



*Also has positions located in Budapest

Division of Emergency, Security and Supply (DESS)

Reporting to the Assistant High Commissioner (Operations), the Division of Emergency, Security and Supply (DESS) is responsible for providing strategic direction, support, and oversight to regional and country offices in relation to emergency preparedness and response, supply chain management, and the security of colleagues and forcibly displaced and stateless persons.

Organizational Structure

The DESS Director's Office pursues strategic coherence as well as direction and guidance by and among the three Services. The Director actively advocates for effective emergency preparedness and emergency response in line with the Emergency Policy. The Director is UNHCR's security representative for UNDSS, supported by the Head of FSS, and represents UNHCR in relevant inter-agency supply fora, supported by the Head of SMS. The Director represents UNHCR in the IASC Emergency Directors Group (EDG) to support effective, timely and coordinated emergency response.

The DESS Director is supported by the Resource Management Unit (RMU) to manage the resources of the Division, including staffing, operational and administrative budgets.

The structure of the Division of Emergency, Security and Supply is designed to monitor the global situation in relation to hazards and risks, and where necessary strengthen UNHCR's emergency preparedness and response capacity by capitalizing on the synergies of the three Services:

- Emergency Service (ES).
- Field Security Service (FSS).
- Supply Management Service (SMS).

Emergency Service

The Emergency Service has the overall responsibility for providing guidance and supporting the emergency preparedness and response capacity of the Organization in line with Refugee Coordination Model (RCM) for refugee crises and the inter-agency framework of the for IDP crises, within the framework of UNHCR's Policy on Emergency Preparedness and Response (UNHCR/HCP/2023/01). The Emergency Service comprises the following areas:

- The **Emergency Surge Team**, comprising colleagues with multi-functional profiles who can be immediately deployed according to operational needs and support cluster leadership, inter-agency coordination, protection and operational delivery. The Emergency Surge Team contributes to address preparedness

gaps and support contingency planning prior to the outset of an emergency. The Surge Team provides rapid and effective response to ensure the centrality of protection, with community-based and Age, Gender and Diversity approaches as well as with a particular focus on Child Protection and the prevention of Sexual and Gender-Based Violence from the outset of the emergency. The Emergency Surge Team reports to the DESS Director, through the Principal Emergency Coordinator.

- The **Emergency Policy and Capacity Development Section** strives to build capacity to prepare and respond to emergencies, and as necessary, further elaborate guidance to support the implementation of the Emergency Policy. In 2023, the Section took over the design and delivery of the Workshop on Emergency Management (WEM, while increasing the number of annual workshops from three to six), the Senior Emergency Leadership Programme (SELP) and other emergency related training, based on Bureau, country operations and situational learning needs. The Section supports Joint Senior Level Missions (JSLM) and Real-time Reviews, and on an annual basis produces a lessons-learned report describing recurrent shortcomings and achievements in emergency preparedness and response. These reviews drawn from field experience are incorporated into emergency policy guidance, training and capacity development and internal procedures. The UNHCR Emergency Handbook is a mechanism to provide emergency guidance to UNHCR staff and partners globally.

- The **Emergency Preparedness, Deployments and Partnerships Section (EPDPS)** is composed of two units: Emergency Preparedness Unit and Emergency Deployment and Partnership Unit.

The Emergency Preparedness Unit is responsible for establishing global standards, guidance, and tools to support UNHCR's and interagency activities on preparedness for refugee and IDP emergencies. It offers technical support to the development of country-specific contingency plans including preparedness actions to address gaps. It also maintains global trends and analysis regarding emerging risks. It represents UNHCR in the IASC Emergency Response Preparedness (ERP) Group and IASC Early Warning, Early Action, and Readiness (EWEAR) group.

The Emergency Deployments and Partnerships Unit manages internal emergency deployments drawn from the Emergency Response Team (ERT) roster, the Senior Corporate Emergency Roster (SCER), and the functional rosters. It also coordinates the emergency roster selection process, including the selection of ERT members who attend the Workshop on Emergency Management (WEM), as well as the SCER. The unit also manages Emergency Standby Partnerships and oversees the deployment of experts and /or equipment/service packages deployed by Standby partners. Standby partners are organizations or entities that maintain a standby capacity of personnel and / or equipment, which can be rapidly deployed upon request to enhance UNHCR's capacity to respond to humanitarian crises.

Field Security Service

The Field Security Service (FSS), led by a Head of Service, is responsible for providing global advice and support on security and safety issues. FSS is composed of Field Security Advisers (FSAs) including one with special engineering skills to provide oversight and support to country operations and Regional Bureaux. The Service promotes, in coordination with DIP, DHR and other Divisions, a culture of security within the organization and for its partners, globally.

The Head of FSS directly supervises a team of seven security advisers and a JPO at Headquarters. FSS has also functional oversight over Field Security/Safety advisers in the Regional Bureaux. FSS also closely works with the Global Learning and Development Centre of DHR to determine and approve the content of global security learning programmes.

FSS includes a Security Operations Section and a Security Policy and Liaison Section. The Security Operations Section works with senior FSAs and managers in the Bureaux and field to ensure security systems worldwide are robust, coherent, and compliant with interagency standards and global best practices. The Security Policy and Liaison Section represents UNHCR in external forums to strengthen UN-wide standards and ensure they meet UNHCR's needs and works internally to ensure these are understood and translated into UNHCR's own policies and practices.

FSS is responsible for security oversight and, through UNHCR's Security Steering Committee (SSC), facilitates conduct of reviews of high-risk operations, monitors compliance with security risk management measures determined and supports unanticipated security-related needs. FSS represents UNHCR's security interests in the Inter-Agency Security Management Network (IASMN) and through all the associated working groups of the UN Security Management System. It is a member of the Saving Lives Together Oversight Committee to support partners and NGO personnel and is the organizational focal point for Programme Criticality and a member of the Programme Criticality Coordination Team. It also serves as focal point for UN Civil Military Coordination.

Supply Management Service (situated in Budapest Global Service Centre)

The Supply Management Service (SMS), led by a Head of Service, is responsible for sourcing, procuring, warehousing and delivery of goods and services to HQ Divisions and Operations. SMS has the overall responsibility for developing the strategies policies, standards and procedures for supply chain processes including procurement (in coordination with other relevant Divisions), and all issues pertaining to procurement processes, market research, tendering and sourcing, as well as Supplier and Item Master Data Management (MDM). It also collaborates on behalf of UNHCR with other UN and Humanitarian Supply (Procurement, Logistics) entities. SMS represents UNHCR in the High-Level Committee on Management - Procurement Network (HLCM PN), as well as in the Logistics Cluster, among other multi-agency fora.

SMS is composed of:

- The **Logistics and Emergency Supply Section (LESS)** comprised of the Emergency Supply Preparedness and Response Unit (ESPRU) and the Emergency Stockpiles Management Unit (ESMU). ESMU is responsible for the management of Global Stockpiles (SMS Platforms), currently located in Accra, Amman, Copenhagen, Douala, Dubai, Nairobi, and Panama. ESPRU supports the development of rosters and deployment of supply staff to emergency operations, including the mobilization and rapid deployment of its own specialized team, when required, especially in the early stages of emergencies, the management of supply emergency preparedness and response partners as well as emergency airlift and other logistics services donors.

- The **Procurement Section (PS)** conducts international procurement actions of goods and services to timely meet the needs of Headquarters Divisions and entities, including DESS-procured items such as CRIs and logistics contracts. The Section is responsible for the HQs consolidated procurement Plan and manages submissions to the Headquarter Committee on Contracts (HCC) and other procurement review authorities as per the applicable Procurement Rules. The Section includes 3 separate Units: Category Management; Sourcing and Global Markets; and Procurement Support.

PS updates and disseminates procurement policy and guideline materials. The Section represents UNHCR in the UN Common Procurement Activities Group (CPAG) and supports UN common procurement activities. The section coordinates with requesting units and the compliance risk management unit (CRMU) to confirm that products procured centrally meet quality standards with the established environmental and corporate social responsibility standards.

PS further provides guidance to UNHCR field operations by conducting all international solicitations and sourcing in coordination with RB and CO Supply teams and requesting Functions as per the new Supply Operating Model, as well as analyzing case submissions to the HCC as and when required by RB Supply teams and providing both support and advice as requested.

Within the PS, the Category Management team conducts analysis by product category, and develops products specifications, and industry or market engagement strategies, based on the specific market/supplier/products characteristics. This team use industry characteristics and other market intelligence tools to optimize the effective management of procurement actions by applying supplier, sourcing and market engagement strategies that are specific to each category of products, to deliver the goods and services swiftly and efficiently to the requestors.

- The **Supply Operational Support Section (SOSS)** is comprised of 2 Units: The Supplier Master Data Management (MDM) Unit as well as the Supply Transactions Unit (STU).

With the new Cloud ERP, the administration of Supplier data was standardized and strengthened to ensure compliance with rigorous procurement and financial requirements pertaining to supplier management. The Supplier MDM Unit was created to provide global review and quality/completeness assurance of supplier registration and information. The MDM team is responsible for the verification, authorization, and administration of Supplier master data. This team maintains and manages the Supplier Portal, including the overall supplier data risk analysis and the mitigation of any vulnerabilities or anomalies in Supplier data.

Under the new Supply Operating Model, all international Procurement is centralized within SMS. In this regard, responsibilities for the Order and Delivery Management (ODM) Unit were expanded. This Unit is responsible for placing and tracking all international orders and managing international transport, for and on behalf of all UNHCR Field Offices.

- The **Supply Governance, Compliance and Quality Unit (SGCQU)** is responsible for coordinating the development of Supply governance documents, including policies, Administrative Instructions, and other guidance documents. It also leads the Supply quality and compliance assurance along the supply

chain, including the management of product quality control, such as Factory Inspections, testing and assessment of products components and manufacturing processes prior to procurement and during products lifecycle (with primary focus to high-spend items such as CRIs), the coordination of all Supply focused audit activities and following up on recommendations, monitoring the implementation of all applicable standards, to promote compliance, risk management, and fraud prevention. It also undertakes regular inventory management and accountability reviews by providing support and oversight to UNHCR country operations for comprehensive, accurate and up-to-date information on inventories maintained at local warehouses.

- **The Supply Planning and Performance Unit (SPPU) supports** HQ divisions, the Regional Bureaux and the field operations with two main functions: Supply Analytics and Performance; and Integrated Supply Planning. SPPU supports the review and analysis of UNHCR Supply network, including the planning and optimization of demand fulfilment and storage management, end-to-end supply chain planning and performance. The Unit provides guidance to field operations, based on demand forecasts, available stock sourcing plans, as well as historical and trend – based supply data. SPPU, in coordination with the Regional Bureaux, provides functional support to UNHCR country operations in mapping relevant supply chain elements for their integration into corporate systems. SPPU works on behalf of the Service to provide reporting products that reflect the overall volume and value of supply chain work. SPPU supports the development of the culture of Business Planning for all time horizons (strategic, tactical and operational) to improve the way we plan and deliver assistance and, in the development, and implementation of the Supply Planning Strategy and the Demand and Operations Planning (D&OP) process.