Update on the UNJSPF

AFICS New York Annual Assembly

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2019 KEY FIGURES
FROM THE UNJSPF FINANCIAL STATEMENTS

- 131,583 participants (+2.3%) and 79,975 beneficiaries+retirees (+1.6%)

- USD 2.7 billion of periodic benefits (2.4 billion in 2018) /USD 2.69 billion of contributions from employers/staff (2.7 billion in 2018)

- Processing rate of initial separation within 15 business days is currently over 90% both in New York and Geneva

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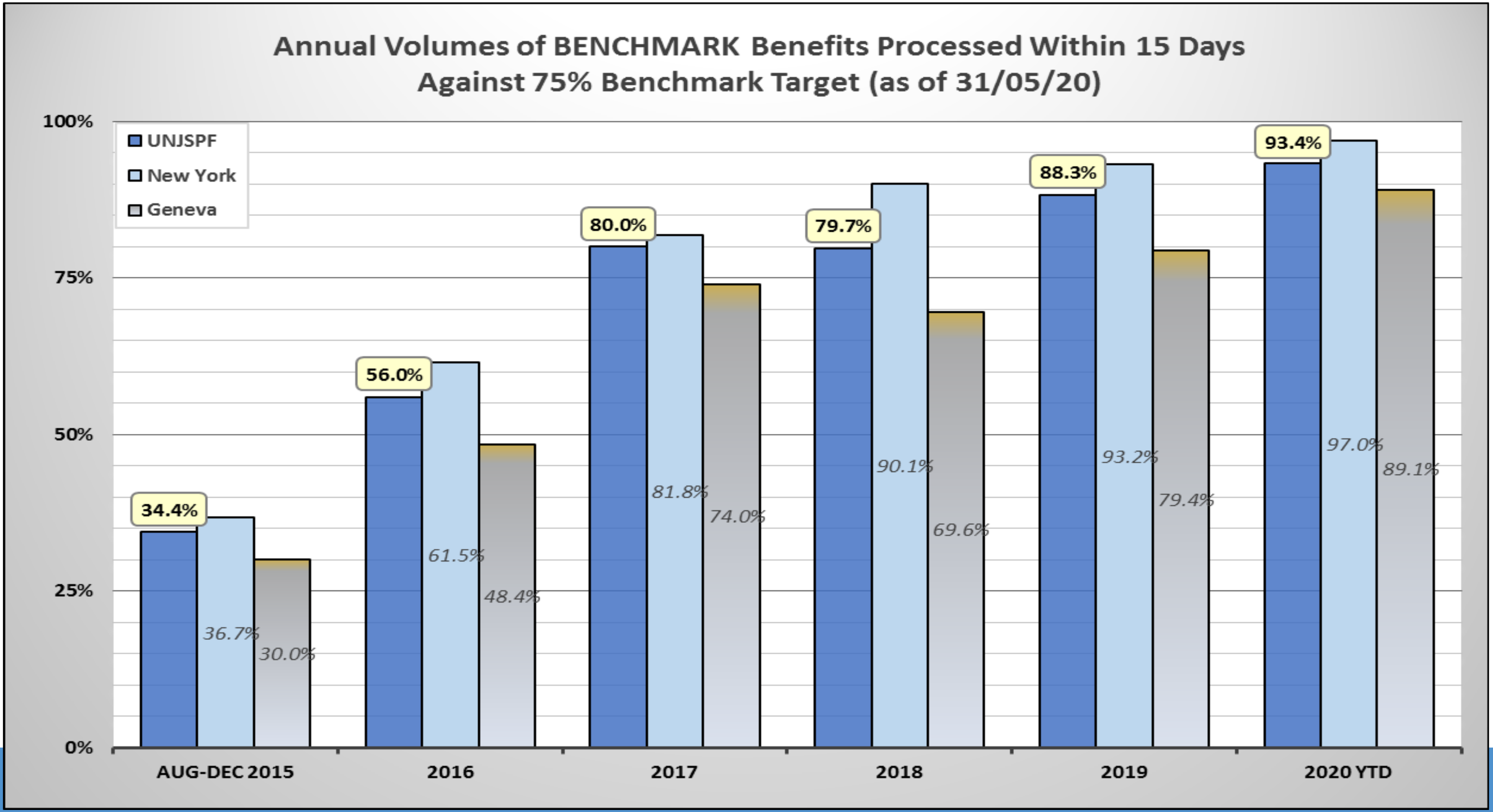
Benefit Processing Benchmark



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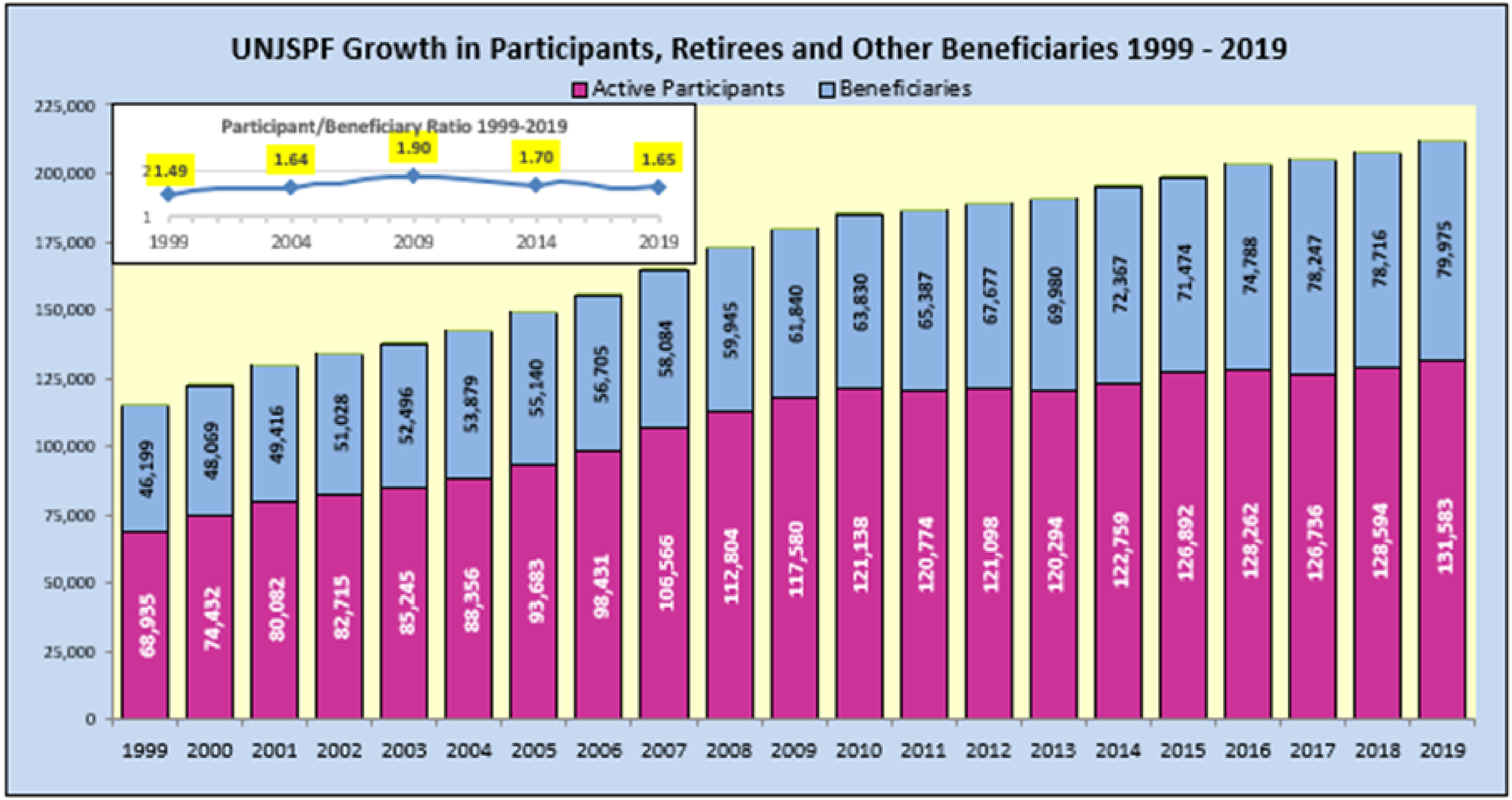
Number of Participants, Retirees, and Beneficiaries



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IMPLEMENTATION OF THE 2019 UNGA RESOLUTION (1/5): SECRETARY OF THE PENSION BOARD

- Secretary in place *ad interim* since January 2020
- Office of the Secretary established (one P4 and one G6)
- Separation of roles in Board committees' secretarial functions temporarily agreed upon – to be endorsed by the Pension Board at its July session

IMPLEMENTATION OF THE 2019 UNGA RESOLUTION (2/5): RECRUITMENTS OF THE DEPUTY AND THE SECRETARY

- Jobs advertised on the UN Careers website from 5 March - 24 April 2020 (Deputy) and from 21 April - 20 May 2020 (Secretary of the Pension Board)
- The Succession Planning Committee is examining candidatures and will propose short lists to the Board
- Board expected to proceed with the appointments at their July 2020 session

IMPLEMENTATION OF THE 2019 UNGA RESOLUTION (3/5): INDEPENDENT GOVERNANCE REVIEW

- Process started in January following UN procurement rules and with the assistance of the UN Procurement Division

- Selection made last Friday: Mosaic Governance Advisors

FUNCTIONAL REPORTING AND THE GENEVA OFFICE (1/2)

- Effective January 2020, staff report to their functional leads
- Renewed collaboration between the two offices – more regular exchanges and harmonizing practices including project work
- Realignment of processes have commenced
- Performance of the Geneva Office improving
- Work still in progress
- We are looking at moving the Geneva Office to the Palais des Nations in spring 2021

FUNCTIONAL REPORTING AND THE GENEVA OFFICE (2/2)

- There is no downsizing of the Geneva Office
- The Finance functions will be centralized in New York for better efficiency
- Staff Members of the Finance unit will be reassigned to Geneva’s Client Service and Pension and Entitlement Sections
- Front-line services to clients will be strengthened in Geneva as a result of this move.

THE FACIAL RECOGNITION PROJECT

- Pilot project started after memo signed by WFP in February 2020, ICC is providing technical support.
- The “Application (App)” has been developed and is currently being published in the relevant public application stores (i.e., Apple and Google).
- Around 250 WFP retirees have been identified to volunteer as test-users of the new App.
- A full-fledge test is ongoing since May 2020.
- The results and lessons learned of this initiative will be reported to the UNJSP Board at its next session.

COVID-19 – Business Continuity

- Fund prepared with business continuity plans and crisis management tools
- All staff are working remotely - receipt/sending of mail and checks have been executed by essential staff from the office
- Geneva Office's Staff started its gradual return to the office as of 8 June in line with UNOG guidance
- Staff have worked very hard to ensure continuity of service

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COVID-19 – Impact on Operations

- The Fund continues to be available on the phone or by email, only our walk-in services in New York and Geneva are closed
- Despite remote work, performance has stayed at a high level – over 90% of new pension cases are processed within 15 business days
- 2019 Annual Statement for participants released mid-May

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COVID-19 – Retirees and Beneficiaries

- Pension payrolls have been processed on time in March, April and May
- Cost-of-living adjustments (COLA) have been processed as usual in April
- 2019 Certificate of Entitlement (CE) suspensions are postponed to the June 2020 payroll – instead of May as in the previous years. First mailing of the 2020 CEs is now expected end of June 2020, instead of end of May

COVID-19 - Long and Medium-Term Impacts

- In order to ensure business continuity, the Fund quickly switched to accepting certain documents (e.g. separation documents) in digital format
- COVID-19 highlighted the need for digitalization, going paperless, without compromising the integrity of our controls
- The situation and the need for speed modernization has greatly inspired the Strategy 2021-2023

THE STRATEGY 2021-2023: C.A.R.E.

- Following a staff survey and a senior staff planning session, a renewed mission, vision, and value statements have been defined. We discussed the draft with all staff across the Fund
- A three-year roadmap is being built, outlining impactful change within three strategic themes

C.A.R.E. stands for…

- C – Client focused
- A - Action oriented
- R – Relations builder
- E – Efficiency driven

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Mission Statement

TO DELIVER:

- **A simplified client's experience**
- **The modernization of pension services**
- **A strong, global partnership network**

Vision

To be a pension fund that provides outstanding service globally

The ambition is to have, by 2023, a service-oriented Fund and the same high-quality services for all of our member organizations, participants, and beneficiaries wherever they may be.

Values

- **Integrity, Professionalism, Respect for Diversity**

and

- **Innovation, Partnership, and Service**

In these endeavors, we will be guided by the UN values as well as those we have identified as core to the transformation of the Fund.

The Strategic Pillars

- **Simplify the Client Experience**: Client service and satisfaction will become the priority. This pillar will focus on key moments of service delivery to participants, retirees and beneficiaries, giving the tools to employing organizations to do their part. It will move the Fund to become a paperless organization.

- **Modernize Pension Services**: Innovation, business transformation, including mapping the Fund's value stream, testing robotic process automation and upscaling skills will be the backbone of the modernization.

- **Develop a Strong, Global Partnership Network:** Becoming a data-driven organization and building partnerships with staff, member organizations, and decision makers/stakeholders, enhancing transparency and accountability will improve trust and confidence in the Fund.

Strategy – 2021 Budget Implications

- The execution of the strategy requires that we add new skills, especially in the areas of business transformation, project management, and data analytics

- More automation requires additional IT services

- Efficiency gains from the efforts proposed in 2021 will result in better servicing of the Fund's clients

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Thank you!