

# REGIONAL PRESENCE

Services We Provide . Solutions You Need



Shared Prosperity **Dignified Life**





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## **Vision**

ESCWA, an innovative catalyst for a stable, just and flourishing Arab region

## **Mission**

Committed to the 2030 Agenda, ESCWA's passionate team produces innovative knowledge, fosters regional consensus and delivers transformational policy advice.

Together, we work for a sustainable future for all.

## REGIONAL PRESENCE

ESCWA is ideally positioned to provide a variety of services for all United Nations entities operating in the region. ESCWA is committed to improving efficiency and raising the quality of services through streamlining and integrating delivery efforts and acting as a consolidated service centre.

ESCWA constantly tailors its package of services, adapting to the operational needs of clients in the region as they change and grow.

**Services We Provide . Solutions You Need**

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# CONFERENCE SERVICES



CREATE . CONVENE . CONVEY

## CONFERENCE SERVICES

### VOICE AND IMAGE of One Organization

Inclusive sustainable development can only be achieved when high-quality knowledge and information reach recipients in their own language, through well-targeted, accessible and visible meetings and content.

This is what establishes the central and unique role of the Conference Services Section (CSS) in the development and regional integration mandate of the Organization.



## INTEGRATED OPERATIONS



## SERVICES WE PROVIDE



### Conference

- Well-equipped and accessible facilities
- Précis-writing
- Interpretation
- Organization and servicing
- Catering
- Graphical branding
- Interactive meeting spaces, practice and learning zones, with latest technologies



### Language

- Substantive and linguistic editing of content
- Translation from and into Arabic, English and French
- Bibliographical and content validation
- Text processing
- Copy preparation
- Copywriting
- Joint projects to promote multilingualism

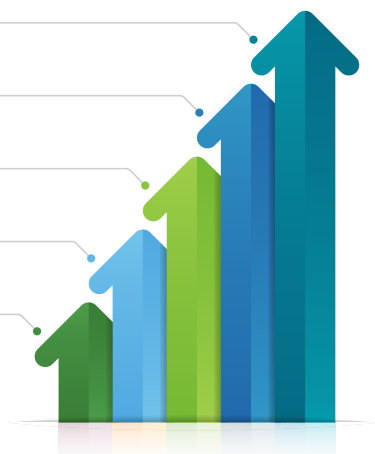
**Policy and diplomatic documents**

**Parliamentary documents**

**Publications**

**Promotional material**

**Technical material**





## Publishing

- Layout and design
- Presentation and animation
- Branding for visibility
- E-publishing for accessibility
- Web-based platform for outreach
- Infographics
- Promotional material
- Printing (offset and digital)
- Distribution



## Information

- Development of and access to information and data
- Dissemination of information
- Email enquiry service for the general public
- Digitization and preservation of records



## Training

- Information literacy
- Research techniques
- Dissemination techniques
- Writing for the web
- Specialized language functions
- Correspondence writing





# BUDGET AND FINANCE



PLAN . IMPLEMENT . GROW

## BUDGET AND FINANCE

Our primary objective is to contribute to a sound budgetary, financial and accounting management of the Organization by providing high-quality financial services to all our clients.

## SERVICES WE PROVIDE



### Budget

- Support programme budget preparation
- Monitor and report on implementation of budgets
- Implement budget redeployments
- Act as a certifying authority for regular budget
- Act as alternate certifying authority for programmes and prepare financial statements and reports for extrabudgetary funds, including Development Account projects as well as projects under the Regular Programme for Technical Cooperation
- Provide budgetary and financial management advice, in line with United Nations financial rules and regulations
- Review and clear agreements for extrabudgetary funds





## Accounting

- Financial accounting, bookkeeping and financial reporting
- Bank reconciliation
- Month end accounting
- Closure of accounts and end of year financial reports
- Fixed assets accounting
- Inventory accounting
- Accounts reconciliation
- Compliance with IPSAS policy



## Payroll

- Induction of new staff members
- Preparation of regular and off-cycle payroll
- Local entitlements
- Final pay for departing staff
- Pension fund reconciliation
- Advances for salary and rental subsidies
- Preparation of statements for taxable earnings
- Staff support on payroll-related queries





## Payments

- Process payments to vendors, suppliers, consultants and institutional contractors
- Approve and process payments on behalf of third parties
- Process payments to meeting participants
- Process staff entitlement claims
- Undertake financial authorizations
- Process Value Added Tax refund for official UN invoices and staff members at the P4 level and above



## Integrated Cashier (Lebanon House Bank)

- Staff bank account maintenance and guidance
- Salary distribution (payment instructions for payroll)
- Cash management and investment of funds
- Disbursements, deposits and receipts
- Service cash disbursement at meetings
- Process local wire, check and cash payments
- Liaise with treasury
- Liaise with banks in Beirut, at UNHQ and with bank signatories
- Perform monthly cash flow plan



# PROCUREMENT



OFFER . PURCHASE . DELIVER

# PROCUREMENT

Procurement Unit (PU) provides responsive, effective and quality procurement services.

## SERVICES WE PROVIDE



### Procurement

- End-to-end Procurement (planning, sourcing, tenders, review committees, contracts, etc.) of a wide variety of goods and services
- Establishment of long-term agreements for the provision of goods and services
- Sales of used UN equipment (official vehicles, IT/office equipment, etc.)
- UMOJA Source to Acquire and BP registration support and training services



# GENERAL SERVICES



SERVICE . HOST . SUPPORT



## GENERAL SERVICES

The General Services Section provides operational support services at all levels in the areas of facilities management, travel and visa, property control and inventory, mail, archives and records as well as procurement.

## SERVICES WE PROVIDE



### Facilities Management

- Common building and utilities services
- Rental of conference facilities
- Technical support to conferences and meetings
- Office space planning
- Modification and alteration works
- Operation and maintenance services
- Cleaning, gardening and pest control
- Cafeteria services
- Transportation services
- Parking administration



### Property Control and Inventory

- Receipt and inspection of goods
- Property write-off and disposal







## Mail, Archives and Records

- Outgoing and incoming pouches
- Mail services
- Express courier services
- Shredding services





# HUMAN RESOURCES MANAGEMENT



ATTRACT . DEVELOP . EMPOWER

# HUMAN RESOURCES MANAGEMENT

The Human Resources Management Section provides a full range of services to enable UN Common System organizations to succeed in the fast-changing global development work. We support organizations at each area of HR, beginning with transactional support for entitlements and continuing with more complex issues of conflict resolution, performance management, recruitment, training and career development. We provide the full set of in-house training courses on all HR-related topics, and conduct examinations, tests and other assessments.

# INTEGRATED OPERATIONS



## SERVICES WE PROVIDE



### Talent and Careers Management

- Hiring and recruitment
- Organizational and staffing table management
  - Funding management
  - Position creation and redeployment
  - Maintaining organizational chart
- Job analysis, evaluation and classification
- Job advertisement
- Applications screening for eligibility and suitability
- Assessments, in-situ and remotely
- Competency-based interviews
- Secretarial functions to central review bodies
- Reference verification
- On-boarding of new staff members
- Policy advice to hiring and senior managers
- Functional support on enterprise resource planning and human capital management tools



### Performance Management

- Provide policy advice on performance management
- Monitor compliance with performance management systems





## Training

- Conduct needs assessments
- Develop training designs
- Deliver training courses by UN-certified trainers



## Examinations

- Act as UNHQ representative office in the country for the administration of UN official exams, namely the Young Professionals Programme, Language Competitive Examinations, and Language Proficiency Examinations
- As a certified examination center, administer the UN official Global General Services Test (GGST), as well as Trades and Crafts Test (TCT)
- Manage recruitment examinations processes
- Provide related policy advice to hiring teams and senior managers



## Benefits and Entitlements

- Administration of life and work events for personnel
- Administration of entitlements
- Provision of policy advice





## Travel and Visa

- MOFAE accreditation and ID cards
- Visa and residency permit for domestic helper
- Visas for staff members and meeting participants
- Car customs exemption formalities, and registration
- Customs exemption
- UN Laisser-Passer
- Processing travel requests, flight reservation and issuance of tickets







# INFORMATION AND COMMUNICATIONS TECHNOLOGY



INNOVATE . SOLVE . COMMUNICATE

# INFORMATION AND COMMUNICATIONS TECHNOLOGY

The Information and Communications Technology Section provides services in the areas of infrastructure, network, information security, video conferencing, applications and web development, data analytics and reporting, expert advisory on technology innovation and partnerships. We also provide IT equipment, hardware and software support to our end users.

## SERVICES WE PROVIDE



### Network and Telecom Operations (data and voice)

- Access to LAN/WAN/WiFi and Internet
- Information security
- Telephone management (billing, support, IP desktop and mobile)
- VHF radio service
- Virtual and physical servers management
- Audio/video conferences, and live streaming
- Disaster recovery and business continuity (in and off theatre)
- Data storage and backup services
- Email, collaboration and Microsoft cloud services



### Customer Relationship Management

- Integrated service desk
- IT asset management
- User support
- ICT training



### Applications and Database Management

- Systems development and maintenance
- Database management
- Web design, development and hosting
- Business intelligence and data visualization

# MEDICAL SERVICES



PREVENT . DETECT . HEAL

# JOINT MEDICAL SERVICE

The Joint Medical Service operates at the UN House and serves more than 20 UN entities at Beirut duty station and in the region.

We provide medico-administrative and clinical services under the umbrella of occupational safety health and well-being. The JMS reports to the Department of Health Management and Occupational Safety and Health (DHMOSH/ DOS) UNHQ.

# INTEGRATED OPERATIONS



## SERVICES WE PROVIDE



### Medico-Administrative

- Medical clearances (pre-employment, travel and periodical)
- Sick leave management and return to work planning
- Medevac plan, management of cases, recommendations and follow-up (from and to Beirut duty station)
- Occupational safety, as well as health and well-being frameworks
- Business continuity plan and organizational resilience management system
- Assistance with health insurance (Cigna) and follow-up
- Recommendations for disability cases and compensation for injury arising out of service (Appendix D claims)



### Training

- Infectious risk hazards
- Emotional intelligence (resilience, stress management and adjustment to change)
- Prevention of workplace and occupational hazards, such as ergonomics, Automated Electronic Defibrillator (AED) usage, etc.





## Health Promotion

- Open medical day (yearly)
- Individual risk-based health counselling



## Stress Counselling

- Individual counselling on work-related challenges
- Early detection of signs of mental health illnesses
- Psychosocial contingency planning



# OUTREACH AND MEDIA



INFORM . REACH . SHARE

## OUTREACH AND MEDIA

The Communication and Information Unit liaises between ESCWA and the media. Our office acts as an instrumental link, allowing for proper exposure of the ESCWA intergovernmental meetings, expert group meetings, conferences and events related to international days and weeks, as well as studies and flagship reports produced by the Commission.

## SERVICES WE PROVIDE



### Media Coverage and Outreach

- Provide strategic media and communication planning
- Liaise and initiate contacts with media outlets
- Provide photo and video coverage for meetings and events
- Promote activities on various social media platforms
- Provide media coverage and public relations proposals to senior UN visiting officials



### Production of Media Outputs

- Facilitate the production of digital media spots
- Produce brochures, pamphlets and leaflets
- Write and publish press releases and news stories



### Training

- Provide training on communication skills
- Provide social media training and support





# SAFETY AND SECURITY



SECURE . CONTAIN . PROTECT

## SAFETY AND SECURITY

The Safety and Security Section provides a safe and secure environment through which staff, delegates and visiting dignitaries can conduct business at UN premises.

## SERVICES WE PROVIDE



### Security and Safety

- Conferences security
- Physical security
- Personal close protection
- Investigations
- Explosive detection canine
- Emergency response
- Hazardous materials



### Fire Safety and Firefighting

- Fire safety risk assessments
- Fire and safety plans





## Security Training

- Emergency Trauma Bag First Responder Course
- Individual First Aid Kit (IFAK)
- X-ray operator and security screening certification
- Firefighting training
- Red Cross basic first aid course



## Accreditation and Badging

- UN ground passes for staff members, affiliates and visitors
- UN badges for conferences, meetings and events





## EXISTING CLIENT ENTITIES

FAO  
IFC  
ILO  
IMF-METAC  
IOM  
IRENA  
MINUSMA  
OHCHR  
OSLA  
OSRSGIM  
POE  
SESG  
STL  
UCL  
UN WOMEN  
UNAIDS  
UNAMA  
UNAMI  
UNDESA  
UNDOF  
UNDP  
UNDSS  
UNEP

UNESCO  
UNFCCC  
UNFICYP  
UNFPA  
UN-HABITAT  
UNHCR  
UNIC  
UNICEF  
UNIDO  
UNIFIL  
UNISDR  
UNOCHA  
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UNV  
WFP  
WHO  
WORLD BANK

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