



# UN 21 AWARDS 2004

Introduced in 1996 by the Secretary-General, the UN 21 Awards were established as part of the management reform effort. The awards provide recognition to staff members for outstanding achievements in improving efficiency. Awards are given based on the following criteria:

- Introduction of outstanding improvement or innovative change;
- Increase in quality, impact, efficiency or effectiveness of the Organization's programme or service; and

## WINNERS

### **Three C's Policy for HIV/AIDS (UNON)** *Improvements in Working Environment*

UNON has developed, implemented and publicized a programme to support UN staff and their families affected by HIV and AIDS in Kenya. The Three C's Policy ensures **Confidentiality, Counseling and Care** to all categories of UN staff members in order to create a healthy workforce. This includes access to anti-retroviral medicines in a One-Stop Clinic that addresses the physical, psychological and the social impact of HIV/AIDS. In Kenya, and throughout Africa, AIDS has reached epidemic proportions, taking the lives of teachers, health workers, government and UN officials and afflicting particularly youth and women. There is a great deal of stigma associated with the disease, exacerbated alternately by silence and misinformation. UNON has developed an open policy that not only supports UN staff members but helps to break down negative attitudes within the wider community. Eleven agencies representing 70% of the United Nations staff in Kenya have subscribed to the policy, which is recognized as an example of best practices by UNAIDS. Inter-agency cooperation exemplifies the One UN approach promulgated by the Secretary-General and the implementation of the policy has contributed profoundly to the overall health and quality of life of staff.

***For their initiative and hard work, we thank: Barnaby Jones, Elly Oduol,  
Dr. Ling Kituyi***

### **Security Response & Evacuation System (UNAMSIL)** *Information Technology Applications*

This project involved the design of an effective information management tool for security staff in United Nations field operations, enabling a faster response to emergencies and evacuation requirements. The system provides fast access to communications information including mobile and land phone numbers of all staff, radio call signs and channels, security-related personal data and residential information of staff, as well as data required by the Warden system and in evacuation scenarios, such as grouping of staff by zones, sections, residential addresses, and nationality. This system reduces exposure time of staff to dangerous situations by eliminating delays which result from security staff having to manually check index cards or lists of residential information. The system has been implemented in UNAMSIL, UNMIL and the Special Court in Sierra Leone. It is in the process of being implemented in MINUSTAH and has great potential in other Missions as well as in UNSECOORD.

***For their initiative and hard work, we thank: Dzenan Viteskic, Werner Moidl,  
Michael William Kilpatrick***

## **StopGap Program for Ex-Combatants (UNAMSIL)** *Programme/Field Missions*

A potentially volatile and dangerous situation was averted when thousands of ex-combatants in Sierra Leone were meaningfully employed in short-term projects to rebuild their communities. The StopGap Programme was designed to bridge the critical gap between disarmament of combatants in Sierra Leone and the Government's ability to deliver its Reintegration Opportunities Programme to all 56,000 ex-combatants. The StopGap programme offered labour intensive, quick-impact community infrastructure and agricultural development projects which employed some 6000 ex-combatants as well as 1,500 community members, thus facilitating the reintegration of the ex-combatants into their communities. Psychosocial support mechanisms contributing to better reintegration included communal work, dining and recreational activities. This programme was aimed at rehabilitation of not only the physical and economic infrastructure of communities but also its social infrastructure, e.g. rebuilding of confidence and peace through enabling ex-combatants to work, eat and enjoy recreational activities together. In addition, there were significant "lessons-learned" with regard to the need to incorporate gender perspective and democratic decision-making processes in such programmes. The outstanding success of this project as a holistic, sustainable and community-based approach has resulted in it now being applied in the MINUSTAH/UNDP integrated DDR Section.

***For their initiative and hard work, we thank: Pradeep Lama, Mitonga Zongwe, Desmond Molloy, Aderemi Adekoya, Freddie Bategereza, Obianuju Elosiuba, Bernadette Lukonde, Elena Grabor, Joan Bao-In, Lea Akossiwa Koudjou, Rumiko Seya, Victoria Salinas, Ali Ibrahim, Kenji Isezaki, Henry Lasu, Lahai Dumbuya, Jonas Mfaoutie, Nisar Malik, Francis Kabina, Masatomo Yamaguchi, Jill Stewart, Kamene Mutambuki, Anne Malebo Ndikumana, Emelia Llyod, Hulaimatu Kallon, Umaru J. Barrie, Musa S. Tamba, Emmanuel Sannoh, Abdul P. Kamara, Oliver Baka'di***

## **United Nations Webcast (DPI)** *Information Technology Applications*

This project involves the provision of live and on-demand broadcasting over the internet (webcast) of Security Council, General Assembly, ECOSOC and other UN meetings, press briefings, conferences and events to a global audience. This project promotes the work of the United Nations and increases transparency and awareness. The UN Webcast project combines the power of TV and radio with the distribution strengths of the internet, yielding a cost effective communication and information tool with global outreach. The project has greatly improved the timeliness of information dissemination, and has given media, civil society groups and individuals around the globe ready access to UN conferences and discussions, thereby greatly extending understanding of UN issues and processes. The UNTV channel is now available to internet users worldwide, 24 hours a day, eliminating time zone and distance barriers. Major UN conferences at and away from Headquarters have been broadcast live and on-demand over the internet to a global audience. The UN Webcast has also been used for internal communication between staff at Headquarters and in the field, thus promoting inclusiveness and involvement of all staff.

***For their initiative and hard work, we thank: Noel Saunders, William Cometti, Andreas Damianou***

## Motor Transport Acquisition Programme (DPKO)

### *Individual Productivity*

The Motor Transport Acquisition Programme consisted of implementing and coordinating a number of highly complex projects in parallel, including the Motor Transport Acquisition Plan and the establishment of Strategic Deployment Stocks at UNLB, Brindisi. The innovative aspects of the project included (a) a fully centralized acquisition process that achieved significant cost efficiencies, the procurement of more efficient, safer, more environmental-friendly vehicles, better support arrangements with manufacturers, and greater contract clarity and (b) a technical evaluation template using weighted averages which has considerably reduced subjectivity from the evaluation process and enabled quantification of proposal strengths and weaknesses. This project has successfully coordinated a very complex procurement and acquisition management exercise which achieved financial savings, and has significantly contributed to the operational readiness of the transport section. This has substantially improved the timeliness and quality of mission support, thereby enabling the Transport Section to stay well ahead of the mission staff build ups through faster vehicle deployment. The technical evaluation template is a replicable initiative that can be used by other system organizations.

***For his initiative and hard work, we thank: David Neil Ashcroft***

## Language & Communications Programme Website (DM)

### *Information Technology Applications*

As part of its mandate to promote multilingualism in the United Nations and to provide an effective language learning programme to United Nations staff, the Language and Communications Programme (LCP) has developed websites to assist language learners of the six official languages both at Headquarters and at Offices Away from Headquarters. LCP coordinators, teachers and assistants have created websites for classroom use, self study, registration information and information about the Language Proficiency Examination, which is given at over 100 sites worldwide twice a year. Fifteen websites have been developed which give students access to a vast array of resources enabling them to identify and select interactive exercises to address their own individual needs. As increasing numbers of staff are required to travel on mission and miss language classes, the websites help students keep up with assignments and classroom activities while they are away. Training officers, students and teachers at United Nations offices away from Headquarters, have expressed appreciation for the extensive resources now available on the internet that supplement texts and class time.

***For their initiative and hard work, we thank: Caroline Vaughan, Luis Alba, Cynthia Cunanan, Maud Dinand, Bassam Salem, Velimir Kovacevic, Samia Montasser, Thouria Benferhat, Yong Ho, Carlos Islam, Patricia Duffy, Linda Haley, Jodi Nooyen, Mary Regan, Elizabeth Kahn, Françoise Donini, Marie-Jose Astre -Demoulin, Françoise Bouffault, Naima Charafi, Marie-Françoise Deguines, Claire Lerognon, Anna Muir, Fabienne Pairon, Anne-Lise Vernier, Alla Padalka, Eva Garcia, Ana Costa, Ruben Felix Delgado, Guillermo Siminiani, Maria-Ines de Echevarria, Javier Zanon***

## **Tribunet (ICTY)** *Information Technology Applications*

The Tribunet is the primary resource for organizational news and information for nearly 1,500 staff members. This project was developed to provide an organization-wide web portal that allows staff members to conveniently access information, applications, and utilities to aid them in everyday tasks, inform their decisions, and enhance their overall productivity. The Tribunet intranet system provides web-based services to the Tribunal's three main organs and field offices, including news, courtroom information, administrative services, management reports, telephone directories, internal vacancy announcements, and a Travel Automation system. The Tribunet provides staff with personalized and confidential access to their personal information including security address, Laissez Passer details, National Passport details, dependency data, contract expiration, payslips, telephone billing, inventory reports and attendance and leave reports. It has raised efficiency levels and enhanced worker productivity through the provision of web-based workflow applications. It has also improved communications and raised awareness through the transparent dissemination of information.

***For their initiative and hard work, we thank: David Falces, Joel Santiago, Jesbin Baidya, Christian Chartier***

## **EarthMed (DM)** *Process Reengineering*

The August 2003 bombing of the UN headquarters in Baghdad highlighted the urgent need for immediate and dependable access to staff members' medical records. The EarthMed project provides global access to medical records of over 60,000 UN staff members. It increases reliable health-related reporting capabilities for budgetary purposes as well as for the development and implementation of health policies. EarthMed streamlines and improves the operational efficiency of the Medical Services Division and other clinics and dispensaries away from Headquarters through increased automation and re-engineering of paper-based processes that previously involved extensive manual input. The EarthMed project is the result of a true team effort involving inter-departmental and inter-agency collaboration. The EarthMed system enables UN physicians, nurses and laboratory technicians to have real-time secure access to confidential electronic medical records anywhere in the world. Improving medical statistical analysis and reporting enables UN physicians and staff to be proactive in identifying and managing health-related issues among staff members. EarthMed has improved operational efficiencies in patient scheduling, immunization and medical clearance, sick leave management, incident reporting and compensation claim processing. It provides automated alerts when a staff member is due to receive the next vaccination, thus ensuring timely and complete travel immunization and disease prevention. EarthMed, an inter-departmental, inter-agency project, is now being extended to UNOG, ICTY and ECLAC.

***For their initiative and hard work, we thank: Dr. Sudershan Narula, Dr. Serguei Oleinikov, Dr. Agnes Pasquier, Chantal Quincy-Jones, Ozzeir Khan, Christopher Dougherty, Javier Blanco, Soudabeh Jones, Lorna del Rosario, Nicola Gabriele, Karen Ebler, Susan Hufnagel, Emma Nepomuceno, Walter Cabrera, Andrea Morandeira, Pilar Oncina***

# COMMENDATIONS

The UN21 Awards High-Level Approving Panel commends the following four projects for excellence and/or outstanding inter-agency coordination.

## **Programme of GEF Interventions (UNEP)**

### *Programme/Field Missions*

This UNEP programme successfully used inter-agency cooperation and direct funding of activities to assist a wide range of agencies on the ground, including NGOs in rural Nepal and Central America, and Inuit indigenous peoples in the Russian Arctic, to develop and implement projects addressing key environmental objectives. In the process, UNEP transformed its image to become a credible operational entity with universal coverage, and it has succeeded in putting environmental protection on the agenda of the African Heads of State.

***For their excellent work, we thank: Theodor Kapiga, Sheila Aggarwal-Khan, Carmen Tavera, Anna Tengberg, Daya Bragante, Takehiro Nakamura, Ahmed Djoghlaif, Kristin Elliot, Chris Taylor, Marieta Sakalian, Isabelle Vanderbeck, Ravi Sharma, Neil Pratt, Anne Marie-Verbeken, Vladimir Mamaev***

## **Women Welfare Associations in Saudi Arabia (ESCWA)**

### *Programme/Field Missions*

This pioneering field project involved building the technical and economic capacity of women NGOs in Saudi Arabia through training and the development of coordination mechanisms between government, private institutions and non-governmental organizations. Importantly, the project had the recognition and support of the Saudi Government and has led to requests for ESCWA to carry out further social and development projects in Saudi Arabia.

***For her excellent work, we thank: Mona AlMunajjed***

## **Operations Information System (UNJSPF)**

### *Individual Productivity*

This performance-monitoring system, which was designed and developed by one staff member on his own initiative, has revolutionised the management of information and case-tracking in the Pension Entitlements and Client Service Section of the UN Pension Fund. The OIS system has enabled the orderly and timely processing of all cases and assists Pension Fund management in measuring and assessing activities, results and trends at a glance.

***For his excellent work, we thank: Johan Hondema***

## **Mine Action Coordination Centre for Southern Lebanon (DPA)** *Programme/Field Missions*

This de-mining project in the former Israeli-occupied areas of southern Lebanon was carried out so efficiently and ahead of schedule that it allowed, with donor approval, additional mine-contaminated areas within the former occupied areas to be cleared. The speed and efficiency with which the project was carried out greatly accelerated the return to normalcy and the economic and social recovery of the area. The project is now recognized as a model to be emulated in other situations.

***For their excellent work, we thank: Nasser Shammout, Sami Sayed, Ghada Mehdi, Mohamed Ahmed, Hachem Safieddine, Phillip Albert, Mark Frankish, Mohamed Dbouk, Greg Lindstrom, Amina El Sayed, Kerei Ruru, Dalya Farran, Moussa Hakim, Ali Fakhouri, Hassan Al Ali, Yamama Zalghout, Suleiman Merhi, Mahmoud Hammoud, Bill Muir, Najeh Awada, Karen McClure, Abeer Kablawi, Hadil Koyok, Rana Elias, Shadi Hasbini, Pauline Nasrallah, Raymond Rizkallah, Chris Clark, Jihad Samhat, Joyce Liyan, Elias Kayyal, Bilal Najdi, Omar Diab, TeKimiti Gilbert, Allen Kelly, Tania Rayya, Fidaa Soufan, Johan Smith***

For additional information about the UN21 Awards Programme,  
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