

POLICY FOR OFFICE SUPPLIES AND FURNITURE

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EXECUTIVE SUMMARY

This document sets out the main principles, rules and procedures regarding the management of office supplies and furniture necessary to create a productive working environment in UNFPA.

Specific sections on office supplies, stationery, flags, insignia, and furniture provide guidance on the use and management of these item categories. They are followed by general sections on procurement and delivery, which are applicable to all of these categories.

The section on office supplies specifies guidelines for the accurate assessment of office supply needs and differentiates between procedures for stocked and non- stocked office supplies.

The section on stationery outlines procedures regarding the use and ordering of stationary items. The sub-section on business cards specifies which staff members are entitled to business cards, relevant information to be printed on the cards and how business cards may be ordered.

The section on flags and insignia specifies general information and procedures regarding their use. Paragraphs relevant to the UN flag are in accordance with the United Nations flag code.

The section on furniture refers to the Asset Management Policy as certain items of furniture fall under the category of assets. One of the main principles in this section is that furniture will not be replaced prior to expiry of the items projected longevity which in the case of furniture reflects a minimum of 10 years. The section also outlines those circumstances under which furniture can be replaced prior to the 10 year projected life.

The procurement section is mainly a reference to the Procurement Policy, and only provides some guidance related to the above mentioned categories.

The last section of the policy concentrates on delivery, receipt, and rejection of office supplies and furniture items and is mainly a reference to the Procurement Policy.

A. Principles of UNFPA Office Supplies Management

A.1. Definitions

- A.1.1. “Office” refers to any office utilised by UNFPA for official UNFPA business, such as a headquarter office, regional office, sub-regional office, country office or representation office.
- A.1.2. “Office Supplies” refers to the expendable items which are used for official administrative purposes in an office. They typically have a low per item cost, are easily portable, and have a low service lifetime as they are continually expended by staff members in the course of their daily tasks. The main categories of office supplies are listed and described in Annex I.
- A.1.3. “Furniture” refers to office furniture items purchased and used to equip office space, such as desks, chairs, meeting tables, shelves and office storage furniture items.
- A.1.4. “Asset” as defined in the [Policy for Fixed Asset Management](#)

A.2. Scope

The rules and procedures contained herein address the management of the office supplies and furniture necessary to create a productive working environment.

- A.2.1. Specific sections on office supplies, stationery, flags and insignia, and furniture provide guidance on the use and management of these categories of items. They are followed by sections providing guidance and information on procurement and delivery, which are applicable to all categories of supplies and equipment.

A.3. Delegation of Office Supply Management Authority

- A.3.1. The UNFPA Executive Director has delegated management and approval authority for the “Office Supplies Management policy” to the Deputy Executive Director/Management, hereafter referred to as “DED (M)”, who has further delegated his/her authority to the Director, Division for Management Services (“DMS”).
- A.3.2. The Director, DMS has delegated his/her authority to UNFPA regional directors, UNFPA sub-regional office directors, UNFPA representatives, UNFPA heads of office in countries without UNFPA representatives, and to chiefs of representation offices, hereafter collectively referred to as “heads of units”. UNFPA heads of units are responsible for ensuring that operational procedures are established for local use of office supplies, and are distributed to all staff, and that control systems exist to follow this policy and its procedures.

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A.3.3. UNFPA heads of office may further delegate office supply management authority to their staff to carry out office supply management tasks, but shall remain responsible for compliance with the [Financial Regulations and Rules](#) and all relevant policies and procedures. For further detail on delegation of authority, refer to the “Roles and Responsibilities” section below.

A.4. Roles and Responsibilities

A.4.1. Field Offices and HQ outside of New York

- a. UNFPA heads of office are responsible for ensuring that management of office supplies and furniture conforms to the policies and procedures described and referenced herein.
 - Responsibilities for overseeing office supplies and furniture may be delegated to an appropriate staff member, referred to here as the Office Supplies Focal Point (“OSFP”).
 - Additionally, responsibilities for asset management, including furniture asset management, may be delegated to an Asset Focal Point (“AFP”).

One or both of the above roles will normally be given to the Operations Manager or Administrative Assistant, but may be delegated to any staff member as appropriate.

- b. The OSFP is responsible for the procurement and distribution of office supplies and furniture, which includes monitoring the use and need of office supplies; selecting suppliers; setting up a bidding process where required; and overseeing the receipt, storage, and distribution of office supplies at the office.
- c. The AFP is responsible for maintaining complete and accurate records of furniture assets received or held in inventory by the office.

A.4.2. Headquarters in New York

- a. **FASB New York** handles all requests for flags, and any requests for UNFPA insignia that cannot be procured by the field office on its own.
- b. The Chief FASB is responsible for ensuring that management of office supplies and furniture conforms to the policies and procedures described and referenced herein.

A.4.3. All Staff Members

- a. All staff members are responsible for ensuring that they strictly adhere to the policies and procedures regarding the use of office supplies.
- b. Any authorized staff member who purchases an asset is responsible for informing the local Asset Focal Point in line with the UNFPA Fixed Asset management Policy.

A.5. General Principles

A.5.1. Those responsible for UNFPA office supply and furniture management are to be guided by the following principles:

- a. To ensure integrity and accuracy in financial and administrative recording and use of office supplies and furniture items;
- b. To promote due care and attention to the distribution, control, and maintenance of office supplies and furniture items;
- c. To ensure application of climate neutrality and sustainability principles in the areas of procurement, management and disposal of office supplies and furniture; and
- d. To ensure use of common services and shared services/pool purchasing or leasing as UNFPA's preferred options (see Chapter F).

A.5.2. Compliance with Applicable Policies and Procedures

All office supply management must strictly comply with UNFPA [Financial Regulations and Rules](#), [Procurement Procedures](#), the [Asset Management Policy](#) and all other Administrative Policies and Procedures. In the case of any inconsistency or ambiguity between them, these instruments must be applied in the following order of priority:

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- a. Article 100 of the [Charter of the United Nations](#);
- b. UNFPA [Financial Regulations and Rules](#) and the [Staff Rules and Regulations of the United Nations](#) ; and
- c. The applicable policies and procedures.

B. Office Supplies Management

B.1. Definitions

- B.1.1. “Stocked office supplies” are items of which a quantity is kept at the office because they are continuously expended and need frequent replacement. Examples include pens, stationery, toner cartridges, and cleaning supplies.
- B.1.2. “Non-stocked office supplies” are items of which a quantity is not kept at the office because they do not often need to be replaced. Examples include first aid kits, small bulletin boards, and wastebaskets.

B.2. Guidance on Assessing the Need for Office Supplies

- B.2.1. The OSFP establishes a routine quarterly or semi-annual ordering schedule for office supplies. When planning an order, the OSFP needs to take the following considerations into account:
 - a. The current quantities of stocked items in the office;
 - b. The rates at which the supply of stocked items is expended;
 - c. The schedule of any special projects, such as workshops, which will require certain items to be ordered in larger quantities than normal;
 - d. The amount of storage space available;
 - e. The various sources from which each needed item can be ordered, so that orders may be efficiently coordinated; and
 - f. Any other staff needs or requests.
- B.2.2. For any ordering schedule to be effective, the OSFP ensures that the items and quantities ordered match the needs of the office. Information from staff members is critical in order to avoid emergency procurement orders (which are especially difficult to fill in an economical way), as well as personal stockpiling, stock shortages, and surplus stock of unnecessary items.
 - a. Each office determines which office supplies are most frequently needed by the staff members in that office, and must therefore be kept in stock for ready access.
 - b. The need for non-stocked office supplies is determined on a more general basis (per floor, per room, or per individual). Each staff member is responsible for adequate notice and informing the OSFP when such items need to be obtained or replaced.

- c. Any exceptional request for special Office Supplies based on medical reasons must be accompanied by a signed certificate from the UN Medical Services Division (UNMSD). Upon receipt of the certificate from UNMSD, the Chief, FASB will decide on a case-by-case basis.

B.2.3. To obtain the above information, the OSFP develops a needs-identification procedure that is maximally responsive to staff input. Specific guidelines related to stocked and non-stocked office supplies are given below in Sections B.3. and B.4. respectively.

B.3. Guidance on Stocked Office Supplies

B.3.1. Day-to-Day Management

- a. Day-to-day requests for stocked office supplies are filled from stock on hand in the office supplies storage facility, or from those suppliers with which the office has a Long Term Agreement (LTA). Refer to Section F.4. for detailed guidelines on LTAs.
- b. Requests for stocked office supplies are acknowledged and filled as soon as possible, be it daily, semi-weekly, or weekly, according to the local circumstances. The OSFP establishes this schedule and makes it known to the staff members. Staff members are responsible for making their requests to the OSFP in a timely manner, so that they may be filled according to schedule. Since office supplies in most countries can generally be delivered at very short notice offices are cautioned not to hold excessive stocks.

B.3.2. Stocked items are to be ordered regularly on a quarterly or semi-annual basis. The OSFP registers the office supplies in stock and all associated records in order to determine:

- a. What office supplies are being used by the office;
- b. What office supplies are on hand compared to the usual amounts used in the interval between orders;
- c. What office supplies have become surplus or shelf-worn stock; and
- d. What will be required to replenish the stock of office supplies.

B.3.3. Special projects may require office supplies of a type or quantity significantly different from normal e.g. in the event of a country census or major conference event. For example, the specific binders needed for a workshop, or the size of envelopes needed for a mailing, may not be the ones ordered as part of the regular stocking process. As it may be necessary to adjust the office supplies order for the upcoming period, the event organising staff members are responsible for alerting the OSFP well in advance.

- B.3.4. The OSFP maintains a file of these periodic requisitions in order to profile staff usage of stocked office supply items by section and by calendar. A review of the file by the OSFP is used to supplement the recommended six-month inventory of stocked office supplies.

B.4. Guidance on Non-Stocked Office Supplies

B.4.1. Day-to-Day Management

- a. Requests for non-stocked office supplies are received on an "as needed" basis. The OSFP verifies the need for each requested item and its cost before approving its procurement then sends an acknowledgement of the request and an indication of what action will be possible in filling the request to the requesting staff member.
- b. Urgency, price, and availability permitting, orders of non-stocked office supplies are to be combined with the periodic orders of stocked office supplies in order to minimise shipping costs.

- B.4.2. Non-stocked items need not be expensive. In the interests of economy at all levels of UNFPA, only those items which are essential to the functioning of the office shall be ordered.

B.5. Distribution and Access to Office Supplies

- B.5.1. Office supplies need to be kept in a secure locked storage facility. Access to these storage facilities shall be limited to those staff members who are responsible for the receipt and distribution of office supplies for the entire office.
- B.5.2. Additionally, in larger offices, each section (or floor, etc.) may require a cabinet stocked with office supplies for the use of staff members in that area. This cabinet is to be locked, and should contain not more than a two- or three-week supply of the most commonly used items. A focal point for this cabinet is to be designated, to distribute items as necessary, monitor supply levels, and submit requisition lists to the OSFP to ensure that the cabinet is restocked as appropriate.

C. Stationery

C.1. Definitions

- C.1.1. The term “stationery” generally refers to paper supplies that may be visibly marked with the UNFPA logo and are required for official purposes. Stationery includes letterhead paper, envelopes, mailing labels and notepaper. Business cards are also included for the purposes of this section. Reference should also be made to the [UNFPA Brand Kit](#)
- C.1.2. A “letterhead” is a piece of paper printed with the organisation logo and office address. For UNFPA offices, the letterhead design is composed of the official UNFPA logo and the office address *only*.

C.2. Design Standards – [UNFPA Brand Kit](#)

- C.2.1. The UNFPA Brand Kit provides samples and templates for the range of acceptable designs, as well as paper and printing specifications, including the standardization of stationery.
- C.2.2. To ensure that UNFPA maintains a consistent and effective image, all specifications regarding stationery in the UNFPA Brand Kit need to be strictly followed.

C.3. Environmental Standards

- C.3.1. Where available, recycled paper must be used as standard UNFPA stationery as well as for packing materials. Care should be taken to ensure that this product is not chlorine bleached which is deemed environmentally adverse.
- C.3.2. Offices shall reduce paper waste through double-sided printing, by reusing computer paper and the blank portions of obsolete stationery as much as possible. Documents and emails should only be printed when deemed absolutely necessary. It is further recommended that offices participate in any paper recycling programmes that exist locally.
- C.3.3. Toner cartridges should only be bought new if no recycled cartridges are locally available, or in case the cost of purchasing recycled cartridges exceeds the cost of new cartridges.

- C.3.4. Desk supplies must be as environmentally friendly as possible. In this respect it is recommended to use recycled material as desk supplies. Examples are recycled cardboard pens, recycled denim pencils or biodegradable cornstarch pens.

C.4. Guidance on Ordering Stationery

- C.4.1. The office is encouraged to order a six-month supply of stationery to minimize printing and reproduction costs if ordered from local suppliers, or the additional shipping costs if ordered from international suppliers.
- C.4.2. If the office is housed in temporary quarters, or if a change of address is anticipated, the OSFP carefully decides what quantities must be ordered to avoid overstock of stationery that will subsequently become obsolete. All-purpose letterhead onto which the current address is added as necessary may be used only for a short time during the transition period.

C.5. Use of UNFPA Stationery

- C.5.1. Letterhead stationery is reserved solely for official UNFPA business, and cannot be used by office staff as personal stationery. The Head of Unit establishes any guidelines necessary for differentiating between personal and official use.
- C.5.2. Stationery is considered obsolete if the information in the letterhead (such as the office address) has changed, or if it does not conform to the specifications in the UNFPA Brand Kit.
- C.5.3. For security reasons it is important to prevent the use of UNFPA stationery, including obsolete stationery, by unauthorized persons. Consequently:
 - a. Stocked stationery needs to be stored in a secure location, as described in Section B.5. of this policy; and
 - b. Obsolete stationery must be destroyed in a secure manner by shredding at least the letterhead portion.
- C.5.4. Reusable inter-office envelopes, which are tied shut rather than sealed, are to be used for internal correspondence as much as possible.

C.6. Business Cards

- C.6.1. UNFPA business cards are generally issued to staff members at ICSC Level 8 (P1) and above to represent the organization in the context of their assignments. Upon approval of the Head of Unit, business cards can also be issued to senior general service staff if required in their daily job performance. Under no circumstances are business cards issued to consultants or contractors.

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- C.6.2. The first and last names of the staff member and classified functional title will appear on the business card, along with address, telephone, fax, email and the UNFPA web site address.
- C.6.3. Functional titles are determined by DHR and cannot be changed. Academic titles are not to be reflected on business cards. The highest achieved academic title can however be added to the signature in all official correspondences.
- C.6.4. The UNFPA Brand Kit provides samples and templates for one-sided and two-sided business cards. The printing and typesetting specifications outlined in the guide need to be strictly adhered to.
- C.6.5. Business Cards will be ordered through the OSFP. Business cards are to be ordered in the smallest quantity available from the local supplier, as they are likely to become obsolete when staff members are transferred or a change of title becomes effective.
- C.6.6. Two language business cards (double sided) are normally limited to senior staff. When ordering double sided business cards, the information in both languages should be submitted to the OSFP. If translated words require accents and these cannot be reflected in the electronic submission, a hard copy with this information needs to be submitted.

D. Flags and Insignia

D.1. General Information

- D.1.1. The **United Nations flag** can be ordered from FASB through the Global Service Desk (GSD) in various sizes for use indoors, in reception areas or conference rooms, or for use outdoors to identify office premises and official vehicles.
- D.1.2. **Decals** of the UNFPA logo are available in various sizes for use on official vehicles, assets on loan, and (if appropriate) interior locations within an office.
- D.1.3. **Signs** featuring the UNFPA logo and additional information as appropriate may be of various sizes, depending on their intended use, their placement alongside the signs of other agencies, and other contextual considerations.
- D.1.4. **Branded Packing Materials** such as tape, labels, and stickers serve to heighten UNFPA's visibility through their placement on official packages.

D.2. Use of Flags and Insignia to Identify the Field Office Premises

D.2.1. The United Nations Flag

- a. To identify the premises as those of a United Nations agency, a United Nations flag is flown outside the premises.
- b. The Head of Unit determines, in consultation with the heads of any other agencies housed on the premises (if applicable), where and how the United Nations flag will be displayed. Guidelines are provided in Annex IV.
- c. Within the office, the United Nations flag may be displayed in reception areas, conference rooms, and the office of the Head of Unit.

D.2.2. UNFPA Insignia

- a. When the office occupies space in a UN House/Common Premises and, by common agreement of the agencies housed therein, only the United Nations flag and insignia are used to identify the premises to the public, no UNFPA insignia will be displayed outside the premises.
- b. External UNFPA insignia will be displayed in the following circumstances:
 - When the office is housed on its own; or
 - When the logo of any other individual agency is displayed outside the premises.

The insignia will be affixed to the main entrance of the office premises and, if applicable, at any other external location(s) where the other agencies also display their insignia. Specifications regarding design, size, and placement are available in the UNFPA Brand Kit.

- c. Where the office is not housed on its own, UNFPA insignia will identify all UNFPA-specific areas within the building or compound.

D.3. Use of Flags and Insignia to Identify Other UNFPA Property

D.3.1. Use of the United Nations flag is subject to the [United Nations Flag Code](#).

D.3.2. Official Vehicles

- a. UNFPA vehicles must be identified in accordance with the [UNFPA Policy for Vehicle Management](#). Design standards and placement specifications are available in the UNFPA Brand Kit. All UNFPA decals must be removed before disposing of any UNFPA vehicles, regardless of the disposal method. UNFPA decals must not be used on personal vehicles.
- b. As per the [Flag Code](#), the United Nations flag will not be displayed on any UNFPA vehicles except in exceptional circumstances.

D.3.3. In accordance with the [UNFPA Policy for Fixed Asset Management Policy](#), any assets or attractive items which are the property of UNFPA and are on loan to another agency will have a UNFPA decal affixed to them.

E. Furniture

E.1. Asset Management

- E.1.1. An “Asset” is defined in the [UNFPA Policy for Fixed Asset Management](#)
- E.1.2. The provisions of the [UNFPA Policy for Fixed Asset Management](#) must be strictly followed in all matters concerning furniture that fits the fixed asset definition. The purchase of furniture categorised as assets must be supported by a requisition and purchase order in the ERP system. All furniture assets must be tagged and entered into the Asset Management module in the ERP system upon their receipt at the office.

E.2. Use and Replacement of Furniture

- E.2.1. Furniture should be similar in quality, appearance, and price to that used in other United Nations agencies with similar numbers of staff. As necessary the furniture selection should also follow the [Policy on the Employment of Persons with Disabilities](#). Every staff member is entitled to a work area with the following minimum requirements:
 - a. Adequate lighting, regardless of the time of day;
 - b. A work surface appropriate to the work being performed, such as a desk (not larger than 1.60m x 0.80m with an extension. Minor modifications to desk size are agreeable based on existing room dimensions and available local standard furniture dimensions), workbench or computer workstation; and
 - c. A comfortable and adjustable chair appropriate to the work being performed.
- E.2.2. In principle, furniture will not be replaced before the item’s service lifetime has reached a minimum of 10 years.
- E.2.3. Items whose service lifetime has not reached 10 years may exceptionally be approved for replacement in the following circumstances:
 - a. If the item has sustained extensive damage, rendering it unusable or inadequate for its purpose.

- b. If, following a move to new premises, the item is found to exceed the dimensions of the space into which it must fit, and cannot be switched with any similar item of appropriate dimensions.
- E.2.4. Furniture whose service lifetime has exceeded 10 years will be replaced when their condition affects their ability to meet staff needs. Serviceable furniture in good condition need not be replaced after 10 years if there is no reason besides age to do so.
- E.2.5. Staff requests for the replacement of office furniture are made to the OSFP. In all cases, before approving an item for replacement, the OSFP carefully examines the item to determine its condition and adequacy to the needs of the staff member(s) using it.
- E.2.6. If the OSFP decides that the item is no longer adequate to the needs of the staff using it, the OSFP considers other furniture in the office in order to determine the following:
 - a. If similar items which are not being utilised exist in the office;
 - b. If the item can be switched with another item in the office;
 - c. If the item can be expanded with suitable modules available in the office.

E.3. Environmental Standards

- E.3.1. As a general principle, furniture containing hazardous materials and/or material derived from endangered species listed by the Convention on International Trade in Endangered Species of Wild Fauna and Flora (<http://www.cites.org/eng/app/index.shtml>) such as tropical hardwood, ivory, etc. must not be purchased.
- E.3.2. All furniture items should be treated with care in order to maximize their lifetime. Extending furniture lifetime is an effective measure of waste reduction.
- E.3.3. Furniture items that need to be disposed off should be sold or donated as per the rules and processes defined in the [UNFPA Policy for Fixed Asset Management Policy](#). Furniture that cannot be reused should be recycled through an existing local recycling programme, where possible.

F. Procurement of Office Supplies and Furniture

F.1. Definitions

- F.1.1. “Local Suppliers” are generally considered as those located within the host country. Occasionally, suppliers within neighbouring countries may be considered “local”, provided that the transportation costs and import taxes are negligible.
- F.1.2. “International Suppliers” are those outside the host country. Procurement from international suppliers often involves substantial transportation costs and/or import taxes.
- F.1.3. “Local Procurement” is procurement undertaken by:
 - a. The office itself (whether from local or international suppliers); or
 - b. An office within the same geographical region, on behalf of the requesting office.
- F.1.4. “Headquarters Procurement” is procurement undertaken by Headquarters (SCMU Copenhagen) on behalf of the office.
- F.1.5. “Common Services” here refers to an arrangement where two or more United Nations agencies in the area jointly purchase (and, in some cases, store) their office supplies. Use of Common Services is UNFPA’s preferred option together with Shared Services/Pool Purchasing and/or leasing.
- F.1.6. “Shared Services”, also called “Pool Purchasing”, refers to an arrangement where one agency purchases (and, in some cases, stores) the office supplies for the participating United Nations agencies, and each agency then buys its share of the supplies from the lead agency. This is UNFPA’s preferred procurement option together with Common Services.
- F.1.7. The “Lead Agency” is the agency designated by the Operations Management Team to take the lead in common services arrangements (for example, coordinating the bidding process or signing contracts with suppliers) on behalf of the other participating agencies.

F.1.8. A “Long-Term Agreement (LTA)”, also known as a “standing offer”, is a supplier’s guarantee that, for an established period of time, an established selection of items will be available, at an established unit price, for the office to purchase on an “as needed” basis. The billing for these items will be done regularly and will total all of the authorised purchases made over the billing period. An LTA is not a commitment to purchase from that one supplier; but provides a convenient and cost effective arrangement to facilitate prompt delivery at pre-agreed prices..

F.2. Local Procurement – Common and Shared Services

F.2.1. Common and Shared Services/Pool Purchasing are UNFPA’s preferred procurement options.

F.2.2. Due to harmonisation efforts, and in the interest of cost effectiveness, offices are encouraged to establish common or shared office supply management services with other United Nations agencies wherever possible. Such services must be regulated through the [Memorandum of Understanding concerning the Provision and use of common services](#).

F.2.3. The standard DCO guidelines for devising and implementing such arrangements must be followed. If Common Premises arrangements exist, the arrangement must be documented as an annex to the [Memorandum of Understanding for Common Premises](#). If, however, the services arrangement is made separately from a premises arrangement the Head of Unit and the heads of the other participating agencies must sign a [Common Services MoU](#) instead.

a. Common Services: The [MoU](#) indicates which services will be common services, the duration of time for which the agreement will be valid, and each agency’s share in the costs.

b. Shared Services: The [MoU](#) / LoA indicates which office supplies the receiving agency may obtain from the procuring agency, as well as the schedule for reimbursement.

F.2.4. In many countries, UNDG agencies have jointly entered into LTAs with suppliers for a wide range of commodities, including office supplies. Guidelines on LTAs are provided in Section F.4. If the office enters into an LTA with a local supplier jointly with other agencies, the terms of their joint participation are being worked out in the MoU prior to soliciting offers from local suppliers.

F.2.5. Regardless of any shared or common services agreements existing in any office, it is still necessary for the office to obtain its own letterhead stationery, its own forms, its own business cards and whatever else is necessary to identify UNFPA as an independent United Nations agency. If necessary, separate sources of supply

can be identified for such items.

F.3. Local Procurement – Long Term Agreements (LTAs)

F.3.1. Advantages of an LTA

An LTA with a supplier can be a convenient way for an office to obtain office supplies on an “as needed basis”, and to fill any unanticipated or emergency needs which exceed the available stock. An LTA may also compensate for insufficient or inadequate storage space for quantities of regularly-used office supplies.

F.3.2. Procurement Procedures

When entering into an LTA with a supplier, the UNFPA [Procurement Procedures](#) must be strictly followed.

F.4. Local Procurement – Direct Purchase

F.4.1. Due to changing market conditions, it will be necessary from time to time to make one-time direct purchases from local suppliers, in addition to any shared or common services arrangements and/or LTAs into which the office has entered. Direct purchases can occur as part of the scheduled re-stocking procedures, as emergency procurements, or to take advantage of a particularly good offer made by a supplier at the time. It is important for the OSFP to be familiar with local market conditions.

F.4.2. The OSFP is responsible for all payments for local purchases. Payment may be made at the time of purchase, at the time of delivery, or at a later, prearranged time. Advance payments are not permitted.

F.4.3. When using the direct purchasing option, the UNFPA [Procurement Procedures](#) must be strictly followed.

F.5. Local Procurement – Quotation and Bidding Procedures

F.5.1. The OSFP is responsible for managing the quotation and bidding process for LTAs or direct purchases in accordance with the UNFPA [Procurement Procedures](#).

F.6. Headquarters Procurement – SCMU Copenhagen

F.6.1. Requests for procurement of furniture shall be made to SCMU Copenhagen only if exceptional circumstances render local procurement impossible. Before submitting a request for procurement of furniture to SCMU, the OSFP must first determine that no other options are available. SCMU may be contacted at any time

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to provide price estimates, assist with specifications, or otherwise provide guidance and clarification.

F.7. Headquarters Procurement (Flags and Insignia) – FASB New York

- F.7.1. All requests for flags must be sent to FASB New York through the Global Service Desk (GSD).
- F.7.2. Usually Field Office personnel and personnel in HQ locations outside NY will, to the extent possible, procure their own insignia according to the procedures described in Sections F.2. to F.6. Requests for insignia shall be made to FASB New York only if no alternative sources of supply exist.
- F.7.3. The OSFP shall evaluate all alternative sources for insignia before contacting FASB. The OSFP shall begin this process as far in advance as possible, in order to ensure that there is enough time for the request to be processed, and for FASB to deliver the items to the field office if the request is approved.
- F.7.4. Once the OSFP has determined that it is necessary to involve FASB, a request for flags and/or insignia shall be sent to FASB through the GSD. The Service Desk request shall specify the type and quantity of the flags and/or insignia needed, and the date by which they are needed.
- F.7.5. The UNFPA [Procurement Procedures](#) must be strictly followed when ordering through Headquarters.

G. Delivery, Receipt, and Rejection of Office Supplies and Furniture

G.1. Security Considerations

- G.1.1. The OSFP must consult with the DSS Chief Security Adviser/Security Adviser (CSA/SA) to establish any procedures required for secure delivery of office supplies to the premises, based on the security conditions prevailing in the host country.
- G.1.2. Where deliveries within the premises are permitted, the OSFP must ensure that all suppliers provide identification.
- G.1.3. Delivery must be scheduled in advance and must occur during working hours.
- G.1.4. The OSFP shall advise local suppliers that parcels will not be accepted unless they are identifiable in accordance with the Mail and Pouch Policy.

G.2. Inspection, Acceptance and Rejection of Deliveries

- G.2.1. For Inspection, Acceptance and Rejection the UNFPA [Procurement Procedures](#) must be strictly followed

UNFPA

Policies and Procedures Manual Office Supplies and Furniture Policy

ANNEX I: TYPES OF OFFICE SUPPLIES

Below are the most common categories of office supplies used by UNFPA offices and referenced in this policy. Please note that there is some overlap between categories.

Desk supplies	Desk supplies include pens, pencils, erasers, rulers, scissors, cellophane tape and tape dispensers, in-and-out baskets, clipboards, post-its, and a variety of other items including ordinary paper.
First-aid kit supplies	First-aid kit supplies are items which can be used safely for the self-medication of minor wounds by non-medical personnel. First-aid kits and replacement supplies are available from SCMU Copenhagen.
Library supplies	Library supplies are such items as paper labels, gummed catalogue cards, label maker and tapes, and paper pamphlet files.
Mailroom shipping and packing materials	These are items needed to prepare items for shipment by mail or pouch, such as paper, tape, twine, heavy-duty envelopes, and boxes.
Maintenance and restroom supplies	These include cleaning supplies, mops, brooms, soap, toilet paper, and other items used by the cleaning staff for maintaining the office premises.
Office accessories	Office accessories are items such as wastebaskets and small bulletin boards.
Office equipment supplies	Office equipment supplies refer to all the consumable items needed to use and maintain a piece of non-expendable equipment, such as typewriter ribbon, computer paper and discs, usb sticks, cleaning fluids and brushes, camera batteries (rechargeable where available), film, lens filters, photocopy paper and toner.
Stationery	Stationery refers to the paper supplies bearing the UNFPA logo that are meant to be used for official purposes by staff, such as letterhead typing and computer paper, envelopes, etc.
UNFPA Insignia	The UNFPA insignia used in the office consists of the office's official letterhead stationery, its decals for official UNFPA vehicles, and the sign which identifies the office's premises to the public.
United Nations Insignia	The United Nations insignia used by the office consists primarily of the United Nations flag, which is displayed by every UNFPA office.
Branded Accessories	Branded accessories are small items bearing the UNFPA logo or the United Nations "One World" symbol whose use is not restricted to UNFPA personnel on official business. Examples include pens, buttons, coffee mugs, and souvenir items intended to raise UNFPA's profile.

***Environmental note:**

Where available, UNFPA offices should purchase products that have a lower environmental impact in line with the [UNFPA Environmental Efficiency Strategy](#).

- Energy efficient light bulbs (LED)
- Non-toxic cleaning materials
- Non-toxic supplies
- Rechargeable batteries (all batteries should be recycled appropriately, where possible)
- Paper products (print and paper towels, etc) with a high recycled content

ANNEX II: GUIDELINES FOR DISPLAY OF THE UNITED NATIONS FLAG

Every UNFPA office is identified to the public as a United Nations agency by its display of the United Nations flag. The following guidelines for its use are intended to supplement the [United Nations Flag Code](#).

Outdoor Display

1. Weather permitting, the United Nations flag may be flown 24 hours a day.
2. Outdoor flags need not be illuminated at night unless it is customary to do so in the area served by the office.
3. Flags shall not be displayed when tattered or soiled.
4. Flags may be washed and repaired if necessary.
5. Old, worn flags which cannot be used any longer must be destroyed in a secure manner.

Flying the United Nations Flag at Half-Mast

The United Nations flag may be flown at half-mast only in the following circumstances:

1. Upon the death of a Head of State or Head of government of a Member State. In such cases the flag is flown at half-mast at United Nations Headquarters, at the United Nations Office at Geneva and only at United Nations offices located in that Member State which has lost its Head of State or Head of Government;
2. Upon the death of ex-Presidents of the General Assembly and ex-Secretaries General of the United Nations; and
3. Upon the death of recognized world leaders who, as determined by the Secretary General on a case-by-case basis, have a significant connection with the United Nations.

Indoor Display

Free-standing “set flags” may be displayed in reception areas, conference rooms, or in the office of the Head of Unit. Small “desk flags” may also be displayed as appropriate. Additionally, the United Nations flag may be hung on a wall.

Vehicle Display

The UNCT may determine that the UNFPA vehicle assigned to the Head of Unit shall display a United Nations flag in the following circumstances:

1. If the Head of Unit is en route to an important meeting or some ceremony with senior members of the host government; or
2. If an emergency situation exists in the office area.