Office of Internal Oversight Services

INTERNAL AUDIT DIVISION

REPORT 2025/058

Audit of provision of host country services at the United Nations Office at Nairobi

UNON made progress in working collaboratively with the host government to improve access to government services, but performance management needed to be strengthened

10 December 2025
Assignment No. AA2024-210-02

Audit of provision of host country services at the United Nations Office at Nairobi

EXECUTIVE SUMMARY

The Office of Internal Oversight Services (OIOS) conducted an audit of provision of host country services at the United Nations Office at Nairobi (UNON). The objective of the audit was to assess the adequacy and effectiveness of governance, risk management and control processes in ensuring effective and efficient provision of host country services at UNON. The audit covered the period from January 2023 to February 2025 and included a review of: (a) relationship management with the host government; and (b) performance, financial and human resources management of UNON's Host Country Services Unit (HCSU), which is responsible for processing the services.

UNON had established adequate mechanisms to monitor privileges and immunities and work collaboratively with the host government to provide access to government services. However, UNON had not made maximum use of the provisions on negotiation and consultation to resolve differences in interpretation or application of the host country agreement. Also, HCSU did not meet key performance indicators for some services and had not established indicators for others. There were inefficiencies in the operation and management of information systems and databases supporting host country services, and there was disproportionate disclosure of personal information of staff in applying for accreditation.

OIOS made seven recommendations. To address issues identified in the audit, UNON needed to:

- Engage the host government to resolve differences in the interpretation or application of the host country agreement.
- Include all services in the ProcessMaker system and develop related key performance indicators and an action plan to meet performance targets.
- Configure information systems supporting host country services to limit multiple resubmissions of the same documents if they are still valid.
- Develop an action plan to address long outstanding service requests.
- Clean up the motor vehicle database to ensure its accuracy and reliability.
- Develop standard operating procedures for data protection and privacy specific to host country services and train the HCSU staff on its application.
- Review and standardize the information required for accreditation applications to the host government to protect staff members' privacy; and consult with the host government on the use of notes verbales for communicating such information.

UNON accepted the recommendations, implemented two of them and initiated action to implement the remaining recommendations. Actions required to close the recommendations are indicated in Annex I.

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Audit of provision of host country services at the United Nations Office at Nairobi

I. BACKGROUND

1. The Office of Internal Oversight Services (OIOS) conducted an audit of provision of host country services at the United Nations Office at Nairobi (UNON).

2. The General Assembly established UNON in 1996 to provide joint and common services to staff and organizations of the United Nations system, including its agencies, funds and programmes based in Kenya. These services include administration, conference services, public information, security and safety services, and host country services. In March 1975, the Government of Kenya and the United Nations signed a host country agreement to govern the relationship and administration of privileges and immunities for United Nations organizations and staff in Kenya.

3. UNON's Host Country Services Unit (HCSU) is responsible for the provision of host country services and aims to ensure that privileges accorded to United Nations organizations and eligible staff members in Kenya are processed efficiently and effectively. The Unit's functions include: (a) new staff induction; (b) processing of privileges and liaison with the Government of Kenya; (c) provision of airport courtesy services; and (d) record keeping. HCSU clients include staff members, agencies, consultants and interns. In its HCSU status brief of 29 July 2024, UNON reported that 2,260 out of 2,633 clients (86 per cent) were staff members.

4. On 30 August 2022, the Government of Kenya, in collaboration with UNON, established the Diplomatic Service Centre (DSC) at the UNON Gigiri compound in Kenya to provide efficient government services to United Nations organizations and its staff. DSC includes personnel from relevant host government departments/authorities and ministries including Ministry of Foreign and Diaspora Affairs, Department of Immigration, Kenya Revenue Authority and the National Transport and Safety Authority.

5. HCSU budgets for 2022, 2023 and 2024 were $749,700, $1,076,000 and $1,056,117 respectively. As of January 2025, HCSU had 24 staff composed of two National Officers and 22 General Service staff.

6. HCSU used the ProcessMaker system to define and execute its business workflows for standardization and to optimize efficiency. HCSU also used the Data Manager/Client Portal as the interface between the Organization and its clients, with features that include integration with ProcessMaker, centralized data management and dynamic document generation.

7. Comments provided by UNON are incorporated in italics.

II. AUDIT OBJECTIVE, SCOPE AND METHODOLOGY

8. The objective of the audit was to assess the adequacy and effectiveness of governance, risk management and control processes in ensuring effective and efficient provision of host country services at UNON.

9. This audit was included in the 2024 risk-based work plan of OIOS due to the potential risks associated with effective and efficient provision of host country services.

10. OIOS conducted this audit from November 2024 to June 2025. The audit covered the period from January 2023 to February 2025 and included: (a) relationship management with the host government; (b) performance management; (c) financial and human resources management.

11. The audit methodology included: (a) interviews with key personnel; (b) review of relevant documentation; (c) assessment of client's data management systems; (d) analytical review of data on host country processes; and (e) judgmental sample testing of transactions.

12. To assess the reliability of data pertaining to provision of host country services, OIOS reviewed data and relevant documentation from ProcessMaker and Data Manager/Client Portal dashboards and periodic reports. OIOS determined that the data was sufficiently reliable for the purposes of the audit.

13. The audit was conducted in accordance with the Global Internal Audit Standards.

III. AUDIT RESULTS

A. Relationship management with the host government

Mechanisms for tracking privileges and immunities were adequate

14. The host country agreement described the privileges and immunities granted to United Nations organizations and its eligible international staff in Kenya.

15. OIOS assessed that the mechanisms for tracking the implementation of the host country agreement were adequate in view of the following:

(a) Governance arrangements in place included the UNON Office of the Director-General, UNON Division of Administrative Services, the Common Services Board (CSB) and the Common Services Management Team (CSMT).[1] UNON briefed the CSMT monthly on progress on key issues relating to host country services.

(b) Establishment of DSC, which facilitated operations between HCSU and the host government.

(c) Issues not addressed by HCSU and DSC were escalated to the Office of the UNON Director-General for intervention. To this effect, UNON exchanged 122 and 262 notes verbales with the host government in 2023 and 2024, respectively, pertaining to host country services.

(d) In January 2025, the Host Country Liaison Committee was revived. Its Privileges and Immunities Sub-Committee provided a forum for discussing and resolving important host country issues. The Committee held its first meeting since its revival on 4 February 2025.

[1] HCSU works under the framework of the governance mechanism in Kenya serving 64 United Nations entities. This includes entities covering Kenya, Sudan, Somalia, regional offices and peacekeeping missions under the CSB. The CSB is the highest decision-making body at the country level and is composed of the heads of entities present in the country. It is supported by a steering committee, which provides systematic follow-up, monitoring of decisions and building collective ownership, while the CSMT provides co-advisory support.

Need to resolve differences in interpretation and application of the host country agreement

16. Article XV, Sections 34 (a) and 35 (a) of the host country agreement provides for settlement of disputes concerning the interpretation or application of the agreement or of any supplemental agreement or relationship between the United Nations and the host government through negotiations. If negotiations fail, disputes are to be referred to a tribunal of three arbitrators.

17. There were differences in the application of the host country agreement due to new or revised requirements that the host government introduced without prior notice or discussion. For example:

(a) Taxation - In July 2014 and November 2023, respectively, the host country introduced (without notice or discussion) a six-month expiry period on requests for refund of value added tax (VAT) and a minimum invoice value of Kenya Shilling 15,000 to claim VAT. Similarly, effective February 2024, blanket VAT applications by staff members were not approved without valid diplomatic identity (ID) cards, which was not the case previously.

(b) Immigration - From 2016, United Nations staff were required to submit copies of work contracts for accreditation purposes. Prior to this, a note verbale detailing only relevant staff information was submitted.

(1) UNON should engage the host government to ensure that differences in the interpretation or application of the host country agreement, notably on taxation and immigration, are resolved in line with Article XV, Sections 34 (a) and 35 (a) of the agreement.

UNON accepted recommendation 1 and stated that these concerns were formally communicated through a note verbale on 20 June 2025 and were also discussed in meetings held at various levels with the Ministry of Foreign and Diaspora Affairs (MFDA), including within the framework of the Subcommittee on Privileges and Immunities. UNON will propose this matter as a key agenda item at the forthcoming meeting of the Subcommittee, and if unresolved, it will be escalated to the Host Country Liaison Committee, co-chaired by the Director-General of UNON and the Principal Secretary of MFDA, for further deliberation.

B. Performance management

Need to meet set targets for UNON's key performance indicators

18. As of December 2024, UNON provided host country services to 72 United Nations entities. HCSU had set its key performance indicator (KPI) targets for processing services to be within three working days to be achieved 95 per cent of the time. These covered: accreditation, vehicle registration, duty-free purchases and VAT exemptions/refunds. Table 1 shows the actual performance (on average) for the years 2023 and 2024.

Table 1: Average performance for various service categories

No.	Service	Target percentage	2023		2024	
			Percentage achieved	Shortfall	Percentage achieved	Shortfall
1	Accreditation	95	93	2	90	5
2	Motor vehicles	95	73	12	79	16
3	Duty free	95	87	8	81	14
4	VAT	95	95	0	82	13

19. OIOS analyzed the individual timelines for services where the performance was below 90 per cent and noted the following:

(a) Motor vehicles: 848 out of 2,651 driving license requests, and 360 out of 809 number plate change requests did not meet the target KPI. This was attributed to technical issues with the host government's systems, including the E-citizen system, which is used for processing duplicate driving licence and change of number plate services but lacks a functionality to adjust for duty free provision applicable to United Nations agencies and staff.

(b) Duty free: 19 out of 76 revalidation service requests and 793 out of 3,904 approval requests to import goods and vehicles duty free did not meet the target KPIs. This was attributed to lack of resources to meet the surge in demand for host country services.

(c) VAT: In 2024, 289 out of 1,055 cases of individual VAT requests did not meet the target KPIs. This was also attributed to the lack of resources to meet the surge in demand for host country services.

20. The above-mentioned issues were known to UNON and efforts were being made to address them, including the creation of nine additional positions that had been filled by the end of 2024. HCSU envisages that with the additional resources, it will meet the set targets.

21. Also, the performance of 17 services was not monitored against KPIs. These included one mandatory service (internship passes) and 16 voluntary services such as vehicle re-registration and transfers, communication with government departments, and airport courtesies. HCSU attributed the lack of performance monitoring of these services to the fact that UNON had not yet included them in the ProcessMaker application.

(2) UNON should: (a) include all services in ProcessMaker and develop related key performance indicators; and (b) develop and implement an action plan to meet its key performance targets for provision of host country services.

UNON accepted recommendation 2 and stated that all relevant processes had been integrated into ProcessMaker, while others were accessible via iNeed, which features a built-in capability to monitor end-to-end performance indicators. In addition, an HCSU office workplan outlining KPIs that guide the delivery of host country services had been developed.

UNON was taking action to address expired permits and documents

22. HCSU facilitated the formal and legal recognition of staff and their dependents by the host government. This included processing applications for staff to obtain permits to stay and work in the country, diplomatic ID cards, visas, driving licenses and other documents necessary to live in Kenya. HCSU maintained a spreadsheet to track the expiry dates of these key documents for staff and their dependents.

23. However, OIOS noted that as of 19 February 2025, 2,391 out of 21,351 formal and legal documents on the HCSU document expiration tracking report had expired. The expired documents included: (a) 454 permits for staff to be in the country; (b) 374 and 546 diplomatic ID cards issued to staff and dependents, respectively; (c) 573 staff contracts that should support staff members' legitimate stay in the country; (d) 194 and 235 national passports for staff and dependents, respectively; and (e) 15 other documents which included driving licenses and work permits/passports for domestic workers of staff members.

24. Staying in the country with expired permits and documents exposed staff and dependents to legal challenges, and possible imprisonment or deportation, which could also result in a reputation risk for the United Nations. HCSU stated that UNON was developing a tool to remind staff of documentation approaching expiry. The tool was expected to be completed and rolled out in 2025.

Need to enhance the efficiency of the Client Portal system

25. HCSU provided services to staff using an application called Client Portal system, which captured the four categories of clients' requests: accreditation, motor vehicles, duty free and VAT.

26. There was duplication of effort by staff re-submitting documentation already provided to HCSU. OIOS noted from a review of a sample of 50 staff requests from seven agencies that there were multiple re-submissions of national passports, employment contracts, United Nations Laissez-Passers, diplomatic IDs and documents to import goods and vehicles duty-free for the same staff members across different services. For example, one staff member submitted their national passport and diplomatic ID 12 times for various services, while another staff member submitted their documents 10 times.

27. The Client Portal system had not been configured to reference documents that were previously uploaded. Ideally, staff should be requested to only submit new supporting documentation for services applied for. Multiple loading of the same documents increased the time clients spend on submitting applications and unnecessarily overloaded the host country systems.

(3) UNON should configure information systems supporting host country services to limit multiple resubmissions of the same documents, if they are still valid.

UNON accepted recommendation 3 and stated that a data update module to address this issue was successfully developed and went live on 27 May 2025.

Need to close long outstanding host country service requests

28. Regular monitoring and resolving long outstanding service requests was good practice to ensure efficient and effective service delivery and customer satisfaction. HCSU used the ProcessMaker system to monitor outstanding cases in 27 service categories.

29. As of March 2025, HCSU had 1,032 outstanding cases, which had been pending for an average of 194 days. These included 350 cases that were pending closure for over a year and in some cases dating back to 2021. Six examples are provided in table 2.

Table 2: Examples of pending host country services as of April 2025

No.	Service	Total cases	Average days pending closure
1	Obtaining approval to import special equipment	12	1,090
2	Approval to import goods and vehicles duty free (Pro 1B)	102	244
3	Blanket value added tax	91	172
4	Individual value added tax	204	85
5	Change of number plates (digital plate conversion)	40	654
6	Vehicle registration - issuance of logbook	52	452

30. HCSU attributed the unresolved long pending cases to the lack of dedicated staff to resolve the backlog of outstanding requests. Long outstanding cases could potentially result in loss of refunds, delays in acquisition of goods and adversely affect client satisfaction with the services provided.

(4) UNON should develop an action plan to address long outstanding service requests.

UNON accepted recommendation 4 and stated that a substantial number of long-outstanding service requests were successfully resolved in March 2025, and 10 cases dating from 2021 to early 2025 remained open as of 31 October 2025. To facilitate their closure, HCSU has assigned a dedicated staff member to actively follow up on these cases.

Need to clean and update the motor vehicle database

31. HCSU maintained a database for motor vehicles for the purpose of tracking particulars of all motor vehicles purchased duty free by international staff. As of December 2024, the database with 2,369 records had missing data fields totaling 8,524 as shown in table 3. The missing data mainly related to the period prior to 2020 when host country services were manually processed.

Table 3: Gaps in the HCSU motor vehicle database as of December 2024

No.	Detail	Number of missing data fields
1	Customs entry number	2,162
2	Logbook number	994
3	Engine Number	334
4	Chassis Number	337
5	Color	692
6	Body type	1,565
7	Registered to (beneficial owner)	459
8	Others	1,981
Total		**8,524**

32. Furthermore, 2,067 out of 2,369 records had a customs entry date of 1970. The HCSU database used 1970 as the default year whenever the date was missing.

33. HCSU had identified the need to clean up the database but stated that there were no resources to do so. Incomplete and incorrect data in the database adversely affected its reliability.

(5) UNON should develop an action plan to clean up the motor vehicle database to ensure its accuracy and reliability.

UNON accepted recommendation 5 and stated that HCSU had assigned a dedicated staff member to update all active vehicle records as per database clean-up action plan in place.

Need to strengthen controls over data privacy and protection

34. ST/SGB/2024/3 of 13 March 2024 outlines the data protection and privacy policy for the Secretariat, which aims at ensuring that personal and non-personal data in a sensitive context is processed in a manner that respects the rights of individuals and groups.

35. By nature of its operations, HCSU handles sensitive personal data and private and confidential information for its United Nations clients, staff and their dependents. OIOS noted the following:

(a) HCSU did not have a standard operating procedure on data privacy to guide its staff in handling sensitive and personal data.

(b) There were inadequate safeguards in relation to sharing sensitive personal data such as salary details with institutions outside the United Nations.

(c) It was unclear how HCSU ensured periodic review, retention and deletion of sensitive personal data. There was also no evidence that HCSU staff had completed the required training on data protection and privacy.

(d) No data protection focal points were designated for host country data as required.

(6) UNON should: (a) develop standard operating procedures for data protection and privacy specific to host country services covering all relevant aspects of ST/SGB/2024/3; and (b) train the Host Country Services Unit staff on its application.

UNON accepted recommendation 6 and stated that it had developed a standard operating procedure on ST/SGB/2024/3 and trained HCSU staff on its application in November 2024 and August 2025.

Need to avoid disproportionate sharing private and sensitive information

36. HCSU shared important information with the host government to meet the country's accreditation requirements. This included confirming to the host government that staff had valid contracts to work in the country.

37. OIOS reviewed 50 approved accreditation applications to the government for staff from 14 agencies, funds and programmes and assessed that HCSU shared more personal information than was required for government registration purposes, as explained below:

(a) In all applications reviewed, private and sensitive agreements in the form of human resources letters, personnel actions and staff contracts were shared instead of an extract of the pertinent information.

(b) 22 out of 50 staff registration applications sent to the government included salary or other remuneration as supporting evidence, which were not required for accreditation purposes.

(c) In the remaining 28 cases, applications were based on human resources letters, contract formats and personnel actions that only included essential information such as position, grade of staff members and contract duration.

38. Under normal circumstances, notes verbale were used to communicate pertinent information to the host country. However, UNON was in some cases compelled to provide the actual staff contracts to facilitate the accreditation process, contrary to ST/SGB/2024/3. Standardizing the required information and using notes verbales to communicate the information required for staff accreditation is essential to safeguard staff members' personal data.

(7) UNON should: (a) review and standardize the information required for accreditation applications to the host government to protect staff members' privacy; and (b) consult with the host government on the use of notes verbale for communicating such information.

UNON accepted recommendation 7 and stated that it previously raised this concern with the host government at the Subcommittee on Privileges and Immunities meeting held on 28 May 2025. UNON has developed a standard contract template for use by all United Nations agencies operating in or from Kenya. Once formally adopted under the Common Services Governance Framework, UNON will notify the host government that, in line with ST/SGB/2024/3, staff members' personal information will no longer be shared.

C. Financial and human resources management

Billing for services provided were being improved

39. HCSU generated revenue by billing clients for services provided on a quarterly basis. UNON's Budget and Financial Management Services managed the billing process based on data provided by HCSU.

40. In 2024, HCSU consolidated all billing queries onto a SharePoint drive for better tracking. In that year, 40 billing queries were recorded: 25 concerning incorrect offices being charged; 6 cases of inadequate details of recipient of services; 5 relating to incorrect agencies being charged; and 4 were other billing errors. HCSU was, on an ongoing basis, working closely with UNON Budget and Finance Management Service to ensure accuracy of billing data.

Preparation for the projected surge in staff relocating to Nairobi was being taken

41. At the time of the audit, HCSU established a guideline on post-to-client ratio of 1 post for every 100 clients. This ratio was monitored on a quarterly basis to ensure that adequate staff were available to provide the host country services. The post-to-client ratios in 2023 and 2024 were 1 post for every 119 and 130 clients, respectively. In 2023 and 2024, the Nairobi duty station onboarded 325 and 218 new clients, respectively. UNON responded to the growth in client numbers by allowing staff to work overtime and creating four and five additional posts in 2023 and 2024.

42. UNON was anticipating a surge in the workload from 13,000 to about 15,600 transactions in 2025, and for the number of clients to increase to about 2,950. Based on the annual workload projections, UNON HSCU has prepared a template to assess staffing needs at any given time to ensure timely recruitment of HCSU staff.

IV. ACKNOWLEDGEMENT

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

Internal Audit Division
Office of Internal Oversight Services

ANNEX I

STATUS OF AUDIT RECOMMENDATIONS

Audit of provision of host country services at the United Nations Office at Nairobi

Rec. no.	Recommendation	Critical[2]/ Important[3]	C/ O[4]	Actions needed to close recommendation	Implementation date[5]
1	UNON should engage the host government to ensure that differences in the interpretation or application of the host country agreement, notably on taxation and immigration, are resolved in line with Article XV, Section 34 (a) and 35 a) of the agreement.	Important	O	Receipt of evidence that UNON has engaged the Host Government on the issues of differences in interpretation and application of the Host Country Agreement through the Subcommittee on Privileges and Immunities and, if necessary, through the Host Country Liaison Committee.	30 June 2026
2	UNON should: (a) include all services in ProcessMaker and develop related key performance indicators; and (b) develop and implement an action plan to meet its key performance targets for provision of host country services.	Important	C	N/A	Implemented
3	UNON should configure information systems supporting host country services to limit multiple resubmissions of the same documents, if they are still valid.	Important	C	Receipt of evidence for the operation of the data update module implemented to address this issue.	31 December 2025*
4	UNON should develop an action plan to address long outstanding service requests.	Important	O	Receipt of evidence that the remaining open service requests have been successfully resolved and closed.	31 December 2025
5	UNON should develop an action plan to clean up the motor vehicle database to ensure its accuracy and reliability.	Important	O	Receipt of evidence that the motor vehicle database has been updated to ensure its accuracy and reliability.	30 November 2025

[2] 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.
[3] 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.
[4] Please note the value C denotes closed recommendations whereas O refers to open recommendations.
[5] Date provided by UNON in response to recommendations. *Revised implementation date set by OIOS to allow for verification of the operation of the data update module.

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STATUS OF AUDIT RECOMMENDATIONS

Audit of provision of host country services at the United Nations Office at Nairobi

Rec. no.	Recommendation	Critical[2]/ Important[3]	C/ O[4]	Actions needed to close recommendation	Implementation date[5]
6	UNON should: (a) develop standard operating procedures for data protection and privacy specific to host country services covering all relevant aspects of ST/SGB/2024/1; and (b) train the Host Country Services Unit staff on its application.	Important	C	N/A	Implemented
7	UNON should: (a) review and standardize the information required for accreditation applications to the host government to protect staff members' privacy; and (b) consult with the host government on the use of notes verbale for communicating such information.	Important	O	Receipt of evidence that the standardized contract template for use by all United Nations agencies operating in or from Kenya has been formally adopted under the Common Services framework.	31 January 2026

APPENDIX I

Management Response

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Management Response

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Rec. no.	Recommendation	Critical[1]/ Important[2]	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
1	UNON should engage the host government to ensure that differences in the interpretation or application of the host country agreement, notably on taxation and immigration, are resolved in line with Article XV, Section 34 (a) and 35 a) of the agreement.	Important	Yes	Chief CSS	30 June 2026	UNON has previously brought to the attention of the host government certain areas where the application of the Host Country Agreement (HCA) appears to be inconsistent. These concerns were formally communicated through Note Verbale Ref: UNON/ODG-MFDA dated 20 June 2025 and have also been discussed in meetings held at various levels with the Ministry of Foreign and Diaspora Affairs (MFDA), including within the framework of the Subcommittee on Privileges and Immunities. UNON will propose this matter as a key agenda item at the forthcoming meeting of the Subcommittee on Privileges and Immunities. If unresolved, it will be escalated to the Host Country Liaison Committee (HCLC), co-chaired by the Director-General of UNON and the Principal Secretary of MFDA, for further deliberation.
2	UNON should: (a) include all services in ProcessMaker and develop related key performance indicators; and (b) develop and implement an action plan to meet its	Important	Yes	Chief HCSU	Completed	a) All relevant processes have been integrated into ProcessMaker, while others are accessible via iNeed, which features a built-in capability to monitor

[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.

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Rec. no.	Recommendation	Critical[1]/ Important[2]	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
	key performance targets for provision of host country services.					end-to-end performance indicators. For reference, a list of services currently available on both platforms is attached. b) The HCSU Office Workplan is also attached, outlining key performance indicators that guide the delivery of host country services.
3	UNON should configure information systems supporting host country services to limit multiple resubmissions of the same documents, if they are still valid.	Important	Yes	Chief, HCSU	Completed	The Data Update Module was successfully developed and went live on 27 May 2025 to address this issue.
4	UNON should develop an action plan to address long outstanding service requests.	Important	Yes	Deputy Chief, HCSU	31 December 2025	Since March 2025, a substantial number of long-outstanding service requests have been successfully resolved. As of 31 October 2025, ten cases—dating from 2021 to early 2025—remain open. To facilitate their closure, HCSU has assigned a dedicated staff member to actively follow up on these cases.
5	UNON should develop an action plan to clean up the motor vehicle database to ensure its accuracy and reliability.	Important	Yes	Chief, HCSU	30 November 2025	HCSU has assigned a dedicated staff member to update all active vehicle records as per the attached action plan.
6	UNON should: (a) develop standard operating procedures for data protection and privacy specific to host country services covering all relevant aspects of ST/SGB/2024/1; and (b) train the Host Country Services Unit staff on its application.	Important	Yes	Deputy Chief, HCSU	Completed	a) SOP on ST/SGB/2024/1; developed. b) HCSU training already undertaken (November 2024; 28 August 2025).

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Rec. no.	Recommendation	Critical[1]/ Important[2]	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
7	UNON should: (a) review and standardize the information required for accreditation applications to the host government to protect staff members' privacy; and (b) consult with the host government on the use of notes verbale for communicating such information.	Important	Yes	Chief CSS	31 January 2026	UNON previously raised this concern with the host government at the Subcommittee on Privileges and Immunities meeting held on 28 May 2025. UNON has developed a standard contract template for use by all UN Agencies operating in or from Kenya. Once formally adopted under the Common Services governance framework, UNON will notify the host government that, in line with ST/SGB/2024/1, staff members' personal information will no longer be shared.