

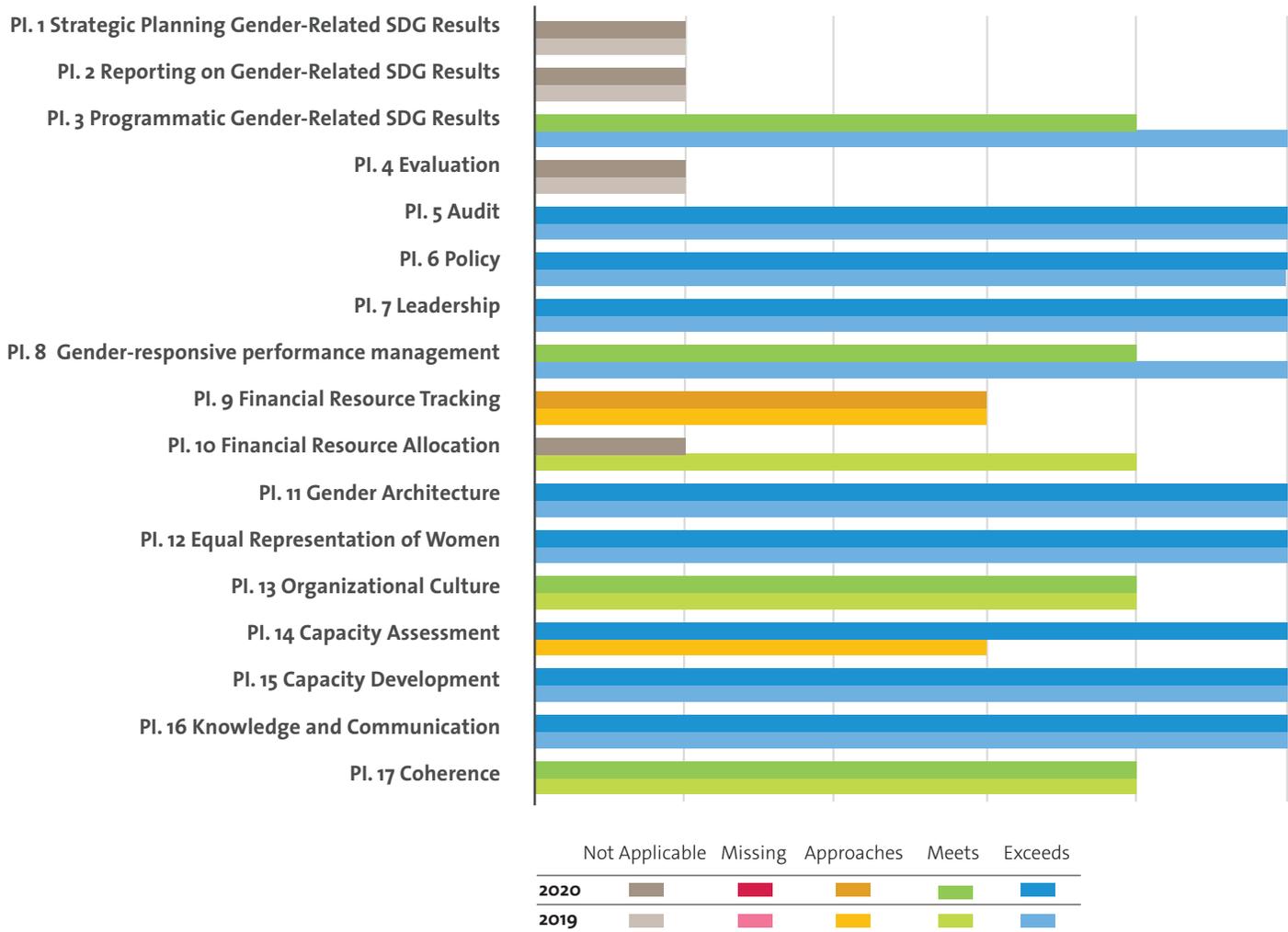
UNITED NATIONS OMBUDSMAN AND MEDIATION SERVICES (UNOMS)

UN-SWAP 2.0 PERFORMANCE 2020

The following three pages capture UNOMS' performance on UN-SWAP 2.0 indicators for 2020.

In 2020, UNOMS met or exceeded the requirements for 12 performance indicators out of 13 applicable.

UN-SWAP 2.0 PERFORMANCE BY INDICATOR (2019-2020)



PERFORMANCE HIGHLIGHTS IN 2020

Most significant gains

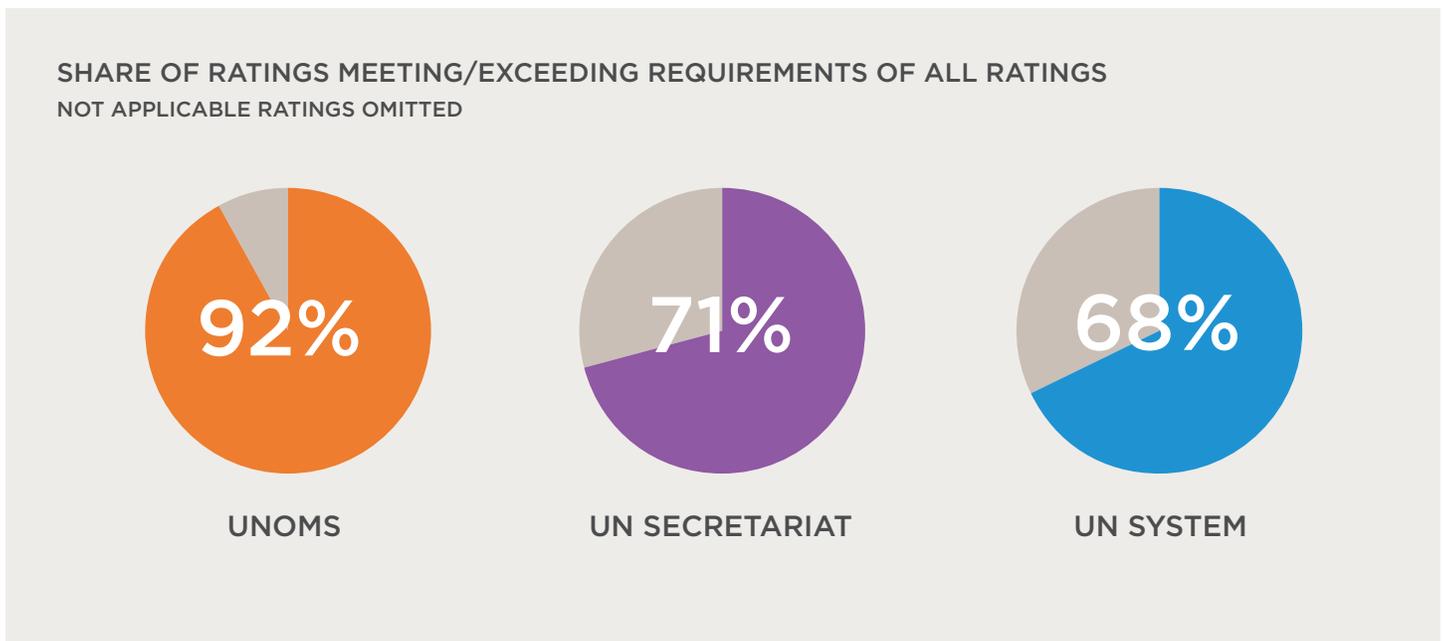
- In 2020, UNOMS exceeded the requirements for eight performance indicators and met them for another four indicators.
- In 2020, UNOMS registered noteworthy progress in the area of Capacity assessment.

Areas for improvement

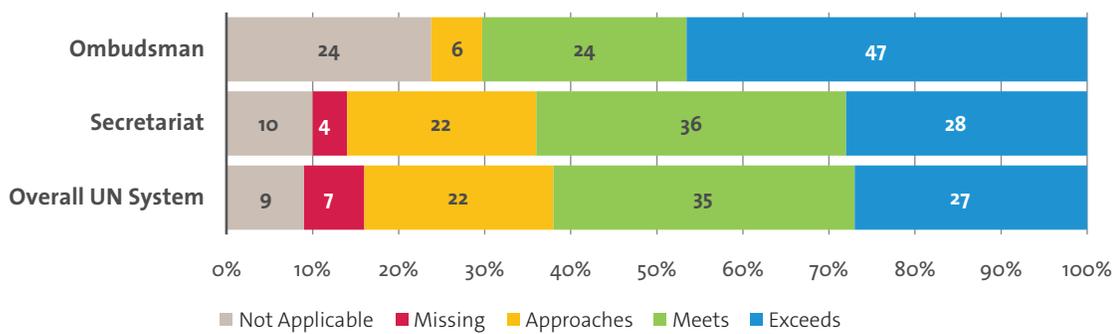
- UN Women encourages UNOMS to focus on the remaining indicator approaching requirements: Financial resource tracking, and to reconsider the applicability of the performance indicator on Financial resource allocation.

* Performance Indicators 5 on Audit and 8 on Gender-responsive performance management are jointly reported for all UN Secretariat entities by OIOS and DMSPC, respectively.

COMPARATIVE ANALYSIS FOR UNOMS

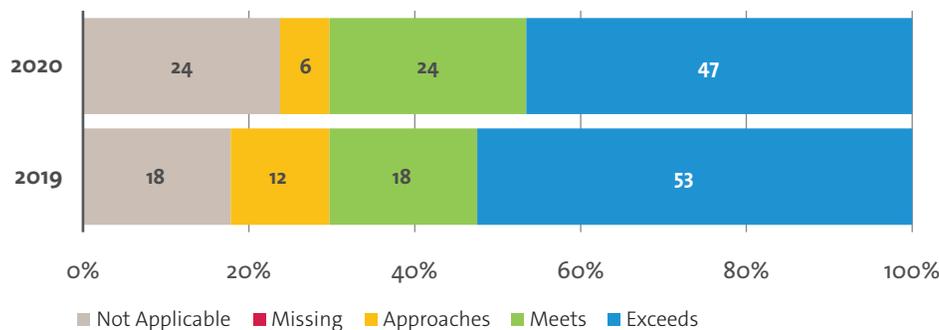


COMPARISON WITH THE SECRETARIAT AS A WHOLE AND THE OVERALL UN SYSTEM



- UNOMS' 2020 UN-SWAP 2.0 performance is above average.
- In 2020, UNOMS performed notably better than both the average for the UN Secretariat and the UN System at large.

UNOMS, COMPARATIVE ANALYSIS OF RATINGS BY YEAR



- In 2020, UNOMS met or exceeded the requirements for 12 performance indicators, maintaining the strong performance registered in 2019.
- The number of indicators rated as not applicable increased by 1 to a total of 4 in 2020.