



UNITED NATIONS
OFFICE AT NAIROBI

2026

UNON CLIENT OFFBOARDING GUIDELINES

External for Clients



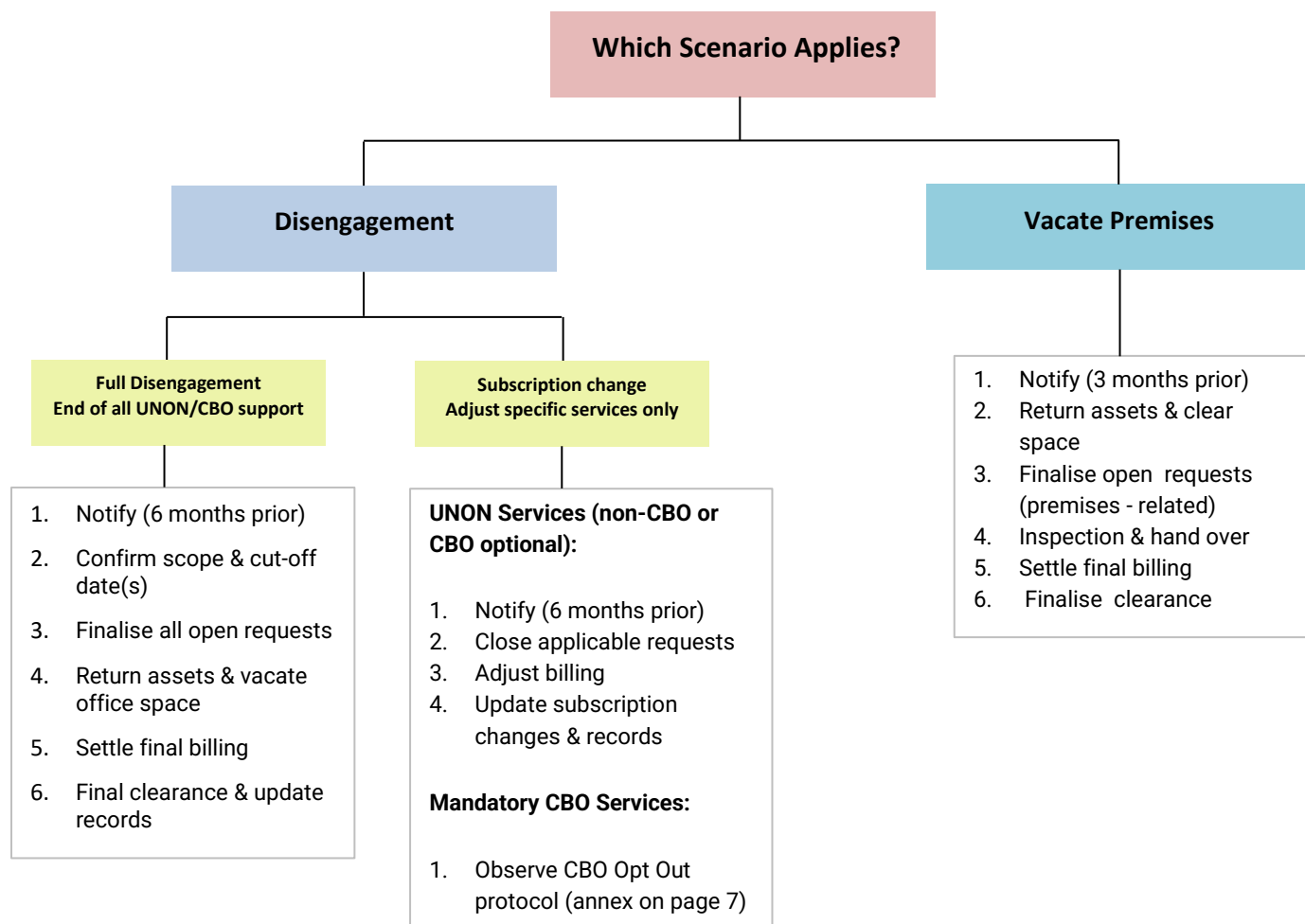
For Disengagement, Vacating Premises or Service Subscription Change(s)

Purpose

This guide provides a clear, coordinated process of either fully terminating (disengaging from) or handing over office space and assets or adjusting UNON service subscriptions while fulfilling all financial, administrative, operational and host country obligations.

Offboarding affects service delivery and access. Existing obligations remain in force until formally closed.

Start here: Select your offboarding path



Caption: Use this guide if your entity is disengaging from UNON/CBO services, vacating premises at the UN Gigiri Complex, or changing service subscription scope.

Updating records refers to changes made to SLAs, MOUs, inter-agency lists (CSMT, CSB, WGs), systems (IDADI, Billing portal), office space, assets inventories, insurance coverage etc.

UNON services areas include but are not limited to: ICT, Host Country, Security, Building & Facilities, Archives, Transportation, Travel, Visa & Shipment, Property Management, Insurance, Auction, Mail & Pouch Management, Office Supplies, Procurement, Human Resources (Recruitment, Staff Administration, Training, Medical), Events Management, Conference, Fuel Management and Financial services.

Recommended Steps for Clients

1. Notify

Submit written notification to the Director Division of Administrative Services (DDAS) UNON unon-ddas@un.org, with a copy to the Client Relationship Management (CRM) Unit unon-das-clientsupport@un.org.

Observe the required notice periods of six (6) months for services as per the SLA and three (3) months for office space as per the MoU on Premises.

CRM UNON will acknowledge receipt, notify relevant services and initiate internal coordination for the offboarding or subscription change process.

Your written notice should be issued by the Head of Entity and include

- The entity name and primary focal point (name, email, phone).
- Offboarding type: full disengagement, vacating premises, or subscription change.
- Requested effective date (and proposed cut-off date for requests/transactions).
- List of services to be terminated/adjusted (for subscription change: specify affected services only).
- Premises details (where applicable): building/office location and proposed handover date.

2. Confirm Actions

DDAS UNON will issue an official written confirmation (memorandum) of the agreed-offboarding or subscription adjustment actions, confirm the applicable service cutoff dates and the services to be terminated, adjusted or retained, and halt acceptance of new service requests from the cutoff date.

Review and align with the service scope, timelines and cutoff dates confirmed by UNON.

Cease submission of new service requests after the agreed cutoff date(s).

3. Finalise Open Requests

Work with UNON service focal points to close all open and pending requests. Ensure no service usage occurs beyond the agreed cutoff date. UNON Services will close active requests, stop future processing, verify any outstanding usage or transactions and update internal systems, records, and statistics to reflect the disengagement or revised subscription. This refers to service requests. Formal agreements and obligations follow their respective closure processes.

4. Assets and Space

In reference to UNON MOU on Premises Article 8 section 3 and 4: Prior to expiration of the notice period, the UN agency shall make arrangements with UNON Facilities and Transportation Section to jointly inspect the entirely vacated premises and return, remove or arrange disposal of all UNON issued or UNON managed assets, including ICT equipment, compound access cards, office keys, official car decals, furniture, vehicles and archived physical records. (MOU on Premises annex on page 7)

The departing agency will ensure that the premises are vacated in the same condition as provided at the start of tenancy, as of the date of the signing of the MOU on Premise. The departing agency will be responsible for costs associated with any need for repair over and above reasonable wear and tear. On inspection, should the space not have been entirely vacated, UNON will not agree to terminate the rental agreement, and the agency will remain responsible and be billed for the space until such time as the space has been entirely vacated. UNON Services will retrieve their respective assets, remove ICT equipment, perform data cleanup and in cases of subscription change, adjust space and asset allocations accordingly.

5. Billing

Review final or revised invoices issued by UNON and settle all outstanding balances.

Budget and Financial Management Service (BFMS) UNON will reconcile client accounts, issue the final or revised invoice as applicable and confirm zero balance prior to final clearance.

6. Final Clearance and Records

Complete final clearance with all relevant UNON services and ensure all administrative, operational, and financial obligations are met. UNON Services will disable or adjust system access, complete host country and security deregistration where applicable, and update internal systems and inter-agency lists (done by the CBO Coordination Unit).

UNDSS shall remove personnel from the Security Operations Centre (SOC)/emergency Crisis Management Team (CMT) lists.

DDAS UNON official memorandum will be annexed to the client's SLA, formally recording the disengagement or subscription change.

All client communication during offboarding should be coordinated through the UNON service focal points listed below:

SERVICE	FOCAL POINTS
DDAS	Communication to the Director, Division of Administrative Services (DDAS) to be channeled through UNON-DDAS unon-ddas@un.org
CRM Unit	Primary coordinator is, UNON-DAS-ClientSupport unon-das-clientsupport@un.org by any communication on services to DDAS, Client Relationship Management (CRM) Unit should be copied.
Administration	Facilities Management and Transport: Talia Owen-Frigyik talia.owen-frigyik@un.org and Paola De Mauro demauro@un.org with copy to Office Space: Kwesi Acquah Hayford kwesi.acquah-hayford@un.org Commercial Operations: Sanjita Sehmi sehmi@un.org and Christine Etemesi christine.etemesi@un.org Transport: Zakayo Mungania kimathi.mungania@un.org For the below services, the Coordinator – Tomoko Noda noda@un.org with copy to: Property Management: Vesna Vurdelja vesna.vurdelja@un.org and Samuel Nguhiu samuel.nguhiu@un.org Mail and Pouch: Yingchen Zhang yingchen.zhang@un.org and Akinyi Josiah josiah1@un.org Stores: Michael Ng'ethe michael.ngethe@un.org Host Country: Sam Olago olago@un.org and Monica Morara morara@un.org Travel, Visa and Shipping: Ali Kansso ali.kansso@un.org and Susan Deche susan.deche@un.org.
HR	Talent Acquisition/Recruitment: OIC Anouk Paauwe paauwe@un.org; Jane Gachare jane.gachare-kariuki@un.org; Olivia Ndapandula Haludilu olivia.haludilu@un.org Talent Development: Anouk Paauwe paauwe@un.org and Yuko Kitada kitada@un.org Staff, Benefits and Entitlements: Erzsebet Varga erzsebet.varga@un.org; Rahab Wamiti rahab.wamiti@un.org; Feezah Birungi Kyambadde kyambadde@un.org Joint Medical Service: James Mbai james.mbai@un.org and Evelyne Katembo evelyne.katembo@un.org
ICTS	Mercy Christine christine.githinji@un.org ; Charles Ndiani charles.ndiani@un.org
Procurement	Biruk Kibret biruk.kibret@un.org , Mina Vajsakovic mina.vajsakovic@un.org , Md. Zahedul Islam islam35@un.org , Maureen Ireri maureen.ireri@un.org and Isaac Leon Odongo odongol@un.org
BFMS (for billing)	Budget Section: unon-bfms-budgetsection@un.org Selina Ashikube selina.ashikube@un.org , Henry Mungai henry.mungai@un.org , Edward Masuzya edward.masuzya@un.org and Thao Luu luu@un.org , Ann Muraya ann.muraya@un.org ; Jacqueline Esther Mwiti jacqueline.mwiti@un.org
Conference Services	Meetings Set-Up and Conferences: Edmond Oganian edmond.oganian@un.org, Leah Karingithi leah.karingithi@un.org and Nadya Omar nadya.omar@un.org IT Equipment: Branislav Cika cika@un.org Copying and Printing: Malcolm Attard malcolm.attard@un.org, Eduardo Frias Trillo eduardo.frias@un.org and Charles Makau makau@un.org
Security Services	Peter Marshall peter.marshall@un.org , Andrew Pompey pompey@un.org , Jaki Azmi azmij@un.org
CBO Coordination Unit (CBOC)	RCS-CBO Coordination-KEN rcc-cbocoordination-ken@un.org

Note: CRM will direct you to the relevant UNON service focal points (ICTS, Facilities/Property, Host Country, UNDSS, HR/Medical and other services) to complete clearances.

UNON Client Disengagement / Subscription Change Checklist

1. Notification ☐ Send written notification to DDAS observing SLA/MoU notice periods (6 months for services; 3 months for space), with copy to CRM. ☐ For space vacation, send in cc to Facilities Management. ☐ <i>CRM will acknowledge receipt of the notice from the Client.</i> 2. Service Termination / Subscription Adjustment ☐ <i>Official response on agreed offboarding/subscription change actions issued by DDAS to the Client, indicating disengagement/subscription change and annexed to their SLA.</i> ☐ <i>Open requests will be closed by UNON; No new requests from the Client will be accepted after cut-off date.</i> ☐ <i>For subscription change only affected services will be adjusted; Unaffected services continue.</i> 3. Asset Return & Space Handover/Adjustment ☐ Return compound access cards, badges, official car decals and office keys. ☐ Return UNON-issued furniture/equipment; Remove/dispose non-UNON items; Do ICT equipment data cleanup. ☐ Retrieve/ transfer archives (physical records). ☐ Clear premise (office space vacation) to allow UNON Facilities to conduct final inspection.	4. Billing Closure / Adjustment ☐ Close in coordination with the relevant UNON services active service requests, no future transactions after cut-off, follow up on reconciliation of usage statistics/charges. ☐ Request BFMS to complete reconciliation of charges as per end/adjustment date(s) and to share final/revised invoice. ☐ Settle outstanding payments and confirm balances cleared where applicable based on either the final invoice (disengagement) or revised billing (subscription change). 5. Deregistration & System Updates ☐ <i>Clients' access to accounts disabled/removed (disengagement) or access/services/equipment adjusted (subscription change).</i> ☐ Follow up with the host country unit to ensure accreditation/permits deregistered (disengagement); and with Security regarding update/removal from Security lists (SOC/CMT). ☐ Ensure that you client information is updated to reflect status as applicable in UNON systems e.g., IDADI, Billing portal etc. 6. Records & Documentation ☐ <i>Client focal points removed from CSMT/CSB/WGs lists by the CBO Coordination Unit (disengagement only)</i>
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Note: (i) Use this checklist to track completion of actions with the relevant UNON service lines.

(ii) An agency seeking to reduce its occupied space should refer to the UNON MOU on Premises Article 8 section 6.

ANNEX: CBO Opt-out Protocol and MOU on Premises

Link [20230208_OptOut_Protocol_F01.pdf](#)

Attachment



20230208_OptOut_
Protocol_F01.pdf

Link [MOU on Premises_ 2023-2027.pdf](#)

Attachment



MOU on
Premises_2023-2027.