by case basis. In such cases, FASB will take precautions to preserve confidentiality of materials and personal affects.

E.4. Furniture entitlements

E.4.1. Offices and work-stations are to be equipped with the following furniture:

- a. Offices for staff at the level of Chief (D1), Director (D2) and higher are equipped with a desk, an ergonomic office chair, two cabinets, two shelf units, a meeting table with four chairs or a sofa with two chairs and a coffee table. Offices for staff at D2 level and higher can be customized. This may include additional furniture, carpeting and minor office renovation services;
- b. Offices for staff in the international professional categories the P1 – P5 are equipped with a desk, an ergonomic office chair, one cabinet and one short or tall shelf unit, depending on need and availability; and
- c. Workstations for staff in the general service and other categories are equipped with a desk, an ergonomic office chair and documents storage furniture based on need and availability.

E.5. Furniture requests and requests for exceptional items

E.5.1. Furniture requests need to be submitted through the [FASB Help Desk](#).

E.5.2. Exceptional furniture requests and request for other exceptional items need to be submitted through the [FASB Help Desk](#) together with a written justification.

E.5.3. Exceptional requests below US\$100 will be decided on a case by case basis by the Facilities Management Specialist – Headquarters. If medical reasons constitute the basis for the request, a medical certificate approved or issued by the UN medical unit needs to be submitted together with the request.

E.5.4. Exceptional requests over US\$100 require prior approval by the Chief, FASB.

E.6. Office Moves

E.6.1. FASB provides moving services within UNFPA headquarters offices only.

E.6.2. Once a new office has been assigned by FASB, it is the respective staff member's responsibility to submit a move request via the [FASB Help Desk](#). The request has to be submitted at least 48 hours before the foreseen move date. A longer advance notice is strongly recommended.

E.6.3. It is the staff member's responsibility to:

- a. Pack;
- b. Label all boxes (name, new room number), etc.;
- c. Contact the SMFP focal point if in doubt.

E.6.4. As a general rule, desks, chairs, workstations, filing cabinets, book cases and telephone sets are not moved.

E.6.5. On the day of the scheduled move, FASB will move the labeled boxes, computers and other equipment into the new office. The office layout will be a standard layout unless otherwise specified and agreed upon.

E.6.6. FASB is not responsible for moving any personal items or boxes.

E.7. Issuance and Activation of Daily News (DN) Building Access Cards

Regular DN Building Cards

E.7.1. All regular headquarter staff are entitled to a building access card.

E.7.2. Building cards requests should be sent on Tuesdays or Thursdays by 11:30am via the [FASB Help Desk](#). The SMFP will process the request and contact the requesting staff member for building card issuance.

- E.7.3. Building card photos are taken on Tuesday's and Thursday's between the hours of 1:00pm – 2:00pm in the Daily News building management office, located in the building concourse level. The Daily News building management will issue and activate the building card.
- E.7.4. In case of building card loss, the staff member should inform FASB immediately for security reasons. FASB will inform Daily News building management accordingly. The staff member will have to pay US\$25 for replacement of the card. This fee is to be paid by check payable to UNFPA and submitted to the SMFP.

Temporary DN Building Access Cards

- E.7.5. Consultants, temporary and short term staff members, who have a contract of a minimum duration of 3 months, can request a temporary building card through the [FASB Help Desk](#) on Tuesdays or Thursdays before 11:30am. The SMFP will process the request and contact the requesting staff member for building card issuance.
- E.7.6. Temporary building card photos are taken on Tuesday's and Thursday's between the hours of 1:00pm – 2:00pm in the Daily News building management office, located in the building concourse level. The Daily News building management will issue and activate the temporary building card.
- E.7.7. A \$25.00 refundable deposit in the form of check or cash is required by FASB to issue the temporary building card. The deposit is refunded upon return of the temporary UNFPA access card to the SMFP.
- E.7.8. In case of temporary building card loss, the staff member should inform FASB immediately for security reasons. FASB will inform building management accordingly. The staff member will have to pay US\$25 for replacement of the card. This fee is to be paid by check payable to UNFPA and submitted to the SMFP.

Daily Building Cards

- E.7.9. Consultants, temporary and short term staff members, who have a contract of less than 3 months, will receive a daily building card.
- E.7.10. The branch focal point should enter the name of the consultant, temporary or short term staff member into [One Facility](#). The branch focal point must enter the arrival date and departure date and tick the box allowing same day entry.

E.7.11. The One Facility modality requires that consultants, temporary and short term staff members, who have a contract of less than 3 months, sign in each day upon arrival at the building security desk with photo identification. Upon signing in, their photo will be taken and a temporary access card will be issued for the day.

E.8. Activation of United Nations Grounds Passes

E.8.1. United Nations grounds passes are issued by the UN Secretariat and arranged by [DHR](#).

E.8.2. United Nations grounds passes are also used for access to UNFPA offices in the Daily News building and are therefore activated by FASB. Staff members must drop off grounds passes to be activated at room 2102 between the hours of 8:00am-12:00pm. They are to be picked up the same day between the hours of 2:00pm - 4:00pm.

E.8.3. Short term staff, who are not issued a United Nations grounds pass, can receive a temporary UNFPA access card for access to UNFPA premises only. The card request needs to be submitted through the [FASB Help Desk](#). A US\$10.00 refundable deposit in cash or check is required. The deposit is refunded upon return of the temporary UNFPA access card to the SMFP.

E.9. Parking at United Nations garage

E.9.1. FASB handles the Daily List United Nations parking requests for UNFPA staff, which allow regular UNFPA staff members to park their vehicle at the UN garage from 6am - 2am the following day.

E.9.2. Only one UNFPA staff member per day is allowed to park at the UN garage through the Daily List system.

E.9.3. The staff member should submit their request through the [FASB Help Desk](#). Parking is granted on a “first come first served”-basis.

E.9.4. The staff member will have to provide the following documents to the SMFP for submission to the UN parking garage administration:

- a. Copy of drivers license;
- b. Copy of vehicle registration;
- c. Copy of vehicle insurance; and
- d. Copy of UN ID.

- E.9.5. The current fee for parking is \$3.50 per day, paid in cash at UN garage entrance. Please note that this may change without notice.
- E.9.6. Regular staff members can park at the UN garage without being on the Daily List from 5:00pm - 2:00am on official working days and the whole day during week-ends and holidays.
- E.9.7. Regular UNFPA staff members can apply for a parking medallion allowing 24/7 access to the UN parking through the United Nations Parking Administration. FASB does not facilitate these requests. UNFPA staff members interested in this option may refer to the [UN Garage Administration intranet](#) site on iSeek for further information.

E.10. Use of Freight Elevator

- E.10.1. The building's passenger elevators are designated for passenger use only.
- E.10.2. Freight elevator service is available during all business days on a first-come, first-served basis without charge to UNFPA for single trip delivery between 8:00 am and 4:00 pm.
- E.10.3. Deliveries or moves that require more than one trip up on the freight elevator are subject to charge, and must be scheduled between the hours of 7:00am - 8:00am or after 4:00pm, subject to availability of the freight elevator. Current charges are available from the SMFP.
- E.10.4. Deliveries, which require more than one trip, must be made through the freight elevator. All deliveries or moves which require hand trucks must be made through the freight elevator.
- E.10.5. All deliveries and moves during off hours (from 7:00am – 8:00am and after 4:00pm) must be scheduled through the [FASB Help Desk](#) at least 48 hours in advance of the foreseen date and even if they require only one trip.
- E.10.6. Prior to reserving the freight elevator for deliveries, a certificate of insurance (Annex II) must be provided to the building management by the trucking company that is delivering. Once the certificate is approved by the building management, delivery may be scheduled through the [FASB Help Desk](#). A COA must be provided to cover the cost of the freight usage.

F. BUILDING MAINTENANCE SERVICES**F.1. Definitions**

F.1.1. “Building Maintenance Services” are the services related to building maintenance, repairs, construction, alterations and other building maintenance related requests.

F.2. Roles and Responsibilities

F.2.1. The Chief, FASB has responsibility for ensuring that building maintenance services conform to the policies and procedures described herein. Responsibilities related to the provision of building maintenance services may be delegated to an appropriate staff member, referred to here as the Building Maintenance Focal Point (“BMFP”).

F.2.2. The BMFP is responsible for services related to headquarter building maintenance, repairs, construction and other requests related to office space and building maintenance. This includes, as appropriate:

- a. Coordinating and overseeing office repairs;
- b. Coordinating and overseeing office constructions and alterations;
- c. Coordinating and managing office temperatures;
- d. Coordinating and managing office cleaning; and
- e. Coordinating and managing facilities greening efforts, including recycling.

F.3. Office Repairs

F.3.1. FASB provides regular preventive office space maintenance services through coordination with the Daily News Building management.

F.3.2. Requests for corrective repairs need to be submitted through the [FASB Help Desk](#). FASB coordinates all corrective repairs with the Daily News Building management.

F.3.3. FASB requires a minimum of two working days for initiation and coordination of corrective repair requests.

F.4. Office Construction, Alterations, Renovations and Refurbishments

F.4.1. Construction is defined as new constructions, extensions or alterations to existing premises, renovation and comprehensive maintenance works or any combination of these.

- F.4.2. As a general principle, UNFPA selects, where possible, well maintained and functional office space, which requires a minimum investment and is available for immediate use and occupancy.
- F.4.3.
- F.4.4. However, in cases where refurbishment or alterations are required, it is conducted with the aim to provide a clean, functional and pleasant work environment, furnished in accordance with the standards set out in this policy.
- F.4.5. Office construction activities, which include renovation or alterations to office space, are undertaken on rare occasions only and as last resort when necessitated by operational constraints and functional considerations.
- F.4.6. Office construction is decided on a case by case basis by the Chief, FASB.
- F.4.7. When office construction is undertaken, the [UNFPA Procurement Procedures](#) are strictly followed for both hiring of consultants and contractors and throughout all construction processes.
- F.5. Heating Ventilation and Air-Conditioning (HVAC)**
- F.5.1. Heating, cooling and ventilation services are provided by the Daily News Building management through various HVAC systems on each floor as per the building's [HVAC guidelines](#).
- F.5.2. FASB assists staff through coordination with the Daily News Building management in order to adjust the environmental conditions as required and within possible limits.
- F.5.3. Heating, cooling or ventilation requests need to be submitted through the [FASB Help Desk](#) with an advance notice of two working days.
- F.5.4. When offices are directly exposed to the sun, considerable temperature rise through solar gain may be experienced. As per UNFPA's greening and sustainability efforts blinds should be utilized to lessen these effects.
- F.5.5. During extreme weather conditions and after weekends and prolonged holidays it is not uncommon that the system requires a certain time to reach the desired climatic condition.
- F.5.6. Requests for use of the HVAC system on weekends should be kept to absolute minimum use. These requests are approved on a case by case basis by the Chief, FASB. The requesting division/unit will be required to cover the resulting cost.
- F.6. Office and Premises Cleaning**

- F.6.1. Office and premises cleaning services are provided by the Daily News Building Management on a daily basis.
- F.6.2. It is Daily News building policy that staff are not allowed to leave food in the office or to overwater plants as this encourages vermin, such as fruit flies, cockroaches, mice, etc.
- F.6.3. Daily News Building Management is providing recycling services whereby all refuse is sorted and recycled whenever possible.
- F.6.4. Spot cleaning of carpet stains, cleaning of curtains and similar services needs to be requested with a two day advance notice through the [FASB Help Desk](#).
- F.6.5. The Daily News Building Management provides restroom cleaning services. FASB should be immediately notified if cleaning services are not satisfactory.
- F.7. Dumpsters**
- F.7.1. Dumpsters are available for large scale dumping of paper, common office materials and similar refuse.
- F.7.2. Dumpsters are not to be used for food, hazardous and unsanitary materials in violation of local norms and policies.
- F.7.3. Provision of a dumpster should be arranged through the [FASB Help Desk](#) with an advance notice of two working days. The dumpsters are provided in the morning and collected in the evening of the same day.
- F.7.4. Information on availability and charges is available from the [FASB Help Desk](#).

G. ENVIRONMENTAL SUSTAINABILITY AND GREENING MEASURES

G.1. General

G.1.1. UNFPA has joined the Secretary General's UN greening initiative. Greening is taking environmentally responsible decisions and actions to reduce impact on the environment by conserving resources, using resources efficiently, and minimizing pollution.

G.1.2. FASB has developed environmentally friendly measures and practices to use energy and resources more efficiently and to eliminate wasteful practices, as follows:

- a. Staff are advised to turn off all lights directly under their control and other non-essential office equipment while away from the office. Lights and office equipment (i.e. computers, monitors, printers, scanners, copying machines and other electronic devices) contribute considerably to energy consumption. Office lights should be turned off when absent from offices for more than 30 minutes in addition to turning them off at the end of each work day. Office equipment should be turned off whenever not in use;
- b. Staff are advised to put computer monitors to sleep when not in use for some time rather than using screen savers. This will not only save energy, but also extend the life cycle of the monitor;
- c. Staff are advised to make use of double sided printing and copying where available. FASB has programmed printers and copiers for double-sided printing/copying as a default setting where technically feasible. Staff are also requested to undertake similar action in the case of their own office computers i.e. make use of the double-sided printing option. It is estimated that this measure can reduce paper usage in UNFPA by up to 40%;
- d. Staff are advised to use paper conservatively. This can be achieved through the re-use of paper that has already been used on one side for other purposes, the use of electronic rather than hard-copy versions of documents, storage of reports and publications electronically and on websites rather than in hard-copy form, and other similar measures. The Daily News building is participating in an environmental recycling programme whereby all refuse is sorted and recycled whenever possible;
- e. Staff are encouraged to use window blinds for windows exposed to direct sunlight in summer and to keep windows shut at all times.

Keeping window blinds down will lower cooling requirements, while keeping windows closed will result in lower heating and cooling requirements, thereby reducing energy consumption; and

- f. Staff are requested to recycle printer and copier toner cartridges. The return of used cartridges to their manufacturer allows for re-use of empty toners and reduces environmental hazards through proper disposal. All used toner cartridges are to be returned to FASB.

H. MAIL, POUCH AND COURIER SERVICES

H.1. Definitions

G1.1. “Headquarter Mail, Pouch and Courier Services” refer to the collection, distribution, sending, and receiving of mail, including the selection of the appropriate delivery method.

H.2. Reference

G2.1 For detailed policies and procedures, staff is advised to refer to the [Policy and Procedures for Mail and Pouch](#)

I. CONFERENCE SERVICES

I.1. Definitions

I.1.1. “Conference Services” are services related to the booking and arranging of conference/ meeting rooms, furniture set up and related activities, including provision of hospitality services such as coffee services. The organizing office/unit is responsible for arranging for snacks if needed.

I.2. Roles and Responsibilities

I.2.1. The Chief, FASB has responsibility for ensuring that conference services conform to the policies and procedures described herein. Responsibilities related to the provision of conference services may be delegated to an appropriate staff member, referred to here as the Conference Services Focal Point (“**CSFP**”, see Annex A).

I.2.2. The CSFP is responsible for conference services at UNFPA Headquarters in New York. This includes, as appropriate:

- a. Furniture set-up;
- b. Cleaning of conference/ meeting rooms;
- c. Coordination of coffee services.

I.2.3. Staff members who organise events in conference rooms are responsible for booking the room and (if applicable) other services in accordance with the procedures outlined below. Organisers are further responsible for the removal of any materials brought into the conference room, such as paper plates, workshop material, stationary, etc.

I.3. Booking and Usage of UNFPA Conference Rooms

I.3.1. Conference rooms may be booked in advance for meetings of 5 or more participants. They may not be booked for a group of less than 5 persons or for individual use (for instance, by consultants).

I.3.2. If there is an unbooked conference room available on the day of a meeting, an individual or a group of less than five 5 persons may occupy it in the absence of an alternative option.

I.3.3. Any staff member who books a conference room is responsible for choosing one that is appropriate for the number of attendees and other requirements of the meeting. Wherever possible, rooms with videoconferencing equipment should be booked only when these amenities are necessary.

I.3.4. Reservations for conference rooms are made in the Sun Calendar system. Staff members should print a copy of the reservation directly from the calendar of the conference room they have booked.

I.3.5. Double Booking

Before booking a conference room, staff members are responsible for checking the room's availability at the required time. Conference rooms should not be double booked by two parties for the same time period. When an instance of double booking is brought to the attention of FASB by the original requester, the additional booking will be removed.

I.3.6. In the event that an available conference room is unsuitable (e.g. too small or does not have necessary video conferencing equipment) it is the requesting staff member's responsibility to make the necessary arrangements to swop with another reserved conference room.

I.3.7. Cancelling a Booking

In the event that a meeting is cancelled, FASB must be notified immediately so that the conference room can be released.

I.4. Booking and Usage of UN, UNDP, UNICEF and UNOPS Conf. Rooms

I.4.1. Conference Rooms at the UN Secretariat, UNDP, UNICEF and UNOPS are open to host official UNFPA events and functions based on availability and first come first serve basis. Please note that priority is usually given to internal units when booking the respective conference facilities.

I.4.2. When using external conference rooms, the UNFPA organizing and sponsoring the event is responsible for following the applicable rules, procedures and guidelines by all present at the event, whether UNFPA staff or external participants. Please note that UNFPA staff and units may be held liable for any damages or similar occurrences.

I.4.3. Teleconferencing, video conferencing and catering arrangements are responsibility of the unit organizing the event, and should be made ahead of time directly with the units or entities providing those services. Arrangements for delivery of materials or other UNFPA services at external sites must be arranged with appropriate units ahead of time and per procedures applicable to external events.

I.4.4. Conference Rooms at the UN Secretariat are reserved through Meeting Management Section at (212) 212-963-7351 and 212-963-8114.

- I.4.5. Conference Rooms at UNDP, UNICEF and UNOPS are listed in the UNDP/UNFPA/UNOPS Telecommunications Directory, together with contact phone numbers and details for reservations.
- I.4.6. Booking of UN Secretariat, UNDP, UNICEF and UNOPS Conference Rooms is strictly intended for events directly conducted or sponsored by UNFPA. When booking External Conference Rooms, the unit organizing is responsible to verify and follow cancelations and other policies, and inquire if the booking is subject to any chargers.
- I.5. Booking and usage of UNFPA Conference Rooms by External Parties**
- I.5.1. Booking and usage of UNFPA conference rooms by others is limited to official events organized or sponsored by UN organizations. Please note that priority will be given to UNFPA units when booking the conference facilities.
- I.5.2. The booking of UNFPA conference rooms is free of charge and must be arranged through the [FASB Help Desk](#). UNFPA staff booking for external events must provide contact information and details of the person responsible for the event.
- I.5.3. External organizers are responsible to arrange all audio-video and room set-up requirements, catering and similar services in accordance with the policy. UNFPA staff will provide reasonable assistance, while extraordinary support may be subject to overtime and similar charges. This will be assessed on case by case basis by FASB.
- I.5.4. External organizers and participants are required to respect UNFPA policies and procedures, run events and conduct themselves in reasonable manner, in order to minimize impact and disruptions to UNFPA operations.
- I.5.5. External organizers and participants are required to be responsible for the cleanup and tidying of the conference room, as well as to ensure that all refuse has been properly disposed of and all perishables adequately stored after the event. Organizers, participants and internal sponsors will be held liable for infractions to the policy and any damages caused.
- I.6. Furniture Setup**
- I.6.1. Staff members may not rearrange the furniture in any conference room on their own.
- I.6.2. Any rearrangement of the furniture in the Nafis Sadik or RMS conference rooms should be requested from FASB at least two full working days in advance. The Nafis Sadik and RMS conference rooms are the only ones in which furniture rearrangements of any sort are permitted.

- I.6.3. The furniture in all other conference rooms will not be rearranged. Before booking a conference room, staff members are responsible for checking that the furniture setup is appropriate for the needs of the event.

I.7. Conference Room Set-Up Requirements

- I.7.1. Conference room set-up services are to be requested through the [FASB Help Desk](#).
- I.7.2. FASB requires at least 2 full business days advance notice to provide conference room set-up services. Further information on hospitality services can be found in the [Circular on Official Hospitality for Headquarters](#).

I.8. Coffee Service

I.8.1. Eligibility

Coffee service may be provided for meetings of at least 15 participants which are chaired by the Division Director. Full day seminars, conferences, workshops, or staff training exercises with at least 20 participants are also eligible for coffee service.

- I.8.2. Requests for coffee service should be made through the [FASB Help Desk](#) with an advance notice of two full working days. They should be accompanied by the appropriate budget code and a list of the participants.
- I.8.3. Due to limited capacity within FASB, not more than two requests for coffee service will be accepted by FASB for the same time, and no more than three requests will be accepted for the same day. There should be a minimum two-hour interval between meetings requiring coffee service.
- I.8.4. Further information on hospitality services can be found in the Circular on Official Hospitality for Headquarters.

I.9. Use of Mobile Devices

- I.9.1. In order to prevent disruptions during meetings and conferences all meeting and conference participants are to refrain from the use of mobile phones, PDAs, blackberries and similar types of devices.
- I.9.2. Urgent calls and other communication that must be attended to are to be taken outside of the meeting and conference rooms.

- I.9.3. Staff are requested to put their mobiles on silent and/or vibrate mode during meetings in order to avoid disruptions. This should be done before entering the meeting and conference rooms.

J. TRAVEL SERVICES

J.1. Definitions

- I1.1. “Travel Services” are services related to the booking, purchasing, coordinating and managing of UNFPA duty travel activities originating from New York headquarters.

J.2. Reference

- I2.1 For detailed policies and procedures, staff is advised to refer to the [Policy and Procedures for Duty Travel](#)

K. HEADQUARTER VEHICLE SERVICES**K.1. Definitions**

K.1.1. "Headquarter Vehicle Services" are procedures and services related to the official and non-official use of the headquarter vehicle.

K.1.2. "Official use" means the authorised use of a UNFPA headquarter vehicle to conduct official UNFPA business.

K.1.3. "Non-official use" is all other authorised use of the headquarter vehicle.

K.2. Roles and Responsibilities

K.2.1. The Chief, FASB has responsibility for ensuring that headquarter vehicle services conform to the policies and procedures described herein. Responsibilities related to the provision of headquarter vehicle services may be delegated to an appropriate staff member, referred to here as the Headquarter Vehicles Services Focal Point ("HQVFP", see Annex A).

K.2.2. The HQVFP is responsible for the management and coordination of headquarter vehicle services. This includes as appropriate:

- a. Ensuring regular maintenance of headquarter vehicle ;
- b. Ensuring that the headquarter vehicle is appropriately insured at all times; and
- c. Maintaining an updated authorized drivers list.

K.3. General Principles

K.3.1. Application of Vehicle Management Principles:

Those responsible for UNFPA headquarter vehicle management are to be guided by the following principles:

- a. Ensure integrity and accuracy in financial and administrative recording and use of the vehicle;
- b. Ensure the safety and security of all vehicle occupants in accordance with UN policy and local laws governing vehicle use; Promote due care and attention to the security, control, and maintenance of the vehicle; and
- c. Safeguard UNFPA interests in the disposal of the vehicle and in the case of accident or theft.

K.4. Procurement and replacement of UNFPA Headquarter Vehicle

K.4.1. Procurement of the UNFPA headquarter vehicle must strictly follow the [UNFPA Procurement Procedures](#).

K.4.2. Replacement of vehicle:

The headquarter vehicle may only be replaced when the following conditions are met:

- a. The vehicle has reached 100,000 miles (160,000 kilometres) and/or 5 years of age, whichever occurs first;
- b. The Property Survey Board (PSB) has authorised the disposal of the old vehicle, subject to the safety and operational condition of the vehicle;
- c. Chief, FASB, has granted approval for the purchase of the replacement vehicle; and
- d. An allotment has been established for the purchase of the replacement vehicle.

When replacing the headquarter vehicle the procedure must comply with the applicable procedures outlined in the Asset Management Policy.

K.5. Use of UNFPA Vehicles

K.5.1. The use of UNFPA office vehicles must always serve the best interests of UNFPA. The following rules apply:

- a. The use of the headquarter vehicle is limited to the UNFPA Executive Director and the UNFPA Deputy Executive Directors (Programme & Management);
The UNFPA Executive Director and the Deputy Executive Directors are entitled to use the vehicle with a driver for transport to and from work, subject to the driver's working schedule. Such access is available free of any charges (mileage allowance rates, driver overtime charges, etc.);
- b. In principle, the vehicle will be used only for official UNFPA business;
- c. The vehicle must be kept in good working condition in order to minimise repair and maintenance costs and to maximise the resale value;
- d. Safety and security guidelines are to be strictly followed;
- e. Only authorised persons holding a driver's license valid in the headquarter duty station may drive the car;
- f. The maximum overtime allowed for drivers must be respected. In the interests of the health of the staff and the efficiency of the

service, a staff member should not be required to work more than 40 hours of overtime during any one month, except where unusual exigencies of the service so require;

- g. When not in use, the vehicle is to be parked in a safe area designated by the Chief, FASB; and
- h. The vehicle fuel tank must be filled completely at each refuelling so that the fuel consumption rate may be verified.

K.6. Control of UNFPA Headquarter Vehicle

K.6.1. Asset Management

All asset management data must be completely and accurately recorded as per the UNFPA Asset Management Policy.

K.6.2. Licensing and Registration

The headquarter vehicle must be registered according to the law of the host government and must display its registration in the form of a license plate affixed to the vehicle in accordance with local law.

License plates are usually issued for a fixed-term period. The HVSEFP is responsible for ensuring that licenses and registration are renewed as required.

Lost license plates or registration displays must be immediately reported to the local authorities and whatever procedures are required to replace the license or registration must be promptly followed.

K.6.3. Vehicle Safety Inspection and Certification

The HQVFP must ensure that safety inspections are conducted to satisfy vehicle safety inspection and certification requirements.

K.6.4. List of Authorised Drivers

An updated list of persons authorised to drive the UNFPA headquarter vehicle must be maintained at all times. Changes to the list may only be authorised by the Chief, FASB.

K.6.5. Vehicle Daily Logs

A daily log sheet must be maintained in order to record the use of the vehicle. The driver is responsible for keeping the log updated at all times as well as for retaining the actual log in the vehicle. The daily logs must be reviewed each regularly and signed by the HQVFP. The original daily log sheets must be

kept on record by the HQVFP for a minimum of three years from the date of completion for purposes of internal control.

K.6.6. Vehicle History Records

The HQVFP must maintain a Vehicle History Record File for the UNFPA headquarter vehicle. This is the record of the vehicle's service reliability and dependability. It also serves as a supporting document when a request for disposal of the vehicle is made. All information required in this form must be completed, including average fuel consumption per month, repairs, service and maintenance. The record must be kept for the life of the vehicle.

K.6.7. Vehicle Parking

When not in use, the vehicle must be parked at the UN Garage, where assigned parking space has been arranged.

K.7. Vehicle Insurance

K.7.1. Roles and Responsibilities

The Chief, FASB is responsible for submitting vehicle information to AIG World Source, which is the selected commercial automobile liability insurance at New York headquarters, on an annual basis.

K.7.2. Insurance Coverage

The UNFPA headquarter vehicle is covered by full comprehensive insurance.

However, if a vehicle is damaged during non-official use, the staff member may be required to pay for part or all of the damage incurred as per UNFPA Asset Management Policy, including the value of the vehicle before the accident if it is not practical to repair the vehicle.

K.7.3. UN Employee Coverage

If staff members are travelling in UNFPA vehicles on official business they are eligible for compensation under the United Nations Staff Rules, Appendix D or equivalent employer compensation provisions for service-incurred injury or death.

However, staff members using a UNFPA vehicle for other than official business as well as non UN staff members (including family members) should ensure that he/she is adequately covered by personal insurance in the event of death, injury, or illness in connection with such use, since the UN Staff Rules

or equivalent compensation provisions are not applicable for non-official use and non UN staff members.

K.8. Vehicle Maintenance

K.8.1. The Chief, FASB is responsible for ensuring that the UNFPA vehicle is properly maintained and that safety and protection policies are strictly followed. The HQVFP is responsible for maintaining vehicle maintenance records and monitoring maintenance work and safety issues.

K.8.2. The vehicle must be maintained in good working condition at all times to ensure maximum safety and efficiency. In addition, safety policies are designed for the safety and protection of passengers, drivers, and third-parties and must be strictly followed.

K.8.3. Fuel Management

The vehicle is assigned a dedicated fuel card through Mobile for electronic and cash free fuel fill up. The fuel card is dedicated and is to be used strictly for the assigned vehicle and only for fuel. The transactions are recorded and a log is maintained by the HQVFP.

K.8.4. Tolls Management

The vehicle is assigned an electronic pass from EZ Pass for cash free payment of road and bridges tolls. The electronic pass is dedicated and is to be used strictly for the assigned vehicle. In addition to the tolls, the electronic pass may be used for payment of parking fees in the course of official duty and where available (e.g. JFK Airport, etc.).

K.8.5. Basic Maintenance

The driver is responsible for completing the following maintenance tasks:

- a. Maintain car in clean and tidy condition;
- b. Check oil, water level, tyres, and battery weekly; and
- c. Completely refill fuel tank at each refuelling;
- d. Bring to attention of the HQVFP any repair/maintenance requirements.

K.8.6. Routine Maintenance

The HQVFP and the driver are responsible for ensuring that periodic routine maintenance is undertaken in strict accordance with the manufacturer's requirements as stipulated in the vehicle handbook. It is the driver's responsibility to bring to the attention of the HQVFP the need for periodic routine services.

K.8.7. Record Keeping

In order to ensure that the UNFPA headquarter vehicle is maintained in the most cost-effective manner possible, the HQVFP is responsible for the following procedures:

- a. Verify the Vehicle Daily Log on a regular basis;
- b. Prepare an annual maintenance schedule for the vehicle;
- c. Enter the average fuel consumption in the vehicle history record once a month;
- d. Enter the cost of repairs, maintenance and service in the vehicle history record as they occur;
- e. Follow factory recommended annual maintenance schedule for the vehicle; and
- f. Alert the Chief, FASB to deviations in performance, fuel consumption and repairs as necessary.

K.8.8. Further information

For information on Vehicle Safety and Protection, Vehicle Accidents, Theft of the Vehicle or Loss or Theft of Personal Property, see Annex B.

L. FASB INTRANET

L.1. Definitions

L.1.1. “FASB Intranet” disseminates information to UNFPA staff worldwide through the use of FASB internal web pages.

L.2. Roles and Responsibilities

L.2.1. The Chief, FASB has responsibility for ensuring that FASB Intranet conforms to the policies and procedures described herein. Responsibilities related to the Intranet may be delegated to an appropriate staff member, referred to here as the Intranet Services Focal Point (“**ISFP**”).

L.2.2. The ISFP is responsible for the regular updating and maintenance of the FASB Intranet pages. This includes, as appropriate:

- a. Gathering updated information from FASB service focal points regarding all FASB service areas;
- b. Uploading edited information onto FASB Intranet pages for easy reference by UNFPA staff worldwide;
- c. Coordinating answers to staff who submitted FASB Intranet feedback;
- d. Coordinating with MIS regarding technical problems of the intranet pages; and
- e. Maintaining an updated and well-functioning FASB Intranet at all times.

L.3. Purpose

L.3.1. The purpose of the FASB Intranet is to keep UNFPA staff abreast of FASB related information, such as the issuance of new and revised administrative policies and important information related to FASB service areas.

L.3.2. The FASB Intranet consists of 7 intranet pages, which include an FASB home page, as well as 6 pages for FASB’s following main service areas:

- a. Country Support Services;
- b. Asset Management;
- c. Headquarter Travel Services;
- d. Mail, Pouch And Courier Services;
- e. Headquarter Space Management And Administration; and
- f. Headquarter Conference Services, Reprographics, Supplies Management, Building Maintenance And Office Moves.

- L.3.3. The FASB Intranet can be accessed through the main UNFPA intranet page or directly via the following link:
<https://www.myunfpa.org/Portal/?pageid=21060>.
- L.3.4. Staff members are invited to send feedback and comments regarding the intranet pages by using the feedback fields, which are integrated in each of the 6 pages covering the main service areas.

M. FASB Help Desk**M.1. Definitions**

M.1.1. “FASB help desk services” are services related to the submission, monitoring and processing of requests for FASB services via the [FASB Help Desk](#).

M.2. Roles and Responsibilities

M.2.1. The Chief, FASB has responsibility for ensuring that FASB help desk services conform to the policies and procedures described herein. Responsibilities related to the provision of help desk services may be delegated to an appropriate staff member, referred to here as the Help Desk Services Focal Point (“**HDSFP**”).

M.2.2. The HDSFP is responsible for the coordination and maintenance of the [FASB Help Desk](#). This includes, as appropriate:

- a. Maintaining updated help desk services and service category focal point lists;
- b. Ensuring assignment of backstopping services during absences of service category focal points;
- c. Coordinating with MIS regarding technical problems of the help desk;
- d. Producing regular and ad-hoc help desk service reports; and
- e. Maintaining an updated and well-functioning help desk at all times.

M.3. Purpose

M.3.1. The purpose of the [FASB Help Desk](#) is to improve services, track requests and reduce response time through an easy to use on-line system.

M.3.2. The [FASB Help Desk](#) covers FASB’s main service areas, which include:

- a. Country Support Services;
- b. Asset Management;
- c. Headquarter Travel Services;
- d. Mail, Pouch And Courier Services;
- e. Headquarter Space Management And Administration; and
- f. Headquarter Conference Services, Reprographics, Supplies Management, Building Maintenance And Office Moves.

M.3.3. All requests for FASB services must be submitted through the on-line [FASB Help Desk](#).

M.3.4. Self-learning tutorials in video and PDF format are accessible on the [FASB Help Desk](#) welcoming page to assist staff with the use of the help desk.

M.3.5. The [FASB Help Desk](#) can be accessed through the main UNFPA intranet page or directly via the following link:
https://www.myunfpa.org/Apps/CSS/?css_id=21060

ANNEXES

ANNEX A: FASB Headquarter Services – Focal Points Contact List
(December 2008)

Function	Name	Contact Info	Back-Up	Contact-info
Office Supplies Focal Point	Alex Perez	Ext. 5372 DN 2112A	Glenn Briscoe	Ext. 5373 DN2102
Reprographic Services Focal Point	Rogelio Abreu	Ext. 5391 DN2112B	Alex Perez	Ext. 5372 DN 2112A
Circular Services Focal Point	Rogelio Abreu	Ext. 5391 DN2112B	Alex Perez	Ext. 5372 DN 2112A
Space Management Focal Point	Glenn Briscoe	Ext. 5373 DN2102	Richard Nasereddin	Ext. 5374 DN 2103
Building Maintenance Focal Point	Rogelio Abreu	Ext. 5391 DN2112B	Alex Perez	Ext. 5372 DN 2112A
Mail and Pouch Focal Point	Jeff Brome	Ext. 5375 Concourse Level	Jose Trinidad	Ext. 5375 Concourse Level
Travel Services Focal Point	Luisa Jimenez-Halperin	Ext. 5394 DN2102	Yin Yin Win	Ext. 5382 DN2104A
Conference Services Focal Point	Rogelio Abreu	Ext. 5391 DN2112B	Alex Perez	Ext. 5372 DN 2112A
Headquarter Vehicle Focal Point	Glenn Briscoe	Ext. 5373 DN2102	Viktor Sekulovski	Ext. 5366 DN2104
Help Desk Focal Point	Chandra Conte	Ext. 5276	Viktor Sekulovski	Ext. 5366 DN2104
Intranet Focal Point	vacant	vacant	Viktor Sekulovski	Ext. 5366 DN2104

ANNEX B: Vehicle Safety and Protection

Both drivers and passengers must ensure that front and rear seat belts are used at all times for all vehicle occupants. Children below the age of 5 must be secured with a child safety seat. Furthermore, neither drivers nor passengers may smoke in the UNFPA headquarter vehicle.

Drivers of the UNFPA headquarter vehicle have a number of obligations with respect to both occupant safety and the physical security of UNFPA property with which they must strictly conform, specifically that:

- a. They are physically and mentally fit to operate a vehicle;
- b. They do not drive under the influence of alcohol, drugs or medication that may impact the ability to drive;
- c. They inform their supervisor if they are taking any medication which may impair their ability to drive;
- d. They possess a valid driving licence which is valid in New York State. Please see [NYS Department for Motor Vehicles](#) for more information;
- e. They strictly comply with local driving rules and regulations and obey all local police traffic signals, signs, road markings, and instructions;
- f. They exercise the utmost care and courtesy while driving and parking, bearing in mind the image and reputation of UNFPA in the host country;
- g. They use a helmet when driving motorbikes;
- h. They are familiar with guidelines pertaining to accidents and insurance coverage;
- i. They do not use mobile phones while driving; and
- j. They take all reasonable care to ensure that the vehicle and its load are secure, ensuring that no attractive items are visible in an unattended vehicle and that the vehicle is secured against theft, accidents, vandalism or other loss.

Failure to adhere to all of these guidelines may result in disciplinary action, as per the Accountability, Disciplinary Measures and Procedures in UNFPA. Further, all instances of driving under the influence of alcohol or drugs/narcotics, whether or not connected with traffic accidents, shall result in the automatic suspension of the driver's authorisation to drive UNFPA vehicles in addition to any administrative or disciplinary actions. In case of accident while under the influence of drugs or alcohol, the conscious decision of the UNFPA staff member concerned to operate a vehicle in breach of this regulation places the responsibility for any resultant damages or injuries upon him or her.

Vehicle Accidents

The Chief, FASB is responsible for submitting notices of vehicle accident to the Headquarters Property Survey Board.

General Procedures

Communications to other persons involved in an accident must be limited to information for identification purposes and other matters relating to the health and well-being of any person involved. In principle, a staff member involved in a vehicle accident is only authorised to provide information related to the accident to the police, the representative of the American International Group - Worldsource (AIG) company, the UNFPA Executive Director and the Chief FASB.

- a. The staff member is not authorised under any circumstances to make any settlement to a third party.
- b. FASB has to ensure that third-party claims arising from accidents involving the headquarter vehicle are settled within a reasonable period of time, not to exceed six (6) months from the date of the accident.

Instructions in case of an accident:

All authorised drivers of the UNFPA headquarter vehicle must be instructed in the following procedures in the event of an accident:

- a. Obtain the names and addresses of the third party(ies) and all injured persons;
- b. Record the name and address of the third-party's insurance company;
- c. Register the names and addresses of all witnesses and passengers in all vehicles;
- d. Inform FASB as soon as possible;
- e. Summon the police to the scene of the accident and obtain a copy of their report;
- f. Make a record of injuries to personnel and of any impact damage on all vehicles involved;
- g. Make a sketch of the road and relative positions of the vehicles involved before and at the time of the accidents;
- h. If feasible, arrange for photographs to be taken of the scene of the accident before the vehicles are moved; and
- i. Make a record of road conditions, visibility, etc.

The HQVFP must ensure the following procedures are completed in case of an accident:

- a. Send the claim immediately to the appropriate agent of the American International Group (AIG) insurance company.

Internal UNFPA reporting

All accidents involving UNFPA vehicles must be promptly reported to the Chief, FASB indicating the date and time of the accident, the person driving, and injuries (if any).

Vehicle Theft: Reporting Stolen Vehicles

The Chief, FASB is responsible for submitting notices of vehicle theft to the Headquarters Property Survey Board.

In the case of vehicle theft, the following steps must be undertaken:

- a. External Reporting and Investigation of Stolen Vehicle:
 - Inform the police and request a copy of the police report;
 - Await investigation (where appropriate) and determine the likelihood of recovery of the stolen vehicle; and
 - Inform FASB immediately.

- b. Internal Reporting and Investigation of Stolen Vehicle.

If it is determined that recovery of the vehicle is unlikely, then the internal reporting and investigation process must be undertaken as outlined in the [UNFPA Policy and Procedures for Fixed Asset Management](#) paragraph G.

Loss, Theft or Damage of Personal Property

Staff members and their passengers are responsible for their own personal property while using UNFPA vehicles. UNFPA is not responsible for any loss, theft or damage of such property and will not compensate the owner for the loss, theft or damage.

Disposal of Vehicles

The disposal of vehicles must be done according to paragraph F of the UNFPA Asset Management Policy.

ANNEX D: Business Cards Request Form

Requestor:

Extension:

Account number:

(Please note - Account number must be provided for all cards pertaining to project funded staff):

Please complete all information below and check spelling, phone and fax numbers before submitting. (Maximum of 35 spaces/characters per line)**Name:****Title:****Branch:****Division:****Email:**

United Nations Population Fund

220 East 42nd Street

New York, New York 10017

Telephone: +1(212)**Fax:** +1(212)Website: www.unfpa.org

ANNEX F: List of Abbreviations

BMFP	Building Maintenance Focal Point
CoA	Chart of Accounts
CSFP	Circular Services Focal Point or Conference Services Focal Point
DN	Daily News Building (UNFPA Headquarters)
DHR	Division for Human Resources
DMS	Division for Management Services
FASB	Facilities and Administrative Services Branch
HDSFP	Help Desk Services Focal Point
HQVFP	Headquarters Vehicle Services Focal Point
ISFP	Intranet Services Focal Point
MIS	Management of Information Services Branch
OSFP	Office Supplies Focal Point
PSB	Property Survey Board
RSFP	Reprographic Services Focal Point
SMFP	Space Management Focal Point
UN	United Nations
UNDPA	United Nations Development Programme
UNFPA	United Nations Population Fund
UNICEF	United Nations Children Fund
UNOPS	United Nations Office for Project Services