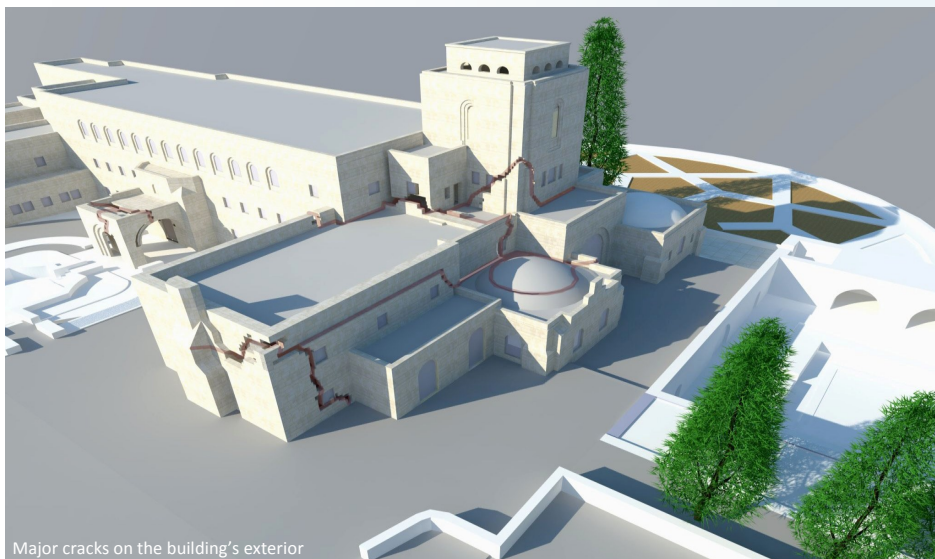




Newsletter



Major cracks on the building's exterior

The Government House Project

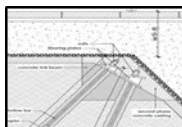
Was initiated by UNTSO back in 2012 to properly address critical weaknesses of the building structures and to preserve its historical character particularly the Government House Main Building, which has been UNTSO's headquarters since 1948. Currently, the implementation of the significant rehabilitation, structural upgrading and preservation of the historical character of the Government House Main Building has been progressing since January of 2016. Works started with the most crucial building foundation and structural treatments of the main structure, and the improvement of surrounding drainage system.

To date, it is already 78% completed including the additional enhancement of the building's utilities (i.e., electrical system, plumbing installations and heating, ventilation and air-conditioning system (HVAC)). Recently, UNTSO has also commenced the implementation of the remaining works in the Main Building consisting of the improvement of the means of egress including the provision of an elevator unit and interior refurbishment works. Furthermore, the Mission's management has also

approved a 50kW grid-connected solar photovoltaic system to reduce the building's carbon footprint in line with the organization's 2020/50 green initiative project. The Government House Main Building is expected to be ready for re-occupation initially to accommodate the CoS/HoM by March 2018 and the rest of the offices by April 2018.

Current work packages included the rehabilitation and structural upgrading of the Main Gate Building, which has been substantially completed and fully occupied.

As of this date, UNTSO has spent about US\$ 5.6M. Until completion of the on-going work by end of March 2018, an additional US\$ 1.6M of expenditures is expected.



Massive ground stabilization works-micro-piling/anchoring

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Thirty-five (35) participants from across the UNTSO/UNSCO Mission Support Sections including the outstations that came together to map out their shared priorities and to build team spirit among its diverse participants.

The UNTSO/UNSCO Mission Support Component conducted a two-day retreat for 35 participants in Beirut, Lebanon between 23 and 25 May 2017.

The main objective of the retreat was to take stock of the mission support operations/processes in light of the ongoing UN reforms and changing environment, explore evolving drivers to the changes impacting delivery of support services, the likely impacts and develop mitigation strategies to ensure a more robust and adaptive mission support to better address the future requirements.

The main outcome of the retreat was to arrive at a set of proposals/ priorities for each section. The strategic priorities were intended to constitute part of

UNTSO/UNSCO Mission Support Sections get together to map out key priorities for 2017/2018

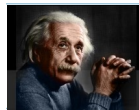
the UNTSO/UNSCO Mission Support (MS) work plan 2017-2018.

While setting the scene for the retreat, the CMS reiterated that the retreat would not only provide a platform for strategic reflection on major MS priorities but also provide an opportunity for the participants to reach a consensus on critical issues across both missions (including the outstations) and also on the global context.

The participants engaged in plenary discussion's based on pre-retreat preparations including: SWOT analysis presentations; discussions on the conflict trees; business process improvement initiatives; environmental initiatives and lastly discussions on performance management strategies and tools used to improve the performance in the respective sections and outstations.

After the two days' retreat, participants identified key priority areas that would directly feed into to their 2017-2018 work plans. To read more on the outcome report kindly use the link below.

[Click here.](#)



INSANITY:

Doing the same thing over and over again and expecting different results.

-Albert Einstein



iNeed

is your portal to perform multiple functions, including submitting requests and questions, managing approvals, checking request status, as well as providing access to a number of additional features. Unite Service Agents see all requests real time and can respond to them in a timely manner.

Currently in UNTSO, Unite Self Service is used to request for services in the following areas;

⇒ICTS

⇒Transport

⇒Engineering

⇒Protocol

⇒Umoja

There is an additional initiative to have Unite Self Service deployed for both Human Resources and Finance Services.

MOST VALUED PERSON (MVP)

UNTSO/UNSCO PERSONNEL RECOGNITION PROGRAM



On 24 August 2017, the UNTSO HoM Major General Gawn presented the UNTSO/UNSCO Most Valued Person Award (MVP) to Mr. Adli Nammari.

UNTSO and UNSCO employs many hard-working, dedicated and extraordinary people who demonstrate exemplary service while performing their duties. Some staff distinguish themselves by consistently going above and beyond while making

improvements in processes, enhancing their output so that both their team and the Organisation benefit or by even performing a humanitarian act while on the job.

Staff that demonstrate these qualities should be recognized for their accomplishments/efforts and 01 June 2017 the UNTSO/UNSCO Most Valued Person Award (MVP) was established. The award is an initiative focused on recognizing and celebrating the accomplishments/efforts of staff who distinguish themselves by consistently going above and beyond their duties in support of the mission's mandate.

Considering that this was the inaugural year of the MVP awards, a decent number of six candidates from across the mission were nominated for this award and these included: Mr. Jamil Abu-Joudom; Mr. John Breheny; Mr. Jamie Collidge; Ms. Reyhana Faramaz; Mr. Alastair Johnstone and Mr. Adli Nammari.

Following a vote, Mr. Adli Nammari was awarded the Most "Valued" Person (MVP) Award. Mr. Nammari had worked with the United Nations for over thirty years, with his most recent appointment as a Finance officer in Finance Section. He retired on 31 August 2017. He is the ideal example of a respectful meticulous hard worker who upheld the principles of the organization to the highest standard. He distinguished himself by his consistent will to go the extra mile to assist staff members and retirees in receiving their entitlements on time, suffice to say that his calm and pleasant demeanor coupled with his extensive knowledge in finance and his client orientation skills backed this nomination! Congratulations to Mr. Nammari.



Galileo Decommissioning Project (GDP)

The Galileo Decommissioning Project (GDP) concluded with the Umoja Extension 2 (UE2) Phase 1 deployment on 5 September 2017. Thanks to the hard work and dedication of the UNTSO/ UNSCO GDP team the project was successfully launched.

The GDP deployment transferred all functionalities previously done in Galileo into Umoja. It was an extremely complex and challenging deployment, involving all Peacekeeping and Special Political Missions. The migration of Galileo data into Umoja doubles the number of existing equipment records in Umoja, increases the number of fixed assets in the system by four times, and introduces a ten-fold increase in the amount of inventory in Umoja.

The deployment of UE2 / conclusion of the GDP now allows missions to conduct inventory management, warehouse management, logistics, property management, equipment management, and equipment maintenance in Umoja, linking these processes with existing finance and procurement processes already done in the system, resulting in end-to-end processes that facilitate transparency and efficiencies.

The transition from Galileo to Umoja was milestone in our quest to provide excellent client services and this is the major step in developing an efficient and agile supply chain.

Allowance for accompanied baggage during inbound (deployment) travel:

In addition to the free baggage allowance provided by the Airline, an UNMO travelling by air to UNTSO is allowed to carry up to a maximum of 23kgs of accompanied baggage, for which he/she will be reimbursed by the UN. The purpose of the accompanied baggage is exclusively for transportation of Personal Protection Equipment (PPE) and is applicable only during inbound (deployment) travel. The additional allowance for accompanied baggage is applicable for arrivals as of August 2017.



UNTSO/UNSCO Transport Road Safety Campaign

This year's UNTSO and UNSCO transport road safety campaign was held from 19 to 23 June throughout the mission area. It included the display of posters, banners and road safety messages over the intranet. The theme of this year's campaign was "Road Safety is a Positive Mind-set – Embrace it today". Through this year's campaign, as outlined in the theme, the transport section sought to promote road safety by encouraging staff to adopt a positive attitude towards it and making it part of their daily routine. The campaign was well received by the mission staff and the Transport Section strives to further reduce the accident rate of both UNTSO and UNSCO.

Transport iNeed

The Transport Section launched its iNeed portal on Monday 18 September. iNeed is a service request management system. It replaces the paper based requests for services from the Transport Section. The Transport iNeed portal utilises some new features available in the system that includes e-Forms which will

make service requests more user-friendly as it will prepopulate the user information reducing the number of fields to be manually filled. Further, through the iNeed portal, the Transport Section has adopted a paperless system for most of the related transactions, thereby becoming more environment friendly.

Transport Customer Survey

The Transport Section conducted its first ever customer satisfaction survey in May 2017. It was an excellent opportunity for the Section to identify areas for improvement and to improve service levels. Accordingly, a number of issues were identified and addressed in the Fleet Management and Fleet Maintenance areas. Further, the Section was also able to identify areas for fine-tuning the survey in order to pinpoint and address specific issues. Based on this experience and the consequent action taken to improve services, the Transport Section has planned its next customer survey for November 2017.

"Road Safety is a Positive Mind set - Embrace it today"

Important Tips On Monthly Pay Statements for our Military Colleagues

With the adoption of UMOJA in 2014, all military salary slips are generated automatically through Umoja and is different from the previously locally generated salary slips. Below is a snap shot of an UNMO's salary slip together with some tips for our UNMO colleagues for future reference and guidance.

| UNITED NATIONS SECRETARIAT | | SECRETARIAT DES NATIONS UNIES | |
|--------------------------------------|--|-----------------------------------|------------------------------|
| STATEMENT OF EARNINGS AND DEDUCTIONS | | RELEVÉ DES EMOLUMENTS ET RETENUES | |
| Contract Type : Military Observer | Pay Date : 30-Aug-2017 | Index No | |
| Cat-Grid-Step : MSA-1 | Pay Period : 01-Aug-2017 - 31-Aug-2017 | 1 Name | |
| | Org : UNTSO Military Observers | | |
| | DutyStn : Tiberias | | |
| | Current Month | Retroactive | Total in Base Currency (USD) |
| Earnings | | | |
| Mission Subsistence Allowance (MSA) | USD 2,945.00 | 2 | 2,945.00 |
| | | | Total: 2,945.00 |
| Deductions | | | |
| Liberty Vehicle Fee | USD 186.98 | 3 | 186.98 |
| Umoja Fnd Travel Recovery | USD -146.00 | 4 | -146.00 |
| | | | Total: 40.98 |
| | | | Net Pay: 2,904.02 |
| Salary Apportionment | | | |
| Payment Mode | Name of Bank/Third Party | Amount in Base Curr(USD) | Amount in Disbur. Curr |
| Wire 5 | RNGKJOBING LANDBOBANK A/S | 2,904.02 | USD 2,904.02 |
| | Net Salary Apportionment Total: (USD) | 2,904.02 | |

The pay slip is divided into three major categories namely Earnings (entitlements), Deductions (payments termed as recoveries and actual recoveries) and Salary apportionment (mode of payment)

A. **Item # 1:** Indicates the period of MSA payment, normally covering 30 to 31 days. There may be cases when period of MSA payments exceeds 31 days. For example if a military observers arrives on the 20th day of the month, having missed the payroll cutoff date the payment of MSA in the next month would include the excess number of days from previous month (displayed in the Retroactive column) as well as the current 30 or 31 days of the payroll month (displayed in the Current Month column).

B. **Item # 2:** reflects the total earnings of MSA payable for the month. A manual calculation can be made to determine the amount shown when you know the number of days and the applicable MSA rate at the assigned duty stations for a given months as follows:

Number of days X MSA Tiberias (after 30 days rate)

31 days X US\$ 95.00/day = USD 2,945.00

(Note: Monthly attendance records of UNMOs are provided to HR by CMPO's Office, recorded in Umoja and forwarded to KJSO for processing the MSA. The 1st 30 days is paid at a higher MSA rate.)

For any queries: Please address them to IUP UNTSO-IUP@un.org or visit HR Section.

C. **Item # 3:** This field indicates the deduction, which usually fall into two categories, namely liberty mileage or private telephone charges. The sample reflects liberty mileage charges of USD 186.96 (Note: The amount of charges shown may cover one or more months)

For any queries: On liberty mileage, please address them to Transport Section (Mr. Ziam Nizam – nizam@un.org, ext. 160-7456) and for telephone charges please address them to CITS Section (Mr. Abdulraheem Abusaleh – abusaleha@un.org, ext. 160-7615)

D. **Item # 4:** This field is for either recovery of travel advances or reimbursements of your travel claims for travel taken within the mission area. The sample reflects reimbursement of a travel claim (termed as a recovery), as the amount of USD 146.00 indicated in negative (-) is actually added to your monthly overall MSA amount.

For any queries: Please contact (Mr. Haytham Abu Kaf – abu-kaf@un.org, ext. 160-7346) or visit the Finance & Budget Section.

E. **Item # 5:** This field indicates the mode of payment; the method and apportionment of MSA as indicated in your salary distribution from (SDF). If by wire (non-local portion), the bank name is shown with amount sent to bank or if by cheque (local portion), amount by cheque will also be displayed. If a split payment (by wire and by cheque). The amounts for both will be shown.

| | Current Month | Retroactive | Total in Base Currency (USD) |
|-------------------------------------|---------------|--------------|--|
| Earnings | | | |
| Mission Subsistence Allowance (MSA) | | USD 2,332.00 | 2,332.00 |
| | | | Total: 2,332.00 |
| Deductions | | | |
| Liberty Vehicle Fee | | USD 167.16 | 167.16 |
| Umoja Fnd Travel Recovery | | USD -782.00 | -782.00 |
| | | | Total: -614.84 |
| | | | Net Pay: 2,946.84 |
| Adjustments | | | |
| Hold Pay upon separation | USD -500.00 | 6 | -500.00 |
| Recovery of Salary Advance | USD -1,832.00 | | -1,832.00 |
| | | | Total: -2,332.00 |
| | | | Net Pay After Adjustments: 614.84 |

F. **tem # 6:** This field indicates the withholding of USD 500.00 from an UNMO's final month payment, this amount withheld remains blocked against the UNMO's business partner (BP) account for a period of three (3) months. When all charges are received and deducted from the withheld amount, the balance (or full amount, if no charges) will be reimbursed and deposited into the bank account on file (Please read article on "Things to know about the withholding of \$500 from UNMOs Final Month's Payment" for more detailed information about the process).

Things to know about the withholding of \$500 from UNMOs final month's MSA payment

Policy:

Under the existing policy, the UN will withhold a minimum amount of US\$500 from the departure month payment to cover personal expenses (i.e. tele charges/ liberty mileage/ property survey board cases, if found negligent for damages to UN property, etc.) incurred in the interim. However, the amount may be increased depending on the circumstances of departing military observers.

Withholding Body:

Military; KJSO Payroll Unit, Kuwait withholds from the mission subsistence allowance (MSA for military observers).

Duration of withholdings:

The amount withheld remains blocked against the UNMO's business partner (BP) account for a period of three (3) months. When all charges are received and deducted from the withheld amount, the balance (or full amount, if no charges) will be reimbursed and deposited into the bank account on file.

Procedures involved for reimbursement of withheld amounts (after 3 months):

UNTSO, HR sends a list with the departed UNMOs names to the Finance & Budget section to review the BP account of each and to finalize the checkout process.

UNTSO HR sends an email to KJSO to release the withheld amount less any charges as indicated by Finance and Budget section.

Note: If the days worked in the departure month are insufficient to withhold the \$500, then the UNMO should arrange for a cash deposit in the Cash Office of US\$500 (or more depending on the circumstances of the departing UNMO) prior to departure from the mission area.

Emotions are Heightened When Seasons Change...

How Can We Connect with People Whose Feelings are Different?



The changing of the seasons means different things to different people, even to people who live together in the same place. These different reactions can divide people and make them feel different from one another. One person might ask, “How can he be happy when I am so sad?” and another might wonder, “How can they be sad when I am so hopeful?” But differences do not only divide; they also offer a window into someone else’s experience, a window through which new understanding and stronger relationships can be built.

The fall season, for example, is often presented as a season of shedding the old, slowing down coming home after the outside patterns of summertime, and transitioning to new routines. In many places, fall is a pretty season that, like spring, portends auspicious changes. Yet for other people, fall triggers unhappy memories and fears about the future, especially when we fear the “winter blues” as winter approaches. The change in seasons generally impact our levels of energy, sleeping habits, social activities, desire to

spend time enjoying our favorite activities and more importantly, our mood. Great number of individuals suffer from seasonal affective challenges known as seasonal affective disorder (SAD) which have a substantial implications for the way we feel about ourselves and those around us. Because of SAD we might feel more moody, withdrawn, impatient and irritable. If your winters fit the above description, now is the time to be proactive, to think and come up with a plan on how you the winters less painful and more enjoyable.

Any seasonal changes can be managed and handled better when practice a healthy life style:

- ⇒ Bring more light to your life. All of us need to enjoy some sunlight on a daily bases. Because of our modern life style, many of us have vitamin D deficiency. Sunlight can help boost our energy and improve our mood.
- ⇒ Spend as much time as you can outdoors; walking, reflecting, meditating....
- ⇒ Boost your endorphins by **exercising** few times a week or at minimum, do some push-ups and set-ups daily, (it only take 15 minutes).
- ⇒ Be self-disciplined when you crave carbs. Eat health and distract yourself.
- ⇒ Get it off your chest. Changes and transitions are not easy for many even under favorable circumstances. Things becomes easier when you take about them to a trusted someone; a loved one, a friend, a colleague or a counselor. Bottom of Form

The best way to increase the likelihood that the fall season unites rather than divides is to be aware that the changing seasons are loaded with emotional meaning for most people, but that the meaning isn’t the same for everyone. The awareness that “not everyone thinks or feels like me” is a first step, one that creates openness to listening to others and to sharing with them without imposing. Another step is to actively ask about others’ experiences, including reading, listening and watching other people’s reactions. Sometimes expressing interest allows someone to talk about what they’re feeling, and everyone may be surprised not only by the differences, but also by the commonalities of human experience.

By Hani Murad PhD
Chief, Counseling Unit

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