

GRI CONTENT INDEX



UNOPS SUSTAINABILITY REPORT 2020

The 2020 Global Reporting Initiative (GRI) content index has been prepared to comply with the GRI sustainability reporting standards. The [2020 Sustainability Report](#), of which this annex is part, has been prepared in accordance with the GRI Standards: Core option. UNOPS is also a member of the GRI Community and supports the mission of GRI to empower decision makers everywhere, through GRI sustainability reporting standards and its multi-stakeholder network, to take action towards a more sustainable economy and world.

The GRI Index covers activities during the 2020 calendar year and discloses information on UNOPS material topics identified from both organizational and operational impacts. For the GRI Content Index Service, GRI Services reviewed that the GRI content index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report.

UNIVERSAL STANDARDS GRI 101

FOUNDATION 2016

For the development of this GRI content index, the GRI reporting principles, highlighted in GRI 101: Foundation 2016, have been applied. This annex specifies each of the GRI Standards used and lists all disclosures reported. The publication year for all standards in the GRI Content Index is 2016, excluding GRI 303, GRI 403 (version published in 2018 is used) and GRI 306 (version published in 2020 is used).

UNIVERSAL STANDARDS GRI 102

GENERAL DISCLOSURES 2016

ORGANIZATIONAL PROFILE

Standard	Disclosure	2020 Response
GRI 102 General Disclosures 2016	<u>102-1</u> Name of the organization	UNOPS stands for United Nations Office for Project Services.
	<u>102-2</u> Activities, brands, products, and services	<p>UNOPS builds infrastructure, manages projects and procurement, and provides human resources and financial management support. We do this as our contribution to a better world, and the achievement of the Sustainable Development Goals (SDGs). UNOPS is a service provider, a technical advisor and an implementer of projects. We are impartial and able to operate in conflict regions, fragile states and wherever disaster strikes. We aim to ensure national ownership and to enhance local capacity, while delivering services to superior satisfaction for our partners. UNOPS does not ask for and does not receive core funding. We are a project-based organization, striving for efficiency in everything we do. We have made it a priority to attract and facilitate private sector investment for infrastructure development that contributes to achieving the SDGs.</p> <hr/> <p><i>Information in response to this GRI disclosure can also be found in the Sustainability Report on page 16</i></p>
	<u>102-3</u> Location of headquarters	UNOPS headquarters are based in Copenhagen, Denmark. (Address: UN City, Marmorvej 51, 2100 Copenhagen, Denmark)

102-4

Location of operations

Operating simultaneously in over 80 countries worldwide, UNOPS projects and locations are [available on its website](#).

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 12

102-5

Ownership and legal form

UNOPS can trace its origins back to 1973. Until 1994, UNOPS was part of the UN Development Programme, UNDP. By decision of the General Assembly, UNOPS became a separate, self-financing entity within the UN development system on 1 January 1995.

102-6

Markets served

The UNOPS value proposition is grounded in its flexible, modular project services. UNOPS delivery across its service lines is summarized below:

SERVICE LINES	2020 DELIVERY (%)	2019 DELIVERY (%)
Infrastructure	14	17
Procurement	33	38
Project management	18	11
Human resources	12	12
Financial management	23	24

In 2020, the top countries in terms of delivery were Myanmar, Argentina, Yemen, Somalia, State of Palestine.

The top 5 sectors served were: health; emergency relief and recovery; conflict resolution, peace and security; government and civil society; livelihoods.

In 2020, UNOPS supported mine-action, humanitarian, stabilization and explosive management activities, capacity-building of national actors and UN missions, and weapons and ammunition management work of UNMAS and partners in 19 countries and territories. It provided human resources management, procurement, contracting, grants management, technical and operational support, and financial and legal services.

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 16 and 17

102-7

Scale of the organization

In 2020, UNOPS delivered \$2.24 billion worth of project services on behalf of partners with over 1,000 projects delivered on the ground. See details on the total number of employees, net revenues, and other relevant information in responses to disclosures 102-8, 201-1, 201-2, and 201-3.

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 14

102-8

Information on employees and other workers

As of 31 December 2020, UNOPS personnel counted 5,038 individuals. In addition to UNOPS personnel, contracts are also administered on behalf of partners. Partner personnel on UNOPS contracts amounted to 7,498. The total number of individuals on UNOPS contracts hence stood at 12,536 (12,528 in 2019):

CONTRACT MODALITY	STAFF	INTERNATIONAL CONTRACTORS	LOCAL CONTRACTORS	OTHER	TOTAL
UNOPS personnel	823	1,074	3,141	0	5,038
Partner personnel	0	655	6,438	405	7,498
Overall workforce	823	1,729	9,579	405	12,536

In terms of gender composition, women made up 46 per cent of 5,038 UNOPS personnel (42 per cent in 2019):

ENTITY	WOMEN	MEN	TOTAL
Africa Region	404	626	1,030
Asia Region	456	521	977
Europe and Central Asia Region	299	251	550
Latin America and Caribbean Region	348	309	657
Middle East Region	128	170	298
New York Service Cluster	409	641	1,050
Headquarters	280	196	476
Total UNOPS personnel	2,324	2,714	5,038

At the end of 2020, UNOPS had 1,677 retainers and lump sum contractors, and 99 active internships.

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 37

102-9

Supply chain

UNOPS is mandated to serve as a central procurement resource for the UN system and its partners, emphasizing efficient, transparent and cost-effective delivery of goods and services. The organization has a commitment to making sustainable procurement the standard practice in its projects in order to contribute to the achievement of the SDGs. UNOPS adheres to the official UN definition of Sustainable Procurement which is "procurement that integrates requirements, specifications and criteria that are compatible and in favour of the protection of the environment, of social progress and in support of economic development, namely by seeking resource efficiency, improving the quality of products and services and ultimately optimizing costs" ([HLCM Procurement Network](#)).

In 2020 UNOPS procured \$1.3 billion worth of goods and services (compared to \$1.1 billion in 2019) from almost 5,500 vendors. UNOPS procured across a broad range of categories - the main categories for 2020 were Health (\$459 million) and Infrastructure (\$256 million). There was also \$222 million of procurement activity related to the COVID-19 response across categories. A summary of UNOPS annual procurement spend is available in the Annual Statistical Report on UN procurement, which is published by UNOPS on the [UN Global Marketplace](#) (UNGM).

Procurement needs are defined at an individual project-level and published in the organization's [annual procurement plans](#). Procurement processes are executed directly by procurement personnel in approximately 80 country offices around the world, and in accordance with the rules, regulations and standards outlined in the [UNOPS procurement manual](#). Tender notices and awards are published on the [UNGM](#).

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 15 and 16

102-10

Significant changes to the organization and its supply chain

UNOPS global organization structure is designed to enable the strategic plan and the work activities that contribute to it. To achieve this, UNOPS has a mechanism in place to review and adjust the organizational structure annually in order to capture the benefits of the global organization, while remaining agile with our local presence to meet project needs.

102-11

Precautionary
Principle or approach

UNOPS policies and processes ensure that precautionary measures are in place, including health, safety, social and environmental management systems, and design review for infrastructure projects.

Health, safety, and environmental management system

Since 2017, UNOPS health, safety, social and environmental management systems cover its global activities and all its personnel. To address its health and safety risks, UNOPS has developed an occupational health and safety management system in line with the ISO 45001 standard, with the intention of preventing workplace injuries and illnesses. UNOPS expects commitment from all stakeholders involved in its operations to enforce a culture of preventive behaviour to limit occupational hazards. UNOPS Social and Environmental Management System, developed in line with the ISO 14001 standard, ensures the integration of social and environmental considerations into UNOPS projects and operations.

Design review approach

In recognition that quality designs are essential to the delivery of safe and functional infrastructure that meets UNOPS responsibilities to beneficiaries, all works designs used for projects must comply with minimum requirements for infrastructure and relevant UNOPS design planning manuals (buildings, transport, utilities and green technologies), as well as applicable national and international engineering codes and standards. Medium and high-risk works require independent, third party review by independent experts. Once design review is completed, a Design Review Certificate is issued authorizing the project to proceed to procurement and subsequent implementation.

102-12

External initiatives

The UN values form the foundation for UNOPS organizational culture and are reflected in its policies, tools, products and services. UNOPS continuously benchmarks against external bodies, striving for relevant certifications and adopting internationally recognized best practices. Many of UNOPS processes and services have already been independently certified by these outside bodies, including the Chartered Institute of Procurement & Supply (CIPS), ISO 14001 environmental management system, ISO 9001 quality management system and ISO 45001 occupational health and safety management system, and European foundation for quality management (EFQM) certification. Moreover, UNOPS is certified by APMG as an accredited training organization, as well as by the Project Management Institute (PMI)® as a registered education provider. UNOPS is also an AXELOS consulting partner for the group behind PRINCE2®.

Since 2016, UNOPS has produced annual reports following the GRI Standards. UNOPS was one of the first adopters of this global sustainability reporting standard in the UN system. Furthermore, as a part of the UN system, UNOPS is committed to contributing in full to the achievement of the 2030 Agenda, working in substantive partnership with governments, international organizations and private partners.

Information in response to this GRI disclosure can also be found in the Sustainability Report on the final page

102-13

Membership of associations

UNOPS does not belong to any associations or international advocacy organizations.

STRATEGY

Standard	Disclosure	2020 Response
GRI 102 General Disclosures 2016	102-14 Statement from senior decision-maker	The statement on the relevance of sustainability from the UNOPS Executive Director is included in the 2020 UNOPS Sustainability Report on page 3
	102-15 Key impacts, risks, and opportunities	UNOPS enterprise risk management framework defines common principles, governance mechanisms, integrated processes and tools for risk management across UNOPS. Online risk management is currently available to UNOPS personnel and entities to manage risks across organizational levels. At the operational level, the enterprise risk management process is carried out online throughout the project lifespan.

ETHICS AND INTEGRITY

Standard	Disclosure	2020 Response
GRI 102 General Disclosures 2016	102-16 Values, principles, standards, and norms of behaviour	The values of UNOPS are firmly grounded in the UN Charter and legislative mandates of the General Assembly. UNOPS mission, vision and purpose can be found on UNOPS website at this link . — <i>Information in response to this GRI disclosure can also be found in the Sustainability Report on page 13</i>

102-17

Mechanisms for advice and concerns about ethics

UNOPS has an ethics and compliance office. The mandate of the ethics side of the Ethics & Compliance Office is defined in a Secretary-General’s bulletin (ST/SGB/2007/11), providing that the office should cultivate and nurture a culture of ethics, integrity and accountability.

The UNOPS Ethics & Compliance Office can be contacted by both internal and external parties at ethicsofficer@unops.org (in English, French and Spanish). Allegations of misconduct can be made via speakup.unops.org - a secure, confidential and independent externally-managed reporting platform.

UNOPS personnel are required to comply with the duties and responsibilities set out in the UN Charter, UN staff regulations and rules, the Standards of Conduct for the International Civil Service and with other relevant instruments in the UNOPS Legislative Framework. On joining, all UNOPS personnel are required to take the on-line course ‘Ethics and Integrity at the UN’. In addition, UNOPS personnel active in procurement are required to take the course ‘Ethics and Fraud Prevention in Procurement’. The Executive Director reports on cases of misconduct that have resulted in disciplinary and administrative measures.

Reflecting its role as a consultative, impartial and service-oriented resource, the UNOPS Ethics Office handled 970 issues from 1 January to 31 December 2020. These are detailed in a dedicated report (DP/OPS/2021/3). Read more about ethics on [UNOPS website](#).

GOVERNANCE

Standard	Disclosure	2020 Response
GRI 102 General Disclosures 2016	102-18 Governance structure	Read about our governance and accountability structure on UNOPS website .

STAKEHOLDER ENGAGEMENT

Standard	Disclosure	2020 Response
GRI 102 General Disclosures 2016	102-40 List of stakeholder groups	<p>UNOPS has identified the following stakeholder groups:</p> <p>Supra</p> <ul style="list-style-type: none"> • UNOPS Executive Board <p>Internal</p> <ul style="list-style-type: none"> • Personnel • Senior management • Regional/country office management <p>Partners and funding source</p> <ul style="list-style-type: none"> • Governments • Multilaterals • International financial institutions • Trust Funds • Foundations • Host governments • Regional/local authorities <p>Cross-sector partners</p> <ul style="list-style-type: none"> • Non-commercial partners (e.g. academia, private sector) • Local implementing partners and grantees (non-commercial) <p>Local communities</p> <ul style="list-style-type: none"> • Local beneficiaries/community • Civil society <p>Others</p> <ul style="list-style-type: none"> • Suppliers of goods, works and services • Media and watchdogs • Thought leaders

When the partner/funding source is the same as the country of project implementation the governments are referred to as host governments. The same partners will therefore appear as a beneficiary or a partner/funding source depending on the specific project context.

102-41

Collective bargaining agreements

Employees are not covered by collective bargaining agreements as UNOPS is part of the UN system and subject to the UN staff regulations and rules to personnel. There is a Staff Council which interacts with management, yet not on binding collective bargaining agreements (see management approach under UNOPS material topic: labour conditions).

102-42

Identifying and selecting stakeholders

As part of the materiality assessment process, internal and external stakeholders were identified in an internal workshop and through internal consultations.

102-43

Approach to stakeholder engagement

UNOPS engages with a range of stakeholders globally in various ways, from personnel and partner surveys to multiple in-person meetings with personnel, partners and suppliers. UNOPS conducts biennial surveys to solicit feedback from partners around the world to understand how to better serve them. The latest Partner Survey was conducted in 2019. The feedback was used to improve partner perception of UNOPS work. As part of the 2020 GRI reporting process, internal stakeholders were consulted to collect information on relevant material topics.

102-44

Key topics and concerns raised

It is critical for UNOPS to continuously listen to what key stakeholders say. To garner partner feedback, UNOPS conducts biennial partner surveys and a continuous partner feedback loop is clearly outlined in our Project Management Manual. With the endorsement of the Secretary-General, UNOPS Client Board was established as an advisory body allowing key UN and non-UN partners to provide feedback on our operational performance, complementing our traditional partner survey. UNOPS Client Board met for the first time in February 2020 and holds meetings on an annual basis. Following the partner survey and UNOPS Client Board meeting, UNOPS is focusing on improvements based on partner feedback, including value for money, reporting, communication and visibility.

REPORTING PRACTICE

Standard	Disclosure	2020 Response										
<p>GRI 102</p> <p>General Disclosures 2016</p>	<p><u>102-45</u></p> <p>Entities included in the consolidated financial statements</p>	<p>This report covers all entities included in UNOPS consolidated financial statements.</p>										
	<p><u>102-46</u></p> <p>Defining report content and topic boundaries</p>	<p>The sustainability data related to the material topics in this report cover activities from offices, as well as projects. In 2015, UNOPS undertook an extensive analysis of its material sustainability risks and its stakeholders' expectations of how the organization should operate. The outcome was an overview of material topics according to UNOPS own activities, objectives and expectations, taking into account stakeholder views. These topics were placed into an initial materiality matrix, which was then validated through a first workshop with key internal stakeholders, who helped to qualify and prioritize each topic according to its organizational and/or operational impact. Further understanding and validation was achieved through interviews with internal and external stakeholders as well as through an online survey of UNOPS personnel. The results of the survey and interviews were discussed in a second workshop with internal stakeholders from across UNOPS. The workshop helped refine and combine a final list of material topics, including its definitions and boundaries. The list of material topics was further refined in 2019 and maintained in 2020.</p>										
	<p><u>102-47</u></p> <p>List of material topics</p>	<p>UNOPS material topics adapted from the GRI Standards are (in alphabetical order):</p> <table border="1"> <tbody> <tr> <td>1. Anti-corruption</td> <td>11. Health and safety</td> </tr> <tr> <td>2. Biodiversity</td> <td>12. Human rights standards</td> </tr> <tr> <td>3. Compliance</td> <td>13. Labour conditions</td> </tr> <tr> <td>4. Economic impacts</td> <td>14. Local communities</td> </tr> <tr> <td>5. Economic management</td> <td>15. Monitoring, evaluation & learning</td> </tr> </tbody> </table>	1. Anti-corruption	11. Health and safety	2. Biodiversity	12. Human rights standards	3. Compliance	13. Labour conditions	4. Economic impacts	14. Local communities	5. Economic management	15. Monitoring, evaluation & learning
1. Anti-corruption	11. Health and safety											
2. Biodiversity	12. Human rights standards											
3. Compliance	13. Labour conditions											
4. Economic impacts	14. Local communities											
5. Economic management	15. Monitoring, evaluation & learning											

6. Emissions	16. Procurement practices
7. Employment and diversity	17. Supplier assessment
8. Energy	18. Training and education
9. Ethical fundraising	19. Waste
10. Gender & diversity in projects	20. Water and effluents

102-48

Restatements of
information

No restatements of information have been given.

102-49

Changes in reporting

There are no significant changes from the previous reporting period in the list of material topics or topic boundaries.

102-50

Reporting period

The 2020 sustainability report and GRI content index 2020 cover the period from 1 January 2020 to 31 December 2020.

102-51

Date of most
recent report

2019 Sustainability Report: 5 June 2020.

102-52

Reporting cycle

UNOPS GRI report is published on an annual basis.

102-53

For more information or questions regarding the report, please contact UNOPS via email: sustainability@unops.org.

Contact point for questions regarding the report

102-54

This report has been prepared in accordance with the GRI Standards: Core option.

Claims of reporting in accordance with the GRI Standards

102-55

This document is the detailed GRI Content Index accompanying the 2020 UNOPS Sustainability Report.

GRI Content Index

102-56

The report has not been externally assured.

External assurance

TOPIC-SPECIFIC STANDARDS

ECONOMIC

UNOPS MATERIAL TOPIC: ECONOMIC MANAGEMENT

BOUNDARY: ORGANIZATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u> <u>103-2</u> <u>103-3</u> Management approach disclosures	<p>UNOPS is a self-financing UN organization that reports to Member States at the Executive Board. The management approach is tailored to fulfil two main objectives: (1) enable the organization to support its partners as mandated by the Executive Board; and (2) ensure full cost recovery.</p> <p>The management approach has at its core a four-year strategic plan 2018-2021. The plan is supported by 2-year budget estimates that outline how resources will be allocated to implement part of the plan, as well as a management results framework which forms the results-based budgeting element. The plan is reviewed at midterm. The framework is translated into annual target agreements for organizational units. The performance against the ambitions is reported in the UNOPS annual report.</p> <p>As a member of the UN system, many of the elements of the management approach are predefined. Wherever possible, UNOPS adopts management tools such as balanced scorecards to allow for clear linkages between strategic ambitions and performance measures. UNOPS continuously reviews and improves its management model, including the process of planning and progress reporting. In 2020, UNOPS continued its quarterly business reviews by senior management where performance is reviewed against agreed targets, and corrective actions are agreed upon.</p>

GRI 201

Economic
Performance
2016

201-1

Direct economic
value generated
and distributed¹

UNOPS delivered more than \$2.2 billion in project services, compared to \$2.3 billion in 2019. Net revenue from project activities was \$109.0 million, compared to \$99.2 million in 2019. The ratio of net revenue from project activities to delivery was 4.9 per cent, compared to 4.4 per cent in 2019. Management expenses were \$83.0 million, compared to \$71.1 million a year earlier.

Miscellaneous income earned was \$3.1 million (against \$4.5 million in 2019). Interest income earned was \$24.5 million as compared to \$24.3 million in the previous year. This resulted in a net surplus of income over expenditure, after provisions, of \$34.5 million (compared to \$47.1 million in 2019). At year-end 2020, the UNOPS minimum operational reserve was funded as per UNOPS rules. UNOPS is conducting a detailed study of its minimum operational reserve including the formula for its calculation. The outcome will be submitted for consideration by the Executive Board at the second regular session 2021.

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 14

201-2

Financial implications
and other risks and
opportunities due to
climate change

As a subsidiary organ of the UN, privileges and immunities provided under the Convention on the Privileges and Immunities of the UN are applicable to UNOPS. In this context, UNOPS is generally not subject to the internal regulatory requirements within national jurisdiction – such as regulations around climate change.

Physical drivers of climate change are mitigated by UNOPS service offering, for example through supporting partners with their increasing demand for renewable energy solutions. Furthermore, UNOPS supports the resilience of countries and communities to withstand the shocks of natural disasters with solid infrastructure. As part of its effort to support and protect the environment, UNOPS has a strong commitment on energy efficiency, which may translate to cost savings, as well as an increase of safety and stability of operations. UNOPS carbon emissions are offset using certified emission reductions. The increase of carbon offsets prices is a risk for UNOPS commitment to climate neutrality, which has been a priority since 2012. Additionally, UNOPS recognizes that climate change effects (such as the spread of diseases or water scarcity) could also pose a threat to UNOPS operations around the globe.

201-3

Defined benefit plan
obligations and other
retirement plans

All Individual Contractor Agreement holders, both Local ICAs and International ICAs, may participate in the UNOPS Provident Fund.

For staff contract holders instead, General Assembly resolution 248 (III) of 7 December 1948 sets out the regulations of the UN Joint Staff Pension Fund. The Fund is administered by the UN Joint Staff Pension Board, a staff pension committee for each member organization, and a secretariat to the Board and to each such committee. The Board reports to the General Assembly on its sessions. The Fund also issues an Annual Report and an annual letter for participants, available on its website.

An actuarial revaluation of UNOPS end-of-service employee liabilities indicated that such liabilities, at the end of 2020, were about \$14.5 million higher than at the end of 2019. This comprised an actuarial loss of \$7.2 million, and further funding was allocated by UNOPS during the year.

¹ The expenses, revenue and reserve balance for 2020 are early figures calculated by UNOPS, and may be subject to change. They have yet to be verified and audited by the UN Board of Auditors.

201-4

Financial assistance received from government

The status of international organizations such as UNOPS is governed by the provisions of relevant Conventions and Host Country Agreements. As such, UNOPS is exempt from all duties and taxes. In 2020, UNOPS received \$4.2 million in contributions-in-kind from governments, with the biggest contributor being the Government of Denmark (\$3.3 million).

UNOPS MATERIAL TOPIC: ETHICAL FUNDRAISING

BOUNDARY: ORGANIZATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	In 2020, UNOPS continued to explore opportunities for collaborative partnerships to mobilize alternative funding sources for the 2030 Agenda, particularly in the areas of affordable housing, renewable energy, and water and sanitation. UNOPS supported governments in achieving efficiencies in enhancing the effect of resources available for public procurement and engaged in collaborative partnerships for South-South and triangular cooperation, as well as in public-private partnerships.
	<u>103-2</u>	
	<u>103-3</u>	
	Management approach disclosures	<i>Information in response to these GRI disclosures can also be found in the Sustainability Report on page 8</i>

NGO-8

Sources of funding by category and five largest donors and monetary value of their contribution

In 2020, 25 percent (or \$567 million) of UNOPS delivery was on behalf of the UN system (\$592 million in 2019). The largest UN partner continued to be the UN Secretariat, as partnerships with the Department of Peace Operations (DPO) amounted to ten per cent of total delivery. Notably among UN partners, delivery on behalf of the UN High Commissioner for Refugees (UNHCR) grew for the eighth consecutive year. Other strong partnerships included support to the World Health Organization (WHO) and UN Environment Programme (UNEP).

UNOPS support to International Financial Institutions increased by 40 per cent from \$193 million in 2019 to \$269 million in 2020, of which the delivery for the World Bank stood for the largest increase from \$157 million in 2019 to \$228 million in 2020. UNOPS support to Intergovernmental Organizations grew from \$68 million to \$139 million in 2020, the majority of which is attributable to the European Commission.

Direct support to governments decreased in delivery, accounting for \$757 million in 2020 (\$943 million in 2019). The largest partnership with a host government during 2020 was with Argentina, followed by Guatemala, Peru, Honduras and Myanmar. The largest donor government to which UNOPS delivery in 2020 can be directly attributed is the United States of America, followed by the United Kingdom, Japan, Norway and Canada.

UNOPS continued to maintain strong partnerships in support of vertical funds, most significantly the Global Fund to Fight AIDS, Tuberculosis and Malaria to which \$168 million of services were delivered in 2020 (\$144 million in 2019).

UNOPS supported the management of a number of programmes financed by multiple donors, the largest of which are in Myanmar – such as the Livelihoods and Food Security Trust Fund (LIFT) and Myanmar Access to Health – or operate globally, such as the Enhanced Integrated Framework (EIF) Trust Fund.

The table below shows the five largest clients and funding sources in 2020:

UNOPS 2020 LARGEST FUNDING SOURCES	DELIVERY (USD)
Department of Peace Operations	241 M
World Bank Group	228 M
Global Fund to Fight AIDS, Tuberculosis and Malaria)	168 M
European Commission	133 M
Argentina	103 M
UN High Commissioner for Refugees	101 M

Information in response to NGO8 can also be found in the Sustainability Report on page 8

UNOPS MATERIAL TOPIC: ECONOMIC IMPACTS

BOUNDARY: OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	103-1	UNOPS operations have direct and indirect economic impacts on local communities. The approach to reinforcing sustainability in local communities is through equitable economic growth and capacity building. This approach entails ensuring economic value by focusing on effective management and investment strategies and practices; supporting livelihoods through the creation of local employment and income opportunities, enhancement of market access, and use of national suppliers; considering, where relevant, the total cost of asset ownership; while upholding the principles of transparency and accountability.
	103-2	
	103-3	
	Management approach disclosures	UNOPS operations are geared towards the delivery of various outputs that bring positive economic impacts for local communities. UNOPS develops infrastructure and essential services - such as energy, transportation, water, waste management, digital communications, housing, schools, hospitals, industrial centres and other facilities - that enable countries to achieve sustainable economic growth.
<p>Information in response to these GRI disclosures can also be found in the Sustainability Report on page 9</p>		
GRI 203 Indirect Economic Impacts 2016	203-1	UNOPS infrastructure delivery spans across multiple infrastructure sectors such as water and sanitation, health, education, agriculture, transport, housing, energy, other social infrastructure, and rule of law.
	Infrastructure investments and services supported	In 2020, UNOPS delivered on a range of infrastructure projects, including the construction or rehabilitation of 114 schools, 9 hospitals, 8 health clinics, 3 courthouses and 2,332 kilometres of roads. That compares with 83 schools, 8 hospitals, 79 health clinics, 7 courthouses and 3,526 kilometres of roads in 2019.
<p>Information in response to this GRI disclosure can also be found in the Sustainability Report on page 15</p>		
	203-2	In 2020, UNOPS-supported projects created 3.4 million days of paid work for local people. Of these, 1.2 million were for young people and 850,000 were for women. 91 per cent of UNOPS infrastructure projects included the creation of labour days, 84 per cent included the creation of labour days for women, 63 per cent for young workers and 13 per cent for people with disabilities.
	Significant indirect economic impacts	Around 3.8 million people benefitted from local capacity building activities of UNOPS projects, of which almost 2 million were women and

8,000 people with disabilities. As part of sharing UNOPS knowledge and expertise, 38,000 days of technical assistance were provided to partners (up from around 28,000 in 2019).

In 2020, more than 19 million people had improved access to facilities and/or services due to UNOPS infrastructure projects, of which more than 9 million were women, 9 million were young people and around 0.4 million were people with disabilities.

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 11

UNOPS MATERIAL TOPIC: PROCUREMENT PRACTICES

BOUNDARY: ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
<p>GRI 103 Management approach 2016</p>	<p>103-1 103-2 103-3 Management approach disclosures</p>	<p>As a central procurement resource for the UN system and its partners, UNOPS has considerable expertise in the field of public procurement and provides efficient, transparent, cost-effective and sustainable delivery of goods and services. Additional information regarding UNOPS procurement manual, activities, programmes and results is available on the organization's website.</p> <p>UNOPS continuously strives to improve efficiency and transparency in procurement through stronger processes, reporting and systems. Through UNOPS e-tendering system (eSourcing) most procurement process stages are handled online: sourcing, solicitation, management of submissions, evaluation, procurement review and award. eSourcing streamlines how UNOPS interacts with its vendors and brings increased efficiency and governance to the procurement process.</p> <p>On 1 January 2020, UNOPS Sustainable Procurement Framework (SPF) became mandatory. The Framework requires that all formal procurement processes, as well as certain informal processes, include sustainability considerations on a mandatory basis. UNOPS anticipates that the SPF will continue to enhance its leadership position in sustainable procurement in addition to helping its partners reap sustainability benefits and mitigating important social, environmental and economic risks that may be present in the supply chain.</p> <p>As part of the SPF, UNOPS also requires that suppliers participate in the supplier sustainability programme, formally known as DRiVE (Delivering Responsibility in Vendor Engagement) by completing the DRiVE supplier sustainability questionnaire during the tender solicitation. Verification of suppliers responses in the self-assessment questionnaire is conducted by the organization based on analysis of responses and site inspections. DRiVE provides UNOPS with insights into a supplier's policies, procedures and implemented practices with regards to environmental management, child labour, workers' rights, equal opportunity, subcontracting practices and more. Issues that are identified through the DRiVE programme are addressed in a collaborative manner through the development of supplier corrective action plans.</p>

In 2020, UNOPS continued its drive toward supplier diversity and inclusion through the UNOPS [Possibilities Programme](#), designed to enhance supplier diversity over the longer term and ensure that a larger share of procurement spend can be accessed by local micro, small, medium, women-owned, and youth-owned enterprises and other diverse or under-represented groups. The Possibilities Programme is made up of: UP Forums (supplier engagement events), UP Portal (for sustainable and innovative solutions from diverse suppliers) and the UP Toolbox (guidance resources for suppliers - currently under development). In 2020, online UP Forums were held in Peru and for the UNOPS Peace and Security Cluster with 140 local and global businesses participating.

In 2020, 128 tenders (\$8.6 million of awarded value) were awarded to women-owned businesses. 1,280 tenders (\$292 million of awarded value) were awarded to micro, small and medium enterprises. This information is based on vendor-supplied information from [UNGM](#). In addition, UNOPS Procurement Manual contains the possibility to create set-asides and short-list procurements for micro, small and medium enterprises, and diverse suppliers, such as youth-owned and women-owned businesses.

In 2020, UNOPS launched an online course for its current and potential suppliers on how to do business with UNOPS. Besides general guidance on procurement processes and systems, the course includes a module on sustainable procurement and one on ethics and fraud prevention in procurement. The course also explains UNOPS vendor sanctions policy and the consequences for vendors that engage in proscribed practices. The online course is free of charge and is available in English, French and Spanish. In 2020, approximately 1,300 suppliers representatives successfully completed the course.

UNOPS leadership in sustainable procurement continued to be recognized in 2020 with the achievement of its fourth Gold Certificate in Sustainable Procurement from the Chartered Institute of Procurement & Supply (CIPS) - for which the organization obtained 98 out of a possible 100 points. This was the fourth consecutive time that UNOPS achieved this honour and it continues to be the only organization worldwide to have achieved this designation this many times.

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 38

GRI 204

Procurement Practices 2016

204-1

Proportion of spending on local suppliers

The total procurement budget spend on local suppliers was 46 per cent in 2020, compared to 51 per cent in 2019. This decrease was influenced by a large increase of health related procurement from international suppliers as part of the COVID-19 response.

For the purpose of this report, UNOPS defines a 'local supplier' as any supplier providing goods or services to a significant location of operation, in the same country as the one listed on the supplier's mailing address in the enterprise resource planning (ERP) platform. 'Significant locations of operation' is defined as 'any country where UNOPS has an established physical office.'

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 11

UNOPS MATERIAL TOPIC: ANTI-CORRUPTION

BOUNDARY: ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
<p>GRI 103 Management approach 2016</p>	<p>103-1 103-2</p>	<p>The UN has adopted a variety of rules and regulations concerning employee conduct, describing the status, basic rights and duties of UN staff members (ST/SGB/2002/13). This extensive body of legal norms, from the Charter, the Convention on the Privileges and Immunities of the UN to staff regulations, rules and commentary, identifies core values and sets standards of conduct for all UN employees. UNOPS is subject to the same anti-corruption policies as the UN as a whole, including the relevant provisions in the UN staff regulations and rules.</p>
	<p>103-3 Management approach disclosures</p>	<p>UNOPS Executive Director issues policies concerning ethics and prevention of fraud and corruption, such as the Operational Instruction ‘Policy to Address Fraud and Corruption’, promulgated in 2018. The policy states that UNOPS is committed to preventing, identifying and addressing all alleged acts of fraud or corruption against UNOPS and/or its activities, as it may impact its clients and/or partners. UNOPS personnel are obliged to report suspected wrongdoing under the Operational Directive on ‘Human Resources, Ethics and Culture’. Personnel reporting suspected wrongdoing can apply to the Ethics Office for whistle-blower protection against retaliation.</p> <p>UNOPS has set up units and mechanisms to address issues such as corruption and fraud, discrimination, harassment, retaliation, abuse of authority. Individuals can contact these units to report misconduct or a complaint, with the assurance that all exchanges are strictly confidential. The Internal Audit and Investigation Group (IAIG) has sole responsibility for conducting investigations within UNOPS and is the principal channel for receiving allegations of misconduct. Non-staff members (e.g. staff of other UN agencies, contractors, or vendors) may also report allegations of wrongdoing directly to the IAIG. Types of wrongdoing and the contact details for reporting incidents are available on UNOPS website.</p> <p>In 2020, the online reporting tool ‘Speak Up’ was widely communicated to all UNOPS personnel in three working languages of UNOPS. The hotline is managed by an independent service provider on behalf of UNOPS to protect confidentiality. It can be accessed worldwide and free of charge by both UNOPS personnel and persons from outside of UNOPS. Reports of wrongdoing submitted here are confidentially forwarded to the appropriate reporting unit within UNOPS for further action.</p> <p>Anti-corruption for procurement at UNOPS is supported by the UN supplier code of conduct, which is available on UNGM, and through the application of UNOPS policy on vendor sanctions. This policy is based on the UN’s model policy framework, which enhances UNOPS coordination and knowledge-sharing with other agencies to ensure consistent treatment of vendors within the UN system. UNOPS maintains a vendor review committee with the mandate of recommending sanctions to be imposed to the vendors who have been found to be engaged in proscribed practices, including fraud and corruption. Details on the UNOPS framework for determining vendor ineligibility/sanctions is available on UNOPS website.</p>

GRI 205Anti-corruption
2016**205-1**Operations assessed
for risks related to
corruption

The [strategic plan](#) 2018-2021 commits UNOPS to organizational excellence, accountability and transparency. In terms of UNOPS projects, regions and countries are responsible for risk assessment on corruption. IAIG performs an annual risk assessment in order to prepare a risk-based audit plan. In this risk assessment, IAIG considers various factors, including the corruption perception index in each country of UNOPS operations. IAIG performs a detailed auditee-specific risk assessment during the audit planning stage for each auditee.

In 2020, the Ethics and Compliance Office (ECO) designed and commenced implementation of the global UNOPS ethics risk assessment (ERA). The objective of the ERA is to identify ethics risks (including bribery and corruption) across the organization, assess the level of the risk, and determine the readiness of the organization to effectively manage identified ethics risks through mitigations and controls. The insights of the global ERA will enable the ECO to identify areas that require improvement on risk mitigation and advise on suitable action plans.

205-2Communication and
training on anti-corruption
policies and
procedures

All members of the Executive Office and the Senior Leadership Team are informed of anti-corruption policies and procedures. Similarly, all personnel are made aware of these as part of the recruitment and employment contract signature process, and all business partners are informed as part of the procurement and contract signature process. They are included in UNOPS general terms and conditions which are attached or referred to in all contracts.

'Ethics and Integrity at the UN' is mandatory for new UNOPS personnel. In 2020, this training was completed by 1,392 UNOPS employees. Overall UNOPS completion for required personnel is approximately 90 per cent. Furthermore, IAIG provides UNOPS employees with standards of conduct awareness training. The training introduces basic compliance and ethics topics and raises awareness of the consequences of fraud and corruption. In 2020, IAIG trained 50 employees remotely.

UNOPS developed a mandatory online course on ethics and fraud prevention in procurement. It helps procurement practitioners recognize the relevance of ethics in procurement and understand the risks, red flags, and consequences when vendors engage in fraud and other proscribed practices. In 2020, 114 personnel completed the training, and as of 18 January 2021, 1,030 active personnel had completed the course.

In addition, ethics, anti-corruption, and fraud prevention modules are integrated into the organization's procurement operations training course, which is regularly delivered across UNOPS offices and regions and was recently launched as an online course in English, French and Spanish. In 2020, 77 personnel completed this course and in January 2021, 848 active personnel had done the training.

205-3

Confirmed incidents of corruption and actions taken

In 2020, there were 31 incidents of fraud and financial irregularities. 32 employees were sanctioned in cases of fraud and financial irregularities. In accordance with UNOPS policy on vendor sanctions, UNOPS sanctioned 28 suppliers and 35 individuals due to their involvement in proscribed practices such as fraud, collusion or corruption.

The list of sanctioned vendors and individuals and details on the UNOPS policy for determining vendor ineligibility/sanctions is available on [UNOPS website](#). UNOPS is cooperating with three investigations alleging corruption in Peru relating to past projects that UNOPS supported.

TOPIC-SPECIFIC STANDARDS

ENVIRONMENTAL

UNOPS MATERIAL TOPIC: ENERGY

BOUNDARY: ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	Use of water (in both operations and projects), energy (as input for our operations), waste (as output of our operations), as well as the impact on biodiversity of our infrastructure projects, are important for UNOPS.
	<u>103-2</u>	UNOPS environmental and social management policy covers all of its projects and operations. The policy outlines principles and responsibilities for environmental protection in the organization. UNOPS runs a Social and Environmental Management System (ISO 14001 certified), which ensures integration of environmental considerations in projects and operations.
	<u>103-3</u> Management approach disclosures	The carbon emissions of UNOPS facilities and office operations are prudently managed, with an annual global inventory covering 79 offices globally. It follows the methodology of the Greenhouse Gas (GHG) protocol, and includes emissions from facilities and business travel. It also includes baseline and reporting of waste generation and water consumption. The inventory management plan details the inventory process and is available on UNOPS website. The GHG emissions are offset annually using certified emission reductions (CERs) credits. UNOPS favours the inclusion of environmental considerations in its procurement activities, dealing with a wide range of issues, from energy efficiency to toxic materials.
<hr/> <p><i>Information in response to these GRI disclosures can also be found in the Sustainability Report on page 11</i></p>		
GRI 302 Energy 2016	<u>302-1</u> Energy consumption within the organization	The direct energy consumed by the organization in 2020 was 12,273,224 kWh or 44,183 GJ. Of this total, 910,563 kWh (7 per cent) was from renewable energy sources, including 126,318 kWh (1 per cent) that was self-generated electricity through renewable energy. The figures pertain to UNOPS facilities only. The environmental inventory boundary may expand to UNOPS projects in the future. UNOPS did not sell any energy in 2020. UNOPS source of the conversion factors used are the 2019 UK DEFRA emissions factors. For more information on the sources of energy consumption in UNOPS offices, please find disclosure 302-1 at this link .

302-2

Energy consumption outside of the organization

The emissions from energy consumed outside of the organization in 2020 was 12 t CO₂e. This includes energy from employees commuting to and from the workplace. Energy content data was unavailable at the time of reporting. As 2020 is only the second year that UNOPS is reporting on this disclosure, which is currently an optional reporting field in the corporate annual environmental inventory, these are estimates until the reporting methodology is strengthened in future inventories. UNOPS source of the conversion factors used are the 2019 UK DEFRA emissions factors.

302-3

Energy intensity

The energy intensity ratio for 2020 was 155 kWh/m². This is based on energy consumed within the organization only. This figure pertains to UNOPS facilities only. UNOPS building-related energy consumption (kWh) includes: purchased electricity, purchased steam, on-site fuel combustion, on-site renewable electricity, and refrigerants. The environmental inventory boundary may expand to UNOPS projects in the future.

302-4

Reduction of energy consumption

Omission: Information unavailable

In 2021, UNOPS will review its corporate direction regarding the reporting on energy conservation and efficiency initiatives.

302-5

Reductions in energy requirements of products and services

Omission: Not applicable

There is no system in place for monitoring energy requirements of services offered by UNOPS. UNOPS follows a UN-wide environmental inventory approach, which currently only accounts for the environmental footprint of office premises. Hence, UNOPS will only be able to report on this disclosure if the scope of the UN-wide environmental inventory is expanded to account for the organization's environmental footprint beyond office premises..

UNOPS MATERIAL TOPIC: WATER AND EFFLUENTS

BOUNDARY: ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	See management approach under UNOPS material topic: Energy.
	<u>103-2</u>	
	<u>103-3</u> Management approach disclosures	
GRI 303 Water and Effluents 2018	<u>303-1</u> Interactions with water as a shared resource	<p>Water is withdrawn, consumed and discharged by UNOPS through both its facilities and its operations. In 2020, there were four sources of water: surface water, ground water, municipal water supply/utility, and rain water.</p> <p>UNOPS conducts an annual environmental inventory, which collects data on quantities and sources of water withdrawn by its facilities. At present, there is not a systematic methodology for analysing UNOPS water-related impacts. However, in 2018, a new approach was introduced in the inventory to identify whether UNOPS facilities' withdrawals contribute to stress on water bodies and whether withdrawals are from water bodies that are protected areas. In 2020, 83.5% of water consumed originated from protected sources, and 1.3% of water consumed was reported to be greater than 5% of the annual average volume of the relevant water bodies. However, as 2020 is only the third year that UNOPS is reporting on these disclosures, the data are estimated until the water reporting methodology is strengthened in future inventories.</p> <p>Notwithstanding the absence of a systematic methodology for analysing or addressing UNOPS water-related impacts, there are numerous examples demonstrating how UNOPS works with stakeholders around the world to steward water as a shared resource. These include installing water harvesting infrastructure to limit stress on local water bodies in locations such as Gambia, Ghana, Kenya, and Denmark; providing technical assistance for the implementation of a strategic aquifers monitoring programme at national level in Costa Rica; implementing a sustainable urban drainage system for collection, increased retention and natural treatment of stormwater in Kosovo; and establishing a wastewater treatment system in a health centre in Afghanistan.</p> <p>As part of its corporate policy on health, safety, social and environmental management, UNOPS is mandated to identify measures to reduce water use and prevent pollution to water by adopting sound environmental practices in its facilities and operations. These requirements are further supported by mandatory annual reporting on water reporting, as part of the corporate annual environmental inventory.</p>

303-2

Management of water discharge- related impacts

Omission: Not applicable

There is no system in place for monitoring the management of water discharge-related impacts. UNOPS follows a UN-wide environmental inventory approach, which currently only accounts for water withdrawal and consumption. Hence, UNOPS will only be able to report on this disclosure if the scope of the UN-wide environmental inventory is expanded to account for additional aspects on water management.

303-3

Water withdrawal

The total water withdrawn in 2020 from all areas was 57.7 megalitres. Broken down by water source, this includes (in megalitres):

- Surface water: 2.8
- Ground water: 21.5
- Municipal water supply/utility: 32.8
- Waste water from another organization: 0
- Rain water: 0.6

The total water withdrawn in 2020 from protected areas was 47.7 megalitres. Broken down by water source, this includes (in megalitres):

- Surface water: 2.4
- Ground water: 19.9
- Municipal water supply/utility: 25.4

Additionally, 0.7 megalitres of withdrawal was reported to be greater than 5% of the annual average volume of the relevant water bodies. However, as 2020 is only the third year that UNOPS is reporting on these disclosures, the data are estimated until the water reporting methodology is strengthened in future inventories.

These figures pertain to UNOPS facilities only. The environmental inventory boundary may expand to UNOPS projects in the future. Water data is based on 2020 water bills, meter readings or figures confirmed by building administrators, logistics officers and/or office managers. Where UNOPS shares office facilities without a separate water meter, water consumption was apportioned by percentage of total personnel. Where water consumption data was unavailable, a data gap was marked.

303-4

Water discharge

Omission: Not applicable

There is no system in place for monitoring water discharge. UNOPS follows a UN-wide environmental inventory approach, which currently only accounts for water withdrawal and consumption. Hence, UNOPS will only be able to report on this disclosure if the scope of the UN-wide environmental inventory is expanded to account for additional aspects on water management.

303-5

Water consumption

In 2020, all water that was reported as withdrawn by UNOPS was also consumed (57.7 megalitres). Any water that is used for cooling systems is excluded from the total quantity of water consumed. UNOPS headquarters in Denmark reported using water for cooling, and a method for quantifying the water used for this purpose is currently being considered.

UNOPS MATERIAL TOPIC: BIODIVERSITY

BOUNDARY: OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	See management approach under UNOPS material topic: Energy.
	<u>103-2</u>	
	<u>103-3</u> Management approach disclosures	
GRI 304 Biodiversity 2016	<u>304-1</u> Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Omission: Information unavailable UNOPS ability to report on its impact on biodiversity is currently limited. In 2021, UNOPS is planning to focus on a corporate biodiversity safeguard, that should among other things improve our understanding of our operational sites close to protected areas or areas of high biodiversity value.

304-2

Significant impacts of activities, products, and services on biodiversity

UNOPS helps protect biodiversity during the delivery of its projects and aims to minimise the negative impact on biodiversity. In 2020, six infrastructure projects reported a significant direct or indirect impact on biodiversity through construction or use of infrastructure.

304-3

Habitats protected or restored

UNOPS partners with other entities to help protect or restore habitats in some areas where it operates. In 2020, twelve infrastructure projects reported protecting or restoring habitat areas, of which eight reported doing so through partnerships with third parties.

304-4

IUCN Red List species and national conservation list species with habitats in areas affected by operations

Omission: Information unavailable

UNOPS ability to report on its impact on biodiversity is currently limited. In 2021, UNOPS is planning to focus on a corporate biodiversity safeguard, that should among other things improve our understanding of IUCN Red List and national conservation list species with habitats in areas affected by our operations.

UNOPS MATERIAL TOPIC: EMISSIONS

BOUNDARY: ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	103-1	See management approach under UNOPS material topic: Energy.
	103-2	
	103-3	Management approach disclosures
GRI 305 Emissions 2016	305-1	In 2020, our Scope 1 emissions were 5,589 t CO ₂ eq. that include: on-site fuel combustion, vehicle fleet, and refrigerants. Scope 1 emissions in the base year of 2011 were 7,097.9 t CO ₂ eq. The figures in the calculation pertain to UNOPS facilities only. The environmental inventory boundary may expand to UNOPS projects in the future. For additional information on emission types, included gases as well as conversion factors, please find disclosure 305-1 at this link . <hr/> <i>Information in response to this GRI disclosure can also be found in the Sustainability Report on page 11</i>
	305-2	In 2020, our Scope 2 emissions were 1,601 t CO ₂ eq. that include: purchased electricity, and purchased steam for heating. Scope 2 emissions in the base year of 2011 were 1,678.9 t CO ₂ eq. The figures in the calculation pertain to UNOPS facilities only. The environmental inventory boundary may expand to UNOPS projects in the future. For additional information on emission types, included gases as well as conversion factors, please find disclosure 305-2 at this link . <hr/> <i>Information in response to this GRI disclosure can also be found in the Sustainability Report on page 11</i>

305-3

Other indirect
(Scope 3) GHG
emissions

In 2020, our Scope 3 emissions were 2,125 t CO₂eq. that include: air travel, entitlement travel, and public transport. Scope 3 emissions in the base year of 2011 were 5,041.8 t CO₂eq. The figures in the calculation pertain to UNOPS facilities only. The environmental inventory boundary may expand to UNOPS projects in the future.

For additional information on emission types, included gases as well as conversion factors, please find disclosure 305-3 at this [link](#).

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 11

305-4

GHG emissions
intensity

The GHG emissions intensity ratio in 2020 was 2.37 t CO₂eq. The denominator is per personnel. The reported figure pertains to UNOPS facilities only. The environmental inventory boundary may expand to UNOPS projects in the future. Included in the ratio are Scope 1, 2 and 3 and optional emissions (ie. CFCs/HFCs). Gases included in the calculation are CO₂, CH₄, N₂O, SF₆, HFCs, PFCs and CFCs/HFCs.

305-5

Reduction of GHG
emissions

Omission: Information unavailable

In 2021, UNOPS will review its corporate direction regarding the reporting on GHG emissions reduction initiatives.

305-6

Emissions of
ozone-depleting
substances (ODS)

UNOPS does not produce, import or export ozone depleting substances (ODS).

305-7

Nitrogen oxides (NO_x),
sulfur oxides (SO_x),
and other significant
air emissions

Omission: Not applicable

There is no system in place for monitoring the listed air pollutants. UNOPS follows a UN-wide environmental inventory approach, which accounts for six greenhouse gases covered in the Kyoto Protocol. UNOPS will only be able to report on this disclosure if the scope of the UN-wide environmental inventory is expanded to account for other emissions.

UNOPS MATERIAL TOPIC: WASTE**BOUNDARY: ORGANIZATIONAL/OPERATIONAL**

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	See management approach under UNOPS material topic: Energy.
	<u>103-2</u>	
	<u>103-3</u> Management approach disclosures	
GRI 306 Waste 2020	<u>306-1</u> Waste generation and significant waste-related impacts	<p>UNOPS direct waste-related impact is largely due to its office operations: 75 per cent of office waste in 2020 was not recycled, reused or recovered, and ended up accumulating in landfills or dumping sites in developing countries or being disposed of through other means. The main components of office waste in 2020 were non-hazardous (90%), including mostly mixed non-hazardous, biodegradable, and paper/cardboard waste, and a small share from wood and plastics, among others. Hazardous waste (10%) consisted mainly of vehicles/machinery/scrap metal waste.</p> <p>Infrastructure projects generate a significant volume of waste, however this is normally segregated according to UNOPS requirements and most of construction waste having a residual value is reused locally. Construction debris are also reused to a large extent. At this time, it is not possible to quantify the exact amount of construction waste reused in projects.</p>
	<u>306-2</u> Management of significant waste-related impacts	<p>UNOPS guidance requires offices and projects to prioritise waste prevention measures before any other waste management activity. Since 2018, elimination of all unnecessary single-use plastics (SUP) has become organizational policy, and 55% of country offices have confirmed their SUP free status.</p> <p>All data on waste management are collected under the annual environmental inventory process, where offices with five or more personnel complete a questionnaire that includes information on waste production and management for the previous year. The information allows for the monitoring of corporate waste flows on an annual basis.</p>

306-3

Waste generated

In 2020, the total waste generated was 282.0 metric tons.

The total weight of non-hazardous waste was 254.9 metric tons. Broken down by composition, this includes (in metric tons):

- Mixed non-hazardous waste: 92.2
- Biodegradable (food, garden waste, etc.): 79.0
- Paper / cardboard: 48.4
- Wood: 14.0
- Plastic: 6.9
- Non-hazardous construction waste: 5.3
- Metal: 4.3
- Other non-hazardous waste: 2.5
- Glass: 2.3

The total weight of hazardous waste was 27.1 metric tons. Broken down by composition, this includes (in metric tons):

- Vehicles / machinery / scrap metal: 16.4
- Motor oil and related fluids: 4.1
- E-waste: electronics: 3.2
- Other hazardous waste: 1.2
- E-waste: batteries: 1.1
- E-waste: light bulbs and lamps: 0.8
- Chemicals: 0.2
- Medical waste: 0.1
- Refrigerants: 0.02

These figures pertain to UNOPS facilities only. The environmental inventory boundary may expand to UNOPS projects in the future. Waste data are confirmed by building administrators, logistics officers and/or waste contractors. Where UNOPS shares office facilities without separate waste facilities, waste disposal data was apportioned by percentage of total personnel. Where waste disposal data was unavailable, a data gap was marked.

306-4

Waste diverted from disposal

In 2020, the total weight of waste diverted from disposal was 57.4 metric tons. Broken down by composition, this includes (in metric tons):

- Paper / cardboard: 26.9
- Vehicles / machinery / scrap metal: 10.5
- Biodegradable (food, garden waste, etc.): 4.4
- Metal: 3.0
- Wood: 2.5
- Motor oil and related fluids: 2.3
- Other non-hazardous waste: 1.4
- Plastic: 1.3
- Other hazardous waste: 1.2
- E-waste: electronics: 1.1
- Glass: 0.9
- Mixed non-hazardous waste: 0.7
- E-waste: light bulbs and lamps: 0.5
- Non-hazardous construction waste: 0.5
- E-waste: batteries: 0.2

Of the above total, the weight of hazardous waste was 15.9 metric tons. Broken down by recovery method, this includes (in metric tons):

- Recycling: 13.4
- Reuse: 2.4

Of the above total, the weight of non-hazardous waste was 41.5 metric tons. Broken down by recovery method, this includes (in metric tons):

- Recycling: 32.5
- Composting: 5.1
- Reuse: 3.9

These figures pertain to UNOPS facilities only, hence all reported waste was generated onsite. The environmental inventory boundary may expand to UNOPS projects in the future. Waste data are confirmed by building administrators, logistics officers and/or waste contractors. Where UNOPS shares office facilities without separate waste facilities, waste disposal data was apportioned by percentage of total personnel. Where waste disposal data was unavailable, a data gap was marked.

306-5

Waste directed to disposal

In 2020, the total weight of waste diverted to disposal was 224.6 metric tons. Broken down by composition, this includes (in metric tons):

- Mixed non-hazardous waste: 91.5
- Biodegradable (food, garden waste, etc.): 74.6
- Paper / cardboard: 21.5
- Wood: 11.4
- Vehicles / machinery / scrap metal: 5.9
- Plastic: 5.6
- Non-hazardous construction waste: 4.8
- E-waste: electronics: 2.1
- Motor oil and related fluids: 1.8
- Glass: 1.4
- Metal: 1.3
- Other non-hazardous waste: 1.2
- E-waste: batteries: 0.9
- E-waste: light bulbs and lamps: 0.3
- Chemicals: 0.2
- Medical waste: 0.1
- Refrigerants: 0.02

Of the above total, the weight of hazardous waste was 11.2 metric tons. Broken down by disposal method, this includes (in metric tons):

- Incineration (with energy recovery): 0
- Incineration (without energy recovery): 0.004
- Landfilling: 0.9
- Other: 10.3

Of the above total, the weight of non-hazardous waste was 213.4 metric tons. Broken down by disposal method, this includes (in metric tons):

- Incineration (with energy recovery): 12.6
- Incineration (without energy recovery): 1.1
- Landfilling: 84.1
- Other: 115.5

These figures pertain to UNOPS facilities only, hence all reported waste was generated onsite. The environmental inventory boundary may expand to UNOPS projects in the future. Waste data are confirmed by building administrators, logistics officers and/or waste contractors. Where UNOPS shares office facilities without separate waste facilities, waste disposal data was apportioned by percentage of total personnel. Where waste disposal data was unavailable, a data gap was marked.

UNOPS MATERIAL TOPIC: COMPLIANCE

BOUNDARY: ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	UNOPS is part of the UN family and, as such, is required to comply with the UN mandate, expectations of stakeholders and applicable legal requirements in the countries where it operates.
	<u>103-2</u>	In terms of socioeconomic and environmental compliance, UNOPS applies its 2017 Executive Office Directive on "Occupational Health & Safety and Social & Environmental Management". This policy applies to all UNOPS projects and facilities and includes a commitment to respect the principles of environmental and social responsibility, including creating and maintaining a safe and healthy working environment.
	<u>103-3</u> Management approach disclosures	In addition, UNOPS has voluntarily chosen to certify its health and safety, and its environmental management systems to ISO 45001 and ISO 14001 respectively – thus demonstrating compliance with internationally recognised best practice in these fields.
GRI 307 Environmental Compliance 2016	<u>307-1</u> Non-compliance with environmental laws and regulations	In 2020, UNOPS did not receive any fines for non-compliance with environmental laws and regulations.

UNOPS MATERIAL TOPIC: SUPPLIER ASSESSMENT

BOUNDARY: ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	103-1	UNOPS recognizes the importance of its supplier relationships for the successful execution of its projects and for the continued social, environmental and economic development of our beneficiaries and the communities where we operate.
	103-2	In accordance with UNOPS procurement manual and procedures, all suppliers are expected to adhere to the principles contained in the UN supplier code of conduct, which includes considerations for freedom of association, forced and child labour, human rights, environment, and corruption. A copy of the UN supplier code of conduct is available on UNGM . Suppliers who fail to respect these principles may face repercussions including vendor sanctions. The supplier code of conduct is also reinforced by UNOPS general conditions of contract which include warranties for mines, sexual exploitation, fundamental principles and rights at work. These contracts are available on UNOPS website .
	103-3 Management approach disclosures	<p>To enhance the sustainability of its suppliers and mitigate some of the risks in its supply chain, UNOPS implemented its DRiVE programme in 2020. The overall scope of DRiVE is to ensure that UNOPS vendors operate responsibly and in accordance with high standards of integrity, with a particular focus on the associated areas related to Human Rights, Labour Rights, Ethical Conduct, Sexual Exploitation and Abuse, Equal Opportunity and Environmental Responsibility. In 2020, UNOPS conducted verifications of the responses of 44 suppliers from 21 countries and on-site inspection visits that were limited to 3 suppliers based in Denmark due to pandemic related travel restrictions. UNOPS also communicated corrective action plans to 16 inspected suppliers indicating areas for voluntary improvement.</p> <p>Currently, 4,017 DRiVE sustainability self-assessment questionnaires have been submitted by 2,340 prospective suppliers from 139 countries. Of this number, 477 suppliers from 86 countries have been awarded with UNOPS contracts.</p>
GRI 308 Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	As UNOPS is a project-based organization, new supplier relationships are set up with each new project. UNOPS supplier sustainability programme DRiVE became mandatory from 1 January 2020. In 2020, 1,992 new prospective suppliers from 137 countries submitted DRiVE sustainability self-assessment questionnaire.

308-2

Negative environmental impacts in the supply chain and actions taken

Of the 477 awarded suppliers who submitted DRiVE supplier sustainability questionnaires (mentioned above in disclosure 308-1), 53 suppliers from 32 countries reported environmental management practices that were rated as potentially negative environmental impacts. To address shortcomings, corrective action plans are prepared for these suppliers to collaboratively improve their performance. Currently, four of these suppliers have voluntarily made commitments to improve on their environmental management practices.

TOPIC-SPECIFIC STANDARDS

SOCIAL

UNOPS MATERIAL TOPIC: EMPLOYMENT AND DIVERSITY

BOUNDARY: ORGANIZATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	UNOPS is a global organization, with an international and diverse workforce, and has the ambition to reach gender parity in 2021.
	<u>103-2</u>	UNOPS is committed to attracting the best qualified talent and to retaining and developing internal talent. We believe in a workplace that is free from harassment, and where people are treated fairly and with respect, to ensure that everyone can perform at their best. Recognition plays an important role to ensure our workforce stays engaged and committed, especially in the midst of the global pandemic. UNOPS has an agile and responsive workforce, with the right skills available to deploy where needed, which served the organization well during this crisis. UNOPS places a focus on supporting leadership development, strengthening diversity in its workforce, as well as managing change and maintaining corporate excellence (including ISO and the European foundation for quality management certifications).
	<u>103-3</u> Management approach disclosures	<p>UNOPS is continuously focused on improving its performance management and engagement indices by concentrating efforts on the results from the internal People Survey. The engagement score for UNOPS continues to exceed internationally recognized benchmarks for high performing organizations.</p> <p>In addition, gender parity remains a key metric of organizational performance. To increase the accountability of senior leaders (ICS-11 and above) toward these goals, gender parity objectives are included in the respective performance appraisals.</p> <p>UNOPS diversity spans diverse backgrounds, nationalities, ethnicity, sexual orientation, gender and religion. UNOPS policies aim to ensure that the workplace is free from discrimination towards any UNOPS personnel. In addition, policies, systems and processes, as well as clear reporting procedures, allow appropriate corrective action in the case an allegation is substantiated. In 2020, UNOPS also launched a 'Speak-up' campaign.</p> <p>UNOPS takes the well-being of its personnel seriously. Additional initiatives were put into place in 2020, to support the workforce in the unprecedented times of the COVID-19 pandemic. Stress management as well as group and individual counseling options were made available for all UNOPS personnel, to help address topics such as how to keep work-life balance in the new working environment and how to build resilience and manage stress. Additionally, a dedicated channel called "Stay Healthy" was created, offering multiple learning courses and resources to guide and facilitate working remotely productively, staying healthy, leading effectively amid COVID-19 and managing stress.</p>

Information in response to these GRI disclosures can also be found in the Sustainability Report on page 36

GRI 401

Employment
2016

401-1

New employee
hires and employee
turnover

In 2020, UNOPS had 1,070 new hires, hiring more women than men for the second consecutive year: 636 (59 per cent) women and 434 (41 per cent) men. A "new hire" is defined as a person being issued a contract while not having held a UNOPS contract for 90 days. The turnover rate of UNOPS personnel was 16 per cent (17 per cent in 2019).

The below tables show new hires by age category and region:

AGE CATEGORY	WOMEN %	MEN %	TOTAL %
Under 30	74	26	19
30 to 50	58	43	71
50 and above	45	55	10
GRAND TOTAL	59	41	100

REGIONS	WOMEN %	MEN %	TOTAL %
Africa Region	52	49	27
Asia Region	59	41	13
Europe and Central Asia Region	69	31	10
Latin America and Caribbean Region	60	40	17
Middle East region	70	30	4
New York Service Cluster	57	43	20
Headquarters	76	24	8
GRAND TOTAL	59	41	100

The below tables show turnover rate by age category and region:

AGE CATEGORY	WOMEN %	MEN %	TOTAL %
Under 30	18	15	17
30 to 50	16	15	15
50 and above	14	23	20
GRAND TOTAL	16	16	16

REGIONS	WOMEN %	MEN %	TOTAL %
Africa Region	26	23	24
Asia Region	11	10	10
Europe and Central Asia Region	20	20	20
Latin America and Caribbean Region	12	15	13
Middle East region	13	10	11
New York Service Cluster	18	18	18
Headquarters	9	9	9
GRAND TOTAL	16	16	16

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 37

401-2

Benefits provided to full-time employees that are not provided to temporary or part-time employees

All UNOPS personnel have a range of benefits and entitlements. Benefits and entitlements for staff contract holders are listed in the [UN staff rules and staff regulations](#).

Benefits and entitlements for UNOPS personnel holding Individual Contractor Agreements (ICAs) include health insurance, provident fund and danger pay. Due to the contract modality, ICAs or temporary employees are not provided with staff benefits such as relocation allowance, language allowance, dependency allowance, home leave, separation travel, family visit travel, education grant, after service health insurance, and UN Joint Staff Pension Fund. For ICAs, the fee intends to monetize some of these entitlements.

Note: Significant locations of operation are countries where UNOPS has a physical presence. These include countries with one of the following units: HQ, regional office, multi-country office, country office, operational cluster, and project cluster.

401-3

Parental leave

All active UNOPS personnel with the exception of short-term employment for the provision of expert services (e.g. non-ongoing ICAs, contracts less than 6 months, lump sum and retainer contracts) are entitled to parental leave. In 2020, UNOPS personnel entitled to parental leave was 5,735 (2,556 women and 3,179 men). During the course of 2020, 123 women and 196 men took parental leave. For all women ending their leave in 2020, 98 per cent continued to have active employment contracts. For men, 99 per cent of paternal leave takers returned. From personnel taking leave in 2019, 84 per cent of female parental leave takers were still employed 12 months later, and for males this was 86 per cent.

GRI 405

Diversity and Equal Opportunity 2016

405-1

Diversity of governance bodies and employees

As of 31 December 2020, the primary internal management body of UNOPS consisted of six members – two women and four men. Five were over the age of 50 and one was in the 30-50 age group.

UNOPS personnel comprised 46 per cent women, and 54 per cent men (see also disclosure 102-8). In terms of age composition, 76 per cent of the UNOPS personnel were between 30-50 years. Personnel below 30 years of age and 50 years and over, accounted for the remaining 9 per cent and 15 per cent, respectively. In terms of geographical diversity, 51 per cent of UNOPS personnel in international positions were from the Global South, and 49% from the Global North.

UNOPS diversity efforts continued along with the UN system to advance the systematic inclusion of people with disabilities, which is also reflected in UNOPS commitments during 2021 and beyond.

Information in response to this GRI disclosure can also be found in the Sustainability Report on page 37

405-2

Ratio of basic salary and remuneration of women to men

UNOPS policies do not allow for differences in pay based on gender. The majority of UNOPS personnel are recruited under a local contract modality. The remaining personnel are recruited under international contract modality. Personnel recruited under a local contract modality are compensated according to fixed benchmarks of the International Civil Service Commission with no difference based on gender.

For personnel recruited under an international contract modality, UNOPS provides hiring managers with compensation calculation tools which do not give room for any deviation in the negotiated compensation based on gender factors. However, UNOPS does not currently have meaningful data to determine if compensation for international experts in practice deviates between women and men. In 2020, the Senior Leadership Team endorsed UNOPS Gender Advisory Panel recommendations in this area, which included a review of the fee setting methodology for the Individual Contractor Agreement modality, with a focus on gender considerations.

<p>GRI 406 Non-discrimination 2016</p>	<p>406-1 Incidents of discrimination and corrective actions taken</p>	<p>In 2020, UNOPS received eight allegations of discrimination which were reviewed by Internal Grievances. None of the allegations were substantiated by the available evidence. The organization continues its efforts on communicating and reinforcing the UN values in specific areas related to these complaints, as well as ensuring relevant resources are available for colleagues. UNOPS have conducted online interactive workshops for personnel to raise awareness of this topic in the organization and the relevant reporting channels.</p>
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UNOPS MATERIAL TOPIC: HEALTH AND SAFETY

BOUNDARY: ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
<p>GRI 103 Management approach 2016</p>	<p>103-1 103-2 103-3 Management approach disclosures</p>	<p>With UNOPS operating in very diverse and sometimes complex contexts, the safety of its personnel is paramount.</p> <p>UNOPS is committed to minimizing any hazards that may threaten the safety of its personnel. To address its health and safety risks, UNOPS has developed an occupational safety and health management system in line with the ISO 45001 standard, intended to prevent workplace injuries and illnesses. It applies to UNOPS personnel and non-personnel who work at UNOPS.</p> <p>UNOPS expects commitment from all stakeholders involved in its field operations to enforce a culture of preventive behaviour to limit occupational hazards. Raising awareness and knowledge of the magnitude of occupational hazards and risks, as well as how to identify, prevent and control these in projects, are key components to foster such culture. To strengthen health and safety capacity and good working practices, UNOPS provides both online and face-to-face training to its personnel and key contractors worldwide.</p> <p>UNOPS headquarters in Copenhagen provides advice, support and guidance to country offices and projects in implementing health and safety standards. To further raise these standards, in 2019 the UNOPS Senior Leadership team approved the UNOPS Health and Safety Improvement Plan whose roll-out commenced in 2020. The main objective is to improve the health & safety performance at the country, regional and corporate levels to avoid harming people that work at/with/for UNOPS.</p>

GRI 403

Occupational Health and Safety
2018

403-1

Occupational health and safety management system

UNOPS implements an occupational health and safety (HS) management system in accordance with policy. The HS management system covers all UNOPS personnel independent of contract modality; and all individuals working on sites under UNOPS direct influence (e.g. contractor personnel working on a UNOPS supervised construction site).

UNOPS is not legally required by national legislation to implement its HS management system as it operates under the privileges and immunities provided by the UN Charter. The HS management system is based on the model of the ISO 45001 standard.

403-2

Hazard identification, risk assessment, and incident investigation

In UNOPS HS management system, projects and offices are required to fill up a register of hazards and risks. The risk register is to be updated at periodical intervals, and every time new information on risks and hazards is received. The hierarchy of controls is applied to control hazards until the residual risk is deemed acceptable. Focal points performing the hazards and risks assessment receive training and support from HQ specialists. Quality controls and reviews are applied to the management system, including the risk assessment process.

UNOPS HS policy stipulates that all personnel and workers are expected to take all reasonable actions to prevent incidents or ill-health, including stopping work, without fear of reprisal. This message is reiterated through training, toolbox talks and other communication to personnel. In 2017, UNOPS established a process for reporting health and safety incidents, following classification of severity. Investigation of severe incidents is carried out by an independent multidisciplinary team. The investigation must include an identification of root causes, corrective actions and preventive measures to avoid recurrences.

In 2019, a global database of incidents was published on UNOPS intranet, to alert personnel on the status of incidents and to provide an overview of lessons learned. In 2020, UNOPS included requirements on reporting and investigation as part of a "Goal Zero" campaign which aims for zero incidents, injuries and illnesses. Incident reporting forms part of the monthly health and safety mandatory reporting, established in 2020.

403-3

Occupational health services

UNOPS provides occupational health services in a decentralised and ad-hoc manner, determined by the needs of each duty station. Examples of the services made available in some duty stations, either on site or externally contracted, include: medical doctor services, stress counsellors, ergonomic advisory services, and provision of first aid services. In 2020, UNOPS introduced HS technical training with one of the modules being occupational health and well-being in order to build capacity for field teams to be able to identify, and far as reasonably practicable, minimise occupational health risks.

403-4

Worker participation, consultation, and communication on occupational health and safety

UNOPS routinely informs and consults personnel and workers on various aspects of its HS management system. Ample information and guidance on the HS management system and on good HS practices is easily accessible for all UNOPS personnel on the dedicated intranet page.

In 2020, UNOPS established an HS Network with a dedicated Coordinator from each of the countries where UNOPS operates to ease HS communication regarding the HS management systems. Two meetings with the employees' representatives (Personnel Association) took place in 2020 to discuss employee engagement in HS.

403-5

Worker training on occupational health and safety

In 2020, UNOPS introduced a mandatory HS training "Health & Safety at UNOPS – Achieving Goal Zero", which was completed by about 90% of UNOPS personnel. Specialised HS technical training courses for Infrastructure supervisors and managers were also developed for use as e-classroom learning courses as well as for self-paced learning with two cohorts being delivered in 2020. In addition, workers on project sites received regular awareness raising on specific work-related hazards and HS induction training.

403-6

Promotion of worker health

UNOPS has a corporate medical insurance plan for its staff members and Local Individual Contractors that covers access to non-occupational medical and healthcare services. International Individual Contractors are not provided with the corporate medical insurance, and are expected to purchase a medical insurance as part of their lump sum fee. UNOPS also provides to all its personnel a Malicious Act Insurance, aimed at providing compensation in case of a malicious act (for example a terrorist attack). UNOPS does not offer other types of voluntary health promotion services.

403-7

Prevention and mitigation of occupational health and safety impacts directly linked by business relationships

UNOPS has identified in its project activities the most significant risks to health and safety. Its HS management system has been designed and is implemented to control and mitigate such risks. In 2020, monthly HS reporting started, providing information on HS mandatory inspections conducted at all UNOPS workplaces. The tracking of HS inspections helps to address HS trends that require action and ensure action is taken.

403-8

Workers covered by an occupational health and safety management system

UNOPS HS policy establishing the management system is a corporate document, and as such applies to all personnel and all workers under its direct influence and control (such as infrastructure contractors' workers).

In 2020, UNOPS conducted an internal audit on the HS management system as well as certification of ISO 45001 in Denmark. No UNOPS personnel have been excluded by this disclosure as the HS management system covers all UNOPS personnel.

403-9

Work-related injuries

UNOPS does not separate statistics for employees and workers who are not employees. In 2020, UNOPS developed a corporate work-related reporting tool through the mandatory HS monthly reporting for all work-related injuries and incidents. 21 serious incidents (class 1 incidents) and 496 minor injuries (class 2 incidents) were reported in 2020. Statistics on the number of hours worked are not available. A corporate register of work-related risks and hazards is maintained and updated yearly by corporate health and safety specialists in HQ. High risk hazards identified in the 2020 register include:

- Working at heights
- Storage of fuels and paints
- Machine moving parts including sharp edges and nip points
- Use of paints
- Generation of dust
- Interaction with traffic on public roads
- Poor technique for manual handling
- Exposure to hazardous substances
- Physical violence or aggression due to conflict or criminality
- Interaction with mobile equipment
- Mechanical handling-crane lifting operations
- Use of electricity
- Blocked or inadequate emergency exits
- Exposure to air pollution and hazardous levels of particulates
- Unsafe, unintended interaction with the public during operations
- Potential for the presence of explosive hazards at the operational site
- COVID-19 Coronavirus

The corporate register identifies hazards and risks at a global level. Projects and offices develop their own registers of hazards to define hazard mitigation measures to be taken case-by-case, based on the principles of the hierarchy of controls.

403-10

Work-related ill health

For 2020, no cases of work-related ill health or fatalities as a result of work-related ill health were reported to HQ. No worker has been excluded from this disclosure. Work-related hazards that pose a risk of ill-health are determined in UNOPS risk assessments. Risk assessments include both occupational health and occupational safety hazards/risks. The risk assessments follow the hierarchy of controls to eliminate and minimize these hazards.

UNOPS MATERIAL TOPIC: TRAINING AND EDUCATION

BOUNDARY: ORGANIZATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	<p>UNOPS relies on its personnel's knowledge, skills and expertise to achieve its mandate and to continuously adapt to new challenges in a changing environment. UNOPS investment in learning and development aims to ensure that UNOPS provides its personnel with cutting-edge knowledge and skills to improve individual and organizational performance as well as personal and professional growth. UNOPS offers a broad range of learning opportunities, such as online resources, face-to-face workshops and training, internal and external certifications through cross-functional and practice specific curricula. Programmes follow a cross-cutting holistic approach to learning focused on a continuous learning model including formal education, opportunities for exposure and interaction and the appropriate environment to facilitate on-the-job learning.</p> <p>In 2020, the restrictions around travelling and quarantine measures impacted the methods for delivery of training activities. To meet learning needs, UNOPS raised its profile of virtual learning to mitigate changes and disruption brought on by the COVID-19 pandemic. UNOPS accelerated digital learning and development initiatives and built a solid foundation to deliver effective learning in virtual environments. This transformation included expediting UNOPS customized e-learning courses, focusing on adapting materials for effective virtual delivery, ensuring to have the right tools and external partners, as well as curation and expansion of digital learning content.</p> <p>Design was key in 2020 learning programs conceptualization, focusing on applying methods and using the right tools to support collaboration and learning over time, which allows the workforce to process, experience, develop, adapt, and adopt new skills more effectively.</p>
	<u>103-2</u>	
	<u>103-3</u>	
	Management approach disclosures	
GRI 404 Training and Education 2016	<u>404-1</u>	<p>As per UNOPS policy and procedures, it is recommended to allocate 5 per cent of annual working time for learning actions including on the job learning.</p>
	Average hours of training per year per employee	

In 2020, we continued to focus on the effectiveness of learning actions. 90 per cent of participants in learning programmes rated the relevance of the learning opportunities provided as very relevant or relevant. In addition, 91 percent indicated that they would recommend a given course to a colleague. Participants were 91 per cent field-based, with 9 per cent from HQ; 46 per cent were women, and 54 percent men.

In 2020, about 5,200 UNOPS colleagues benefited from learning opportunities. Total hours of training amounted to over 56,151 hours – approximately 10.7 hours per individual. Staff averaged 8.6 hours per person, and contractors 11.1 hours per person. Women averaged 12.7 hours, and men 9 hours. The amount of people that took part in a learning activity in 2020 was higher than as reported in the previous year, yet at the same time less time was spent per learner.

The initiatives initially planned for a face-to-face set-up were revamped and the delivery and design adjusted, ensuring that the learning objectives were achieved in a more time-efficient manner. In addition, short and small-bite courses portfolio increased (5 to 15 minutes courses).

404-2

Programs for upgrading employee skills and transition assistance programs

UNOPS is committed to offer industry-recognized certifications to support its core areas of operation: procurement, infrastructure and project management. Internal content focuses on examples, problems and challenges that UNOPS personnel face in their day-to-day jobs, offering the needed information to improve their readiness to perform.

The accountability of leaders to support their teams was further strengthened in 2020. Beyond the continuation of the various leadership programmes, emphasis was also placed on supporting leaders in creating enabling environments, as well as in engaging in performance management conversations in times of crisis. Furthermore, the career development support provided to the workforce moved into focus. Peer career guides were trained, and delivered about 100 peer career guide sessions to colleagues globally to support them in their development journey.

404-3

Percentage of employees receiving regular performance and career development reviews

The 2020 performance appraisal completion rate was 92 per cent for staff and 97 per cent for personnel holding an Individual Contractor Agreement. The overall completion rate was 96 per cent.

The completion of a performance assessment is mandatory for all personnel where UNOPS is responsible for the performance evaluation, and who worked for 6 months or more in any given calendar year. Additional guidance on the importance of performance conversations in the times of the pandemic was provided to UNOPS workforce. The aim was to recognize the special circumstances such as remote work, change of objectives, personnel well-being and inclusive environments, with a focus on the important role of supervisors.

UNOPS MATERIAL TOPIC: LABOUR CONDITIONS**BOUNDARY: ORGANIZATIONAL/OPERATIONAL**

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	Labour conditions are covered by the UN supplier code of conduct and the DRiVE supplier sustainability programme. As part of the DRiVE programme, 2,340 prospective suppliers completed and submitted sustainability self-assessment questionnaires which are being evaluated in aggregated form. 477 of these suppliers have been awarded with UNOPS contracts. Shortcomings are addressed through corrective action and preventive action plans which are prepared to collaboratively improve supplier performance for those reporting lack of weak policy standards. In 2020, UNOPS conducted the verification of the responses of 44 suppliers from 21 countries and on-site inspections were limited to 3 suppliers in Denmark due to pandemic related travel restrictions. For more information, please see management approach under UNOPS material topic: Supplier Assessment, prepared for GRI 308: Supplier Environmental Assessment 2016.
	<u>103-2</u>	
	<u>103-3</u> Management approach disclosures	
GRI 407 Freedom of Association and Collective Bargaining 2016	<u>407-1</u> Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Of the 477 awarded suppliers that submitted DRiVE supplier sustainability questionnaires, 634 suppliers from 102 countries reported (the lack of or weak) policy standards on freedom of association and collective bargaining that were rated as potentially high risk. Currently, five suppliers have voluntarily made commitments to develop policies on freedom of association or collective bargaining.
GRI 408 Child Labor 2016	<u>408-1</u> Operations and suppliers at significant risk for incidents of child labour	Of the 477 awarded suppliers that submitted DRiVE supplier sustainability questionnaires, 85 suppliers from 42 countries reported (the lack of or weak) policy standards on child labour that were rated as potentially high risk. Currently, three suppliers have voluntarily made commitments to develop policies on child labour.

GRI 409

Forced or Compulsory Labor 2016

409-1

Operations and suppliers at significant risk for incidents of forced or compulsory labour

Of the 477 awarded suppliers that submitted the DRiVE sustainability self-assessment questionnaires, 141 suppliers from 56 countries reported (the lack of or weak) policy standards on forced or compulsory labor that were rated as potentially high risk. Currently, four suppliers have voluntarily made commitments to develop policies on forced or compulsory labor.

UNOPS MATERIAL TOPIC: HUMAN RIGHTS STANDARDS

BOUNDARY: ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	Human rights reviews or impact assessments are conducted in UNOPS projects on a case-by-case basis. UNOPS ensures that its projects respect human rights and indigenous peoples. Impact on environment (e.g. indigenous lands), economy and culture are screened before and monitored during project implementation.
	<u>103-2</u>	UNOPS is committed to delivering solutions that serve all genders equally and strives to design and implement infrastructure projects in a manner that encourages full respect for the human rights, inherent dignity, livelihood systems and cultural identity of indigenous peoples. For example the design manuals state that meaningful consultation with indigenous peoples is of particular importance where projects adversely affect land and resources under traditional ownership or customary use.
	<u>103-3</u> Management approach disclosures	In 2020, UNOPS developed its draft Disability Inclusion Strategy and is a Principal on the UN Disability Inclusion Strategy. In addition, a Human Rights Due Diligence Policy learning session was held to improve organizational understanding and application of the system-wide requirement for Human Rights Due Diligence when working with non-UN Security Forces. UNOPS has developed its own guidance for Human Rights Due Diligence policy and its own risk assessment. The UNOPS Engagement Acceptance Committee must review a human rights risk assessment for any project with non-UN Security forces.

The online course 'United Nations Human Rights Responsibilities' is mandatory for all UNOPS personnel. The course aims to increase the capacity of personnel in upholding their human rights responsibilities in their daily work and in taking appropriate action for human rights protection within their functions.

On 1 January 2020, UNOPS Sustainable Procurement Framework became mandatory. As part of the SPF, UNOPS also requires that suppliers participate in the supplier sustainability programme, formally known as DRiVE (Delivering Responsibility in Vendor Engagement). DRiVE provides UNOPS with insights into a supplier's policies, procedures and implemented practices with regards to environmental management, child labour, workers' rights, equal opportunity, subcontracting practices and more. Issues identified through DRiVE are addressed in a collaborative manner through the development of supplier corrective action plans. For more information on DRiVE please see management approach under GRI 204: Procurement Practices 2016.

GRI 411

Rights of
Indigenous
Peoples 2016

411-1

Incidents of violations
involving rights of
indigenous people

In 2020, there were no incidents of violations involving rights of indigenous peoples reported through UNOPS HSSE incident reporting process.

GRI 412

Human Rights
Assessment 2016

412-1

Operations that have
been subject to human
rights reviews or
impact assessments

In 2020, 5 per cent of infrastructure projects reported conducting human rights impact assessment, compared to 8 per cent in 2019.

412-2

Employee training on human rights policies or procedures

To reinforce UNOPS commitment to prevent and address sexual exploitation and abuse (SEA), all personnel must complete online training on prevention of SEA. The course aims to increase knowledge of UN policies on sexual exploitation and abuse, including prohibited behaviour and the consequences and impact of sexual misconduct on personnel, field operations, and host populations. In 2020, the completion rate was 95 per cent. Moreover, newly identified SEA prevention focal points received training to help them perform their new function. In addition, 133 people have to date completed the optional course on 'Prevention of Sexual Exploitation and Abuse by UN Personnel: Managers and Commanders'.

Additional training resources on human rights policies and procedures remain available. The online course UN Human Rights Responsibilities aims at increasing the capacity of UNOPS personnel in upholding these responsibilities in their daily work and in taking appropriate action for human rights protection within their functions.

412-3

Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening

In 2020, UNOPS did not enter into new significant investment agreements. Significant investment agreements refer to contracts entered into with implementing partners for the purposes of Sustainable Infrastructure Impact Investments (S3I).

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Information in response to this GRI disclosure can also be found in the Sustainability Report on page 17

UNOPS MATERIAL TOPIC: LOCAL COMMUNITIES**BOUNDARY: ORGANIZATIONAL/OPERATIONAL**

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	Local communities continue to be an important partner in ensuring smooth, effective and sustainable project delivery. Through ongoing dialogue and consultation communities are engaged in UNOPS projects.
	<u>103-2</u>	UNOPS projects are guided by the 'Project Management Manual Part II: Requirements' for efficient and effective implementation of projects. Community participation and engagement is strengthened at an early stage of the project lifespan. Under the project management pre-engagement stage, the business developer needs to complete a stakeholder analysis which includes both individuals and groups such as government, private sector, NGOs, women's organization, the broader community, and marginalized groups. It is mandatory for all projects to complete a Gender Screening and based on the UNOPS categorization of projects and sufficiency of information a Gender Analysis is undertaken. A gender analysis engages in community dialogue and critically examines the differences in gender roles, activities, needs, opportunities and rights/entitlements affect men, women, girls and boys in project context. Findings feed into the development of a Gender Action Plan.
	<u>103-3</u> Management approach disclosures	
<hr/> <p><i>Information in response to these GRI disclosures can also be found in the Sustainability Report on page 11</i></p>		
GRI 413 Local Communities 2016	<u>413-1</u> Operations with local community engagement, impact assessments, and development programs	In 2020, 63 per cent of UNOPS infrastructure projects reported local community engagement activities, while 51 per cent reported performing impact assessments. Overall more than 280,000 people were engaged through local community engagement activities by UNOPS infrastructure projects in 2020.

413-2

Operations with significant actual or potential negative impacts on local communities

Omission: Information unavailable

In 2021, UNOPS is planning to focus on a stakeholders engagement safeguard, that should among other things improve our understanding of our actual or potential negative impacts on local communities.

NGO1

Processes for involvement of affected stakeholder groups in the design, implementation, monitoring and evaluation of policies and programs

UNOPS has developed 'Project Management Manual Part I: Guidelines' that establishes the mechanism to assign project level roles to individuals and organizations to become part of the project team for the delivery of UNOPS projects. The project board is established as an entity that directs a project during the implementation stage. It includes representation of the three key stakeholder interests such as the project executive to represent UNOPS or the senior users to represent user groups that will use the project outputs (e.g. beneficiaries). Through this process, it is ensured that the local communities take ownership of the project planning and implementation process.

Two key UNOPS guidelines were revised to ensure gender-responsive community engagement. The new Cash for Work: Guidelines for Projects provide practical guidance and best practices on how to ensure that beneficiaries' needs and preferences are taken into consideration during project design, as well as how to ensure community participation and capacity building considerations. The new project closure guidelines include a section on gender mainstreaming activities. The guidelines link the importance of community based gender mainstreaming activities identified at the pre-engagement stage of the project to be included in the narrative of the final report. Asset disposal is another potential entry point for community engagement and gender mainstreaming as projects should identify ways that local communities, and in particular women and girls, may be able to benefit from project assets at the end of the project.

UNOPS MATERIAL TOPIC: SUPPLIER ASSESSMENT**BOUNDARY:** ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	Please see management approach under UNOPS material topic: Supplier Assessment, prepared for GRI 308: Supplier Environmental Assessment 2016.
	<u>103-2</u>	
	<u>103-3</u> Management approach disclosures	
GRI 414 Supplier Social Assessment 2016	<u>414-1</u> New suppliers that were screened using social criteria	As UNOPS is a project-based organization, new supplier relationships are set up with each new project. UNOPS supplier sustainability programme DRiVE became mandatory from 1 January 2020. In 2020, 1992 new prospective suppliers from 137 countries submitted DRiVE sustainability self-assessment questionnaire.
	<u>414-2</u> Negative social impacts in the supply chain and actions taken	Of the 477 awarded suppliers that have submitted the DRiVE sustainability self-assessment questionnaires (mentioned in disclosure 414-1), 69 suppliers from 35 countries reported (the lack of or weak) social practices (in at least one of the following categories: human rights, labour standards, equal opportunity, or company conduct) that were rated as potential negative social impacts. To address shortcomings, corrective action plans are prepared for suppliers to collaboratively improve their performance. Currently, 11 of these suppliers have voluntarily made commitments to improve on their performance in these areas.

UNOPS MATERIAL TOPIC: MONITORING, LEARNING AND EVALUATION

BOUNDARY: OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	An organization-wide policy is in place for project management that governs monitoring and evaluation for engagements and projects within UNOPS. This policy is in effect with the adoption of the Project Management Manual, which outlines the various activities that projects should undertake during their lifespan. This includes the monitoring and evaluation process during the implementation phase of a project.
	<u>103-2</u>	The activities implemented in adherence to the manual can be recorded and monitored using systems and tools that help project teams to manage various components of the project lifespan. This includes an enterprise portfolio and project management system (oneUNOPS Projects) which allows project teams to manage and monitor risks, issues, scope, time and cost throughout the project lifespan. Lessons can be recorded in the system, allowing personnel to record and learn from risks, issues and lessons from operations across the organization.
	<u>103-3</u> Management approach disclosures	Further measures will be taken to improve knowledge management and learning across the organization, with the planned addition of a global lessons learnt library that will have the ability to search for projects and lessons learnt based on the country, output, risk and context.
<u>NGO3</u> System for program monitoring, evaluation and learning, (including measuring program effectiveness and impact), resulting changes to programmes and how they are communicated		<p>UNOPS approaches to project monitoring, evaluation and learning adhere to its governance, risk and compliance framework, project management methodology, quarterly assurance and output-based reporting approach.</p> <p>UNOPS approach to results-based management, including its role in the results chain, is described in Annex II of the UNOPS strategic plan 2018-2021. Noting that UNOPS contributes to programme outcomes in partnership with other entities, achievements are measured and reported at the output level. In 2020, UNOPS focus areas guided output and sustainability reporting for 1,096 projects, of which 96 per cent of infrastructure projects reported contributions to sustainability across a range of economic, environmental and social aspects.</p> <p>UNOPS enterprise portfolio and project management system allows project managers to better schedule their projects, systemize action plans, record and escalate risks and issues, capture lessons learned, and monitor actual project progress. A newly introduced process ensures that active projects are assured on a quarterly basis with system-recorded data, allowing the project team and their project board to discuss and evaluate actual project progress against what was planned. oneUNOPS Projects, including other UNOPS IT systems, provides useful data pertaining to UNOPS projects and programmes.</p>

UNOPS MATERIAL TOPIC: GENDER AND DIVERSITY IN PROJECTS

BOUNDARY: OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	UNOPS stepped up its efforts to promote gender mainstreaming, diversity, and equal opportunity in projects. UNOPS provides guidelines to senior leaders on what is expected from them in terms of inclusive leadership. Senior managers receive a briefing on diversity and inclusion as part of their leadership on-boarding process.
	<u>103-2</u>	UNOPS and UN Women developed a new I Know Gender 'how-to' module entitled 'Gender in Procurement' launched in 2020 to increase capacity across UNOPS and the UN in gender sensitive procurement. All personnel are required to complete the mandatory courses "I Know Gender" and "Prevention of Harassment, Sexual Harassment and Abuse of Authority in the Workplace" soon after joining.
	<u>103-3</u> Management approach disclosures	<p>UNOPS emphasizes gender equality as one of its guiding principles for personnel management. While recruitment and selection are based on professional qualifications of candidates, hiring managers also have to consider the strategic goal of a diverse workforce and the strategic targets to increase women's representation at all levels. Vacancy announcements state that "Qualified female candidates are strongly encouraged to apply".</p> <p>UNOPS strives to provide an enabling environment for all, to support not only achieving gender parity, but also fostering a more inclusive and diverse workforce and culture. Inclusive leadership has become a core component of UNOPS leadership programmes, contributing to creating a culture where people feel safe and respected.</p> <p>UNOPS strategic plan 2018-2021 focuses on implementation for impact and responds to the need to address gender and diversity across the organization, advancing gender equality, empowerment and diversity. Supporting this, UNOPS developed and launched two gender equality strategies (the Gender Parity Strategy and the Gender Mainstreaming Strategy) that started in 2018 and will run to 2021.</p>

Information in response to these GRI disclosures can also be found in the Sustainability Report on page 3

NGO4

Measures to integrate gender and diversity into program design and implementation, and the monitoring, evaluation, and learning cycle

In 2020, 57 per cent of UNOPS infrastructure projects reported enabling access to facilities and/or services for women, impacting more than 9 million women. At the same time, 26 per cent of infrastructure projects reported enabling equal access for people with disabilities, impacting around 374,000 people; and 51 per cent for young people, impacting around 9 million young.

In terms of measures to integrate gender in projects, UNOPS is committed to delivering solutions that serve all genders equally. The **UNOPS Gender Mainstreaming Strategy** provides the strategic direction on gender mainstreaming in projects. The Strategy is accompanied by a four-year corporate Gender Action Plan, which informs annual action plans.

In 2020, UNOPS strengthened its monitoring and learning cycle. For project/engagements with a gender action plan, the oversight of any milestones is captured under quarterly assurance reports. The gender screening instructions were revised and a new feature focused on 'Action Plans' is available across all entities within the organization. Teams can use this functionality to plan and monitor actions on various thematic areas such as the gender action plans. Users will also have the ability to gain inspiration for gender-related actions from an action library that they may incorporate in their project-specific gender action plans.

To promote understanding of gender mainstreaming, UNOPS organized nine regional webinars and four-part global webinar series, each focusing on different principles of gender mainstreaming. In 2020, UNOPS published the report, 'Infrastructure for gender equality and the empowerment of women' that examines the numerous barriers women and girls face when trying to access basic services. It promotes the adoption of a gender mainstreaming approach throughout the infrastructure lifecycle and critically during the design stage.

Information in response to NGO4 can also be found in the Sustainability Report on page 4

UNOPS MATERIAL TOPIC: COMPLIANCE

BOUNDARY: ORGANIZATIONAL/OPERATIONAL

Standard	Disclosure	2020 Response
GRI 103 Management approach 2016	<u>103-1</u>	See management approach under UNOPS material topic: Compliance, prepared for GRI 307: Environmental Compliance 2016.
	<u>103-2</u>	
	<u>103-3</u> Management approach disclosures	
GRI 419 Socioeconomic Compliance 2016	<u>419-1</u> Non-compliance with laws and regulations in the social and economic area	In 2020, UNOPS did not receive any fines for non-compliance with laws and regulations in the social and economic area.



YOUR FEEDBACK IS IMPORTANT TO US

For any questions, comments and suggestions about our performance and our GRI Content Index, please send to:

UNOPS

Marmorvej 51, 2100 Copenhagen
Denmark

You can also send an email to:
sustainability@unops.org