

Who we are

UNOPS implements more than \$1 billion worth of projects for its partners every year, operating in more than 80 countries, often in the most challenging of environments.

From managing the construction of schools in Afghanistan, to building shelters in Haiti and procuring educational computers in Argentina, UNOPS provides management services that meet world-class standards of quality, speed and cost-effectiveness.

UNOPS is a central resource for the UN system, as reaffirmed by the United Nations General Assembly in December 2010. Everything we do is in line with UN values and principles, promotes the concept of 'One UN' and helps advance progress towards the Millennium Development Goals (MDGs).

Whether we are engaged by the UN, the European Union, the World Bank, a government or an NGO, we help deliver quality projects that matter to people in need.

Experience and scope

Our partners choose UNOPS because they realize our skills, experience and scope will give their projects a better chance of success. We have more than 5,000 personnel running essential operations in our four key service areas: project management, procurement, human resources and finance, and we offer specialist operational expertise in areas where we have a proven track record such as infrastructure, justice, health, elections and the environment.

This support expands the capacity of the United Nations system and others — helping to translate

policies into action for all the key players in the peacebuilding, humanitarian and development world.

Our services



Project Management implements projects on behalf of our partners, providing management and operational services in peacebuilding, humanitarian and development environments.



Procurement and Supply Chain Management underpins project management as well as providing stand-alone services to partners, including UN Common Services and services to governments facing capacity constraints.



Human Resources also supports project management as well as providing stand-alone services to partners, including the rapid deployment of personnel and contract management.



Financial Management administers donor grants, loans and multi-donor trust funds when not in competition with other UN agencies.

“The Executive Director and his entire staff [have shown an] unwavering commitment to assist nations as they struggle in achieving the MDGs.”

- H.E. Ambassador Atoki Ileka,
Permanent Representative of the Democratic Republic of the Congo on behalf of the African
member states of the Executive Board, June 2010

UNOPS also works closely with host governments and local communities. We help build national capacity, ensuring that where possible the skills and processes necessary to perform key functions are retained after the project is completed. We also use labour-based techniques to create employment and provide livelihoods.

Efficiency

UNOPS is self-financing, prompting efficiency and financial discipline. We cover our administration costs by charging a small fee on each project we support. As a UN organization we are not-for-profit, and meet the highest international standards of accountability and transparency on all our transactions.

In 2010, we implemented \$1.27 billion worth of projects for our partners, up 16 percent from 2009. Despite this sharp increase in our operations our administration costs dropped in 2010 by \$200,000 to \$64.2 million, as we continue to increase our efficiency.

Ensuring that people in need get the best possible value out of every dollar spent is crucial, and that means assuring the quality of the results. This can be difficult, particularly in areas shattered by war or natural disaster, which is why it is so important that projects are well-planned and executed.

World class standards

UNOPS is adopting world-class standards and seeking certification from independent bodies. We recently became the first UN organization to receive the prestigious ISO 9001 certification of our global quality management system and were also awarded the Chartered Institute of Purchasing and Supply's certification in procurement policies and procedures.

This is just one of the ways we work to always satisfy our partners with operational excellence for results that matter.

This publication explains more about this vision and the way UNOPS works, as well as providing a summary of the 925 projects we supported in 2010.



A UNOPS vehicle travels on the Sake - Masisi - Nyabiondo road in an isolated area of North Kivu, the Democratic Republic of the Congo. UNOPS rehabilitated this priority road as part of a multi-region stabilization project, in partnership with the local UN mission, with funding from Belgium, the Netherlands, Sweden, the United Kingdom and the United States.

Photo: UNOPS/Jacques Challulau

Key results

UNOPS currently supports around 1,000 active projects on behalf of our partners, creating real results that matter for people in need. The figures below are aggregates of outputs produced in 2010 by the 925 projects active during that year. For a more in-depth breakdown of our operational results, as well as details of project funders and partners, please see page 26.

Overall in 2010, UNOPS managed the construction or rehabilitation of 88 schools and 11 training centres, 8 hospitals, 44 health clinics and 20 other medical facilities, such as laboratories and blood banks.

Twenty-eight police stations, 9 police training facilities, 3 prisons and 8 detention centres were constructed or renovated, as were 18 courthouses, 3 customs buildings, and 69 other government administration buildings.

Thirty-six waste facilities, including 15 landfill sites and 21 sustainable waste management sites were constructed or renovated, as were 3 power stations and 48 water treatment plants.

 UNOPS procured more than **\$1.2 billion** worth of goods and services

In post-conflict and post-disaster settings UNOPS helped partners construct more than 5,100 emergency buildings, such as shelters, and 3,700 other facilities, such as toilets and septic tanks in camps.

We constructed or rehabilitated 5 harbours, 32 bridges and over 400 drainage culverts in 2010.



2,243 km

of roads were constructed or rehabilitated

More than 794 small neighbourhood improvements were implemented around the world in 2010, including work on 60 local roads, 383 pavements, 323 public squares and 28 parks.

UNOPS helped the United Nations Mine Action Service (UNMAS) complete clearance work which made more than 300 million square metres of land and 16,000 kilometres of roads safe for local populations.



36 countries

were supported with environmental management

More than 1.3 million pieces of machinery or equipment were procured for partners, including more than 7,100 items of high-tech medical equipment. More than 145 million medical supplies

were procured or distributed, including more than 21 million condoms and nearly 64 million needles.

Almost 910 million doses of medicine were procured or distributed, around a quarter of these were to treat HIV/AIDS.

Nearly 670,000 people were assessed or treated for disease, and more than 820,000 were reached with disease-prevention initiatives.

“In 2010 UNOPS delivered more with less.”

*- Nozomu Yamashita,
First Secretary of the Permanent Mission of Japan to
the United Nations, Executive Board, June 2011*

UNOPS helped its partners develop local capacity by organizing more than 300 training courses and workshops.

We also organized 245 high-level events and meetings, provided support to 141 government entities and 4,139 local organizations, and worked on 78 policies or laws.



UNOPS helped its partners train over
80,000 people
in subjects including health, elections and agriculture

UNOPS administered or monitored more than 760 grants funding a range of projects, in addition to about 4,000 United Nations Development Programme Global Environmental Facility (UNDP-GEF) small grants in more than 120 countries.

UNOPS procured more than \$552 million worth of goods and \$648 million worth of services in 2010. Four out of five of UNOPS procurement actions above \$100,000 were completed through a competitive process.

Example focus area: Health in 2010

