

***** CHECK AGAINST DELIVERY *****



locations being proposed. The assessment resulted in Nairobi, Shenzhen, Budapest and Montréal being the recommended location in their respective geographical regions.

This proposed combination of locations fully addresses the requirements of the General Assembly in resolution 72/262 C, including ensuring one shared service centre is located in Africa, providing coverage for French-speaking staff, and maintaining a “follow-the-sun” support model.

The Secretariat very much understands the importance of ensuring the shared service centres have the necessary language capacities to properly serve all clients. When the location assessment was conducted, language capability was included as one of the key scoring criteria. All recommended locations will support multilingualism through service provision in the key languages.

While this is not the only driving factor, this proposal

previous proposal. These additional processes have been absorbed without any increase in headcount.

The proposal has also re-evaluated the organization structure of the shared service centres, in order to obtain greater efficiencies. Total staffing across the four centres is 780 for the first two years of operation, reducing to 684 from the third year onwards, as efficiency gains and process improvements are realized.

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