

UNITED NATIONS OFFICE AT GENEVA



# A Common Effort for a Better Future

2008



UNITED NATIONS



Annual Report

A Common Effort for a  
Better Future



2008



UNITED NATIONS  
Geneva, 2008

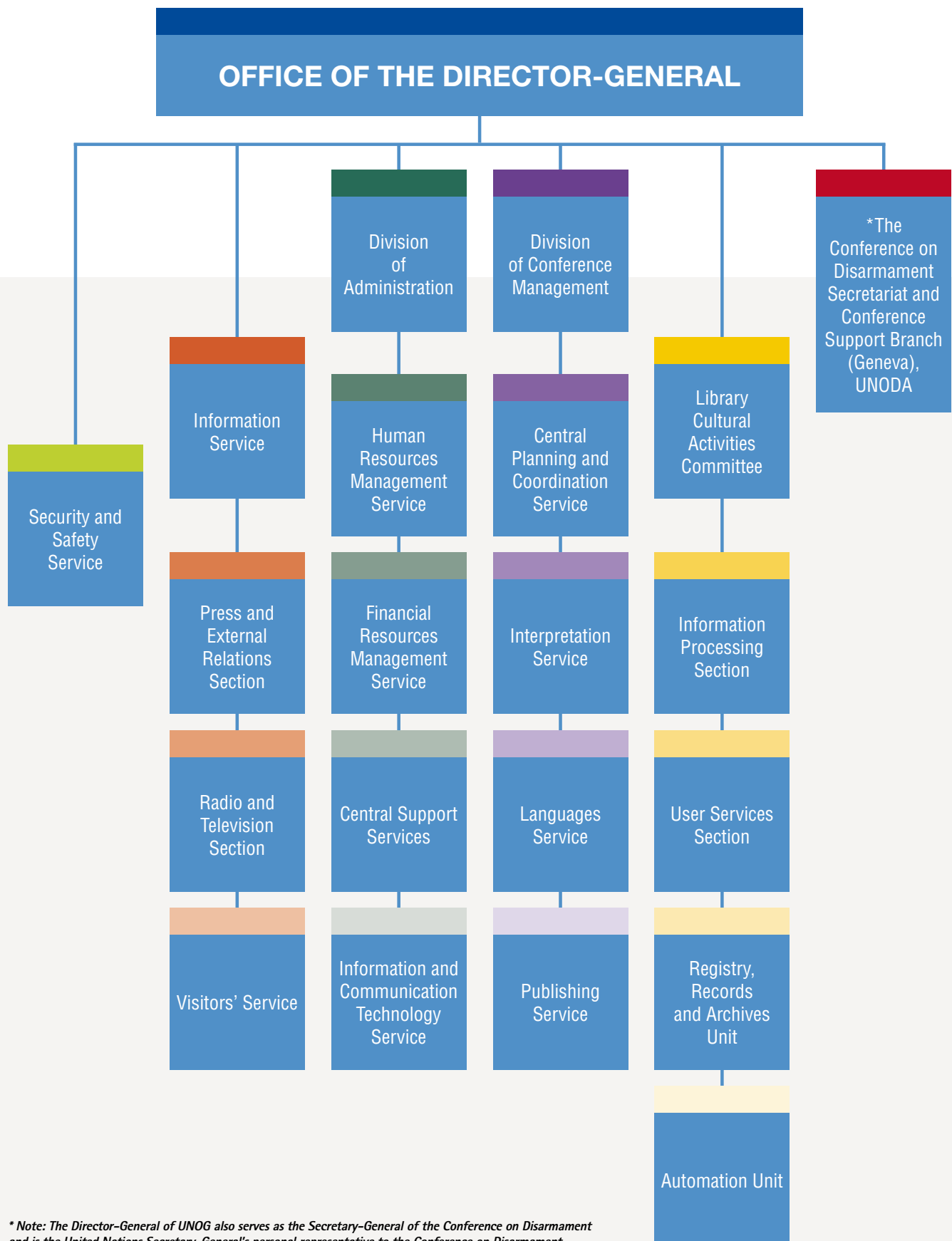




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# Organigram of the United Nations Office at Geneva



*\* Note: The Director-General of UNOG also serves as the Secretary-General of the Conference on Disarmament and is the United Nations Secretary-General's personal representative to the Conference on Disarmament*

# The United Nations Office at Geneva at a Glance – 2008

## The People

Staff nationalities represented at UNOG	102
Permanent Missions, Observer Missions and Offices	174
Journalists accredited to UNOG	200
Staff working at UNOG	1 600
NGOs with consultative status with the Economic and Social Council	3 183
Staff working for the United Nations system in Geneva	8 500
Visitors to the Palais des Nations	100 000

## The Process

United Nations entities serviced by UNOG	22
Cultural events organized	55
Press conferences hosted at the Palais des Nations	140
Visits of high-level officials to UNOG	199
Total number of courses and training workshops offered	632
Press releases and meeting summaries on United Nations activities in Geneva	815
Meetings with interpretation	2 541
Visas secured	4 826
Total number of participants in courses and training workshops	8 068
Meetings held at UNOG	9 145
Transactions by UNOG Treasury per month	11 005
Travel authorizations processed	19 300
Badges issued for conferences	51 051
Users of library services	70 000
Pages translated	165 782
Visits to UNOG website	787 035
Regular-budget funds managed by UNOG (US\$)	257 000 000

## The Premises

Offices at the Palais	2 800
Size of the Palais and its annexes (square metres)	153 468



# Foreword



## **A Common Effort for a Better Future**

The past year has been marked by global challenges of a magnitude that defies any solutions other than multilateral ones. Whether we are dealing with the continuing deadly conflicts in various regions, escalating military expenditure, economic instability, soaring food and energy prices or abuses of human rights, these are shared challenges that can only be addressed through joint efforts with a strong and effective United Nations at the centre.

As an expanding multilateral platform, the United Nations Office at Geneva (UNOG) provides an indispensable infrastructure for collective action and helps to facilitate collaborative efforts with all stakeholders to confront these challenges. This Annual Report outlines UNOG's role in the international community's joint work towards a better future for all and provides an overview of our activities throughout 2008 in support of this objective. The Annual Report also identifies particular areas of concern and forward-looking priorities that will guide our work over the coming years.

As the Secretary-General's representative office in Switzerland, UNOG continues to promote and contribute to the Organization's activities across the three fundamental pillars: security, development and human rights. In line with the growing demand for United Nations involvement in all these areas, UNOG has experienced a steady increase in meeting activities and requests for administrative services. Our Annual Report documents both this continuous expansion in demand and how UNOG strives to address it.

Common to the challenges across the three pillars is that they can only be confronted through well-coordinated efforts, drawing on the strengths of the entire United Nations system. The Secretary-General has therefore identified system-wide coherence and strengthening management capacity as key priorities. Improved system-wide coherence and management throughout the worldwide Secretariat are imperative for optimal use of resources and for timely, efficient delivery of results for those in need. With the rich presence of United Nations entities, engaged across the wide spectrum of the Organization's agenda, there is major scope for taking these priorities forward within the Geneva context. To this end, the Secretary-General has appointed a Deputy Director-General to UNOG as part of his effort to strengthen coordination among the organizations of the Secretariat in Geneva, to address current cross-cutting managerial challenges, and to enhance the role of the United Nations in Geneva in advancing system-wide coherence.

As a conference centre, office building and operational base, the Palais des Nations is the very foundation and the embodiment of UNOG's efforts in support of the Organization's overall work. At the same time, this architectural landmark is a powerful symbol of the importance and value of the multilateral process itself. With age and active use, the functionality and the preservation of the building are now at stake. Against this backdrop, UNOG has made the development and implementation of a Strategic Heritage Plan for an urgently needed renovation and refurbishment of the Palais a priority. We are working closely with Member States in this regard. The Strategic Heritage Plan is indispensable for the long-term continuation of our work.

The need for the United Nations as a universal forum for formulation of global strategies has never been greater. UNOG remains committed to playing its part, within the United Nations system, to meet the challenges of our time.



Sergei A. Ordzhonikidze  
United Nations Under-Secretary-General  
Director-General of the United Nations Office at Geneva

# Special Feature 1



*Aerial view of the Palais des Nations. Photo courtesy of the UNOG Library.*

## Preserving the Shared Heritage of the Palais des Nations: Our Collective Responsibility

The Palais des Nations is at once an active conference centre, a key operational base and a compelling symbol of multilateralism itself. It encapsulates the origins and very purpose of the United Nations. This special section traces the origins of the Palais des Nations complex and outlines the current challenges in preserving this unique heritage of the entire international community.

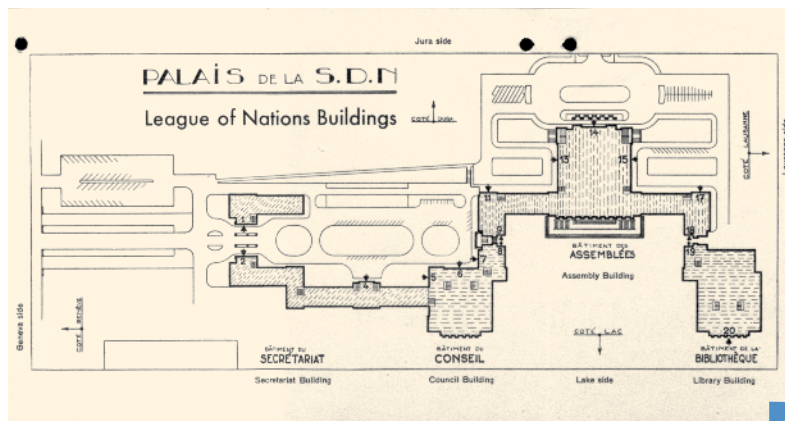
### The legacy of the League of Nations

The League of Nations (LON) was founded after the First World War "to develop cooperation among nations and to guarantee them peace and security". The establishment of the League was intended to mark a fundamental shift in international relations, with a focus on peaceful resolution of conflicts and institutionalized collaboration. Geneva was chosen as the League's headquarters in recognition of the city's particular tradition of international diplomacy and negotiation.





View of the Assembly building, League of Nations, 1939.



Architectural drawing of the building included in visitor's guide to the last Assembly of the LON, 1946.

The League of Nations Secretariat was initially housed at Palais Wilson, while a new permanent headquarters was to be constructed on land donated by the City of Geneva. The design and layout of the building were to reflect the high hopes for a lasting new world order that the League embodied.

An international architectural competition was opened in 1926. Three hundred and seventy-seven projects were submitted, but the jury of architects was unable to reach a final decision. The League then commissioned the five

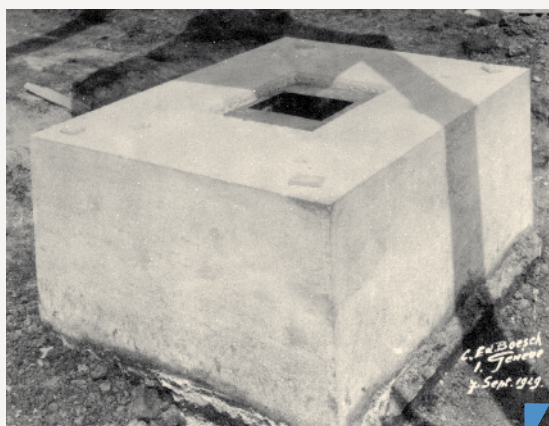
architects behind the favourite proposals to work together on a joint project. Carlo Broggi of Italy, Julien Flegenhimer of Switzerland, Camille Lefèvre and Henri-Paul Nénot of France, and Joseph Vago of Hungary developed the plan that eventually became the basis for the original parts of the Palais des Nations. The foundation stone was laid on 7 September 1929. Beneath the stone lies a casket containing a list of the League of Nations Member States, a copy of the Covenant of the League and specimen coins of all the countries represented at its Tenth Assembly.



Ceremony to mark laying down the first stone, 7 September 1929.



Construction field.

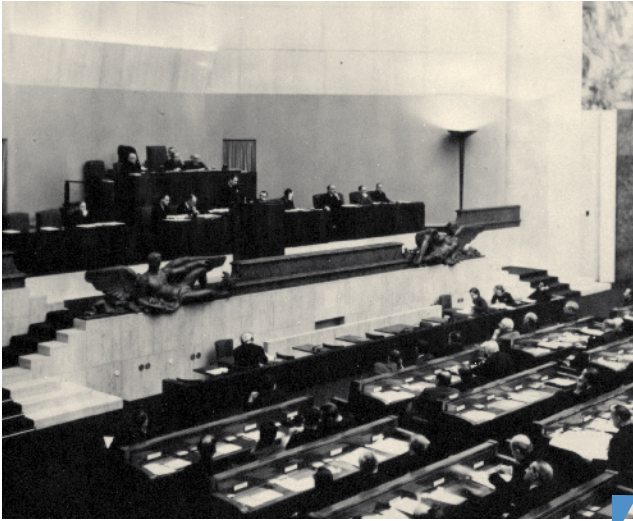


First stone to the new Palais, 1929.



Construction of the Palais, 1932.





*First Assembly of the League of Nations in the new Palais des Nations, 1937.*



*Palais des Nations in 1937.*

The main building, consisting of wings A, AB, AC, B, C, K and S, was completed between 1929 and 1937. The initial layout included four main areas: the Secretariat, the Council, the Assembly and the Library. The total floor area of this oldest part of the complex is 80,623 m<sup>2</sup> and is still in full use. The interiors were in large part donations from Member States. Similarly, artworks on display at the Palais des Nations have been donated by Member States since the time of the League of Nations, and the collections continue to grow with new generous gifts. The Library was founded on the basis of an endowment of US\$ 2 million from John D. Rockefeller Jr.

By the time the League moved into the Palais des Nations in 1937, it was already clear that the organization would fail to prevent the outbreak of the Second World War.

After expelling the Soviet Union as its final act on 14 December 1939, the League of Nations practically ceased functioning. Certain powers were transferred to the Secretary-General of the League to allow the organization to continue to exist legally. The Palais des Nations remained unoccupied for nearly six years during the Second World War.

The final meeting of the Assembly of the League of Nations was held in April 1946 with the aim of dissolving the organization and transferring to the United Nations its properties and assets, including the Palais des Nations itself, at an estimated value of SwF 47.6 million. The League officially ceased to exist on 20 April 1946, and on 1 August 1946 the United Nations formally took over the League assets and the European Office of the United Nations moved into the Palais des Nations. The office was renamed the United Nations Office at Geneva in 1966.



*League of Nations delegates walking towards the Salle des Pas Perdus.*

Regardless of its limitations, the League of Nations laid the foundation for extended international cooperation. Many entities within the United Nations system today, including the International Court of Justice (ICJ), the Office of the United Nations High Commissioner for Refugees (UNHCR), the International Labour Organization (ILO), the United Nations Economic, Scientific and Cultural Organization (UNESCO) and the World Health Organization (WHO), can trace their beginnings to the work of the League. The United Nations was built on both the positive and negative lessons of the League.





*Sean Lester, the last Secretary-General of the League of Nations, and Mr. Włodzimierz Moderow, the first Director of the European Office of the United Nations, sign the transfer of assets to the United Nations on 18 April 1946.*

## ■ Adapting to the needs of the United Nations

The size and layout of the oldest parts of the building reflect the requirements of the League of Nations and the technology available when it was constructed.

At the time when its membership was at its largest, the League had 58 Member States. By comparison, the United Nations has grown to today's 192 Member States. Similarly, the scope and complexity of the Organization's activities have expanded significantly.

Since the handover to the United Nations, additions to the original buildings have been constructed to accommodate the Organization's ever-growing range of mandates and

to respond to changing security needs. From 1950 to 1952, the K-building was extended by three floors and the D-building was built. This added another 4,405 m<sup>2</sup> to the floor area. The E-building – still often referred to as the "new building" – was constructed between 1968 and 1973, which added 1,100 offices and 10 conference rooms and increased the floor area by 68,440 m<sup>2</sup>. Most recently, the new entrance area at the Pregny Gate – the F-building – and an external delivery area – the G-building – have been built.

Today, the Palais des Nations complex covers 157,348 m<sup>2</sup> (38 acres). This includes 34 conference rooms and 2,800 offices. Over 4,000 people work at the Palais des Nations complex every day. Almost 4,000 staff from





*The Eighteen-Nation Committee on Disarmament, a precursor to the Conference on Disarmament, in session on 18 May 1967.*



*Right hand-side photo: United Nations Radio staff in the early 1950s.*

permanent missions and over 1,000 representatives of non-governmental organizations (NGOs) have longer-term ground passes, while another 70,000 delegates (from capitals and NGOs, without permanent access) are registered for conferences on an annual basis. Over 200 correspondents are accredited to the United Nations in Geneva and work at the Palais. Around 100,000 visitors come to the Palais each year.

## ■ Heritage at risk

This extensive and diverse use, coupled with the age of the buildings, presents UNOG with a range of urgent maintenance challenges to the upkeep of the Palais des Nations. While superficially the main building and its annexes appear structurally sound, they are slowly but surely losing their functionality. The deterioration is at a point where it is likely to start accelerating and could result in irreversible damage, if left unaddressed. The building itself and the unique heritage that it represents are at stake.

Most of the electrical installations, wiring, pipes, sanitation and windows in the old building have passed their lifespan. Many of the materials used are not durable and are disintegrating. In the short to middle term, this can present safety and security hazards, lead to excessive fuel and electricity consumption with serious financial and environmental implications, and cause suboptimal working conditions affecting the efficiency of the services provided.

**Wiring and electrical installations:** Around 100 km of electric cabling in the old building need to be replaced to

conform to modern standards. There is a need to install automatic switches to reduce electricity consumption.

**Pipes and sanitation:** There are 200 km of pipes throughout the buildings. At least 40 km of water pipes are rusting and need to be replaced. The rust increases the risk of leaks and subsequent flooding. The UNOG Library has been flooded several times, which has damaged archives, books and other material and put irreplaceable institutional memory at risk. Rusting and damaged pipes are also a cause of dampness and mould, which further undermine the structure of the building.

**Lifts:** Twenty-one lifts are more than 30 years old and suffer frequent breakdowns.

**Windows:** The old building has insufficient insulation and energy-inefficient windows, which causes a significant loss of heat during winter and excessive heat in the building during summer. In total, 1,680 windows (in the old building alone) need to be replaced.

**Structural damage:** The concrete has cracked in a large number of places, including the façade of the building. There is significant damage to the roof. There is also damage to the floor areas and to internal walls in several places due to structural movements.

**Dilapidated meeting rooms:** A large number of meeting rooms are in a dilapidated state and function with outdated and insufficient technical equipment, which can have a negative impact on the efficiency of meetings. Likewise, old wiring and furniture affect services and, in some places, present potential safety hazards.



Palais des Nations in 1939.

**Inadequate and insufficient storage space:** The storage conditions for the UNOG Library and archive materials do not conform to international standards. The Library, which maintains the critical institutional memory of both the United Nations and the League of Nations, stores 11 linear kilometres of archives and 45 linear kilometres of United Nations documents and publications. The average yearly increase is one linear kilometre (500 linear metres for archives and 500 linear metres for United Nations documents, publications and periodicals). An estimated additional 25 linear kilometres are required for the next 20 years, for which there is no further space at the Palais des Nations.

**External sewage pipes:** The external sewage network is partially damaged and in need of replacement to conform to modern standards. The current lack of capacity has caused major flooding in critical storage areas. For environmental reasons, the rain-water pipes and the waste-water pipes should be separated.

## ■ A Strategic Heritage Plan for the Palais des Nations

The upgrading and renovation of a number of individual meeting rooms by Member States have helped to address the dilapidated state of the conference facilities. These individual contributions have been valuable additions to the ongoing maintenance efforts of UNOG.

However, the current state of the building undermines the ability of UNOG to service Member States and other users in an adequate, safe and cost-effective manner. While the building has been maintained well with the resources

available, it is clear that ad hoc solutions, within the current budgetary allocations, are not sustainable in the longer term given the scale of the challenges. The scope and complexity of the structural problems necessitate a complete renovation and refurbishment. Such an initial investment would pay long-term dividends in savings on maintenance and running costs, and it is essential to safeguarding the heritage of the Palais des Nations.

Against this background, the Director-General has made the development of a Strategic Heritage Plan for the Palais des Nations a key priority and is working closely with Member States and relevant parts of the Secretariat in this regard. A group of Member States has stepped forward, as a *Group of Friends of the Palais des Nations*, to provide guidance and support for a Strategic Heritage Plan. The Group is open to all interested Member States. The support of the entire membership of the Organization is critical.

The Palais des Nations serves not only as a vital practical platform for the United Nations' daily work but also as a constant reminder of how multilateral cooperation is at once powerful and precious. Like our multilateral institutions themselves, this building must be continuously maintained, updated and safeguarded if it is to continue to serve its purpose and fulfil its potential. The Palais des Nations represents a common cultural and architectural heritage of the human family, which is in trust with the United Nations. It is our collective responsibility to preserve it.

# Chapter I



*Perspective by Mariana Darnet of UNECE, who won the Jury Special Award in a photo contest organized by Club Photo International at UNOG.*

## ■ A Platform for Multilateral Diplomacy and Global Governance

In this era of globalization, characterized by increasing interdependence among nations, economies and individuals, people across the globe seek constructive exchange to confront shared threats and challenges. At UNOG, a global centre for dialogue, diverse voices, views and aspirations are integrated into the multilateral process to shape a better future for all. As a platform for multilateral diplomacy and global governance, UNOG facilitates cooperation among Member States and other stakeholders. In this way, UNOG contributes to the realization of the goals and objectives of the United Nations.

### ■ Promoting disarmament and non-proliferation

Against a backdrop of increasing global military expenditure, disarmament and nuclear non-proliferation are of deep concern to all. Hosting the Conference on Disarmament and various other disarmament-related conferences and events, UNOG continues to be an important venue for United Nations disarmament and non-proliferation efforts.





Secretary-General Ban Ki-moon (centre) addresses the opening of the 2008 plenary session of the Conference on Disarmament. Photo by Eskinder Debebe, United Nations.

“Disarmament and non-proliferation are closely associated with the very mission of the United Nations. They are widely recognized as indispensable to achieving the maintenance of international peace and security, a core principle in the Charter of the United Nations. Let us make this a breakthrough year.”

The Secretary-General's statement at the opening of the 2008 session of the Conference on Disarmament on 23 January 2008

The Conference on Disarmament is the world's only multilateral disarmament negotiating body. The Director-General, in his capacity as Secretary-General of the Conference on Disarmament and Personal Representative of the Secretary-General of the United Nations to the Conference, is responsible for overseeing the operational support and assistance provided to it. Following the Secretary-General's address at the opening of the 2008 session and his call for strengthened political support, a total of 18 dignitaries addressed the Conference. On 12 February 2008, Mr. Sergey Lavrov, Minister for Foreign Affairs of the Russian Federation, formally presented a draft Treaty on Prevention of the Placement of Weapons in Outer Space and the Threat or Use of Force against Outer Space Objects, co-sponsored by China. He also circulated

elements of a multilateral agreement on medium- and short-range missiles, based on the Intermediate-range Nuclear Forces Treaty.

The 2008 session was concluded in a largely positive atmosphere, although without any major breakthrough. Members are determined to sustain the momentum generated over the past three years to reach agreement on the Conference on Disarmament's top priorities. Following a fresh round of deliberations on the substantive agenda items under the guidance of seven coordinators, the Presidents for 2008 – Tunisia, Turkey, Ukraine, the United Kingdom, the United States and Venezuela – tabled a draft presidential decision contained in document CD/1840. This document, which evolved from a proposition suggested

“The proliferation of weapons of mass destruction and their means of delivery pose a growing danger to us all. Together with the spread of international terrorism, it is deemed the pre-eminent threat to international security. This global challenge requires a multifaceted solution. We need to tackle this challenge both individually and collectively – working together and with other partners, including through relevant international institutions, in particular those of the United Nations system.”

Opening remarks by the Director-General of UNOG, Secretary-General of the Conference on Disarmament and Personal Representative of the United Nations Secretary-General to the Conference, at a seminar entitled “Working Toward a World Free of Nuclear Weapons”, organized by the United Nations Institute for Disarmament Research (UNIDIR) on 2 May 2008.





Conference on Disarmament in session. Photo courtesy of UNIS Geneva.

in 2007 by the Presidents of the Conference on Disarmament, has been seen as a further attempt to overcome long-standing differences over the priorities that have prevented Member States from coming to a substantive agreement. Under the new draft decision, the Conference would, *inter alia*, appoint a coordinator to preside over negotiations on a treaty banning the production of fissile materials for nuclear weapons. Furthermore, three other coordinators would preside over substantive discussions on nuclear disarmament, the prevention of an arms race in outer space, and international arrangements to assure non-nuclear-weapon States against the use or threat of use of nuclear weapons ("negative security assurances").

It is expected that the Conference will continue to build on the momentum that has been developing since 2006 to enable the Member States to agree in 2009 on a mandate to begin substantive negotiations, thus allowing the Conference to break its decade-long impasse.

Media coverage of the Conference on Disarmament increased substantially in 2008, evidence of the increasing political visibility and public role of the Conference.

UNOG also provides organizational support to the Geneva branch of the United Nations Office for Disarmament Affairs (UNODA).

## Nuclear Non-Proliferation

UNOG hosted the second session of the Preparatory Committee for the 2010 Review Conference of the Parties to the Treaty on the Non-Proliferation of Nuclear Weapons. Progress achieved included decisions on several outstanding procedural issues:

- The Chairmanship of the third session
- The dates and location of the third session and the 2010 Review Conference
- Measures to address the pressing financial issues which nearly prevented this year's session from taking place

The Committee adopted a procedural report, but was unable to attach the Chairman's factual summary of matters of substance. As in 2007, the document was instead submitted as a Chairman's Working Paper. This outcome contrasted with the fact that the general and cluster debates took place within an open and generally constructive atmosphere in which a wide range of substantive issues were covered.

## Small Arms and Light Weapons

The "Geneva Process" continued in 2008 to address the illicit trade, proliferation and misuse of small arms and light weapons. The process has made a number of important contributions to international efforts to monitor and promote implementation of the United Nations Programme of Action. UNODA, through its Geneva branch, is an active participant in "Geneva Process" meetings.

- The process was initiated by the Geneva Forum, a joint initiative of the Quaker United Nations Office, UNIDIR and the Centre on Conflict, Development and Peacebuilding Studies of the Graduate Institute of International and Development Studies.
- The process has no formal role in the United Nations conference process and its meetings do not fulfil any official preparatory function.

## Cluster Munitions

Cluster munitions continue to be a priority within the Convention on Certain Conventional Weapons (CCW):

*Within the CCW Group of Governmental Experts on Small Arms dealing with cluster munitions:*

- Progress was made on the issues of victim assistance, international cooperation and assistance, and international humanitarian law.
- Persisting divergences were expressed on issues such as the scope of future prohibitions, the definition of cluster munitions, and the extent of possible technological improvements.

*At the meetings of the High Contracting Parties of CCW and its Protocols:*

- Much effort by the Geneva branch of UNODA in 2008 went into the universalization efforts of CCW under the joint UNODA- European Union initiative through regional seminars in the Caribbean, Africa (3), and South-East Asia and Oceania.
- Presentations have focused on the activities and developments of the Convention as well as issues related to international humanitarian law and efforts to comply with and to implement CCW and its Protocols.

*Outside the United Nations:*

- A signing ceremony, open to all States wishing to become States parties to the new Convention on Cluster Munitions, took place in Oslo on 3 December 2008. The Convention will enter into effect once at least 30 countries have ratified it.

## Biological and Toxin Weapons

As agreed at the Sixth Review Conference of the States Parties to the Biological Weapons Convention (BWC) and in order to assist States parties in their efforts to strengthen the implementation of the Convention and to reduce the threat posed by biological weapons, an Implementation Support Unit (ISU) was established in 2007 within the Geneva branch of UNODA. This signifies a landmark in the history of the international community's efforts against biological weapons since the Convention itself has no provision for institutional support.

ISU expanded its awareness-raising and networking activities in preparation for the Meeting of Experts and the Meeting of States Parties, including the participation and organization of the following seminars:

- Regional Seminar on Promoting and Implementing Biosafety and Biosecurity Management co-hosted with Indonesia and Norway in Jakarta on 4–5 June 2008, which provided an important opportunity for building links with relevant experts in South-East Asia
- A seminar in Lilongwe, Malawi, on 5 June 2008, on building stakeholder support in support of Malawi's ratification of BWC
- An introductory seminar on BWC for francophone countries on 12 June 2008, which provided an opportunity for delegates in Geneva to learn about and discuss BWC issues in French

## Landmines

UNOG continued to play an active role in support of the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Landmines and on Their Destruction (Mine Ban Treaty) through the Geneva branch of UNODA.

UNOG contributed to the United Nations Programme of Fellowships on Disarmament ([www.unog.ch/disarmament/fellowship](http://www.unog.ch/disarmament/fellowship)), which was implemented by the Geneva branch UNODA. The programme was launched by the General Assembly at its first Special Session on Disarmament in 1978 and is aimed at the training of national officials, particularly from developing countries, to allow for more effective participation in international disarmament deliberation and negotiation forums. In 2008, 25 fellows participated in the 10-week-long programme.

### ■ Global management of meetings

As one of the largest international conference centres, UNOG provides intergovernmental and expert bodies in Geneva and at other venues with the necessary infrastructure for negotiation and dialogue. Often working behind the scenes, interpreters, translators, verbatim reporters, revisers, terminologists, editors, reference assistants, précis-writers, copy editors, proofreaders, text processors, and printing and distribution officers make an essential contribution to the work of the United Nations.

Demand for conference services continues to increase. The number of meetings serviced by UNOG has grown from 17,266 for the 2000–2001 biennium to an estimated 23,120 for the 2008–2009 biennium.

While UNOG remains committed to providing high-quality conference services and facilitating the work of Member States, the meetings of the Human Rights Council and its bodies continue to require UNOG to stretch its current resources to meet rising demands. The creation of new human rights treaty bodies (see table) generates an increased conference workload and other servicing challenges. In addition, UNOG has started servicing all activities related to the preparation of the Durban Review Conference to be held at UNOG from 20 to 24 April 2009.

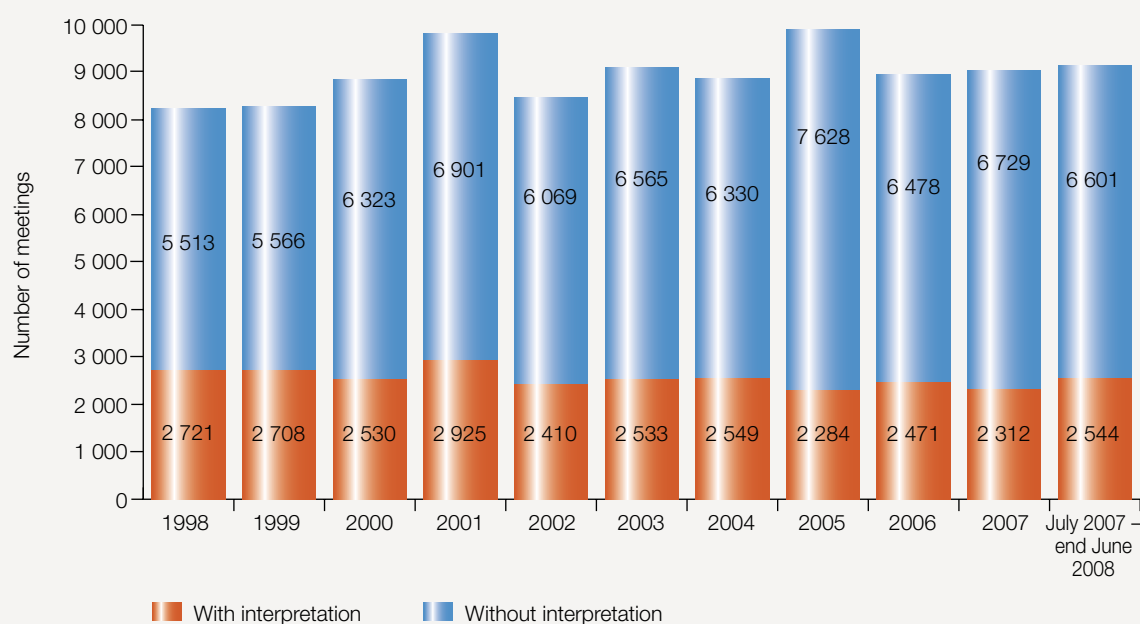
Committee on the Rights of Persons with Disabilities
Committee on Enforced Disappearances
Committee on the Elimination of Discrimination against Women
Working Group on the Universal Periodic Review
Ad Hoc Committee on the Elaboration of Complementary Standards (in the field of racism)
Subcommittee on Prevention of Torture

To address these challenges in a strategic and coherent manner, a joint UNOG/Office of the United Nations High Commissioner for Human Rights (OHCHR) task force was established, co-chaired by the Deputy Director-General of UNOG and the Deputy High Commissioner for Human Rights. The task force developed a comprehensive picture of needs and resource requirements for the human rights-related bodies so that a strategy for addressing the existing problems can be devised. UNOG continues to seek additional allocation of resources to handle the surge in documentation and other demands of the Human Rights Council.

### *Planning for optimal use of facilities and Services*

The full range of global conference management services includes conference planning, coordination, documentation, interpretation, logistics and other support functions that are required to ensure the effective conduct of meetings. Consultations with United Nations bodies and organs are undertaken on a regular basis in order to estimate and forecast conference servicing needs and entitlements so that permanent resources and facilities may be used in the most efficient manner.

#### MEETINGS HELD OR SERVICED BY UNOG, 1998–2007 (ACTUAL) AND JULY 2007–END JUNE 2008





UNOG interpreters at work. Photo courtesy of the UNOG Division of Conference Management.

The results of recent client satisfaction surveys have not only showed clients' overall satisfaction with the UNOG conference services, but also provided valuable insights for the planning and implementation of future conference management practices. These efforts have led to an increase in the overall planning accuracy level. The ratio of services planned to services actually used rose from 88.1 per cent in 2006 to 95 per cent as at the end of July 2008.

In 2008, UNOG provided conference and documentation support to a large number of intergovernmental meetings. High priority was accorded to clearing the backlog of the *Yearbooks of the International Law Commission* (ILC). Requests for proofreading and editing of publications from the Human Rights Council, the United Nations Conference on Trade and Development (UNCTAD) and UNIDIR were also promptly met.

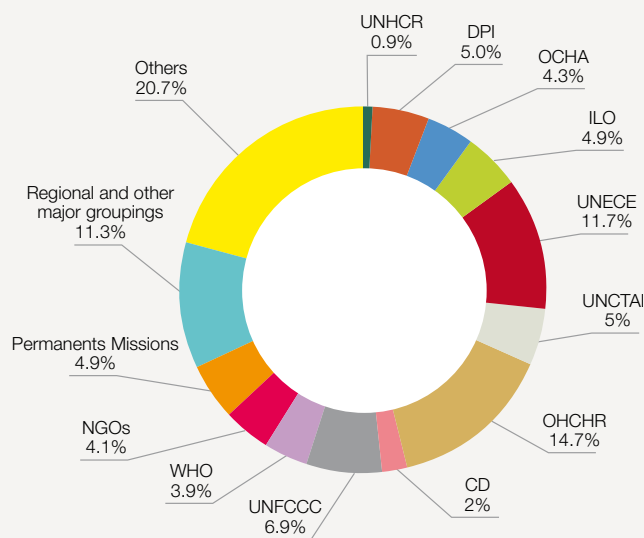
The UNOG Deputy Director-General signed the Protocols with ILO for the Ninety-Seventh Session of the International Labour Conference. This streamlined process of a single signature from UNOG after completion of the internal clearance processes, which replaced the previous practice of multiple signatures from several UNOG services, was welcomed by ILO and will be institutionalized.

### Facilitating multilingual dialogue

In resolution 61/266 of 16 May 2007, the General Assembly proclaimed 2008 as the International Year of Languages to promote diversity and cross-cultural understanding through multilingualism. As a global platform for negotiation and discussion, UNOG actively

facilitates multilingualism in the multilateral process. Documentation is produced in the Organization's six official languages. Interpretation services are provided, permitting speakers of different languages to negotiate and reach consensus in the language of their choice.

### MAIN USERS OF CONFERENCE SERVICES JULY 2007–END JUNE 2008



9 145 meetings with and without interpretation

Source: e-Meets.

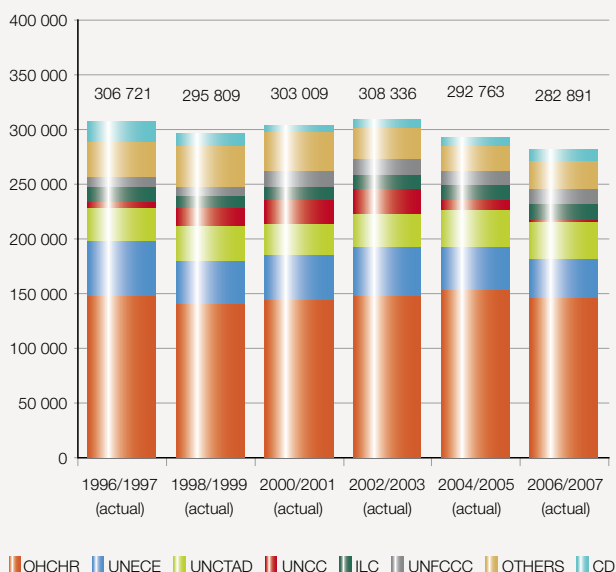
### Improved conference servicing through technological advances

For a number of years, UNOG has been striving to improve the utilization of conference servicing resources and facilities. To this end, UNOG emphasizes strengthening its technological capabilities and enhancing coherence in coordinating, streamlining and standardizing conference services workflow. In June 2008, the Director-General led the UNOG delegation to the Ninth Coordination Meeting



of Senior Conference Managers held in Strasbourg, France. He noted in his opening address: "The Secretary-General has made system-wide coherence a key policy priority, which also applies to conference management. In this area, the need for system-wide coherence means that solutions across work programme issues must be consistent with the new global management structure, which is aimed at achieving coherence and eliminating duplication and fragmentation across the United Nations system."

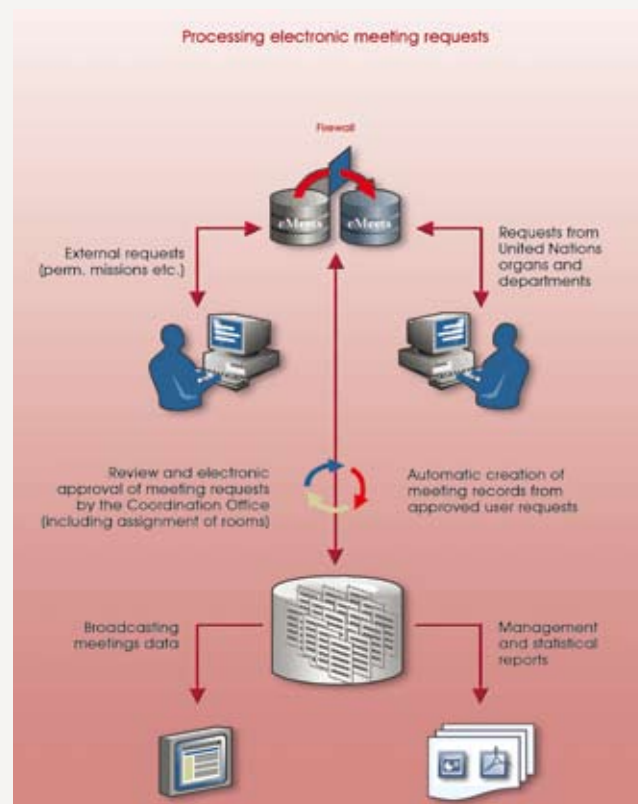
#### MAIN USERS OF TRANSLATION/REVISION SERVICES, 1996–2007 (expressed in pages)



To ensure easy access to meeting-related information, UNOG replaced its old display screens and systems with a new system, designed to provide comprehensive and up-to-date meeting information in a user-friendly manner. New specialized software tools have also been installed as part of the efforts to enhance servicing capability. These new applications match the needs of clients and are maintained according to users' requirements and local specifications.

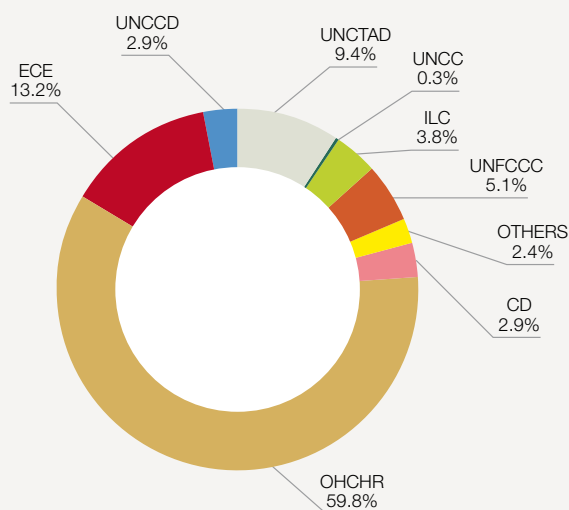
The use of the Electronic Meeting Planning and Resource Allocation System (e-Meets) database for the management of meetings, as mandated by the General Assembly, has been enhanced throughout the Secretariat, as well as in permanent missions and specialized agencies, to submit requests for meetings and facilities electronically. The interface between the database and the calendar of the UNOG website is now fully operational, which allows relevant data on meetings in the Palais des Nations

and Palais Wilson, in both English and French, to be automatically transferred to the UNOG Web calendar. UNOG also actively participates in the work of the various joint task forces and working groups of the Department



for General Assembly and Conference Management (DGACM) towards the goal of having a comprehensive new conference management system used in the future by all four headquarters duty stations – United Nations Headquarters, Geneva, Nairobi and Vienna.

#### MAIN USERS OF TRANSLATION/REVISION SERVICES, JULY 2007 TO END OF JUNE 2008



Total: 152 835 pages

Source: DRITS; contractual translation figures not included.

To ensure cost-effective production of high-quality conference documents and publications, UNOG has installed the latest digital equipment using computer-to-plate technology. Additional computer-assisted translation tools have been tested to assess their viability. Documents were printed in the six official languages for major conferences such as those held by the Economic and Social Council, the Human Rights Council and the ILC. Several flagship publications were printed and bound for clients such as UNCTAD, the United Nations Economic Commission for Europe (UNECE), the United Nations Environment Programme (UNEP) and UNIDIR.

Documentation Services	Submission
	Editing
	Editing of official records
	Referencing
	Translation
	Text processing
	Copy preparation and proofreading
	Printing
	Distribution

### Sharing information and expertise

UNOG not only focuses on improving conference management, but also shares its expertise. UNOG acts as the primary interlocutor with Governments offering to host United Nations conferences, advising on physical and human resource requirements for holding the conferences. These activities continue to reinforce collaboration with Member States in this area.

Meetings Serviced outside of UNOG	
UNCTAD XII Conference, Accra	April 2008
United Nations Framework Convention on Climate Change (UNFCCC) Subsidiary Bodies, Bonn, Germany	June 2008
United Nations Convention to Combat Desertification (UNCCD), seventh session of the Committee for the Review of the Implementation of the Convention, Istanbul, Turkey	November 2008
United Nations Climate Change Conference, Poznań, Poland	December 2008

UNOG has engaged more actively in staff exchanges with the three other headquarters duty stations – United Nations Headquarters, Nairobi and Vienna. By the end of August 2008, UNOG had sent 31 interpreters (equalling

187 man-days) to other duty stations. For the same period, UNOG received 28 interpreters (equalling 183 man-days) from other duty stations. These exchange efforts have not only resulted in more efficient use of the Organization's resources by avoiding replacement costs, but also provided training and learning opportunities for a more versatile workforce.

UNOG continues to support special rapporteurs and holders of special procedures mandates of the Human Rights Council. From 1 January to 31 August 2008, UNOG supported human rights missions and field visits to 16 countries or regions, and reports of these trips fed directly into decisions made by the Council.

In the same period, UNOG also provided interpretation services to the Secretary-General during his two visits to Africa and three visits to Europe.

In January 2008, UNOG hosted a forum of the International Permanent Conference of University Institutes of Translators and Interpreters (CIUTI) entitled "Enhancing translation quality: ways, means, methods", which focused on the collaborative role of international organizations and educational institutions in the area of translation. In addition to organizing the forum, UNOG language staff shared their expertise in areas such as enhancing quality through editing, improving and evaluating the quality of translation, and terminology. Contributions will be published in the Proceedings of the 2008 CIUTI Forum.

In April 2008, UNOG and the International Annual Meeting on Language Arrangements, Documentation and Publications (IAMLADP) Liaison Committee jointly organized the annual Joint Inter-Agency Meeting on Computer-Assisted Translation and Terminology (JIAMCATT) in Tunis, sponsored by the African Development Bank. More than 120 participants from over 60 different international organizations and ministries took part in the event. In June 2008, UNOG representatives participated in IAMLADP 2008, an event hosted by the European Parliament in Strasbourg, France. In addition, UNOG continued to make valuable and substantive contributions to DGACM global information technology projects by providing various facilities and assistance and leading Project 3 on Document Planning and Processing. UNOG also developed a Web-based documents processing system called DCS for the United Nations Economic and Social Commission for Western Asia (ESCWA).



*The inauguration of the recently renovated Human Rights and Alliance of Civilizations Room on 18 November 2008. Photo by Jean-Marc Ferré, United Nations.*

### **Improving conference facilities**

The Palais des Nations constitutes a precious infrastructure for the multilateral process, and UNOG is committed to maintaining the full functionality of the premises to service all stakeholders. The development and implementation of a Strategic Heritage Plan for the Palais is an important component of these efforts (see Special Feature 1 on pp. 1–6).

On 18 November 2008, the former Room XX was inaugurated as the Human Rights and Alliance of Civilizations Room by His Majesty King Juan Carlos I of Spain and the Secretary-General. The room containing 754 seats has been fully renovated and refurbished as a gift from the Government of Spain and constitutes one of the largest ever single donations to the United Nations. The conference room includes a new dome, a unique artwork by prominent Spanish artist Miquel Barceló, and has become an artistic and architectural landmark. The Spanish gift has been a valuable addition to a list of similar contributions from Member States over the years.

As part of a phased renovation plan for conference rooms, UNOG submitted detailed proposals for the renovation of several of these, including rooms V and IX. The proposed room renovation projects are carried out in accordance with International Organization for Standardization (ISO) standards in terms of appropriate room dimensions, although full compliance with the room dimensions as specified in ISO 2603 standards will only be possible with the implementation of the Strategic Heritage Plan. Compliance with ISO standards not only contributes to better working conditions for interpreters, but also helps to keep UNOG at the same level as other modern conference facilities in terms of sound quality and webcasting, which are available, for example, at the European Union, United Nations Headquarters, and the International Conference Centre Geneva.

Within its budget constraints, UNOG managed to replace 3,288 earphones in meeting rooms with mercury-free devices as part of the overall efforts to improve conference facilities.





# Chapter II



*The UNOG Director-General welcomes Secretary-General Ban Ki-moon. Photo by Jean Marc Ferré, United Nations.*

## ■ Engaging Our Stakeholders for Collective Responses

The fundamental changes brought by globalization call for comprehensive and innovative responses. The pressing challenges before the international community cut across not only national borders but also institutional boundaries, and can only be addressed effectively through inclusive partnerships. Against this backdrop, the mandate and objectives of the United Nations require contributions from a multitude of actors, including Member States, the greater United Nations family, other international organizations, NGOs and the private sector. As the representative office of the Secretary-General in Europe, UNOG works to facilitate stronger partnerships with all these stakeholder communities to advance the goals of the Organization and bolster support for multilateralism.

## ■ Supporting the efforts of the Secretary-General

UNOG hosted seven visits of the Secretary-General to Switzerland in 2008 to promote the work of the Organization.

### Visits of the Secretary-General in 2008

21–25 January	To speak at the Memorial Ceremony for the victims of the terrorist attack on the United Nations Office in Algiers (11 December 2007) To attend the Annual Meeting of the World Economic Forum in Davos, Switzerland
3–4 March	To open the High-Level Segment of the seventh session of the Human Rights Council To address the 43rd Executive Session of the Trade and Development Board of UNCTAD
27 April–1 May	To attend the formal session of the United Nations System Chief Executives Board for Coordination (CEB) session organized by the Universal Postal Union (UPU) in Bern on 28 April 2008 To give the inaugural lecture of a series of open conferences entitled the “Geneva Lecture Series”, organized jointly by UNOG and the United Nations Institute for Training and Research (UNITAR)
31 August–1 September	To participate in a ceremony to commemorate the fifth anniversary of the bombing of the Canal Hotel in Baghdad To attend an anniversary meeting of the Intergovernmental Panel on Climate Change (IPCC)
14–15 October	To participate in the high-level meeting of the three co-chairs (UN-EU-OSCE) of the Geneva Discussions
17–18 November	To inaugurate the Human Rights and Alliance of Civilizations Room To participate in the Fifth Seminar for Special and Personal Representatives and Envoys of the United Nations Secretary-General, organized by UNITAR in association with the United Nations System Staff College
12 December	To address the commemorative session of the Human Rights Council on the occasion of the Sixtieth Anniversary of the Universal Declaration of Human Rights

In his capacity as the Secretary-General's representative, the Director-General regularly attends conferences and meetings held by various organizations and receives dignitaries visiting Geneva for exchanges of views to advance the priorities of the Organization. The Director-General was also a member of the Secretary-General's delegation on several political missions, including the launch of the Global Compact Network in the Russian Federation on 10 April 2008.

The Director-General and the Deputy Director-General took part, along with other senior United Nations officials, in a retreat at the United Nations System Staff College in Turin, Italy, on 29–30 August 2008. Following on from the first retreat held in 2007, the event provided an opportunity to reflect on developments over the past year and to exchange ideas on consolidating and improving the work of the United Nations to better address current threats and challenges. The discussions

### Occasions on which the Director-General delivered messages on behalf of the Secretary-General

23 July	Twenty-Fourth Universal Postal Congress
29–30 July	Fifteenth Ministerial Conference of the Non-Aligned Movement, Tehran
10 November	Convention on Certain Conventional Weapons Second Conference of the High Contracting Parties to Protocol V on Explosive Remnants of War, Geneva
13 November	Meeting of the High Contracting Parties to CCW, Geneva
24 November	Ninth Meeting of the States Parties to the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on Their Destruction, Geneva
1 December	Biological Weapons Convention Meeting of States Parties, Geneva
2 December	Thirteenth Session of the Conference of the States Parties to the Chemical Weapons Convention, The Hague



*The UNOG Director-General with the United Nations Special Envoy for Darfur, Mr. Jan Eliasson (left) and African Union Special Envoy for Darfur, Mr. Salim Ahmed Salim (right), before the Informal Consultations with International Partners on Darfur on 18 March 2008. Photo by Jean-Marc Ferré, United Nations.*

focused, among other issues, on establishing a global culture of human rights; peace and security; United Nations challenges in Iraq; development and the global food crisis; and improving the capacity of the United Nations to address global challenges and achieve the Millennium Development Goals (MDGs).

The Director-General participates in the Senior Management Group, a committee of senior United Nations managers that serves as the Secretary-General's cabinet and as a central policy planning organ. He also participates in the Executive Committee on Peace and Security, a high-level coordinating forum for United Nations departments and programmes to discuss specific issues of international peace and security and to plan more coherent approaches in this area.

### ■ Facilitating the work of the diplomatic community

Supporting and facilitating the work of the diplomatic community remains a priority for UNOG. The Office plays a critical role as an enabler of international cooperation by furthering the smooth functioning of multilateral diplomacy in Geneva.

In 2008, with the addition in January of the Permanent Mission of Grenada, the total number of permanent missions reached 164. There are two permanent observer missions and eight permanent observer offices. Preparations are under way for the opening of another two permanent missions – those of the Comoros and Tajikistan.

UNOG continues to facilitate the participation of high-level visitors – Heads of State and Government, cabinet ministers and other political dignitaries – in deliberations of intergovernmental bodies.

#### High-level visits to UNOG, July 2007 – August 2008

Personalities	Number of visits
President of the General Assembly	1
Secretary-General of the United Nations	6
Deputy Secretary-General of the United Nations	3
Presidents, Vice-Presidents, Heads of State	10
Prime ministers and deputy prime ministers	10
Ministers for foreign affairs	31
Other ministers and secretaries of state	62
Other dignitaries	76
<b>Total number of visits</b>	<b>199</b>

The Director-General continued his regular exchanges with the Geneva-based regional groups to brief Member States on the priorities of the Secretary-General and to address issues of concern to the diplomatic community.



*The UNOG Director-General welcomes United Nations Special Envoy for Darfur, Mr. Jan Eliasson (left), and African Union Special Envoy for Darfur, Mr. Salim Ahmed Salim (right), at the opening of Informal Consultations with International Partners on Darfur on 18 March 2008.  
Photo by Jean-Marc Ferré, United Nations.*

Maintaining the strong working relationship between UNOG and the host country authorities at the federal, cantonal and municipal levels is important in responding to the multifaceted concerns of the diplomatic community in Geneva. This close cooperation is reflected in the areas of security, diplomatic privileges and immunities, as well as in the successful organization of numerous international conferences.

### ■ Promoting system-wide coherence

In line with the Secretary-General's vision for a harmonized and effective United Nations, including through enhanced system-wide coherence, UNOG works to strengthen cooperation within the United Nations and to engage with the wider United Nations family in support of shared objectives. In this context, the Director-General has continued his regular exchanges with executive heads of the United Nations entities in Geneva to discuss issues of common concern and to enhance information sharing, joint planning and coordinative activities.

On 28–29 April 2008, the Director-General participated, as part of the Secretary-General's delegation, in the CEB session in Bern. Bringing together on a regular basis executive heads of all the organizations of the United Nations system, under the chairmanship of the Secretary-General, CEB is the principal mechanism for system-wide coordination on managerial and programmatic topics. The global food crisis was the overarching theme for the

April 2008 meeting, and the executive heads of the United Nations specialized agencies, funds and programmes and Bretton Woods institutions agreed on a common strategy in support of developing country governance to confront the global food crisis. The Deputy Director-General participated as a member of the CEB High-Level Committee on Management, which dealt with a broad range of system-wide management issues, including the harmonization of business practices and the strengthening of the global security system.

On 6 May 2008, the Director-General and the Deputy Director-General met with the Co-Chairs of the informal consultations on system-wide coherence in the General Assembly, the Permanent Representatives of Ireland and the United Republic of Tanzania to the United Nations in New York. These meetings provided an opportunity to exchange views on the ongoing efforts in Geneva in support of system-wide coherence and to feed these views into the General Assembly discussions.

The broad scope of United Nations activities in Geneva affords a unique opportunity to address the challenge of system-wide coherence. UNOG has undertaken concrete steps this year in pursuit of this agenda through the creation of new mechanisms to share information and provide opportunities for greater collaboration. In October 2008, UNOG launched a new consolidated calendar of United Nations system meetings in Geneva. The calendar was developed in response to requests from stakeholders, Member States in particular, as there was no one place where information on meetings of the United Nations organizations in Geneva could be accessed. The new calendar, located on the UNOG website, provides such information, viewable on a daily, weekly and monthly basis. It is also a tool for enabling the United Nations family in Geneva to better plan and coordinate its activities while raising public awareness of the system's activities. It is hoped that the calendar will serve as an important underpinning of enhanced system-wide coherence.

Since March 2008, UNOG has been organizing managers' meetings, intended to create opportunities for managers from United Nations organizations in Geneva to become acquainted, exchange ideas and reflect on common experiences and challenges. Managers at the D-I, D-2 and Assistant Secretary-General levels have been invited to participate. To date, three managers' meetings have taken





*Secretary-General Ban Ki-moon, Deputy Secretary-General Asha-Rose Migiro and UNOG Director-General Sergei A. Ordzhonikidze, with Edouard Dayan (left), Director General of the Universal Postal Union International Bureau, during a visit to UPU (April 2008). Photo by Mark Garten, United Nations.*

place, each attended by over 30 senior managers from 13 different United Nations entities. Guest speakers at these meetings included Ambassador Nicholas Thorne (United Kingdom), the then-High Commissioner for Human Rights, Ms. Louise Arbour, and the Executive Director of the United Nations Joint Programme on HIV/AIDS, Dr. Peter Piot. Meetings of this kind are a useful practical mechanism to support interaction and cooperation among senior managers, thus contributing to greater coherence within the United Nations family in Geneva. The managers' meetings will continue to be convened on a regular basis. Opportunities for increased networking and learning will also be extended to mid-level managers.

Throughout 2008, UNOG attended and observed the meetings of the governing bodies and executive boards of organizations in the United Nations system and related organizations in Geneva, in order to convey the messages of the Secretary-General and to keep him informed of developments, particularly in relation to system-wide priorities such as climate change, the food crisis and implementation of the MDGs.

### ■ **Strengthening cooperation with regional and other intergovernmental organizations**

As the challenges facing the international community grow, the need for collective action is becoming increasingly evident. The relationship between the United Nations and regional organizations, in particular, has been strengthened in recent years in line with the provisions

of Chapter VIII of the Charter of the United Nations and the priorities of the Secretary-General. Recognizing the contribution and greater involvement of regional organizations in all areas of the work of the Organization, UNOG continued throughout the year to foster stronger relations and to build on its multifaceted collaboration with regional and other intergovernmental organizations, in particular those based in Europe.

UNOG continued to engage with Europe-based regional organizations through informal consultations known as the "Tripartite Plus" process between the United Nations, the Council of Europe and the Organization for Security and Cooperation in Europe (OSCE). The regular discussions, which focus on lessons learned and information sharing, provide a valuable platform for improving cooperation and coordination to address the most pressing challenges of our time.

The theme of this year's annual consultation, held on 7 July 2008 in Strasbourg, France, and hosted by the Council of Europe, was "intercultural dialogue". Discussions focused on the role of human rights in intercultural dialogue, the promotion of intercultural competencies through education, as well as the link between intercultural dialogue and conflict prevention. Headed by the Director-General, the United Nations delegation included representatives of the OHCHR, UNHCR, the United Nations Development Programme (UNDP) and UNECE. High-level representatives from the European Commission, the Executive Committee of the

Commonwealth of Independent States, the Collective Security Treaty Organization, the North Atlantic Treaty Organization and the International Committee of the Red Cross (ICRC) took part as observers.

Participants at the meeting stressed that the promotion of intercultural dialogue and the management of cultural diversity are among the priorities of their organizations. Calling on Governments to take appropriate measures to secure an environment conducive to intercultural dialogue, they also declared their determination to strengthen coordination and cooperation and discussed additional joint action in the fields of human rights protection, education and conflict prevention. Reiterating the importance of education in the promotion of intercultural dialogue, participants agreed that such dialogue could contribute significantly to the prevention and resolution of conflicts. They also concurred that human rights provided the essential value basis for intercultural dialogue. As in previous years, the conclusions of the meeting, which were issued in a joint communiqué, were also reported to the Secretary-General and transmitted to the Office of the Alliance of Civilizations as a practical contribution to support its work. It was agreed that the next Tripartite Meeting would be hosted by UNOG in 2009.

Throughout 2008, UNOG assisted the United Nations Department of Political Affairs and other offices in organizing meetings to foster cooperation with regional organizations, including the General Meeting of cooperation between the United Nations and the League of Arab States and its system of organizations and agencies from 1 to 3 July 2008 and the General Meeting of cooperation between the United Nations and the Organization of the Islamic Conference secretariats and specialized agencies from 8 to 10 July 2008, both held at the Palais des Nations. Addressing both meetings on behalf of the Secretary-General, the Director-General stressed the crucial role played by regional and subregional organizations in promoting peace and stability within their respective areas.

Likewise, UNOG provided assistance to the Special Envoys to Darfur of the African Union and the United Nations, Mr. Salim Ahmed Salim and Mr. Jan Eliasson, in organizing consultations with the regional and international partners to the Darfur Peace Process, which were held at the Palais des Nations on 17 and 18 March and on 4 and 5 June 2008.

UNOG also provided the venue for successive sessions of the Geneva Discussions in October, November and December in 2008, co-chaired by the Council of the European Union, the United Nations and the OSCE.

### ■ **Creating synergies with research and academic institutions**

Academic and research institutions play an important part in informing policymaking. The presence of rich research and academic resources in Geneva, also referred to as "intellectual Geneva", provides a valuable platform for enhancing the link between the research community and United Nations policy planning.

In 2008, UNOG was able to strengthen existing partnerships and develop new ones with a view to fostering greater cooperation with the research and academic communities, promoting innovative forums for dialogue, and integrating knowledge, expertise and experience in the daily activities and decision-making processes of the Organization.

UNOG reinforced its cooperation with the Geneva Centre for the Democratic Control of Armed Forces (DCAF), organizing two joint events on issues of global concern. Following on from previous debates hosted by DCAF and UNOG on different aspects of security sector governance, the Director-General co-chaired with the Director of DCAF a joint seminar entitled "The United Nations and security sector reform: a year on from the Security Council open debate", on 4 March 2008. This seminar, held one year after the United Nations Security Council open debate on security sector reform (SSR), provided a timely opportunity to assess what had been achieved since, as well as prospects for the development of a common, coordinated and coherent United Nations approach to SSR. The panel discussion, which was preceded by a keynote speech delivered by H.E. Mr. Ján Kubiš, then-Minister of Foreign Affairs of Slovakia, was followed by informal exchanges with the invited audience of high-level representatives of the diplomatic community in Geneva, Geneva-based United Nations entities, NGOs and prominent think tanks. Stressing that SSR could bring concrete improvements to the daily life of people and that the lack of SSR was one of the root causes of conflicts or insurgences, the Minister emphasized the need to define system-wide United





*Joint UNOG-DCAF seminar on 4 March 2008. Photo courtesy of Bianco.*

Nations guidelines for SSR support. Most participants concurred that while assistance should always take into account the specific circumstances of each country, the United Nations needed to elaborate general principles and standards to guide its support for national actors in enhancing or re-establishing security.

On 26 November 2008, UNOG organized a panel discussion with DCAF entitled "Meeting the security challenges of today while upholding human rights standards". The discussion was preceded by a keynote speech by Ms. Navanethem Pillay, High Commissioner for Human Rights, and H.E. Mr. Martin Uhomoibhi, President of the Human Rights Council, made concluding remarks following the debates. The discussions were aimed, in particular, at exploring the relationship between SSR and human rights protection. Panellists sought to identify practical mechanisms for successfully integrating human rights policy into SSR and exchanged opinions and lessons learned in this regard.

UNOG pursued its relations with the Swiss academic community through participation in the Swiss Network for International Studies (SNIS). SNIS was created in 2007 by the University of Geneva and the Graduate Institute of International and Development Studies in collaboration with a number of other Swiss academic institutions with a view to promoting academic research in the area of international studies. SNIS also seeks to strengthen

cooperation among its founding institutions and with other international organizations. UNOG was invited to sit on the Academic Council of International Geneva, which works on the practical implications of academic research of SNIS-affiliated institutions (and the research teams supported by SNIS) for international organizations. The Academic Council also endeavours to establish dialogue with key international organizations to determine what their priorities are in terms of research.

UNOG is a member of the Advisory Board of the newly created Centre for International Governance at the Graduate Institute of International and Development Studies. The objective of the Centre is to facilitate effective participation of all stakeholders in the evolving multilateral environment and to strengthen international governance.

Likewise, UNOG is a member of the Advisory Board of the Geneva Peacebuilding Platform (GPP), a project launched jointly in 2008 by the Geneva Centre for Security Policy, the Quaker United Nations Office and the Graduate Institute's Centre on Conflict, Development and Peacebuilding. The mission of GPP is to serve as a neutral forum for dialogue and cooperation among Geneva-based stakeholders involved in peacebuilding around the world and to advance practical understanding of the key issues and best practice in this field.

## ■ Facilitating the participation of civil society

The United Nations has long benefited from the experience, expertise and enthusiasm of civil society. The following table outlines several milestones in the United Nations' engagement with NGOs, demonstrating the ever-increasing range of NGO input into intergovernmental debates on issues of global importance.

Main stages in NGO collaboration at the UN											
	<tr> <td><b>Today</b></td><td>3 183 NGOs worldwide enjoy consultative status with the Economic and Social Council</td></tr> <tr> <td><b>15 March 2006</b></td><td>General Assembly resolution 60/251 establishing the Human Rights Council states that NGOs enjoying consultative status with the Economic and Social Council may participate in the work of this new subsidiary organ of the General Assembly</td></tr> <tr> <td><b>25 July 1996</b></td><td>ECOSOC/Res/31, providing the opportunity for national NGOs to gain access to consultative status with the Economic and Social Council</td></tr> <tr> <td><b>At the end of 1948</b></td><td>41 NGOs had been granted consultative status with the Economic and Social Council. In partnership with Member States of the United Nations, some of these NGOs contributed to the drafting of the Universal Declaration of Human Rights, adopted in Paris on 10 December 1948</td></tr> <tr> <td><b>21 June 1946</b></td><td>In accordance with Article 71 of the Charter of the United Nations, the Economic and Social Council adopted the principles and criteria for granting consultative status to NGOs</td></tr>	<b>Today</b>	3 183 NGOs worldwide enjoy consultative status with the Economic and Social Council	<b>15 March 2006</b>	General Assembly resolution 60/251 establishing the Human Rights Council states that NGOs enjoying consultative status with the Economic and Social Council may participate in the work of this new subsidiary organ of the General Assembly	<b>25 July 1996</b>	ECOSOC/Res/31, providing the opportunity for national NGOs to gain access to consultative status with the Economic and Social Council	<b>At the end of 1948</b>	41 NGOs had been granted consultative status with the Economic and Social Council. In partnership with Member States of the United Nations, some of these NGOs contributed to the drafting of the Universal Declaration of Human Rights, adopted in Paris on 10 December 1948	<b>21 June 1946</b>	In accordance with Article 71 of the Charter of the United Nations, the Economic and Social Council adopted the principles and criteria for granting consultative status to NGOs
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Each year, UNOG accredits more than 15,000 NGO representatives to facilitate their participation in deliberations taking place at the Palais des Nations. With a view to expanding and deepening the partnership with NGOs, UNOG keeps an up-to-date public database of NGOs with consultative status with the Economic and Social Council. In order to facilitate effective participation, UNOG provides NGO delegates with orientation and training, and also offers interested NGOs information about attaining consultative status with the Council. About 20 NGOs received such assistance in 2008.

UNOG continuously strives to improve the services offered to a large number of accredited NGOs and their representatives to facilitate their contributions to the Human Rights Council and other United Nations bodies. The Welcome Desk, initially set up to orient and guide NGOs during the Human Rights Council meetings, continued to service the NGO community in 2008. The NGO Resource Centre, inaugurated in October 2007, has now become a focal point for civil society exchange and engagement. In 2008, UNOG broadened access to the Centre, diversified the documentation provided and improved its wireless Internet service. Many meetings were held at the Centre with support provided by UNOG.

UNOG also advises permanent missions, the United Nations family and other stakeholders on issues related to establishing partnerships with civil society.

In line with the Organization's focus on accelerating the pace towards realizing the MDGs, UNOG provided briefings and advice to NGOs regarding their potential contributions to achieving the MDG targets. Some 60 such meetings, in partnership with various NGOs accredited to the Economic and Social Council, were held at the Palais des Nations in 2008. As an example, UNOG in partnership with the International Federation of University Women and the NGO Committee on the Status of Women held meetings on topics such as "Access to work and to credit by women". Discussions have also been held on prevention of violence against women and female genital mutilation in support of activities undertaken by the Inter-African Committee. In relation with the MDG on health, UNOG contributed to a seminar entitled "Health and globalization", organized by the World Federation of United Nations Associations (WFUNA).

UNOG and the Spanish Society for International Human Rights Law organized the first Commemoration of the International Day of Peace at the Palais des Nations to promote peace and intercultural/inter-religious dialogue. Meetings with NGOs were also held on related topics, such as "Intercultural dialogue and human rights" and "The diversity of beliefs and democratic citizenship".

In the framework of the celebration of the 2008 International Year of Languages, UNOG supported a symposium hosted at the Palais des Nations by the Universal Esperanto Association entitled "The linguistic rights in the world: the current situation".



The NGO Resources and Services Centre. Photo by Jean-Marc Ferré, United Nations.

UNOG strongly supports initiatives aimed at young people to engage them in the work of the United Nations. Each year, in collaboration with the Geneva International Model of the United Nations (GIMUN), an NGO accredited to the Economic and Social Council, takes place at the Palais des Nations, bringing together more than 100 students from around the world in simulated debates mirroring major United Nations bodies. On the occasion of the sixty-third anniversary of the entry into force of the Charter of the United Nations, UNOG and GIMUN organized a conference with the goal of reaffirming the commitment of young people to the principles of the United Nations.

In the context of the efforts to raise awareness of the need for multilateral disarmament and engaging NGOs on this issue, the Director-General attended an important meeting entitled "Students for a nuclear-weapon-free world", organized by WFUNA and chaired by Hans Blix, former Executive Chairman of the United Nations Monitoring, Verification and Inspection Commission for Iraq.

UNOG is also a partner in the research project "Making Commitments Matter", which was launched by a group of young scholars and professionals from five countries to address the problem of lack of implementation of United Nations agreements.

UNOG will continue to support the work of civil society organizations and to encourage their partnerships with the United Nations.

### ■ Supporting the framework of international law

Promoting the principles of the Charter of the United Nations and of international law remains fundamental to achieving the Organization's objectives. Therefore, UNOG actively supports the efforts of the Secretary-General to strengthen the rule of law and promote respect for the authority of international treaties and other sources of international law. One of the principal bodies in this regard is ILC, established by the General Assembly in 1947 as one of the instruments for codification of international law.

In accordance with General Assembly resolution 62/66 of 6 December 2007, the ILC held its sixtieth session in May/June and July/August 2008 at the Palais des Nations. UNOG provided administrative support to the Commission in order to facilitate its work during this period. Discussions at this year's session focused, *inter alia*, on the responsibility of international organizations, shared natural resources, reservations to treaty obligations, effects of armed conflicts on treaties and on the obligation to extradite, prosecute, or expel certain





*The Chairman of the International Law Commission, Edmundo Vargas Carreño, congratulating Seminar participants at the closing ceremony.*

aliens. A special two-day event was held from 19 to 20 May 2008 to commemorate the sixtieth anniversary of the Commission. The event was attended by the President and several judges of ICJ, current and former members of the Commission, legal advisers of foreign ministries, the Legal Counsel of the United Nations and distinguished academics.

In conjunction with the meetings of ILC, UNOG organized the forty-fourth International Law Seminar. The Seminar is designed for postgraduate students of international law, as well as young scholars or government officials dealing with international law in the course of their work. Participants in this three-week seminar were exposed to the work of the Commission through attending its public meetings and participating in a programme consisting of a series of lectures delivered by Commission members. Various other lectures and briefings were also organized to introduce the work of other United Nations bodies, specialized agencies and ICRC. Through a special session of the Seminar held at the Graduate Institute of International and Development Studies, cooperation between UNOG and the Geneva academic community was further reinforced.

# Chapter III



*United Nations TV crew filming in the field/TV studio facilities. Photo courtesy of UNIS Geneva.*

## Reaching Our Global Constituencies

**“Ladies and gentlemen of the media, I believe that what we do is important to the lives of millions of people and I want to thank you, our UN correspondents, for helping to make that work known.”**

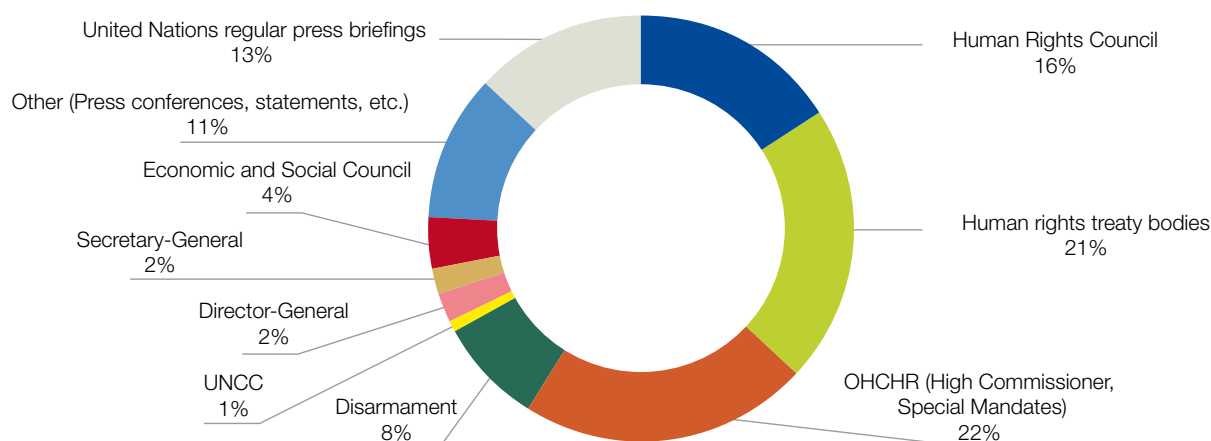
Secretary-General Ban Ki-moon's opening remarks at a news conference in Geneva on 23 January 2008

Awareness of United Nations efforts for a more peaceful and just world is critical to mobilizing support for our activities. Without this support, the Organization's work cannot be fully effective. Connecting with the people we serve is therefore key to ensuring that our efforts have lasting impact. In this context, UNOG contributes to promoting United Nations priorities, building knowledge about the scope and impact of the Organization's programmes and policies, and enhancing the public image of the United Nations among a widening range of audiences.

An estimated two thirds of the Organization's activities take place in Geneva, and most of the issues on the agenda are cross-cutting. In close cooperation with other United Nations entities in Geneva, UNOG continues to build a coordinated, carefully designed and targeted system-wide communications strategy that facilitates deeper understanding of the connections across issues. To achieve the greatest possible impact, the emphasis is on better use of technologies and on consolidating an expanding grass-roots support base. By pooling resources, sharing information and creating synergies, UNOG has contributed towards greater coherence and effectiveness in the Organization's communications and outreach activities.



## NUMBER OF PRESS RELEASES AND MEETING SUMMARIES BY SECTOR ISSUED BY UNIS, JULY 2007–JULY 2008



### ■ Connecting with the media

The United Nations Information Service (UNIS) at Geneva serves as the voice of UNOG and as the United Nations Information Centre for Switzerland. It communicates in a neutral manner about the Organization's activities to Member States, other international organizations, civil society, the private sector and the public at large to ensure that these constituencies have up-to-date and accurate information about the work of the Organization, and to increase the United Nations' visibility in media across the world. Reflecting the large volume of work of the United Nations family in Geneva related to disarmament, human rights, humanitarian action and development, particular attention is paid to these issues.

Throughout the year, UNOG issued some 815 press releases and meeting summaries. UNOG continued to concentrate on raising awareness of the work of the Conference on Disarmament and issued 62 press releases on its proceedings.

The work of the Human Rights Council, the human rights treaty bodies and OHCHR remained of concern to the global media. In 2008, UNOG produced 455 press releases in English and French related to human rights, of which 125 were on Council meetings. In its second year, the Council continued to receive extensive media attention, especially in connection with the start of the Universal Periodic Review process. UNOG provided regular and timely information on the Council's activities to journalists in order to meet the growing need for information in this area. UNOG also provided webcasting services covering all formal public meetings during each of this year's Council sessions.

The three United Nations Information Centres in Europe, namely UNIS Geneva, UNIS Vienna and the United Nations Regional Information Centre in Brussels, continued to strengthen their collaboration. The so-called BGV network uses the individual and combined strengths of each office to promote and mobilize support for the United Nations in the European context. One of this year's initiatives was the creation of the [www.knowyourrights2008.org](http://www.knowyourrights2008.org) website, launched to mark the sixtieth anniversary of the Universal Declaration of Human Rights and to raise further awareness of United Nations work in the field of human rights.

### ■ Reporting events

One of the primary clients is the international press, which plays a central role in disseminating news and information about the Organization's activities. Around 200 permanently accredited journalists work at the Palais des Nations. Another 100 or so come for temporary assignments. UNOG provides offices and working space to these journalists, and maintains a documentation centre to support their work and to ensure that they receive the latest and most precise information.

UNOG liaises closely with the public information services of United Nations funds, programmes and specialized agencies in Geneva to provide a comprehensive, integrated overview of activities. Through biweekly press briefings, chaired by the UNIS Director and attended by spokespersons of different funds, programmes and specialized agencies, the press is kept informed about the latest developments and ongoing efforts in the global arena.



Press officers covering a meeting of the Human Rights Council. Photo courtesy of UNIS Geneva.

UNOG also organizes high-level press conferences for visiting United Nations officials and experts, as well as specialized press conferences on topics of interest to the media and for the launches of major reports. Among the high-level officials holding press conferences at the Palais des Nations this year were the Secretary-General; Mr. John Holmes, Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator; Mr. Antonio Guterres, United Nations High Commissioner for Refugees; Ms. Navanetham Pillay, United Nations High Commissioner for Human Rights; Mr. Rajendra K. Pachauri, Chairman of IPCC and winner of the Nobel Peace Prize 2007, as well as several heads of specialized agencies based in Geneva.

Permanent missions, specialized agencies and partner organizations based in Geneva are able to address the press corps to explain their activities or positions on international affairs through press conferences organized by UNOG. A total of 140 of these press conferences took place at the Palais des Nations in 2008.

UNOG also produces and distributes television, radio and photo material, and provides studio and transmission facilities to broadcasters and accredited correspondents. Extensive radio and television coverage is distributed mainly through United Nations Radio in New York, UNIFEED, a United Nations television satellite transmission service, which allows television broadcasters to access news material provided by United Nations organizations, and through the European Broadcasting Union's Eurovision network. Audio news reports and interviews on major United Nations events and activities in Geneva are transmitted for use by United Nations Radio and for broadcasting by radio stations around the world. Television production services are provided to a number of departments and agencies. This year, UNOG produced several video compilations, including films for the annual Consolidated Humanitarian Appeal and on the Council Chamber, as well as items featuring human rights and humanitarian affairs for the CNN *World Report* programme and on the UNOG greening policy for the *UN in Action* series.

Television coverage for the webcasting of the Human Rights Council proceedings was one of the major activities during the year. UNOG monitors and reviews media reports around the world and provides senior officials with press material and analyses on a daily basis.



TV and Radio Staff at work at UNOG, source: UNIS Geneva.

### Articles published by UNOG-accredited correspondents in 2007 and 2008

	2007	2008
Secretary-General, United Nations Headquarters	22	26
United Nations system	73	111
Disarmament, child soldiers	4	20
UNOG, "International Geneva"	68	96
Human rights	69	109
Climate change, Poznań Conference	0	6
<b>Total</b>	<b>236</b>	<b>368</b>

## ■ Bringing in the public

The wider public is a key target audience. In an effort to build new bridges between the United Nations and the general public, especially young people and students, UNOG launched, together with UNITAR, a series of open conferences entitled the Geneva Lecture Series. This Series is unique in that, although the conferences are organized and hosted by the United Nations, they are open not only to the diplomatic community but also to anyone who is interested in and concerned with the topics discussed. This project aims to bring awareness of pressing global challenges to a wide audience in Geneva and beyond, with a focus on how each individual can contribute to resolving such challenges. It also offers an intellectual anchor for the work of the United Nations and other international organizations. The inaugural lecture of the Series, delivered by the Secretary-General at the Palais des Nations on 29 April 2008, was entitled "Are the development goals doomed to fail?" This event was attended by 1,200 people and watched by many more through a live webcast.



Reception, UNOG Visitors' Service. Photo courtesy of UNIS Geneva.



A view of participants and audience during the inauguration of the Geneva Lecture Series on 29 April 2008. Photo by Mark Garten, United Nations.

On this occasion, the Secretary-General conveyed a clear message that the support of the general public is crucial to the United Nations' mission, and that people around the world need to understand and appreciate the work of the United Nations for the Organization to be effective in achieving its objectives. This first lecture also underscored the importance of collaboration between the United Nations and a wide range of stakeholders, including the diplomatic community based in Geneva, local media, academic and research communities, the private sector and philanthropic organizations. Following the lecture, the public was invited to participate in an open debate, moderated by one of Switzerland's most prominent journalists, reflecting the inclusive approach of the Geneva Lecture Series.

The second edition of the Geneva Lecture Series took place on 10 December 2008, in the context of a programme of events marking the sixtieth anniversary of the Universal Declaration of Human Rights. Two Nobel Prize laureates, Ms. Shirin Ebadi, winner of the 2003 Nobel Peace Prize, and Mr. Wole Soyinka, recipient of the 1986 Nobel Prize in Literature, delivered keynote speeches. In keeping with the tradition of the first lecture, members of the public were invited to participate in an open discussion moderated by a media personality after the keynote addresses. The lecture also featured the screening of a short film presenting archives of the General Assembly vote on the Universal Declaration of Human Rights in 1948 and the projection of selected short films produced by the International Film Festival and Forum on Human Rights on the occasion of the sixtieth anniversary of the Declaration, in partnership with the Office of the High Commissioner for Human Rights.





*Secretary-General Ban Ki-moon speaks at the inauguration of the Geneva Lecture Series on 29 April 2008. Seated behind him from left to right: Carlos Lopes, UNITAR Executive Director; Micheline Calmy-Rey, Federal Councillor and Head of the Swiss Federal Department of Foreign Affairs, and Sergei A. Ordzhonikidze, UNOG Director-General. Photo by Mark Garten, United Nations.*

As part of the ongoing efforts to reach out to the general public, 54 individual information programmes, lasting on average from one to three days, were conducted throughout the year. These programmes are intended to provide an introduction to the work of the United Nations family in Geneva and are tailored specifically to the needs of different audiences, such as diplomats, civil servants, students and NGOs from all over the world.

UNOG also organized its forty-sixth Graduate Study Programme, which brought together postgraduate students from around the world for three weeks to study the work of the United Nations in detail. Seventy-seven carefully selected students from 39 countries participated in the programme under the theme "United Nations: the inseparable link between peace and security,

human rights and sustainable development". This year, the Director-General chaired the closing ceremony and delivered remarks with a tribute to the hard work and academic aspirations of the participants. Senior experts from various sections of UNOG and other Geneva-based United Nations entities delivered lectures. The end result was a comprehensive report authored by the students, which will be published and distributed to permanent missions in Geneva, to UNDP offices throughout the world and to the United Nations Information Centres as well as to the participants themselves. This programme not only constitutes an important public outreach activity, which UNOG is able to deliver successfully with limited resources, but also represents an immense collaborative effort between UNOG and other Geneva-based United Nations entities.



46th Geneva Graduate Study Programme - 7-25 July 2008

Photo courtesy of UNIS Geneva.

The Visitors' Service continues to serve as an important public outreach tool by providing guided tours of the Palais des Nations in some 15 languages. Visiting the Palais des Nations is more than sightseeing. It gives the public an opportunity to relate to the Organization and to learn about its work and history. With close to 100,000 visitors, most of whom were school and university groups, the year 2008 saw a rise in visitors compared to previous years, demonstrating a continuously growing interest in the work of the Organization.



UNOG tour guide at work. Photo courtesy of UNIS Geneva.

## ■ The UNOG website

The UNOG website ([www.unog.ch](http://www.unog.ch)) remains a key information tool for all those interested in learning more about the functions and achievements of the Organization, including members of permanent missions, conference delegates, the general public and United Nations staff. Media and research institutions also rely on the website to keep abreast of the latest UNOG developments.

UNOG continues to work to ensure access, manage content efficiently and broaden the outreach in all regions of the world. Efforts are ongoing to integrate as much information as possible, including through webcasting, audio, video and photographic material, all enhancing the multilingual Web-accessible nature of the site. The statistics for the UNOG website show a continuous increase in the use of the site, as demonstrated by the following figures from 1 July 2007 to 30 June 2008:

Number of unique visitors	Number of visits	Number of pages
464 748	787 035	11 925 737



The section on disarmament has become a central information source in this area within the United Nations. It provides the most up-to-date and comprehensive information related to the Conference on Disarmament, headquartered in Geneva, as well as on a number of disarmament issues: BWC, the Mine Ban Treaty, CCW and Small Arms and Light Weapons. The success of the "restricted area" (Extranet), which has been developed and implemented for BWC and CCW in response to requests by the State parties, has triggered further demands. An interactive web-based information system is under development to support actions relating to BWC. A similar infrastructure is also being studied to support the work related to the Protocol on Explosive Remnants of War (Protocol V) of CCW.

Results of public surveys carried out between October 2007 and April 2008 indicate global satisfaction regarding the information provided on the UNOG website. Several suggestions for improvements have already been implemented. For example, the website now features RSS feeds, a functionality which allows users to access, through their RSS readers, regularly updated information on the UNOG website, such as press releases, announcements, events and meetings.

## ■ Promoting cultural diversity

Tolerance and understanding across cultures are essential for peace, progress and dignity for all. Promoting respect for diversity is therefore a core task for the United Nations. Through its Cultural Activities Programme, UNOG actively supports intercultural dialogue by providing an open and inclusive forum for cultural engagement that allows Member States to highlight their cultures and heritage. At the heart of these efforts lies our commitment to cultural diversity.

In 2008, the UNOG Cultural Activities Programme again demonstrated that art and culture are effective vehicles for dialogue across civilizations and essential tools for building mutual understanding. The wide spectrum of activities in the framework of the Programme included exhibitions, concerts, film presentations and cultural talks. Many of the events were organized to highlight particular issues on the United Nations agenda and contributed significantly to greater awareness of some of the major threats and challenges facing our world and helped to advance the substantive work of the Organization.

In collaboration with permanent missions, other United Nations entities and our host country and city, UNOG



*Photos of several public activities organized by UNOG, courtesy of UNIS Geneva.*



hosted a total of 55 events in 2008 covering a range of topics, including environment, refugees, children's rights, gender equality, labour rights, education for peace and cultural heritage.

United Nations family contributors to this year's cultural events included UNESCO, the World Intellectual Property Organization (WIPO), ILO, UNDP, UNHCR, the World Meteorological Organization (WMO) and the University for Peace.

UNOG also marked the sixtieth anniversary of the Universal Declaration of Human Rights with an exhibition

on this landmark document. Many exhibitions held in 2008 focused on the human rights theme and several permanent missions dedicated cultural events to the anniversary.

Together, these many and varied events underscored openness, respect and aspiration for freedom, progress and human dignity as hallmarks of all civilizations, uniting the human family across all boundaries. UNOG looks forward to developing and expanding this valuable forum for dialogue with the continued support of Member States and the United Nations system.



Selected posters for activities within the framework of the Cultural Activities Programme.

## ■ Raising awareness through commemoration

A number of international days are observed at the Palais des Nations to raise awareness of specific issues and to promote the work of the Organization. The international days provide an opportunity to reflect on lessons learned and challenges ahead, and to commit to taking forward particular issues on the United Nations agenda.

### Some international days observed at UNOG in 2008

General Assembly resolution 60/7	27 January	International Day of Commemoration in memory of the victims of the Holocaust, organized by UNOG in collaboration with the Permanent Mission of Israel
General Assembly resolution 2142 (XXI)	21 March	International Day for the Elimination of Racial Discrimination, organized by OHCHR
General Assembly resolution 47/193	22 March	World Water Day 2008, "Sanitation matters!", organized by WHO in collaboration with the Water Supply and Sanitation Collaborative Council
General Assembly resolution 58/234	7 April	International Day of Reflection on the 1994 Genocide in Rwanda, organized by UNOG in collaboration with the Permanent Mission of Rwanda
	25 May	Africa Day, celebration organized by the African Union
General Assembly resolution 57/129	29 May	International Day of United Nations Peacekeepers, organized by UNOG in collaboration with the Soldiers of Peace Association
General Assembly resolution 57/277	23 June	United Nations Public Service Day
General Assembly resolution 62/7	15 September	International Day of Democracy, celebrated at the Inter-Parliamentary Union
General Assembly resolution 36/67	21 September	International Day of Peace, observance organized by UNOG in collaboration with the Spanish Society for International Human Rights Law
General Assembly resolution 47/196	17 October	International Day for the Eradication of Poverty, organized by UNOG in collaboration with International Movement ATD Fourth World
General Assembly resolution 168 (II)	24 October	United Nations Day
General Assembly resolution 32/40 B	29 November	International Day of Solidarity with the Palestinian People
General Assembly resolution 423 (V)	10 December	International Human Rights Day





# Chapter IV



*Secretary-General Ban Ki-moon (sixth from left), accompanied by Peter Piot (fifth from left), Executive Director of the Joint United Nations Programme on HIV/AIDS, and UNOG Director-General Sergei A. Ordzhonikidze (fourth from left), meet United Nations staff members. Photo by Jean-Marc Ferré, United Nations.*

## Strengthening Common Services

As a major service provider for the United Nations system, UNOG is committed to the optimization of business practices and to the expansion of the common services platform within the United Nations family in Geneva. In line with the Secretary-General's vision for a stronger and more effective United Nations, including through enhanced system-wide coherence, UNOG continuously reviews its practices to enhance the efficiency and quality of the services provided to the wider system. The gap between resources allocated and the demand for additional support services has been widening in recent years. As an example, the ratio of resources provided to the Division of Administration at UNOG vis-à-vis those allocated to the departments, programmes or entities serviced/supported by the Division has declined from 0.2336 to 0.1865 since the 2000–2001 biennium. Within these budgetary constraints, UNOG maintains the fundamental objective of continuously improving services to clients.

UNOG currently provides support services to approximately 3,500 United Nations staff members in more than 30 client departments and offices located in Bonn, Geneva and Turin, as well as to more than 80 field services worldwide. During the past 12 months, UNOG dealt with some 4,400 contracts worth over US\$ 70 million, processed some 18,300 travel authorizations worth US\$ 27 million, settled over 8,700 travel claims, provided some 2,700 cost estimates, secured some 4,800 visas, and handled approximately 16,800 United Nations official documents for organizations and entities based in Geneva and at other locations.

UNOG cooperates closely with other Geneva-based international organizations to identify areas where more competitive conditions can be achieved through common service initiatives. In this context, UNOG offers strategic direction for all common service initiatives among some 22 Geneva-based entities of the United Nations family. These common services are provided by staff from more than 30 occupational categories, including human resources, security and safety, budget, finance, information and communication technology, medical service, infrastructure management, procurement, and others. UNOG has acted as the lead agency for 17 common service procurement projects, which are now in full operation. These projects cover supplies of electricity, hydrothermal energy (GLN – Genève Lac Nations), gas, paper, toner and inkjet cartridges, fixed-line voice communication, mobile voice and data communication, pouch services, mail services, desktop and laptop computers, office supplies, video surveillance, satellite communications services, insurance, airline and travel services, copier services and heating oil.

In addition, UNOG continues to explore avenues conducive to more efficient use of available resources. As a result of negotiations undertaken with 21 major airlines, UNOG and UNHCR alone achieved a cost reduction of 19.5 per cent in 2007, or US\$ 6.3 million. Further negotiations should yield lower transportation costs on major routes to Geneva. In 2007, UNOG achieved significant cost reductions in other areas, such as electricity (US\$ 157,000), paper (US\$ 466,000), toner (US\$ 385,000), heating oil (US\$ 148,000), toner and inkjet cartridges (31.6 per cent), and office supplies (20 per cent).

## ■ Managing the human capital of the international civil service

One of the United Nations' greatest assets is its personnel. United Nations staff members comprise a group of multi-skilled, versatile and energetic women and men from different parts of the globe who are all dedicated to the Charter of the United Nations and to making a difference. As the quality of staff determines the impact of the Organization's efforts, successful management of this human capital is crucial.

In order to attract, retain and continuously develop the best qualified staff, UNOG works to deliver integrated, efficient, authoritative and client-oriented services in the areas of planning, development, administrative support, counselling and internal justice. UNOG provides leadership to the United Nations staff and entities serviced by the Office on major human resources management matters, such as recruitment, placement, staff promotion, and administration of staff benefits and entitlements.

UNOG strives to foster a culture of continuous learning, high performance and managerial excellence among its staff of over 100 different nationalities. This vision is being translated into concrete actions across the spectrum of human resources activities through both continued efforts and new initiatives.

### *Planning and monitoring human resources requirements*

An Organization-wide biennial planning exercise called the Human Resources Action Plan (HRAP) has been implemented to monitor performance in key human resource management areas, such as gender balance, geographic distribution, recruitment time lines and performance management, against the Organization's

#### SELECTION TIME (average days)



	Budgetary vacancy rate for all regular-budget posts	Average selection time (days)	Average selection time for Professional posts (days)	Geographical recruitments from un- and underrepresented countries	Female representation in all categories	Female selections in Professional categories
Target	5.0%	120	120	25.0%	50.0%	50.0%
Evaluation as at 31 Dec 2007	4.2%	126	116	33.3%	44.4%	63.0%
Performance	Satisfactory					

*The UNOG performance "scorecard" at the mid-point of the 2007/2008 HRAP cycle showed that performance targets as set by the Office of Human Resources Management had been met.*

legislative mandates, human resource management reform goals and workforce trends. The fifth HRAP cycle for the 2007/2008 biennium is currently under way. UNOG has attained most of its HRAP indicators, and the data concerning recruitment from un- and underrepresented countries, management of regular budget vacancies, performance management and gender balance have been steadily improving. The target average selection time for Professional posts and above has been met and succession planning is satisfactory, with 87.5 per cent of vacancies filled before the retirement of the incumbent.

UNOG has considerable delegated authority from United Nations Headquarters in human resources matters and works to tailor the support and guidance provided to the needs and constraints of its clients. Special arrangements to extend assistance on a 24-hour basis in cases of emergency have been made. Regular meetings and

training sessions are held to ensure uniform interpretation of rules, regulations and application of policies, in areas such as contractual status and entitlements, to support the Organization-wide reform programme.

UNOG has developed and implemented several information technology applications to further streamline and accelerate human resources processes and actions, as well as with a view to saving paper and other resources.

In anticipation of the implementation of the new enterprise resources planning (ERP) system for the United Nations Secretariat, UNOG has been reviewing existing procedures with a view to streamlining and harmonizing processes. UNOG has now completed a compendium of 135 human resources processes, which have been mapped, critically assessed and recommended as either best practice or possible areas for improvements for the new integrated information system.

E-Leave Request System	A 100% paperless Lotus Notes based tool by which leave requests are made and approved electronically. This system makes the attendance record reliable and transparent. It facilitates work arrangements and communication.
Online Clearance Form	A Lotus Notes based form for getting clearance from various offices.
Online Travel Request	Under development, this tool will speed up the travel request process and replace the use of paper forms.
Consultants/Contractors Management System	Nearly operational, this application will make recruitment more transparent and competitive. It will also help departments and human resources services to record and monitor their performance. The system will also become a human resources database, which will promote sharing of the resources of the United Nations.
Online Internship Application	Allows university graduates to apply to the Internship Programme through the Internet.



UNOG offers a wide range of career development and targeted training programmes aimed at reinforcing the culture of continuous learning, high performance and managerial excellence. The chart below offers an overview of staff development activities offered by UNOG for the year 2007.

### Enrolment in UNOG training courses

Area	Number of participants
Management and communication	3 102
Languages	2 245
Testing and examinations	999
Information technology	620
Pre-retirement seminar	347
Upgrading of substantive and technical skills	526
<b>Total</b>	<b>7 313</b>

A central focus of the human capital management of UNOG is to help staff members develop and fine-tune substantive and technical skills so as to meet the Organization's changing needs and fulfil individual career aspirations. Towards this end, training and learning programmes are continuously designed, expanded and refined with the aim of consolidating the skills inventory in preparation for succession planning. Language training courses, enrolling over 2,000 participants annually, are offered in the six official languages. In addition to promoting multilingualism, these courses contribute to fostering greater respect for diversity among staff and also encourage, and eventually enable, staff mobility.

The Career Support Centre, opened in 2005, provides all staff members and managers with career planning and development support through workshops, career counselling and reference literature. Mini-workshops on topics such as preparing job applications, preparation for competency-based interviews, SMART goal writing, change management, stress management and management of knowledge transfer, have been very successful as demonstrated by their popularity among the participants.

The implementation of the electronic performance appraisal system (e-PAS) allows for better performance monitoring and review. Over the past year, a series of workshops were given to introduce new staff and

managers to the use of this performance management tool. To support the Secretary-General's vision of an independent civil service, distinguished by the highest standards of ethics, fairness, transparency and accountability, Secretariat-wide programmes such as the Integrity Awareness Programme and the mandatory online training programme on prevention of harassment, sexual harassment and abuse of authority in the workplace are duly implemented in Geneva.

### UNITED NATIONS STAFF MEMBER DECLARATION

“ I solemnly declare and promise to exercise in all loyalty, discretion and conscience the functions entrusted to me as an international civil servant of the United Nations, to discharge these functions and regulate my conduct with the interests of the United Nations only in view, and not to seek or accept instructions in regard to the performance of my duties from any Government or other source external to the Organization. I also solemnly declare and promise to respect the obligations incumbent upon me as set out in the Staff Regulations and Rules. ”

Support for newly recruited colleagues is particularly important to familiarize them with the special challenges of working in the United Nations' unique multicultural environment and to enable them to contribute effectively. As part of these efforts, UNOG organized, from 10 to 14 March 2008, a special development programme for 19 junior Professionals who joined the Organization through the National Competitive Recruitment Examinations. The programme covered a wide range of subjects with the purpose of broadening the participants' understanding of the work of the United Nations, strengthening their skills in communication, collaborative negotiation and self-management; and officially launching a one-year Mentoring Programme which assigns a senior manager to provide career advice and support to every young Professional.

In the light of the Organization's growing mandates in the area of peacekeeping and in response to the strong interest among many junior Professionals in serving



Selected photos from the 2008 Geneva Orientation Programme for junior Professionals who joined the Organization through the National Competitive Recruitment Examinations. Photos courtesy of the Staff Development and Learning Programme, UNOG.

in these missions, a special videoconference with the Department of Peacekeeping Operations at United Nations Headquarters was organized. Several junior Professionals have now left for peacekeeping assignments and are strengthening the linkages with the field through their bonds within the junior Professional community.

### ***Enhancing the working environment***

UNOG has implemented a broad spectrum of activities to improve the welfare of staff, including provision of counselling to staff members and their families on a variety of work-related and personal concerns, such as stress management, informal mediation and dealing with local government administrations of the host country and neighbouring France.

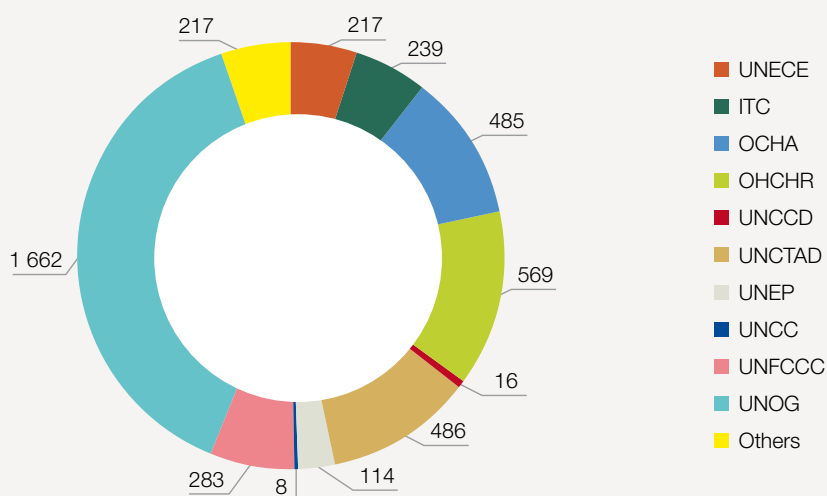
Health promotion consultations	85
Medical evacuations	120
Psychological consultations	120
HIV tests	130
Ergonomic evaluations	130
Prostate-specific antigen tests	680
Mission briefings	1080
Medical consultations	1400
Medical clearances	1500
Vaccinations	2300
Medical examinations	2900
Walk-in clinic	5300

UNOG provides medico-administrative services, clinical functions, health counselling and environmental hygiene, through a common services approach, to United Nations staff members, including those serving other United Nations entities, delegates, occasional visitors and retirees. On average, 14,500 people annually are received in the UNOG Medical Service (see table).

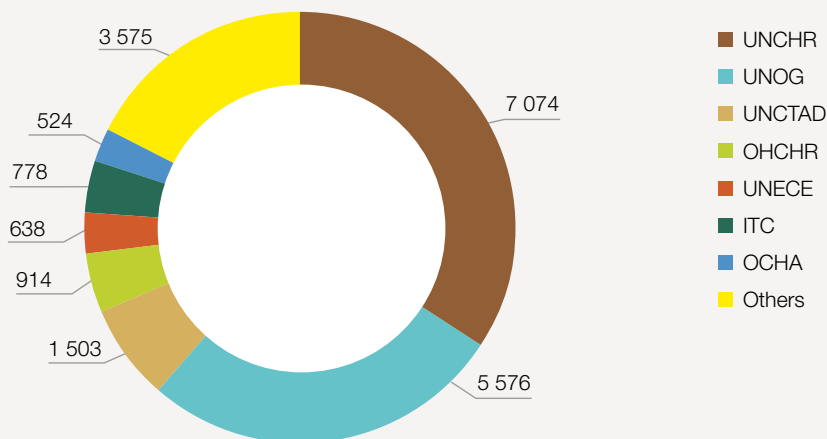
## ■ Ensuring effective and efficient financial management

UNOG provides financial management services, including monitoring and control of the programme budget and extrabudgetary resources, treasury and other related financial transactions, to a wide range of clients.

PAYROLL CLIENTS SERVICED BY UNOG (Total: 4 296 staff members)  
JULY 2008



STAFF MUTUAL INSURANCE SOCIETY AGAINST SICKNESS AND ACCIDENT ENTITIES  
SERVICED BY UNOG/FINANCIAL RESOURCES MANAGEMENT SERVICES  
(Total: 20 582 members, including 4 969 retirees), AS AT JULY 2008





As at July 2008, there were 4,296 staff members in different parts of the United Nations system payrolled by UNOG, including 760 staff members stationed outside Geneva at 109 locations worldwide. The medical insurance scheme administered by UNOG covered 20,582 members of whom 4,969 were retirees.

The implementation of the International Public Sector Accounting Standards (IPSAS) and ERP within the Secretariat will entail major changes in finance and related areas in 2009. In finance, early preparatory tasks are essential, involving data collection and clean-up to ensure IPSAS compliance prior to implementation. Close coordination with the ERP project team is necessary to ensure that significant local requirements are taken into account in the new ERP system. Throughout 2008, internal policies and procedures were further revised in preparation for IPSAS implementation, and a workshop was organized for UNOG staff on this subject. The UNOG input into the work of the United Nations Steering Group towards developing accounting policies under IPSAS has been well recognized. UNOG has been designated among offices away from United Nations Headquarters to work with external consultants to design IPSAS training materials.

Special attention has been paid to promoting awareness of risk management. In all areas of performance, targets for 2007 were fully met and sometimes exceeded. The 2007 client survey showed very high satisfaction ratings on the services provided (a minimum of 92 per cent).

### ■ **Delivering quality information and communication technology services**

Delivery of the highest quality of information and communication technology (ICT) services has been a constant pursuit of UNOG, and the range of such services provided to staff, conference participants and visitors has been further expanded. Throughout 2008, efficiency and effectiveness in delivering and supporting ICT applications, systems and services was increased, and service management capability under an integrated and collaborative approach was improved. Moreover, UNOG made a particular effort to provide support to substantive programmes in meeting the development goals of the Organization.

Under the concept of "anytime/anywhere", UNOG staff will be able to access e-mail, Intranet/Internet, internal information sources and productivity resources at any time from anywhere in the world. Additionally, major improvements in data storage and back-up facilities have been completed. This increases the availability of information while reducing the risk of loss of institutional data. Preparations continue for the implementation of Secretariat-wide initiatives such as enterprise content management, customer relationship management, and the ERP system in close coordination with United Nations Headquarters.

UNOG has established a centre to promote the use of specialized technologies for analyses of data related to the MDGs. The UNOG Centre for Advanced Visual Analytics (CAVA) sponsors inter-agency collaboration and promotes technology transfer to Member States. In June 2008, the Centre led the design and development of the World Drug Report Explorer, which is published on the United Nations Office on Drugs and Crime (UNODC) website ([www.unodc.org/unodc/en/data-and-analysis/WDR-2008.html](http://www.unodc.org/unodc/en/data-and-analysis/WDR-2008.html)). The technologies created by CAVA are freely available to all United Nations offices and developing countries as a means of promoting analytical and decision support capacities.

After a two-year project implementation, UNOG was awarded the prestigious ISO certification for ICT security (ISO 27001). Based on an independent review of its management processes and technical systems, UNOG was formally registered as fully compliant with the industry standard – the second Secretariat office to achieve this status. The expertise gained through the ISO certification process enabled UNOG to actively assist the United Nations Economic and Social Commission for Western Asia (ESCWA) to obtain the same certification. Further endeavours in the area of promoting industry standards and best practice are under way.

UNOG has also made several enhancements to its delivery of ICT services through a programme initiative entitled "Good to Better". Once completed, the UNOG ICT Strategic Plan will be fully aligned with the corresponding Secretariat-wide ICT Strategy. Along with the Strategic Plan, a comprehensive ICT Service Catalogue has been created. The Service Catalogue initiated new offerings in productivity support, solution development, knowledge management, resource management as well as specialized developments specific to the UNOG community.

“ From UNDP to UNIDO, from ILO to UNAIDS, from UNFPA to WFP and UNHCR – our colleagues worked at the United Nations in Algiers not to pursue a political mission... They were there to work for development, support sustainable industrial growth and promote employment and training. They were there to fight AIDS, advance women’s health and meet the needs of refugees. ”

The Secretary-General’s remarks at the Memorial Ceremony for the victims of the terrorist attack on the United Nations Office in Algiers, UNOG on 23 January 2008



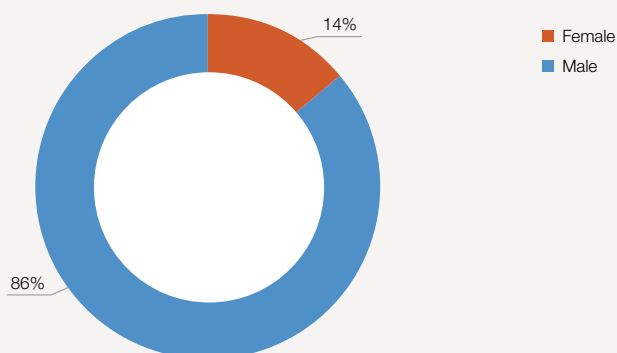
UNOG flag-raising ceremony. Photo courtesy of UNOG SSS.

## ■ Reinforcing security and safety

The Secretary-General has consistently emphasized security and safety as a key priority for the Organization. Attacks against United Nations personnel and premises in different parts of the world have served to underline the need to be vigilant continually.

The Director-General, in his capacity as Designated Official for Switzerland, is accountable to the Secretary-General for the safety and security of all United Nations staff members and their dependants in Switzerland. UNOG provides a range of services to ensure the safety and security of staff, delegates and visitors, 24 hours a day, 365 days a year, including threat and risk analysis, fire prevention and first aid, operations planning and monitoring, investigation, close protection, pass and identification provision, training, explosives detection, radiological, nuclear, biological and chemical detection and decontamination, traffic and parking control, supply of perimeter and internal security.

### 14% OF SSS STAFF ARE FEMALE



At present, UNOG has over 200 security staff members from 34 countries employed at the Palais des Nations and Palais Wilson, as well as the Giuseppe Motta, ITC, United Nations Children's Fund (UNICEF) and UNHCR buildings, and the International Environment House. In addition to providing security to the Geneva premises, UNOG also provides security services to conferences held at other locations around the world and for ad hoc missions, such as human rights fact-finding visits. In 2008, UNOG led or contributed to seven external conferences and five ad hoc missions, covering geographical areas from Algeria to Indonesia.

Close collaboration throughout the United Nations system is critical for the effective provision of security and safety services, and a number of initiatives are under way to strengthen system-wide coherence in this field. The Director-General chairs the Security Management Group (SMG) consisting of the executive heads of all Swiss-based entities of the United Nations common system. The capacity of this body has been significantly enhanced throughout 2008 and a spirit of cooperation and mutual trust is being fostered within the constituent groups. The first-ever plenary meeting was held in February 2008 and meetings of its subsidiary bodies are convened, on average, six times a year. The SMG meeting offers a good platform to evaluate strategic issues vital to the delivery and enhancement of the safety and security of United Nations personnel and premises in Switzerland. It also facilitates optimal use of resources and enables better protection on the part of the host country. As a result, improved security measures and practices are shared and adapted through continuous review of security situations.





UNOG security officers at work or during regular training exercises. Photo courtesy of UNOG SSS.

UNOG enjoys strong working relations with the host country in the area of security provision. The Permanent Mission of Switzerland has helped ensure open channels of information with the law enforcement and emergency services in Bern and Geneva.



UNOG security officers at work or during regular training exercises. Photo courtesy of UNOG SSS.

In line with the policies of the Organization, the security installations at headquarters duty stations have continuously been reinforced. For UNOG, 2008 saw a number of projects completed, as well as new ones launched, with the aim of

strengthening the physical security of the United Nations premises. A 25-metre vehicle stand-off barrier system has been completed at the Palais des Nations, with new fire suppression, access control and intrusion detection systems to be completed by the end of the year. A new badge with improved security features has been designed and is in the process of being distributed to all staff members and diplomatic representatives. This forms part of enhanced access control procedures both at the perimeter and into the buildings at the Palais des Nations, Palais Wilson, and Giuseppe Motta sites.

These physical enhancements are coupled with more stringent access rules so as to ensure effective and appropriate control over vehicles entering and close monitoring of the identities of visitors. With the implementation of the new policy and the reduction of the number of vehicle stickers issued, UNOG is now better able to adjust and, as needed, limit the flux of vehicles on its premises and to ensure that all exit and access routes for emergency services are kept unhindered.





## Special Feature 2



### Greening the United Nations Office at Geneva



“ We meet at a crucial juncture in our collective efforts to address climate change. If 2007 was the year when climate change rose to the top of the global agenda, 2008 is the time we must take concerted action. ”

The Secretary-General's remarks to the General Assembly High-Level Thematic Debate: "Addressing climate change: the United Nations and the world at work", 11 February 2008

For a number of years, UNOG has been working to confront climate change. The Secretary-General's determination to minimize the United Nations system's own carbon footprint and his pledge to make the United Nations a climate-neutral organization has given further impetus to our green considerations at UNOG.

UNOG works to advance the green mission through a number of different measures, including efficient use of energy, elimination of wasteful practices, sustainable procurement and management of demand. All hot water in the old building of the Palais des Nations is generated by 60 m<sup>2</sup> of solar panels that were recently installed. The temperature in air-conditioned meeting rooms is kept at an average of 24° C (74° F) when the rooms are in use, and all air conditioners must be turned off when the rooms are not in use. Security officers are instructed to switch off lights, photocopiers and other appliances when doing their rounds at night.

These small, concrete practices have contributed to significant energy savings over time. Over the last six

years, UNOG has achieved a reduction in consumption of electricity of 16.1 per cent, of water of 41.4 per cent, and of heating fuel of 19.5 per cent. In addition to limiting negative environmental effects, this represents an estimated cost avoidance of over SwF 4.3 million, or almost US\$ 3.8 million, for the Organization.

Reduction in use of water, electricity and heating oil by UNOG, 2000–2007			
	Reduction by volume	Reduction (percentage)	Estimated cost avoidance
Water	710 885 m <sup>3</sup>	41.4	US\$ 1 657 111
Electricity	10 625 758 kWh	16.1	US\$ 1 232 215
Heating oil	1 433 430 l	19.5	US\$ 903 312

Efforts have expanded into such areas as garbage recycling, landscaping and ecosystem maintenance. UNOG further improved waste management by establishing new waste collection and recycling centres by different waste categories. Two types of bins were installed in all offices of the Palais des Nations to separate recyclable and non-recyclable waste. Organic waste from parks and gardens on the Palais des Nations grounds is used to produce green fertilizers.

In addition, green considerations are integrated into our procurement practices. UNOG participates actively in the joint United Nations process to establish baseline specifications for sustainable procurement. Environmental performance criteria are crucial factors in our procurement decisions, including procurement of vehicles, travel services, office supplies, information technology and printing equipment, painting, lighting as well as cleaning services. Eighty per cent of the paper purchased is made from "sustainably managed forests", and all documents are printed on chlorine-free and Forest Stewardship Council-accredited paper. 3,288 earphones in meeting rooms, have been replaced with mercury-free devices. To reduce paper consumption, staff members are encouraged to print their documents double-sided and use electronic means whenever possible for internal and external communications. Several offices have established "green task forces" to review office procedures with a view to further limiting paper use.

Recently UNOG signed a contract with Services Industriels de Genève regarding two projects in compliance with the United Nations environmental policy:

- The Geneva-Lake-Nations "GLN" Project: supplying the Palais des Nations with Geneva Lake water for cooling purposes. The energy required for cooling the buildings is generated through heat exchangers and supplied to several international organizations as well as private and non-governmental entities. By retiring traditional cooling towers UNOG will make use of 100 per cent renewable energy (Lake Geneva water) in addition to reducing electricity and water consumption;
- Natural Gas Project: replacing the heating oil used in UNOG's main boiler house with natural gas. The main impact on the environment will be a reduction of emissions of carbon dioxide (CO<sub>2</sub>) as well as nitrogen oxide and dioxide (NO and NO<sub>2</sub>) and sulphur dioxide (SO<sub>2</sub>). An additional benefit is that vehicles used in delivering heating oil will be dispensed with.

Since the "Bike to Work" campaign initiative launched in 2007, more United Nations staff members are using eco-friendly transportation. In response, UNOG plans to create an additional 140 parking spaces for bicycles and 32 for motorcycles, as well as six extra showers, to provide further incentives to leave the car at home.

#### *Additional measures to be implemented include:*

- Replacement of the old sewage evacuation system with a new network separating waste and rain water in compliance with local legislation
- Installation of more solar panels for hot-water production
- Installation of additional light motion sensors, water timers and double-flush toilet systems to further reduce electricity and water consumption
- Progressive replacement of old official cars with more ecological ones
- Progressive replacement of old fuel-based gardening equipment with new electrical equipment using ecological fuel.

At the core of these efforts is UNOG's firm commitment to improving the environment and combating global warming.



# Chapter V



*UNOG Library viewed from the outside. Photo courtesy of UNOG Library.*

## ■ Preserving and Expanding Knowledge

The League of Nations Library was built in 1919 with a US\$ 2 million endowment from John D. Rockefeller Jr., who had a strong belief in the role that the Library could play in promoting world peace through the dissemination of knowledge. The collections were transferred to the United Nations after the dissolution of the League in 1946.

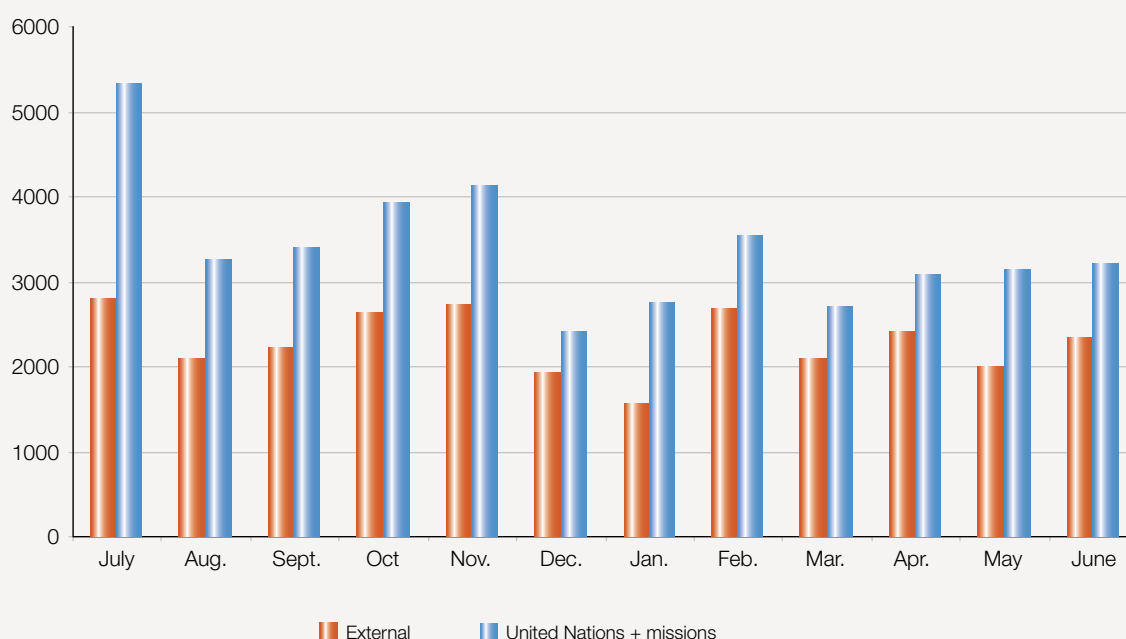
The UNOG Library continues to be guided by its original purpose: "to serve as a centre of international research and an instrument of international understanding". It constitutes a central library for the United Nations family in Geneva and forms an intrinsic part of the International Geneva community. As the custodian of a rich collection of documents and archives relating to the League of Nations and the United Nations, the Library protects and makes accessible invaluable documentary resources for research in all areas of international relations.

The UNOG Library strives to reach as many users as possible to facilitate learning and strengthen creation and dissemination of knowledge throughout the Organization. As part of this objective, the Library



Entrance to the UNOG Library. Photo courtesy of the UNOG Library.

#### LIBRARY USE MONTHLY BREAKDOWN BY USER CATEGORY, JULY 2007–JUNE 2008



continually develops and expands its collections from multiple sources, and works to deliver effective services to its approximately 70,000 users, particular through innovative use of ICT. It continues to provide an ever greater range of online resources, while maintaining efficient access to information on the Library premises. In this way, the Library provides an important foundation for informed policy and decision-making throughout the United Nations system.

#### Promoting information and knowledge sharing throughout the United Nations system

In 2008, a number of initiatives reinforced the promotion of information and knowledge sharing throughout the United Nations system. In partnership with other United Nations system libraries and archives, the UNOG Library implemented several projects for greater system-



UNOG librarian at work. Photo courtesy of the UNOG Library.

wide coherence in policies and practices regarding content management, archival management, archival preservation and archiving formats. Through the Working Group on content management of United Nations libraries, the UNOG Library has been working closely with the Dag Hammarskjöld Library at United Nations Headquarters to identify and adopt common standards for indexing, description and analysis of United Nations documentation. In 2008, the UNOG Library contributed to the formulation of Guidelines for Analysis of United Nations Information Resources, which were adopted by the Working Group and later published in an online reference manual for staff of all United Nations libraries. This collaboration will be continued for the drafting and finalization of additional guidelines for specific types of United Nations documents.

Following the closing of the UNHCR Library in March 2008, the UNOG Library fully integrated its collections and user services, including 20,000 documents and publications, and incorporated all UNHCR bibliographic data into its own catalogues. The UNOG Library now provides access to electronic resources for UNHCR headquarters and field offices. In addition, the UNOG Library has been increasingly involved in integrating bibliographic data from other library units in order to make them available to the international community in Geneva. For example, the data from the UNOG Staff Development and Learning Section was recently integrated.

The UNOG Library plays an active role within the regular Inter-Agency Knowledge Sharing and Information Management Meeting. Through the United Nations System Electronic Information Acquisitions Consortium, the Library subscribes to an increasing number of electronic resources at lower cost. In a further effort to avoid duplication, the Library has formulated a policy for sharing of electronic resources with other Geneva-based United Nations entities, including UNCTAD. It is envisaged to expand this policy to include as many entities as possible for system-wide cost avoidance.

The UNOG Library provides ongoing technical support to Library Information Management Systems in a number of libraries throughout the United Nations system. With a view to increasing system-wide coherence, the archives' online catalogue is now searchable using United Nations Bibliographic Information System (UNBIS) subject headings. This functionality enables users to retrieve coherent, comprehensive results when searching library and archive catalogues. From June 2007 to June 2008, the Library indexed 5,309 United Nations documents and publications in UNBIS in conformity with agreed metadata standards, thereby facilitating information retrieval and access to United Nations documentation throughout the system.

The UNOG Library is a member of the International Council on Archives (ICA) and makes an active contribution to the International Organizations Section of ICA, which brings together archive and records-management professionals.



## Personal Knowledge Management programme

Knowledge sharing was improved in 2008 through a new communications strategy to increase awareness of these services and through the Personal Knowledge Management programme.

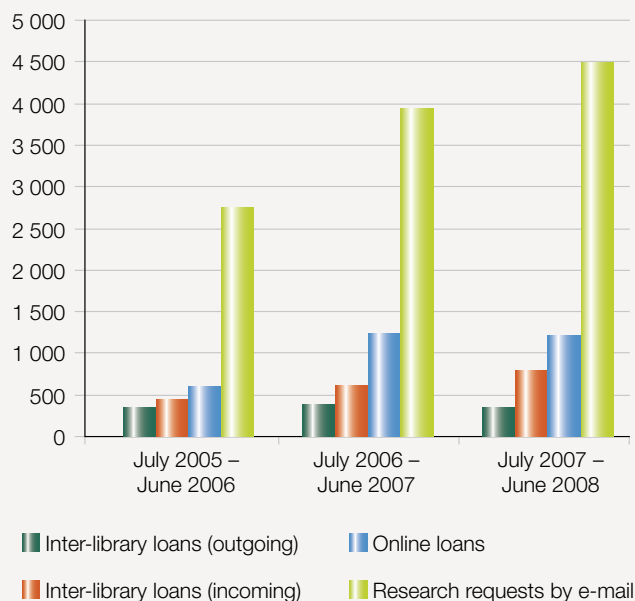
In this context, the UNOG Library launched an "open door" initiative to make the Library better known to users, and issued a number of information sheets, so-called "knowledge pointers", on various services offered. Eighty-eight persons benefited from coaching sessions, on an individual and group basis, and 174 persons participated in formal training sessions. In addition, 37 demonstration meetings were organized to present new information resources to various departments, and a total of 850 Library tours were provided. The purpose of these information and outreach activities is to strengthen awareness of the utility of Library services in the daily work of users and how these services may help to increase efficiency for the individual and the Organization.

The UNOG Library considerably developed its online book-loan requests service, and additional online services were created. As an example, a subject guide called the *Resources Guide* now allows users to search across the most pertinent resources in a large number of United Nations-related fields. Efforts are being made to simplify access to these resources in the light of security and firewall issues. The Library also acquired a federated research engine with a "link resolver", which allows simultaneous searches in many different databases and immediate access to full texts of articles in hundreds of journals and reviews. This has greatly improved the capacity to provide research assistance.

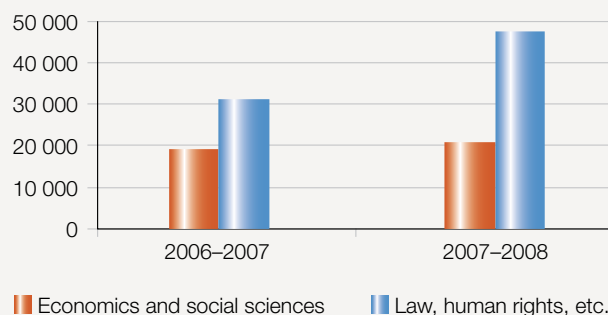


UNOG Library web page.

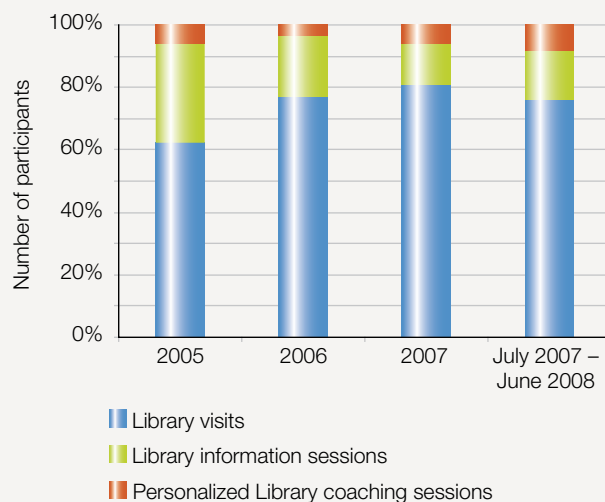
## INTER-LIBRARY LOANS AND LOCAL ONLINE LOANS



## ELECTRONIC RESOURCES CONSULTATIONS BY AREA



## ELECTRONIC RESOURCES CONSULTATIONS BY AREA





UNOG Library legal and political reading room. Photo courtesy of the UNOG Library.

To provide users with a more comfortable and user-friendly environment, the UNOG Library renovated the legal and political reading room. A special "UN Corner" was created in the Library's Cyberspace at the main entry point, which features monographs and documents specifically focusing on the United Nations' mandates, objectives and achievements.

### ■ Safeguarding our institutional memory

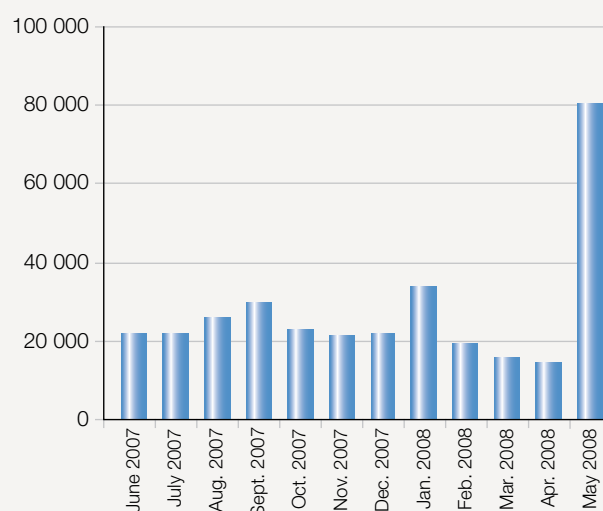
Safeguarding the heritage of the United Nations and highlighting its significance to the international community forms an important part of UNOG's efforts. In this area, archival digitization projects have been implemented to increase access to the collections. In 2008, 6,827 documents were digitized, and 110,036 pages in total have now been fully digitized. Most recently, the Library finalized the digitization of the archives of Sean Lester, the third and last Secretary-General of the League of Nations. These private archives, which were donated to the Library for description and online publication by Sean Lester's daughter, Ms. Ann Gorski, are now available in full text in the archive catalogue at <http://biblio-archive.unog.ch/>.

The Archives Section also contributes to raising public awareness of the work of the United Nations. In recognition of the richness and importance of the League of Nations as part of the United Nations' heritage, political dignitaries and other public figures frequently visit the archives. In 2008, the Museum of the League of Nations was visited by, for example, the President of Slovenia, the Deputy Prime Minister of Slovakia, the former Minister

of Foreign Affairs of the People's Republic of China, the Crown Princess of Denmark, and Mr. David B. Roosevelt, the grandson of Eleanor and Franklin D. Roosevelt.

The UNOG Library continues to expand the records management programme, which not only contributes to better preservation of the institutional memory in a standardized manner, but also helps to promote organizational accountability and transparency. Through information sessions on basic records management and individual follow-up consultations, the UNOG Library has provided assistance to an increasing number of units and offices in filing print and electronic documents and in transferring records to the archives.

### NUMBER OF PAGES OF ARCHIVES CONSULTED VIA THE INTERNET





UNOG Library exhibition hall. Photo courtesy of the UNOG Library.

As part of the ongoing collaboration with the Dag Hammarskjöld Library through the digitization and preservation programme, the UNOG Library has incorporated a number of important documents encompassing many key areas of the United Nations, such as the law of the sea, other aspects of international law and human rights. For example, the UNOG Library has digitally preserved a whole range of annual reports of ILC sessions in Spanish as part of the Organization's efforts to reach Spanish-speaking users. The UNOG Library also contributed to the preparation of the Universal Declaration of Human Rights website for the sixtieth anniversary celebration, a major Dag Hammarskjöld project at UNESCO.

The deteriorating state of the Palais des Nations poses significant challenges in the preservation of the 12 linear kilometres of records and League of Nations publications. Space for the stacks is shrinking, as certain areas can no longer be used due to the risk of flooding. Three hundred linear metres of records were damaged in 2007. In July and August 2008, water again damaged archive containers. These incidents underscored the need for a comprehensive renovation of the Palais, and the particular challenges faced by the UNOG Library are part of considerations to be taken into account in the context of the Strategic Heritage Plan for the Palais (see Special Feature 1 on pp. 1–6).



# Special Feature 3



Top left: The Secretary-General, accompanied by the Director-General of UNOG, at the unveiling of a bust of Sergio Vieira de Mello, Special Representative of the Secretary-General to Iraq, who was killed on 19 August 2003; bottom left: the Secretary-General, accompanied by the Director-General of UNOG, speaks to victims' families; right: United Nations security officers salute at the memorial on the grounds of the Palais des Nations dedicated to staff members killed in the service of peace. Photos by Jean-Marc Ferré, United Nations.

## We Remember



Debris at the United Nations Office in Algeria, which was destroyed in the 11 December 2007 terrorist attack. Photo by Evan Schneider, United Nations.

**On 23 January 2008**, a system-wide memorial ceremony took place at UNOG in honour of 17 of our colleagues who were killed in the brutal attack on the United Nations Office in Algiers on 11 December 2007. The ceremony was attended by the Secretary-General, family members of the victims and survivors of the attack, and staff members. On display at the ceremony was the torn United Nations flag that was still flying at the scene right after the explosion, although only a small fraction of the blue field and an even smaller portion of the white olive branch and the globe remained. Now these framed remains are on display in the E-building at the Palais des Nations.

**On 29 May 2008**, UNOG commemorated the International Day of United Nations Peacekeepers, paying tribute to the bravery and dedication of peacekeepers worldwide and honouring the memories of those who have given their lives in the service of peace. This year's commemoration marked the sixtieth anniversary of peacekeeping missions and saw several veteran Blue Helmets come to Geneva for the occasion, some travelling from as far as Africa and Australia.



*The Director-General of UNOG meets former United Nations peacekeepers. Photo courtesy of UNIS Geneva.*

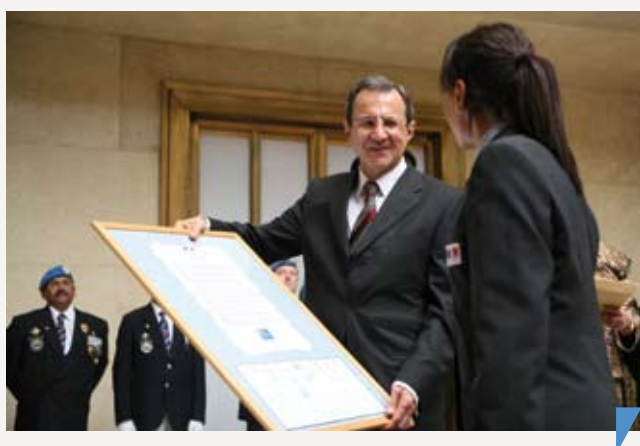
**On 1 September 2008**, UNOG commemorated the fifth anniversary of the bombing of the United Nations headquarters in Baghdad on 19 August 2003. Attending the ceremony were the Secretary-General, family members of the staff members and survivors. Twenty-two of our colleagues lost their lives in that horrific attack. Survivors, along with children of the victims, among whom was five-year-old Mathias Kanaan, whose father, Jean-Selim Kanaan, was killed when Mathias was only three weeks old, were led to the podium to lay flowers at the base of a burning flame.

The bombings of the United Nations Offices in Algiers and Baghdad are just two better-known incidents involving deaths of United Nations personnel in the course of performing their official duties. Ever since the death of Ole Helge Bakke, the first United Nations staff member who died in the line of duty (on 13 July 1948), more than 2,400 United Nations staff members have sacrificed their lives in the service of humanity.

The United Nations family has gathered too often to grieve the deaths of fellow staff members, who served the Organization to maintain peace, to relieve human suffering, and to promote human rights and sustainable development. **"Each one is a hero"**, as the Secretary-General remarked in his message on the occasion of the sixtieth anniversary of United Nations peacekeeping missions.

Our work advances in the face of threat and danger. We remember those enthusiastic men and women who served under the blue flag of the United Nations in the belief that their service would make the world a better place. Their sacrifice exemplified integrity, professionalism, commitment and courage.

**We salute all of our heroes.**



**“ No words can do justice to what they gave us. No acts can right the injustice of their deaths. ”**

Secretary-General Ban Ki-moon's remarks on 1 September 2008 in Geneva at the ceremony to commemorate the fifth anniversary of the bombing of the United Nations headquarters in Baghdad on 19 August 2003.

# Abbreviations

BWC	Biological Weapons Convention
CAVA	Centre for Advanced Visual Analytics
CCW	Convention on Certain Conventional Weapons
CD	Conference on Disarmament
CEB	United Nations System Chief Executives Board for Coordination
CIUTI	International Permanent Conference of University Institutes of Translators and Interpreters
DCAF	Geneva Centre for the Democratic Control of Armed Forces
DGACM	Department for General Assembly and Conference Management
DPI	Department of Public Information
DRITS	Document Records, Information and Tracking System
e-Meets	Electronic Meeting Planning and Resource Allocation System
e-PAS	Electronic Performance Appraisal System
ERP	Enterprise resources planning
ESCWA	Economic and Social Commission for Western Asia
GIMUN	Geneva International Model of the United Nations
GPP	Geneva Peacebuilding Platform
HRAP	Human Resources Action Plan
IAMLADP	International Annual Meeting on Language Arrangements, Documentation and Publications
ICA	International Council on Archives
ICJ	International Court of Justice
ICRC	International Committee of the Red Cross
ICT	information and communication technology
ILC	International Law Commission
ILO	International Labour Organization
IPCC	Intergovernmental Panel on Climate Change
IPSAS	International Public Sector Accounting Standards



ISO	International Organization for Standardization
ISU	Implementation Support Unit
ITC	International Trade Centre
JIAMCATT	Joint Inter-Agency Meeting on Computer-Assisted Translation and Terminology
LON	League of Nations
MDGs	Millennium Development Goals
NGO	non-governmental organization
OCHA	Office for the Coordination of Humanitarian Affairs
OSCE	Organization for Security and Co-operation in Europe
OHCHR	Office of the United Nations High Commissioner for Human Rights
SMART	specific, measurable, attainable, realistic, timely
SMG	Security Management Group
SNIS	Swiss Network for International Studies
SSR	security sector reform
SSS	Security and Safety Service (UNOG)
UNAIDS	Joint United Nations Programme on HIV/AIDS
UNBIS	United Nations Bibliographic Information System
UNCC	United Nations Compensation Commission
UNCCD	United Nations Convention to Combat Desertification
UNCTAD	United Nations Conference on Trade and Development
UNDP	United Nations Development Programme
UNECE	United Nations Economic Commission for Europe
UNEP	United Nations Environment Programme
UNESCO	United Nations Economic, Scientific and Cultural Organization
UNFCCC	United Nations Framework Convention on Climate Change
UNFPA	United Nations Population Fund
UNHCR	Office of the United Nations High Commissioner for Refugees
UNICEF	International Trade Centre
UNIDIR	United Nations Institute for Disarmament Research
UNIDO	United Nations Industrial Development Organization
UNIS	United Nations Information Service
UNITAR	United Nations Institute for Training and Research
UNODA	United Nations Office for Disarmament Affairs
UNODC	United Nations Office on Drugs and Crime
UNOG	United Nations Office at Geneva
UPU	Universal Postal Union
WFP	World Food Programme
WFUNA	World Federation of United Nations Associations
WHO	World Health Organization