

# Business Continuity Plan

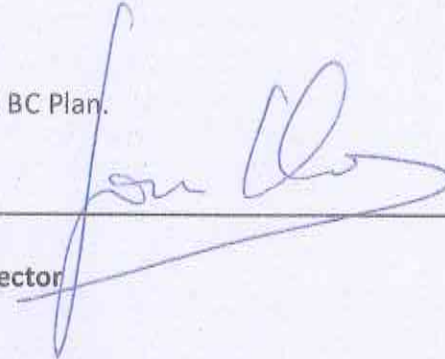
UN-HABITAT

(Headquarters, Kenya)

February 2013

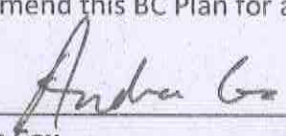
**APPROVAL**

I approve this BC Plan.

  
\_\_\_\_\_  
**Dr. Joan Clos**  
**Executive Director**  
**UN-Habitat**

26/02/13  
\_\_\_\_\_  
**Date**

I recommend this BC Plan for approval.

  
\_\_\_\_\_  
**Andrew Cox**  
**Chief, Office of the Executive Director**  
**UN-Habitat**

26/2/13.  
\_\_\_\_\_  
**Date**

This BC Plan has been developed, reviewed and recommended for approval by:

**Neil Reece-Evans, Chief, Resource Management and Business Continuity Plan Focal Point /  
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## RECORD OF CHANGES

This Business Continuity Plan of UN-Habitat will be affected by substantive changes, such as critical processes, roles and responsibilities and crisis response organization, and will require regular updates.

UN-Habitat Business Continuity Focal Point, in close cooperation with UN-HABITAT Safety and Security officer, is responsible to maintain the plan as well as the Record of Changes below.

<b>BUSINESS CONTINUITY PLAN</b>		
<b>Record of Changes</b>		
<b>Date</b>	<b>Change Description</b>	<b>Change Entered by</b>

All information contained in this Plan will be treated in a confidential manner and disseminated accordingly. Only a "dry" version without contact information will be provided to staff for their information.

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## BACKGROUND

### 1. EXECUTIVE SUMMARY

UN-HABITAT Business Continuity Plan (BC Plan) reflects a multi-hazards approach – including the worst case scenario – to recover from a crisis event that disrupts operations at headquarters in Nairobi. This plan details information required by officers to determine the impact of a crisis and to effectively respond, and provides a structure for maintaining critical functions and processes.

### 2. INTRODUCTION

Many people depend on the Organization's ability to discharge its mandate effectively. Business Continuity Management (BCM) in UN-Habitat is considered a management process that strengthens the Organization's ability to maintain continuity of its critical business processes at a minimum agreed level following disruptive events. All officers within UN-Habitat must be prepared to continue their critical operations at all times, including when facing critical incidents of any nature (e.g., fire, power outage, bomb threat, civil unrest, pandemic outbreak or natural disaster).

This Business Continuity Plan is designed to enable UN-Habitat recovery from a crisis event that disrupts its operations. The effectiveness of the plan demands a consistent level of management support to ensure it remains current, relevant and reflective of the office's critical functions. This plan provides the outline of a supporting structure and a core of procedures through which critical processes may be maintained after a disruption.

UN-Habitat is a member of the UNON Security Management Team (SMT) which includes all UN Programmes and Specialized Agencies based in Kenya. UN-Habitat is also a member of UNON Crisis Management Team (CMT) and UNON Security Cell (UN-Habitat represented by its Safety and Security Officer). UN-Habitat BCP should be coordinated with the United Nations Office at Nairobi Business Continuity Plan and aligned to the following plans maintained and implemented by UNON services:

- The **Security Plan** is aimed at securing staff safety including evacuation to other countries in situations where their personal safety is in doubt.
- The **Mass Casualty Incident** defines the specific roles and actions to be taken in case of an incident resulting in a mass casualty event. The plan enables all parties involved to organize and implement, with the appropriate procedures, a coordinated and efficient Security and Medical response to such an event.
- The **IT Disaster Recovery Plan** facilitates the rapid recovery of failed IT systems.
- The **Pandemic Contingency Plan** is a preparedness plan focusing on preserving the health of staff and dependants in the event of a pandemic.

The Business Continuity Plan is designed to enable UN-Habitat to recover from a crisis event that disrupts its operations. The effectiveness of the Plan demands a consistent level of management support to ensure it remains current, relevant and reflective of the Service's critical functions. This Plan provides the outline of a supporting structure and a core of procedures through which to maintain critical processes after a disruptive situation.

### 3. OBJECTIVES OF BCP

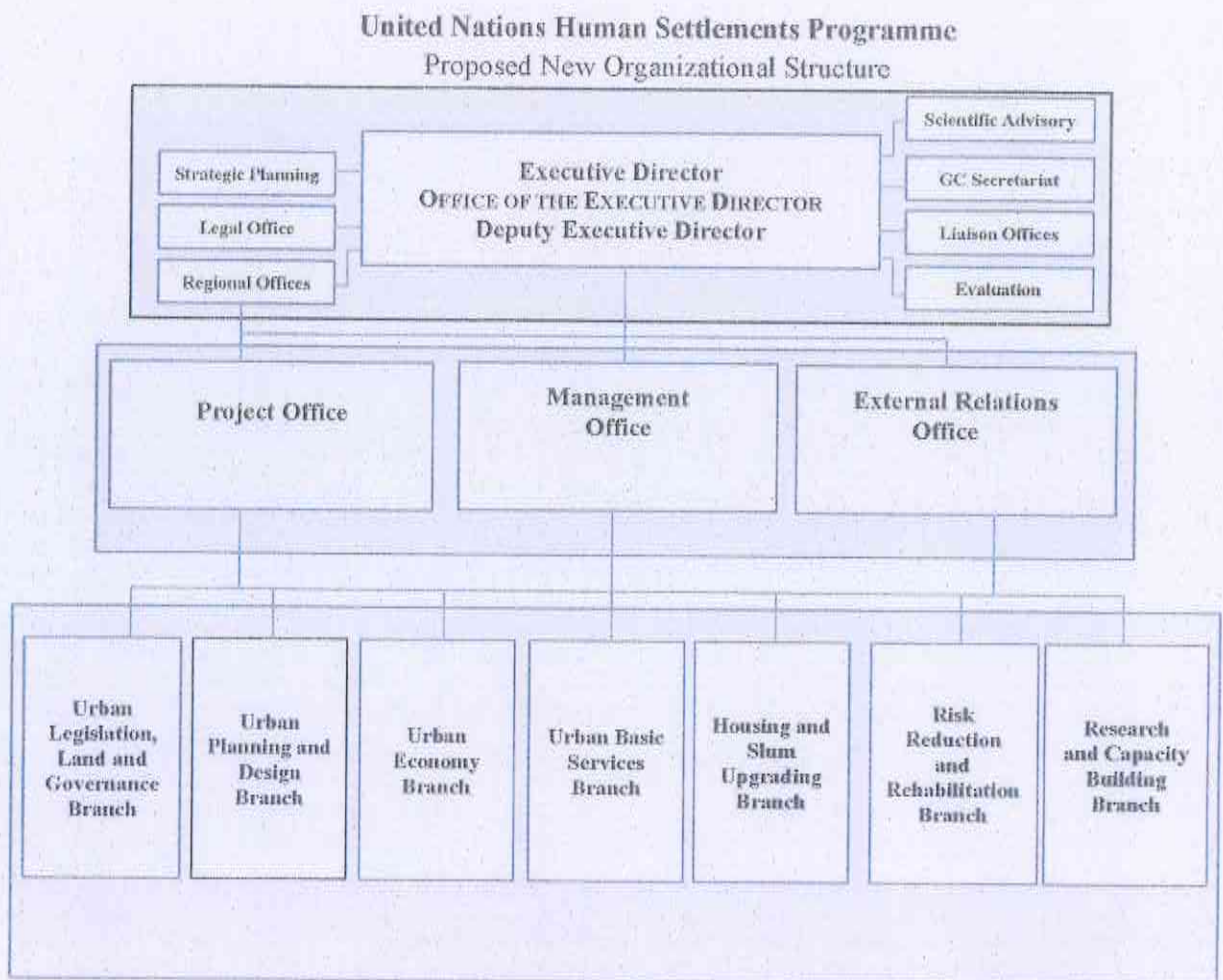
The objectives of the BC Plan include the following:

- Protect staff and minimize damage or losses; eliminate or mitigate the impact of disruptions on UN-Habitat operations;
- Direct and guide UN-Habitat managers in taking appropriate actions to ensure the capability exists to continue critical functions, processes and essential services, until normal operations are reconstituted.
- Establish clear delegations of authority and decision-making structures following emergency or crisis events which disrupt or render UN-Habitat leadership unable, unavailable or incapable of assuming and performing their responsibilities and delegations of authority.
- Achieve a timely and orderly recovery and reconstitution of normal operations that allows the resumption of critical functions and operational services following an emergency;
- Assist with protection of UN essential facilities, equipment, vital records and assets;
- Identify and implement preparedness measures related to the possible establishment of an Emergency Relocation Site (ERS) following an event that renders the current offices unusable or inaccessible, as a minimum to facilitate decision-making during an emergency or crisis event
- Preserve modes of communication with other UN agencies located in Nairobi; and
- Ensure and validate BC Plan readiness through testing, simulation and exercising of the BC Plan, and training of staff on BCM and BC Plan invocation;

4. UN-HABITAT ORGANIZATIONAL FUNCTIONS

The newly established organization chart of UN-Habitat is as below in figure 1

Figure 1: UN-Habitat Organizational Structure



## PART 1: PREPARATION PHASE

### 1. CRITICAL FUNCTIONS OF UN-HABITAT

Proposed overarching critical functions for UN-Habitat:

- Ability of the Executive Direction to make and communicate executive decisions and play a leadership role in case of crisis
- Ability to communicate with staff, other organizations, *governing council*, and media;
- Ability to communicate with staff;
- Ability to make emergency-related financial, travel and procurement transactions
- Ability to advice on legal issues;
- Continuation of critical budget functions (e.g. allotments, approval of emergency funding);
- Ability to provide advice on and process HR matters;

The list of UN-Habitat critical processes by can be found in Annex 2.

### 2. RISK MANAGEMENT

#### a. Risk assessment

A Security Risk Assessment (SRA) for Kenya is regularly being conducted by UNDSS and updates approved by the SMT. In addition, the UNON BCP unit and the Managers of facility management Units and other Support Services regularly update a supplementary analysis covering other BC risks such as supply failures or loss of IT services. **All risks that could directly or indirectly lead to serious disruption of normal operations at Gigiri complex are integrated in the UNON BCP Risk Assessment as detailed in Annex 1.**

### 3. PLANNING ASSUMPTIONS

This BC Plan is based on the following assumptions:

- The UNON Gigiri complex where UN-Habitat is based, is vulnerable to being rendered unusable or inaccessible by a number of risks;
- The UNON capacity to provide common services may be altered or jeopardized by a number of risks;
- The BC Plan will enable UN-Habitat management to maintain voice and data communication with other UN offices and at a minimum voice communication with all staff;
- Pre-established critical functions may be modified once the actual extent of the threat has been identified and impact of an event is fully understood;
- UN-Habitat management may be obliged to contend with rules and restrictions imposed by local authorities;



- The Designated Official, chairs the Security Management Team (SMT) with the assistance of the Chief of the Security and Safety Service and will make decisions on all issues pertaining to staff security and will instruct agencies to activate BCP if required;
- There is an established UNON Crisis Management Team (CMT) chaired by UNON Director of Administrative services ; the CMT will provide support of first responders, conduct impact assessments and advise the DO on crisis management and BCP measures to apply (for significant crisis UN-Habitat Safety and security Office participates CMT meetings);
- Most of UN-Habitat staff (other than those on duty travel, on approved leave or receiving medical treatment) are available for work;
- Vital data stored on UNON networks is backed up and can be recovered and accessed by designated critical staff when equipped to work remotely.
- Data stored on desktop computers is backed up regularly or available in hard copy.
- UN-Habitat Vital Records are remotely available or accessible to designated critical staff on site should the BC Plan be activated.

#### 4. MITIGATION/RESUMPTION STRATEGIES

The critical functions and processes of UN-Habitat have been identified and, along with it, the strategies to use in order to continue those functions and business processes under different types of threat. The threats that could disrupt operations at UN-Habitat have been classified as falling into the following four broad categories:

1. Major information and communication technology systems failure;
2. Denial of access to the UN Nairobi Gigiri compound;
3. Loss of major vendors or suppliers, and
4. Catastrophic loss of information technology systems, staff and/or premises.

In general, the following five main mitigation strategies have been identified to ensure continuation of critical functions and processes:

- Workarounds: manual methods or use of alternative systems;
- Telecommute: work from home;
- Devolution or transfer of business processes to another UN-Habitat office;
- Use of alternate location: work from a recovery site;
- Postpone or suspend the function/process.

Depending on the characteristics of the crisis or interruption, mitigation strategies differ. For example, if there is a major outage of IT systems, telecommute would not be feasible and possible mitigation strategies would be workarounds, transference of business process, or use of an alternate location. Most business interruptions can be dealt with using manual workarounds, office closure, or telecommuting strategies. Only very few threats will lead to an organization having to implement a recovery site or having to devolve its critical processes to another location.

## PART 2: RESPONSE PHASE

### 1. ACTIVATION OF THE BC PLAN AT UN KENYA SYSTEM LEVEL

The UN-Habitat BC Plan may be implemented because of threats or events that are anticipated (with warning) or unanticipated (without warning). In either scenario, once the BC Plan is invoked the deployment phase will be followed through to completion and reconstitution.

During a crisis the BC Plan will be implemented upon the order of the Designated Official, on the advice of the Security Management Team (SMT) and the UNON Crisis Management Team (CMT), as a member of both groups UN-Habitat will be involved in the decision making process for the Nairobi duty station.

UN-Habitat will activate its BCP or only some of the BCP components based on the information available on the impact of the disaster, how long the emergency situation is projected to continue, and staff availability.

Examples of situation that may lead to activation of the BCP include the following:

- UNON core systems are significantly disrupted or lost;
- The emergency situation is expected to last more than 24 hours; and
- There is a clear or present threat to UN Gigiri premises and/or staff.

If the threat or emergency occurs during work hours, the BC Plan may be invoked when the emergency plans are activated, which may require, depending on the situation, either the immediate evacuation of staff out of the complex or the evacuation of staff from specific blocks/areas or the necessity to temporarily suspend all movements in and out of the complex (disaster occurring at access gates or blocking access/egress to and from Gigiri Avenue for example).

In an emergency that dictates evacuation of the complex or if the emergency hampers access to the complex, the UN-Habitat crisis management group will assemble at a pre-determined designated location to initiate recovery activities remotely until access is restored. The options for temporary alternate recovery locations of UN-Habitat are:

Assembly Site	Assembly Point 1 UN Gigiri Complex	Assembly Point 2 Outside Gigiri Complex	Assembly Point 3 <sup>1</sup> Outside Nairobi, Kenya
Use When	Localized Incident	Incident involving a temporary denial of access to the Gigiri complex	Incident requiring relocation out of Kenya

<p><b>Location</b></p>	<p><b>New Office Facility (NOF),</b></p>	<p><b>Location 1: UNDP Somalia, Springvalley, Nairobi/ Kenya (tentative)</b></p> <p>Contact: Sergio Valdini, Deputy Country Director (Operations), UNDP Somalia, sergio.valdini@undp.org Office + 254204255241 Cell (Kenya) : +254722803937 Skype : valdinisergio</p> <p><b>Location 2: Windsor Golf Club &amp; Resort, Kigwa Road, Ridgeways off Kiambu Road</b></p> <p><b>Location 3: International Livestock Research Institute (ILRI), Old Naivasha Rd, off Waiyaki Way, Nairobi</b></p> <p>Contact: Robert Oisebe, chief, security +254-722-51-99-48 +254-20-422-3361</p>	<p>Amman / Jordan (for limited operational team)</p> <p>Executive Direction : Amman (Jordan) Geneva (Switzerland)</p>
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## Part 3: IMPLEMENTATION PROCESS

### 1. DECISION MAKING PROCESS AT UN-HABITAT

Category	Description
UN-Habitat Crisis Management Group (CMG)*  *to differentiate from the UNON CMG	The UN-Habitat CMG of UN-Habitat gathers information on 'the event', determines the impact of the crisis and its implications for UN-Habitat operations, and recommends business continuity action to the Executive Director or his/her alternate.
Critical On-site Staff	The Critical On-site Staff are pre-designated UN-Habitat staff, whose functions require them to remain on-site during emergencies.
Critical Off-site Staff	The Critical Off-site Staff are responsible for the continuation of the Organization's critical processes, which they perform remotely or from a recovery location.
Non-essential staff	The non-essential staff will be asked to remain at home.

#### 1. Time-scale for BC Plan Activation

##### Phase I - Activation (and Relocation if required) Phase (0–12 Hours)

- Following a crisis event, the UN-Habitat Crisis Management Group with assistance from the BCP Focal Point, will conduct an initial assessment;
- The UN-Habitat CMG will meet in OED Boardroom - Block 4/Floor 3 NW (or at the pre-established alternative assembly location) to be briefed on the situation by UN-Habitat Safety and Security Officer and decide on which components of the BC Plan need to be activated;
- Once notified that the BC Plan is implemented, the members of the CMG will notify their on-site and off-site critical staff, that they are on duty;
- Critical Staff are briefed of the situation by the CMG and informed of their roles and responsibilities and location from where they will be working when supporting BC Plan Activation;
- The Branch coordinators and other managers, or designate, informs their external partners of any changes to ongoing activities or plans;
- Within 4 to 12 hours post event (exact time to be determined and notified), activated critical staff assemble at the designated location and commence business process recovery as outlined in the BC Plan;
- The Chair of CMG accounts for personnel throughout the duration of the BC Plan event. Supervisors and managers will make contact with staff under their span of control using an "all staff" down cascading communication tree ready at all time (hard copy) that bear the staff mobile telephone numbers with each staff member having a maximum of 3 persons to contact.

Wallet cards will be availed to all staff members. The wallet card contain, emergency contact information, summary of the BCP i.e. staff and action plan, access to the assembly point, practical information on remote office and communication trees.

#### **Phase II - Recovery Operations Phase (including at a recovery location if relevant/available)**

- The activated Critical Staff continue critical operations and redefine them, as needed, based on duration of the operation;
- The UN-Habitat CMG provides additional guidance as determined by the situation to non-BC Plan staff;
- The UN-Habitat CMG provides the ED with a daily situation report on the status of offices in close coordination with UNON CMG, the UN-Habitat BC Focal Point and critical staff;
- The UN-Habitat CMG provides direction on the performance of critical functions (e.g., prioritization) and keeps UNON CMT notified of the location of operations, operational and communication status, and the anticipated duration of relocation (if relocation has been required).

#### **Phase II - Reconstitution Phase (Termination and Return to Normal Operations)**

- The Critical Staff continue critical processes;
- The UN-Habitat CMG develops and implements plans to phase down work from home or from a recovery location return activities and any relevant records or materials to the initial offices when appropriate;
- The UN-Habitat CMG informs all personnel that the threat of or actual emergency no longer exists, and provides instructions for reconstitution, using telephones, e-mail and the intranet;
- As soon as possible following return to normal operations, UN-Habitat conducts a review of its BC Plan operations and lessons learned on the effectiveness of its plans and procedures to identify areas for correction, and develop a remedial action plan. The review will be led by the Chair of UN-Habitat CMG, with assistance from the BC Focal Point.

## **4. Internal Crisis Management Arrangements**

### **4.1 Delegations of Authority**

In order to reduce transaction costs and time, and to ensure a maximum level of functionality, the chain of command has been designed as horizontal as possible and necessary delegations of authority in the event of an emergency provided. Senior Management will therefore form a Crisis Management Group that directly issues instructions and communications to individual critical staff.

- The Executive Director ensures communications with UNDSS and the Designated Official as required, and oversees all activities.
- The Executive Director ( the Deputy Executive Director or UN-Habitat OIC in case of ED is unreachable) decides on essential programme activities that should continue and ensures the stop / phase-out of all other programme activities and ensures communication with all critical staff.

- The Chair of UN-Habitat Crisis Management Group instructs on all relocation and / or evacuation operations and the settlement of outstanding and recurrent obligations.
- The Chair of UN-Habitat Crisis Management Group instructs on all relocation and / or evacuation operations and the settlement of outstanding and recurrent obligations.
- The UN-Habitat Safety and Security Officer, in liaising with UNDSS, is responsible for all activities relating to staff and asset protection, and liaises with the Police and other security forces as required.

#### 4.2 Order of Succession

The UN-Habitat order of succession is as follows:

<b>Order of Succession (names and title)</b>
<i>Dr. Joan Clos, Executive Director</i>
<i>Dr. Aisa Kirabo Kacyira, Deputy Executive Director</i>
<i>Andrew Cox, Chief, Office of the Executive Director</i>

#### 4.3 Responsibilities

During an event, the following individuals/designated persons, positions, and/or functions will carry the following responsibilities:

##### (a) Executive Director (ED):

- Represents UN-Habitat in the UNON Security Management Team (SMT);
- Chairs and communicates with the UN-Habitat Crisis Management Group, and decides whether to implement the BCP;
- Activates the BCP on the advice of the UN-Habitat Crisis Management Group and acts as the Crisis Coordinator;
- The Executive Director can delegate responsibilities to the Deputy Executive Director;
- Provides information to the media, handles all press inquiries, and prepares daily press guidance.

##### (b) Deputy Executive Director (DED):

- Acts as Alternate replacement for UN-Habitat ED in the SMT
- In the absence of the ED Acts as the Crisis Coordinator, chairs the Crisis Management Group and activates the BCP;
- Notifies the UN-DO immediately on the ED decision to activate the BCP;
- Executes the deployment of pre-selected staff - as appropriate and as required;
- Directs BCP activity during the crisis and ensures that all pertinent Business Continuity policies and guidelines in-force are applied;

- Reconstitutes the UN-Habitat critical staff positions with alternates under the BCP;
- Reconstitutes full UN-Habitat functions and supervises the resumption of normal operations;

## (c) Chief of OED:

- Acts as the Deputy Crisis Coordinator;

## (d) The Spokesperson

- Assigns the role of historian to chronicle actions taken during a crisis and lessons-learned;

## (e) Head of Office of Management:

- Coordinate the operation of and ensure continuity of the financial and administrative critical functions and processes through the Crisis Management Group;

## (f) UN-Habitat Safety and Security Officer

- In liaison with the UNDSS Field Security Adviser, provides comprehensive security support, including physical security in coordination with the UNDSS and site security, as required;

## (g) UN-Habitat Crisis Management Group

- The CMG is responsible for implementing the security recommendations and/or instructions of UN-Habitat Executive Director as recommended by the DO. The membership of the CMG consists of representatives from the different branches of UN-Habitat.

**UN-Habitat Crisis Management Group is formed of:**

	<b>Last name</b>	<b>First name</b>	<b>Essential Duties – Roles and responsibilities</b>
1.	Clos	Joan	Executive Director <b>Chair, UN-Habitat Crisis Management Group and Crisis Coordinator</b>
2.	Kirabo Kacyira	Aisa	Deputy Executive Director <b>Deputy chair, UN-Habitat Crisis Management Group</b>
3.	Cox	Andrew	Chief, Office of the Executive Director and <b>Deputy Crisis Coordinator</b>
4.	Nyakairu	Jane	Finance and Budget coordinator
5.	Moreno	Ana	Spokesperson, Advocacy, Outreach and Communications
6.	Zimmer	Don	Safety, Security and Wardens Coordinator
7.	Robleh	Mohamed	Business Continuity Plan coordinator

**(h) Critical Staff**

The Critical Staff (including all members of the UN-Habitat CMG) are pre-designated and trained staff with the necessary management, technical and programme expertise to support implementation of the critical processes and essential functions. Upon activation of BC Plan, the Critical Staff are responsible for the maintenance of pre-identified critical process to which they have been assigned in accordance to the mitigation strategies attached at **Annex 2**. Critical Staff will need to be provided with specific equipment and training in order to facilitate remote access to UNHQ and UNON core applications (a user guide on accessing office remotely has been distributed).

**(i) Non-Critical Staff**

Non-critical staff members are all the remaining staff members. They remain on call to be activated for substitution of activated personnel or as the situation may demand. Due to the likely capacity strain on IT infrastructure which may arise in the event of a disruption, non-critical staff having an internet connection at home are directed not to log on to corporate systems such as "UN Webmail" or "CITRIX" unless instructed to do so. All non-critical staff should be provided regular information updates through the Security SMS Alert System and emails in order to be able to monitor the ongoing situation.

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## **PART 4: POST EVENT**

### **1. DEVOLUTION/TRANSFER OF TASKS**

The possibility that threats or attacks could render the UNON premises inoperable for even a brief period **MUST** be reduced or diminished. UN-Habitat must therefore plan in advance to be able continue operations under all circumstances.

Devolution or transference of processes planning supports the overall BC effort and addresses catastrophic events that may compromise management and render staff unavailable or incapable of performing critical processes from either primary or recovery locations. Consideration needs to be given to determining a mechanism to temporarily transfer some critical functions to other locations (e.g UN-Habitat Regional Offices) particularly to address the likelihood of the following situations:

- Function of the primary location is significantly impaired, so as to impede or prevent execution of critical processes; and/or
- Senior management is unavailable, incapacitated, or eliminated.

### **2. RECONSTITUTION**

Following a crisis in UNON Gigiri Compound, the reconstitution of the UN-Habitat (and its main mission critical service provided UNON) as a work place with adequate facilities and personnel to restore complete functions is a priority. Reconstitution operations may include actions to restore the original facility to operational capability, or acquiring/renting a new facility in the immediate neighborhood. Depending on the scenario it might be necessary to redeploy operations to sites outside of Gigiri.

Reconstitution will be considered complete when:

- A majority of UN-Habitat functions have been restored;
- The Senior Management is fully supported; and
- UN-Habitat can exercise its core mandate

### **3. RECOVERY LOCATIONS**

If some of the UNON office buildings become inaccessible for whatever reason, UN-Habitat may choose to relocate some of the activities to a recovery office block. In order to determine a suitable recovery location, the UN-Habitat CMG, with assistance from the UNON CMG and Security Services, will engage with UNON Service of Support Services and source suitable available office space.

## PART 5: MAINTENANCE OF THE PLAN

### 1. MAINTENANCE, EXERCISES AND REVIEW

The training of staff is essential in ensuring that UN-Habitat maintains the capability to properly and efficiently execute its BCP. Training of staff on BCP will be through various methods, to include orientation, training, workshops and **periodic crisis simulation**

The testing and exercising of the BCP is intended to ensure that UNON maintains its Business Continuity preparedness capability, the principal goals of which are as follows:

- Improve the capability of Divisions, Services, Sections and Units and individuals to execute and evaluate their business continuity responsibilities;
- Familiarize all staff, and those directly involved in BC invocation in particular, with the issues encountered during a major emergency or following a critical event of any kind;
- Validate plans, policies, procedures, and systems;
- Identify deficient plans, policies, and procedures as well as systems for subsequent correction;
- Identify needs to train and re-train staff; and
- Maintain/update preparedness plans.
- Exercise the technical, logistical, administrative, procedural and other operational systems of the BC Plan;
- Exercise preparedness arrangements and infrastructure (including roles and responsibilities);
- Validate technology and telecommunications recovery, including the availability and relocation of critical staff; and

### 2. BC PLAN MANAGEMENT

UN-Habitat will conduct an annual review of the overall BC Plan. The BC Plan can also be updated on an ad hoc basis after any of the following instances:

- Systems and application changes;
- Changes to business processes;
- Identification of a possible political crisis or security threat;
- Major personnel changes;
- Major supplier changes; and
- Lessons learned during simulation and exercises and/or actual crisis events.

Critical staff must report any changes, such as changes in responsibilities, contact information or functional changes, to the BC Plan Deputy Focal Point (at [Mohamed.robleh@unhabitat.org](mailto:Mohamed.robleh@unhabitat.org) or Office extension 2-4596) within **1 week**.

BC Plan will be maintained through one or more of the following means:

- Written notification to the BC Plan Focal Point, from the Chief, of a change;
- Six-monthly BC Plan review by the Crisis Management Group;
- Information obtained from the after-action report submitted following a test or exercise (using the Corrective Action Plan template); and
- Notification of policy changes by technical divisions.

ANNEXES

Annex 1: Risk assessment:

UNON Business Continuity risk assessment

THREAT CATEGORIES	VULNERABILITIES		RISK ANALYSIS	Risk Level	ADDITIONAL MITIGATION MEASURES NEEDED
	Existing mitigation	Remaining vulnerabilities			
<b>Natural disasters</b>					
Floods	Transport provided to staff; working hours may be restricted	Certain routes may be cut off; staff may be affected at home	Moderately likely	Minor	
Earthquake	Premises are in separate blocks, not in potential epicenter zone. (Degree VI Mercalli scale)	No resilience in Kenya (building standards not applied); staff could be affected at home	Unlikely	Severe	Effective warden system. Guidelines on home preparedness for staff
<b>Health</b>					
Epidemics	Prevention measures; communication to staff	Contaminant strategies (pending type of infectious agent)	Very likely	Minor	Adapt elements of pandemic plan (surveillance, vaccination, containment, treatment)
Severe influenza pandemic	Pandemic contingency plan (tested with H1N1)	National multi-sector plan weak	Moderately likely	Critical	Consolidated UNCT plan, coordination and support to HQ.
<b>Security</b>					
Terrorist attack (VEDIED/CEB/IED/Incident response (Direct))	Evacuation plan at Ujiji complex; exchange of information with establishments	Lack of established procedures for security support to specific threat. Staff coaches potentially vulnerable. Air entrances on UN avenue.	Unlikely	Critical	Establish procedures for security support with HQ. Improve response plans. MCI. Implement PACT 2. Effective warden system. Relocation to annex office in Ujiji complex.
Terrorist attack (VEDIED/CEB/IED/Incident response (Indirect))	Extra security monitoring; security briefs to staff	US embassy opposite UN complex. Traffic congestion on UN avenue. Areas where escorts concentrate highly visible	Moderately likely	Critical	Improve information sharing with HQ. Effective warden system. Continual staff awareness
Armed assault on the UNH HQ (Indirect)	MOSS; staff advisories; staff advisories; risk bunker in UN offices	Traffic congestion on UN avenue. Absence of plan and policy on active shooters	Unlikely	Critical	Visible armed presence along the avenue
Victim services (Direct)	Advances; SITCER/DFU have 24/7 infrastructure. Ujiji seen in positive light	UNCT responses by SITCER/DFU. Lack of vehicles at DFU	Severe	Unlikely	Close liaison with HQ security services and improved information sharing and rapid response
<b>Critical services/supplies</b>					
Disruption of power supply	Storage 3 days for consumption; 5 days for 50000 water consumption plan 2; boreholes yielding 10 cubic meters per hour; ash & dumpsite; hours side track	Dependency from MWC; said depending on water table levels	Moderately likely	Moderate	One more borehole scheduled for 2011. Alternative supply site scheduled for 2012-13. 4000 cubic meter tank for storage will be completed in 2011-12
Disruption of power	10 generators; fuel stocks; spare parts in Block; can run 3 days without supply. Additional tank (2000 litres) in HOP	Sustained shortage of fuel in country	Very likely	Minor	
Transportation disruption	6 post UNOH critical drivers; 17 staff buses; external taxis/hubs services	Access to/from compound due to civil unrest or fuel shortage in Nairobi	Unlikely	Moderate	Professional/General staff shuttle service expected to process in 2012
Fuel shortage	500000 diesel; 50,000 unleaded and unleaded; minimum stock 20%. Stand alone payment system in I Block	Stock insufficient if sustained critical event; pending shell deliveries	Moderately likely	Moderate	Rationing plan for sustained situation
<b>IT and communication systems</b>					
Failure of HHS server and weblogs	2 out of 12 DB are being backed up in Nairobi and locally. Others are backed up locally	Workflows located in Nairobi; data restoration not guaranteed as per critical function RTO	Moderately likely	Severe	Have a similar set up of 4 HPUX servers in place in a second location
Loss of hardware	Critical application have redundancy	Tunexams to replace hardware	Likely	Severe	Procure redundant hardware
Failure of Database	Redundancy in Block X	Slowness to replace hardware	Unlikely	Severe	Out of site redundant plan (NY, Valencia, ...)
Failure of routers	Redundancy in place	Congestion of bandwidth traffic	Unlikely	Moderate	Procure and store two additional routers
Telecommunication system failure	UHF warden system; satellite phones; microwave link	Dependency from phone providers; few staff equipped for alternative systems	Unlikely	Severe	IT Disaster Recovery plan
<b>Others</b>					
Internal parts to Ujiji facility	Fire plans in place	Fire plans not updated & not exercised	Unlikely	Moderate	Fire plans to be updated and exercised

## Annex 2: UN-Habitat Critical Processes with RTO and Mitigation Strategies

(processes with RTO 0-72 hours)

No	Critical Business Processes	Unit Responsible	RTO (0 to 4, 4 to 24, 24 to 72, +72)	Critical times or deadline	Name/Function of Staff Supporting Critical Process	Core IT System or Application Used	Mitigation Strategies			
							Workarounds: manual methods or use of alternative systems	Telecommute: work from home	Devolvement or transfer of business processes to another UN-Habitat office	Use of alternate location: work from a recovery site
1	Enable Executive Direction to make and communicate decisions to all staff and stakeholders	OED	0-4	Throughout the year	ED, DED, Andrew Cox/Chief OED, Diana Lopez, Don Zimmer, Axumite/Alioune	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓	✓
2	UN-Habitat active participation to UNON Security Management Team	OED	0-4	Throughout the year	ED, DED	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓ (UNON)	✓
3	UN-Habitat active participation to UNON Crisis Management Team	OED	0-4	Throughout the year	Don Zimmer/UN-Habitat Security Focal Point, Andrew Cox/Chief of OED	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓ (UNON)	✓
4	Communication of security information to UN-Habitat staff	OED	0-4	Throughout the year	Don Zimmer/UN-Habitat Security Focal Point, Andrew Cox/Chief of OED	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓ (UNON)	✓

No	Critical Business Processes	Unit Responsible	RTO (0 to 4, 4 to 24, 24 to 72, +72)	Critical times or deadline	Name/Function of Staff Supporting Critical Process	Core IT System or Application Used	Mitigation Strategies				
							Workarounds: manual methods or use of alternative systems	Telecommute: work from home	Devolvement of business processes to another UN-Habitat office	Use of alternate locations: work from recovery site	Postpone or suspend the function/process
5	Provision and coordination of public information, press and media relations, public relations and advocacy activities	External Relations / OAC Branch		Throughout the year	Ana Morena, spokesperson	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓	✓	✓
6	Provision of legal advice to the executive	Legal Office	4 - 24	Throughout the year	Saidou Ndow, Legal Officer	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓	✓	✓
7	Secretariat services to Governing Council (GC), Committee of Permanent Representatives (CPR) and sub-committees	GC Secretariat	24 - 72	Throughout the year	Chris Mensah, Secretary to the GC / Sukhjinder Bassan, assistant	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop 7. Printer/scanner/copier	✓	✓	✓	✓	✓
8	Intergovernmental relations	GC Secretariat	24 - 72	Throughout the year	Chris Mensah, Secretary to the GC	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓	✓	✓

No	Critical Business Processes	Unit Responsible	RTO (0 to 4, 4 to 24, 24 to 72, +72)	Critical times or deadline	Name/Function of Staff Supporting Critical Process	Core IT System or Application Used	Mitigation Strategies				
							Workarounds - manual methods or use of alternative systems	Telecommute - work from home	Devolution or transfer of business processes to another UN-Habitat office	Use of alternate locations: work from a recovery site	Postpone or suspend the function/process
9	Renewal of contracts for staff and consultants	OoM	24 - 72	Throughout the year	Hilda McHaffie, HR Liaison Officer / Betia Dhanji, HR assistant ( Beatrice Ngine, HR assistant (alternate))	1. Lotus Notes 2. Citrix 3. Internet 4. Laptop 5. Inspira	✓	✓	✓ (UNON)	✓	✓
10	Recruitment of consultants for emergency operations	OoM	24 - 72	Throughout the year	Hilda McHaffie, HR Liaison Officer / Betia Dhanji, HR assistant ( Beatrice Ngine, HR assistant (alternate))	1. Lotus Notes 2. Citrix 3. Internet 4. Laptop 5. Inspira	✓	✓	✓ (UNON)	✓	✓
11	Preparation, revision and management of budgets / allotments	OoM	24 - 72	Throughout the year	Kathleen Creavalle Finance Management Officer / Christina Power Associate Finance Officer/Cleopatra Wachania/ Stella Otieno/ Denis	1. Lotus Notes 2. Citrix 3. Internet 4. Laptop 5. IMIS 6. Crystal Reports	✓	✓	✓	✓	✓
12	Emergency-related financial transactions - Initiation	OoM	24 - 72	Throughout the year	Dellilah Mirti / Stella Otieno	1. Lotus Notes 2. Citrix 3. Internet 4. IMIS 5. Crystal Reports	✓	✓	✓ (ROAS-Amman)	✓	✓

No	Critical Business Processes	Unit Responsible	RTO (0 to 4, 4 to 24, 24 to 72, +72)	Critical times or deadline	Name/Function of Staff Supporting Critical Process	Core IT System or Application Used	Mitigation Strategies				
							Workarounds: manual methods or use of alternative systems	Telecommute: work from home	Devolution or transfer of business processes to another UN-Habitat office	Use of alternate location: work from a recovery site	Postpone or suspend the function or process
13	Emergency-related financial transactions – Certification	OoM	24-72	Throughout the year	Liliana Contreras Senior Programme Officer/ Rosemary Kiragu Programme Management Officer (alternate)	1. Lotus Notes 2. Citrix 3. Internet 4. Laptop 5. IMIS 6. Crystal Reports	✓	✓	✓ (ROAS- Amman)	✓	X
14	Preparation and signature of legal instruments- emergency related	OoM	24-72	Throughout the year	Saidou Ndow, Legal Officer/ Jane Nyakairu Officer in Charge, Office of Management	1. Lotus Notes 2. Citrix 3. Internet 4. Laptop 5. IMIS 6. Crystal Reports	✓	✓	✓ (Regional Offices)	✓	X
15	Emergency-related procurement – initiation	OoM	24-72	Throughout the year	Margaret Swalleh, Programme Management Assistant (Marsha Nindi/Alternate)	1. Lotus Notes 2. Citrix 3. Internet 4. Laptop 5. IMIS 6. Crystal Reports	✓	✓	✓ (UNON)	✓	X

No	Critical Business Processes	Unit Responsible	RTO (0 to 4, 4 to 24, 24 to 72, +72)	Critical times or deadline	Name/Function of Staff Supporting Critical Process	Core IT System or Application Used	Mitigation Strategies				
							Workarounds: manual methods or use of alternative systems	Telecommute: work from home	Devolution or transfer of business processes to another UN-Habitat office	Use of alternate location: work from a recovery site	Postpone or suspend the function as
16	Emergency-related procurement – certification	OoM	24 - 72	Throughout the year	Liliana Contreras Senior Programme Management Officer/ Rosemary Kiragu Programme Management Officer	1. Lotus Notes 2. Citrix 3. Internet 4. Laptop 5. IMIS 6. Crystal Reports	✓	✓	✓ (UNON)	✓	X
17	Emergency-related travel – initiation	OoM	4 - 24	Throughout the year	Delliah Mirti / Stella Ottieno	1. Lotus Notes 2. Citrix 3. Internet 4. Laptop 5. IMIS 6. Crystal Reports	✓	✓	✓ (ROAS - Amman – and UNON ?)	✓	X
18	Emergency-related travel – certification	OoM	4 - 24	Throughout the year	Liliana Contreras Senior Programme Management Officer/ Kathleen Creavalle Finance Management Officer	1. Lotus Notes 2. Citrix 3. Internet 4. Laptop 5. IMIS 6. Crystal Reports	✓	✓	✓ (ROAS - Amman – and UNON ?)	✓	X



No	Critical Business Processes	Unit Responsible	RTO (0 to 4, 4 to 24, 24 to 72, +72)	Critical times or deadline	Name/Function of Staff Supporting Critical Process	Core IT System or Application Used	Mitigation Strategies				
							Workarounds : manual methods or use of alternative systems	Telecommute : work from home	Devolution or transfer of business processes to another UN-Habitat office	Use of alternate location, work from a secondary site	Postponing or suspension of the function/process
19	Delegation of authority for emergency related transactions (certification of funds, procurement, legal instruments)	OED	24 - 72	Throughout the year	Andrew Cox, chief OED	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓	✓	X
20	Approval of emergency related products and access to Rapid Response Fund	OoM	24 - 72	Throughout the year	Jane Nyakairu Officer in Charge, Office of Management / Jan Meeuwissen, Branch Coordinator, Risk Reduction	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	X	✓	✓
21	Admin and Financial support to UNHABITAT Regional and Country Offices (mainly approval and certification for admin transactions)	OoM	24 - 72	Throughout the year	Liliana Contreras Senior Programme Management Officer	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓	✓	X

No	Critical Business Processes	Unit Responsible	RTO (0 to 4, 4 to 24, 24 to 72, 72 to +72)	Critical times or deadline	Name/Function of Staff Supporting Critical Process	Core IT System or Application Used	Mitigation Strategies				
							Workarounds: manual methods or use of alternative systems	Telecommute: work from home	Devolvement or transfer of business processes to another UN-Habitat office	Use of alternate location: work from a recovery site	Postpone or suspend the function of the process
22	Communication and coordination with a key counterpart in the run to a global high level meeting	Local Government and decentralization	4 - 24	Every Wednesday	Juma Assiago, Human Settlements Officer Safer Cities.	1. Email 2. Skype. 3. Phone	✓	✓	X	X	✓
23	Processing and execution of time and politically sensitive Somalia Programme emergency related business transactions	Regional Office for Africa (ROA)	24 - 72	Throughout the year	Axumite Gebre-Egziabher, Director, Regional Office for Africa Saldan Enkhtuya, Project Administrator, Somalia Programme	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓ (Regional Offices)	✓	X
24	IT support and maintenance for key application and website	ICT Unit Office of Management	24 - 72	Throughout the year	Kamal Naim IT Officer, Head of ICT Unit Office of Management (Leon Osong - alternate)	1. Land line 2. Mobile phones 3. Lotus Notes 4. Citrix 5. Internet 6. Laptop	✓	✓	✓ (UNON?)	✓	✓

## Annex 3: Preparatory Action Plans

Preparedness Action	Implementer	Status	Response Action
Telecommuting / Connectivity	Kamal Naim		
Updated list of critical records	Hellen Nyabera		
Updated list of critical functions and staff	Mohamed Robleh		
Readiness of alternate site	Don zimmer		
Readiness off Devolution site – Amman/Jordan	Liliana Conteras		

## Annex 4: Critical staff contact list (RTO 0-72 hours)

Function	Name	Title / Role	Contact info (Email, Tel)	Duty Station	Mobile phone	
<b>Critical On-site Staff</b>						
The Critical On-site Staff are pre-designated UN-Habitat staff, whose functions require them to remain on-site during emergencies.						
Crisis Management Group	1. Joan Clos	Executive Director	<a href="mailto:jclos@unhabitat.org">jclos@unhabitat.org</a>	Nairobi	0731666313	
	2. Aisa Kacyira	Chair, UN-Habitat Crisis Management Group				
		Deputy Executive Director	<a href="mailto:aisa.kacyira@unhabitat.org">aisa.kacyira@unhabitat.org</a>	Nairobi	0706044099	
		Deputy chair, UN-Habitat Crisis Management Group and Crisis Coordinator				
	3. Andrew Cox	Chief, Office of the Executive Director and Deputy Crisis Coordinator	<a href="mailto:andrew.cox@unhabitat.org">andrew.cox@unhabitat.org</a>	Nairobi	0706044030	
	4. Jane Nyakairu	OIC, Office of Management, Finance and Budget Advisor	<a href="mailto:jane.nyakairu@unhabitat.org">jane.nyakairu@unhabitat.org</a>	Nairobi	0713601286	
	5. Ana Moreno	Spokesperson & Chief, Advocacy, Outreach & Communications	<a href="mailto:ana.moreno@unhabitat.org">ana.moreno@unhabitat.org</a>	Nairobi	0702116120	
	6. Don Zimmer	Safety, Security and Coordination of Wardens	<a href="mailto:donald.zimmer@unhabitat.org">donald.zimmer@unhabitat.org</a>	Nairobi	0722274355	
	7. Mohamed Robleh	Methods and Oversight Officer, Office of Management and BCP alternate Focal Point	<a href="mailto:mohamed.robleh@unhabitat.org">mohamed.robleh@unhabitat.org</a>	Nairobi	0725647008	
	Budget and Finance operations	8. Kathleen Creavalle	Finance Management Officer	<a href="mailto:kathleen.creavalle@unhabitat.org">kathleen.creavalle@unhabitat.org</a>	Nairobi	0722598850
	OED support	9. Stella Otieno	Programme Assistant	<a href="mailto:stella.otieno@unhabitat.org">stella.otieno@unhabitat.org</a>	Nairobi	0722256038
IT support	10. Diana Lopez	Programme Officer, Assistant to the ED	<a href="mailto:diana.lopez@unhabitat.org">diana.lopez@unhabitat.org</a>	Nairobi	0717353888	
	11. Kamal Naim	IT Officer, Head of ICT Unit	<a href="mailto:kamal.naim@unhabitat.org">kamal.naim@unhabitat.org</a>	Nairobi	0713601284/0728428227	
<b>Critical Off-site Staff</b>						
The Critical Off-site Staff are responsible for the continuation of the Organization's critical processes, which they perform remotely or from a recovery location.						

Function	Name	Title / Role	Contact Info (Email, Tel)	Duty Station	Mobile phone
Programme administration	12. Liliana Contreras	Senior Programme Management	<a href="mailto:liliana.contreras@unhabitat.org">liliana.contreras@unhabitat.org</a>	Nairobi	07222576153
HR	13. Hilda McHaffie	Human Resource Liaison Officer	<a href="mailto:hilda.mchaffie@unhabitat.org">hilda.mchaffie@unhabitat.org</a>	Nairobi	07333705075
Legal	14. Saidou Ndow,	Legal Officer	<a href="mailto:saidou.ndow@unhabitat.org">saidou.ndow@unhabitat.org</a>	Nairobi	0737135723
Programme (all)	15. Alioune Badiane,	Acting Director, Project Office and Programme Adviser	<a href="mailto:alioune.badiane@unhabitat.org">alioune.badiane@unhabitat.org</a>	Nairobi	0728608480
Somalia programme	16. Axumite Gebre-Egziabher	Director, Regional Office for Africa, and Programme Adviser and senior Manager in charge of Somalia Programme Critical functions	axumite.Gebre-egziabher@unhabitat.org	Nairobi	0715666187
	17. Saidan Enkhtuya	Project Administrator, Somalia Programme	<a href="mailto:enkhtuya.saidan@unhabitat.org">enkhtuya.saidan@unhabitat.org</a>	Nairobi	0727801315
GC secretariat and intergov. affairs	18. Chris Mensah,	Secretary to the Governing Council, In Charge of Intergovernmental relations (liaison with Host Government)	<a href="mailto:chris.mensah@unhabitat.org">chris.mensah@unhabitat.org</a>	Nairobi	0723786977
	19. Sukhjinder Bassan,	Assistant to the Governing Council Secretariat, Support to Chris Mensah	<a href="mailto:sukhjinder.bassan@unhabitat.org">sukhjinder.bassan@unhabitat.org</a>	Nairobi	0722789078
BCP coordination	20. Neil Reece-Evans	Chief, Resource Management and Business Continuity Plan Focal Point	<a href="mailto:neil.reece-evans@unhabitat.org">neil.reece-evans@unhabitat.org</a>	Nairobi	0734631675
Safer Cities Programme	21. Juma Assiago,	Human Settlements Officer, Safer Cities	<a href="mailto:juma.assiago@unhabitat.org">juma.assiago@unhabitat.org</a>	Nairobi	0723402393
HR	22. Betia Dhanji,	Human Resource Assistant	<a href="mailto:betia.dhanji@unhabitat.org">betia.dhanji@unhabitat.org</a>	Nairobi	0722739811
OED Support	23. Helen Odera	Admin assistant and Support for DED and Chief of OED	<a href="mailto:Helen.odera@unhabitat.org">Helen.odera@unhabitat.org</a>	Nairobi	0722788986/0736692301
Disaster reduction	24. Jan Meeuwissen	Branch Coordinator, Risk Reduction and approver of emergency related products and access to Rapid Response Fund	<a href="mailto:jan.meeuwissen@unhabitat.org">jan.meeuwissen@unhabitat.org</a>	Nairobi	0705585587/0702116106
Budget and Finance	25. Cleopatra Wachania	Programme Assistant	<a href="mailto:cleopatra.wachania@unhabitat.org">cleopatra.wachania@unhabitat.org</a>	Nairobi	0722385939
	26. Denis Ongayo	Programme Assistant	<a href="mailto:denis.ongayo@unhabitat.org">denis.ongayo@unhabitat.org</a>	Nairobi	0725516753

Function	Name	Title / Role	Contact Info (Email, Tel)	Duty Station	Mobile phone
	27. Dellilah Miriti	Team Assistant	dellilah.miriti@unhabitat.org	Nairobi	0711330031
	28. Margaret Swalleh	Programme Management Assistant	margaret.swalleh@unhabitat.org	Nairobi	0722838260
<b>Critical Off-site Alternate Staff</b>					
<b>The Critical Off-site alternate Staff will be called upon to join the Critical On-site staff when principal Critical On-site staff are not reachable.</b>					
IT support	1. Leon Osong	Computer Information Systems Assistant, IT support	leon.osong@unhabitat.org	Nairobi	0724914977
Budget and Finance	2. Christina Power	Associate Finance Officer	christina.power@unhabitat.org	Nairobi	0771735001
	3. Marsha Mindi	Programme Management Assistant, Finance Support	marsha.mindi@unhabitat.org	Nairobi	0733597488
HR	4. Rosemary Kiragu	Programme Management Officer	rosemary.kiragu@unhabitat.org	Nairobi	0722810895
	5. Beatrice Ngine,	Human Resource Assistant (alternate), HR support	beatrice.ngine@unhabitat.org	Nairobi	0722335423

## Annex 5: Critical applications

Applications	Defined as critical application	Functional area	Location where system is based	Back-up system (and RPO)	Location where back-up system is based
1. IMIS	Yes	All finance areas	UNON	Database (7 days), - DB system (24 h)	New York UNON
2. CITRIX	Yes	All areas	UNON	Multiple system for fail over (24 h)	UNON
3. Lotus Notes e-mail	Yes	All areas	UNON		UNON + New York
4. Lotus Notes workflows / UNON application portal	Yes	All areas	UNON, NY, UNLB		NY, UNLB
5. Phone book	Yes	All areas	UNON		UNON
6. Shared drives (K)	Yes	All areas	UNON portal	Mirrored in NY (7 days)	UNON + New York
7. Equip Procurement application	Yes	Procurement	UNON	Daily back up on tape	UNON
8. IMIS	Yes		New York	data	New York
9. Inspira	Yes	Vacancies and staff contracting	New York		New York
10. Habnet (UN-Habitat intranet)- access to templates etc	Yes	All areas	The Hague (Netherlands)	UN-Habitat	UN-Habitat NOF

**Annex 6: Vital Files, Records and Databases:****Finance and Budget Unit, Office of Management**

Ref No	Records Series	Functions Supported	Custodian Name & Location	Security Copy Location (For KMSU staff)
1	Budget Office Folder in K Drive	Information on various matters regarding donor contributions & queries, Allotments to all the branches, Management Reports, Receipts, CPR presentations by the ED etc.	Finance and Budget Unit	K Drive
2	PAAS	Customized financial Reports, Formulation & Compilation of IPSAS compliant reports.	Finance and Budget Unit/ISS	ISS
3	Allotments and monitoring of Expenditure	Monthly Management Reports to the ED	Finance and Budget	UNON
4	Income from Donors	Downloading of the organizations bank statement, Recording of income in IMIs	Finance and Budget / UNON treasury	UNON treasury /JP Morgan NY
5	Staffing Table	Post numbers for all UN-Habitat Staff, Budget Lines for all Staff and Staff costs	Finance and Budget Unit/HR Desk/UNON	UNON HRMS ,Finance and Budget Unit and the HR Desk
6	Office Files	Contains all documents related to financial reports, management reports and CPR reports	Finance and Budget unit, Block 3, 3 <sup>rd</sup> level North Wing	K Drive
7	Crystal Report Database	Running of financial reports	Finance and Budget unit, UNON BFMS,ICTS	UNON ICTS



8	Project Management	Project Extensions and Creation	IMIS	Finance and Budget, IMIS, ICTS
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## Human Resource Desk, Office of Management

Ref No	Records Series	Functions Supported	Custodian Name & Location	Security Copy Location (For KMSU staff)
1	Review of Appointments	Renewal of contracts for staff members	Lotus Notes/UNON	UNON
2	Recruitment - INSPIRA	Recruitment of staff	INSPIRA/UNON	UNON
3	Recruitment of Consultants	Recruitment of Consultants, Individual Contractors – SSA Contracts	UNON and HR Desk filing for RTCD SSA contracts	UNON/HRMS and HR Desk UN-Habitat
4	Recruitment of Short-term staff through Intranet	Recruitment of staff with temporary appointments	Kamal's team – ISS and HR Desk	UN-Habitat Intranet and HR Desk files
5	HR Report Database	Preparing all HR Reports with regard to Recruitments, contracts, Separations, Appointments, Transfers, SLWOP and ePAS compliance	HR Reports Database managed by Kamal's team ISS and HR Desk	ISS

6	Field Staff Tracking system	Tracking of Staff in the Field (PAAS)	With ISS and HR Desk	ISS
7	JD Database	JD Database for classifications for UN-Habitat Posts	HR Desk and ISS	ISS
8	HR Folder on 'K' Drive	Various documents with regard to Staff Lists, Training, JPOs, ePAS, Recruitment, etc.	HR Desk	'K' Drive
9	HR Filing – Staff files	Summary info notes for All UN-Habitat staff	NOF Block 3 NW3	UNON/HRMIS

KMSU- Knowledge management Support Unit – office of management

**Annex 7: Critical vendors/partners**

(please refer to UNON counterpart + contacts when relevant)

Functional area	Vendor/Critical Partner/Partner	Service provided	Contact persons/ location/Phone contact
All Administrative and financial areas	UNON	<ul style="list-style-type: none"> <li>- Human resources</li> <li>- Procurement</li> <li>- Treasury</li> <li>- Travel</li> <li>- Records keeping</li> <li>- Financial reporting</li> </ul>	

**Annex 8: BC Plan Activation/Reconstitution Memorandum**

*In response to the following:*

*I approve activation of the UN-Habitat Business Continuity Plan.*

\_\_\_\_\_  
**Dr. Joan Clos**  
**Executive Director**  
**UN-Habitat**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
Time

*I hereby approve the reconstitution of normal operations at UN-Habitat.*

\_\_\_\_\_  
**Dr. Joan Clos**  
**Executive Director**  
**UN-Habitat**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
Time

