



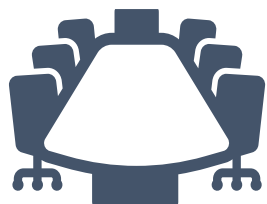
UN-HABITAT

Agenda item 14

Actions to update and improve the internal management, policies and procedures of the United Nations Human Settlements Programme

Executive Board of UN-Habitat: First session for the year 2026
21 to 22 April 2026

- The Executive Director has implemented a initiative to enhance UN-Habitat's internal management policies and procedures for 2025. These efforts aim to strengthen efficiency, transparency and accountability across operations in the following critical areas:



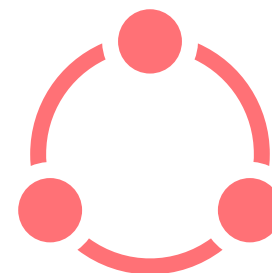
Management of
Financial and
Human Resources



Delegation of
Authority



Document
Management



Digital Workflow
Management



Communication
Procedures



Legal and
Compliance
Oversight



Management of
Internal Policies and
Procedures

Management of Financial and Human Resources



New guidelines on the management of public agencies promote transparency, efficiency and a culture in which public agencies have to be seen.



The Human Resources and Training Unit develops guidelines on contract management, helping managers make informed decisions on hiring, position creation and staffing alignment.



A new framework guidelines on the management of all stages of hiring, from post creation to final recruitment, ensuring transparency, efficiency and policy compliance.

Delegation of Authority

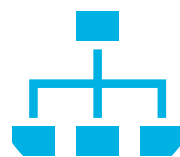
- Commitment to empowering staff with greater decision-making responsibilities

Proactive steps
by Executive
Director



- Involvement of Department of Management Strategy and Compliance (DMSC)
- Involvement of Department of Operational Support (DOS)

Ongoing
Conversations



- Procurement US\$ 50,000
- Exploring opportunities to enhance decision-making

Current
Delegation
Limit





Simplification and Enhancement Guidance

Efforts focused on improving
procurement processes



Technical Advisory Requests

Requests can be made through INRED
system, or UNICEF email, streamlined
process for rapid access and timely
response



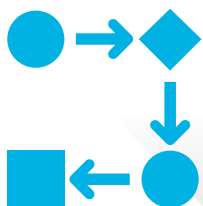
Development of SOP

EMD developing comprehensive SOP to
provide clear guidance on the appropriate
selection and application of different
procurement modalities and purchase
order type



The Digital Transformation Taskforce

- Reviewed & mapped workflows
- Established a partnership with UNICEF to digitize processes.
- Development of the Digital Workspace



The Taskforce on Internal Processes

- Centralized SOP repository
- Facilitate access & future archiving
- Enhance compliance with protocols



Checklist Digitalization

- Habitat checklists converted to Microsoft Planner
- Binary & multiple-choice checklists digitized with Microsoft Forms
- Ensured consistency & improve accessibility

Communication Procedures



The Communications Team launched the CHAT (Communication Help and Toolkit) portal, consolidating materials, guidance and SOPs into a single accessible platform. In 2025, 25,000 visits and 1,000 unique users were recorded.



Online communication form, soft-launched to streamline submission of requests for communication services within UN-Habitat.



Five SOPs and eight manuals and guidance documents updated to guide on communication processes.



Global communication network established, comprising more than 20 communication experts across the regions.

Legal and Compliance Oversight



FOCUS of current efforts on improving policies and guidance pertaining to partnership and implementing partner.



Partnership risk management policy was updated and became effective 1 November 2025. The policy addresses gaps and key identified and aligned with best practice.



Timeline of efforts for implementing partner review committee and next review to strengthen oversight mechanisms in agreement, review and approval of ID agreements.

Management of Internal Policies and Procedures



Current Regulatory Processes

Several regulatory instruments, including policies, guidelines, and standard operating procedures, have been established to enhance governance and operational effectiveness.



Need for a Comprehensive Regulatory Framework

While several regulatory instruments are in place, there remains an opportunity to enhance regulatory processes by establishing a comprehensive Regulatory Framework.



Finalization of Regulatory Framework

Aim to streamline creation, dissemination, and compliance of regulatory documents



Commitment to organizational efficiency and adherence to best practices



Commitment to Enhancing Organizational Efficiency

Reflects dedication to improving processes
Focus on achieving operational goals



Adherence to Best Practices

Continued innovation in operations
Ensures effective delivery of mandate



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