



**A member of CCISUA**  
Coordinating Committee for International Staff Unions  
and Associations of the United Nations System



# Annual Report 2017





# Outline

Foreword .....	7
Your Staff Representatives .....	8
<b>I            Operating Framework of the United Nations Staff Council at Vienna .....</b>	<b>9</b>
<b>II            Conditions of Service, Management Reform and Pension Issues ....</b>	<b>11</b>
1. Management Reforms in the Secretariat, Career Development and Job Security .....	11
1.1. Secretary General's Management Reform .....	12
1.2. Global Service Delivery Model .....	12
1.3. New Gender Strategy .....	14
1.4. Mobility .....	14
1.5. Improving Career Development for General Service Staff .....	16
2. Salaries and Benefits .....	16
2.1. ICSC Compensation Review – Changes to Salaries and Benefits ...	16
2.2. Professional Salaries – Cost-of-Living Survey in Vienna .....	17
2.3. General Service Salary Survey in Vienna .....	18
3. Performance Management .....	19
4. Pension Issues .....	20
4.1. Retirement Age .....	20
4.2. United Nations Joint Staff Pension Fund .....	21
5. Participation in Relevant Fora .....	24
6. Training of Staff Representatives .....	26
<b>III            Staff Protection, Well-Being and Legal Assistance .....</b>	<b>29</b>
1. Field and Security .....	29
1.1. Classification of Hardship Duty Stations .....	29

	1.2. Security .....	29
	1.3. Duty of Care .....	30
	2. Staff Well-Being .....	30
	2.1. Town Hall Presentation on Harassment and Bullying at the Workplace .....	30
	2.2. Survey of Staff Serving in ITS / EAC-VN .....	30
	2.3. Mental Health Strategy .....	31
	3. New Whistle-Blower Protection Policy .....	32
	4. Protection from Sexual Exploitation and Abuse .....	33
	5. Legal Assistance for Staff .....	33
	5.1. Lawyers available for work-related issues .....	34
	5.2. Lawyers available for non-work-related issues .....	34
<b>IV</b>	<b>Communication and Outreach</b> .....	<b>36</b>
<b>V</b>	<b>Services to Staff</b> .....	<b>38</b>
	1. Utilization of Union Funds .....	38
	1.1. Agreement with the Austrian Tenants' Union .....	38
	1.2. Charity Donations .....	38
	1.3. 2 <sup>nd</sup> Joint VIC Staff Summer Party .....	39
	1.4. Staff Union Dues .....	39
	1.5. Souvenir Shop Operations .....	40
	2. Staff Services .....	40
	3. Joint Bodies and Common Services in the VIC .....	41
	3.1. Report of the Focal Points for Women .....	42
	3.2. Report of the Joint Advisory Committee on the Child Care Centre ..	43
	3.3. Report of the Joint Commissary Advisory Committee .....	43
	3.4. Report of the Joint Advisory Committee on Catering Services .....	43

	3.5. Report of the VIC Recreation Committee .....	45
	3.6. Coordination with Other Staff Unions and Associations .....	45
<b>VI</b>	<b>Treasurer’s Report</b> .....	<b>47</b>
<b>VII</b>	<b>Audit Report</b> .....	<b>50</b>
<i>Annexes</i>	.....	51
	I. Staff Representatives and Alternates – Attendance Record .....	51
	II. Officers of the Staff Council .....	53
	III. Staff Representatives on Joint Bodies .....	54
	IV. Abbreviations .....	57



## Foreword

This report of the United Nations Staff Union at Vienna, covers the period from 10 May 2016 to 11 December 2017, thereby including the latter part of the 25<sup>th</sup> Session of the Council and the first part of its 26<sup>th</sup> session. The Elections for the 26<sup>th</sup> Session took place just under a year ago, having been delayed due to issues pertaining to the availability of polling officers. As a result, the beginning of the 2017 calendar year coincided not only with the start of a new term of the Staff Council, including the Staff Committee, but also with a new Secretary-General.

Since the last report, a combination of factors have made for interesting times indeed. These include the following: the legacy reforms of the previous administration, such as mobility, the compensation review, Umoja and the Global Service Delivery Model (GSDM); the proposed reforms of the new administration for example, to reduce bureaucracy; and a challenging external environment with decreasing resources and increased work demands including in locations with great risk, just to name a few.

It is in this context that your Staff Council has continued to work and to do so with renewed determination and commitment to serve you. This has happened on a number of levels. Whether it be providing staff individual tailored support for their specific issues on for example, contractual, misconduct or conflict related matters, or on matters that could affect all UNOV/UNODC staff based in Vienna or in the field, such as protecting jobs, working conditions, salaries, entitlements and benefits, or working on Secretariat-wide policies such as downsizing/restructuring, your pension and whistle-blowing. In all endeavours, your rights and well-being have been our goals.

To this end, the Staff Council has continued working with relevant individuals, offices and entities, both here in Vienna and in New York. We remained very active in the Staff-Management Committee (SMC), including through various working groups, as well as through the staff federation to which we belong, the Coordinating Committee for International Staff Associations and Unions (CCISUA). Moreover, in the past year, your Staff Council has enhanced its role, and as such your voice, in the latter, with your Staff Council President currently serving as CCISUA's General Secretary.

However, the Staff Council's key partner is you - every member of our constituency. Together, we can maximize the positive impact of any changes on us, the duty station in which we work and the organization we serve.

I thank you and look forward to partnering with you in the way ahead.

Irka Kuleshnyk

President of the Staff Council

United Nations Staff Union at Vienna

## Your Staff Representatives



# Staff Council



Electoral Unit	Representative(s)	Alternate(s)
UNIS/UNPA/ UNRoD/OLA	Iris Schaechter	Veronika Crowe-Mayerhofer
OOSA/UNOV DM (GSS-OD-OIOS)/ UNICRI	Francesco Marelli Marina Mazzini	Itziar Arispe Alessandra Liquori O'Neil
UNODC Field	Vacant César Guedes Jeremy Milsom	Vacant Antonino De Leo Asif Majeed
UNOV/SSS	Antonin Filip Asher Marhali Monica Hatasova	Marius Ioo Sobkoon Kansarngworn Karol Trojan
UNODC (DM-BMPRCM-FRMS- HRMS-ITS)	Andrew Ruane Ibrahim Nuseibeh Stefan Brezina	Corrinne Jurenka Ferdinand Grimm Shadi Al Abani
UNOV/CMS	Aban Budin Aziz Bakayoko Vacant Vacant Valter Podgornik	Marie-Lise Guilbert Vacant Vacant Vacant Nikola Jeremic
UNODC (DO-DTA-DPA-OED)	Claudia Arthur-Flatz Claudia Baroni Irka Kuleshnyk Karen Kramer Nabil Katkhouda Stefano Berterame	Tejal Jesrani Simonetta Grassi Corenne Hammond-Agboraw Nicole Quijano-Evans Thomas Pietschmann Karin Esposito

Administrative Assistant	Ana-Marija Jelincic
Staff Services Officer	Ghada Al Masri

# I Operating Framework of the United Nations Staff Council at Vienna

Following their election to the twenty-sixth session of the United Nations Staff Council at Vienna in January 2017, the Council members began their term of office to fulfil its Vision and Mission Statements in its work for 2017-2018.

## *Vision Statement*

The United Nations Staff Council - Vienna works to ensure that all UN staff in Vienna and its associated field offices enjoy:

- Full representation
- Respect
- A safe and secure working environment

## *Mission Statement*

To protect the rights and well-being of all UN staff in Vienna and its associated field offices by representing and empowering staff within the framework of the values and objectives embodied in the UN Charter.

The UN Staff Council - Vienna fulfils its mission by working to:

- Engage with staff while treating every person equally
- Inform staff of their rights and obligations
- Promote an environment of trust, accountability and integrity
- Provide guidance when staff are unfairly or unjustly treated
- Enhance job security and career development
- Represent staff rights and interests when policies affecting conditions of service are developed
- Cooperate with other Vienna-based organizations and external service providers to enhance the lives of staff
- Promote a healthy and productive work-life balance.

## *Working Groups*

Drawing upon current areas of concern and past plans of action, the Council drafted a Plan of Action and established Working Groups for different areas of work. These Working Groups, including the areas within their purview, are listed below.

### **1. Working Group on Conditions of Service**

- Conditions of service: contracts, salaries, benefits

- Career development and job security
- Staff-management relations
- Global Service Delivery Model
- Pension issues

## **2. Working Group on Staff Protection**

- Safe and healthy work environment
- Prevention of abuse of authority, discrimination and harassment
- Legal assistance for staff

## **3. Working Group on the Statutes of the Staff Union**

- Revision of the Statutes of the Staff Union of the United Nations at Vienna

## **4. Working Group on the Communication and Outreach**

- Increase the visibility of the Staff Council
- Raising staff awareness

## **5. Working Group on Services to Staff**

- Common Services (VIC)
- Utilization of Staff Union funds including charities
- Coordination with other Vienna-based staff unions
- External Service Providers

## **6. Working Group on Pre-Selection Test**

## II Conditions of Service, Management Reform and Pension Issues

### 1. Management Reforms in the Secretariat, Career Development and Job Security

#### ***New Secretary-General***

The Staff Council has been working together with other UN Staff Unions, in building a productive and positive relationship with new Secretary-General (SG), António Guterres. A constructive relationship with the leadership is not only important with any administration but is particularly so with a new incoming leadership bringing reform. As such, we welcomed that his first meeting as Secretary-General, was with the Staff Unions. At the meeting, staff raised the following issues:

- simplifying mobility
- making performance management work;
- better protecting whistle-blowers;
- protecting staff affected by the Global Service Delivery Model;
- the need for gender parity and geographic diversity;
- holding senior managers properly accountable;
- improving the situation for temporary staff and consultants;
- addressing cuts to compensation;
- improving staff safety;
- allowing all staff to apply for P posts;
- protecting the Pension Fund; and
- strengthening staff-management relations.

A number of these proposals were contained in an advance policy document, which was prepared by the Staff Unions in response to Secretary-General's call for a more simplified, decentralized and flexible Organization.

The Secretary-General committed himself to trying to find solutions to the issues raised during the meeting and to improving staff-management relations. He pledged to find common ground on issues for which staff and management might traditionally be on opposing sides, such as contract stability and performance management. He also committed himself to do whatever could be done to help staff in the most remote and dangerous locations.

The positive nature of staff's engagement with the Secretary-General is continuing in global town halls, video conferences, as well as in a recent meeting with him in New York.

## 1.1. Secretary General's Management Reform

In July 2017, the new Secretary-General invited UN Staff Unions to a video-teleconference in order to brief them on his upcoming management reform proposals, due to be implemented in 2019. Staff Unions took that opportunity to reiterate their commitment to work closely with the Secretary-General and his management team on the formulation and implementation of those reforms. They emphasized the importance of the effective participation of staff in “identifying, examining and resolving issues related to staff welfare”<sup>1</sup> and developing measures to minimize any negative impact on staff. Staff believe that these reforms cannot be isolated from the larger framework of how the UN manages its personnel.

Subsequently, the Secretary-General held a global town hall meeting and briefed the UN staff on the same subject. The new reform plans, he said, will involve the UN development system and its peace and security architecture, but the bulk of the reform effort in the Secretariat will focus on management.

His report A/72/492 “Shifting the management paradigm in the United Nations: ensuring a better future for all” was issued in September 2017, providing an indication of the principles that will guide the management reform efforts and the strategic framework for change.

During the recent meeting of the Coordinating Committee for International Staff Unions and Associations (CCISUA), staff federation to which our Staff Union belongs, in New York, staff representatives met with the Secretary-General again, reiterating the importance of close discussions with staff. He acknowledged staff's anxiety surrounding the change process and committed to better consult and share a map and consultation milestones with regards to management reform.

The next phase will involve developing and elaborating a more detailed report on the implementation of this management reform, to be submitted to the General Assembly in May 2018. Details of the report will be discussed at an ad hoc face-to-face meeting of the Staff-Management Committee (SMC) in New York in early February 2018.

## 1.2. Global Service Delivery Model

In 2015 the Organization started considering plans to consolidate its administrative services to a few duty stations. The former Secretary-General had presented a framework of the Global Service Delivery Model (GSDM) to the General Assembly at its 70<sup>th</sup> session<sup>2</sup>, based upon which the General Assembly requested the Secretary-General to proceed with developing a full proposal, including a business case, to be presented at its 71<sup>st</sup> session.

---

<sup>1</sup> Article 8.1 of the Staff Regulations

<sup>2</sup> A/70/323 “Framework for a global service delivery model of the United Nations Secretariat - Report of the Secretary-General”

The report of the Secretary-General, A/71/417 proposed a phased approach to the implementation of shared services arrangements. UN Staff Unions highlighted the risk to staff jobs and to services provided to staff. As with other major administrative reforms, such as mobility, UN Staff Unions insisted on the establishment of a dedicated staff-management working group.

At the SMC VI held in April 2017, it was agreed to establish an Ad-hoc Working Group on GSDM focussing on the direct impact on staff, and tight timelines for the work of the group.

In September 2017, the new Secretary-General published his report on the management reforms of the UN Secretariat<sup>3</sup>, in which he indicated that the GSDM would be incorporated into his management reform programme.

He required some revisions to the GSDM, as originally presented, in order to align with his proposed management architecture. Instead of the initial two-phase approach, the Secretary-General proposed accelerating the implementation of the GSDM and moving directly to two or three shared service centres on 1 January 2019, arguing that this would allow the Organization to avoid unnecessary capital and human resources investments related to the initial phase of consolidation.

A revised proposal for the GSDM is to be presented early in 2018 in the context of the report requested by the General Assembly in section XVII of its resolution 71/272, and is to include a detailed cost-benefit analysis as well as the proposed locations for the shared service centres, for endorsement by the General Assembly.

The Working Group on GSDM is active assessing the implications on UN staff members; assessing the applicability and usefulness of existing measures to mitigate said implications; and researching and suggesting additional measures to mitigate the negative impact of GSDM on UN staff members.

As the President of CCISUA has indicated, Staff Unions remain concerned about the proposed GSDM. The Secretariat currently comprises a number of administrative centres offering varying levels of price, quality and services to suit the needs of different clients. Over the past year (following the Umoja roll out), this competition has driven improvements in costs and efficiency.

The current GSDM proposal would eliminate the current competitive market in provision of administrative services and replace it with a monopoly provider with no incentive to improve costs and standards or innovate. It will also move clients further away from service providers. The outcome could be detrimental to speed, quality and client satisfaction.

Staff Unions, therefore, have recently suggested<sup>4</sup> to rather bring innovation to the UN and reduce costs by nurturing an internal market of nimble service providers and, in the spirit

---

<sup>3</sup> A/72/492 "Shifting the management paradigm in the United Nations: ensuring a better future for all"

<sup>4</sup> iSeek, 6 November 2017: Staff Voices: Will management reforms take us back to the 70s?

of decentralization, make each client department manager accountable for the business decisions they take in choosing the best service provider.

### 1.3. New Gender Strategy

Gender parity is very high on the agenda of the new Secretary-General. He launched the UN system-wide Strategy on Gender Parity in September 2017 and has made a commitment to reach parity at the senior leadership level by 2021, and parity across the Organization well before the target of 2030.

UN Staff Unions have long been calling for a fully diverse workplace with an enabling environment that is not disadvantageous to women and that is free of sexual harassment. As the proposed Strategy indicates, tackling issues such as the higher departure of women mid-career requires concrete resources, including on issues such as childcare, shared and extended parental leave, and increased outreach and leadership training. The designated representative of staff addressed the Fifth Committee in that regard urging them for necessary funds. He also commented on target-setting and timelines for



achieving parity, saying that these should be realistic and take into account current demography, a shrinking pool of posts, forecast retirements of 0.5 percent a year, greater departures of women mid-career, an average joining age of 41 and the concurrent need to ensure geographic diversity. He also reiterated that any HR

policy also had to motivate hard-working women and men with promotion opportunities.

Finally, a gender policy needs the support of men as well as women in order to work. Many staff members, both male and female, have been critical about some aspects of the Strategy, stating concerns that it may alienate men by possibly preventing their promotion.

### 1.4. Mobility

The implementation of the current staff selection and managed mobility system will be paused following the completion of the 2017 annual managed mobility and semi-annual vacancy exercise in the Political, Peace and Humanitarian network (POLNET) and the Information and Telecommunication Technology network (ITECNET)

The Secretary-General proposed in his report<sup>5</sup> to “pause the implementation of the managed mobility framework in the light of experience to date in order to permit a full review of its centralized processes and their cost-effectiveness in meeting its intended purpose.” The results of this evaluation will be submitted to the General Assembly during the main part of the seventy-third session.

---

<sup>5</sup> A/RES/492 “Shifting the management paradigm in the United Nations: ensuring a better future for all”

In his recent address to the Fifth Committee, the designated representative of staff took note of the decision to pause and review the mobility policy, commenting that in its two years of operation the policy has generated a number of complaints from staff: slowness in filling vacancies, slowing career development and leading to a concurrent rise in temporary appointments to fill the gap; devaluation of specialized knowledge; hours of online testing backed by deficient IT; over-centralization; and the concurrent reduction in mobility- and field-related allowances. He pointed out that the last managed mobility exercise in July 2016 was only able to move 22 of the 241 staff that wanted a new assignment - a 9 percent success rate. This despite the large number of staff assigned to make it work.

The aim now will be to find a system that encourages mobility while being fast and practical. UN Staff Unions are involved in the revisions of the relevant SGBs<sup>6</sup>. Our Staff Union in particular continues to be very active in the Working Group (WG) on Mobility, with the President serving as co-chair of the WG on Mobility and also a member of the related WG on Workforce Reshaping and Downsizing. Furthermore, she and the Vice President also participate as observers of the Job Network Board (JNB) for the ITECNET staffing exercises.

The WG on Mobility is now participating in the discussions with stakeholders in POLNET and ITECNET in order to identify the lessons learnt from the implementation of the managed mobility framework to date. It will report back to the SMC on these at the ad hoc meeting of the SMC in February 2018. When reporting back to the SMC, the WG will also examine the potential impact of the Secretary General's Management Reform on career development in the United Nations.

An additional and growing issue is the use of the Standard Pre-Selection Test (SPT). Given the limited resources for manual reviews, OHRM has implemented the SPT as a first step in filtering a very high volume of applicants for job openings. In other words, the SPT is not a written test on substantive issues relevant to a specific position but a test which staff members must pass before they are considered eligible for that specific position. The test consists of multiple-choice questions in three separate test parts: textual, analytical, and social reasoning. There is a test for each Job Network and it is given to everybody in that Job Network from the P2 to the P5 level. Staff can now spend well over four hours per position just doing online tests.

The Staff Council has reiterated that expediency, i.e. the quickest way to screen out applicants, should not be the driving factor in making selection decisions. It has also stressed that if there is such a test, it is unfair that it applies to internal candidates who are already performing well. Therefore, the test should only be limited to external candidates. Moreover, other methodologically flaws of the test were raised.

---

<sup>6</sup> New staff selection and managed mobility – ST/SGB/2016/2; Senior Review Board – ST/SGB/2016/3; Global Central Review Board – ST/SGB/2016/4

## 1.5. Improving Career Development for General Service Staff

Improving career opportunities for General Service (GS) staff has been an ongoing issue. Staff representatives find it highly discriminatory that the GS staff have to resign before even being considered for a P position. They believe it is time to revise this archaic system.

The Staff-Management Committee (SMC) Working Group (WG) on GS Prospects made specific recommendations as to what changes could be made to the current policy. They were submitted to SMC V in April 2016 and endorsed with the caveat that some of these recommendations would require General Assembly approval.

During the SMC VI meeting in April/May 2017, staff representatives suggested that management produce additional analysis to take these recommendations to the General Assembly in coordination with the WG. Staff proposed that OHRM should conduct a review of the level of education of the various categories of staff given that the level of education has increased over the years throughout the Organization. Staff also requested OHRM to assist the WG to assess the impact of external recruitment and removing tests on potential promotions to the Professional category. Gender issues also need to be analysed as women tend to be over-represented in GS category.

The SMC agreed that a progress report on GS prospects would be provided to the Secretary-General prior to this matter being discussed at the General Assembly in 2018 and that OHRM would be asked to provide some advice and support in drawing up this report. It was also agreed that the WG would make a full report on its work to SMC VII in April 2018 with sufficient time being allocated for discussions on this at that Session.

Management representatives are not convinced that WG recommendations would be approved by the Member States. Nonetheless, staff feel very encouraged by the new Secretary-General, who too believes that there should be no difference between GS and P staff and who is convinced that it would be in the interest of the Organisation to remove the glass ceiling for the GS. In his address to the SMC VI, he mentioned the tremendous differences in relation to salaries, safety and security and other areas that exist between the categories. He expressed his hope that the matter can be reviewed in the context of the management reform.

## 2. Salaries and Benefits

### 2.1 ICSC Compensation Review – Changes to Salaries and Benefits

A new compensation system came into force in January 2017<sup>7</sup>, leading to a number of changes that did not necessarily benefit staff. Hardest hit were parents who were affected by the changes in the education grant, those with children and working spouses and colleagues in hardship locations.

---

<sup>7</sup> In accordance with the resolution A/RES/70/244, the new UN Common System Compensation Package for Staff in the Professional and Higher Categories was introduced on 1 January 2017.

Our federation, CCISUA and its sister federation, FICSA, commissioned a study and participated in an expert meeting of lawyers to determine the impact of those changes on acquired rights. According to research and jurisprudence, salary is an acquired right and may not be decreased without staff's agreement. However, benefits may be reduced, as long as they are not completely removed.

Based on that, the federations decided to look for test cases based on staff who would be negatively affected financially by some or all of the changes to the new compensation package. Particular attention was paid to staff in the following categories:

- (1) those who suffered major loss due to the change in the impending changes to the education grant and
- (2) those who were seriously affected through accumulated changes (reduced steps, reduction in education grant / elimination of boarding for staff at HQ duty stations, elimination of accelerated home leave for staff not in D and E duty stations, changes to the hardship allowance).

Staff federations advised those who incurred losses as a result of the implementation of the Compensation review on how best to move forward, if they so wished. The Office of Staff Legal Assistance (OSLA) is now assisting in some cases at the UN Dispute Tribunal level.

### ***Education Grant Scheme***

As indicated above, the new compensation package has had a significant impact on the education grant. Implemented as of September 2017, the system is now based on a global sliding scale of reimbursement of a streamlined list of education-related expenses. Notably, the sliding scale has lifted the ceiling on expenses but no longer includes transport and food.

Staff serving at H duty stations now receive the boarding assistance for their children attending school outside the duty station at the primary or secondary level only in exceptional cases (this is within the discretion of the Executive Director). However, the boarding assistance for tertiary education has been completely abolished.

UN Staff Unions asked for transitional measures to be put in place to pay boarding assistance beyond the school year 2016/17 for those staff members whose children were already enrolled in the school year 2016/17, in post-secondary studies and in receipt of boarding, until they obtain their post-secondary degree or complete four years of post-secondary studies, whichever comes first. Management consulted with the International Civil Service Commission (ICSC) but their response was negative.

## **2.2. Professional Salaries – Cost-of-Living Survey in Vienna**

The ICSC carries out cost-of-living (so-called place-to-place) surveys every five years at headquarters duty stations to measure the cost-of-living at the duty station relative to the

cost-of-living at the base of the system (New York)<sup>8</sup>. The results of the survey determine the future post adjustment multiplier for salaries of P staff.

The cost-of-living survey was conducted in Vienna in October 2016 and the results were discussed at the 85<sup>th</sup> Session of the ICSC in Vienna from 10 to 21 July 2017. With regard to Vienna, the new post adjustment index was lower than the existing pay index. However, since it was less than 5 per cent, the pay index remained unchanged.

The main item on the agenda was the outcome of the ICSC's place-to-place survey for Geneva and the reduction of their post adjustment leading to a proposed pay cut of 7.7 percent for all Professional staff. Both management and staff from Geneva strongly opposed the ICSC's recommendation. The ICSC's final decision was to reintroduce a gap closure measure (mitigation buffer) reducing the original net 7.7 percent cut. Geneva estimated that eventually the cut could be in the range of 1 to 2 percent. The ICSC also decided not to implement the change retroactively to May 2017 for new staff.

### **2.3. General Service Salary Survey in Vienna**

The ICSC undertook a survey of the best prevailing conditions of employment in jobs comparable to those in the General Service and related categories (GS) in Vienna in April 2017.

In preparation for this complex exercise each VIC Staff Union and Association designated representatives to serve on the Local Salary Survey Committee (LSSC). Its members took part in all phases of the survey preparation and data collection.

The first preparatory meeting of the LSSC took place in June 2016 when it was agreed to hire a consultant to carry out research of the labour market in Vienna to help identify employers who meet the criteria as set by the ICSC Methodology.

In order to be well prepared for the survey, members of the LSSC attended a workshop on the Survey Methodology, provided by the Federation of International Civil Servant's Association (FICSA) in July 2016.

Pre-survey consultations and training of the LSSC by the ICSC Secretariat were conducted in November 2016. The data collection took place from 18 to 28 April 2017, with one additional interview conducted on 5 May 2017.

Finding the right comparator employers and persuading them to share information on their salaries was a particular challenge. The dedication and perseverance of the LSSC were key factors in convincing several employers to participate despite their initial reluctance to do so. The ICSC commended the LSSC for managing to retain 17 employers, which is the highest number of retained employers across the duty stations so far.

---

<sup>8</sup> The salaries paid to P staff are comprised of two main elements: (1) a base or floor salary and (2) a post adjustment. The post adjustment is a cost-of-living adjustment designed to preserve equivalent purchasing power for all duty stations.

The results of the survey yielded a 3.3 per cent increase, an excellent result, especially considering the global negative trend<sup>9</sup>. The 2016 interim inflation adjustment for salaries, which had been withheld pending the outcome of survey, was implemented in September's payroll retroactively, with effect from 1 November 2016. This amounted to an increase of 1.4 per cent in the salary scale.

The remaining increase of 1.9 per cent was subject to approval of the IAEA Board of Governors<sup>10</sup>. In their meeting of 24 November 2017 they approved the results of the salary survey and authorised the IAEA Director General to set the date of implementation of the resulting salary after consultation with the Vienna-based UN system organizations.

The 1.9 per cent increase will be calculated retroactively as of 1 April 2017, i.e., the reference month of the survey. Future interim adjustments to GS salaries, if applicable, will be applied in April of each year.

Without a doubt, the good result of the survey depended a lot on the knowledge and the level of preparedness of the members of the LSSC. Despite the good result, staff continue to have concerns about the Methodology. The ever-decreasing number of employers willing to share data and the difficulty of the current Methodology in properly capturing evolutions in how pay is awarded, begs a reform of the salary survey process. The LSSC brought to the attention of the ICSC that companies in the local market are very dynamic and shrinking in size and sometimes the same company is split into two or three separate entities. For this reason, unless the ICSC would consider lowering the required minimum number of clerical and support employees so that an employer can be retained, it may be difficult in the future to identify sufficient comparators.

One additional issues is the increased weighting of the public sector comparators, which often depresses the final result. Nevertheless, there are moves to further increase the weighting of the public factor in the future, which staff federations are working against.

### 3. Performance Management

The Secretary-General's Management Reform will include a review of performance management. As indicated in his report *A/72/492*, the Secretary-General lists several issues which will be addressed in 2018, taking into account the appropriate staff management consultations:

---

<sup>9</sup> Rome: -9.2%; Paris: - 2.19%; New York: -5.8%; Geneva: -1.8%; Bangkok: -27.2% for GS staff and -41.4% for National Professional Officers.

<sup>10</sup> IAEA is the lead agency in Vienna and the new salary scale recommended by ICSC as a result of the survey had to be approved by the IAEA Board of Governors for implementation.

27. (j) *Transform performance management, including introducing a 360-degree evaluation mechanism, beginning at the Under-Secretary-General and Assistant Secretary-General levels; [...]*

28. *Greater emphasis must be placed on investing in staff training and development as part of a performance management system that will achieve the required workforce shift in order to more effectively respond to present and future requirements. Performance must be more effectively managed, including through clear communication of expectations with staff members and measurement of achievement against objective standards and updated competencies that are linked to job design and standards across the Secretariat in order to align with the United Nations system leadership framework endorsed by CEB.*

During the SMC VI meeting earlier this year, staff representatives inquired about the status of the report on performance management that had been developed by the dedicated Working Group and submitted with OHRM's report to the General Assembly two years ago. Management informed the SMC that OHRM had engaged in extensive discussions with the General Assembly on the issue, particularly in relation to the behavioural management element of performance management. OHRM is due to report back to the General Assembly during the 73rd session.

## 4. Pension Issues

### 4.1. Retirement Age

In December 2015 the General Assembly decided<sup>11</sup> that the mandatory age of separation for staff recruited before 1 January 2014, should be raised by the organizations of the United Nations common system to 65 years, at the latest by 1 January 2018, taking into account the acquired rights of staff.

Based on the results of a staff survey, which had clearly showed staff support across all age ranges for an earlier implementation date of the mandatory age of 65, Staff Unions expressed their preference and requested 1 January 2017 to be the implementation date. For its part, management argued for 1 January 2018 on the basis of the budget cycle. In December 2016 it was officially announced that the implementation date would be 1 January 2018.

Under this arrangement, the mandatory age of separation for all staff working after 1 January 2018 is 65. Staff members appointed prior to 1 January 1990, or between 1 January 1990 and 31 December 2013, will be able to exercise their acquired right to separate on retirement at age 60 or 62, respectively, with no reduction in their pension. They will only have to inform administration in writing should they wish to avail themselves of that right, including in case of early retirement.

---

<sup>11</sup> A/RES/70/244

An administrative instruction is yet to be issued and it should come out by the end of 2017 along with the respective amendment to the Staff Regulation 9.2 and the Staff Rule 13.13 on the mandatory age of separation. A revised edition of the Staff Regulations and Rules will be promulgated after the adoption of a resolution by the General Assembly.

## **4.2. United Nations Joint Staff Pension Fund**

The United Nations Joint Staff Pension Fund (UNJSPF) has continued to be a significant source of concern to staff. Our Staff Union has been working together with other UN Staff Unions addressing those concerns and devoting particular attention to the large backlog of payment delays to retirees; proposals to increase the top-heavy nature of the UNJSPF administrative budget; the need for proposals to speed up the first payment upon retirement; investment underperformance; and in the context of the above, the proposals about the current leadership.

In July 2016, CCISUA and FICSA organized a petition, backed by 14,000 staff, expressing concerns at the direction of our Pension Fund, including attempts by the Fund's Board to pave its exit from the UN through new financial rules, seriously late payments to new retirees and significant underperformance in investments. Following extensive meetings with Member States, the General Assembly backed the staff federations.

In its resolution A/RES/70/248, the General Assembly rejected new financial rules proposed by the Board; rejected two proposed P-5 posts, one for communications and one for office administration; heavily criticized the late payment of newly retiring staff; dismissed the Board's positive evaluation of the Chief Executive Officer of the Fund (CEO); expressed concern at the financial underperformance of the Fund and criticized the number of vacant posts in the investment management division; requested a performance evaluation of the Representative of the Secretary-General (RSG); requested a full audit of the Fund's internal policies and processes; endorsed further study of the staff proposal to pay an advance to new retirees who do not receive a pension on time; and, questioned the Fund's excessive use of expensive consultancy firms.

The Staff Unions' campaign to protect our Pension Fund received press coverage as well as ongoing coverage in the UN pension blog. It also involved a formal intervention by Staff Unions at the General Assembly in late October 2016.

The 64th session of the Pension Board was held in Vienna from 24-28 July 2017. The two staff federations, CCISUA and FICSA, delivered their statement during the session, enabling the Board to hear first-hand staff perspectives.

### ***Payment backlog***

Staff aligned themselves with those Board members, for whom resolving the problems surrounding the late payment of benefits and withdrawal settlements to new retirees is a matter of pre-eminent importance. Although the backlog may have decreased, it still exists.

The staff federations urged the Board to reconsider ways and means of rectifying promptly this unacceptable hardship on new retirees. They also expressed a sense of urgency and therefore called for a more proactive Fund which would include introducing provisional payment, as practised by many governments and certain international organizations. For example, the first pension may be paid out as a provisional payment shortly before the staff member retires, thus helping the retiree to bear significant costs in the first month of retirement.

### ***Long-term sustainability of the Fund***

Resolution A/RES/71/265 expressed serious concern over the investments of the Fund—a concern that staff federations also share. The improvement in investment performance in the first six months of the current year compared to that of the past three years has not allayed staff's concerns. The Fund faces an environment in which lower investment returns and a growing budget are paired with an increasing ratio of beneficiaries to contributors and an increasing ratio of non-staff to staff.

Subsequently, in October 2017 the Secretary-General appointed Sudhir Rajkumar of India as his new Representative for the Fund.

### ***Negative audit reports and extension of the CEO***

During its 64th session the Board considered a number of audit reports from OIOS<sup>12</sup> and the Board of Auditors, which were critical of non-cooperation by the Fund's management with auditors, incorrect figures supplied to the actuaries resulting in the actuarial report having to be dropped, and false information provided to UN staff on the size of the payment backlog.

In view of the above, and taking into account the serious payment backlog, lack of contingency planning and poor staff-management relations at the Fund, Board members representing a majority of participants strongly opposed the extension of the CEO. However, being in a minority on the Board, they could only compromise on an extension for three years (non-renewable).

To this end, on 28 August 2017, the six UN Participants Representatives sent a letter to the Secretary-General informing him that the UN's management and participant representatives, representing two-thirds of the Fund's members, were against recommending any reappointment of the CEO.

Given that the Secretary-General is ultimately the one accountable to staff for the payment of their benefits, as well as for enforcing accountability in the UN system, the President of CCISUA has asked the General Assembly to grant the Secretary-General the authority to

---

<sup>12</sup> The UN's OIOS issued two audits on the UN pension fund: report number 2017/110 "Audit of procurement and contract management in the Secretariat of the United Nations Joint Staff Pension Fund" and report number 2017/104 "Audit of post-implementation of the Integrated Pension Administration System in the Secretariat of the United Nations Joint Staff Pension Fund". For more information: <http://www.ccisua.org/2017/11/14/audits-find-procurement-irregularities-and-poor-project-management-at-un-pension-fund/>

disregard the Board's recommendations and select and appoint, when the posts fall vacant, a CEO (1 January 2018) and Deputy CEO.

### ***Budget of the Fund's Secretariat***

The Board approved a large increase in the budget of the Fund's secretariat, with new posts mainly at the top levels. Staff made clear their reservations about it, especially as those posts are paid for by staff contributions. The final decision on this will be taken by the General Assembly.

### ***Attempts by the CEO to prevent elected board members from attending***

Staff federations were dismayed at the events surrounding colleagues from the UN and UNESCO who, although elected to the Pension Board, were denied their claim to attend the Pension Board session and thus were not permitted to represent their constituents. The ban would have set a precedent in which the Fund would be able to pick and choose which participant representatives could sit on its own governing body; something that only you, the staff should be able to decide.

The matter was taken to the UN Appeals Tribunal (UNAT). At the end of October 2017 the Tribunal ruled<sup>13</sup> a decision by the Pension Fund's Board to exclude two of the six members from its session as being illegal. In making its decision, the Tribunal rightly found that there was no legal provision for the ban, upholding the democratic process. The UNAT judgement vindicates the 4,500 staff who signed a petition protesting the ban and the Staff Unions, who through the CCISUA staff federation, encouraged the legal appeal. To this end, the Staff Unions have made clear to UN Secretary-General that the CEO should not be extended when his contract comes up for renewal at the end of this year.

It also raises questions about the effectiveness and expertise of the Board itself. To this end, a number of proposals to the General Assembly on how the fund's governance and management structures should be reformed are being made.

### ***Monitoring and follow-up***

In order to contribute to the monitoring and follow-up of the Fund between Board meetings, staff representatives were pleased that one of them was elected to the Audit Committee and another as second Vice-Chair of the Standing Committee.

However, staff do feel that in the future, Board members must pay more attention to issues of sustainability, governance and management of liabilities. Staff also question the ability of a board composed of 33 members and an almost equal number of alternates, all meeting only once a year for five days, to properly oversee the ongoing operations of a complex fund with \$60 billion in assets and obligations to 200,000 beneficiaries and contributors. This is not without risk and staff suggested more frequent Standing

---

<sup>13</sup> Case No. 2017-1093, ROCKCLIFFE against United Nations Joint Staff Pension Board, Outcome: Appeal granted; decision of the Standing Committee vacated

Committee meetings, which would place the Board in a better position to exercise its responsibilities on a more regular and sustained basis.

## 5. Participation in Relevant Fora

In order to have your voice heard as strongly as possible in policy discussions that affect you, the Staff Council participates in various fora, some of which have been referred to above.

### ***Representation at the Staff-Management Committee***

The Council continued being very active during the reporting period in the Staff-management Committee (SMC), through participating in SMC sessions, video-conferences and by contributing jointly with other Staff Unions to papers and positions. In addition, at the last face-to face SMC meeting in April/May 2017, the President of our Union was again nominated and confirmed to serve on the 3x3 Committee. This Committee, is comprised of three representatives from management and three representatives from staff and coordinates the work of the SMC, closely together with the SMC president, Vice-president and Secretary.

The work of the SMC continues to be conducted through various Working Groups (WGs) organized according to topics. Your Staff Council has representatives in the following WGs: Mobility and Career Development (with your Staff Council's President continuing to serve as co-chair for staff); Workforce Reshaping and Downsizing; and UN Whistle-blower Protection Policy.

### ***Representation through our federation, the Coordinating Committee for International Staff Unions and Associations***

Your Staff Council remained active in the federation to which it belongs, namely the Coordinating Committee for International Staff Unions and Associations (CCISUA). A delegation from your Staff Council participated in the 31<sup>st</sup> CCISUA General Assembly in Santiago, Chile, from 13 to 17 June 2016, in the 32<sup>nd</sup> CCISUA General Assembly in Addis Ababa from 5 to 9 June to 2017 as well as in its mid-term meetings held in New York every year in November.



Items discussed during these meetings included Management Reform, GSDM, Pension Fund, gender policy and parental leave, the decrease in compensation benefits, conditions in the field, safety and security and the tendency to hire more and more consultants who are not entitled to benefits.

The meetings also provided an opportunity to discuss and exchange views with other members of the Association and to meet with representatives of substantive offices that were available.

At the last CCISUA General Assembly in Addis Ababa, the President of our Staff Union was elected as the General Secretary of CCISUA. By being a member of CCISUA's Bureau, our Union is able to better contribute to defend your interests in various areas.

During the last mid-term meeting of CCISUA in New York staff representatives met with the Secretary-General and his Deputy. The Secretary-General committed to better consult with staff and share a map and consultation milestones with regards to management reform and staff-management consultations; to look at how consultation is done in the field in order to examine best practices; to study whether a gender pay gap exists in consultancy contracts; to review lack of maternity leave in consultancies and temporary contracts; to share the calculations behind the targets on gender parity; to examine staff's request not to extend the CEO of the Pension Fund; and to prioritise staff safety and to help ensure there is no permanent use of outsourced security staff at HQ locations.

During that same meeting, the Vice-President of our Staff Union was able to directly bring to their attention the persisting structural and contractual issues in the Information Technology Service (ITS) and the Enterprise Application Centre in Vienna (EAC-VN).



Discussions were also held with high-level officials including the ASG of Office of Human Resources Management (Marta Helena Lopez), Chief, GSDM (Christophe Monier), the ICSC Executive Secretary (Regina Pawlik), ASG for Staff Safety and Security (Fadzai Gwaradzimba), Director, Office of the Administration of Justice (Alayne Frankson-Wallace), Ombudsperson (Johnston Barkat), Chief of the Office of Staff Legal Assistance (Katya Melluish) and the Chief, Ethics Office (Elia Yi Armstrong).

Finally, the three-day meeting also included a donation to the UN Memorial and Recognition Fund, which helps children of staff killed in the line of duty. Another highlight was the signing of a memorandum of understanding with UN Globe to better integrate the concerns of LGBTI staff in UN decision-making.

### ***Conference of Staff Committees / Councils / Unions / Associations of the Vienna based International Organizations***

Since 2015, staff committees, councils, unions and associations of the Vienna based International Organizations have held annual conferences to discuss topics of mutual interest and to foster cooperation among themselves.

The President of our Staff Union has actively participated in all conferences as they present a good opportunity to exchange best practices and knowledge, to gain practical skills and tools to better promote and represent the interests of international civil servants. They also create an excellent prospect for networking and for establishing valuable contacts.

In October 2016 the conference was hosted by the OPEC Fund for International Development (OFID). The 2017 conference was hosted by the International Centre for Migration Policy Development (ICMPD). The topics discussed included professional working environment and staff motivation; working arrangements (telecommuting, flexible hours); mediation, Internal Justice Systems; and the role of staff committees, councils, unions and associations in international organizations.

### ***Other***

The Vice-President of the Staff Union participated in a one-day retreat organised by the UNOV/UNODC Human Resources Management Service (HRMS) in Vienna on 6 November 2017. The objective of the retreat was to develop the initial draft of an HR operational strategy for UNOV/UNODC, its service delivery, talent management and organizational culture. The retreat also focused on developing a road map with projected short and long-term milestones and results, advancing the HR Operational Strategy.

## **6. Training of Staff Representatives**

### ***Training Workshops for Staff Representatives on Bullying in Harassment***

Several staff representatives from our Union participated in two separate FICSA training workshops on bullying and harassment. The first workshop was held at the UNAIDS in

Geneva on 22 and 23 June 2016, the second one in Vienna on 5 and 6 December 2016. Both were conducted by an experienced FICSA trainer.

The workshops enabled our Union to raise its profile around the issues of bullying and harassment and helped the staff representatives to better understand workplace bullying and harassment; identify the role of the Staff Union in supporting members in the workplace; and identify approaches and solutions to tackling bullying and harassment.

### ***Workshop on the General Service salary survey methodology I***

In preparation for the GS salary survey in Vienna, conducted in April 2017, the IAEA Staff Council organised a workshop on the GS salary survey methodology I (headquarter and similar duty stations) in Vienna from 11 to 13 July 2016.

Two UNOV/UNODC staff representatives on the LSSC joined the workshop which helped them enhance their knowledge of salary survey techniques. During the training they were provided with a detailed overview of the methodology in force for headquarter and similar duty stations, covering survey participants roles and responsibilities as well as due proceedings. Basic concepts related to the system of job evaluation and job classification were dealt with. Within the framework of the methodology, all the survey phases were analysed: preparatory work, data collection, data analysis, construction and approval of the new salary scale. Interim adjustment procedures were reviewed as well.

### ***Workshop “What Are My Rights?”***

FICSA organized a workshop “What Are My Rights?” covering the law and procedure for appeals of adverse administrative decisions in organizations in the common system subject to the jurisdiction of the ILO Administrative Tribunal (ILOAT Track Appeals) in Geneva from 14 to 15 June 2017.

One staff representative from our Union participated in the workshop. It helped her learn how to effectively advise staff members who are considering appealing administrative decisions.

### ***Workshop for Staff Representatives on Mental Health***

A FICSA training workshop for staff representatives on job classification was hosted by the UNAIDS in Geneva on 2 and 3 October.

A staff representative from the field and a staff representative from UNICRI participated in the workshop. It helped them build up the requisite capacity to advocate and support a mentally healthy workplace, in particular the capability to address the fear, stigma and misunderstanding of mental health issues.

### ***Workshop for Staff Representatives on Job Classification***

A FICSA training workshop for staff representatives on job classification was hosted by the OSCE Staff Association in Vienna on 23 and 24 October 2017.

Three staff representatives attended the training, which enhanced their knowledge, expertise and confidence in job classification standards used in the UN system: Professional Master Standard “Spectra”, as well as the New GS Master standard.

### III Staff Protection, Well-Being and Legal Assistance

The Staff Council continues working, often with other UN Staff Unions, in order to improve staff protection and well-being and to provide legal assistance to its constituents as appropriate.

#### 1. Field and security

##### 1.1. Classification of Hardship Duty Stations

As is the usual practice, our federation, CCISUA participated in the mid-year and annual review meetings of the ICSC working group on the classification of Hardship Duty Stations.

Staff unions believe there is a need to review the classification methodology currently in use since 2011 and which has now been applied world-wide. In the particular case of the Africa duty stations, concerns have been raised about some anomalies generated by the methodology. These appeared to have led to artificially upgrading the classification rating of some duty stations even when there was no improvement to the conditions of life and work for staff on the ground. Upon the request and insistence of CCISUA and some of the agencies, the ICSC has finally authorized a working group meeting to review the methodology. Through CCISUA you will be represented to convey staff concerns as appropriate.

##### 1.2 Security

Through our federation, CCISUA, our union is represented in the activities of the Inter-Agency Security Management Network (IASMN). This is the largest gathering of security specialists and security policy makers UN-wide. Staff representatives have an observer status. Over the reporting period the main areas of discussion addressed the following: the compliance mechanisms and the corresponding necessary resources and will to implement them; residential security measures for locally recruited personnel; and the UN Department of Safety and Security's (UNDSS) integration project.

In regard to the latter, your Staff Council has become a participant in the monthly meetings held on this topic. The UNDSS integration project aims to streamline the way the Security Management System might be centralized under the purview of UNDSS. However, there are concerns regarding Human Resource implications, as well as potential complications in providing more support to security staff in the field if the necessary resources are not available.

While the security staff serving UNOV and UNODC are not foreseen to be affected by this project, our representation in this group contributes to ensuring that there will be no negative impact of the integration project on our security staff constituents. It also allows us to be directly informed of any relevant developments at the earliest stage possible.

### **1.3 Duty of Care**

CCISUA has also joined the task force on Duty of Care created by High-Level Committee on Management (HLCM). In general, the Task Force looks into the coordination of policies, operational tools and administrative procedures with a view to enable to UN to operate in high risk areas, while exercising duty of care responsibilities towards its staff. Among other things, it also endeavours to understand the scope of risk assessment mechanisms available, i.e. security, health risk, psychosocial hazards. CCISUA has volunteered to be part of a sub-group to specifically look into the issue of duty of care for locally recruited staff.

## **2. Staff Well-Being**

### **2.1. Town Hall Presentation on Harassment and Bullying at the Workplace**

Motivated by their participation in two training workshops on bullying and harassment, members of the Staff Council decided to increase their efforts in seeking approaches and solutions to tackling workplace bullying and harassment. The Council welcomed the initiative of its Working Group on Staff Protection (WG), who proposed to organise a town hall presentation on "Harassment and bullying at the workplace" and engage an experienced trainer and facilitator for that purpose.

In preparation for the event, members of the WG consulted with several key stakeholders (Chief HRMS, Staff Counsellor, Ombudsperson, members of the Joint Harassment Prevention Board, Medical Director and the President of the Staff Union), hearing their views and recommendations on the subject of bullying and harassment. The stakeholders also accepted the invitation to participate in a town hall presentation.

In September 2017, the Staff Council invited the facilitator to come to Vienna to discuss the scope, modalities, format and the organization of the town hall presentation. Several consultative meetings took place, one with the WG members and the stakeholders, and the other one with the whole Staff Council for consultations and fine tuning of the exact procedure of the town hall meeting. Following those two meetings, the WG had a wrap-up meeting with the facilitator when they developed the detail agenda for the town hall presentation, envisaged to take place in early 2018.

### **2.2. Survey of staff serving in the Information Technology Service and Enterprise Application Centre Vienna**

In October 2017 the Staff Council carried out a survey of staff serving in the Information Technology Service (DM/ITS) and Enterprise Application Centre Vienna (OICT/EAC-VN)

The survey was a result of discussions in the Staff Council of issues brought to its attention pertaining to staff in DM/ITS and OICT/EAC-VN, including, but not limited to, those introduced by the recent restructuring.

As such, the purpose of the survey was to gain a clearer understanding of the views, experiences and well-being of DM/ITS and OICT/EAC-VN staff. The Council's hope was to get the feedback from staff, which would contribute to, and inform, strategic and policy-making decisions effecting these staff and the organizational entities which they serve.

The final, aggregated survey results to specific questions, have been made available to DM/ITS and OICT/EAC-VN staff, as well as all relevant senior managers and the leadership in Vienna and New York.

The SC stands ready to discuss any lessons learned or best practices in identifying the best way forward for staff, within its mandate to advise on conditions of work, general conditions of staff welfare and applicable human resource policies.

### 2.3. Mental Health Strategy

The health of staff - both physical and mental - is essential to the productivity and effectiveness of the United Nations. Unfortunately, in recent years, the Organisation has observed worrying trends:

- An increasing number of health-related separations from work due to mental health disorders.
- The number of people citing mental health as a reason for sick leave having doubled between 2011 and 2016 (UN sick leave data).
- United Nations staff members experience higher levels of mental ill health than the general population. Indeed, 49% of all respondents to the 2015 Global Wellbeing survey (completed by 17,285 UN staff across 11 different UN organisations) screened positive for at least one of the following mental health issues (Generalized Anxiety Disorder, Depression, Post Traumatic Stress Disorder and Substance Abuse).



*World Mental Health Day in the Country Office in Pakistan*

Fortunately, mental health problems are treatable and, in some cases, preventable. A system-wide Working Group, comprised of the Staff/Stress Counsellors, UN Medical Directors, the Office of Human Resource Management, the Office of Ombudsman and Mediation Services, and the Staff Associations, was created to develop a UN system wide

Mental Health Strategy. The main expected outcome of the Strategy is to increase employee/staff resilience, productivity and engagement through prevention and timely treatment of mental health issues.

The Chair of the Mental Health Strategy Working Group contacted our federation, CCISUA as part to the consultation process, sharing the draft strategy for their review and consideration. Their input was integrated into a finalised strategy<sup>14</sup> and presented to the High-Level Committee on Management (HLCM) at its September meeting.

### 3. New Whistle-Blower Protection Policy

By its resolutions 70/255<sup>15</sup> and 71/263, the General Assembly urged the Secretary-General to revise the 2005 policy<sup>16</sup> on protection against retaliation, in order to ensure that the Organization operates in an open, transparent and fair manner, with the objective of enhancing protection for individuals who report misconduct or cooperate with duly authorized audits or investigations.

The new policy<sup>17</sup> called the “Whistle-Blower Policy” was promulgated in January 2017, almost immediately upon the new Secretary-General taking office. It was the result of extensive consultations between staff and management for a period of some two years.

Staff Unions underlined the efforts done and the improvements of the new policy which was qualified as a major step forward. However, they made clear that in order for the UN to have a whistle blower protection policy that is on a par with the best international standards, it would need further improvement. SMC VI agreed to establish a Contact Group, which is now revising the “Whistle-Blower Policy”.

The Joint Inspection Unit of the United Nations System (JIU) is also conducting a review of whistle-blower policies and practices in UN system organizations. The review is examining good practices and lessons learned and will provide recommendations to enhance the efficiency and effectiveness of policies, processes and procedures in this realm, as well as training and accountability across the UN system.

In September 2017 a JIU team was in Vienna for meetings with representatives from IAEA, UNIDO and UNODC. The team also met with the President of our Staff Union and five other Staff Council members, during which they provided responses to inspectors’ questions and their views.

As part of the review, the JIU has recently initiated a survey of all staff of the JIU participating organizations, seeking their perceptions of whistle-blowing-related issues.

---

<sup>14</sup> CEB/2017/HLCM/16/Ann.1 UN Workplace Mental Health and Well-Being Strategy

<sup>15</sup> A/RES/70/255 “Progress towards an accountability system in the United Nations Secretariat”

A/RES/71/263 “Resolution adopted by the General Assembly on 23 December 2016”

<sup>16</sup> ST/SGB/2005/21 “Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations”

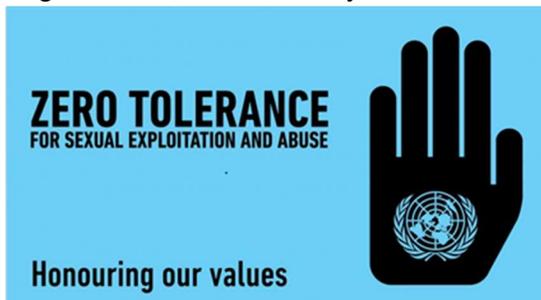
<sup>17</sup> ST/SGB/2017/2 “Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations”

## 4. Protection from Sexual Exploitation and Abuse, and Harassment

As it is in the interest of all, most importantly those we serve, that any form of sexual exploitation and abuse, including all tacit tolerance, be stopped, the Staff Unions of the UN common system, grouped under the staff federations issued a statement to colleagues, our organizations and member states. We called for the following: a stop by all to sexual exploitation and abuse; a single and fair investigation process for both staff and military personnel, so no-one can claim an opt-out; better reporting mechanisms for victims and staff, and more effective protection for whistle-blowers; zero tolerance not just for those who commit such acts but also for those in positions of responsibility who turn a blind eye or cover up; a culture change at headquarters so that military forces with records of abuse are not contracted to peacekeeping missions; and accountability for all, including through national judicial systems.

Since taking office in January, the Secretary-General has put combating sexual abuse and exploitation at the top of his agenda. Staff welcomed his report on “Special measures for protection from sexual exploitation and abuse”<sup>18</sup>, on which staff were consulted and provided inputs through conducting a staff survey on the matter. The report outlines four main areas of action to address this crime: (1) putting victims first; (2) ending impunity; (3) engaging civil society and external partners; and (4) improving strategic communications for education and transparency.

In order to reiterate their personal commitment to eliminating sexual harassment from the Organization, the Secretary-General and the UN Staff Unions sent a letter to all staff on 1



November 2017. The letter reminded staff that there was a clear policy<sup>19</sup> on sexual harassment and a process to investigate allegations in a fair and confidential manner, with firm sanctions at the Organization’s disposal.

Moreover, the letter called all staff to support colleagues who are harassed and to call out

harassment where they see it.

## 5. Legal Assistance for Staff

Your Staff Council is continually available to staff members wishing to consult with them on work-related issues. We provide advice on your options and assist you in seeking

---

<sup>18</sup> A/71/818 “Report of the Secretary-General - Special measures for protection from sexual exploitation and abuse: a new approach”  
A/RES/71/297 “General Assembly resolution - Special measures for protection from sexual exploitation and abuse”

<sup>19</sup> ST/SGB/2008/5 “Policy on discrimination, harassment, including sexual harassment and abuse of authority”

justice, whether through informal or formal channels, such as through the provision of legal assistance to contest an administrative decision.

If you are a dues-paying Staff Union member, you are furthermore entitled to two free legal consultations from English speaking lawyers on both work-related and non-work-related matters.

### **5.1. Lawyers available for work-related issues**

A lawyer, who is an expert in UN rules and regulations, continues advising staff on general legal issues. His services include assistance in the submission, representation and management of individual dues-paying Staff Union members' cases in the UN Administration of Justice system.

During the reporting period, the lawyer has provided legal advice and extensive consultation to thirteen staff members concerning their grievances. Three of those staff members were also assisted with filing their cases at the Tribunals- two at the UN Dispute Tribunal and one at the UN Appeals Tribunal.

In order to access this service, a staff member needs to have been a dues-paying member for at least six months. Staff in the organization for less than six months, need to have joined immediately upon arrival. The Staff Committee makes a determination as to whether a case should be forwarded to the lawyer. Depending on the lawyer's opinion on the chances of success of the case, the Union will assist you in funding the legal representative.

Another lawyer familiar with the UN internal justice system is also available weekly on Thursdays, from 08:00 to 12:00 in room C0341 to advise staff on work-related issues. Up to two free legal consultancies per year are provided to dues-paying member of VIC Staff Associations/Unions:

**Laurence C. Fauth, Esq., Attorney-at-Law, c/o J. Fischbacher GmbH**

**Thursdays, from 08:00 to 12:00 (by appointment only)**

Linke Wienzeile 36/7b, Vienna, Austria 1060

Tel. (+43 (0)) 664 205 8458

Email: [lcfauth@unattorney.com](mailto:lcfauth@unattorney.com) Web: [www.unattorney.com](http://www.unattorney.com)

### **5.2. Lawyers available for non-work-related issues**

Four lawyers are now available weekly in room C0341 to advise staff on non-work-related issues. Up to two free legal consultancies per year are provided to dues-paying members of VIC Staff Associations/Unions. As one needs to present their Staff Union membership card, staff members who no longer have their card may contact the Staff Union's office (E1112).



**(1) Stadler Völkel Attorneys at Law**

**Mondays, from 14:00 to 17:00 (by appointment only)**

Seilerstätte 24, 1010 Vienna

Tel: +43 (1) 997 1025-33 (Stadler), +43 (1) 997 1025-22 (Völkel)

Email: [office@svlaw.at](mailto:office@svlaw.at)

<http://www.svlaw.at/en/>

**(2) Mag. Diana Mautner Markhof, LL.M. (Chicago), Attorney at law, New York**

**Tuesdays, from 14:00 to 17:00 (by appointment only)**

Weimarer Strasse 49/1/1, 1180 Vienna

Tel: +43 (0) 650 403 00 91

Email: [office@mautnermarkhof.eu](mailto:office@mautnermarkhof.eu)

[www.mautnermarkhof.eu](http://www.mautnermarkhof.eu)

**(3) Paar and Zwanzger, Rechtsanwaelte-Partnerschaft (GbR)**

**Wednesdays, from 14:00 to 17:00 (by appointment only)**

Wiedner Hauptstrasse 46/6, 1040 Vienna

Tel: (+43 (0)) 581 3332

Email: [kanzlei@paar-zwanzger.at](mailto:kanzlei@paar-zwanzger.at)

**(4) Dr. Roland Gewessler, MRICS, Attorney-at-Law, N.Y.**

**Fridays, from 14:00 to 17:00 (by appointment only)**

Office Tel: +43 (1) 513 52 56 0, Cell: +43 (0) 664 464 90 70

Email: [roland.gewessler@rglegal.at](mailto:roland.gewessler@rglegal.at)

## IV Communication and Outreach

One of the Staff Council's endeavours is to further increase the Council's visibility and raise staff awareness. To this end, a number of activities have been continued, including those referred to below.



The website of the United Nations Staff Union at Vienna <http://staffunion.unov.org> is updated with information on news, the activities of the Union, important documents, contacts, information on meetings and the services the Union provides.

The Facebook page, which is maintained in conjunction with other Staff Unions, reports on how your unions are campaigning on issues that concern you such as safety, contracts and conditions of service. It provides information about developments taking place in the Organization and how you may be affected: <https://www.facebook.com/unstaffunions>



Another useful source of information is the upgraded website of our staff federation CCISUA: <http://www.ccisua.org/>. This website displays regularly updated articles, providing coverage of issues pertaining to common system staff and putting forward CCISUA members positions on a variety of topics.

During the reporting period the Union has also sent you broadcasts informing you of developments and inviting your feedback.

Several town-hall meetings were held with all the staff to update them and obtain feedback on their pay (cost-of-living survey and GS salary survey in Vienna). In cooperation with other Vienna Based Organizations (VBOs), a special town hall meeting on the status of the Pension Fund was organised in July 2016.

The Council also actively participates in all global town-hall meetings organised by the Administration addressing the many issues of concern, as well as those organized by the Administration in Vienna.

The more fully informed the Staff Council is of the issues that affect our constituents, the better we are able to represent them and facilitate policies and conditions that protect and benefit you.

## V Services to Staff

### 1. Utilization of Union Funds

#### 1.1. Agreement with the Austrian Tenants' Union

At the beginning of 2017, your Staff Union, together with the CTBTO Staff Union, signed the agreement with the Austrian Tenants' Union ("Mietervereinigung"), according to which the dues-paying members of the Staff Union can have free access to the following services:

- personal counselling on tenancy issues, either on the phone or personally in the offices of the Tenants' Union
- assistance with drafting correspondence to the house/apartment owner or house management
- verification of rental contracts (scanned copy with any questions can be submitted through the office of the Staff Council to the Tenants' Union and a reply is normally provided within one to two days)
- staff members who require additional assistance which goes beyond services listed above are exempt from paying the registration fee of EUR 60.- and immediate service fee of EUR 170.- and only have to pay the regular membership fee of EUR 61.-

The service has proven to be popular and highly appreciated, in particular by the newcomers, who are not familiar with the Austrian laws and the German language. Positive feedback has been received from some thirty staff members who took advantage of the service.

#### 1.2. Charity Donations

In view of the ongoing tragic war in Syria, the Staff Council decided to donate the 10 per cent of the 2016 profit generated from the sales of our Souvenir Shop again to "Project Balsam", launched by the "Arab Women's Association"<sup>20</sup>. This is an NGO, founded in May 1997 in Vienna, which helps Syrian women and children living as refugees in Turkey.

The funds donated by the Staff union in the past were used to set up a medical centre in Avusu's village on the Turkish-Syrian border.

The amount of EUR 6,902.- donated this year will be used to support the NGO's latest project called "Leaving no one behind: Education for Syrian Refugee Children in villages at the border between Turkey and Syria". This project aims at helping the Ikraa School, located in the village of Avsuyu in the state of Hatay (Antakya), Turkey. Founded in 2013, the school provides education for Syrian refugee children from the villages of Avsuyu (300

---

<sup>20</sup> For more information see their website: <http://arabaustrianwomen.org/>



Syrian refugee families) and Tanishma (150 Syrian refugee families). The villages are located several kilometres from the school and the parents can barely afford the transportation costs of the children. This is, in fact, one of the reasons for which many children cannot afford to attend school. The NGO would like to contribute to the children's education by providing for better facilities, equipment and educational materials, as well as ensuring a daily meal.

### **1.3. 2<sup>nd</sup> joint VIC Staff Summer Party**

The Staff Union joined the IAEA and the CTBTO Staff Council on 30 June 2017 for the joint VIC Staff Summer Party. The UNOV/UNODC Staff Council contributed EUR 5,000.- to the costs. Half of the cost was generously subsidised by the Staff Welfare Board.

### **1.4. Staff Union Dues**

We wish to remind you that while all staff of UNOV/UNODC are nominally members of and represented by the Staff Union, payment of dues is completely voluntary and not automatic.

The Staff Union depends on its members' contributions and each dues paying member's small contribution goes towards a collective fund to develop activities that will benefit us all. You are also showing your solidarity to the cause of staff rights. Joining the Union adds to the impact of our collective efforts to improve conditions of service and expand our programmes to serve your needs more effectively.

Union dues are set at 0.15 per cent of your monthly net salary, plus allowance. They are automatically deducted from payroll, after staff fill out a form available from the Staff Union's office or on our website: <http://staffunion.unov.org/su/en/your-union.html>

By becoming a dues-paying member, not only are you claiming a real stake in your Union, you are also showing solidarity with the cause of staff rights. In addition, you receive a membership card, which gives you the possibility of accessing professional legal

representation at the UN appeal boards and tribunals, as well as to a whole range of other services and discounts<sup>21</sup> provided to dues-paying members.

## 1.5. Souvenir Shop Operations

The Staff Union manages the UN Souvenir Shop at Gate 1 of the VIC. It offers a wide range of UN products, and the dues-paying members of the Staff Union have a ten percent discount on any item.

The profit from the sales of the Shop is used to support the activities of the Staff Union and ten percent of the profit is donated to a charity every year. Details of the distribution of 2016 profit are provided above.

In order to further improve the operation of the Gift Shop, the Staff Council has established a “Gift Shop Standing Committee” as a governance body. The Committee establishes rules, procedures and guidelines for the Gift Shop operations; reviews, approves and monitors the implementation of the annual procurement and sales plan; establishes a long-term strategy; and provides recommendations on the distribution of profits. It also appoints an impartial third party to conduct a regular annual inventory taking and financial audit exercise.

The Committee has recently proposed the establishment of a Support Fund for the representation of non-staff serving alongside UNOV / UNODC staff.

## 2. Staff Services

The Union’s Staff Services Officer continues expanding the commercial offers and discounts available to dues-paying members.



<sup>21</sup> The information about the services and discounts is available on the Staff Union website: <http://staffunion.unov.org/su/en/staff-union-services.html>

The relevant information about the Staff Union services is available on the Staff Union website: <http://staffunion.unov.org/su/en/staff-union-services.html>

The list of shops and services offering discounts is available at: <http://staffunion.unov.org/su/en/your-discounts.html>



All the information on staff services and discounts available to staff are shared among all VBOs resulting in more staff members having access to more services. Dues-paying members of all the VIC Staff Associations and Unions are welcome to take advantage of the offers provided in E1114 and C0341.

In order to present the various services and benefits available to their contributing members, the VIC Staff Associations and Unions organised a Staff Services Open House Day, held in the Rotunda on 27 March 2017. More than thirty of the companies and service providers attended the event. Holders of Contributing Member cards were served coffee, and there were other special gifts and attractive offers.

The Staff Services Office is also responsible for organizing the popular holiday raffle.



In 2016, the holiday raffle included 100 prizes as well as a notebook with the Staff Union logo for each dues-paying member.

### 3. Joint Bodies and Common Services in VIC

The Staff Council strives towards having staff-friendly and staff-oriented common services in the VIC. In order to contribute to this, the Council has staff-nominated representatives who participate in the joint bodies and common services in the VIC.

### 3.1. Report of the Focal Points for Women

The Focal Points for Women (FPW), - Ricarda Amberg and Anne Thomas and their alternates, Michele Rogat and Justice Tettey - continue to monitor gender balance at UNOV/UNODC to (i) promote greater awareness of gender issues and a gender-sensitive work environment, (ii) provide assistance and advice for female staff; (iii) monitor progress towards the achievement of gender targets within the UN Secretariat and contribute to their development and realization; and (iv) observe interview panels and advise in the staff selection process.

The FPW have taken an active role in supporting the development of the system-wide and secretariat-wide gender strategy and attended meetings, had discussions and provided inputs and comments as part of the development of the UNOV/UNODC gender equality strategy. We have developed a positive working relationship with the gender project team based in the Office of the Executive Director.

For International Women's Day in March 2017 the FPW worked with the focal points from the Vienna-based UN organizations, IAEA, UNIDO and CTBTO, to organize a joint event in the cafeteria to promote 50/50 gender balance, linked to the theme of women in the changing world of work. Staff took photos at the social media booth to show their support for 50/50 gender balance, there were 50/50 cupcakes, thanks to the support of the Staff Council, and free stickers saying "I support gender balance" were handed out. Staff passing through the cafeteria were invited to guess the percentage of women at different grade levels, as represented by jars of beans. A video to highlight the difference between the 50/50 goal and the current reality of gender balance was also shown during the event. A story was published on iSeek. The event was also financially supported by UNIDO and the IAEA.

Other events and activities that the Focal Points have been involved with are:

The FPW also published an article about achieving gender balance in the staff magazine Outlook in Spring 2017.

The FPW also assisted colleagues in Human Resources in organizing an event for Take your Daughters to Work Day in April 2017, which was attended by more than 35 girls.

In May 2017 they organized their fourth Speed Mentoring event, for the second time in collaboration with the other Focal Points from UNIDO, IAEA and CTBTO. It was again held in the rotunda with more than 100 mentors and mentees which received very positive feedback from many participants.

They have met the Head of the Human Resources Section and spoken about the lack of career development opportunities for women staff, the need for more mentoring and our concerns about the operation of the staff selection system. They continue to observe interview panels and raise any concerns with Human Resources.

The FPW welcomed the launch of the International Gender Champions – Vienna which took place in June 2017 and now has 35 senior leaders committed to advance gender equality through concrete and measurable commitments.

### **3.2. Report of the Joint Advisory Committee on the Child Care Centre**

UNOV/UNODC staff representatives on the Joint Advisory Committee on the Child Care Centre (JAC-CCC) have reported that for the calendar year 2017/2018, UNODC/UNOV quota remains at 11 places in the crèche (0-3 years). However, the quota for the older age group (3-6 years) has decreased from 23 to 20 places.

The Manager of the VIC Child Care Centre invited the focal points for place allocation of each Vienna-based organization to its annual meeting in February 2017. Among the important issues discussed were the new places available, the movement of children from the crèche to the older kindergarten group, and the situation of currently registered children.

The Committee reviewed over 40 eligible applications in order to allocate only 5 places that became available for September 2017. The remainder have been rejected by parents, cancelled or not accepted by the Committee. The trend continues to reflect a higher demand for the younger age group (0-3 years).

### **3.3. Report of the Joint Commissary Advisory Committee**

The Joint Commissary Advisory Committee (CAC) reports that the VIC Commissary underwent substantial reconstruction in 2016 and 2017. This included, but was not limited to, the following: new furniture in the Fashion Boutique for small leather goods and a new ceiling; a new information desk; the second information desk was changed; new furniture and brands were introduced in the Cosmetics Store ; new signage was introduced for different areas; and cooling and deep freeze rooms were renewed. In addition, a Commissary IT infrastructure project was carried out.

In their effort towards greening the environment, the Commissary decided to start charging for packing bags from July 2017 onwards. The bag-surcharge, previously included in the product price, was discontinued.

While the CAC, cannot be involved in operational decisions of the Commissary, it monitors the projects underway and closely cooperates with the Commissary management.

A Customer satisfaction survey has recently been initiated.

### **3.4. Joint Advisory Committee on Catering Services**

#### ***Satisfaction Survey***

On 2 March 2017 the Joint Advisory Committee on the Catering Services (JACCS) organized a public meeting, which was attended by 25 people. After a brief introduction

by the JACCS, the outcome of the previous year's survey of the VIC catering was presented.

Upon request, the results of the most recent catering satisfaction surveys may be obtained from the JACCS or Staff Union office.

As the JACCS quarterly meetings were not conducive to reaching the desired outcome, the JACCS decided to establish three working groups which will focus on the following topics: Complaints / Feedback; Review of the Terms of Reference and the Contract; Innovations / Proposals for new ideas.

The main aim of the working groups is to create a forum to exchange views, develop ideas and suggest changes to be shared with the Committee as a whole.

### ***Environmental Issues***

The loss of cutlery, plates and glasses has been one of the main reason for the caterer to use paper cups. Also, the dishwasher capacity and the additional staff to be mobilized in the cleaning process would have financial applications and would lead to price increases. Some 1,400 coffee drinks are served in the cafeteria alone every day.

The replacement of the plastic cups at the water dispenser was introduced. Some one million plastic cups were used in the past in the cafeteria area.

The use of china mugs, which would be bought by staff or used after a disbursement of a deposit fee, and then re-used, was presented an option. However, JACCS members raised concerns with regard to hygiene and the practicability of such a system

### ***Variety – Structural Issues***

Queuing remains a problem due to the limited space in the free flow area. The cafeteria can handle around 1,800 meals at lunch, but some 2,200-2,500 meals are actually served daily, with peaks up to 3,000. Long queues at the C07 coffee are being looked into by the Caterer.

The possibility of having simple warm food in certain areas was explored by your staff representative. The caterer noted that serving warm food in the bar would change the ambiance, therefore, he is disinclined to change the current set-up. It should however be mentioned that warm sandwiches are served at the bar during opening hours.

It was suggested that the coffee corners be opened at 8:30 a.m. during conferences. The caterer found it not to be economical, as funds were not available to pay the staff overtime. The issue is still being followed-up.

Improvements were introduced in the M-building coffee corner with an open-front display for sandwiches/pastries.

A new sandwich bar was inaugurated with opening hours from 9 a.m. to 4 p.m. At the request by your staff representative, the caterer would also consider keeping it open until 5:00 p.m., depending on demand.

### ***Other Issues***

Other issues raised by the JACCS staff representative include, but were not limited to, the following: use of space by the caterer for special events which were limiting the space available to all; using the catering space to consume privately brought food; issues pertaining to allergens; introduction of expiration dates on food as appropriate; introduction of online booking for the restaurant; re-introduction of the buffet concept in the Restaurant; and the safety of floors in the free flow area (confirmation was given that floor is in conformity with the Austrian safety norms).

### **3.5. Report of the VIC Recreation Committee**

The VIC Recreation Committee (VICREC) oversees the activities of the VIC-based clubs. It is composed of Staff Councils/Unions members from each of the Vienna-based organizations (VBOs).

In March 2017 the fourth VIC Clubs' Day was held in the Rotunda. Several clubs participated and advertised their services which helped them attract new members.

During the reporting period, the VICREC approved the establishment of five new VIC clubs: VIC Amateur Radio Contest OX Club; VIC Sustainable and Innovative Initiatives Club; VIC Whisky Connoisseurs Club; the VIC Reiki Exchange Club; and the VIC Ukrainian Club.

A number of clubs were either dissolved or were stripped of their status for failing to submit the mandatory annual reports on their activities, together with their financial accounts.

The 44th Inter-Agency Games were successfully held in Vienna this year. They were hosted by the IAEA. Next year's Games will take place in Italy and will be hosted by the International Fund for Agricultural Development (IFAD).

### **3.6. Coordination with other Staff Unions and Associations**

#### ***Vienna International Staff Associations Committee***

The Staff Union continued its collaboration with other staff associations of the VBOs through the Vienna International Staff Associations Committee (VISAC). The Committee is composed of the Staff Council Presidents from the International Atomic Energy Agency (IAEA), the Comprehensive Test Ban Treaty Organization (CTBTO), the United Nations Industrial Development Organization (UNIDO) and UNOV/UNODC.

During the reporting period, the Committee held meetings and regularly discussed issues of common interest.

Two town hall meetings were organised. In July 2016, during the 63<sup>rd</sup> session of the Pension Board, VISAC arranged a meeting with the with the Chief Executive Officer (CEO) of the Fund, the Representative of the Secretary-General for Investments (RSG) and other members of their staff. They provided information on the status of the Fund, the suggested changes to the investment policy, the delays in the payment of pensions for new retirees and other topics. This was followed by a question-and-answer session.



During the 85<sup>th</sup> session of the ICSC in July 2017, a town hall was held with the ICSC representatives to inform staff about the outcome of the Vienna cost-of-living and GS salary surveys, as well as other related topics.

In September 2016 VISAC called upon all staff by means of a petition to request that the Committee on Common Services (CCS) initiates a bidding process to establish a second bank at either of the two locations at the VIC currently occupied by the Bank Austria (ground floor of the D-building or C01).

The petition and a joint letter were delivered to the CCS on 12 April 2017.

## VI Treasurer's Report



**UNITED NATIONS STAFF UNION VIENNA**  
**Financial Report for the year 1 January - 31 December 2016**  
 (in Euro)

<b>INCOME</b>		<b>Amount</b>	<b>Trend</b>
1.	UNOV/UNODC Membership dues <sup>1</sup>	64,355.07	↑
2.	NOMIK (T-Mobile) monthly payments for access to Staff Services facilities	2,400.00	↑
3.	Bank interest <sup>2</sup> (Dispo only)	195.23	↓
4.	CTBTO contribution to staff services <sup>3</sup>	1,308.12	=
5.	Miscellaneous income <sup>4</sup>	2,557.26	↓
6.	Profit from Gift Shop Operation	68,123.14	↑
<b>Total Income</b>		<b>138,938.82</b>	<b>↑</b>

<b>EXPENDITURE</b>		<b>Amount</b>	<b>Trend</b>
1.	UNSCV travel and training expenses <sup>3</sup>	33,389.52	↑
2.	CCISUA annual membership	8,078.99	↘
3.	Staff services officer	10,984.00	↓
4.	Lawyer fees (professional legal assistance for staff)	9,000.00	=
5.	Business Net (charges for online banking)	232.80	=
6.	Miscellaneous expenses <sup>6</sup>	22,719.65	↑
7.	Bank Charges	316.54	↓
<b>Total Expenditure</b>		<b>84,721.50</b>	

<b>Excess of income over expenditure</b>	<b>54,217.32</b>	<b>↗</b>
--	------------------	----------

<b>ASSETS*</b>		
	Current account balance as at 31 December 2016	29,983.87
	Dispo account balance as at 31 December 2016	778,926.13
	Gift Shop account balance as at 31 December 2016	130,435.20
<b>Total Assets</b>		<b>939,345.20</b>

\*excluding Gift Shop items in stock

Prepared by :

Stefan Brezina

Treasurer (2015 / 2016), Vice-President of the Staff Council



**United Nations Staff Council at Vienna – Financial Report**  
**For the period 1 January to 31 December 2016**  
*(in Euro)*



## Explanatory notes 2016

### Remarks

- The Staff Council uses the ‘Cash Accounting’ principle for its financial operation.
- The Inter Agency Games Account is provided as a free service to the UNOV / UNODC IAG Committee and fully managed by the designated IAG Organizer. The account cannot be overdrawn and any reporting requirements are between the IAG Organizer and his / her transaction partners..

### Explanations

<sup>1</sup> UNOV / UNODC Membership dues for Jan 2016 could not be cost recovered via payroll  
 – The Staff Council decided against recovering the dues retroactively.

<sup>2</sup> The interest income generated during the reporting period is broken down as follows:

1. Staff Council main account	0.00
2. Dispo account	195.23

<sup>3</sup> CTBTO Staff Council contribution of Euro 109.01 per month allows CTBTO staff members to make use of the UNSCV Staff services.

<sup>4</sup> Miscellaneous income and settlements

1. Refund of unutilized funds for visa fees related to Staff Council Travel, by UNOV. (EUR 500 have been deposited on 04/03/2015)	450.32
2. Payment for purchase of Gift Shop items (erroneously paid into main account)	36.00
3. World AIDS Day donation from UNFCU (deposit)	1,874.94
4. Sale of red ribbons on World AIDS Day (deposit)	96.00
5. Training workshop on bullying and harassment (IAEA participation fee)	100.00

<sup>5</sup>This represents the travel and training expenses for:

1. Course, Travel and related costs for three participants - GFTU negotiation training	4,125.04
2. Travel and related costs for two participants at CCISUA General Assembly, Santiago, Chile	8,767.62
3. FICSA Workshop on GS Salary Survey Methodology I (course fee for two participants)	998.82
4. FICSA Workshop on bullying and harassment (course, travel and related costs for three participants)	4,030.08
5. Travel and related costs for three participants at CCISUA mid-term meeting in New York	12,306.3
6. Extending mission for meeting of the SMC WG on downsizing, New York	1,118.84

<sup>6</sup> This consists of the following expenses

1. SMC V meeting hospitality expenses (reception)	1,556.06
2. VIC Staff Party – UNSCV cost contribution	5,000.00
3. Transfer to Gift Shop account - Payment for purchase of Gift Shop items (erroneously paid into main account )	36.00
4. Annual subscription to magazine “Konsument”	52.00
5. Survey Monkey subscription Nov. 2016 – Nov. 2017	247.06
6. External auditor fee (“Albl & Partner”)	1,440.00
7. Moleskine notebooks – end-of-year present for UNSU dues paying members	10,237.40
8. Commission for World AIDS Day donation from UNFCU	8.00
9. Transfer of World AIDS Day donation from UNFCU to NGO in Viet Nam	1,866.94
10. Commission for transfer of World AIDS Day donation from UNFCU to NGO in Viet Nam	14.50
11. Training workshop on bullying and harassment, Vienna (facilitator’s fee)	2,229.85
12. 2016 Holiday raffle posters and vouchers	54.34

## VII Audit Report

**ALBL & Partner**  
**Steuerberatung OG**  
GF.: Mag. Wolfgang Albl



Dr. Irka Kuleshnyk  
President of the Staff Council

Vienna International Center  
PO Box 500  
1400 Vienna

Vienna, 2. October 2017

Audit of the United Nations Staff Council and Gift-Shop 2016

Dear Ms. Kuleshnyk,

we have examined the balance sheet as of 31 December 2016 and the related statement of income and expenditure of the United Nations Staff Council and Gift-Shop.

We conducted the audit by examining evidence supporting the amounts and the disclosures.

In this regard, we would like to submit to you the following suggestions and statements:

1. We recommend to start negotiations with other banking institutions in order to increase the level of credit interest (at least one part of the total assets should be tied longer)
2. We recommend to reduce the stock of the Gift Shop
3. We recommend to harmonize the mark ups of the gifts
4. We recommend to prepare an inventory with the goal to eliminate slow selling articles. We offer our assistance in creating the inventory
5. The costs of our support would amount to € 2.000 + VAT. In case of your approval, we could start making the inventory on 8 January 2018.

To our opinion, the financial statements of 2016 present a true and fair view of the United Nations Staff Council and Gift-Shop.

Yours faithfully

Mag. Wolfgang Albl

ALBL & Partner Steuerberatung OG

1030 Wien, Löwengasse 29/24, Tel. (+43 1) 890 36 24, Fax 890 36 24 15, E-Mail [albl-partner@inode.at](mailto:albl-partner@inode.at)  
HG Wien, FB-Nr. 29 36 20w, UID: ATU63504666

## Annex I

### Staff Representatives and Alternates – Attendance Record

<b>Attendance at meetings of the 25<sup>th</sup> Session of the UNSCV from 13 May 2016 to 26 January 2017</b>				
<b>Unit</b>	<b>Representative</b>	<b>Attendance</b>	<b>Alternate</b>	<b>Attendance</b>
UNOV/DM	BROOHM, Herman	6	GYANKYI, Pius	0
UNOV/DM	D'ROZARIO, Edward	0	RAMIREZ BARRERA, Jose Ariel	0
UNODC/DM	BRIDI, Daniel	4	RICHARD, Yvonne	2
UNODC/DM	BREZINA, Stefan	3	AL ABANI, Shadi	2
UNODC/DM	VACANT	-	VACANT	-
UNOV/CMS	ALARCON, Miguel	0	EL HOUSNI, Touria	0
UNOV/CMS	BAKAYOKO, Aziz	3	EDWARDS, Claire	3
UNOV/CMS	BUDIN, Aban	3	GUILBERT, Marie-Lise	2
UNOV/CMS	REEPMEYER, Antje	1	BOUTRIAU, Isabelle	0
UNODC/OED	BERTERAME, Stefano	4	CAMPELLO, Giovanna	0
UNODC/OED	BARONI, Claudia	1	GRASSI, Simonetta	1
UNODC/OED	KATKHOUDA, Nabil	5	VACANT	-
UNODC/OED	KULESHNYK, Irka	6	AGBORAW Corenne	5
UNODC/OED	SOLTANI, Fariba	2	SAENZ, Elizabeth	0
UNODC Field Offices away and UNICRI	MILSOM, Jeremy	0	VACANT	-
UNODC Field Offices away and UNICRI	DE LEO, Antonino	0	VACANT	-
UNSSS	BAROWSKI, Nathan	3	SLIPAC, Mato	0
UNSSS	HATASOVA, Monica	3	TROJAN, Karol	0
UNSSS	RUGINESCU, Alexandra	0	VACANT	-
UNPA-UNRoD	FUERNSINN, Clarissa	2	EFRATI, Janet	0
UNIS	SCHAECHTER, Iris	5	VACANT	-
OLA/UNSCEAR	CANAFOLIA, Monica	3	NICHOLAS, Caroline	0
UN OOSA	MANIYANIPURATHU, Kurian	3	BALOGH, Werner	0
<p>There were a total of 6 regular meetings from 13 May 2016 to 26 January 2017  <i>Note: Staff representatives from the field are not always able to participate in the meetings because of the different time zones.</i></p>				

## Staff Representatives and Alternates – Attendance Record

<b>Attendance at meetings of the 26<sup>th</sup> UNSCV from 26 January 2017 to 11 December 2017</b>				
<b>Unit</b>	<b>Representative</b>	<b>Attendance</b>	<b>Alternate</b>	<b>Attendance</b>
UNIS/UNPA/ UNRoD/OLA	SCHAECHTER, Iris	8	CROWE-MAYERHOFER, Veronika	3
OOSA/UNOV DM (GSS- OD-OIOS)/UNICRI	MARELLI, Francesco	3	ARISPE, Itziar	2
OOSA/UNOV DM (GSS- OD-OIOS)/UNICRI	MAZZINI, Marina	9	LIQUORI O'NEIL, Alessandra	1
UNODC Field	MAZZITELLI, Antonio Luigi*	1	VACANT	0
UNODC Field	GUEDES, César	3	DE LEO, Antonino	0
UNODC Field	MILSOM, Jeremy	4	MAJEED, Asif	2
UNOV/SSS	FILIP, Antonin	6	IOO, Marius	1
UNOV/SSS	MARHALI, Asher	6	KANSARNGWORN, Sobkoon	2
UNOV/SSS	HATASOVA, Monica	4	TROJAN, Karol	0
UNODC (DM-BPRCM- FRMS-HRMS-ITS)	RUANE, Andrew	11	JURENKA, Corrinne	7
UNODC (DM-BPRCM- FRMS-HRMS-ITS)	NUSEIBEH, Ibrahim	9	GRIMM, Ferdinand	4
UNODC (DM-BPRCM- FRMS-HRMS-ITS)	BREZINA, Stefan	8	AL ABANI, Shadi	4
UNOV CMS	BUDIN, Aban	6	GUILBERT, Marie-Lise	3
UNOV CMS	BAKAYOKO, Aziz	8	VACANT	-
UNOV CMS	EDWARDS, Claire**	3	VACANT	-
UNOV CMS	DE LAS HERAS, Michel***	5	AYYAD, Lana***	0
UNOV CMS	PODGORNIK, Valter	8	JEREMIC, Nikola	2
UNODC (DO-DTA-DPA-OED)	ARTHUR-FLATZ, Claudia	9	JESRANI, Tejal	3
UNODC (DO-DTA-DPA-OED)	BARONI, Claudia	7	GRASSI, Simonetta	3
UNODC (DO-DTA-DPA-OED)	KULESHNYK, Irka	12	HAMMOND-AGBORAW, Corenne	2
UNODC (DO-DTA-DPA-OED)	KRAMER, Karen	8	QUIJANO-EVANS, Nicole	4
UNODC (DO-DTA-DPA-OED)	KATKHOUDA, Nabil	10	PIETSCHMANN, Thomas	3
UNODC (DO-DTA-DPA-OED)	BERTERAME, Stefano	10	ESPOSITO, Karin	5
There were a total of 12 regular meetings from 26 January to 11 December 2017				
<p>* Transferred to Vienna as of 24 September 2017  ** Retired on 28 February 2017  *** Transferred to New York as of 1 July 2017  <i>Note: Staff representatives from the field are not always able to participate in the meetings because of the different time zones.</i></p>				

## Annex II

### Officers of the Staff Council

<b>Staff Council</b>	Presiding Officer Deputy Presiding Officer	Karen Kramer Nicole Quijano-Evans
<b>Staff Committee</b>	President Vice-President Secretary Treasurer Rapporteur	Irka Kuleshnyk Stefan Brezina Nabil Katkhouda Valter Podgornik Stefano Berterame
<b>Polling Officers</b>		Angelika Engl, Chairperson Gert Eidherr Hedwig Kus Richard Coates
<b>Auditing Committee</b>		Lorretta Eruwa Matthew Seitz Vacant

## Annex III

### Staff Representatives on Joint Bodies

<b>Joint Advisory Committee</b>	Chairperson*	Caroline Nicholas
	Members	Irka Kuleshnyk
		Stefan Brezina
Alternates	Andrew Ruane	
	Stefano Berterame	
	Ibrahim Nuseibeh	
<b>General Service Classification Appeals and Review Committee</b>	Chairperson*	Beate Hammond
	Members	Mae Cayir
		Paramita Doubek
<b>Local Salary Survey Committee (General Service Salary Survey)</b>	Members	Stefan Brezina
		Ana-Marija Jelincic
<b>Local Survey Committee (Place-to-Place Survey)</b>	Member	Michele Rogat
	Alternate	Irka Kuleshnyk
<b>Staff Welfare Board</b>	Chairperson*	Jenny Clift
	Members	Monica Canafoglia
		Elwood Graham
		Stefan Brezina
Iris Schaechter		
<b>Staff Assistance Committee</b>	Chairperson	Ibrahim Nuseibeh
	Members	Alexandre Silva
		Stefan Brezina
		Sabine Lehner
	Alternates	Sabrina Levissianos
Angeline Van Der Waals		
		Giovanna Gossage

		Corrinne Jurenka Elwood Graham
<b>Central Review Board</b>	<b>Chairperson*</b>	Simonetta Di Pippo
	<b>Members</b>	John Brandolino Gilberto Gerra Jean-Luc Lemahieu (Alternate Chairperson) Angela Me Martin Nesirky Cindy Smith
<b>Central Review Committee</b>	<b>Chairperson*</b>	Kristiina Kangaspunta
	<b>Members</b>	Stefano Berterame (Alternate Chairperson) Claudia Baroni Gisela Cornelia Fischer Kathleen Lannan Barbara Remberg Tullio Santini Melissa Tullis
<b>Central Review Panel</b>	<b>Chairperson*</b>	Irene Hoeglinger-Neiva
	<b>Members</b>	Stefan Brezina Clarissa Fuernsinn Maxine Jacobs (Alternate Chairperson) Livia Krings Paul Rabbat (Alternate Chairperson) Alexandra Souza Martins Sebastian Thevalakara Natalie Vazansky

<b>UNOV/UNODC Rebuttal Panel</b>	Members	Stefano Berterame Daniel Bridi Simonetta Grassi Fariba Soltani
<b>Departmental Focal Points for Women</b>		Anne Thomas Ricarda Amberg Justice Tettey Michele Rogat
<b>Alternate Departmental Focal Points for Women</b>		
<b>Joint Harassment Prevention Board</b>	Member Alternate	Simonetta Grassi Claudia Arthur-Flatz
<b>Joint Advisory Committee on the Child Care Centre</b>	Members Alternates	Sana Sarrouh Vacant
<b>Joint Commissary Advisory Committee</b>	Members Alternates	Andrew Ruane Maria Gayewska Valter Podgornik Aziz Bakayoko
<b>Joint Advisory Committee on Catering Service</b>	Member Alternates	Nabil Katkhouda Gautam Babbar Ferdinand Grimm
<b>Joint Advisory Committee on the VIC Garage</b>	Chairperson <sup>22</sup> Member Alternate	Ferdinand Grimm Jorge Rios Vacant
<b>VIC Recreation Committee</b>	Chairperson Member	Daniel Bridi Shadi Al Abani

---

\* Jointly nominated by staff and administration.

<sup>22</sup> Elected by the Committee from among its members (one representative each from the staff and the administration of the four participating organizations (UNOV/UNODC, UNIDO, CTBTO & IAEA))

## Annex IV

### Abbreviations

<b>CAC</b>	Commissary Advisory Committee
<b>CCISUA</b>	Coordinating Committee for International Staff Unions and Associations of the United Nations System
<b>CEO</b>	Chief Executive Officer
<b>FICSA</b>	Federation of International Civil Servant's Association
<b>GA</b>	General Assembly
<b>GS</b>	General Service and related categories
<b>GSDM</b>	Global Service Delivery Model
<b>HRMS</b>	Human Resources Management Service
<b>ICSC</b>	International Civil Service Commission
<b>JAC-CCC</b>	Joint Advisory Committee on the Child Care Centre
<b>JIU</b>	Joint Inspection Unit of the United Nations System
<b>LSSC</b>	Local Salary Survey Committee
<b>MEU</b>	Management Evaluation Unit
<b>NPO</b>	National Professional Officer
<b>OSLA</b>	Office of Staff Legal Assistance
<b>RSG</b>	Representative of the Secretary-General for Investments
<b>SMC</b>	Staff-Management Committee
<b>SWB</b>	Staff Welfare Board
<b>SWF</b>	Staff Welfare Fund
<b>UNDSS</b>	Department of Safety and Security
<b>UNISERV</b>	United Nations International Civil Servants Federation
<b>UNJSPB</b>	United Nations Joint Staff Pension Board
<b>UNJSPF</b>	United Nations Joint Staff Pension Fund
<b>VBOs</b>	Vienna-based Organizations
<b>VIC</b>	Vienna International Centre
<b>VICREC</b>	Vienna International Centre Recreation Committee
<b>VISAC</b>	Vienna International Staff Associations Committee
<b>WG</b>	Working Group