# Operational Instruction Ref. OI.SSC.2018.02
# Hospitality Provided at the Cost of UNOPS

**Authority:**

This Operational Instruction (OI) is promulgated by the Director, Shared Services Centre (SSC), under Operational Directive Ref. OD.PCG.2017.01 – Human Resources, Ethics and Culture of 13 July 2017, on the basis of a delegation of authority of the Director, People and Change Group (PCG) and the Executive Director.

**Purpose:**

The purpose of this OI is to outline how UNOPS manages hospitality. The specific processes describing in detail how to manage hospitality shall be included in the Processes and Quality Management System (PQMS).

**Effective Date:**

This OI shall become effective immediately.

**Promulgation Date:**

03 Apr 2018

**Consequential changes:**

This OI shall supersede and replace AI/CSPG/2013/03 (rev. 2): Hospitality Policy

[signature redacted]

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Director, Shared Services Centre

# 1. Elements of the OI

**1.1.** The OI on hospitality consists of 4 elements. The scope of each of these elements is defined in this OI. For each element a number of process maps and mandatory procedures, consistent with the scope definition and boundaries provided herein, shall be included in the Process and Quality Management System (PQMS). Personnel, practitioners, supervisors, and heads of business units should refer to the PQMS to exercise their rights and responsibilities as established in OI.PCG.2017.01: Personnel Management Framework, while complying with this OI and OD.PCG.2017.01: Human Resources, Ethics and Culture. Each of the elements described below correspond to an individual section in the PQMS.

**1.2.** Where matters arise that do not fall under one of these elements, the Director, SSC, may provide authoritative interpretations or grant exceptions, as required. The Director, SSC, may develop and update appropriate processes and mandatory procedures in the PQMS where in his or her opinion general additional guidance is required, and may update this OI, accordingly. Ad-hoc guidance shall be logged for regular evaluation in order to ensure that the processes and mandatory procedures in the PQMS continue to serve the purpose of the organization.

# 2. Scope of the OI

**2.1.** This OI shall apply to all UNOPS Personnel. It provides instructions regarding reimbursement of Hospitality Expenses, that is, authorized expenses incurred by authorized UNOPS personnel when performing representational functions to third individual parties, and under certain circumstances when hosting events involving UNOPS personnel.

**2.2.** Only certain categories of UNOPS personnel, may be authorized to receive a .Representation Allowance (see section 3) and claim reimbursement of Hospitality Expenses (see section 4) (Authorized Personnel). Please refer to PQMS for more instructions in this regard.

# 3. Managing Representation Allowances

**3.1.** Authorized Personnel may be entitled to a representation allowance to cover miscellaneous Hospitality Expenses that cannot be easily reimbursed due to factors such as inability to obtain a receipted bill, ratio of UNOPS to non-UNOPS guests, adhoc refreshments, transportation to/from functions, gratuities, local phone calls, etc.) in connection with their representational responsibilities.

**3.2.** The Director, SSC, in consultation with the Executive Office as appropriate, (i) determines and periodically reviews representation allowance rates, and (ii) authorizes the establishment of representation allowance for Authorized Personnel, who in the performance of their official duties are expected to have extensive outside representation functions. The representation allowance is paid monthly, directly to the Authorized Personnel in US dollars, and is included with the monthly payroll payment.

**3.3.** UNOPS personnel assigned Officer-in-Charge functions regarding a post for which a representation allowance has been established in PQMS, may be granted a temporary authorization to incur on

specific representation costs and may therefore receive the corresponding representation allowance, if the period as Officer-in-Charge exceeds 30 days. In such instances, the representation allowance shall be made against the submission by the Officer-in-Charge in question to SSC of a claim form available in PQMS.

**3.4.** Representation allowance is paid to the Authorized Personnel for as long as the authorization granting him/her a representation allowance remains valid. If the authorization is revoked, the representation allowance is discontinued from the first day of the following month.

# 4. Managing claims for reimbursement of hospitality expenses

**4.1.** Authorized Personnel may be entitled to claim reimbursement of certain Hospitality Expenses under the conditions set out in this OI and PQMS.

**4.2.** Authorization shall be sought from the Director, SSC prior to incurring the Hospitality Expenses in question and shall be subject to availability of funds under the allotment of the business unit to which the Authorized Personnel belongs.

**4.3.** The Authorized Personnel offering hospitality on behalf of the organization must always bear in mind that in the eyes of the public, including those being entertained, they are representing the organization. Consequently, an image of frugal and thrifty self-financing entity should always prevail over any semblance of extravagance or ostentation. The event should be modest and attendance should be kept at an absolute minimum as dictated by the particular purpose.

**4.4.** The Authorized Personnel providing hospitality is referred to as the Host. The third individual party/ies benefiting from official hospitality are referred to as Guests.

**4.5.** Funds provided in the allotment for hospitality are intended primarily for the entertainment of Guests who are not UNOPS personnel. However, it is recognized that there are likely to be situations where the participation of UNOPS personnel other than the actual Host, may be desirable. This type of participation must be kept to a minimum.

**4.6.** Whether hospitality is offered at home or outside, expenses incurred in respect of the Host's family, personal guests, relatives or household members may not be claimed for the purposes of hospitality reimbursement.

**4.7.** Authorized Personnel shall be responsible and accountable for ensuring that Hospitality Expenses are in accordance with the terms of this OI and PQMS. He/she must ensure that only appropriate hospitality expenses: reasonable, customary, necessary and substantiated, are approved.

**4.8.** Hospitality Expenses generally should not be charged to projects, however, there are exceptions in the following instances:

a. The activity is business-driven and clearly attributable to a project; and

b. The event is a major one with outside senior level representation.

**4.9.** Maximum rates and conditions of reimbursement are as set out in PQMS.

# 5. Managing occasions involving UNOPS personnel

**5.1.** UNOPS endorsed workshops and learning activities shall be arranged and managed according to the guidelines established for corporate learning in PQMS.

**5.2.** Hospitality Expenses incurred for events involving UNOPS Personnel and that are part of official UNOPS work (such as receptions in conjunction with the visit of a special Guest to a UNOPS office - see PQMS), meals during annual retreats and teambuilding events may be paid by UNOPS, subject to the conditions set out in the PQMS. It is expected that such events would be kept to a minimum, and that in principle business units will cover associated costs within their existing allotments.

**5.3.** In principle, Hospitality Expenses incurred for parties for UNOPS personnel should be covered by the participants. However, in the case of certain celebrations (e.g. United Nations Day celebration) and year-end events, the Hospitality Expenses may be covered by UNOPS if approved in advance by the ED or DED. It is also expected that representation allowances are used to finance/subsidise such events whenever possible.

**5.4.** Hospitality Expenses related to events that are not part of official UNOPS work shall not be covered by UNOPS or be eligible for reimbursement even if they take place during official hours (e.g. farewell parties).