Annex 4: UNOPS 2020 annual report on the recommendations of the Joint Inspection Unit

I. Summary

1.   This annex presents responses of UNOPS management to the recommendations issued by the Joint Inspection Unit (JIU) in the reports relevant to UNOPS. The provision of this annex is in accordance with the recommendation given in the JIU management letter JIU/ML/2016/14 '*Acceptance and Implementation of JIU Recommendations by the United Nations Office for Project Services (UNOPS)'* that the UNOPS Executive Director set up a system to report to the Executive Board on JIU reports and recommendations.

2.   In line with General Assembly resolution 59/267 of 23 December 2004, and as reiterated in resolution 62/246 of 3 April 2008, the present report provides a synopsis of management responses to the recommendations and draws attention to the recommendations directed to the legislative bodies of United Nations system organizations.

3.   Section IV of this report contains the list of 14 unresolved recommendations from 2018-2019, including updates on their implementation. One recommendation was issued in 2018 and the remaining 13 recommendations were issued in 2019. All recommendations from previous years have been resolved by UNOPS.

4.   In 2020, the JIU issued seven reports directed to UNOPS, which are presented in table 1 below. The annexure also highlights recommendations directed to the legislative bodies of the United Nations system organizations, especially those aspects that have particular relevance for the work of UNOPS.

II. Overview of Joint Inspection Unit reports issued in 2020

5.   Of the 47 recommendations relevant to UNOPS, 29 are addressed to management, and 18 to the legislative body.

Table 1: JIU reports directed to UNOPS in 2020

Summary of recommendations					Implementation status		
Reference	Name of report	Addressed to executive head	Addressed to governing body	Total directed to UNOPS	Not accepted/ not relevant	Implemented	In progress
JIU/REP/2020/1	Review of the state of the investigation function: progress made in the United Nations system organizations in strengthening the investigation function	1	8	**9**	2	7	0
JIU/REP/2020/2	Policies and platforms in support of learning: towards more coherence, coordination and convergence	4	1	**5**	-	1	4
JIU/REP/2020/3	United Nations common premises: current practices and future prospects	6	1	**7**	-	1	6
JIU/REP/2020/5	Enterprise risk management: approaches and uses in United Nations system organizations	2	2	**4**	-	2	2
JIU/REP/2020/6	Multilingualism in the United Nations system	3	3	**6**	-	3	3
JIU/REP/2020/7	Blockchain applications in the United Nations system: towards a state of readiness	4	2	**6**	-	2	4
JIU/REP/2020/8	Review of mainstreaming environmental sustainability across organizations of the United Nations system	9	1	**10**	-	1	9
Total		**29**	**18**	**47**	**2**	**17**	**28**

III. Synopsis and review of relevant Joint Inspection Unit reports and recommendations in 2020

(a)   Review of the state of the investigation function: progress made in the United Nations system organizations in strengthening the investigation function (JIU/REP/2020/1)

6.   The review aimed to enhance the internal oversight and control systems of the various United Nations system organizations, in particular the investigation function, which is an essential component and thus an integral part of each organization's accountability framework. The current review found that progress has been made over the last two decades, while a number of shortcomings and weaknesses compromising the investigation function persist and new challenges have emerged.

7.   The report makes nine recommendations to UNOPS: one is addressed to the executive head and eight are addressed to the legislative body. Seven of these recommendations have been accepted and implemented by UNOPS. Two recommendations were not accepted by UNOPS, both of which are addressed to the legislative body; detailed justifications are included in section V. UNOPS acknowledges the need to further strengthen the investigation function across the system in order to adequately safeguard the expected levels of accountability and integrity. The organization's efforts to achieve this goal are demonstrated by the independent external quality assessment that the investigation unit underwent in late 2020.

(b)   Policies and platforms in support of learning: towards more coherence, coordination and convergence (JIU/REP/2020/2)

8.   The main purpose of this review was to identify and recommend ways to optimize the intellectual capital represented by the United Nations personnel, by means of learning. The review identified three main vectors: (a) the strategic United Nations Organizational Learning Framework at system-wide level; (b) the upgrading and consolidation of the role of the United Nations System Staff College as a system-wide knowledge management and learning institution; and (c) a coordinated, more rigorous, systematic and pragmatic use of e-learning platforms, including joint platforms.

9.   The JIU issued one recommendation to the governing body, which is disclosed in section V of this report. Four other recommendations were issued to the UNOPS executive head, which have been accepted by the organization and are in the process of being implemented.

(c)   United Nations common premises: current practices and future prospects (JIU/REP/2020/3)

10.   In the report, the JIU observed that barriers to common premises and possible measures to overcome them have been articulated but have not attracted sustained attention at the right levels to analyse and address them. The JIU therefore reviewed progress made in carrying out legislative mandates, assessed the impact of the current reform context on efforts to expand common premises, and drew lessons from experience to date on the organizational arrangements required to support the common premises agenda system-wide.

11.   The report contains seven recommendations for UNOPS action, one of which is addressed to the Executive Board and the other six to the executive head. UNOPS is preparing various statements, which will be addressed to the Executive Board during the course of 2021, and which should help resolve these recommendations. The member organizations of the United Nations System Chief Executives Board for Coordination welcomed the report and the analysis of current practices and potential future prospects on the subject of common premises. A centralized management of common premises across the United Nations system is a long-term objective that organizations support, provided that it is cost-effective and in line with the technical and operational mandate of each entity and the country-specific priorities of its Member States.

(d)   Enterprise risk management: approaches and uses in United Nations system organizations (JIU/REP/2020/5)

12.   The main objective of the review was to inform governing bodies and the executive heads about the progress made since the last review conducted in 2010, the status of implementation, utilization and integration of enterprise risk management (ERM) practices across JIU participating organizations, as well as to identify good practices and lessons learned to guide ongoing and future initiatives. The member organizations of the Chief Executives Board welcomed the review, considered it relevant and supported its findings. Organizations note that the enterprise risk management benchmarks of the Joint Inspection Unit align well with the high-level committee on management's 'Reference Maturity Model for Risk Management', a model that provides organizations with a useful road map for advancing the maturity of enterprise risk management.

13.   The review proposes 10 updated benchmarks, assesses the progress of ERM implementation against them and includes four formal recommendations tied to the benchmarks: two addressed to the governing bodies and two to the executive heads of the 28 participating organizations. UNOPS accepted all four recommendations, and included the two recommendations addressed to the Executive Board in section V of this report. The remaining two recommendations are under implementation.

(e)   Multilingualism in the United Nations system (JIU/REP/2020/6)

14.   The objective of this report was to review multilingualism across the United Nations system organizations with a view to examining: existing strategies, policies, practices and mechanisms in place; incentives for personnel to promote and enhance multilingualism; opportunities to improve the use of external resources and partnerships as well as language technologies in the digital era; and the relevance and status of implementation of previous JIU recommendations on multilingualism.

15.   The report contains six recommendations for action by UNOPS, three of which are addressed to the executive head and three to the Executive Board. At the time of preparation of this 2020 annual JIU report, the Chief Executives Board comments were not yet available. UNOPS tentatively accepts all six recommendations, noting that any feedback from the Board shall be reflected in the acceptance and implementation of these recommendations. The recommendations addressed to the Executive Board are disclosed in section V of this report.

(f)   Blockchain applications in the United Nations system: towards a state of readiness (JIU/REP/2020/7)

16.   Through this report, JIU intends to assist those participating organizations that are willing to implement blockchain applications but do not yet have the means, the knowledge or clear objectives to do so. The main purpose of the report was to issue recommendations leading to a state of readiness of United Nations system organizations for making good use of the technology. The specific objectives of the JIU review of blockchain applications include, but are not limited to, mapping the current use of blockchain applications in the United Nations system, compiling lessons learned and identifying good practices, and highlighting the main challenges and risks related to the use of blockchain.

17.   The report contains six recommendations for action by UNOPS, four of which are addressed to the executive head and two to the Executive Board. At the time of preparation of this 2020 annual JIU report, the Chief Executives Board comments were not yet available. UNOPS tentatively accepts all six recommendations, noting that any feedback from the Board shall be reflected in the acceptance and implementation of these recommendations. The recommendations addressed to the Executive Board are disclosed in section V of this report.

(g)   Review of mainstreaming environmental sustainability across organizations of the United Nations system (JIU/REP/2020/8)

18.   In May 2019, the United Nations System Chief Executives Board for Coordination endorsed the Strategy for Sustainability Management in the United Nations System (2020-2030). In outlining objectives, commitments and indicators for advancing environmental sustainability, members of the Chief Executives Board declared their intention

to mainstream environmental sustainability. The review sought to: determine the extent to which environmentally sustainable policies have been developed and respond to contemporary needs and objectives of the United Nations system; examine the implementation of environmentally sustainable operations and practices; and assess the readiness of selected functional areas to implement the strategy, and the effectiveness of governance, accountability, coordination, risk management and oversight mechanisms in supporting the implementation of environmentally sustainable operations and practices.

19.   The report contains ten recommendations, nine of which are addressed to the executive head and one to the Executive Board. At the time of preparation of this 2020 annual JIU report, the Chief Executives Board comments were not yet available. UNOPS tentatively accepts all ten recommendations, noting that any feedback from the Board shall be reflected in the acceptance and implementation of these recommendations. The recommendations addressed to the Executive Board are disclosed in section V of this report.

IV. Unresolved Joint Inspection Unit recommendations 2018-2019

Recommendation summary 2018-2019		
Reference and name of report	**Recommendation description**	**Latest implementation status**
JIU/REP/2018/6 Enhancing accessibility for persons with disabilities to conferences and meetings of the United Nations system	**Recommendation 9** The executive heads of United Nations system organizations should develop and implement through relevant inter-agency mechanisms, by December 2021, a common system-wide mandatory specialized training module on disability inclusion and accessibility for personnel involved directly or indirectly in the servicing of conferences and meetings, including, but not limited to, staff in conference management, facilities and services management, human resources management, and procurement, legal, ICT, medical, public information and safety and security services.	UNOPS accepts this recommendation. The UNOPS Diversity and Inclusion Specialist is working on the implementation as part of the United Nations Disability Inclusion Strategy (UNDIS) and the Inter-Agency Sub-Working Group (IASG) on Disability Inclusion.
JIU/REP/2019/2 Review of the United Nations System-Wide Action Plan on Gender Equality and the Empowerment of Women	**Recommendation 2** Before the end of 2020, the members of the United Nations System Chief Executives Board for Coordination should coordinate within the Board's existing mechanisms to comprehensively review the results achieved following the implementation of the first phase of the United Nations System-Wide Action Plan on Gender Equality and the Empowerment of Women and provide a forum for endorsing the framework as revised in 2018.	UNOPS continues to work closely with UN Women to support them with this recommendation. UNOPS confirms that the UN System-Wide Action Plan (SWAP) remains relevant for the organization. UNOPS is increasingly gender sensitive and transformative, and continues to work to improve UN SWAP ratings year on year. For example, following UNOPS 2019 UN SWAP results, UN Women recommended that UNOPS carry out an ILO participatory gender audit. Based on this recommendation UNOPS senior leadership agreed to include a participatory ILO gender audit package in the budget for 2021. Meanwhile, UNOPS has also provided UN SWAP with recommendations on how to make it more relevant, for example by not counting 'not applicable' indicators in the overall evaluation of organizations.
JIU/REP/2019/8 Review of staff exchange and similar inter-agency mobility measures in United Nations system organizations	**Recommendation 2** Executive heads should, by the end of 2021, review all administrative issuances to clarify how inter-agency mobility is treated in each of those contexts.	UNOPS accepts this recommendation and is working towards its implementation.

Recommendation summary 2018-2019		
Reference and name of report	**Recommendation description**	**Latest implementation status**
JIU/REP/2019/8 Review of staff exchange and similar inter-agency mobility measures in United Nations system organizations	**Recommendation 3** Executive heads of organizations party to the 2012 Agreement should not apply the practice of asking incoming staff to resign instead of agreeing to transfers in view of its corrosive effect on the integrity of the inter-agency mobility regime and the immaterial impact of these transfers on the management of long-term employment-related liabilities, and decide by the end of 2021 to accept benefits and entitlements on the basis stipulated in the Agreement.	UNOPS accepts this recommendation and is working towards its implementation.
	Recommendation 4 Executive heads should, by the end of 2021, revise the 2012 Agreement to specify procedures for the handling of allegations of misconduct by staff who have moved to another organization under the terms of the Agreement.	UNOPS accepts this recommendation and is working towards its implementation.
	Recommendation 6 The Secretary-General, in coordination with other executive heads in the framework of the High-Level Committee on Management, as he considers appropriate, should, by the end of June 2022, articulate the business case for inter-agency mobility by setting out what it should accomplish for the organizations as well as how it contributes to human resources management objectives and to the delivery of programmatic results. Such a business case could usefully examine success stories, such as the impact on career trajectories.	UNOPS recognizes the value of this recommendation, and will actively work to support the articulation of a business case for inter-agency mobility.
	Recommendation 7 The Secretary-General, working with other executive heads, should assess the impact of the United Nations system leadership framework on the development of a common management culture supportive of a One United Nations mindset and report to the Economic and Social Council at its 2022 session in the context of his report on the work of the Chief Executives Board (CEB). They should also consider the possibility of using this framework to strengthen a common management culture in United Nations organizations through the inter-agency mobility of a pool of managers, as had been envisaged through a Senior Management Service that CEB had planned to implement in 2004.	UNOPS accepts this recommendation and is working towards its implementation.
	Recommendation 9 The Secretary-General and other executive heads who are members of CEB should, by the end of 2021, define how the mutual recognition of rules and procedures will be applied to overcome regulatory and procedural barriers to inter-agency mobility, and report on measures taken to the Economic and Social Council at its 2022 session in the context of the annual report of the Secretary-General on the work of CEB.	UNOPS accepts this recommendation and is working towards its implementation.

Recommendation summary 2018-2019		
Reference and name of report	**Recommendation description**	**Latest implementation status**
JIU/REP/2019/9 Review of contemporary practices in the external outsourcing of services to commercial service providers by United Nations system organizations	**Recommendation 1** The executive heads of United Nations system organizations should task the relevant offices with developing, through consultations with relevant internal stakeholders, by the end of 2021, a common organization-wide definition of outsourcing and further concretize it by developing approaches and procedural guidelines on the subject matter.	UNOPS accepts this recommendation. UNOPS is part of a sub-working group created within the HLCM Procurement Network to address this recommendation. The group aims to finalize the definition and obtain the Procurement Network's endorsement in the course of 2021.
	Recommendation 3 The executive heads of United Nations system organizations should instruct all requisitioning offices to actively work towards assessing their use of sources of supply from vendors in developing countries and economies in transition, and increase it, as applicable, based on such assessment, with the provision that such activities shall not contravene policies established by organizations to ensure effective competition.	Implementation of this recommendation depends on finalizing the definition of outsourcing as per Recommendation 1 from this report. UNOPS is working towards the implementation of this recommendation as part of the HLCM Procurement Network. UNOPS aims to make significant progress in implementing recommendations from this report during 2021.
	Recommendation 4 The executive heads of United Nations system organizations should encourage all offices to ensure that, by the end of 2021, the sourcing of any strategic, sensitive or high-value service and related goods from a commercial service provider is preceded by the conduct of a clearly-documented strategic analysis that includes short and long-term considerations and costs, and that the analysis has been reviewed and approved by the appropriate authority, prior to a formal decision on the sourcing option.	Implementation of this recommendation depends on finalizing the definition of outsourcing as per Recommendation 1 from this report. UNOPS is working towards the implementation of this recommendation as part of the HLCM Procurement Network. UNOPS aims to make significant progress in implementing recommendations from this report during 2021.
	Recommendation 5 The executive heads of United Nations system organizations should instruct all offices to ensure that, by the end of 2021, strategic, sensitive and high-value commercially outsourced services under their purview are subject to periodic review, including risk assessments, to ascertain whether appropriate risk management measures are developed by the relevant functions in each organization.	Implementation of this recommendation depends on finalizing the definition of outsourcing as per Recommendation 1 from this report. UNOPS is working towards the implementation of this recommendation as part of the HLCM Procurement Network. UNOPS aims to make significant progress in implementing recommendations from this report during 2021.
	Recommendation 6 The executive heads of United Nations system organizations should instruct relevant offices to develop criteria that need to be met for outsourced service contracts to be considered for extensions beyond standard time frames, and to present such criteria to the relevant decision-making authority for adoption and incorporation into policy documents by the end of 2021.	Implementation of this recommendation depends on finalizing the definition of outsourcing as per Recommendation 1 from this report. UNOPS is working towards the implementation of this recommendation as part of the HLCM Procurement Network. UNOPS aims to make significant progress in implementing recommendations from this report during 2021.

Recommendation summary 2018-2019		
Reference and name of report	**Recommendation description**	**Latest implementation status**
JIU/REP/2019/9 (cont.) Review of contemporary practices in the external outsourcing of services to commercial service providers by United Nations system organizations	**Recommendation 7** The executive heads of United Nations system organizations should instruct all offices to ensure that, by the end of 2021, following any decision to source a service and related goods of strategic, sensitive or high value from a commercial service provider, the requisitioning office should develop clearly detailed guidelines for managing vendor transition, including corresponding backup arrangements, and ensure that solicitation documents clearly outline the responsibility of the vendor as regards transitional assistance and knowledge transfer to the organization and incoming vendor.	Implementation of this recommendation depends on finalizing the definition of outsourcing as per Recommendation 1 from this report. UNOPS is working towards the implementation of this recommendation as part of the HLCM Procurement Network. UNOPS aims to make significant progress in implementing recommendations from this report during 2021.

V.   Review of relevant JIU recommendations in 2020 and 2019[1] for consideration by the governing body

Report description and recommendations	Remarks
Review of contemporary practices in the external outsourcing of services to commercial service providers by United Nations system organizations (JIU/REP/2019/9)	
Recommendation 2 The legislative bodies of the United Nations system organizations should request their executive heads to ensure that, by the end of 2022, annual reports on procurement include a subsection on expenditures on services sourced from commercial service providers.	In its annual report on procurement, UNOPS already includes information on expenditures on services sourced from commercial providers. UNOPS procurement data is also included in the Annual Statistical Report on UN Procurement, which is compiled by UNOPS on a yearly basis on behalf of the UN system. Any decision to include dedicated outsourcing data would be conditional on there being an agreed common definition of outsourcing from Recommendation #1 of the JIU/REP/2019/9 report, on the capacities of agencies to identify such data, and on agencies agreeing that this data should be included in the Annual Statistical Report.
Review of the state of the investigation function: progress made in the United Nations system organizations in strengthening the investigation function (JIU/REP/2020/1)	
Recommendation 1 The legislative bodies of United Nations system organizations should request that organizations that have not yet done so include in their internal oversight charters a provision for the periodic revision and, where necessary, update of the charters and a requirement for their endorsement by the legislative bodies. The updated charters should be submitted for endorsement by the legislative bodies by the end of 2021.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board. The Charter of the UNOPS Internal Audit and Investigations Group (IAIG) was last updated in March 2018. UNOPS will accept any requirement from the Executive Board for a periodic revision. IAIG will submit its updated Charter for the Executive Board's endorsement when this is requested by the Board.

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[1] At the time of finalization of the 2019 annual report, the report JIU/REP/2019/9 *'Review of contemporary practices in the external outsourcing of services to commercial service providers by United Nations system organizations'* was pending publication by the JIU. UNOPS is therefore incorporating the recommendation to the governing body in this report.

Report description and recommendations	Remarks
Review of the state of the investigation function: progress made in the United Nations system organizations in strengthening the investigation function (JIU/REP/2020/1)	
Recommendation 3 The legislative bodies of United Nations system organizations should request that organizations that have not yet done so consolidate by the end of 2022 all investigations and related activities (namely intake, preliminary assessment and the decision to open an investigation), irrespective of the type of misconduct, in the internal oversight office of each organization.	UNOPS rejects the recommendation because the organization follows the best practice for prohibited conduct by the Secretariat's Office of Internal Oversight Services. Indeed, more UN agencies expressed a desire for such an approach to these cases. As the recent 2020 external assessment of UNOPS Internal Audit and Investigations Group recently noted, according to the UNOPS Personnel Management Framework (OI.PCG.2017.01), all UNOPS personnel have a duty to report suspected misconduct. In case of allegations of discrimination, harassment or abuse of authority (personal grievances), the report shall be made to the People and Change Group. Unless this Group's director, after initial review by the Internal Grievances Team, determines that the allegation can be addressed without an investigation, the complaint shall be referred to the UNOPS Internal Audit and Investigations Group (IAIG) for investigation (OI.IAIG.2020.01). This arrangement reflects the fact that many personal grievances are not suitable for a formal investigation and that using this track prematurely may impair other solutions. The arrangement also helps to limit the use of IAIG's resources for matters that do not ultimately warrant investigation.
Recommendation 5 The legislative bodies of the United Nations system organizations should request that organizations that have not yet done so include in their oversight charters by the end of 2021 provisions that: (a) Make the appointment and dismissal or removal of the heads of their internal oversight offices subject to consultation with and approval of the legislative bodies; (b) Establish term limits from five to seven years for the heads of internal oversight offices, preferably making the term non-renewable, with a post-employment restriction within the same organization; and (c) Allow for unrestricted access of their heads of internal oversight offices to the legislative bodies and to the respective audit and oversight committees.	UNOPS supports part (c) of this recommendation, which is already in place. The UNOPS Internal Audit and Investigations Group (IAIG) Charter already states that the Director of IAIG shall have free and unrestricted access to the Executive Board and the Audit Advisory Committee (AAC). However, UNOPS respectfully disagrees with the recommendation to make the appointment and removal of the head of internal oversight subject to approval by the AAC. The terms of reference of the AAC state that 'in relation to IAIG, AAC review and advise on the appointment, performance evaluation, extension and dismissal of the Director.' Due to its advisory role, AAC is not in a position to approve the appointment and removal of the head of internal oversight. Similarly, UNOPS also respectfully disagrees with term limits and post-employment restriction. The existing IAIG Charter promulgated in March 2018 does not include provisions on term limits and post-employment restriction. This was considered by the Executive Board, where in its decision 2019/14, para 21 'The Executive Board takes note of the Internal Audit and Investigations Charter'.
Recommendation 6 The legislative bodies of the United Nations system organizations that have not yet done so should request that organizations update the terms of reference of their respective audit and oversight committees by the end of 2021 to include, where necessary, appropriate provisions to: (a) Review the independence and mandate of the internal oversight office/ investigation function; (b) Review its budget and staffing requirements; (c) Review its overall performance; and (d) Issue related recommendations.	Management takes note of the recommendation. The recommended provisions are already included in the terms of reference of the UNOPS Audit Advisory Committee (EOI.ED.2019.02, available from UNOPS website), as revised in 2019. For details, please refer to paragraphs: 1, 6a, 6e, 6f, 16, 17, 18, 33 and 36. The Executive Board took note of the AAC terms of reference in its decision 2020/10. UNOPS therefore considers this recommendation implemented.

Report description and recommendations	Remarks
Review of the state of the investigation function: progress made in the United Nations system organizations in strengthening the investigation function (JIU/REP/2020/1)	
Recommendation 7 The legislative bodies of United Nations system organizations that have not yet done so should develop and adopt appropriate formal procedures for the investigation of complaints of misconduct by executive heads and adopt appropriate policies by the end of 2021.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board. The investigation section went through an external quality assessment at the end of 2020, which concluded that UNOPS personnel or other complainants are likely to be unaware how to report misconduct by Executive Management. In the interest of transparency, it is necessary to clarify how to report such allegations. The external quality assessment issued a recommendation that the UNOPS Internal Audit and Investigations Group (IAIG) should initiate an amendment to the UNOPS Personnel Management Framework to clarify how and where to report allegations of misconduct against the Executive Director and the Deputy Executive Director. IAIG will implement the recommendation from the external peer review in 2021.
Recommendation 8 The legislative bodies of United Nations system organizations that have not yet done so should request that organizations establish by the end of 2021 formal procedures for handling allegations of misconduct against heads and personnel of their internal oversight offices in order to avoid situations of conflict of interest.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board. The recent external assessment of the investigation function of the UNOPS Internal Audit and Investigations Group (IAIG) provided further guidance in this regard, which UNOPS will implement in 2021. To ensure integrity and protect its independence, IAIG will amend its charter to include explicit provisions on the process applicable in case of allegations of misconduct against the Director of IAIG or against other IAIG personnel.
Recommendation 9 The legislative bodies of United Nations system organizations that have not yet done so should request that the respective organizations' annual internal oversight activity reports contain information on both complaints and investigations, including details on the number, type and nature of the complaints and investigations and trends in this regard.	UNOPS accepts the recommendation and considers it implemented. The Annual Report of the Internal Audit and Investigations Group on UNOPS internal audit and investigations activities in 2020 already includes information on both complaints and investigations, including details on the number, type and nature of the complaints and investigations and trends in this regard.
Recommendation 10 The legislative bodies of United Nations system organizations should review the adequacy of resources and staffing of the investigation function, taking into consideration the recommendations of the respective audit and oversight committees, where available.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board. The UNOPS Internal Audit and Investigations Group (IAIG) concluded an external quality assessment at the end of 2020, which included a review of adequacy of resourcing. IAIG is prepared to accept any request from the Executive Board related to the adequacy of resources and staffing, while taking into consideration any related recommendations from the Audit and Advisory Committee.
Policies and platforms in support of learning: towards more coherence, coordination and convergence (JIU/REP/2020/2)	
Recommendation 8 The governing bodies of United Nations system organizations should, by the end of 2023, approve a common United Nations Organizational Learning Framework, agreed through relevant inter-agency mechanisms, which should contain a set of principles and a plan of action for gradual implementation.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board.

Report description and recommendations	Remarks
United Nations common premises: current practices and future prospects (JIU/REP/2020/3)	
Recommendation 1 The governing bodies of United Nations system organizations that have not yet done so should, by the end of 2021, give direction to the executive heads on the parameters of participation of their organizations in common premises and request periodic reporting on the results achieved.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board.
Enterprise risk management: approaches and uses in United Nations system organizations (JIU/REP/2020/5)	
Recommendation 1 In order to fulfil their oversight roles and responsibilities, legislative/governing bodies should incorporate ERM into their meetings at least annually, with substantive coverage determined by the organization's mandate, field network and risk exposure.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board.
Recommendation 4 By the end of 2022, legislative/governing bodies of participating organizations should request executive heads to report on the outcomes of a comprehensive review of the organization's implementation of ERM against JIU benchmarks 1 to 9, as outlined in the present report.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board.
Multilingualism in the United Nations system (JIU/REP/2020/6)	
Recommendation 1 The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to prepare a strategic policy framework for multilingualism, accompanied by administrative and operational guidelines for its implementation, and submit this for adoption by the end of 2022.	UNOPS welcomes the opportunity to raise the recommendation to the attention of the Executive Board. The Executive Board may wish to take note that UNOPS meets the requirements for compliance with the recommendation, based on the following criteria: Regarding "official languages" as defined by the report and as detailed in Annex I, all of UNOPS mandatory documentation for decision-making and governance are made available in English, French, Spanish, Russian, Arabic and Chinese per this Annex. Regarding the "working languages" as defined by the report and as detailed in Annex I, English, French and Spanish are the working languages of both the 'Member States and main and subsidiary bodies', as well as those of the 'secretariat'. The UNOPS strategic language policy framework is laid out in operational directive OD.ED.2018.03, Communications, 2.6, which states: 'UNOPS is committed to providing corporate information on its website in English, French and Spanish, as well as in other languages in some limited cases where and when relevant, subject to budget availability and business and strategic priorities. However, not all information made publically available shall be translated.' In addition, UNOPS strategic approach to multilingualism is focused on the operational needs of its partners. In some cases, these go beyond the 'official languages' and 'working languages'. UNOPS is fully self-financed and does not operate on assessed or core contributions from Member States. Its country presences expand and contract based on partner demand for its services The UNOPS funding modalities ensure cost-effective utilization of the organization's management budget, including resources for many communications functions such as multilingualism, and this is captured by the policy referenced above.

Report description and recommendations	Remarks
Multilingualism in the United Nations system (JIU/REP/2020/6)	
Recommendation 2 The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to appoint, by the end of 2022, a senior official as a coordinator or focal point for multilingualism, with clearly defined responsibilities and delegated authority, tasked with the coordination of the implementation of the strategic policy framework for multilingualism across their respective organizations.	UNOPS welcomes the opportunity to raise the recommendation to the attention of the Executive Board. The Executive Board may wish to take note of the following: UNOPS compliance with this recommendation is detailed in response to recommendation #1 above, and it is reiterated that operational directive OD.ED.2018.03 on Communications contains the strategic commitments on multilingualism, and that the delegated authority for this policy rests with the Director, Communications Group. This represents compliance with the recommendation.
Recommendation 4 The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to introduce, by the end of 2022, learning policies that encourage continuous learning and improvement of the language skills of their staff members in the official languages of the respective organizations as well as in other languages, as appropriate, securing sufficient funding for this.	UNOPS welcomes the opportunity to raise this recommendation to the attention of the Executive Board. UNOPS has adopted an approach focusing on multilingualism in its corporate communications and as a recruitment criteria. Moreover, the organization will support further learning policies that encourage continuous learning and improvement of the language skills of personnel in the official languages of UNOPS, if such policies are requested by the Executive Board. UNOPS learning portal, the Learning Zone, already includes language training opportunities. UNOPS collaborates with leading language training providers to offer innovative online language learning solutions, aligned to the Common European Framework of Reference. Personalized self-paced training is available to all UNOPS personnel at no additional cost incurred to the personnel attending the training.
Blockchain applications in the United Nations system: towards a state of readiness (JIU/REP/2020/7)	
Recommendation 1 The governing bodies of the United Nations system organizations should ensure that, when applicable, the use of blockchain applications will be integrated, together with other digital technologies, into the innovation strategies and policies adopted by their respective organizations.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board.
Recommendation 6 The governing bodies of the United Nations system organizations should encourage Member States to engage with the United Nations Commission on International Trade Law in its exploratory and preparatory work on legal issues that relate to blockchain in the broader context of the digital economy and digital trade, including on dispute resolution, which is aimed at reducing legal insecurity in that field.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board.

Report description and recommendations	Remarks
Review of mainstreaming environmental sustainability across organizations of the United Nations system (JIU/REP/2020/8)	
Recommendation 2 The legislative organs and governing bodies of the United Nations system organizations that have not yet done so should, by the end of 2022, direct the executive heads to embed environmental sustainability considerations into the management of their organizations and request them to include in the annual report on the work of the organization the results of efforts to mainstream environmental sustainability in the internal management functions of the organization.	UNOPS accepts the recommendation and welcomes the opportunity to raise it to the attention of the Executive Board.