ANNEX II
Guidelines for use of electronic signatures

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Electronic Signatures

1. The following guidelines are being promulgated to establish de fi ned protocols for signatures on all documents relating to UNOPS business operations.

2. Operational Instruction Ref. OI.XXX.2021.01on Electronic Signatures refers

3. As with all organisations, authorised UNOPS personnel sign several documents on a regular basis to indicate acceptance and approval of the contents of the documents. The traditional process of accepting / approving documents has been to print the document (usually received through email), sign it (physically), scan the document, and send back the scanned document with the signature for further processing (also usually through email). This process of printing and scanning documents is time consuming and wasteful of printing paper that in most cases is discarded immediately as only the electronic copy is retained.

4. With an increasing number of digitized transactions in UNOPS systems, the number of internal documents that require a physical signature has been reduced. There are, however, still a significant number of transactions that require approval and signature of supporting documents outside of UNOPS systems. In these cases, electronic signatures would allow UNOPS to support flexible work arrangements and telecommuting while reducing the carbon footprint and increasing efficiency.

5. For the purposes of this document:

a. Electronic signatures are symbols or other data in digital form attached to an electronically transmitted document as veri fi cation of the sender's acceptance / agreement with the contents of the document.

b. Internal documents are documents that are provided only to parties within UNOPS. Examples include CPC minutes, operational / petty cash advance requests, interview minutes, etc.

c. External documents are documents provided byUNOPS to non-UNOPS parties. Examples include supplier contracts, HR o ff er letters, donor / partner agreements, etc.

How to use Adobe Acrobat Reader for Electronic Signatures

This guideline details how to electronically sign your documents with an electronic image of your signature using the desktop version of Adobe Reader on a Mac, Windows PC, iPhone, Android or tablet.

How to get Adobe Acrobat Reader

Adobe Acrobat Reader is a standard desktop application on most UNOPS laptops and computers. If you do not have Adobe Acrobat Reader installed on your UNOPS computer, contact your local ICT focal point or Helpdesk and ask them to install it for you.

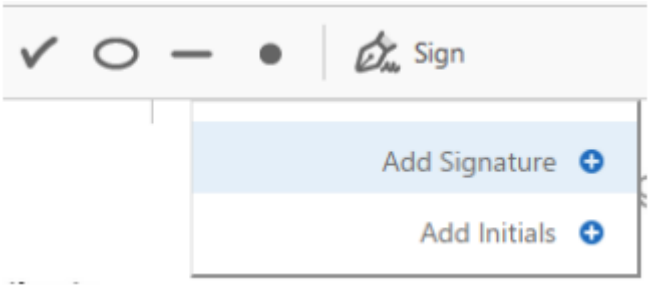
You can also download the Adobe Acrobat app on your mobile or tablet device through your app store.

How to sign a PDF using Adobe Acrobat Reader

1. Make sure that the document you wish to sign is in PDF format and open the document in Adobe Acrobat Reader. If Adobe Acrobat Reader is not your default PDF viewer, right click on the file, select "Open with" and click on Adobe Acrobat Reader.

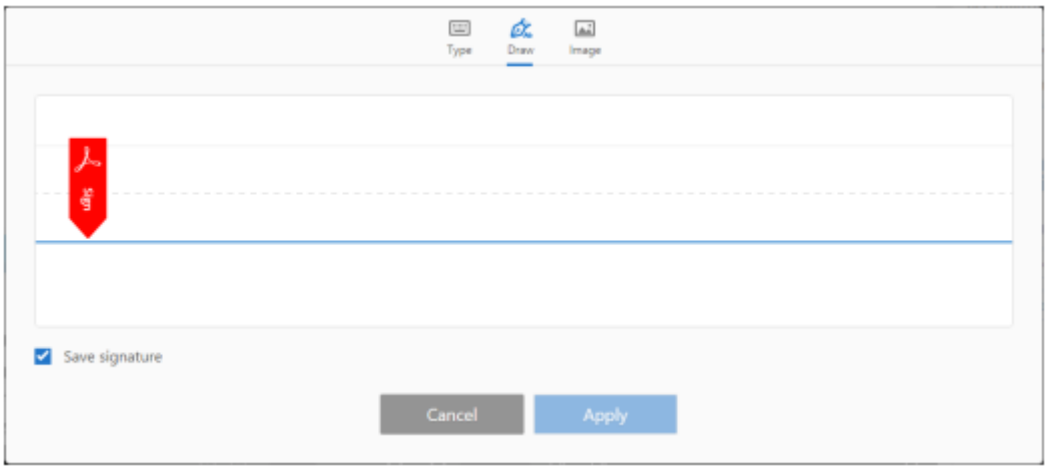
2. Click on the **Fill & Sign** option in the right toolbar.

3. Click the **Sign** icon in the toolbar and choose whether you want to **Add Signature** or **Add Initials**. Click on the plus sign.



4. If you've already added your signature image or initials image to Adobe Acrobat Reader, just select the one you want from the **Sign** options, then click at the location in the PDF where you want to place your signature.

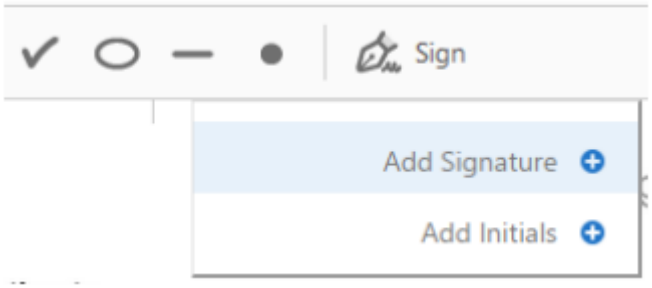
5. If you are signing for the first time, the **Signature** or **Initials** panel will open. Below is an example of the Signature panel.



6. Choose from the two preferred signing options: **Draw** or **Image. Type** shall **NOT** be used.

- **Draw:** Draw your signature in the field.
- **Image**: Browse and select an image of your signature.
- **Save Signature:** When this check box is selected, and you're signed into Acrobat Reader or Acrobat, the added signature is saved securely in Adobe Document Cloud for reuse.

Click **Apply,** and then click at the location in the PDF where you want to place your signature or intials.



7. When you have placed your signature, **save** your signed document and keep the signed copy in Google Drive.

How to sign a PDF using Adobe Acrobat Reader for iPhone, Android or Tablet

Note: depending on your device, signing PDF documents may differ slightly from these instructions.

1. Open a PDF in the Adobe Acrobat Reader mobile app, and tap anywhere in the PDF and then on .

2. Click "Fill & Sign" and .

3. If no signature has been previously stored on the device, click **Create Signature**, or to replace an existing signature, tap the **'minus'** and re-click > **Create Signature**.

4. You may hand draw your signature, or click to use your camera to capture an image of your signature. or click to choose a saved image of your signature on your device

5. Click **Save Signature/Done**

6. To insert your signature on the document, click the document where the signature is needed.

7. Save the signed document in Google Drive.

Further options for signing documents only for internal use

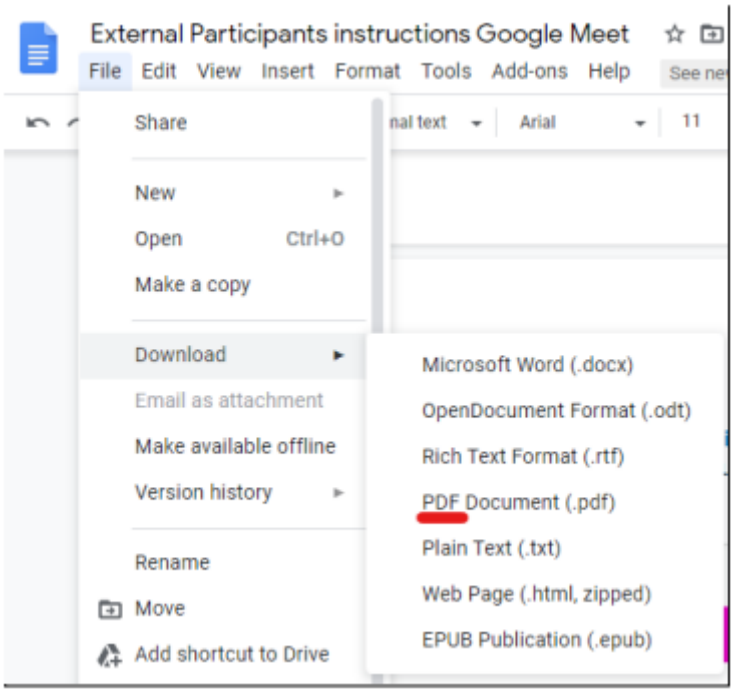
In addition to using Adobe Acrobat reader for electronic signatures, there are two additional ways to sign documents for internal use.

How to use Email approvals as 'signature'

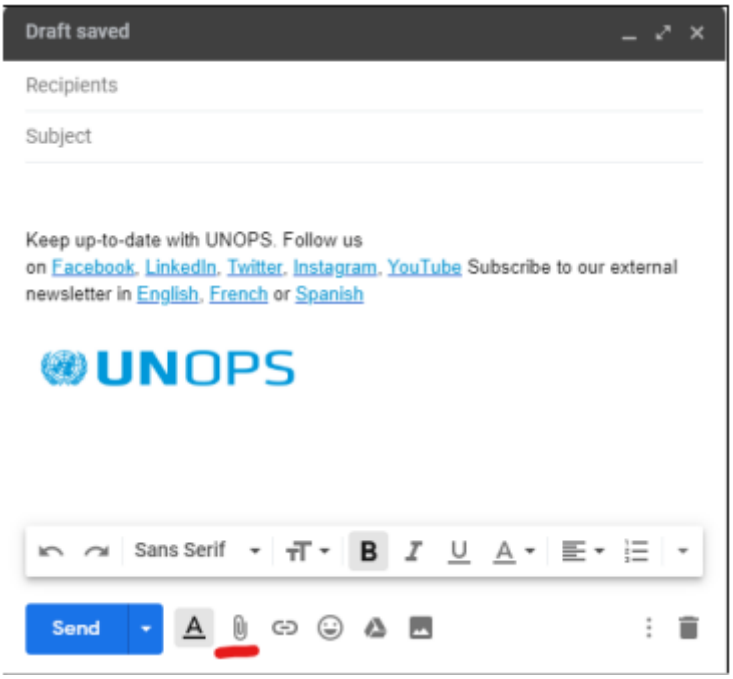
Email approvals can only be used for internal documents. The procedures below provide a reasonable degree of assurance of maintaining a clear record of the approval of the specific document(s), including their contents, and to enable the maintenance of record keeping through electronic storage or attachment as supporting documentation to relevant transactions.

Sending a document for approval

1. Save what you are approving in pdf format



2. Attach the pdf to the email you are sending for approval along with any explanatory message for the approver(s).



Approving a document

3. The email approval must be sent directly from the email account of the approver.

4. Forward the email along with the original attachment to the senders of the approval request along with a clear indication of approval or rejection in the text of the email.

Note: *DO NOT reply / reply all to the mail as your response will not contain the document that is being approved.*

Download approval as EML file for your records or for upload

5. To download the approval you received as an EML file, click the three dots in the up right corner of the email and press “Download Message”



6. Send the EML file as an attachment to relevant personnel for processing / record keeping.

Attaching an email approval as supporting documentation to transactions

7. Download the approval you received as an EML file as per above instructions.

8. Attach the EML file to the relevant transaction. In cases when multiple signatures are required, please make sure to upload all approvals

Storing a record of the approval

9. Download the approval you received as an EML file as per above instructions

10. Upload the EML file to the relevant Shared Drive on Google Drive.

Note:

- *The UNOPS File Viewer Chrome Plugin provides a means of viewing EML files. You can activate the plugin by visiting the Chrome Web Store: https://chrome.google.com/webstore/detail/unops-file-viewer/fbookgbfnnjfklnhhpdioekgpdpkibnh*
- *Google Drive has been enhanced with the UNOPS File Viewer add-on to enable viewing of EML files stored on Google Drive. Right click on the EML file on Google Drive, select 'Open with' and select 'UNOPS File Viewer' to view the contents of the EML file.*

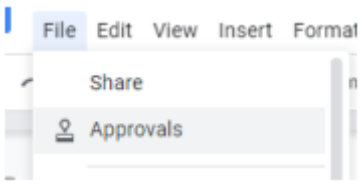
How to use Drive Approvals for Electronic Signatures

1. Drive Approvals is an inbuilt approval feature in Google Drive. It can only be used to sign internal documents in Google docs, slides or sheets format. When the file has been approved it becomes locked and cannot be edited.

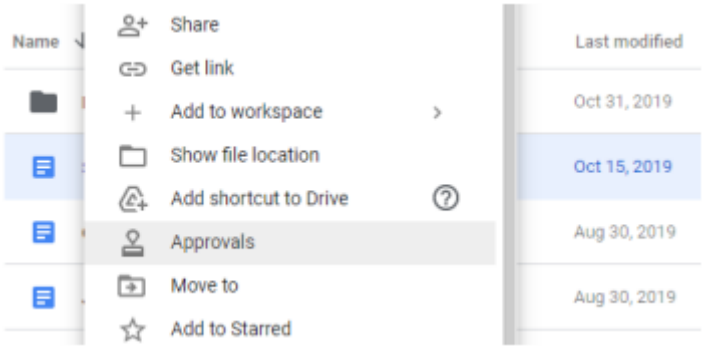
Sending a document for approval

2. Initiate the approval process either in a Google Workspace editor (a) or directly through the Google Drive interface (b).

a. Open the file in an editor and and click **File -> Approvals.**



b. Right click on the file in Google Drive and click **Approvals**



3. Click **New request** and add the person or persons that need to approve the document. A message and due date can be added to the request before it is sent.

4. Click **Send request**. The approver(s) will now receive a Drive notification or email about the request. They are able to comment, reject or approve the request. The file is rejected if one of the approvers reject the request.

5. If approved, the file is locked and cannot be edited. Unlocking the file cancels any approval requests and the document is no longer approved.

