



Global Asset Management Solutions

High-Impact Common Services
Business Operations Strategy

Tue Aug 2nd 7:00 am NY

Thu Aug 4th 10:00 am NY

High Impact Services - Overview

Common services selected for their potential to create benefits within the UN & provide a proof of concept for replication with other organizations.

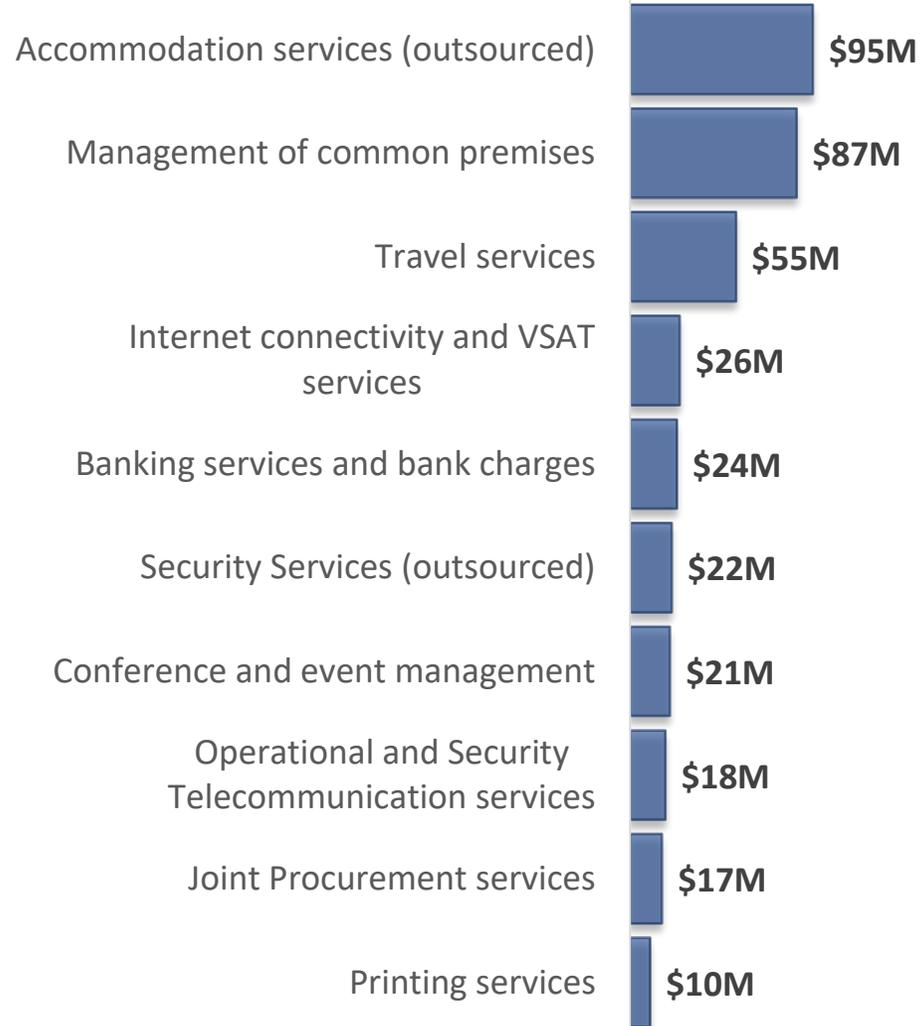
- 1 High-Cost Avoidance:** Top 10-15 high-cost avoidance services within the BOS
- 2 Good Practices:** Such as digital bookings & management of fleet, payments processing, & global disposal services.
- 3 Gender inclusive services:** Promote gender-responsive practices to achieve gender parity & equity & create inclusive working environments
- 4 Disability Inclusion:** Create inclusive environments for persons with disabilities in the UN across: Physical Accessibility, Inclusive HR, ICT/Digital Accessibility, & Procurement.
- 5 Renewable & Sustainable practices:** Integrate a united sustainable & green strategy across operations

High Cost
Avoidance

High-Quality
Improvement

Good Practices &
SDGs linkage

TOP 10 HIGH-COST AVOIDANCE \$375M



HIGH QUALITY & SOCIAL IMPACT COMMON SERVICES



Disability
Inclusion

Physical Accessibility
Inclusive HR
ICT/Digital Accessibility



Innovation &
Efficiency

Common Mobility (WFP, UNDP, UNHCR)
Common Accommodation (WFP)
Clinic & Medical Booking (WFP)



Green &
Renewable
Energy

Energy Mgt., Monitoring & Consumption
Assessment & Business Case
Solar Solutions (Home, Street, H2O)



Gender
Inclusive
Operations

Gender Responsive Procurement
Supporting Women Owned Businesses
Gender Equity throughout operations



Enabling
Environments

Inclusive Working Environments
Staff Well-being & Community Reach
Sustainable Canteen

PROOF OF CONCEPT RENEWABLE ENERGY & DISABILITY INCLUSION

Business Cases for renewable energy in UN Premises

1. Facilitate implementation with real data & IoT devices
2. Reduce CO2 footprint, increase energy efficiency, reliability
3. **Pilot UNCTs:**
AFR: Ghana, Lesotho, Namibia, Nigeria, South Sudan, Zambia, Zimbabwe;
LAC: Haiti
AS: Lebanon
ECA: Kazakhstan, Kyrgyzstan, Turkmenistan



Disability Inclusion Seed Funding

1. Seed funding to UNCTs to advance UNDIS & make operations inclusive
2. Create **inclusive HR practices** with accessible premises & digital tools
3. **Pilot UNCTs:**
AFR Lesotho, Namibia, Nigeria
APA: Indonesia, Iran, Nepal, Fiji
AS: Lebanon
ECA: Albania, Montenegro, Tajikistan
LAC: Costa Rica, Dominican Republic, Guatemala, Uruguay

What can I do with these old assets that take space and are not longer useful for my operation?

Could I recover some capital investment of these assets?



How?

Selling Assets with UNHCR

Global Asset Management Solutions



UNHCR
The UN Refugee Agency

What can you expect from us?

Due diligence



Methodology



Transparency



Reliable Processes



Experienced staff



Strong partnerships



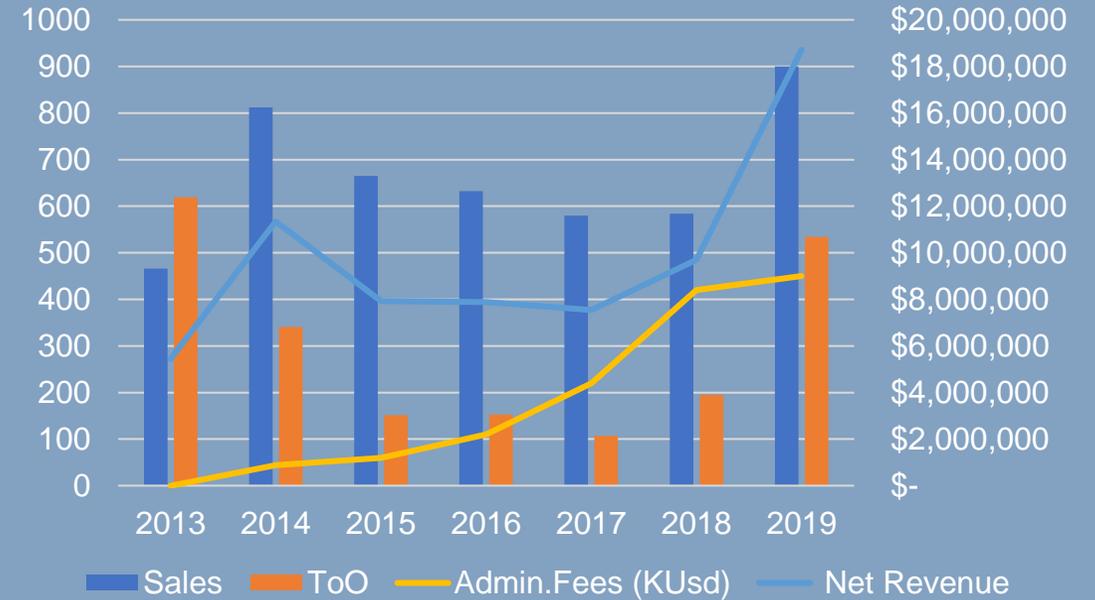
High returns



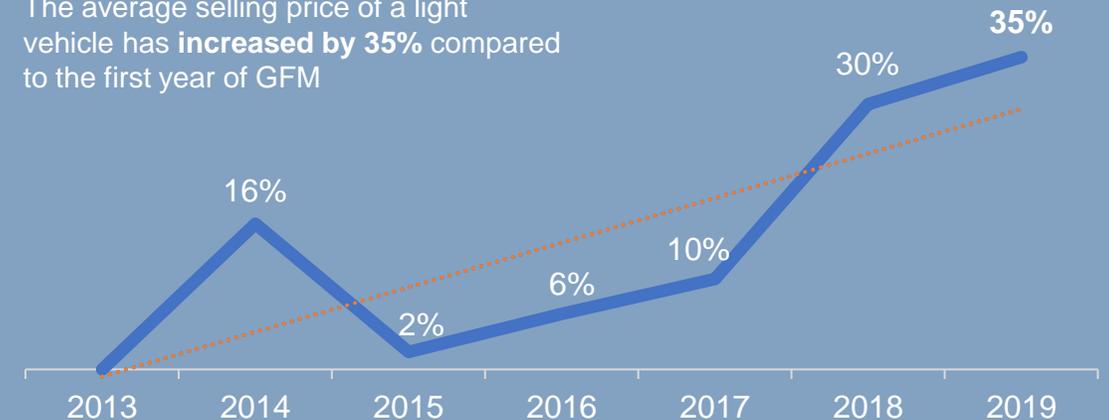
Effective Asset Management contributes to minimizing the Total Cost of Ownership through the professional management of all assets during their lifecycle and well managed disposal at the end of their useful lives.

Professional disposal processes ensure good returns on the residual value of all assets.

Disposals and Revenue by Year

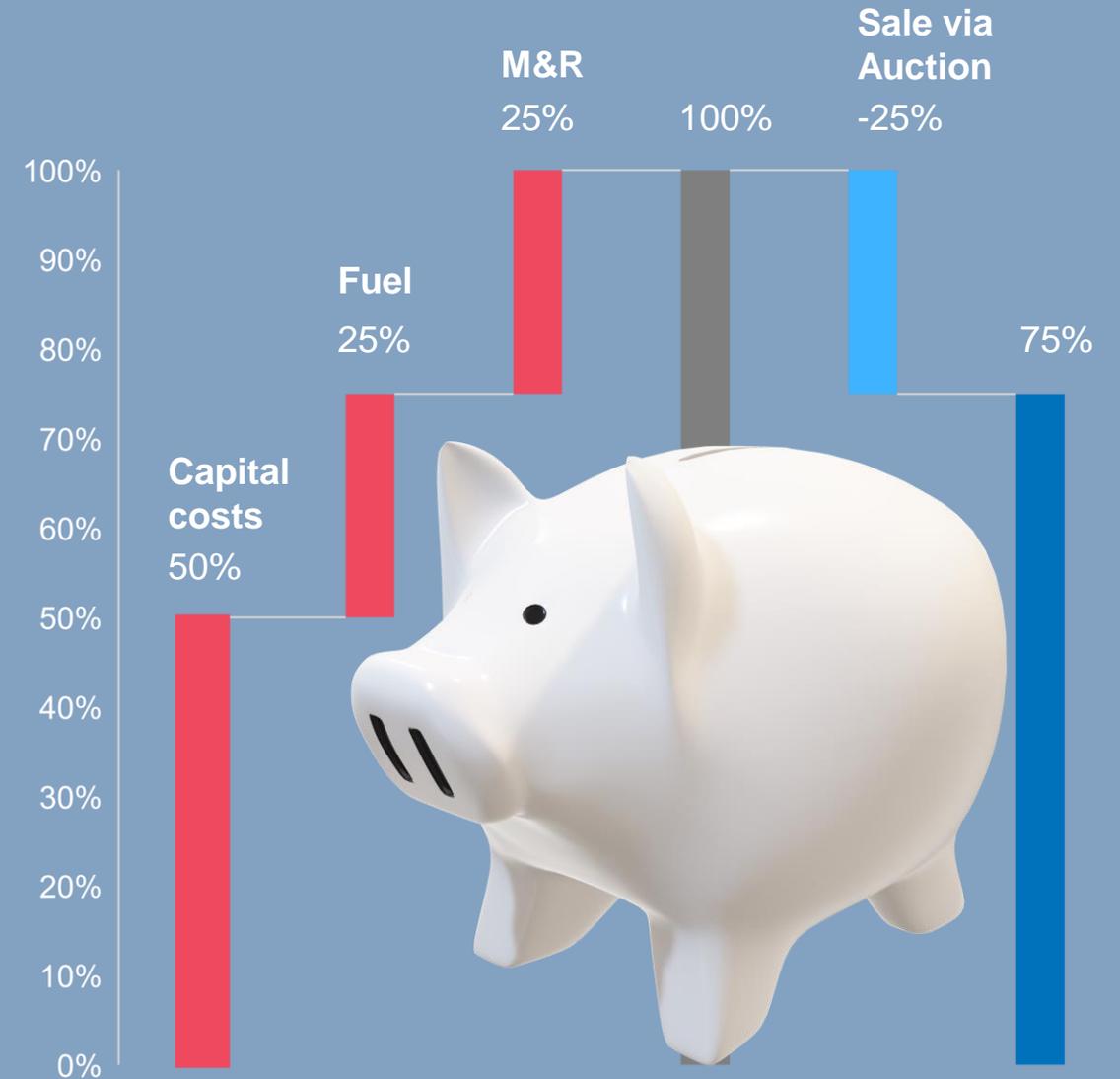


The average selling price of a light vehicle has **increased by 35%** compared to the first year of GFM



According to the latest UN Fleet Management analysis 2020 performed by INK:

"Recouping the residual values of vehicles through disposals is **THE MOST EFFECTIVE** single measure to reduce cost per vehicle. Timely disposals are essential to effective fleet lifecycle management, which in turn is the most impactful way of reducing overall fleet costs..."

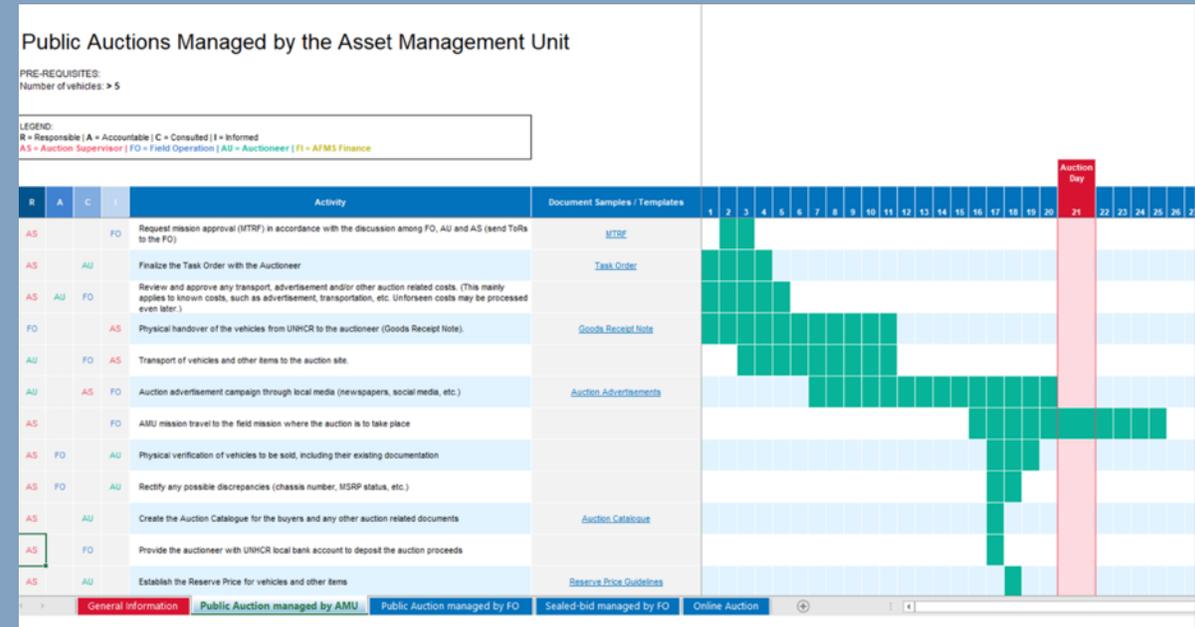


How do we maximize disposal values?



PEOPLE & PROCESS

Standardized and continuously refined processes in place for each auction type



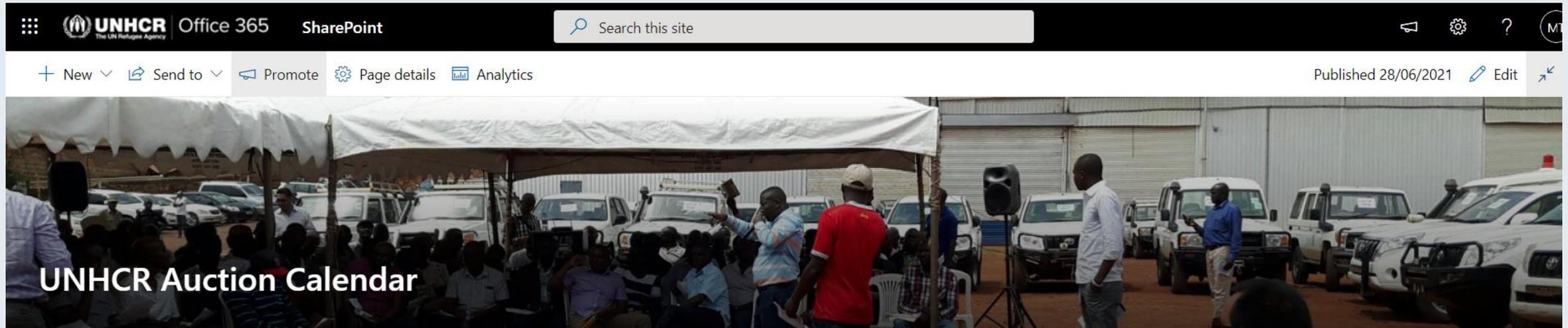
Public Auctions Managed by the Asset Management Unit

PRE-REQUISITES:
Number of vehicles: > 5

LEGEND:
R = Responsible | A = Accountable | C = Consulted | I = Informed
AS = Auction Supervisor | FO = Field Operation | AU = Auctioneer | FI = AFMS Finance

R	A	C	I	Activity	Document Samples / Templates	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
AS			FO	Request mission approval (MTRF) in accordance with the discussion among FO, AU and AS (send ToRs to the FO)	MTRF																											
AS		AU		Finalize the Task Order with the Auctioneer	Task Order																											
AS	AU	FO		Review and approve any transport, advertisement and/or other auction related costs. (This mainly applies to known costs, such as advertisement, transportation, etc. Unforeseen costs may be processed even later.)																												
FO			AS	Physical handover of the vehicles from UNHCR to the auctioneer (Goods Receipt Note).	Goods Receipt Note																											
AU		FO	AS	Transport of vehicles and other items to the auction site.																												
AU		AS	FO	Auction advertisement campaign through local media (newspapers, social media, etc.)	Auction Advertisements																											
AS			FO	AMU mission travel to the field mission where the auction is to take place																												
AS	FO		AU	Physical verification of vehicles to be sold, including their existing documentation																												
AS	FO		AU	Rectify any possible discrepancies (chassis number, MSRP status, etc.)																												
AS		AU		Create the Auction Catalogue for the buyers and any other auction related documents	Auction Catalogue																											
AS		FO		Provide the auctioneer with UNHCR local bank account to deposit the auction proceeds																												
AS		AU		Establish the Reserve Price for vehicles and other items	Reserve Price Guidelines																											

Shared live auction calendar and easy sign-up process



Upcoming Auctions

[See all](#)

AuctionID	Month	Type	Country	Location	Status	Supervisor
2021_010	June	Sealed Bid	Bangladesh	Dhaka	Proposed	Eva Palfi
2021_011	June	Public	Chad	Ndjamena	Proposed	Sanja Vujic
2021_012	June	Public	Brazil	Brasilia	Confirmed	Israel Carrizales
2021_009	July	Online	Algeria	Algiers	Confirmed	Alexandre Galley



Global Presence & Local knowledge



+45 Contracts covering / +70 Countries



PREPARATION

Identifying Assets to be sold

Light Vehicles



Heavy Vehicles



Other Equipment



Identifying Assets **NOT** to be sold

HAZMAT

Personal Protection Equipment (PPE)

Military classified equipment

UN-specific communication equipment

AV Vehicles or accessories

Hazardous waste (Oil, batteries, etc)



Determining the most suitable auction type

Security

Remoteness

Number of assets



Local restrictions

Market situation

AND Local restrictions

Determining the most suitable auction type

Public
auction



Determining the most suitable auction type

**Public
auction**



**Sealed-bid
auction**



Determining the most suitable auction type

**Public
auction**



**Sealed-bid
auction**



**Online
auction**

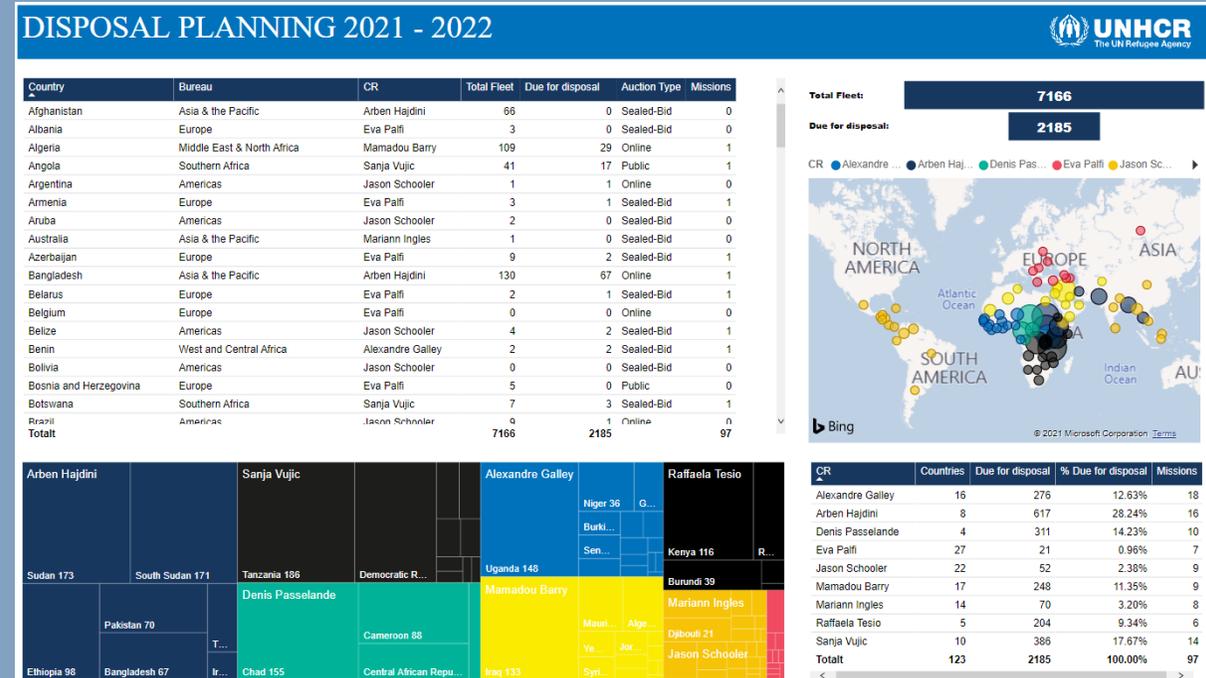


Disposal Strategy

1000+ high value assets sold

100+ sales events a year

60+ field missions carried out each year



Country	Bureau	CR	Total Fleet	Due for disposal	Auction Type	Missions
Afghanistan	Asia & the Pacific	Arben Hajdini	66	0	Sealed-Bid	0
Albania	Europe	Eva Palfi	3	0	Sealed-Bid	0
Algeria	Middle East & North Africa	Mamadou Barry	109	29	Online	1
Angola	Southern Africa	Sanja Vujic	41	17	Public	1
Argentina	Americas	Jason Schooler	1	1	Online	0
Armenia	Europe	Eva Palfi	3	1	Sealed-Bid	1
Aruba	Americas	Jason Schooler	2	0	Sealed-Bid	0
Australia	Asia & the Pacific	Mariann Ingles	1	0	Sealed-Bid	0
Azerbaijan	Europe	Eva Palfi	9	2	Sealed-Bid	1
Bangladesh	Asia & the Pacific	Arben Hajdini	130	67	Online	1
Belarus	Europe	Eva Palfi	2	1	Sealed-Bid	1
Belgium	Europe	Eva Palfi	0	0	Online	0
Belize	Americas	Jason Schooler	4	2	Sealed-Bid	1
Benin	West and Central Africa	Alexandre Galley	2	2	Sealed-Bid	1
Bolivia	Americas	Jason Schooler	0	0	Sealed-Bid	0
Bosnia and Herzegovina	Europe	Eva Palfi	5	0	Public	0
Botswana	Southern Africa	Sanja Vujic	7	3	Sealed-Bid	1
Brazil	Americas	Jason Schooler	0	1	Online	0
Totall			7166	2185		97

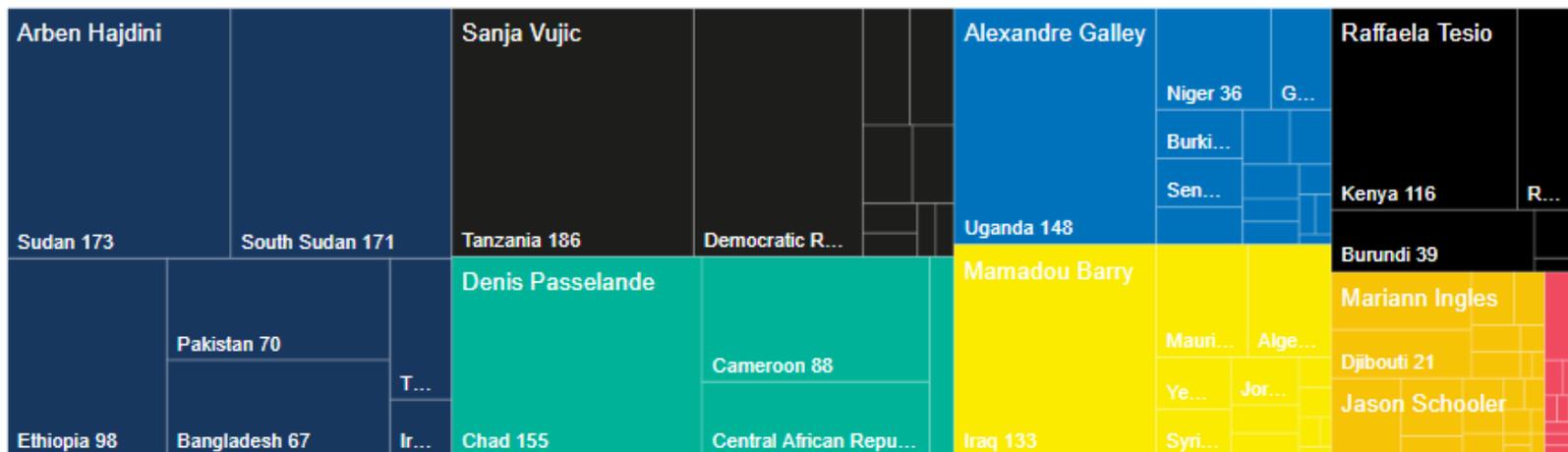
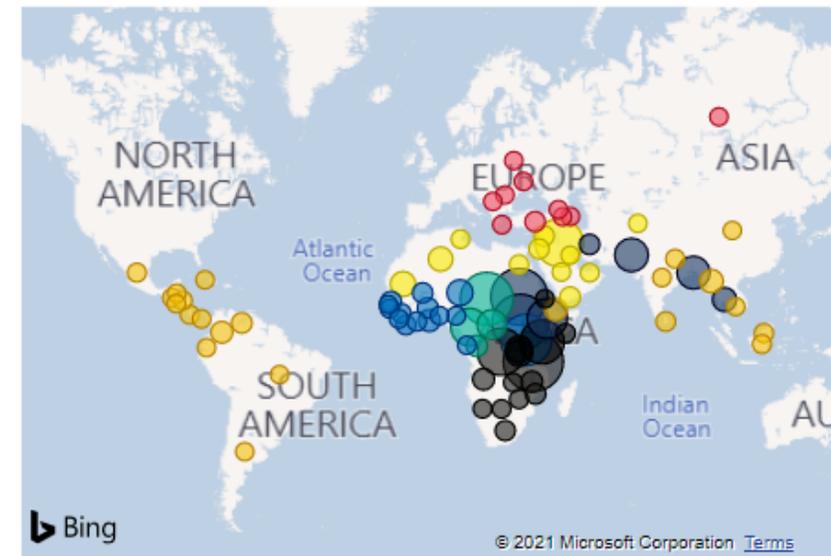
Total Fleet:

7166

Due for disposal:

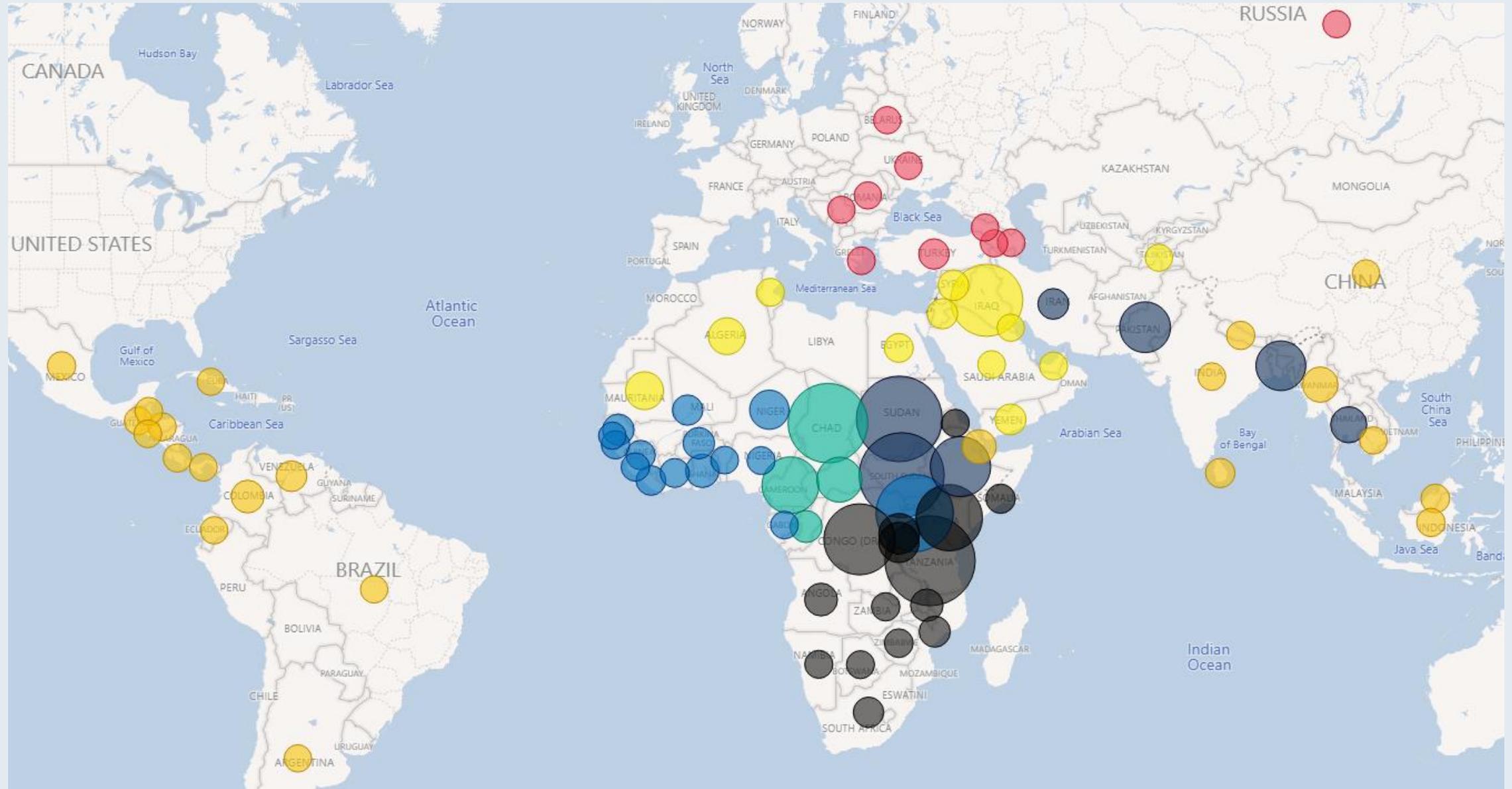
2185

CR ● Alexandre Galley ● Arben Hajdini ● Denis Passelande ● Eva Palfi ● Jason Schooler



CR	Countries	Due for disposal	% Due for disposal	Missions
Alexandre Galley	16	276	12.63%	18
Arben Hajdini	8	617	28.24%	16
Denis Passelande	4	311	14.23%	10
Eva Palfi	27	21	0.96%	7
Jason Schooler	22	52	2.38%	9
Mamadou Barry	17	248	11.35%	9
Mariann Ingles	14	70	3.20%	8
Raffaela Tesio	5	204	9.34%	6
Sanja Vujic	10	386	17.67%	14
Totall	123	2185	100.00%	97

Disposal Strategy



Disposal Strategy



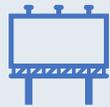
Documentation



Auction site



Transportation



Advertisement



Security



Mission travel

ON SITE

Viewing [Live Auction](#)



Auction Day [Live Auction](#)

Site logistics

Access management

Registration and screening of participants

Collection and reimbursement of participation fees

Crowd control

Recording of awarded bids

Issuance of bills of sale

Release of assets that are paid in full on-site

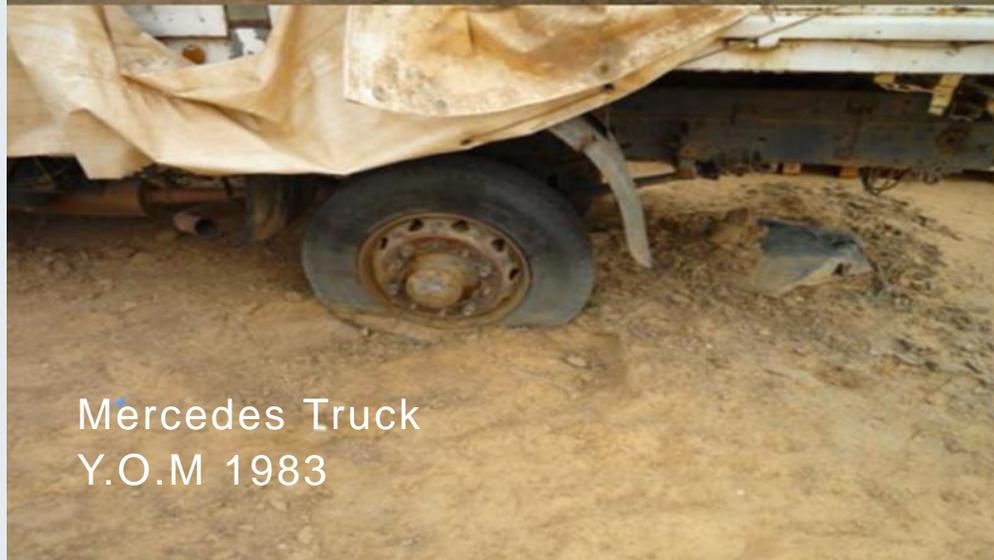
Applicable duties applicable for buyers



Kampala, Uganda - \$875



Ndjamena, Chad- \$5,292



Mercedes Truck
Y.O.M 1983

Juba, South Sudan - \$11,290



AUCTION CLOSURE

Examples of the deliverables produced after every auction:

- UNHCR Auction Report
- Awarded Bid Report
- Copy of Bill of sales
- Proof of full payment
- Other documents for legal purposes

→ High returns



Currently we distribute the auction calendar twice a month to:

- UNSOS
- Africa Green Tech
- IFRC
- Plan Intl.
- UNOPS
- Save the Children
- Halo Trust
- WFP
- DFS
- WHO
- UNOCHA
- FAO
- UNICEF
- UNFPA
- UN Women
- IOM



CUSTOMER EXPERIENCE

powerful driver of retention

“...Well done all!! What an impressive job, especially considering current context in Haiti and such number of old items...

WFP - HAITI
Country Director

“...the processes were seamless, and we appreciate the great work done...

WHO - LIBERIA

“...we wish to acknowledge the excellent facilitating roles played by your team. Your professionalism and comporment demonstrated...

UNFPA - SUDAN
International Operation Manager

“...for all the intensive work and the cooperation regarding the auction. At the same time let me congratulate to the successful results...

FAO - ZAMBIA
Finance Officer

“...Thanks a lot for a job well done...

UNICEF - LIBERIA
Dep. Representative - Operations

“...je vous remercie pour le travail formidable accompli dans le cadre de la vente de nos assets...

OCHA - SENEGAL
International Operations Manager

CUSTOMER EXPERIENCE

powerful driver of retention

“...we have learned a lot from this process... This process is extremely important to small country offices like ours...

WFP - LIBERIA
Country Director

“...to express appreciation to you and your team for the invaluable contribution in ensuring the successful completion of the disposal...

UNFPA - SUDAN
International Operation Manager

“...Thank you very much for your quick report. I am very grateful to you and your team...

UNFPA – Thailand
Admin. Officer

“...Thank you very much for your support and I must compliment UNHCR for the job well done...

WFP - SUDAN
Head of Admin

“...Congratulations to the whole team for the successful auction and the great cooperation...

FAO - SOMALIA
Finance Officer

“...Thank you for your hard work on the last auction, we are keen to join you again for the next one...

Plan Intl. - KENYA
Global Fleet Manager

Contact

For more information about UNHCR's Disposal Services, the global disposal plan and the regional coverage, please contact:

Israel Carrizales (carrizal@unhcr.org)

Sanja Vujic (vujic@unhcr.org)

Or send an email to:

Global Asset Management Solutions

GlobAssets@unhcr.org



UNHCR
The UN Refugee Agency

Thank You

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COUNTRY BUSINESS STRATEGY
dco.cbs@un.org



BE MORE>
EMBRACE THE EFFICIENCY AGENDA