ONBOARDING MATERIALS FOR MANAGEMENT & OPERATIONS LEVEL

ID	Pre-Boarding Checklist	Service provider at the reciving entity / Contact Person	Remarks	File Attachment
A	**UNON Service Level Agreement (SLA)**			
	UNON Kenya Common Back Office SLA	UNON Client Relations Management Team: unon-das-clientsupport@un.org	Each client entity/office requires to have a signed Service Level Agreement with UNON. NY HQ to confirm list of relocating personnel and their entity, for UNON to identify if a SLA already exists. For example OHRM ALD, OHCHR, OIOS have an exisiting SLA with UNON as they are already present in Kenya. There would be no need for a new SLA, just adjustment of numbers for billing. **Current Version of SLA is available at:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQCHHPgrF74YT6UU2Gwi1wMZAV8usxHI3eQIgDWH2rp5k9s?e=gJVFnV Performance and service delivery is measured towards agreed KPI's. Reports are shared quarterly, plus one annual report is issued. **2025 KPI report available at:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQDu2xZTrGrqRLowwTxe6nzkAV_awtdV6q1LUW7F2DThbJ4?e=AVMVEH	1. UNON KCBO SLA 2025_without annexes 2. 2025 All Clients UNONs KPI Report
	UNON Service Rates Catalogue	UNON Client Relations Management Team: unon-das-clientsupport@un.org	**Current Version of the catalogue is available at** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQCWsRfxF6WWQqTcUbIf-iVjAVsbBgdvRwN3yHpu2RuinQ4?e=YoHRXk	3. 2026 UNON Kenya CBO Catalogue
	Billing arrangments	unon-bfms-budgetsection@un.org	Reach out to budget section to set up a folder in the billing center where invoices will be uploaded, and to understand the billing mechanism and verification of statistics. See also H24 for more information on the billing center and the 2026 Billing Methodology attached.	3.1. 2026 Billing Methodology
	Onboarding Meetings to agree on service and connect relevant focal points between UNON and Client Entity - Joint Medical Services, ICTS, Budget & Finance, Facilities Management Services, Procurement, HR etc	UNON Client Relations Management Team: unon-das-clientsupport@un.org	**See onboarding guidelines available at**: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQDeTQMuIEhfQrrDR_UCG2KDAerOjQFysQPGr5LXNUjtU9I?e=wx3qn8	4. UNON Clients Onboarding Guidelines
B	**Memorandum of Understanding - Lease Agreement & Office Space**			
	MoU on Common Premise - UNON Gigiri	talia.owen-frigyik@un.org - chief FTMS	Each client entity/office located in Girigi Complex requires to have a signed MoU on Common Premise with UNON. NY HQ to confirm list of relocating personnel and their entity, for UNON to identify if the MoU already exists. For example OHRM ALD, OHCHR, OIOS have an exisiting MoU with UNON as they are already present in Kenya. There would be no need for a new MoU, but a detailed discussion with FMTS and verification if the current office space will suffice, if the space will need to be organised differently. Rental and utilities billing is based on sqm. Completely new offices/entities first file an official request for space to UNON DG. **Current Version of MoU is available at:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQCnXcq14PSfRJPXtlm6qQ2BAefmFvGblEQLjBQC7QAa_dg?e=JVgucp **Parking IC is available at:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQCOnJcjwWkXSZb3jNJxWbk_ATf662PZDG4Qe5c49SbVSik?e=2NujOr	5. Annexe III UNON_MOU on Premises_FINAL_2023-2027 6. IC-2025-03 Parking Regulations at the UNON Complex
	Liaison with Facilities Team (FMTS) to discuss the requirements for space and understand the modalities in Nairobi (common spaces, meeting rooms, rental billing, what's included in the rent and utilities).	talia.owen-frigyik@un.org - chief FTMS	Client focal point should liaise with the FMTS as soon as possible to discuss office space requirements, including:Total number of staffs/work stations + Staffing Table; Office Space and furnitures(rental or purchase); Access to meeting rooms	

	Stores: stationary, water, laptops, printing paper	vesna.vurdelja@un.org	Client focal point should liaise with the PMU as soon as possible to discuss office requirements, including: drinking water, stationary, laptops etc	
	ICTS related needs for office space:Office monitors, Telephone - Mobile Phone (Internation calling and roaming), Printers	jayni.thankachen@un.org - chief ICTS	Client focal point should liaise with the ICTS as soon as possible to confirm if the ICTS needs currently provided (if an office already exists) are sufficient and what are the IT needs for the office space and individual personnel (like laptop, licenses).	
	Other services - for example: Joint Medical Services, Language programme, insurance of equipment, transportation	UNON Client Relations Management Team: unon-das-clientsupport@un.org	Client focal point should review the service catalogue (see A6) and review the requirements for service. In case of questions UNON CRM team can provide more information and/or refere to service focal point.	
C	**UNDSS**			
	GroundPass Authorisation (as needed)	UNDSS - Pass and ID Unit on unon-undss-passid@un.org	HR for Client entity is required to fill the UN Ground Pass request form and send an email to undss-passid@un.org requesting for a UN Ground Pass. The email should also include the signed Staff Member's contract and a Cover Letter requesting the UN Ground Pass (signed and stamped by HR) addressed to the Chief of Security. It is advisable that this communication be sent at least a week or two in advance before the arrival of the Staff Member. Upon confirmation from DSS and arrival at Gigiri, the staff member should present their personal ID to the Pass and ID office at the UN Pavilion to collect the UN ground pass. **UN Ground Pass request form available at:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQCFuMGdMHTLTL9kAR54q4MsAbccXc5cKuw3faFRw2mX8m0?e=jdL6Nh **Information Circular on access to the compound** is available at: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQDAj__QsEm-S5kVQYIOAGNdAWNQk1eyXHdukZoJjLGteKw?e=0Dy2tK **Advance notification for visit of non-accredited VIP to UNON complex** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQD2NUp_TM9RQKVdHxgh10UCAapVD5MxXBdW3GG-V45i3sw?e=FAlZbp	7. AUTHORISED SIGNATURE FORM FOR UN GROUND PASS 8. Access control procedures United Nations Complex 2025 8.1 Advance notification for visit of non-accredited VIP to UNON complex
	Local security requirements, including warden system, local security residential measures, inclusion if needed in the Crisis Management Group, Security management Team etc.	Peter Marshall peter.marshall@un.org - Principal Security Adviser (PSA) for Kenya and Eritrea Chief, Security and Safety Service UNON Jaki Azmi azmij@un.org - Deputy Chief Security and Safety Services	Entities security focal point to liaise with UNON DSS to obtain relevant information. UNON DSS issues weekly security advisory for Kenya. The warden system is organisation-based, it is recommended the newly arriving staff is included in the organisation's local communication trees. The UN personnel can participate in a Friday briefing for newly arriving personnel organised jointly by DSS/JMS/Host Country. More info included in the Onboarding Tab for Staff. There is also 24/7 emergency line operated by DSS, Diplomatic Police Unit, SMS alert system to which is recommended personnel subscribe. **Local Security Residential measures available at:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQBTH6MyjRvvTJ5Uz5SydeeiAVDEQpBGjHtNM5qKep3BYPg?e=iKLNgF	9. Memorandum _ DG UNON and DO Kenya - Approved Residential Security Measures
E	**Host Country - Accreditation with the GoK**			
	For offices which don't have a presence yet in Kenya, request for accreditation of the office may be required.	Deputy Chief - Monica Morara monica.morara@un.org Host Country Services Unit	UN entities and offices in Kenya which wish to establish their presence in Kenya should issue a request to MOFA for consent of an establishment of the presence in Kenya and for the UNEP Headquarters Agreement (facilitated by UNON) to apply mutatis mutandis to the new office. Further information about the process can be discussed with the UNON Host Country Unit. If the UN entity/office is already present and registered, newly arriving personnel will be covered by existing arrangments.	

	Before Arrival	HCSU: unon-hostcountry-helpdesk@un.org	UN Client Focal Points should ensure that all UN personnel traveling to Kenya complete their eTA/visa application online at least three weeks before travel and carry their contract or offer letter as supporting documentation. In the eTA application, they should indicate a three month stay to be issued a three month visa on arrival. For nationalities exempt from eTA, personnel should request a three month visa upon entry to allow sufficient time for accreditation processing: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQARViPVLLFyQ7oEUeKrgdR9AcGhwbnABg4K6QBsOviZzhM?e=UNklhB	10. Accreditation-HCSU-Brochure--Before--Arrival-Sept-2025
	After Arrival	HCSU: unon-hostcountry-helpdesk@un.org	Client focal point should ensure that on arrival, staff must report to HCSU to begin accreditation with the Ministry of Foreign & Diaspora Affairs. Accreditation results in issuance of a Work Permit Exemption, Diplomatic ID (for eligible staff), and a KRA PIN. Staff should avoid shipping goods or making VAT-claimable purchases until accreditation is fully completed: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQBRzFf0p6UUSpKszDpWXLJzASw02Clfffbj86T4iYLr3xA?e=C7Lg4b	11. Accreditation-HCSU-Brochure-After-Arrival---Sept.-2025
G	**Inter Agency Governance Framework and the Efficiency Agenda in Kenya**			
	Upon arrival: Conduct onboarding meetings to provide an overview of the Kenya Common Services governance structure and its role in advancing system wide operational efficiency. These sessions should cover: Common Services Board (CSB), Steering Committee, Common Services Management Team (CSMT) / OMT + Relevant Working Groups plus the Efficiency Agenda workstreams, including CBO (UNON, UNICEF, WFP), BOS, Common Premise (CP), and interaction with GSS.	RCO CBO Coordination Office: rcs-cbocoordination-ken@un.org	The Common Service inter-agency governance framework guides how joint initiatives—such as the CBO, BOS and Common Premises—are managed in Kenya. The Common Services Board (CSB), composed of Heads of Entities and chaired by the Resident Coordinator (RC), provides strategic and policy direction. The Common Services Management Team (CSMT/OMT), made up of administrative and operational focal points, identifies efficiency gains, reviews service performance, recommends improvements, and consults on service rates. The CBO Coordination Unit, under the RC's leadership, facilitates this governance and works closely with UNON as a major service provider. New entities—as well as incoming Representatives or Operations Managers—should contact the CBO Coordination Unit to be added to the appropriate governance bodies and discussion forums. Such participation ensures that each agency's operational needs are reflected in joint decision-making and in the continuous improvement of common services. **The TORs of the CSMT and CSB bodies are available here:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQBErDd0zENGR50DZetWkAqUAaDCIm62PeJdXYtyzFcgocA?e=G1W8O7	12. JOINT CSB CSMT TORs_Updated Dec 2025_Approved by CSB
H	**UNON Applications and Platforms**			
	UNON Billing Centre	unon-bfms-budgetsection@un.org	The UNON Billing Centre is a centralized hub where clients can access invoices, service information, and supporting documentation to ensure a transparent and efficient billing process. Client Focal Points must verify billing statistics, keep entity contact information updated, and review and confirm service quantities and invoices during each billing cycle. **To request for access to the UNON Billing Centre, contact BFMS.**	
	IDADI Headcount Application	UNON Client Relations Management Team: unon-das-clientsupport@un.org	The IDADI Headcount Application is UNON's centralized digital platform used by all UN Agencies, Funds, and Programmes operating in Kenya to submit their annual personnel totals. This data is used for billing purposed for services, which are billed based on the number of personnel. Client Focal Points will be given access to the application to provide Headcount Personnel Numbers, Location, Staff Categories and Contact Focal Points. **A walkthrough on how to access the IDADI Application is available here:** https://unitednations.sharepoint.com/:v:/s/UNON-OD-DAS/IQBqw9IuG5zeSYYwjXJVqtlXAc0ZD80RliQSY-UYeOveJU0?e=fnwWSZ	13. IDADI App Video

	Kenya Service Hub	UNON Client Relations Management Team: unon-das-clientsupport@un.org	The Kenya Service Hub is a user-friendly online platform where UN staff can submit service requests across all UNON administrative functions. It provides a simplified, web-based entry point for accessing services. **A brief walkthrough on how to access the Kenya Service Hub is available here**: https://unitednations.sharepoint.com/:v:/s/UNON-OD-DAS/IQAyUqqmNEJLR7hDds3WzKd0AZTw7xQTXpG27qoBKGXVyZQ?e=31qDFK	14. Kenya Service Hub Video
	UNON DAS SharePoint Website	UNON Client Relations Management Team: unon-das-clientsupport@un.org	The UNON SharePoint Website is the central hub for key administrative resources, providing new staff with quick access to Host Country Services information, service catalogues, timelines, induction materials, and essential contacts. **The UNON SharePoint website can be accessed here:** https://unitednations.sharepoint.com/sites/UNON-DAS	
	All-GigiriBroadcast	ICTS.ServiceDesk@un.org	Information Circulars, communications relevant to all personnel, information about events, surveys etc. are ciruclated by UNON via AllGigiriBroadcast. Entities have the responsibilities to ensure they have provided to the ICTS updated contact details either to their agency own mailing list, or a focal point who would distribute the information within own office/organisation. For verification or updates reach out to ICTS service desk.	
I	**ICTS Services**			
	ICTS Premium Bundle	UNON ICTS BRM brm-unon-icts@un.org ;	ICTS offers an all-in-one managed ICT package that combines **end-to-end device lifecycle and endpoint security, centralized client support, and resilient Internet, data and audio/visual services.** This bundle is designed to provide personnel with secure, fully managed endpoint devices, rapid support via the Client Support Centre, and reliable network & AV capabilities for day-to-day and mission-critical operations. Please contact the BRM Unit (brm-unon-icts@un.org) to discuss onboarding requirements and service scoping.	
	ICTS Essential Bundle	UNON ICTS BRM brm-unon-icts@un.org ;	ICTS offers an all-in-one managed ICT package that combines **centralized client support, and resilient Internet, data and audio/visual services.** This bundle is designed to provide personnel with rapid support via the Client Support Centre, and reliable network & AV capabilities for day-to-day and mission-critical operations. Please contact the BRM Unit (brm-unon-icts@un.org) to discuss onboarding requirements and service scoping.	
	GSM Mobile Services	UNON ICTS BRM brm-unon-icts@un.org ;	ICTS team handles end-to-end management of your voice and data service contracts with Safaricom and Airtel. • Contract Management (Safaricom & Airtel):This includes renewals, service optimization, and vendor coordination to ensure you always receive the best value. • SIM Card Handling: We manage the full lifecycle of your corporate SIM cards, from issuance and registration to replacements ensuring compliance and smooth operations. • eBilling & Bill Dispute Resolution: We provide digital billing services, helping you track, review, and manage monthly usage. Should any discrepancies arise, we also coordinate bill dispute resolution on your behalf for accurate and transparent cost management. Please contact the BRM Unit (brm-unon-icts@un.org) to discuss onboarding requirements and service scoping.	

	Managed Printing Services	UNON ICTS BRM brm-unon-icts@un.org ;	We also offer comprehensive printing solution which covers: – Printing, Copying, Scanning, and Faxing – Mobile Printing for staff on the go – Secure Printing using staff ID card authentication to protect sensitive information This service helps streamline document management, improve efficiency, and reduce operational costs. Please contact the BRM Unit (brm-unon-icts@un.org) to discuss onboarding requirements and service scoping.	
	Phone Extensions	UNON ICTS BRM brm-unon-icts@un.org ;	We provide personalized phone extensions for your staff, available as either physical desk phones or virtual softphone options. This ensures seamless internal and external communication while ensuring a professional and consistent experience for your clients. Please contact the BRM Unit (brm-unon-icts@un.org) to discuss onboarding requirements and service scoping.	

ONBOARDING MATERIALS FOR ALL STAFF

ID	Pre-Boarding Checklist	Service provider at the reciving entity / Contact Person	Remarks	File Attachment
A	**UN Gigiri Complex Facilities & Office Space**			
	UN Gigiri Complex Facilities & Office Space	FMTS: unon-fmts-servicedesk@un.org	The UN Gigiri Complex is a 140-acre, biodiverse, and energy-efficient headquarters hosting UNON, UNEP, UN-Habitat, and over 80 UN entities, offering staff a wide range of on-site amenities, including accessible infrastructure (step-free routes, elevators, inclusive washrooms), mother rooms, prayer rooms, open-space work pods, outdoor seating areas and walking paths, Wi-Fi, and designated free parking across the compound. New staff can use the UNON Complex Digital Map to easily navigate office blocks, meeting areas, services, and key landmarks during their first days on site. **The UN Gigiri Complex Digital Map is available here:** https://unitednations.sharepoint.com/:i:/s/UNON-OD-DAS/IQDid4DqkmZDTLKskTz1NW2JAUnKAgU8KspuC7vegMpN0QI?e=3ETcbI **No Smoking Policy at the UN Gigiri Complex:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQCuBPt8Wa5-RIjdgoGQspt4AbHoy888C9ph-bDXnBNzIzg?e=c63yBC For any matters relating to facilities and premises management, and more specifically assigned office space, please reach out through the Kenya Service Hub, selecting the appropriate icon, i.e., Facilities Management, and navigate through the drop downs (these drop downs link to the unon-fmts-servicedesk@un.org in the back end), and or directly make use of unon-fmts-servicedesk@un.org.	1. 260202_UNON Map (Feb 2026) 1.1. UNON-IC-2023-07 No Smoking Policy at the UN Gigiri Complex
B	**Requesting for UNON Services**			
	UNON Services Overview - Brochure	UNON Client Relations Management Team: unon-das-clientsupport@un.org	The UNON Services Digital Brochure gives new staff a quick overview of UNON's administrative services, including HR, ICT, procurement, conference services, host country support, medical services, and facilities management. It also provides QR codes linking directly to service pages and the Kenya Service Hub, making it easy for staff to request services and access essential information from day one. **The UNON Servies Digital Brochure is available here:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQD55xniexu2T61cpdX56WATAVEV5MhevLbcoGBPAZd9u1s?e=klrHXp	2. United Nations Digital Brochure
	Kenya Service Hub	UNON Client Relations Management Team: unon-das-clientsupport@un.org	The Kenya Service Hub is a user-friendly online platform where UN staff can submit service requests across all UNON administrative functions. It provides a simplified, web-based entry point for accessing services. **A brief walkthrough on how to access the Kenya Service Hub is available here**: https://unitednations.sharepoint.com/:v:/s/UNON-OD-DAS/IQAyUqqmNEJLR7hDds3WzKd0AZTw7xQTXpG27qoBKGXVyZQ?e=31qDFK	3. Kenya Service Hub Video
	UNON DAS Escalation Matrix	UNON Client Relations Management Team: unon-das-clientsupport@un.org	To support timely resolution of service issues, the UNON Escalation Matrix outlines a structured, tiered process—from the service section focal point, to the UNON Client Relationship Management team, and finally to UNON Senior Management when needed. It ensures that unresolved or high-risk cases are escalated through the appropriate authority levels for swift follow-up and action. **The UNON Escalation Matrix is available here:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQCnnYlakCUpQobo7_VjpyI8AZh-wPA1ozzAhl6vqE7yWT4?e=RCpIau	4. UNON DAS Escalation Matrix
	UNON DAS SharePoint Website	UNON Client Relations Management Team: unon-das-clientsupport@un.org	The UNON SharePoint Website is the central hub for key administrative resources, providing new staff with quick access to Host Country Services information, service catalogues, timelines, induction materials, and essential contacts. **The UNON SharePoint website can be accessed here:** https://unitednations.sharepoint.com/sites/UNON-DAS	
C	**Virutal Orientation**			
	Nairobi Relocation Guide for New Staff	UNON HRMS: unon-hrlearning@un.org	The Relocation Guide helps new UN staff settle quickly by providing key information on housing, schools, healthcare, transport, and daily life in Nairobi. It also outlines essential arrival steps—such as attending the Security, Health, and Host Country briefings during your first week—to support a safe and smooth transition. **The relocation guide is available here:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQBD1ADOvxYoT5Opre_4eIMgAashhLPIHN-VhNvRV8wlEo0?e=avx4sW	5. UN Relocation Guide 2026
	UNON Human Resources Management Services (HRMS) Virtual Orientation for Secretariat staff	UNON HRMS: unon-hrlearning@un.org	The UNON Human Resources Management Services (HRMS) Virtual Orientation gives newcomers a quick overview of key UNON processes (where applicable) and essential administrative steps to help them settle in. New staff are encouraged to begin with the UNON orientation videos and where applicable, join the monthly HR systems briefings to navigate Umoja, Inspira, and UNON applications . Detailed information is provided here: https://unitednations.sharepoint.com/sites/UNON-DAS/SitePages/V.aspx	
	UNKLESA	UNKLESA: unon-unklesa@un.org	UNKLESA supports UN families relocating to Nairobi by offering practical guidance on housing, schools, healthcare, and daily life, as well as social events and networking opportunities that help spouses build community. It is run entirely by volunteers with relocation experience and provides newcomer support, including a helpful Buddy System and an office on the UNON compound for easy access. Detailed information is provided here: https://www.unklesa.org/	
	UN-Globe	UN Globe Coordinators in Kenya: kilian.christ@un.org; hakan.ozkan@un.org	UN-GLOBE advocates for the rights, inclusion, and equality of LGBTIQ+ staff across the UN system and provides guidance on workplace issues, local laws, and support networks. More information is available in the **LGBTQ+ Advisory Shee**t here: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQBxar8yQ76pQYCdgY8HEQOPASxO7SWWMMF4lqfR2BanmAg?e=aVIr9z	6. LGBTIQ_orientation sheet_Rev 9_17Dec2025

	Commercial & Other Services	General Service Requests through Kenya Service Hub: servicehub.unon.org; Commercial Operations Unit: UNON-commercialoperations@un.org; Events and wellness centre: fmtseventsmanagement@un.org and unon-wellnesscentre@un.org. UNJSPF: https://unjspfconnect.service-now.com/unjspf?id=contact_us_page CIGNA: https://www.cignahealthbenefits.com/en/plan-members/contact-us	The UNON Gigiri Complex offers a wide range of convenient on-site vendors and staff services—including banks such as Standard Chartered Bank and Kenya Commercial Bank, the UN gift shop, kiosk, multiple catering outlets, coffee shops, kitchenettes, a travel agency, shipping agency, the UN Commissary, the Events and Wellness Cente (EWC), and a petrol station—ensuring easy access to daily essentials within the compound. Staff also benefit from accessibility features such as elevators, mother/parent rooms, and on-site security companies that support compound safety. In Nairobi, additional services include the UNJSPF Pension Fund Office, Cigna representation, a UNFCU branch, and a Joint Medical Service drop-in clinic. More information is provided at the UNON SharePoint here: https://unitednations.sharepoint.com/sites/UNON-DAS/SitePages/V.aspx For matters related to catering service providers, commissary, fuel station, please make use of the Kenya Service Hub and navigate to the Commercial Services icon, and or use UNON-commercialoperations@un.org. For matters related to the events and wellness centre, please make use of the Kenya Service Hub and navigate to the Commercial Services icon and navigate through the drop downs, and or make use fmtseventsmanagement@un.org and unon-wellnesscentre@un.org. **EWC catalogue:** https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQDw3s-UGcoNRoD3mIb-ZdeWAXye2N6ZlZlrdSiHNCYpKzM?e=OV9ysU For more information about UNJSPF, please visit https://www.unjspf.org/ and for CIGNA, please visit https://www.cignahealthbenefits.com/en/	7. UNEWC_Catalogue
D	**UNDSS**			
	Weekly Security Advisory Meetings	UNDSS: undss-kenya@un.org	The UNDSS Weekly Advisory Meetings keep staff informed of current security risks, important notices, and movement guidance in Nairobi, helping ensure safety and preparedness. These briefings form part of the onboarding process and ensure new staff understand essential security procedures from their first week. In addtion, JMS and Host Country coplement the DSS briefing. **Process of Enrolment for Mandatory Security Briefing:** • During the onboarding process of a new staff, the Entity HR unit writes through the UNDSS common email (undss-kenya@un.org) requesting for the security briefing which is carried out every Friday starting at 9am. A link is sent to the email address provided and it is usually virtual. • A second option is when we have visiting staff members/conferences in Nairobi, the agency contact person also writes through the UNDSS common email requesting for a security briefing and arrangement is made on time and venue and the briefing is executed.	
E	**Host Country Services (HCSU)**			
	New Staff Induction	HCSU: unon-hostcountry-helpdesk@un.org	The Host Country Services Unit (HCSU) Induction helps new staff understand essential arrival formalities in Kenya, including accreditation, work/residence permits, diplomatic IDs, and duty-free privileges. New staff are encouraged to attend the weekly online induction session (see above) and contact HCSU immediately upon arrival to begin mandatory processes such as notification of arrival and work permit endorsements. The Induction presentation for new staff is available here: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQBYzLE0A83lRorzIO4uy96CAYTZagCJF0Q0Dbb--pgFUVI?e=aeWSAf	8. HCSU Brochure
	eTA Exemption Guidelines	HCSU: unon-hostcountry-helpdesk@un.org	The eTA Exemption Guidelines explain which categories of staff and dependents are exempt from Kenya's Electronic Travel Authorization (eTA), including holders of Kenya Permanent Residence, valid work permits, re-entry passes, and UN Laissez-Passer holders. A number of countries are exepmted as per link: https://etakenya.go.ke/general-information. New staff should review these guidelines before travel and follow HCSU instructions for arrival registration and support. Further eTA Exemption Guidelines are available here: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQCELTex_7z-T5_FWIkSbWIUAdTNQnVrtT9DmXFqeYkv80I?e=Q5B6ef	9. eTA-Exemption-Guidelines
	Duty Free Goods	HCSU: unon-hostcountry-helpdesk@un.org	Internationally recruited staff with a Diplomatic ID Card are eligible to import furniture, household items, and personal effects duty-free once fully accredited. To benefit from this privilege, staff must obtain an approved PRO-1B form (Authority to Purchase duty-free goods) through HCSU using shipping documents and details of a registered clearing agent. New staff are discouraged from shipping goods before full accreditation to prevent one incurring demurrage and storage costs at the port of entry. The guidelines for shipping duty-free goods are available here: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQBSFN0FrA7lQ6R4FDLXk4bcATOOmKJcOzjFI21T73qHKr0?e=P9sLzi	10. HCSU Importation of Duty Free Goods
	Duty Free Motor Vehicles	HCSU: unon-hostcountry-helpdesk@un.org	Internationally recruited staff with a Diplomatic ID Card are eligible to import a duty-free motor vehicle every three years, with staff accompanied by dependents allowed to import two vehicles within the same period. All applications must be submitted under the principal staff member's name. For new vehicle acquisition and registration, staff must obtain an approved PRO-1B before importation or purchase and ensure they are fully accredited before initiating any shipment or order. Consultants may only purchase duty-paid vehicles: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQCOXeMIu3dRRYYTVmxDo9PLAUSEaK-5T7tUzkUi8vtjq5s?e=8zcSPP Regarding Kenya Driving Licenses, eligible staff may convert their valid foreign license into a Kenyan driving license through HCSU as part of host country privileges: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQBtSV0U0smdSbPrHjYui24oAce7wrs02V-Ob4LCnbI_kuY?e=0xenHM For vehicle disposal, staff must follow HCSU's exit and clearance procedures, including returning diplomatic plates and ensuring duty is paid before selling or transferring the vehicle. These steps are mandatory before completing HR clearance at the end of the tour of duty: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQAcdtd3R_nrTIbLwrfCx2zRARauAtntVwfmdxNwWQVHBJk?e=NrjT0h	11. Host-Country--Pro-1B-Acquisition of Motor-Vehicles 12. HCSU-A5-Driving-License 13. HCSU--Pro-1C-Disposal of Motor Vehicles

	Value Added Tax Exemptions	HCSU: unon-hostcountry-helpdesk@un.org	Blanket VAT Exemptions allow staff to obtain annual VAT relief on recurring services such as utilities, internet, telecommunication, and security services. To apply, staff must submit a yearly request through the HCSU Client Portal, supported by a valid diplomatic ID, service contracts, and proforma invoices. The exemption applies only for the period of the staff member's valid contract: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQBjdiS7qYL3Tqv8AdO_UIhoAaFih0bVH7D-6sQiEaymF2o?e=zTtKfl Regular (Zero-Rated) VAT Exemptions apply to individual purchases of eligible goods and services—such as furniture, electronics, repairs, and professional services—where each invoice is KES 15,001 or above and submitted to HCSU within 60 days of purchase. Approved VAT forms must be presented to vendors in time for them to lodge claims to the Kenya Revenue Authority (KRA): https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQCYUMR5GdLyQ7LN4xsJf96OAV_krwjyC2OCeaURscd8vjA?e=VKDQTQ	14.HCSU--How-To-Apply-for-Blanket-VAT-Exemption-on-Services-for-2025 15. HCSU-VAT-Exemption--Guidelines-2025
F	**Iseek Classified**			
	Ads from other UN staff (housing, cars, personnel)	https://iseek.un.org/nbo/classifieds	Iseek NBO section "Classifieds" includes ads posted by staff and offers a market place for cars, funriture, housing, personnel etc.	
G	**Hotels and Guest Houses List/ Accommodation**			
	Interim accommodation (UN rates)	Ali Kanssoo ali.kansso@un.org and Susan Deche susan.deche@un.org.	Travel Unit maintains a list of security-cleared hotels and guest houses, which have rates for UN personnel. Guest Houses: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQAE5NOYw-t5Soz0_XSTpO2YAeryJCBWKkCNoHmp0KV2wio?e=RDWAjk Hotel rates: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQAo6Aoyn3VJQo-EgsFmzHg4AbvrBUz4Ph5pPl--fxq2iO4?e=fZK61V	16. Guest-House-2025 17. FINAL--NAIROBI-HOTEL-RATES---2025-updated-12-November-2025
	Kenya UN Blue Zone and Local Residential Security Measures	Peter Marshall peter.marshall@un.org Principal Security Adviser (PSA) for Kenya and Eritrea	When searching for accommodation it is important to consider that traffic builds up quickly in Nairobi, and it is advisable to have a short commutting distance to work place,or to school for families with kids. UNDSS has also provided guidance regarding the Kenya UN Blue Zone area: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQB0MQ0lkcpSQr0e2r3n6fwbAaCKp3FCM2cX8CL2RoCJf8I?e=F2sZ9V Local Security Residential measures available at: https://unitednations.sharepoint.com/:b:/s/UNON-OD-DAS/IQBTH6MyjRvvTJ5Uz5SydeeiAVDEQpBGjHtNM5qKep3BYPg?e=iKLNgF	18. Blue Zone Map for Nairobi 2024 19. Memorandum _ DG UNON and DO Kenya_ Approved Residential Security Measures
H	**Talent Development**			
	Learning Programme and Languages	https://languageprogramme.wordpress.com/	UNON offers a wide range of learning programmes designed to strengthen staff skills across leadership, communication, digital literacy, substantive technical areas, and career development. UNON also provides a comprehensive Language Programme, offering facilitator-led online courses each term in Arabic, Chinese, English, French, Russian, Spanish, Portuguese, and Kiswahili. These courses are available at various proficiency levels and aim to help staff communicate effectively in a multilingual UN environment. For each term, staff may register for 20-hour or 40-hour language courses, while seasonal special classes are also offered. **Course Costs** 1. 40-hour language courses: USD 500 per participant (online). 2. 20-hour language courses: Fee stated in catalogue; generally half of the 40-hour rate. 3. Special classes (Summer Programme): Typically range from USD 60–180 depending on language, duration (4–12 hours), and topic (e.g., beginners' conversation, reading classes, professional communication). All trainings may be taken through organizational sponsorship or self-sponsorship, depending on entity policy. More information on these courses is available here: https://languageprogramme.wordpress.com/information/substantive-skills/	
I	**Medical Services Activities**			
	Joint Medical Services	JMS: James Mbai james.mbai@un.org and Evelyne Katembo evelyne.katembo@un.org	The UNON Joint Medical Services (JMS) provides essential occupational health and wellbeing support to UN staff across duty stations in Kenya, offering a wide range of preventive, clinical, and advisory services. JMS delivers extensive health awareness sessions, alongside wellness consultations, medical clearances, and counselling sessions, ensuring staff have access to both physical and mental health care resources. JMS also manages in-person service requests through the UN Booking Hub (https://unbooking.org) , and clinic visits a year across Nairobi, Kakuma, and Dadaab, and supports staff wellbeing through tailored fitness, recreational, and wellness programmes. The service plays a key role in medical evacuations, occupational health advice, and ensuring compliance with UN medical standards, while also contributing to inter-agency wellbeing initiatives such as the Inter-Agency Staff Wholeness Week. **Please contact JMS Focal Points** - James Mbai james.mbai@un.org and Evelyne Katembo evelyne.katembo@un.org for more information.	