



INTERNAL AUDIT DIVISION

REPORT 2025/029

Audit of the Office of the High Commissioner for Human Rights Regional Office for East Africa

**Some aspects of administrative support
services need to be strengthened**

09 July 2025

Assignment No. AE2024-330-01

Audit of the Office of the High Commissioner for Human Rights Regional Office for East Africa

EXECUTIVE SUMMARY

The Office of Internal Oversight Services (OIOS) conducted an audit of the Office of the High Commissioner for Human Rights (OHCHR) Regional Office for East Africa (ROEA). The objective of the audit was to assess the adequacy and effectiveness of governance, risk management and control processes in ensuring effective management of administrative functions and services at ROEA. The audit covered the period from 1 January 2023 to 31 December 2024. Based on an activity-level risk assessment, the audit covered risk areas relating to: (a) framework for provision of administrative services; (b) human resources management; (c) procurement and travel; (d) information security; (e) finance and asset management; and (f) safety and security.

Controls relating to recruitment, and budget monitoring were satisfactory. ROEA had also taken corrective action to strengthen controls over the monitoring of cash advances and leave records as well as the arrangements for processing Value Added Tax exemptions and refunds. However, some aspects of administrative support services still need to be strengthened.

OIOS made eight recommendations. To address the issues identified in the audit, ROEA needed to:

- Strengthen its working arrangements with local service providers by: establishing a service level agreement or other formal agreement with the United Nations Development Programme; and updating the agreement with the Economic Commission for Africa.
- Consult with relevant stakeholders to finalize the terms of reference of the Multi Country Office in Nairobi; and reflect the changes arising from the establishment of the Multi Country Office to cover all work streams and field presences in the region.
- Consolidate the procurement for recurring needs such as conference and meeting facilitation services and, where appropriate, establish system contracts or negotiate standard rates for hotel accommodation.
- Improve event and travel planning to help ensure its compliance with the 16-day advance ticketing requirement.
- Strengthen travel arrangements to ensure that expense reports are processed in a timely manner and security clearances are obtained as required.
- [REDACTED]
- Strengthen asset management to ensure full compliance with requirements for signing off on vehicle usage; timely write-off and disposal of unused items; and compliance with requirements for annual physical verification of assets.

[REDACTED]

OHCHR and ROEA accepted the recommendations and have initiated action to implement them. Actions required to close the recommendations are indicated in Annex I.

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Audit of the Office of the High Commissioner for Human Rights Regional Office for East Africa

I. BACKGROUND

1. The Office of Internal Oversight Services (OIOS) conducted an audit of the Office of the High Commissioner for Human Rights (OHCHR) Regional Office for East Africa (ROEA).
2. ROEA was established in 2002 and is located in Addis Ababa, Ethiopia. It had eight field offices in six regions (Amhara, Oromia, Tigray, Sidama, Somali, and Afar). ROEA worked in several thematic areas in partnership with counterparts including the African Union, the Economic Commission for Africa (ECA) and several United Nations liaison offices, diplomatic delegations and international non-governmental organizations.
3. ROEA was headed by a D-1 Regional Representative who reported to the Chief of the Africa Branch, Global Operations Division. As of March 2025, ROEA had a workforce of 65 staff and non-staff personnel comprising 1 D-1, 1 P-5, 9 P-4, 14 P-3, 7 national officers, 2 interns, 2 volunteers, 8 General Service, 19 service contractors and 2 junior professional officers.
4. ROEA was structured into two main pillars and six work streams: (a) the Ethiopia Country Programme Pillar which had two work streams – the Monitoring, Reporting and Advocacy workstream, and the Capacity Building and Technical Cooperation workstream; and (b) the Regional Programme Pillar with four work streams – the Regional Engagement workstream, the Africa Union workstream, the Human Rights Mechanism and Development workstream, and the Regional Gender workstream. In addition, ROEA implemented a large project – the African Union Compliance and Accountability Framework (AUCF) project which was headed by a P-5 who reported directly to the Representative.
5. As part of the Organizational Effectiveness 2.0 initiative, OHCHR established a Multi Country Office (MCO) in Nairobi in 2024. From January 2025, part of ROEA's Regional Engagement work stream which covered the countries with no field presence (Uganda, Eritrea, and Djibouti) was transferred to MCO. Five staff posts (one P-5, four P-3s and one G-6) that supported the Regional Programme Pillar were transferred from ROEA to MCO. Additionally, a country office was established in Kenya in 2025. MCO and the Kenya country office reported to the Regional Representative at ROEA.
6. In addition, under the Organizational Effectiveness 2.0 initiative, ROEA has been selected as one of the eight regional hubs that OHCHR plans to equip with thematic expertise as well as administrative and programme support capacity to support all OHCHR field presences in the region. This is to be achieved partially by the transfer of resources from OHCHR headquarters to the regions. As of February 2025, OHCHR was in the early stages of assessing the resource needs for ROEA and other regional hubs. No definite timelines had been established for operationalization of this vision.
7. The strategic plan and programme of work of ROEA were addressed in the 2024-2027 subregional strategy and annual work plans for 2023 and 2024. The subregional strategy addressed four thematic priorities of the OHCHR Organization Management Plan: (i) preventing violations and strengthening the rule of law; (ii) expanding civic space and public participation; (iii) promoting human rights in development and economic policies; and (iv) early warning, conflict prevention, and human rights in crisis.
8. ROEA used corporate platforms including Umoja, Microsoft Office 365 suite of applications including SharePoint, Microsoft Teams, Unite, Inspira and Power BI as well as the OHCHR Human Rights Case Database as its information management systems for administrative and programmatic areas.

9. ROEA's expenditures for 2023 and 2024 were \$12.7 million and \$11.9 million, respectively.
10. Comments provided by OHCHR and ROEA are incorporated in italics.

II. AUDIT OBJECTIVE, SCOPE AND METHODOLOGY

11. The objective of the audit was to assess the adequacy and effectiveness of governance, risk management and control processes in ensuring effective management of administrative functions and services at ROEA.
12. This audit was included in the 2024 risk-based work plan of OIOS due to the risks associated with ROEA's considerable growth over the years.
13. OIOS conducted this audit from February to April 2025. The audit covered the period from 1 January 2023 to 31 December 2024. Based on an activity-level risk assessment, the audit covered risk areas relating to: (a) framework for provision of administrative services; (b) human resources management; (c) procurement and travel; (d) information security; (e) finance and asset management; and (f) safety and security.
14. The audit methodology included: (a) interviews with key personnel; (b) review of relevant documentation; (c) assessment of ROEA's data management systems; (d) analytical review of data; (e) sample testing; and (f) physical observation.
15. To assess the reliability of data pertaining to expenditure, procurement, travel and assets, OIOS: (a) performed data analysis and testing to assess accuracy and completeness; (b) traced a sample of data to source documents; and (c) interviewed OHCHR personnel knowledgeable about the data. Based on the assessment, OIOS determined that the data were sufficiently reliable for the purpose of the audit tests.
16. The audit was conducted in accordance with the Global Internal Audit Standards.

III. AUDIT RESULTS

A. Framework for provision of administrative services

Need for up-to-date agreements with local service providers

17. Prior to 2023, ROEA primarily used the United Nations Development Programme (UNDP) as its local administrative service provider. Following the implementation of Umoja in 2023, ROEA used ECA for high-value procurement and travel ticket processing, and UNDP for recruitment and administration of service contractors and staff below G-4 level, as well as for payments for leases for ROEA field offices. ROEA also occasionally used the United Nations Office at Nairobi for travel processing in Nairobi.
18. Interviews with ROEA, ECA and UNDP staff showed that the relationship and working arrangements with local service providers were generally good. ROEA signed a Memorandum of Understanding (MOU) with ECA in 2022 that covered the broad range of administrative services provided by ECA. However, the MOU did not fully align with the services provided to ROEA by ECA and needed to be updated. This would also provide an opportunity for ROEA to explore additional services that ECA could provide to optimize effectiveness. For example, there was potential for ROEA to use ECA to assist in the processing of Value Added Tax (VAT) refunds as discussed later in the report.

19. With regard to UNDP, there was no signed Service Level Agreement (SLA) that governed the provision of services at the local level. ROEA relied on the global MOU between UNDP and the United Nations. Over the years, ROEA and the local UNDP office had well-established practices for requesting administrative services and a common understanding of the division of responsibilities. ROEA also indicated that in July 2024 it met with UNDP to discuss the issue of delays in recruitment actions such as posting of vacancy announcements. The level of services provided by UNDP had reduced since 2023. Nonetheless, a written agreement would be beneficial to formalize the division of roles and responsibilities, performance indicators and feedback mechanisms as appropriate to enhance accountability.

20. In April 2025, after the audit, ROEA expanded its engagement with ECA to cover additional services including lease payments, procurement payments and processing of VAT refunds.

(1) The OHCHR Regional Office for East Africa should strengthen its working arrangements with local service providers by: (a) establishing a service level agreement or other formal agreement with UNDP; and (b) updating the agreement with ECA.

ROEA accepted recommendation 1 and stated that it has already initiated discussions with UNDP and ECA on the need to update/draft the SLA. The process is underway.

Efforts were ongoing to define the minimum structural arrangements for administrative functions

21. As of February 2025, the ROEA Front Office had 14 staff responsible for supporting the whole of ROEA (AUCF project, Ethiopia Country Programme, and Regional Programme). This included eight posts (3 professional, 4 general service and 1 national officer) responsible for providing administrative and programme support functions, one protocol assistant and five drivers. MCO in Nairobi was to establish its own local administrative capacity.

22. The centralization of administrative services is a good practice that helps facilitate a more equitable distribution of workload and optimal use of resources. However, the fact that 4 of the 14 posts were directly funded by earmarked funds for the AUCF project presented risks that need to be managed. For instance, one of the posts funded by the AUCF project (the P-3 post) was to be frozen in February 2025. Such abolishment of posts could cause gaps in administrative capacity if not accompanied by a commensurate decrease in workload. This risk needs to be considered in the ongoing assessment of ROEA's resource needs under the Organizational Effectiveness 2.0 initiative.

23. All eight posts dedicated to programme support and administrative services performed administrative and programme support functions for all areas (human resources, finance, procurement and operations) depending on workload. There was no designation of work on a functional or work stream basis. ROEA explained that this was because workload varied, and this arrangement allowed flexibility given the limited resources. ROEA also indicated that work allocation and expected deliverables were addressed in individual staff work plans.

24. However, while the job descriptions of the programme/administrative assistants and associates covered all key programme and administrative tasks, the one for programme management officers did not fully articulate the administrative functions. Human resources management tasks were addressed, but other key functions such as travel, and asset management were not specifically covered. Procurement was also addressed but limited to the purchase of office equipment.

25. Furthermore, there was a risk that broad and generic job descriptions could lead to the office lacking expertise for important administrative functions as well as risks of gaps in work allocation. Some of the

shortcomings noted later in the report regarding leave records, asset management, and information security could be partially attributed to the absence of dedicated focal points in these functions.

26. OIOS was informed that as part of the Organizational Effectiveness 2.0 initiative, OHCHR is in the process of defining the minimum core administrative capacity needed in regional hubs and identifying resource gaps. There were also efforts to review and standardize the job descriptions of administrative staff in the field offices. In view of the ongoing initiatives, OIOS did not make a recommendation on this issue.

B. Human resources management

Need to update the terms of reference of organizational units

27. ROEA had documented the terms of reference for each of its six work streams to articulate and communicate the mandate of each organizational unit. However, there was a need to reflect the changes made following the establishment of MCO in Nairobi, and the transfer of some work and posts from ROEA to MCO.

28. OIOS was informed that MCO would cover some thematic areas of work relating to civic space, counter-terrorism and human rights economy. These could potentially overlap with some functions of ROEA's Regional Engagement work stream and the Human Rights Mechanism and Development work stream. MCO was also sharing some resources with the Kenya country office to optimize resource utilization. These partially overlapped with the Regional Engagement work stream relating to "coordination work with all East African countries". Clearly documenting the terms of reference of all the work streams and field presences in one document would help address and clarify any overlaps and coordination arrangements.

(2) The OHCHR Regional Office for East Africa should: (a) consult with relevant stakeholders to finalize the terms of reference of the Multi Country Office in Nairobi; and (b) reflect the changes arising from the establishment of the Multi Country Office to cover all work streams and field presences in the region.

ROEA accepted recommendation 2.

Recruitment was done in compliance with established practices

29. OIOS' review of the recruitment of 3 local staff members and 20 service contractors done through UNDP showed that the recruitment actions were in compliance with established practices. Vacancy announcements were posted for the required two-week period and were properly disseminated. Shortlisting, evaluation and interviews were also performed and documented as required. There was gender parity in the composition of interview panels as well as shortlisting of candidates. Issues concerning long recruitment timelines were mostly attributed to delays by the local service provider. This underscored the need for a written agreement to formalize important elements such as performance indicators and feedback mechanisms as discussed earlier in the report.

Action was being taken to ensure compliance with requirements for mandatory training

30. As of December 2024, none of the ROEA staff had completed all 10 mandatory training programmes as required. Compliance with mandatory training for consultants and service contractors was also inconsistent. This was attributed to lack of clear communication on mandatory training for non-staff personnel. As of April 2025, ROEA had made efforts to enhance compliance to 92 per cent and was

continuing to follow up on the gaps. In view of the corrective action taken, OIOS did not make a recommendation on the issue.

Corrective action was taken to improve monitoring of leave records

31. Leave records for international and general service staff above G-4 administered by OHCHR headquarters were processed and maintained in Umoja. For staff administered by UNDP, ROEA approved staff absences and provided the attendance records to UNDP, to upload to their Enterprise Resource Planning system (Quantum). OIOS' review showed that leave requests for staff administered by UNDP were approved as required. However, in eight cases (four each in 2023 and 2024) the staff carried over more than the permitted 60 days of annual leave. There was also one instance where uncertified sick leave was approved but not recorded. These gaps were attributed to a lack of review and approval of annual leave balances by staff in the front office. Following the audit, ROEA took corrective action by introducing a revised tracking template with auto-validation to flag and prevent excess carryover of annual leave days. ROEA also corrected the identified cases with excess leave days.

C. Procurement and travel

Need to strengthen procurement planning

32. In 2023 and 2024, ROEA issued 259 purchase orders with a total value of \$1.1 million. Of these, 256 purchase orders with a total value of \$1 million were low-value acquisitions (LVAs). OIOS' review of a sample of 33 LVAs showed that in three cases involving \$24,465, three quotations were not attached in Umoja as proof of competitive procurement, and no justification was provided as required. ROEA clarified that it had since implemented a control mechanism requiring both the requisitioning and approving officers to sign off, verifying adherence to procurement regulations and thresholds.

33. OIOS' analysis of the LVAs showed that for the period 2023 to 2024, ROEA issued 196 purchase orders totaling \$854,749 for three product categories (conference services, vehicle rental services, and meeting facilitation services). In one case, 11 LVA purchase orders totaling \$47,682 relating to vehicle rental were issued to the same vendor on the same day and week for the same services. Such recurring purchases should be consolidated, and system contracts should be established where appropriate to benefit from better prices due to economies of scale. ROEA indicated that in June 2024, it obtained a list of long-term agreements from ECA which will help facilitate the use of such agreements where applicable. ROEA also obtained an expanded list of active long-term agreements for 2025 from other United Nations agencies covering hotels, conference facilities and other services, although the list did not cover some locations.

- (3) The OHCHR Regional Office for East Africa should consolidate the procurement for recurring needs such as conference and meeting facilitation services and, where appropriate, establish system contracts or negotiate standard rates for hotel accommodation.**

ROEA accepted recommendation 3 and stated that it was already leveraging existing United Nations long-term agreements in consultation with headquarters and ECA, and will explore additional system contract options where feasible.

Corrective action was taken to enable VAT exemption/refund

34. During 2023 and 2024, ROEA's LVAs within Ethiopia amounted to \$796,463. Payments to the vendors were made by the United Nations Office at Geneva. ROEA was unable to claim VAT refunds in Ethiopia because it did not have a bank account in its name. Prior to implementation of Umoja in 2023, ROEA processed LVAs through UNDP, who claimed VAT refunds on its behalf. According to host country rules, VAT refunds must be claimed within one month of the purchase date. Therefore, ROEA will not be able to claim refunds for the 2023 and 2024 LVAs. Since VAT is significant (15 per cent) and the current level of LVAs is high, efforts need to be made to enable ROEA to claim VAT refunds in future. Following the audit, ROEA took corrective action to address the issue. From April 2025, ECA began processing payments on OHCHR's behalf, where invoices were issued with ECA's Tax Identification Number, allowing for VAT exemption at source during payments.

Need for timely processing of travel and follow-up outstanding travel obligations

35. For the years 2023 and 2024, 993 commercial international trips amounting to \$1.8 million were undertaken by ROEA staff of which 910 (91 per cent) requests were not raised within 21 days before the travel date as required. In total, 790 of the tickets were not issued 16 days in advance as required. Justification for late initiation of travel requests had been documented in Umoja as required. The delays were generally attributed to late event planning or delayed nomination of participants for workshops and events by ROEA partners. ROEA's training workshops often involved non-staff participants who may not be aware of the required timelines. While it is understandable that timely initiation of travel requests may not always be possible, a non-compliance rate of 91 per cent is high and could be reduced with better planning to improve overall cost-effectiveness.

(4) The OHCHR Regional Office for East Africa should improve event and travel planning to help ensure its compliance with the 16-day advance ticketing requirement.

ROEA accepted recommendation 4.

Corrective action was taken to improve the monitoring of cash advances

36. Cash advances were issued to staff to pay Daily Subsistence Allowance (DSA) to meeting participants in cases where cash was the only acceptable or feasible modality of payment. In 2023-2024, ROEA used UNDP to process cash advances. Since UNDP did not track the liquidation of advances in the financial system (Quantum), it was the responsibility of ROEA to ensure that the advances were properly accounted for in a timely manner. ROEA had not established a formal system for tracking the outstanding advances. Additionally, unused cash advances were sometimes used to settle DSA for other events. This increased the risk of gaps and delays in settling the cash advances. From 2025, ROEA started processing cash advances through Umoja, which would improve monitoring and settlement of cash advances.

Need to strengthen monitoring of travel expense reports

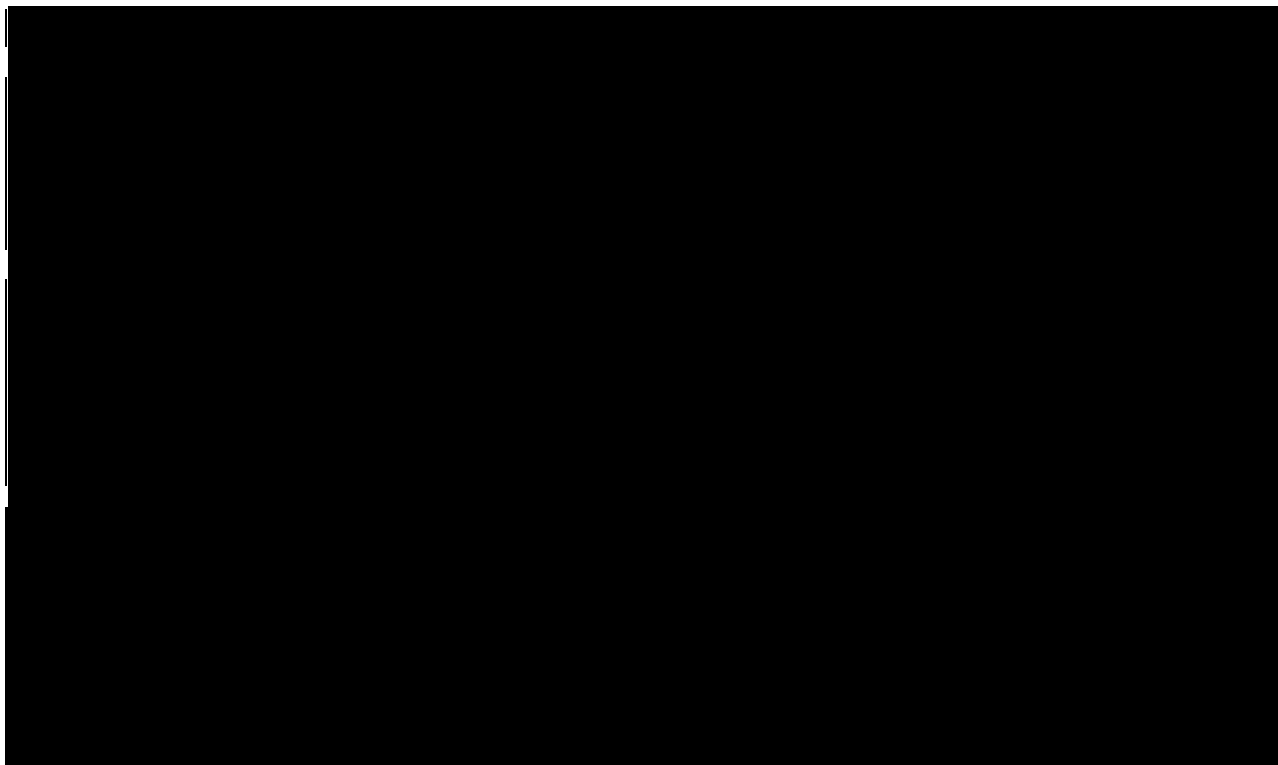
37. As of December 2024, there were 375 cases where expense report submissions involving \$512,991 remained pending or incomplete, with some travel advances dating back to March 2021. This indicated the need to improve monitoring by following up on monthly reports of outstanding obligations.

38. Security clearances were also not consistently obtained. Out of 30 cases reviewed, only four had completed security clearance in Umoja. ROEA was also not sharing participant lists with the Department of Safety and Security (DSS) to enable DSS to share security updates and briefings with the participants.

- (5) The OHCHR Regional Office for East Africa should strengthen travel arrangements to ensure that expense reports are processed in a timely manner and security clearances are obtained as required.

ROEA accepted recommendation 5.

D. Information security



E. Finance and asset management

Need to strengthen asset management

41. ROEA had 14 vehicles, including eight new ones received in 2025. Vehicles were serviced and met the minimum safety requirements, such as having emergency toolkits. Vehicle use was authorized, and logbooks were kept, including mileage and refuelling authorization. However, administration officers did not always sign logbooks, and the average fuel consumption was not calculated as required by the field administration manual.

42. Property, plant and equipment were recorded in Umoja for financial reporting purposes. However, ROEA did not conduct the annual physical verification in 2024 as required. Serialized assets were also not properly tracked and recorded. Further, a motor vehicle, which was written off in January 2020, was still appearing among ROEA's items extracted from Umoja. Additionally, eight satellite phones procured through OHCHR headquarters and dispatched to Addis Ababa in May 2021 were still held by customs authorities. As a result, the items had exceeded their useful life and would require retrieval and write-off.

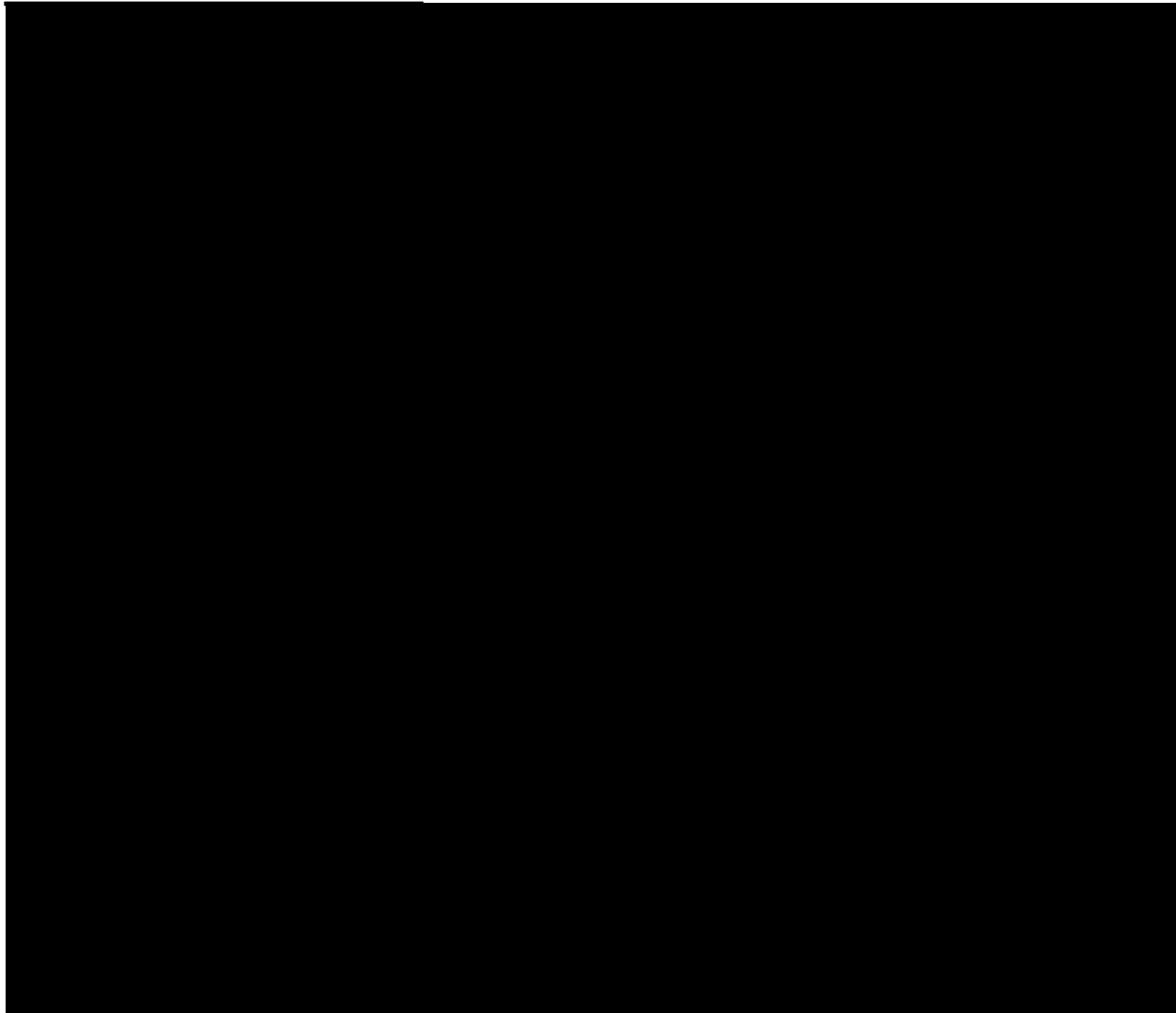
43. In December 2024, ROEA submitted to OHCHR headquarters a list of 27 items that had been identified as not in use and required write-off, but at the time of the audit, it had not received any feedback

from OHCHR headquarters. The delay was attributed to the time taken to collect relevant background information, documentation and explanation to support the presentation to Local Property Survey Board whose members were not easily available. As a result, ROEA was facing a shortage of storage space at the Addis Ababa office.

- (7) The OHCHR Regional Office for East Africa should strengthen asset management to ensure: (a) full compliance with requirements for signing off on vehicle usage; (b) timely write-off and disposal of unused items; and (c) compliance with requirements for annual physical verification of assets.**

ROEA accepted recommendation 7 and stated that a full physical inventory was completed in April 2025. It was finalizing the reconciliation and will initiate write-offs with headquarters support.

F. Safety and security



IV. ACKNOWLEDGEMENT

48. OIOS wishes to express its appreciation to the management and staff of OHCHR for the assistance and cooperation extended to the auditors during this assignment.

Internal Audit Division
Office of Internal Oversight Services

STATUS OF AUDIT RECOMMENDATIONS

Audit of the Office of the High Commissioner for Human Rights Regional Office for East Africa

Rec. no.	Recommendation	Critical ¹ / Important ²	C/ O ³	Actions needed to close recommendation	Implementation date ⁴
1	The OHCHR Regional Office for East Africa should strengthen its working arrangements with local service providers by: (a) establishing a service level agreement or other formal agreement with UNDP; and (b) updating the agreement with ECA.	Important	O	Receipt of evidence that ROEA has established a formal agreement with UNDP and updated its agreement with ECA.	30 November 2025
2	The OHCHR Regional Office for East Africa should: (a) consult with relevant stakeholders to finalize the terms of reference of the Multi Country Office in Nairobi; and (b) reflect the changes arising from the establishment of the Multi Country Office to cover all work streams and field presences in the region.	Important	O	Receipt of the updated Reform Document.	31 October 2025
3	The OHCHR Regional Office for East Africa should consolidate the procurement for recurring needs such as conference and meeting facilitation services and, where appropriate, establish system contracts or negotiate standard rates for hotel accommodation.	Important	O	Receipt of evidence of action taken to consolidate the procurement of recurring needs such as conference and meeting facilitation services.	31 December 2025
4	The OHCHR Regional Office for East Africa should improve event and travel planning to help ensure its compliance with the 16-day advance ticketing requirement.	Important	O	Receipt of evidence of action taken to improve event and travel planning and the overall compliance rate with the 16-day advance ticketing requirement.	30 November 2025
5	The OHCHR Regional Office for East Africa should strengthen travel arrangements to ensure that expense reports are processed in a timely manner and security clearances are obtained as required.	Important	O	Receipt of evidence of actions taken to ensure travel expense reports are processed in a timely manner and security clearances are obtained as required.	31 July 2025

¹ Critical recommendations address those risk issues that require immediate management attention. Failure to take action could have a critical or significant adverse impact on the Organization.

² Important recommendations address those risk issues that require timely management attention. Failure to take action could have a high or moderate adverse impact on the Organization.

³ Please note the value C denotes closed recommendations whereas O refers to open recommendations.

⁴ Date provided by OHCHR and ROEA in response to recommendations.

STATUS OF AUDIT RECOMMENDATIONS

Audit of the Office of the High Commissioner for Human Rights Regional Office for East Africa

6					
7	The OHCHR Regional Office for East Africa should strengthen asset management to ensure: (a) full compliance with requirements for signing off on vehicle usage; (b) timely write-off and disposal of unused items; and (c) compliance with requirements for annual physical verification of assets.	Important	O	Receipt of evidence of the actions taken to strengthen asset management.	31 October 2025
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APPENDIX I

Management Response

Management Response

Audit of the Office of the High Commissioner for Human Rights Regional Office for East Africa

Rec. no.	Recommendation	Critical ¹ / Important ²	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
1	The OHCHR Regional Office for East Africa should strengthen its working arrangements with local service providers by: (a) establishing a service level agreement or other formal agreement with UNDP; and (b) updating the agreement with ECA.	Important	Yes	Regional Representative and Programme Management Officer	30 November 2025	EARO has already initiated discussions with UNDP and ECA and the need to update/draft SLA. The process is underway.
2	The OHCHR Regional Office for East Africa should: (a) consult with relevant stakeholders to finalize the terms of reference of the Multi Country Office in Nairobi; and (b) reflect the changes arising from the establishment of the Multi Country Office to cover all work streams and field presences in the region.	Important	Yes	Regional Representative, Head of Office E. Africa MCO and Human Rights Officer.	31 October 2025	
3	The OHCHR Regional Office for East Africa should consolidate the procurement for recurring needs such as conference and meeting facilitation services and, where appropriate, establish system contracts or negotiate standard rates for hotel accommodation.	Important	Yes	Programme Management Officer and support of GSS	31 December 2025	EARO is already leveraging existing UN LTAs and, in consultation with HQ and UNECA, will explore additional system contract options where feasible.
4	The OHCHR Regional Office for East Africa should improve event and travel planning to help ensure its compliance with the 16-day advance ticketing requirement.	Important	Yes	Senior Human Rights Officer, Programme Management Officer, and	30 November 2025	

¹ Critical recommendations address those risk issues that require immediate management attention. Failure to take action could have a critical or significant adverse impact on the Organization.

² Important recommendations address those risk issues that require timely management attention. Failure to take action could have a high or moderate adverse impact on the Organization.

Management Response

Audit of the Office of the High Commissioner for Human Rights Regional Office for East Africa

Rec. no.	Recommendation	Critical ¹ / Important ²	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
				Human Rights Officer		
5	The OHCHR Regional Office for East Africa should strengthen travel arrangements to ensure that expense reports are processed in a timely manner and security clearances are obtained as required.	Important	Yes	Senior Human Rights Officer, Programme Management Officer, and Human Rights Officer	31 July 2025	
6						
7	The OHCHR Regional Office for East Africa should strengthen asset management to ensure: (a) full compliance with requirements for signing off on vehicle usage; (b) timely write-off and disposal of unused items; and (c) compliance with requirements for annual physical verification of assets	Important	Yes	Programme Management Officer and GSS	31 October 2025	A full physical inventory was completed in April 2025. EARO is finalizing reconciliation and will initiate write-offs with HQ support.
8						

Management Response

Audit of the Office of the High Commissioner for Human Rights Regional Office for East Africa

Rec. no.	Recommendation	Critical ¹ / Important ²	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments