

## AUDIT RECOMMENDATIONS

### Audit of the UNOV contract for travel services

Rec. no.	Recommendation	Critical <sup>1</sup> / Important <sup>2</sup>	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
1	UNOV should clearly document its role and involvement in joint procurement activities for Vienna-based organizations and ensure this procurement follows key provisions of the UN Procurement Manual.	Important	Yes	Chief, Procurement Section	October 2012	Procurement Section will provide guidance on any joint procurement actions with the Vienna-based Organisations defining its roles and those of participating Organisations in such joint bids, and providing documentation for audit trail.
2	UNOV should put in place a documented performance monitoring system over the contract for travel services, including through proper controls over collection of supercommission and early payment rebates, periodic verification of contractor's staff attendance, and follow-up to annual satisfaction surveys to be conducted by the contractor.	Important	Yes	Chief, General Support Section	November 2012	General Support Section will put in place a documented performance monitoring system that will include follow-up of rebates and commissions, contractor's staff attendance and annual satisfaction surveys.
3	UNOV should collect amounts related to the supercommission and rebates for the period 2008-2010 amounting to \$221,000.	Important	Yes	Chief, Accounts Section	Implemented	Supercommission and rebates for the period 2008-2010 have been collected. Supporting documents were submitted to OIOS and OIOS has advised that the recommendation will be shown as closed in the final report.

<sup>1</sup> Critical recommendations address significant and/or pervasive deficiency or weakness in governance, risk management or internal control processes, such that reasonable assurance cannot be provided regarding the achievement of control and/or business objectives under review.

<sup>2</sup> Important recommendations address important deficiencies or weaknesses in governance, risk management or internal control processes, such that reasonable assurance may be at risk regarding the achievement of control and/or business objectives under review.