

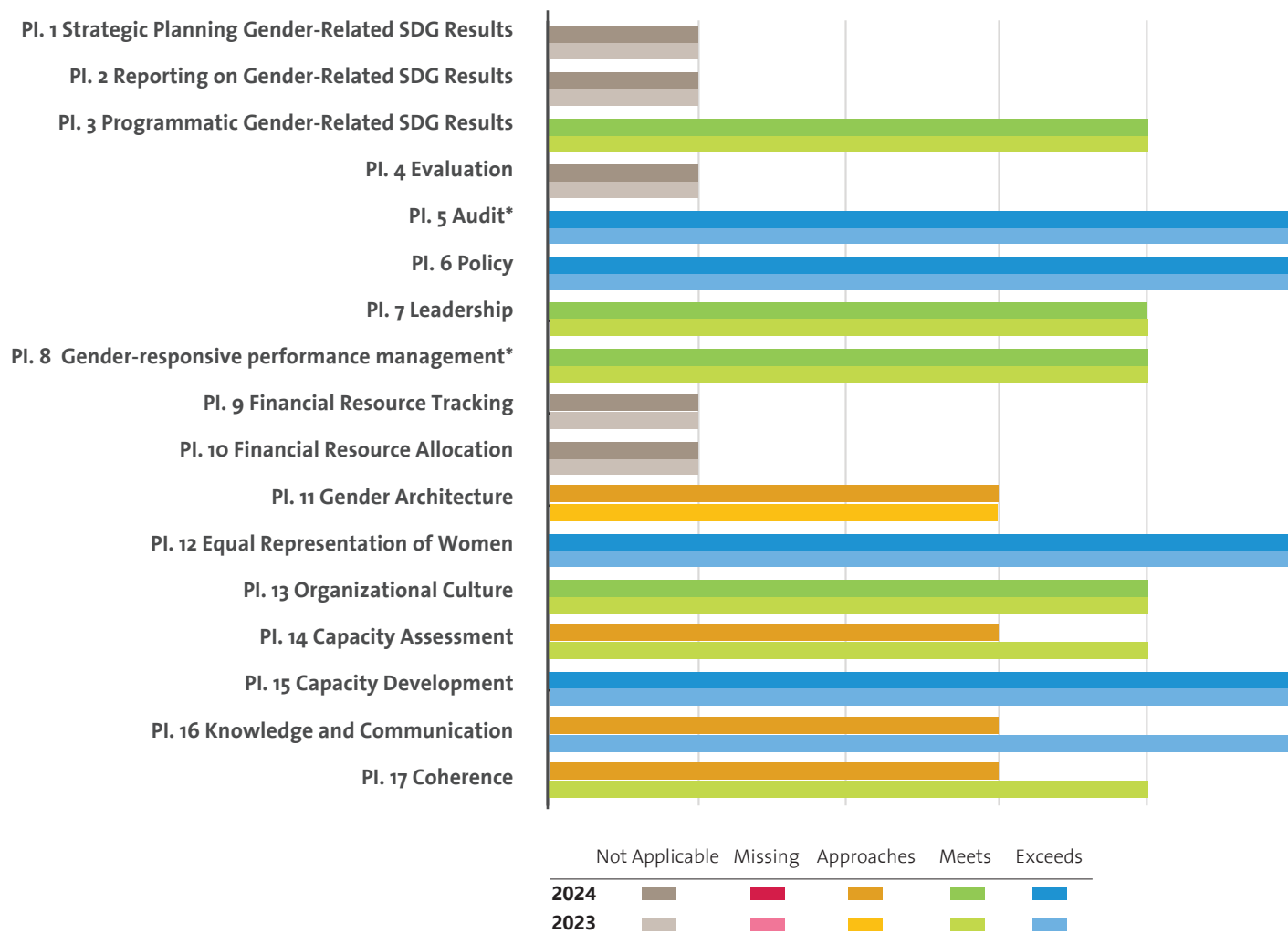
UNITED NATIONS OMBUDSMAN AND MEDIATION SERVICES (UNOMS)

UN-SWAP 2.0 PERFORMANCE 2024

The following three pages capture UNOMS' performance on UN-SWAP 2.0 indicators for 2024.

In 2024, UNOMS met or exceeded the requirements for 8 out of 12 applicable performance indicators.

UN-SWAP 2.0 PERFORMANCE BY INDICATOR (2023-2024)



PERFORMANCE HIGHLIGHTS IN 2024

Most significant gains

- UNOMS exceeded the requirements for four performance indicators and met them for another four indicators.

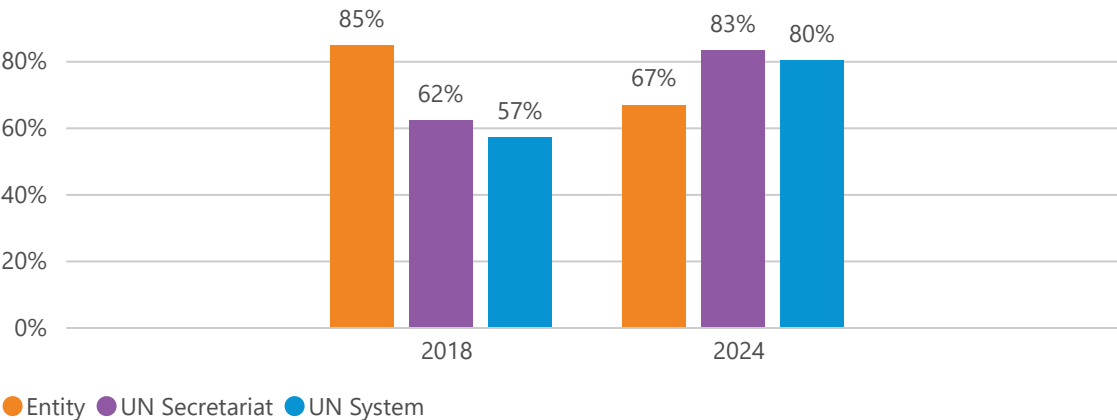
Areas for improvement

- UN Women encourages UNOMS to recapture progress and focus on the four indicators currently approaching requirements: Gender Architecture, Capacity Assessment, Knowledge and Communication and Coherence.

* 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.

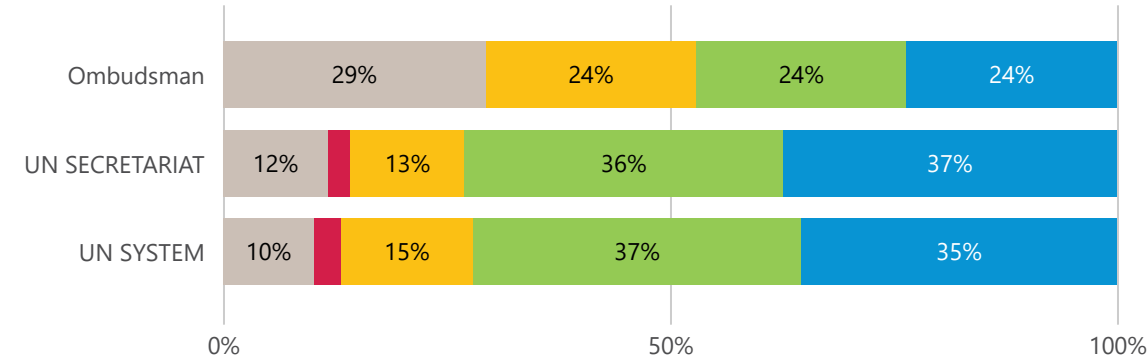
COMPARISON OF OVERALL PERFORMANCE WITHIN THE UN SYSTEM, 2018-2024

PERCENTAGE OF RATINGS MEETING/EXCEEDING REQUIREMENTS (NOT APPLICABLE RATINGS OMITTED)



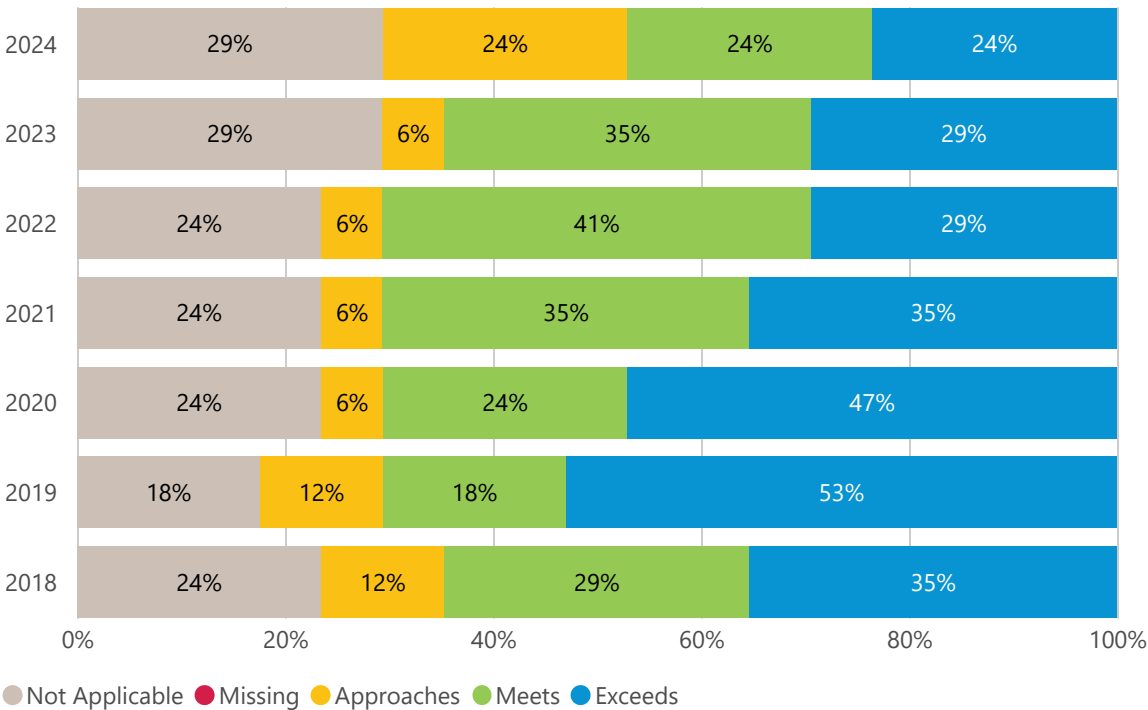
In 2018, UNOMS exceeded the average performance of both UN Secretariat entities and the broader UN system. By 2024, its performance had fallen below those comparative averages.

COMPARISON OF RATINGS WITHIN THE UN SYSTEM, 2024



In 2024, UNOMS "met" or "exceeded" the requirements for a smaller percentage of all indicators than the averages for both the UN Secretariat and the UN system. This is partly because its internal-facing focus led the entity to rate a higher number of indicators as "not applicable".

COMPARISON OF RATINGS BY YEAR, ENTITY SPECIFIC, 2018-2024



UNOMS consistently met and exceeded the requirements for a similar proportion of indicators over the years. However, in 2024, a greater number of indicators were rated as "approaching" requirements."