

# Guidelines

on

## Meetings Planning and Coordination

Conference  
Services  
Division

Central  
Planning  
and  
Coordination  
Service

Meetings  
Coordination  
and Servicing  
Section



UNITED NATIONS

# Guidelines on Meetings Planning and Coordination

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Conference  
Services Division

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Central Planning  
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Meetings  
Coordination  
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Section



UNITED NATIONS  
Geneva, March 2006

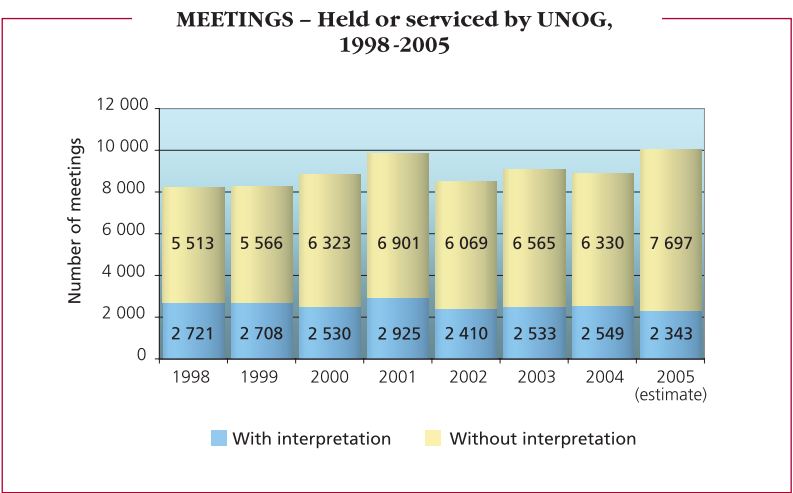
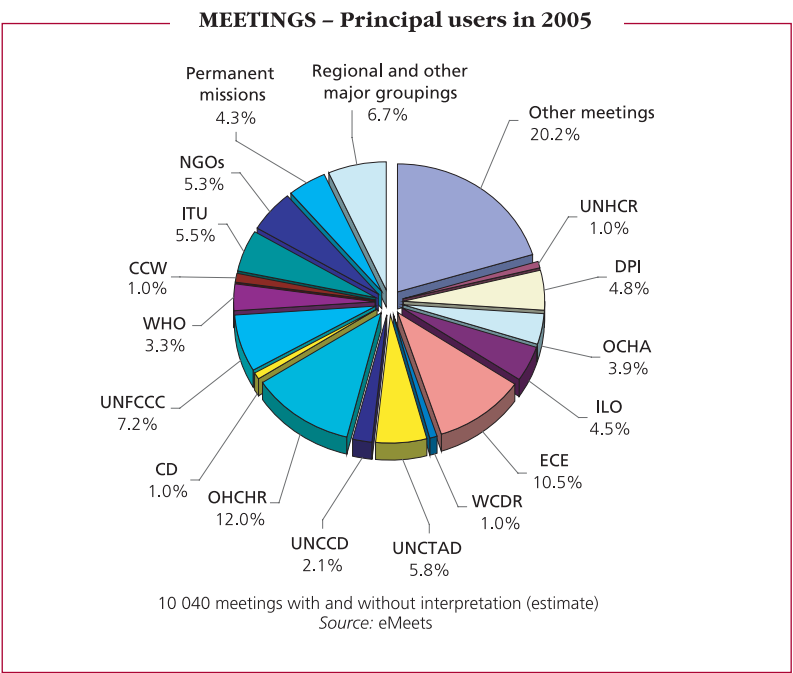
## **PREFACE: A PICTURE OF UNOG CONFERENCE SERVICE ACTIVITIES**

Since its establishment as the European centre for United Nations activities, the United Nations Office at Geneva (UNOG) has been a global centre for meetings and conferences. Its conference planning and servicing mandate includes all intergovernmental bodies meeting in Geneva at the Palais des Nations and at the Palais Wilson – the Conference on Disarmament, the Economic Commission for Europe (ECE), the United Nations Conference on Trade and Development (UNCTAD), the Office of the United Nations High Commissioner for Human Rights (OHCHR), the International Strategy for Disaster Reduction (ISDR), and a number of disarmament-related treaties and activities, among others, as well as meetings organized by those bodies and held outside Geneva. UNOG conference services were the focal point for the planning and coordination of the World Conference on Disaster Reduction, held in Kobe, Japan, in early 2005, and for the predecessor conference, held in Yokohama, Japan, 10 years earlier.

Collaborative efforts continue to be strengthened with other Geneva-based organizations and specialized agencies of the United Nations system, in particular the Office of the United Nations High Commissioner for Refugees (UNHCR), the International Labour Organization (ILO), the World Health Organization (WHO), and the International Telecommunication Union (ITU). Among the results of that close collaboration was the World Summit on the Information Society, held in Geneva in 2003 and Tunis in 2005.

In addition to its Geneva-based clients, UNOG conference planning extends to the secretariat of the United Nations Framework Convention on Climate Change (UNFCCC) and its subsidiary bodies and to the secretariat of the United Nations Convention to Combat Desertification in those Countries Experiencing Serious Drought and/or Desertification, particularly in Africa (UNCCD), both of which are based in Bonn, Germany. UNOG provides conference services for the annual meeting of States parties to UNFCCC, and the biennial meetings of States parties to UNCCD and of its subsidiary organ, the Committee for the Review of the Implementation of the Convention. Recent conferences have been held in Milan, Italy (2003), Havana (2003), Buenos Aires (2004), Montreal, Canada (2005), and Nairobi (2005).

The following charts illustrate UNOG meetings planning and servicing activities.



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The electronic version of the present guidelines can be found  
at the unog website:

**[www.unog.ch](http://www.unog.ch)**

Conferences & Other Events ➡ Conference Services ➡ Planning and Coordination ➡ Meetings

# INTRODUCTION

Among the most important, and onerous, responsibilities of the Department for General Assembly and Conference Management (DGACM) is meetings planning, coordination and servicing. The offices responsible at the four headquarters duty locations are the Central Planning and Coordination Service (Headquarters), the Central Planning and Coordination Service (United Nations Office at Geneva (UNOG)), the Planning, Coordination and Meetings Section (United Nations Office at Vienna (UNOV)), and the Planning and Coordination Section (United Nations Office at Nairobi (UNON)). Overseeing the complete United Nations conference services programme, and setting policy for that programme through its recommendations to the General Assembly, is the Committee on Conferences.

While it is true that established conference planning policies are applicable to all duty stations, day-to-day procedures may vary among them depending on local conditions and the specific conference-servicing requirements of their clients. These guidelines have been prepared for use at UNOG, although they may be applicable to a varying degree at the other duty stations. The responsible office is referred to throughout the guidelines as the “Coordinating Office”.

The purpose of the guidelines is to explain policies and procedures involved in conference planning and coordination and, in particular, to answer the following questions:

- What specific kinds of work are involved in meetings planning and coordination?
- What are the general rules governing meetings planning and coordination?
- How is the UNOG calendar of conferences and meetings established and managed?
- What are the responsibilities of the conference services Coordinating Office?
- How does its work intersect with that of other offices involved in meetings planning?
- What is the role of the substantive office secretariat in meetings planning?
- How are costs borne for the requisite conference services for meetings?
- What is the role of the Coordinating Office in the planning of external conferences?
- What is the terminology used in conference planning and coordination?

The guidelines have been drafted taking into account ongoing work in this area at all duty stations, in particular through the report of the DGACM-wide Task Force on Meetings Planning.

# I. WHAT IS MEETINGS PLANNING AND COORDINATION?

The work of meetings planning and coordination takes place at the intersection between requirements for conference-servicing resources, both human and physical, and the availability of those resources at a given time. From that perspective it would appear to be a relatively straightforward process – a matter of responding to requests for services by filling a finite number of potential spaces (meeting rooms) with the correct entities (the meetings themselves and the human resources they require) at the correct time until all slots are filled or until there are no more resources to provide.

In fact, the complexity of meetings planning stems from several features. First, each meeting has different space requirements in terms of conference rooms and offices. Secondly, the availability of the necessary human resources, in particular interpretation services, varies throughout the year. Thirdly, official documentation requirements, especially in terms of translation and the provision of meeting records, vary significantly from meeting to meeting. That workload and the time required for its completion must be taken into consideration in meetings planning.

The final element of the work is the actual scheduling of meetings. Once requirements in terms of space, human resources and documentation are clearly established, and compared against the availability of those resources at a given time, dates of meetings can be set and mapped against a timeline to create the complete calendar of conferences and meetings at any given venue.

In order for meetings to be properly scheduled, the meetings planning officer must have a thorough knowledge of each element of the client base, of its needs, its entitlements and its history. In addition, in order to ascertain exact resources available during a given period and to ensure the most efficient use of those resources, close collaboration is required with all administrative units whose staff members play a role in preparing for and in servicing meetings.

There remains the question of finding the proper balance of meetings across the year. Any imbalance in the seasonality of meetings creates the problem of “peaks” (periods of the year when conference services are booked to or beyond capacity) and “valleys” (periods when such resources are under-utilized) in meetings planning. It is the long-term goal of all coordinating offices to establish a more regular pattern of meetings in order to ensure greater predictability in the allocation and use of resources. Avoidance of peaks and valleys also works to the advantage of substantive secretariats and the organs they service in that such a situation permits greater flexibility in the allocation of resources and a better chance of acceding to all requests during a given period.

In that regard, and to avoid peaks and valleys to the extent possible, advance notice of conference-servicing requirements is paramount for successful meetings planning. Continuous collaboration must be maintained between the meetings planning unit and the substantive unit as regards projected meeting dates and requirements. Similarly, once a request for a meeting has been confirmed and the resources have been committed, a last-minute change may prove disruptive to the process and lead to wasted resources.

In summation, meetings planning is successful where space plus resources are measured against requirements over time, thereby resulting in the establishment of a calendar where all needs are met through the most efficient use of resources available.

## II. GENERAL PRINCIPLES

### *Role of the Coordinating Office*

1. Conference rooms, office space from the conference sector, and conference services are intended to be used primarily for meetings and conferences scheduled under the calendar of conferences as approved by the General Assembly (see also the information circular reproduced in chapter III on the use of UNOG premises for meetings and conferences).
2. The Coordinating Office is responsible for assigning meeting rooms and conference office space and for arranging for services or facilities. No conference rooms or offices from the conference sector can be used without prior authorization from the Coordinating Office (see chapter III).
3. Requests for ad hoc meetings should be addressed to the Coordinating Office as early as possible in order to allow adequate time to programme such meetings into the approved calendar schedule (see also sections on eMeets in chapters III and IV).
4. The Coordinating Office should be notified as much in advance as possible of any cancellation of meetings so that the conference resources thus released can be assigned to other clients (see chapter IV).
5. Any proposal for changes to the approved calendar of conferences and the servicing parameters of organs, whether from the substantive secretariat or from the organ concerned, should be brought to the attention of the Coordinating Office in order for it to investigate the ramifications of the proposed changes (see chapter IV).
6. The Coordinating Office should be notified of any proposals for dates of future sessions of organs in order to ascertain whether the proposed dates can be accommodated. It is essential that prior consultations be held with the Coordinating Office concerning the availability of facilities and services before any dates for conferences or meetings are approved or commitments made (see chapters III and IV).

### *Role of the Committee on Conferences*

7. The entitlement of an organ to conference services, i.e. the length of the session and the services it has the right to request and receive for that session, is contained in the mandate of the organ and can be modified only by the appropriate legislative authority (see chapter III).
8. Modifications or adjustments to the calendar of conferences, especially changes in the dates of sessions or additions to the calendar, must receive the approval of the Committee on Conferences. The mandate of the Committee is contained in General Assembly resolution 43/222 B.
9. Requests for the extension of calendar sessions beyond the originally scheduled dates, resumed sessions and other intersessional departures from the approved calendar also require approval by the Committee on Conferences, in accordance with General Assembly resolution 43/222 B and with past practice as agreed by the Committee (see also Assembly resolution 56/242, annex, para. 4).

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### *Timing, scheduling and venue of sessions*

10. Sessions of subsidiary organs of the Economic and Social Council should end at least eight weeks before the opening of the session of the organ to which the subsidiary is to report in order to allow sufficient time to prepare and process the report of that body. (For Economic and Social Council subsidiary bodies, see Council resolutions 1982/50, para.1 (1), and 1988/77, para. 2 (f) (i).)
11. It is expected that all intergovernmental bodies will hold their sessions at their headquarters location. Waivers to that rule are granted solely on the basis of the calendar of conferences, as approved by the Committee on Conferences (General Assembly resolution 40/243). This is called the "*headquarters principle*" (see chapter V and annex IV).
12. The Economic and Social Council subsidiary bodies, with the exception of the regional commissions, may not create either standing or ad hoc intersessional subsidiary bodies without prior approval of the Council (rule 24, para. 2, of the rules of procedure of the Council).

### *Timing and scheduling of meetings*

13. A meeting, with or without interpretation, is up to three hours long. Meetings are normally held between 10 a.m. and 1 p.m. and between 3 p.m. and 6 p.m. on working days (see General Assembly resolution 56/242, annex). In accordance with ST/IC/2002/13 of 28 February 2002, with the exceptions of the Security Council, the General Assembly in plenary and the high-level segment of the Economic and Social Council, no official meetings are to be held after 6 p.m. or on weekends (see annex I).
14. No calendar meetings can be scheduled on official holidays of the duty station concerned. In addition, calendar meetings should be avoided on Orthodox Good Friday (General Assembly resolution 56/242, sect. I, para. 4). If calendar meetings are requested to be held on Orthodox Good Friday, the Coordinating Office should bring the relevant resolutions to the attention of the body concerned. If the decision stands, the office should request an explanation, which would indicate the decision of the body. That explanation should be provided to the secretariat of the Committee on Conferences.

### III. ROLE AND RESPONSIBILITIES OF THE COORDINATING OFFICE

The Coordinating Office (Central Planning and Coordination Service, Conference Services Division) is the primary focal point for all matters involving planning, coordination and provision of conference services for all meetings for which UNOG has operational responsibilities, including the Palais des Nations, the Palais Wilson, and external conference sites. It is also the principal interlocutor in these matters with all substantive departments or units at UNOG, and maintains a close working relationship with the Planning and Meetings Servicing Section at Headquarters as regards policy questions.

#### *Primary responsibilities of the Coordinating Office*

The principal responsibilities are the following:

- Implementation of the conference-servicing policy on the basis of existing legislative authorities and mandates
- Review of all General Assembly and Economic and Social Council resolutions and decisions, in draft form when appropriate, as well as the report of the Committee on Conferences, to ascertain implications on the present and future programme of work of UNOG in the area of conference services
- Establishment and maintenance of the UNOG calendar of conferences and meetings
- Planning and coordination of the conference activities for which it is the conference-servicing headquarters
- Coordination with other offices to ensure that they have the capability and resources to meet the programme as proposed
- Monitoring of the work of bodies requesting conference services for efficient utilization of resources and provision of advice to substantive offices on procedures and possible cost-effective measures
- Ensuring high-quality conference services through the most efficient utilization of existing permanent resources and technological tools
- Provision of conference services staff for all conferences and meetings serviced at UNOG and elsewhere
- Negotiating changes in dates of meetings and/or provision of services as deemed appropriate; informing all concerned when changes in servicing parameters occur
- Analysis of the workload of meetings, assessment of the staffing requirements and submission of relevant proposals for the budget of material to be used as a basis for the preparation of cost estimates
- Assisting and acting as liaison with substantive secretariats in all conference-related matters
- Providing advice to relevant authorities (Central Support Services, Division of Administration) on modernization needs of conference rooms and offices
- Preparation of reports, memorandums and letters and computation of statistics related to all activities
- Provision to Headquarters of all requested information regarding the meetings programme and statistics thereon

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- Participation in planning missions for conferences to be held outside Geneva and provision of advice on the suitability of the venue and on conference-servicing requirements for the event.

The overall goal of the Coordinating Office is the proper planning, scheduling and servicing of meetings in accordance with their mandates, and the implementation of the relevant programme of meetings and conferences in line with the calendar of conferences.

### ***Budgetary considerations***

From the conference-servicing and budgetary point of view, there are two categories of meetings:

#### ***Meetings funded from the regular budget***

All meetings that have an existing legislative mandate and that are included in the official calendar of conferences as approved by the General Assembly are funded from the regular United Nations biennial budget, which includes provisions to cover the cost of permanent conference-servicing resources as well as temporary assistance for meetings.

Over the course of the biennium, the calendar of conferences is frequently modified in terms of additional meetings, cancellations, and changes of venue or dates of meetings already inscribed on the calendar, under the legislative control of the Committee on Conferences. Most changes have no effect on the level of the approved budget since they are programmed beforehand as to their level and distribution in time and as they relate to previously mandated activities.

The regular budget (RB) resources available to the UNOG Conference Services Division are provided to service conferences and meetings of the following users:

- RB bodies whose secretariats are established in Geneva (Conference on Disarmament, United Nations Conference on Trade and Development (UNCTAD), Economic Commission for Europe (ECE), Office of the High Commissioner for Human Rights (OHCHR)
- RB bodies whose secretariats are established outside Geneva but are authorized to meet in Geneva or to be serviced by UNOG (secretariats of the United Nations Framework Convention on Climate Change (UNFCCC) and of the United Nations Convention to Combat Desertification (UNCCD), Economic and Social Council, International Law Commission (ILC), United Nations Administrative Tribunal (UNAT), some disarmament-related meetings, United Nations Development Programme/United Nations Population Fund (UNDP/UNFPA) Executive Board, Forum on Forests (UNFF), Commission on Science and Technology for Development (CSTD)
- Regional and other major groupings of member States meeting in connection with the activities of the RB bodies. According to relevant General Assembly resolutions, such services, which usually include a conference room and interpretation, are to be provided to meetings of these groups on an “as available” basis.

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The groups serviced most frequently at UNOG are:

- African Group
- African Union
- Asian Group
- European Union
- Group B (Western European and Other States Group)
- Group D (Eastern Europe)
- Group of Non-Aligned Countries
- Group of 15 (Summit-level Group for South-South Consultations and Cooperation)
- Group of 77
- Latin American and Caribbean Group
- League of Arab States
- Organization of the Islamic Conference

### *Meetings funded from extrabudgetary resources*

Meetings funded from extrabudgetary (XB) resources are either not included in the official calendar of conferences or have a special agreement with the United Nations for the provision of conference services, or – by virtue of their rules of procedure – pay for the services provided. Those services may include interpretation, translation, text-processing, reproduction, distribution and room services. However, with regard to costs for conference rooms and services, various practices are applied according to the category of user.

Meetings in Geneva funded from XB resources can be classified in the following three categories:

1. Those that pay for the provision of conference services only, and not for the rental of conference rooms:
  - Office for the Coordination of Humanitarian Affairs (OCHA)
  - Office of the United Nations High Commissioner for Refugees (UNHCR)
  - United Nations Environment Programme (UNEP)
  - United Nations Development Programme (UNDP)
  - United Nations Population Fund (UNFPA)
  - United Nations Children's Fund (UNICEF)
  - Joint United Nations Programme on HIV/AIDS (UNAIDS)
  - United Nations Human Settlements Programme (HABITAT)
  - International Strategy for Disaster Reduction (ISDR)
  - United Nations Research Institute for Social Development (UNRISD)
  - United Nations Institute for Disarmament Research (UNIDIR)
  - United Nations Institute for Training and Research (UNITAR)
  - International Computing Centre (ICC)
  - Conference of the Parties to the Treaty on the Non-Proliferation of Nuclear Weapons
  - Review Conference of the Convention on Certain Inhumane Conventional Weapons
  - Conference of the States Parties to the Biological Weapons Convention

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- Meetings 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
  - International School of Geneva
  - International Baccalaureate Organization (IBO)
2. Those that pay both for the rental of conference rooms and for the provision of conference services:
- International Fund for Agricultural Development (IFAD)
  - International Atomic Energy Agency (IAEA)
  - United Nations Educational, Social and Cultural Organization (UNESCO)
  - World Meteorological Organization (WMO)
  - International Labour Organization (ILO)
  - Food and Agriculture Organization of the United Nations (FAO)
  - World Health Organization (WHO)
  - World Intellectual Property Organization (WIPO)
  - International Telecommunication Union (ITU)
  - International Monetary Fund (IMF)
  - World Bank
  - United Nations Industrial Development Organization (UNIDO)
  - International Organization for Migration (IOM)
  - International Organization for Standardization (ISO)
  - United Nations Compensation Commission (UNCC)
  - International Trade Centre (ITC)
  - ITC/UNCTAD/WTO Joint Meetings
  - International Lead and Zinc Study Group (ILZSG)
  - World Trade Organization (WTO)

### 3. "Potential users"

Subject to written permission from the Office of the Director-General, UNOG premises and services may be made available to other users under the following conditions: use can only be granted for activities that are in keeping with the purposes and objectives of the United Nations as defined in the Charter and that are strictly non-commercial. In this respect, organizers may not levy any entrance charge or enrolment fee on participants. Since official activities have absolute priority, the availability of premises is granted without guarantee and UNOG may withdraw its agreement at any time and without incurring any liability in that regard. Potential users are expected to bear all the costs pertaining to the accommodation and servicing of their meetings.

This category includes:

- Governments/permanent missions wishing to use UNOG premises for cultural purposes (for example, concerts, performances by folk ensembles, exhibitions, etc.)
- Non-governmental organizations (NGOs) in consultative status with the Economic and Social Council that wish to use UNOG premises for their regular or special meetings
- NGOs that do not have consultative status with the Economic and Social Council
- Associations, universities, institutes, private groups and other entities

Overall, XB meetings represent about 24 per cent of the conference workload at UNOG.

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### *Preparation of cost estimates for meetings*

For all meetings in the XB category the Coordinating Office prepares a cost estimate in accordance with the following procedure:

- It sends to the UNOG Financial Resources Management Service the relevant workload parameters expressed in number of conference servicing staff, work days, duration and required conference rooms and offices.
- The Service calculates the costs of those services as expressed in US dollars and Swiss francs and sends the estimates to the Coordinating Office, which, in turn, forwards them through an official memorandum to the client requesting an account number to which the related costs can be charged. If the client does not have an account number, it is requested to deposit the sum to the General United Nations account.
- Once the account number or deposit is received, the Coordinating Office gives the green light to all UNOG administrative units involved in the provision of the required services. At the same time, the Coordinating Office forwards to the various units a special form on which the actual services rendered are to be indicated after the close of the meeting.
- Once that form is completed by all units concerned, it is sent to the Administration and Management Control Unit, Conference Services Division, which submits the data to the Financial Resources Management Service to be used for the final billing of the actual costs involved.
- After the conclusion of the meeting that Service sends the final invoice to the client.

### *eMeets and the future of meetings planning and management*

The central electronic tool to schedule meetings and to allocate conference service resources is eMeets. It is one of a number of electronic conference management tools recently developed, such as DRITS (Documents Registration, Information and Tracking System, now automated as iDRITS), APG (assignment of interpretation services) and EMEDIS (electronic meetings display system), whose goal is to facilitate the implementation of integrated global conference management and to allow online access to consolidated information within and across duty stations. Thus, the objective is an improvement of the ability of DGACM system-wide to forecast, plan and cost conference services and to analyse workload capacity, allowing for better use of resources and better statistical and management reporting.

In eMeets, meeting requests are submitted electronically; the requisite resources are allocated, approved and confirmed; and the schedule of meetings is broadcast electronically and is available both to meeting requesters and to service providers. Workload, utilization, and resource availability can thus be monitored in real time. It is planned for eMeets to become the global tool for meetings planning and coordination. Once the system is completed and eMeets fulfils its role as a central online resource-cum-data bank for meetings and conferences, meetings planners at all duty stations will have access to system-wide conference services workload and capacity information, permitting greater sharing of workloads and more efficient use of conference-servicing resources.

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A preliminary linkage between eMeets and iDRITS has been recently developed. It allows a review of both meeting and documentation requirements of any session of an intergovernmental body, the estimation of the workload and more accurate planning of resources to cover the session. It also provides the possibility to evaluate all related costs either under the RB or to be charged to XB clients.

It is the responsibility of the Coordinating Office to enter into eMeets (organ file) information on the actual experience with each intergovernmental or expert body for which it provides conference services. In this way, the Coordinating Office will develop a master file on the specificities of each calendar body.

A further development of the eMeets system will be a link to the Web-based UNOG calendar of conferences and meetings, which is available at [www.unog.ch](http://www.unog.ch). Once that link has been established, all information regarding the scheduling of present and future meetings will be automatically available on the Web calendar.

The following charts illustrate the future development of automated conference management in the Conference Services Division (CSD) and the place of eMeets in that system.

Towards one system  
for conference management

- eMeets
- EMEDIS
- Web calendar

- DRITS
- iDRITS
- CAT

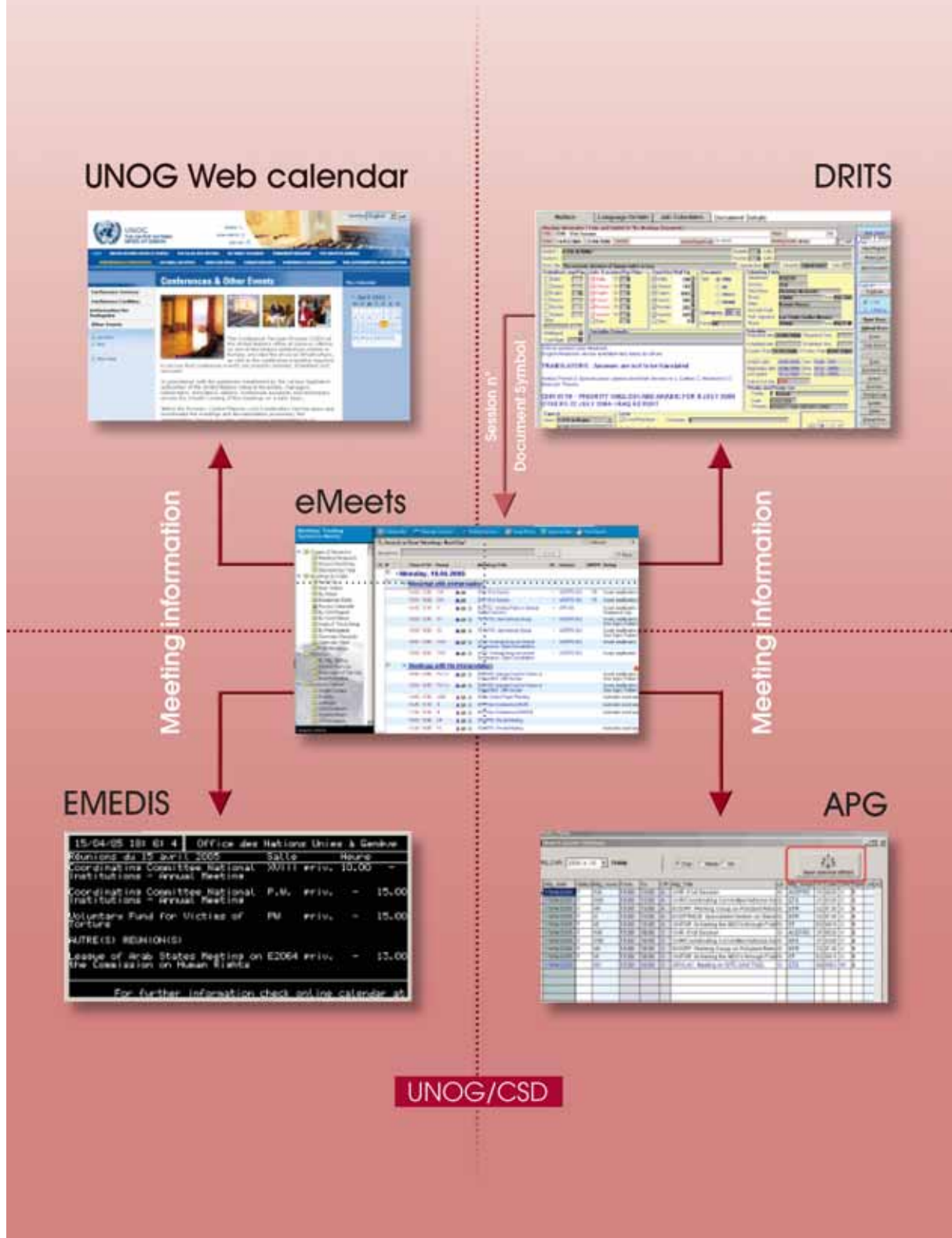


- APG

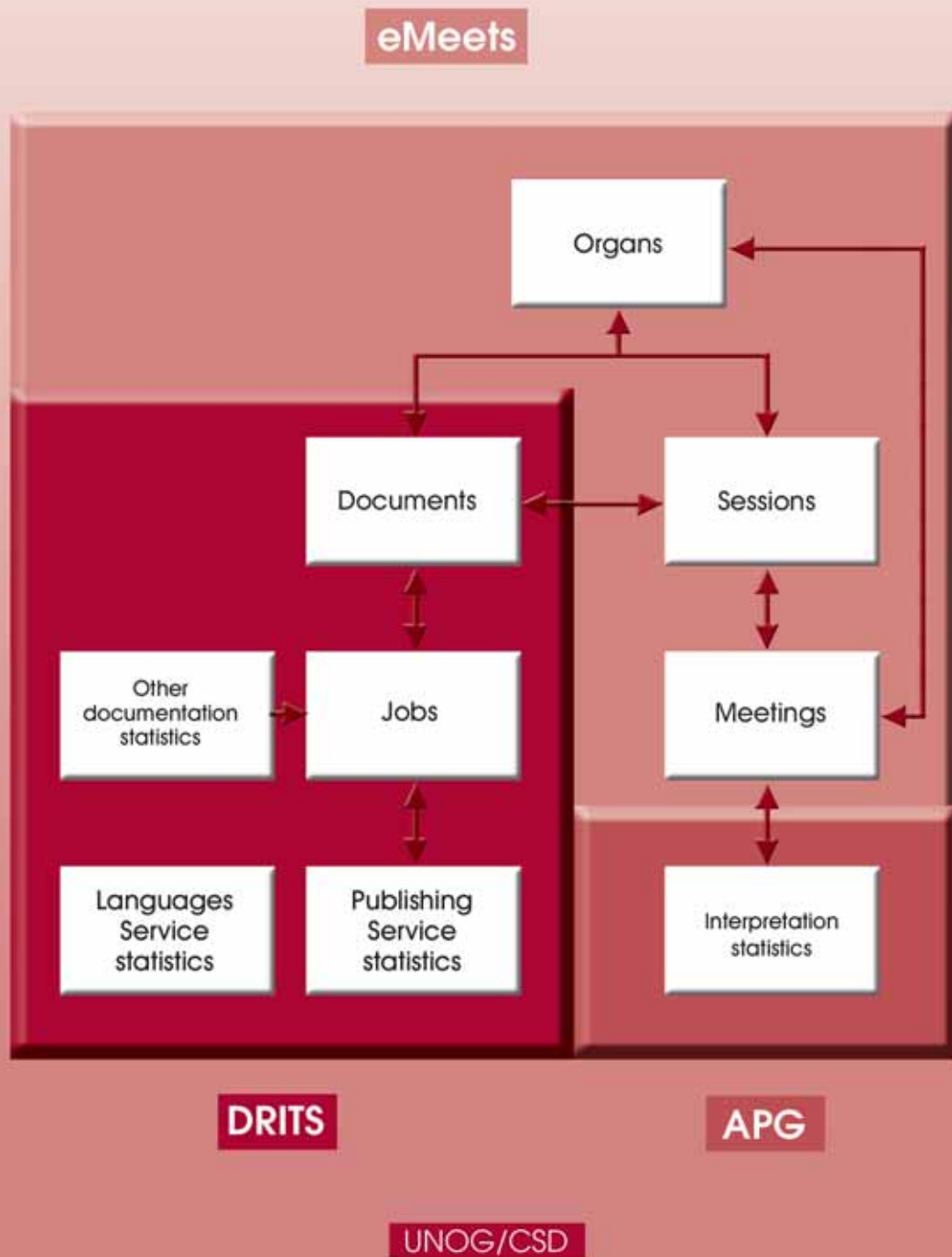
- ODS
- ePublishing

UNOG/CSD

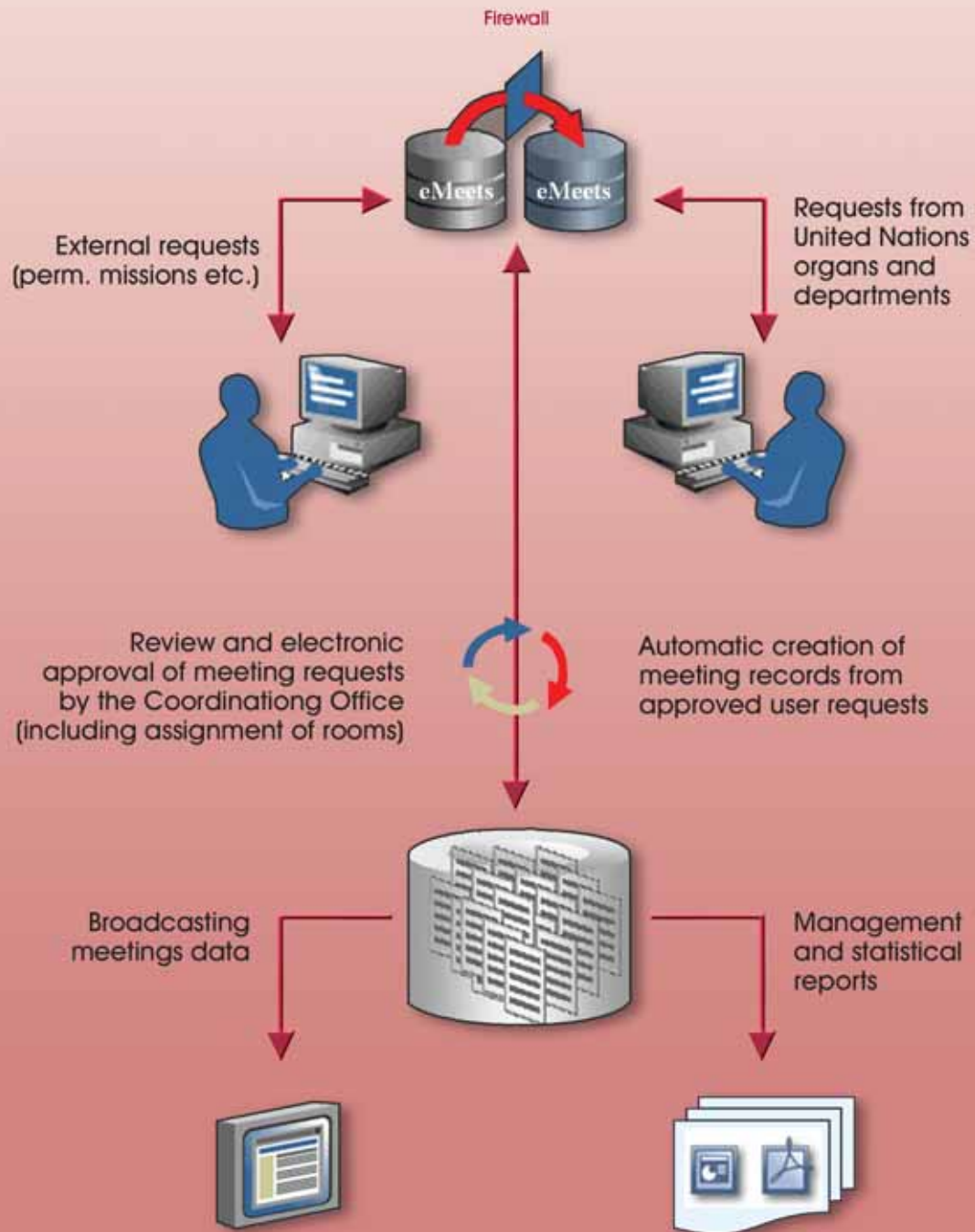
## From eMeets to other automated systems in CSD



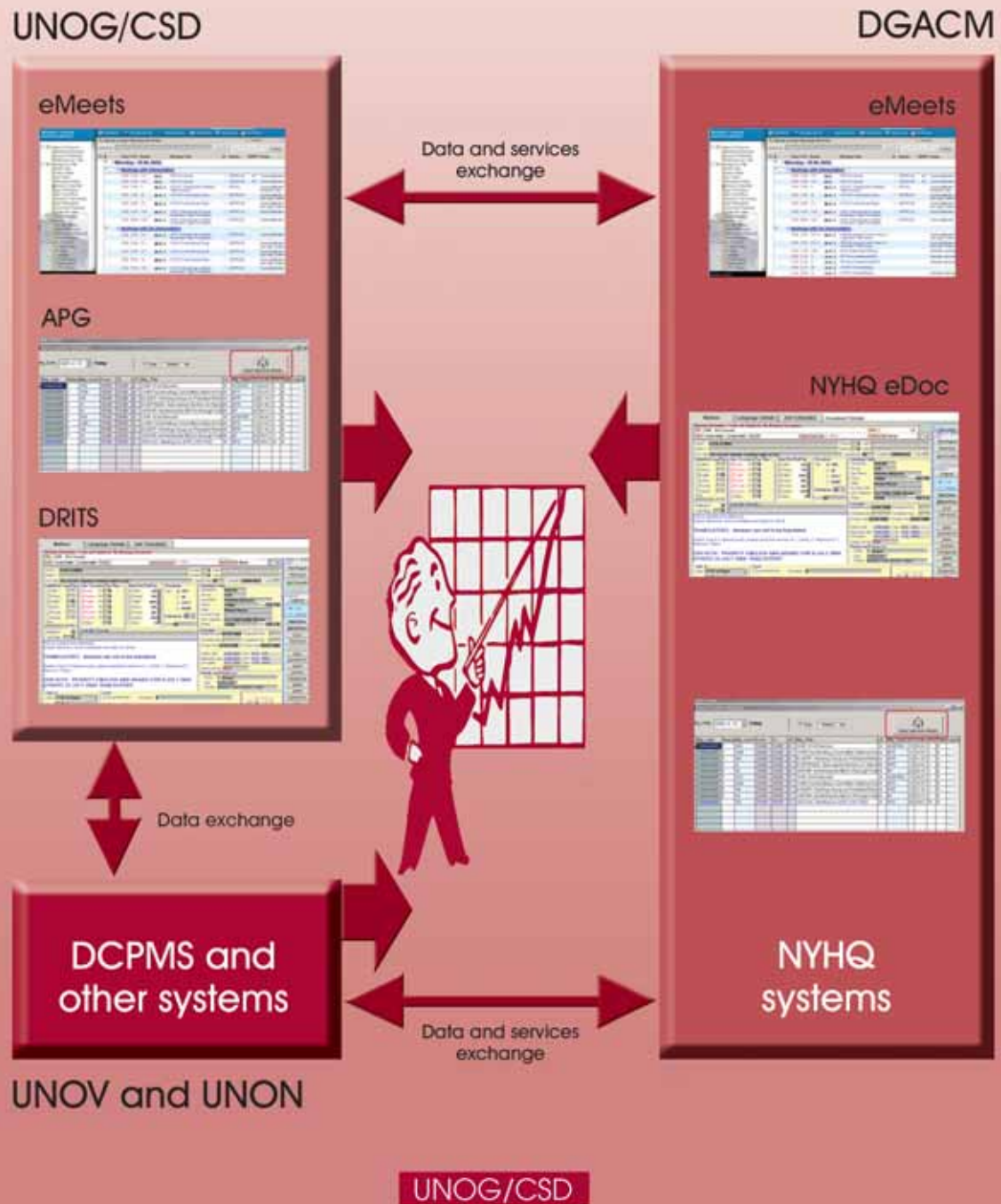
## Data linkages – logical view



## Processing electronic meeting requests



Eventual destination: global consolidated statistics  
from systems and database integration



The results of systems and database integration:  
consolidated statistical reports



Consolidated  
reporting by

ESIDVU

Accountability

Auditing

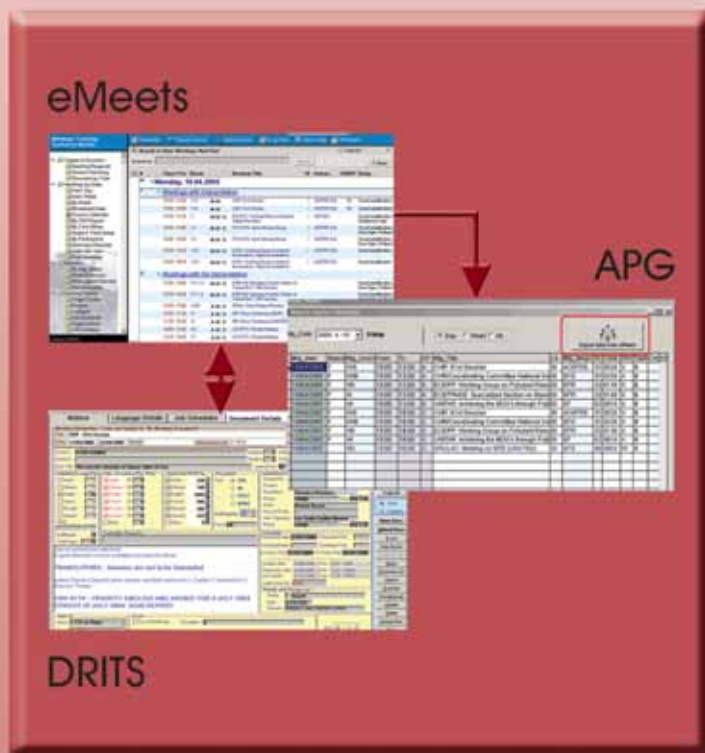
Transparency

Forecasting

Data  
exchange



Integrated  
database



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### ***Establishment of conference and meetings calendars***

On the basis of information provided by substantive departments and committee secretaries and following a thorough analysis of those requests, the Coordinating Office establishes the following types of calendar:

- In odd years, the *biennial calendar* of all meetings at UNOG is submitted to Headquarters for inclusion in both the draft calendar of conferences and meetings in the economic, social and related fields, which is reviewed by the Economic and Social Council, and in the complete provisional United Nations calendar, which is examined by the Committee on Conferences and recommended by the Committee for adoption by the General Assembly
- *Annual calendar* of meetings, which updates and completes the information contained in the biennial calendar
- *Monthly workload* of meetings to be serviced, which is a week-by-week calendar that gives all conference-servicing parameters for each meeting to be serviced by UNOG CSD
- *Daily programme* of meetings, which forms the basis for the assignment of staff throughout UNOG, and which is available on the Web calendar, both for meetings held in Geneva and at external locations.

The calendars are established along the following principles:

- Optimum use of existing permanent resources, including, when necessary, shared resources with other duty stations
- Strict compliance with the mandates or entitlements of all bodies requesting the provision of conference services
- Avoidance of “peaks” and “valleys” in the meetings schedule
- Avoidance of overlapping meetings in the same general sphere
- Prior consultation with substantive departments as regards dates of meetings and all other conference-servicing requirements.

Discussions with substantive departments on the scheduling of meetings and of their inclusion in the calendar take into consideration the availability of:

- Space requirements
  - Appropriate conference rooms
  - Necessary office space
- Language requirements
  - Interpretation services
  - Pre- and in-session documentation requirements
  - Provision of summary records as per entitlement
- Other staffing requirements
  - Meeting room support (conference officers, meeting room attendants, documents distribution assistants)
  - Technical services
  - Support services from other UNOG departments (such as messengers, security officers).

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### ***Planning for external conferences***

The role of the Coordinating Office in planning an external or special conference (see also chapter V and annexes II and III) involves the following responsibilities:

- Serving as focal point in CSD for pre-conference planning activities
  - Acting as primary liaison with the substantive department for the conference and, as required, with representatives of the host country for the event
  - Giving advice on the suitability of the proposed venue and the use of conference space for the event, including such structural modifications to the facility as may be necessary
  - Coordination with other secretariat units, both at UNOG and elsewhere, on all matters involving the proposed event
  - Preparing the staffing table for the event, including numbers and levels of required conference-servicing staff, and for locally recruited staff members; determining travel dates and dates of entry on duty and close of business for those staff members
  - Giving input into, and ensuring the clearance of, sections of the draft host country agreement that concern conference-servicing requirements
  - Representing CSD in the Conference Management Committee for the conference if one is established
  - Participation in such planning missions as may be necessary and preparation of reports following those missions
- Coordinating travel and hotel arrangements for conference-servicing staff
- Preparing and circulating such information materials as may be necessary for conference-servicing staff; organizing briefings of staff prior to the mission
- Arranging the shipment of required conference-servicing material
- Coordinating all financial aspects of planning and servicing the conference with the CSD Administration and Management Control Unit.

### ***Services provided within conference rooms***

The main responsibilities of staff members of the Coordinating Office who provide services inside conference rooms are:

- Acting as liaison between the secretariat staff responsible for servicing the meeting as regards requests for meetings and services and their scheduling; informing the Office when problems arise
- Transmitting in a timely manner all information regarding future meetings of the body concerned and checking in advance that required technical services are available
- Serving as liaison with technical services on such matters as lighting, ventilation and cleaning of conference rooms
- Serving as liaison with information technology services when meeting requirements include PCs, overhead projectors, etc.
- Ensuring correct posting of meetings outside conference rooms
- Preparing rooms and podiums before sessions and during intervals, including proper placement of nameplates in accordance with United Nations seating protocol

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- Receiving advance text of statements, making the necessary copies and transmitting them to officers on the podium, interpreters, information officers, précis writers, report writers or editors, and keeping a master file of statements; distributing texts to all participants in the meeting if sufficient quantities are provided
  - Keeping a list of speakers, when required, with their names and countries, a record of attendance and of the opening and closing time for each meeting
  - Following closely proposals from members of intergovernmental bodies relating to conference-servicing parameters of the organ concerned, both short-term and long-term, and informing the Coordinating Office
  - Furnishing information and assistance in the meeting room to podium officers, delegates, secretariat staff, representatives of the press and public, as appropriate
  - Maintaining stocks of necessary material, such as nameplates, voting forms, ballot papers, voting "dominoes", etc.
  - Provision of documents to interpreters, report writers, précis writers/verbatim reporters, press officers.

The goal of the Coordinating Office is to set the groundwork for all conferences and meetings and to ensure that they run smoothly, to give secretariat members and participants everything they need for the successful running and conclusion of their meetings within the prescribed parameters, and to remain "invisible" – that is, to remain behind the scenes while doing the necessary work.

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Information circular No. 14, listing the rules for the use of UNOG premises for meetings, is reproduced below.



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INFORMATION CIRCULAR N° 14

**Subject: Use of the Premises of the United Nations Office at Geneva (UNOG)  
For Meetings, Conferences, Cultural and Special Events**

A. Introduction

1. Meeting rooms, conference facilities and services in the Palais des Nations and on other United Nations Secretariat premises in Geneva are intended primarily for meetings and conferences listed in the official United Nations Calendar of Conferences approved by the General Assembly and for informal meetings of regional or other established groups of Member States on the request of the Chairman of the group, in accordance with established procedures.
2. All requests for the use of premises other than those for intergovernmental and expert meetings noted in paragraph 1 above must be submitted in writing for appropriate processing as described in Section B below.

B. Procedures for requesting the use of premises for meetings, conferences, cultural and special events

B.1. Meetings and conferences

3. UNOG premises and services may be made available to users other than those mentioned under paragraphs 1, 6 and 8 of this Circular, as follows:
  - (a) Meetings or events sponsored by a Permanent or Observer Mission to the United Nations;
  - (b) Conferences and meetings of non-governmental organizations in consultative status with the Economic and Social Council (See ST/SGB/209);
  - (c) Meetings called or sponsored officially by the United Nations, by departments or offices of the Secretariat, or by organizations or agencies of the United Nations system;
  - (d) Meetings of the Staff Coordinating Council and its subsidiary bodies, on the request of the Executive Secretary;
  - (e) Meetings of UN staff clubs, on the request of an officer of the club and endorsed by its president.

4. The United Nations Office at Geneva shall not entertain requests for meetings or conferences which do not fall within any of the categories expressly listed under paragraph 3 of this Circular, unless the Director-General has granted an exception and subject to Financial Rules and Regulations.
5. All applications for the reservation of premises and services for meetings or conferences other than those listed in the approved Calendar of Conferences must be submitted to the appropriate addressee at least six weeks before the planned date of the meeting or event and contain sufficient details (purpose, date(s) and subject, number of participants, services required, programme, list of guests and speakers). Depending on the type of meeting or event, applications must be addressed:
  - (a) To the Director-General in the case of applications from permanent and observer missions and NGOs with consultative status with ECOSOC; and
  - (b) To the Central Planning and Coordination Service, Conference Services Division (CPCS/CSD) in the case of applications for meetings listed under sub-clauses c), d), and e) of paragraph 3 of this Circular.

**B.2. Cultural and special events**

6. All cultural events, such as official exhibits, on UNOG premises are subject to the approval of the Director-General based on the review and recommendation of the Chairman of the Cultural Activities Committee. Requests must be addressed to the Cultural Activities Committee by the head of the requesting entity at least three months before the proposed date of the event. Apart from cultural activities planned and organized by the United Nations Secretariat or its staff associations, specialized agencies and other UN institutions, the Committee will only consider proposals submitted by Member States through their Permanent Missions.
7. The Committee shall decide what space shall be allocated for a cultural activity and how long it shall last, subject to the availability of an appropriate venue and scheduling requirements. The arrangements for the organization of any cultural activity shall be coordinated by the Cultural Activities Committee in consultation with the United Nations Information Service, the Conference Services Division, the Division of Administration.
8. The United Nations Information Service (UNIS) shall take the lead in organizing briefing for public groups and NGOs associated with it, in consultation with the Office of the Director-General and the Conference Services Division.
9. Rallies and demonstrations are not permitted within the grounds of the Palais des Nations or on any other UNOG premises. Exceptions may nevertheless be granted by the Director-General.

**C. Conditions governing the use of United Nations premises**

10. If a request is entertained, the terms and conditions governing the use of the UNOG premises will be spelled out in a letter issued to the requestor. The letter shall be duly signed by the requestor accepting the terms and conditions and returned within one week.
11. Use will only be granted for activities that are in keeping with the dignity of the United Nations, its purposes and objectives, as defined in the Charter, and are strictly non-

commercial; in this respect, it shall be forbidden for organizers to levy any entrance charge or enrolment fee on participants.

12. Official United Nations activities have absolute priority. Therefore, the availability of premises shall be without guarantee and UNOG may withdraw its agreement at any time and without incurring any liability in that regard.

13. In each case, a list of the participants in the proposed meeting, as well as the detailed programme, must reach the Security and Safety Section of UNOG and CPCS/CSD at least one week before the date of the meeting. This list shall also indicate how the participants will arrive at the Palais des Nations (on foot, by car or bus etc.).

D. Costs of meetings, conferences, cultural and special events

14. Meetings, conferences and events that are not provided for in the regular budget of the Organization will entail costs for sponsors. These include costs of all conference and non-conference resources required for the provision of the service, including any additional costs such as overtime payment of staff, costs for the provision of technical or special equipment and cleaning services. CPCS/CSD, or the Cultural Activities Committee shall provide all relevant information to the Financial Resources Management Service of the Division of Administration (FRMS/DA) for its clearance of the cost estimate.

15. The sponsor shall deposit at least eighty per cent of the overall cost estimate to UNOG's bank account at least one week or otherwise stipulated, before the date of the meeting, conference or event. Failure to meet this condition will entail cancellation of the permission to use the premises. The remainder shall be paid at the end of the meeting, conference or event, upon receipt of the final invoice.

E. Liability for damage

16. Meeting organizers will be held liable for all damage connected with the use of United Nations premises or occurring on United Nations grounds during their events. Depending on the nature of the event, CPCS/CSD, or the Cultural Activities Committee, will inform the sponsor of the meeting or event if a certificate of insurance is required. Such a certificate must be provided to FRMS/DA two weeks prior to the scheduled event for clearance. The certificate may be cleared if it demonstrates adequate insurance coverage, including liquor liability coverage as appropriate, specifically covering the United Nations against third-party liability claims.

F. Conclusion

17. The present circular cancels and supersedes circular IC/Geneva/3991 dated 5 November 1993 entitled "Conditions for the use of meeting and other rooms and other premises of the United Nations Office at Geneva (UNOG).

## IV. ROLE OF THE SUBSTANTIVE OFFICE IN CONFERENCE PLANNING

### *In preparation for a conference or a session of an intergovernmental body*

The Coordinating Office depends on the substantive office to provide the requisite information in order to plan the allocation of conference services to all organs, including conference rooms and office space, meeting room support, documentation services, and interpretation services.

Requests from substantive offices for conference services (see the section on substantive office and eMeets below), whether for regularly scheduled, additional or extrabudgetary sessions, should include the following information, as appropriate to the session:

- Name of the organ or of the conference
- Location of the session or conference
- Dates and duration
- Legislative mandate
- Substantive unit or department
- Name of the secretary of the meeting, office number and telephone extension
- Number and capacity of conference rooms required
- Office requirements
  - Number of offices
  - Grade of staff members occupying those offices in order to ensure installation of appropriate furniture
  - Office equipment – PCs, fax machines, printers, international telephone lines, photocopiers, etc.
  - Exact period during which offices will be occupied, in particular if needed before the opening or after the end of the session
- Participation – estimated number of participants
  - Representatives of Member States or experts
  - Observers
  - Specialized agencies
  - Intergovernmental organizations
  - Non-governmental organizations
- Meeting requirements
  - Number of meetings per day – morning and afternoon
  - Simultaneous interpretation – languages required, in particular, special instructions if different languages of interpretation are requested for different meetings of the session
  - Verbatim or summary records if authorized
  - Open, closed or private meeting
  - Published in journal or not
  - Published on noticeboard or not
- Technical requirements
  - Sound recording – tape or cassette
  - Amplification
  - PowerPoint equipment, overhead projector, projection screen, laser pointer, slide projector, flip chart
- Documentation requirements
  - Divided into pre-, in-, and post-session
  - Estimated number of original pages

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- Estimated number of documents
  - Languages of submission
  - Translation requirements.

***XB meetings:*** The same information is required for any additional meeting or any proposed meeting that is to be funded from XB resources in order to prepare the ***cost estimate*** of the meeting (see chapter III). The agreement of the substantive office to the cost estimate and the services detailed therein is considered the final word on the proposed meeting. Substantive offices are requested to give sufficient time for the preparation of the cost estimate and, if necessary, for the issuance of the appropriate ***statement of programme budget implications*** (PBI).

Most of the details thus provided, with the exception of the information on documentation, are included in the ***monthly forecast*** and the ***weekly workload of meetings to be serviced***. Any change to the initial request must be brought to the attention of the Coordinating Office as quickly as possible in order for the necessary adjustments to be made to the programme and to ensure that the correct services are provided to the meeting at the right time.

The Coordinating Office should be informed, in particular, about the ***proposed creation of new intergovernmental bodies*** whose sessions would need to be added to the calendar of conferences and meetings. Such proposals will also require the preparation of a cost estimate and a PBI.

Of particular importance for an external conference or a session that will require parallel meetings with interpretation is the early transmission to the Coordinating Office of the ***proposed programme of meetings – both formal and informal – of the complete session***. The programme will permit detailed planning of conference service allocations. See also chapter V and annexes II and III.

### ***Substantive office and eMeets***

Welcome to the twenty-first century! The process whereby substantive offices submit their meeting requests to the Coordinating Office is now automated through the electronic meetings scheduling and resource allocation system (eMeets), the electronic address of which is <http://emeets.unog.ch>.

The system contains an organizational profile for each intergovernmental or expert body to which the Coordinating Office provides conference services. That profile gives all relevant information about the body, including its name, its mandate, and entitlement, the parent body if it is a subsidiary organ, its membership in accordance with the mandate, the required conference services, periodicity of its sessions, and contact information for secretariat staff members.

The meeting request form, which is available to authorized requesters, is used for the reservation of conference rooms and other necessary conference services for the session of a body. After the request has been submitted to the Coordinating Office, the authorized requester is able to monitor its status. Once the request has been processed and approved, the substantive office receives an electronic confirmation letter via e-mail. Any changes to meeting requests, including cancellations of meetings, should be promptly communicated to the Coordinating Office through eMeets.

The use of eMeets has also been extended to permanent missions in Geneva and XB clients to enable them to correspond directly with the Coordinating Office and to request their meetings electronically.

A more complete description of the features and use of eMeets can be found in chapter III above.

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### ***Consultations on dates of sessions***

In view of the tight schedule of the calendar of conferences and meetings it is essential for the substantive office to consult the Coordinating Office before any commitment is made on the dates of future sessions. While it is within the purview of each organ to set the dates of its sessions, the approval of dates without the prior input of the Coordinating Office could result in a *fait accompli* whereby CSD might ultimately be unable to provide the required services during the period concerned.

This consultation can take several forms:

- Advance warning in the form of an e-mail or official memorandum. It is best not to rely on verbal communication alone
- Transmission of all draft resolutions and decisions in regard to dates and venues of sessions so that the availability of services for the period proposed can be ascertained and the required consultations can take place
- The presence of a representative of the Coordinating Office at meetings of bureaux of organs during which future sessions are discussed.

### ***Focal point for meetings coordination***

The presence in each substantive office of a meetings coordination focal point (and authorized eMeets requester) ensures close collaboration with the Coordinating Office. Committee secretaries can also assist in providing the information required. The general responsibilities of such a staff member should include:

- Receiving all meeting requests from offices within the substantive unit
- Ensuring that necessary clearances are obtained within the substantive unit for such requests before they are transmitted to the Coordinating Office
- Verifying the accuracy of all details contained in requests for conference services – mandate, periodicity, languages of interpretation, etc.
- Checking to see that the overlapping of meetings within the same general area is avoided to the extent possible
- Keeping track of all organs whose mandates require renewal and informing all concerned, especially the secretaries of those organs
- Transmitting to the Coordinating Office, through eMeets, all requests from permanent missions of Member States for meetings within the sphere of competence of the substantive office and acting as liaison with those missions on meeting matters
- Establishing and maintaining an up-to-date meetings calendar for the substantive office with a complete listing of conference-servicing requirements
- Consolidating all information on future meetings for inclusion in the biennial or annual calendar of conferences and meetings
- Informing the Coordinating Office of any proposed change in dates or venues of forthcoming meetings or of any modification to conference-servicing requirements (eMeets yet again)
- Ensuring that the Coordinating Office is informed of all discussions, draft texts, etc. in regard to dates and venues of meetings, and of proposals for the creation of new intergovernmental bodies
- Communicating to the Coordinating Office as early as possible, after consultation with the secretary of the organ, a day-by-day meetings schedule of its session

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- Coordinating the input of information required for the preparation of cost estimates for new or additional meetings
  - Communicating, during the session of an intergovernmental body, daily conference servicing requirements, last-minute changes to the programme of meetings, cancellation of meetings, late starting times for meetings, additional requirements that may arise, such as conference rooms or interpretation services, etc. In other words, anything that represents a modification to the existing programme of meetings of the session.

It is crucial for the substantive office to speak with one voice on meetings planning and coordination. Conflicting or contradictory information can result in incorrect planning and allocation of services, wasted resources and embarrassment to the secretariat.

### ***During a conference or a session of an intergovernmental body***

The secretary of the organ is the primary interlocutor with the Coordinating Office during a conference or the session of an intergovernmental body. The Office depends on the secretary and his or her staff to provide it with all evolving and up-to-date information on the conference servicing requirements of the session. Such information, which can be transmitted through the staff member in the meeting room, includes the following:

- Confirmation on a daily basis of the meetings programme and thus the conference services requirements (including meeting record coverage) for the next day
- Any changes in the meetings schedule such as cancellation of meetings
- Urgent documentation requirements, which should be communicated to the documents management office
- Additional conference service requirements with as much advance warning as possible in order to give time to ascertain the availability of services
- Technical problems within the meeting room.

The secretary also needs to be aware of the different roles played by the various secretariat services concerned – meetings planning, protocol, central support services, security, information technology services, etc. – so that the question or problem is addressed to the correct service. In any doubt, the main point of contact for the committee secretary should always be the Coordinating Office.

For the committee secretary the key to a successful meeting is advance planning and being able to foresee problems and to solve them before they arise. The Coordinating Office is always on hand to lend whatever assistance and information are required.

It may on occasion be advisable for the secretary to invite a representative of the Coordinating Office to meetings of the bureau during the session in order for him or her to explain any aspect of the conference-servicing programme of which bureau members may not be aware, such as the provision of “as available” services, or during any discussion of dates of future sessions.

## V. EXTERNAL CONFERENCES – PLANNING AND EXECUTION

In section I, paragraph 5, of its resolution 40/243 of 18 February 1986, the General Assembly decided that United Nations bodies might hold sessions away from their established headquarters when a Government issuing an invitation for a session to be held within its territory had agreed to defray, after consultation with the Secretary-General as to their nature and possible extent, the actual additional costs directly or indirectly involved (ST/AI/342, para. 1).

In the case of special conferences, the mandating resolution normally indicates the title of the conference, the scope of its activities and the expected outcome, the dates during which it is to take place, the venue, the understanding that the Government of the host country will undertake all additional costs (often called incremental costs), the establishment of a preparatory committee for the conference, if required, or the nomination of a standing body to serve as preparatory committee, the number of sessions of that body, any other regional or preparatory meetings required, and other secretariat arrangements for ensuring proper planning of the event.

### *Assignment of responsibility for meetings away from the established headquarters locations*

The focal point for all external conferences is the Coordinating Office at the established headquarters location – UNOG, in the case of these guidelines. Assignments for the Conference Services Coordinator, Deputy Coordinator or Chief of Meetings Servicing, and Chief of Documents Management would normally be from the established headquarters location for major conferences. Other staff assignments may be provided by other headquarters locations, in the interest of cost-effectiveness, including travel costs, and maximum utilization of the available permanent capacity.

Once the staffing table for the conference is established, the Coordinating Office consults other duty stations on the division of work, taking into account the need for cost-effectiveness and, where necessary, familiarity with the subject matter and/or the particular meeting. Further details on staffing, including guidelines on multitasking and joint servicing, can be found in annex II.

The established headquarters location is normally responsible for covering the costs involved in servicing the meeting. This is subject to further discussion for meetings known at the time of preparation of the draft biennial calendar of conferences and meetings and the corresponding proposed programme budget.

### *Planning missions*

In preparation for the event, and for the purposes of discussing and agreeing on all arrangements with the host country, culminating in the drafting and signing of the host country agreement, one or more planning missions will take place. (See ST/AI/342 on the drafting of host country agreements). The team for a planning mission should include representatives of the following secretariat units:

- Substantive secretariat
- Administrative services or executive office (usually of the substantive secretariat)
- Conference services
- Public information

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- Information technology services
  - Security section
  - Technical secretariat (Headquarters only).

Prior to the planning mission, the following information should be ascertained:

- What is the exact mandate of the conference?
- What elements are known about participation in the conference?
  - Estimated number of participants
  - Level of participation, i.e. Heads of State or Government, ministers, other high-level representation, etc.
  - Participation of representatives of non-governmental organizations and of civil society
  - Special guests, special presentations
- What is known about the structure of the conference?
  - Plenary, committee of the whole, drafting committee, other negotiating bodies or committees, etc.
  - Will the conference have a high-level segment? If so, what is the expected participation in that segment?
  - Will the conference have round tables?
  - How many meetings with interpretation services will be held at the same time, that is to say, “in parallel”?
  - Will any official meetings, such as pre-conference consultations, or unofficial meetings be held before the formal opening of the conference? If so, will they be held at the conference location or elsewhere? What will be the role of conference-servicing staff in those meetings?
  - Will there be evening or night meetings? Will the conference meet – officially or unofficially – over the weekend?
- What are the language and documentation requirements of the conference?
  - Languages of interpretation, number of interpretation teams required in accordance with the structure of the conference
  - Languages of interpretation beyond the six official languages, depending on the requirements of the host country
  - Pre- and in-session documentation requirements
  - Will pre-session documents be printed at the headquarters location and shipped to the conference location, or can they be printed at a reproduction facility on site before the opening of the conference?
  - Will in-session documentation be handled through remote translation and text-processing? At which duty station is that work to be done?

The conference services representative (usually a staff member of the Coordinating Office) on a planning mission should prepare a *staffing table* (see annex II) and a *requirements paper* (see annex III), which are to indicate all staffing, material and office needs for the staff members at the

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conference, as well as the dates on which the staff are required to work. If, for some reason, no conference services staff member is able to undertake the planning mission, the staffing table and the requirements paper should be submitted to the substantive office in advance of the mission to ensure that conference-servicing staff needs are clearly stated and understood, and are taken into account in drawing up any draft agreement with the host country.

The focal point of the UNOG Coordinating Office should discuss the proposed staffing table with his or her designated authority prior to its inclusion in the draft host country agreement. The staffing table should follow the established workload standards where applicable. Actual staffing proposals should be approved by that authority prior to the selection of staff members who will be assigned to the meeting.

The planning mission will include a visit to the proposed conference site. The following areas require investigation:

- Conference and meeting rooms
  - Number available, size and capacity of each. Do they fit the requirements of the event? Will modifications need to be made?
  - How are meeting rooms to be set up – classroom-style (seats at table), theatre style (no tables), a mix? The usual United Nations practice at major conferences is two seats at table and two behind for all delegations and most observers.
  - Are document distribution facilities available in the conference rooms? Will they need to be constructed?
  - Interpretation booths for all rooms requiring interpretation services. Is the correct number available? Are they to United Nations standards?
  - What are the requirements in terms of meeting rooms for the bureau of the conference or for regional and other interest groups of States during the conference?
  - What type of sound equipment is available or planned for each room?
  - Are facilities for audio-visual presentations available?
  - Are special meeting rooms for bilateral consultations required?
- Office space
- Lounge for the interpreters
- Document reproduction facilities, including space and appropriate reproduction/photocopying equipment
- Document distribution facilities, including shelving and pigeonholes
- Meeting and meeting-room announcements within the conference centre – announcement boards, monitors, closed-circuit television, etc.
- Registration area
- Press and media facilities
- Facilities for delegates and other participants
  - Business centre, on a fee-paying basis, including telephone, fax, photocopying facilities, etc.

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- Information desk, message centre
  - Bank, travel agency, information desk, car rental service
  - “Cyberspace” – PCs with Internet access for free use of participants
  - Delegates’ lounge, including any special requirements for high-level participants
  - Restaurants, snack bars, coffee bars – what are their opening hours during the conference?

Other topics to be discussed with host country representatives during the planning mission will include the following:

- Hotel accommodation for participants and for staff members
- Travel arrangements for staff members to and from the conference location, including mode of travel, travel time and rest stopovers in accordance with United Nations rules and regulations
- Transportation to and from the conference site during the conference
- Equipment requirements for staff members at the conference
- Local staff requirements
- Financial obligations of the host country
- Visa obligations
- Interpretation requirements beyond those to be provided by the United Nations for formal meetings. Will the host country be able to provide interpretation for meetings of the bureau of the conference, regional group meetings, parallel events, etc.?
- Shipment of conference material.

After the planning mission, the focal point of the UNOG Coordinating Office will prepare a report on all items covered and circulate it to the other three coordinating offices.

### ***Financial obligations of the host country***

The following direct costs are to be covered by the host country in respect of conference servicing staff members, both for planning missions and for the conference itself (see ST/AI/342, sect. IV, for more detailed information):

- Travel, including excess baggage. If travel is over nine hours, business class is standard for United Nations staff members
- Daily subsistence allowance (DSA), at a rate determined by the International Civil Service Commission, from which staff members pay such expenses as hotel, meals, etc.
- Terminal expenses incurred for each trip between the airport and other point of arrival or departure, in connection with the approved itinerary
- Replacement of staff, if required
- Freight and insurance costs for sending any supplies and other materials to and from the meeting site
- Communications expenses, including photocopying, facsimile transmission, mobile telephones, and long-distance telephone calls required.

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### ***Preparation of the host country agreement***

The host country agreement is drafted by representatives of the substantive office in consultation with other secretariat officials, including the representative of the Coordinating Office, and is based on a standard model. (See ST/AI/342 and ST/AI/2001/6 for details and General Assembly resolution 37/14, sect. B, on Secretariat organization for United Nations special conferences.)

The Coordinating Office provides input with regard to (a) number and level of conference servicing staff required for the event; (b) dates of duty of those staff members; (c) office and other space requirements for staff, including a lounge for the interpreters; (d) arrangement of conference rooms and equipment within conference rooms, including interpretation booths; (e) local staff requirements for the conference services programme of the conference, including their dates of duty; (f) information technology and communication requirements for staff; (g) shipment of necessary documentation, material, equipment and supplies from the conference-servicing headquarters; and (h) equipment for the on-site document reproduction facility, including quantity of paper required for the event. All such information is contained in one or more of the annexes to the host country agreement. (See annex III for further details.)

### ***Sharing of host country agreements***

The UNOG Coordinating Office will circulate drafts of the host country agreements to the other three coordinating offices for information during the negotiation stage.

Once the agreement is signed, the Coordinating Office will provide the Central Planning and Coordination Service at Headquarters with a copy of the signed agreement for compilation into a master file of host country agreements.

### ***Standard conference services staffing at an external conference***

Staffing requirements vary depending on the size, length, and meeting workload of the conference (see also annex II). The following functions are usually required:

- Conference services coordinator
- Deputy coordinator or chief, meetings servicing
- Conference room officers
- Documents management supervisor
- Information technology support – to ensure remote translation
- Documents reproduction supervisor
- Documents distribution supervisor
- Chief interpreter and assistant
- Interpreters.

### ***Approval policy for staffing assignments***

The Coordinating Office focal point will submit the draft staffing table to his or her designated authority for approval before inclusion in the host country agreement. Once the staffing table is

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confirmed in the agreement, the focal point will approve the proposed staffing list (by duty station and by division) prior to its circulation to individual offices for a preliminary designation of staff assignments.

The focal point will then seek proposals for staff assignments from the offices concerned. The consolidated list of staff will be submitted to the designated responsible authority for approval prior to actual assignment.

For external conferences that are coordinated by offices other than the established headquarters location, these responsibilities will be assumed by the focal point of the coordinating location.

## VI. EXTERNAL CLIENT RELATIONSHIPS

As its name indicates, the job of the Conference Services Division (CSD) is to provide services. Without its client base, CSD would have no reason to exist. Who is that client base? In the meetings planning and coordination area covered by these guidelines, it includes anyone whose working day touches upon or is affected by a meeting in the Palais des Nations or the Palais Wilson or at an external conference site. If you are reading these guidelines, you are now, have been or will be a CSD client. Internal clients, those involved in planning and conducting meetings within the United Nations secretariat, are the subject of chapter IV above. Other internal clients of the Central Planning and Coordination Service, which is the heart of meetings planning and coordination at UNOG, include the other services in CSD – the Interpretation Service, the Languages Service, and the Publishing Service, not forgetting the Office of the Director of the Division, without whose work no meeting can take place.

The combined efforts of these staff members – both from CSD and from other UNOG divisions – are directed towards the external client base – the people, be they governmental delegates, representatives of international organizations or of United Nations funds and programmes, high-level officials, members of the press and the media or of non-governmental organizations, or the general public, who attend meetings and conferences. The goal, as has been mentioned before, is simple in its expression and complex in its execution – **to give conference and meeting participants what they need when they need it in order for them to do their work in the best possible and the timeliest of conditions.**

Having a client base implies being aware of the satisfaction of those clients with the product of one's efforts. Over the past few years, CSD has been carrying out surveys in a number of inter-governmental meetings to gauge the satisfaction of participants with the quality of the conference services provided, in particular documentation, meeting scheduling, and interpretation. The responses to those surveys continue to help the Division in its efforts to tailor its services to the specific needs of its clients. The bilingual (English and French) questionnaire is reproduced below.

**Distinguished Delegate,**

In pursuance of reform efforts aimed at monitoring and improving the quality of conference services provided by UNOG, you are invited to complete the following questionnaire on behalf of your delegation. This questionnaire will remain anonymous, unless you wish to give the name of the country you represent.

**Your feedback will be much appreciated.**

Please return the completed questionnaire to the Conference Officer on duty.

**Survey  
on  
Conference  
Services  
provided  
by  
UNOG**



**Mesdames, Messieurs les  
représentants,**

Dans le cadre de la réforme entreprise pour contrôler et améliorer la qualité des services de conférence fournis par l'ONUG, nous vous invitons à remplir le questionnaire ci-après, au nom de votre délégation. Ce questionnaire restera anonyme, à moins que vous ne souhaitiez indiquer le pays que vous représentez.

**Votre avis compte  
beaucoup pour nous.**

Veuillez remettre le questionnaire rempli au préposé à la salle de conférence.

**Sondage  
auprès des  
usagers  
des  
services de  
conférence  
fournis  
par l'ONUG**



# Questionnaire

Delegation of (optional) / Délégation de (facultatif) :

1

## How do you rate the following services? / Comment jugez-vous les services suivants ?

Circle appropriate language(s) and box - Entourez la réponse choisie et la (les) langue(s) correspondante(s).

(a) Meeting scheduling / Programmation des réunions :

Excellent  
Excellent

Good  
Bon

Satisfactory  
Satisfaisant

Poor  
Médiocre

Very Poor  
Très médiocre

No opinion  
Sans opinion

(b) Interpretation / Interprétation :

Arabic/Arabe Chinese/Chinois English/Anglais French/Français Russian/Russe Spanish/Espagnol

Excellent  
Excellent

Good  
Bon

Satisfactory  
Satisfaisant

Poor  
Médiocre

Very Poor  
Très médiocre

No opinion  
Sans opinion

(c) Linguistic quality of documents /  
Qualité linguistique des documents :

Arabic/Arabe Chinese/Chinois English/Anglais French/Français Russian/Russe Spanish/Espagnol

Excellent  
Excellent

Good  
Bon

Satisfactory  
Satisfaisant

Poor  
Médiocre

Very Poor  
Très médiocre

No opinion  
Sans opinion

(d) Document distribution / Distribution des documents :

Arabic/Arabe Chinese/Chinois English/Anglais French/Français Russian/Russe Spanish/Espagnol

Excellent  
Excellent

Good  
Bon

Satisfactory  
Satisfaisant

Poor  
Médiocre

Very Poor  
Très médiocre

No opinion  
Sans opinion

(e) Summary records / Comptes rendus analytiques :

Arabic/Arabe Chinese/Chinois English/Anglais French/Français Russian/Russe Spanish/Espagnol

Excellent  
Excellent

Good  
Bon

Satisfactory  
Satisfaisant

Poor  
Médiocre

Very Poor  
Très médiocre

No opinion  
Sans opinion

(f) Conference officers / Préposés aux salles de conférence :

Excellent  
Excellent

Good  
Bon

Satisfactory  
Satisfaisant

Poor  
Médiocre

Very Poor  
Très médiocre

No opinion  
Sans opinion

(g) Official Document System (ODS) /

Système de diffusion électronique des documents (SEDOC) :

Excellent  
Excellent

Good  
Bon

Satisfactory  
Satisfaisant

Poor  
Médiocre

Very Poor  
Très médiocre

No opinion  
Sans opinion

(h) Timeliness of issuance of documents /

Respect des délais de parution des documents :

Arabic/Arabe Chinese/Chinois English/Anglais French/Français Russian/Russe Spanish/Espagnol

Excellent  
Excellent

Good  
Bon

Satisfactory  
Satisfaisant

Poor  
Médiocre

Very Poor  
Très médiocre

No opinion  
Sans opinion

2

## How often do you / Selon quelle fréquence - Circle appropriate box / Veuillez entourer la réponse choisie

(a) Attend United Nations meetings and conferences?

Assistez-vous aux réunions et conférences de l'ONU ?

Regularly  
Régulièrement

Occasionally  
Occasionnellement

Rarely  
Rarement

Never  
Jamais

(b) Use the Official Document System (ODS)?

Utilisez-vous le système de diffusion électronique  
des documents (SEDOC) ?

Regularly  
Régulièrement

Occasionally  
Occasionnellement

Rarely  
Rarement

Never  
Jamais

3

## How often have you raised concerns about the services provided?

Avez-vous déjà émis des critiques à  
propos des services fournis ?

Circle appropriate box / Veuillez entourer la réponse choisie

Regularly  
Régulièrement

Occasionally  
Occasionnellement

Rarely  
Rarement

Never  
Jamais

4

## How do you rate the response to your concerns? / Comment jugez-vous la suite donnée à vos critiques ?

Circle appropriate box / Veuillez entourer la réponse choisie

Excellent  
Excellent

Good  
Bon

Satisfactory  
Satisfaisant

Poor  
Médiocre

Very Poor  
Très médiocre

No opinion  
Sans opinion

5

What are the major causes of satisfaction and/or dissatisfaction with our services?

*Quels sont vos principaux motifs de satisfaction et/ou d'insatisfaction à propos de nos prestations ?*

6

Do you have any suggestions or recommendations as to the quality of our services, staff, facilities and products?

*Avez-vous des suggestions ou recommandations à faire concernant la qualité de nos prestations, de notre personnel, de nos installations et de nos produits ?*

Comments / Suggestions  
Observations / suggestions

Comments / Suggestions  
Observations / suggestions

An important element of the satisfaction of clients is ease and understanding of the use of the physical equipment provided for them in meetings, in particular the use of earphones and microphones. In that regard the CSD Interpretation Service has prepared a six-language brochure that gives advice to meeting participants on the optimum use of that equipment.





# ADVICE

## USE OF EARPHONES

Turn the earphone control-switch to the required language channel: number **1 is the direct ("floor") setting**; the other numbers give access to interpretation into English (2), French (3), Russian (4), Spanish (5), Chinese (6), and Arabic (7).

## READING FROM A WRITTEN TEXT

- Speak clearly and at a moderate pace.
- When quoting from a text, please give the chapter and/or paragraph number concerned, NOT just the page number, which may differ in other language versions. Allow time for participants and especially the interpreters to find the passage to which you will be referring. Please state any figures clearly, and explain any uncommon acronyms.
- If you intend to read out a statement, please ensure that the interpreters have the text in advance.

## USE OF MICROPHONES

- When you are given the floor, **please press the microphone button once**; the operator will switch on your microphone.
- **As soon as the microphone pilot light is on, you may begin speaking.** Speak towards the microphone. (The optimum distance from the microphone is 30-50 centimetres or 12-20 inches.) The operator will switch off your microphone when you have finished.
- To avoid noise distortion from feedback, **do not hold the earphone in your hand within range of an open microphone.** Before you begin speaking, place your earphone in the recess beneath the desk top, or lay it flat on the desk.
- Kindly avoid touching the microphone, shuffling papers, or typing on a keyboard close to an open microphone.
- **Please reset all mobile phones to "silent", "vibrate", or "meetings" mode.**



IF YOU HAVE A PROBLEM  
OF ANY KIND, PLEASE INFORM  
A CONFERENCE OFFICER.

# MODE D'EMPLOI

## UTILISATION DES ÉCOUTEURS

Tournez le bouton de contrôle des écouteurs pour choisir la langue que vous désirez entendre ; sur le **canal 1, vous entendez l'orateur en direct** ; les autres chiffres donnent accès à l'interprétation en anglais (2), en français (3), en russe (4), en espagnol (5), en chinois (6) et en arabe (7).

## LECTURE D'UN TEXTE

- Parlez clairement et à un rythme modéré.
- Lorsque vous citez un passage, veuillez indiquer le numéro du chapitre ou du paragraphe en question en plus du numéro de la page, qui diffère d'une version linguistique à l'autre. Donnez le temps aux participants - et aux interprètes - de trouver le passage en question. Veuillez énoncer les chiffres clairement et expliquer les sigles peu usités.
- Assurez-vous que les interprètes ont une copie du texte de votre intervention.

## UTILISATION DES MICROPHONES

- Avant de prendre la parole, **appuyez une fois sur le bouton du microphone** pour que le technicien allume votre microphone.
- **Dès que votre microphone est allumé, commencez à parler.** Parlez bien dans le microphone (la distance conseillée est de 30 à 50 cm). À la fin de votre intervention, le technicien éteindra votre microphone.
- Pour éviter tout effet retour, **éloignez votre écouteur des microphones allumés** (avant de commencer à parler, posez-le à plat sur votre table ou dans votre casier).
- Évitez de toucher ou de déplacer un microphone allumé, de froisser des papiers ou de taper sur un clavier à côté d'un microphone allumé.
- **Mettez votre téléphone portable en mode « silencieux », « vibratoire » ou « réunion ».**



SI VOUS AVEZ UN PROBLÈME,  
VEUILLEZ CONTACTER LES  
FONCTIONNAIRES DES CONFÉRENCES.

**Uso de los auriculares**

Busque el canal correspondiente a su idioma de trabajo: (1) original; (2) inglés; (3) francés; (4) ruso; (5) español; (6) chino; (7) árabe.

**LECTURA DE UNA INTERVENCIÓN**

- Haga una lectura clara y pausada.
- Al citar otros textos indique el número de capítulo o de párrafo, NO el de la página: las páginas suelen diferir entre las distintas versiones lingüísticas. Dé tiempo para que otros participantes -y particularmente los intérpretes- encuentren el pasaje que citará. Por favor, enuncie las cifras con particular claridad y explique el significado de acrónimos poco habituales.
- Antes de pronunciar una intervención escrita, tenga a bien hacer llegar el texto a los intérpretes.

**Uso de los micrófonos**

- Cuando se le haya dado la palabra, **apriete el botón del micrófono una sola vez**, el técnico lo activará.
- **Puede comenzar a hablar en cuanto se encienda la luz del micrófono**. Por favor, hable directamente hacia el micrófono (la distancia óptima es de 30 a 50 cm). El técnico lo desactivará cuando haya concluido su intervención.
- Para evitar el silbido de acoplamiento **mantenga su auricular lejos de un micrófono encendido**. Al intervenir es preferible no tenerlo en la mano, sino dejarlo boca abajo o colocarlo en el hueco bajo la mesa.
- Evite tocar el micrófono o rozarlo con papeles, así como pulsar un teclado de ordenador cerca de un micrófono encendido.
- **Por favor, asegúrese de que durante la reunión su teléfono portátil esté en uno de los modos silenciosos ("vibración", "reunión", etc.).**

**SEÑALE CUALQUIER PROBLEMA A LOS FUNCIONARIOS DE SALA DE CONFERENCIAS.**

**听发言**

把耳机控制组调到所需语言频道。1 是直接听发言人。其他频道是：英 2，法 3，俄 4，西 5，中 6，阿 7。

**读稿子**

吐字清楚，速度适中。

引证文件时，请说明有关章节和段落。因不同文本页数不同，所以不能光说第几页。要等候其他人，特别是翻找到你所谈的段落。数字要讲清楚，罕见的缩语要解释。请事先把稿子送给口译。

**话筒和耳机的使用**

在允许你发言后，按一下话筒开关，然后由技术员打开麦克风。

话筒的指示灯亮后即可发言。请直接对着麦克风发言。最好与话筒保持三十至五十公分的距离。发言结束后由技术员关话筒。

为防止噪音和电子反馈，请把耳机放到远离话筒的地方。在开始发言之前，请把耳机放进桌前的空格里或耳机朝下放在桌上。

请不要触摸麦克风。不要在开着的话筒旁乱翻文件或在电脑上打字。

请把手机设置在“静音”、“震荡”或“会议”模式。

如遇到任何技术问题，  
请通知会议室工作人员

**Прослушивание выступающих**

Поверните ручку управления наушником до предусмотренного для Вашего языка положения: канал № 1 отведен для прослушивания непосредственно выступающего; остальные каналы дают доступ к синхронному переводу на английский (2), французский (3), русский (4), испанский (5), китайский (6), арабский (7) языки.

**Зачитывание письменного текста**

- Говорите отчетливо и в умеренном темпе.
- При цитировании какого-либо текста просьба указывать номер соответствующего раздела и/или пункта, а НЕ ТОЛЬКО номер страницы, который на разных языках может быть неодинаков. Дайте время остальным участникам – и особенно синхронным переводчикам – отыскать место, на которое Вы ссылаетесь. Просьба отчетливо называть цифры, а также пояснять редкие сокращения.
- Если Вы собираетесь зачитывать свое выступление, позаботьтесь, чтобы у синхронных переводчиков был его текст.

**Пользование микрофонами и наушниками**

- Когда Вам предоставляется слово, просьба нажимать кнопку микрофона один раз – звукооператор включит Ваш микрофон.
- Вы можете начинать Ваше выступление, как только зажжется лампочка микрофона. Говорите в микрофон. (Оптимальное расстояние от микрофона составляет 30-50 сантиметров.) Звукооператор выключит Ваш микрофон по завершении Вашего выступления.
- Во избежание шума от электронных помех не держите наушник в руке в радиусе действия включенного микрофона. Прежде чем начать свое выступление, положите наушник на полку под крышкой стола или плашмя на стол.
- Старайтесь, пожалуйста, не прикасаться к микрофону, не перелистывать шумно бумаги, не печатать на клавиатуре компьютера рядом с включенным микрофоном.
- Просьба переводить все мобильные телефоны в режим «беззвучное функционирование», «вибрация» или «совещание».

**В СЛУЧАЕ ПРОБЛЕМЫ ЛЮБОГО РОДА  
ПРОСЬБА ОБРАЩАТЬСЯ К ОДНОМУ ИЗ  
СОТРУДНИКОВ ЗАЛА ЗАСЕДАНИЙ.**

**الاستماع إلى المتحدث**

الرجاء اختيار قناة الاستماع على النحو التالي: الرقم (1) للاستماع إلى المتحدث مباشرة، (2) للاستماع إلى الترجمة باللغة الإنجليزية، (3) باللغة الفرنسية، (4) باللغة الروسية، (5) باللغة الإسبانية، (6) باللغة الصينية، (7) باللغة العربية.

**القراءة من نص مكتوب**

الرجاء التكلم بوضوح وبسرعة معقولة.

- عند الانقباس من نص مكتوب، يرجى الإشارة إلى رقم الفصل المعني أو الفقرة المعنية.
- لا إلى رقم الصفحة فحسب، فهذا الرقم قد يختلف باختلاف النسخ باللغات الأخرى.
- ورجي إتاحة الوقت الكافي للمشاركين الآخرين، وخاصة المترجمين الفوريين، لكي يحنوا الفقرة المشار إليها. والرجاء نطق الأرقام بوضوح وشرح أية مختصرات يندر استخدامها.
- إذا كنت تعتزم قراءة خطاب مكتوب، يرجى التأكد من تزويد المترجمين الفوريين مسبقاً بنسخة عنه.

**استخدام الميكروفونات والسماعات**

عندما يعطيك الرئيس الكلمة، اضغط على زر الميكروفون الموجود أمامك مرة واحدة – وعندئذ يقوم مهندس الصوت بتشغيل ميكروفونك.

لا تبدأ بالحديث إلا عندما يضاء نور الميكروفون أمامك. الرجاء التكلم أمام الميكروفون مباشرة (يوصى بالابتعاد عن الميكروفون مسافة 30 إلى 50 سم). وعندما تنتهي من الكلام، يقوم مهندس الصوت بإطفاء ميكروفونك.

وتغادياً لأية مشاكل صوتية قد تنجم عن الذبذبات الإلكترونية، لا تمسك بالسماعة في يدك بالقرب من ميكروفون مفتوح. قبل البدء بالكلام يمكن وضعها في المكان المخصص لها تحت الطاولة، أو على الطاولة.

الرجاء عدم النقر على الميكروفون، أو تقليب الأوراق، أو استخدام الحاسوب بالقرب من ميكروفون مفتوح.

الرجاء وضع كافة الهواتف النقالة في وضع صامت أو اهتزاز أو اجتماع.

**إذا واجهتك أية مشكلة، يرجى إبلاغ أحد موظفي  
غرفة المؤتمرات**

## Annex I - Guidelines on extensions, additions, night meetings and cancellations<sup>1</sup>

With immediate effect the Secretariat will, with the exception of the Security Council and plenary meetings of the General Assembly in force majeure situations, no longer service weekend and night meetings (ST/IC/2002/13, p. 4).

In accordance with legislative mandates, the Department [for General Assembly and Conference Management (DGACM)] will administer the programme of meetings to comply strictly with the calendar of conferences and meetings approved by the General Assembly. Accordingly, with the exception of plenary meetings of the General Assembly, the Security Council, and the high-level segment of the substantive session of the Economic and Social Council, ad hoc meeting extensions beyond normal working hours will not be accommodated. Requests for sessions beyond authorized duration, or intersessional "informal consultations", which take the form of additional, unapproved sessions under another name, will be channelled for consideration through the Committee on Conferences in accordance with mandated arrangements. Statements of programme budget implications will be issued in such instances where required (A/57/289, p.15).

The General Committee [of the General Assembly at its fifty-ninth session] took note of the fact that, in view of financial constraints, meetings at Headquarters are no longer serviced beyond 6 p.m. or on weekends, with the exception of the plenary of the General Assembly and the Security Council. Consequently, meetings of the Main Committees during the fifty-ninth session, including informal meetings, should start promptly at 10 a.m. and be adjourned by 6 p.m. during weekdays (A/59/250, p.15).

In paragraph 1 of its resolution 59/265 II B, the General Assembly reaffirmed that the Fifth Committee was the appropriate Main Committee of the General Assembly entrusted with responsibilities for administrative and budgetary matters.

DGACM policy regarding meetings beyond regular time:

- The rule of no night/weekend meetings applies to all duty stations and should be reconfirmed, clarified, and understood by all [committee] secretaries. No meetings beyond regular hours means: NO MEETINGS, with or without interpretation.
- The rule should be announced to all participants of sessions.
- Chairpersons and bureaux [of intergovernmental bodies] should be continuously consulted and reminded of this so that agendas can be modified WELL IN ADVANCE of the last day (not to mention last minute of the official time of the session). If necessary and as early as possible in the session, [agenda] items under consideration should be grouped into MUST DOs, CAN BE DEFERRED, and whatever else in between, bearing in mind the final deadline for submission for processing and adoption. Items that cannot be completed may be considered at the following session, in a different forum, or merely reported on, etc.

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<sup>1</sup> Dated 15 July 2005 and produced by the Department for General Assembly and Conference Management (DGACM), United Nations Headquarters. Additional explanatory details are given between square brackets.

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- Contingency plans in terms of services can be put in place in consultation with the committee secretary and Conference Services WITHOUT announcing it to participants, if so required.

Procedure to follow for requests to go beyond regular time:

- If a meeting wishes to continue after 1 p.m. or 6 p.m., a courtesy extension of 10 to 15 minutes may be granted with the concurrence of the interpretation team leader. The lead meetings servicing assistant should obtain the agreement of the team leader and, if necessary, should arrange a brief consultation between the committee secretary and the team leader. Beyond that no meeting should continue. Together with the interpretation team, other conference-servicing staff members should also leave the conference room after the 10 to 15 minute extension. In accordance with current practice of charge-back and pending a policy statement from the Office of Central Support Services (OCSS), if participants wish to stay in the room longer and the committee secretary wishes to provide sound, it has to be arranged between the secretary and OCSS. As a rule, DGACM will not facilitate or authorize the further continuation of the meeting. To obtain advice on modalities to facilitate the work if it can not be completed within the 10 to 15 minute extension, the committee secretary should, through the assistant in the room, get in touch with the programme officer in the Programme and Meeting Support Section (PMSS) or with the Chief of PMSS or the Chief of the Central Planning and Coordination Service (CPCS). They will advise on possibilities that the committee may consider instead of the extension. These could include a request for additional meeting(s). The committee secretary should present the legislative background explained above to the membership, should advise against starting a discussion of the subject, and should not offer to ask any representative from DGACM to address the issue in the meeting of the body concerned.

Procedure to follow for requests for additional meeting(s):

- If an intergovernmental or expert body wishes to request additional meeting(s) beyond its entitlement in the approved calendar of conferences and meetings of the United Nations, such a request from the body concerned (chairperson, bureau or committee secretary on their behalf) should be addressed to the Committee on Conferences (chairperson or secretary) and the Committee will act on it in accordance with its established practice. By definition, such additional meetings cannot be authorized overnight; sufficient time should be given for due process.
- The body concerned must be informed of the costs involved, though final authorization on financial matters remains within the purview of the Fifth Committee (see above).

The mandate of the Committee on Conferences and its procedures in handling intersessional departures is as follows:

- With respect to proposed departures from the approved calendar of conferences that have

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administrative and financial implications, to act on behalf of the General Assembly, in conformity with the budgetary process in force and with full respect for the mandates of other bodies (Assembly resolution 43/222 B, para 4 (c)).

In paragraph 4 of its resolution 46/190 A of 20 December 1991, the General Assembly took note of the guidelines adopted by the Committee on Conferences with regard to intersessional departures from the approved calendar of conferences and meetings, as follows:

- Requests for intersessional departures would be forwarded by the body concerned to the secretariat of the Committee on Conferences, who would then consult with the bureau of the Committee. The request should contain the substantive reasons as well as any relevant legislative authority for the proposed change. In cases where the request is for an additional session, the reason or reasons why the organ concerned had not completed its work during the time allotted should also be included. Any requests for extensions beyond four meetings would require the explicit approval of the Committee.
- For intersessional departures having programme implications in the form of the extension of entitlements on a permanent basis, and/or budget implications that would result in the need for any additional appropriation, in conformity with the mandate of the Committee on Conferences and the budgetary process in force, the Committee would continue to act in its advisory capacity.
- In cases where a statement of programme budget implications or an oral statement is required, such will be presented at the time the decision on the additional meeting(s) is tabled. If the additional meetings are to be scheduled and serviced in consultation with DGACM on an "as available" basis, i.e. without guarantee of facilities or services, there will be no statement of programme budget implications.

At its substantive session in 1994, the Committee on Conferences decided that requests for intersessional departures submitted to it should, in future, be reviewed by the bureau, in consultation with the secretariat, for subsequent action. At its substantive session in 1995, the Committee decided that requests for intersessional departures submitted to the Committee that involved a change of venue should be referred to the members for approval. Departures that involved other types of change should, as the Committee had decided at its substantive session in 1994, be reviewed by the bureau, in consultation with the secretariat, for subsequent action.

Procedure to follow for cancelling meeting(s):

- Cancellation of a calendar or of an ad hoc meeting can be communicated by e-mail or orally to the programme team. If a meeting is cancelled prior to the time when the programme of meetings is approved by the Coordinating Office, it will not be recorded as a cancellation. Cancellations made after the programme is approved will be counted in the utilization statistics of the body concerned. If the requester wants to hold the meeting on another day and the meeting is not yet part of the approved programme, it can be rescheduled; in that case it is

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not considered cancelled. If at the time of cancellation the requester is not sure of a new date, a new request will be required later and the current one is cancelled. If the cancellation is accompanied by a request for a related reassignment (an informal meeting, a regional or expert group meeting of the same body, etc.), it should be so recorded and the cancellation in the statistics will be offset by the reassignment.

## Annex II - Job descriptions and staffing requirements for staff on mission assignments<sup>2</sup>

1. The functions of staff servicing conferences and meetings away from UNOG are divided into two major categories: the provision of conference services and the provision of substantive services. Consequently, they fall under the leadership of the Conference Services Coordinator and the Secretary of the Conference. For meetings serviced by the UNOG Conference Services Division (CSD), the former functions are performed by CSD staff, the latter by staff members of the substantive office.
2. The conference services team on a mission is a highly centralized structure, starting with the Conference Services Coordinator who leads the team and acts as its ombudsman during the conference.
3. The parallel role of the Secretary of the Conference, a substantive office staff member, is equally important, and he or she is one of the main counterparts of the Coordinator. The success of the conference greatly depends on their close and efficient cooperation.

The Secretary of the Conference and the Conference Services Coordinator must maintain constant contact, both before and during the mission, in order to ensure its success. Each depends on the other for the proper discharge of his or her responsibilities. At all times each must have a clear picture of the requirements and constraints within his or her purview – what services the conference requires at any given moment or in the future, what can or cannot be provided and why. Although operating from different viewpoints – conference servicing (behind the scenes) and substantive servicing (on the podium) – **both have the same ultimate goal: to give conference participants what they need when they need it in order to ensure that they can do their work.**

4. Depending on the complexity and magnitude of the conference or meeting (number of parallel meetings with interpretation services, volume of in-session documentation, level of participation, bilateral consultations, high-level segments, round tables, etc.), staffing requirements may vary and, accordingly, some functions may be modified or combined. For larger meetings and conferences or for meetings held at the headquarters location of a regional commission, some positions can be filled by qualified local staff or by staff of regional commissions. To reflect the complexity and workload variations of the different functions, ranges for staffing the positions are established and discussed below.

### A. Conference Services Coordinator and his or her staff (CSD staff members)

#### Conference Services Coordinator

##### *Functional duties*

- Oversees the complete conference servicing operation and maintains liaison with the Secretary of the Conference, representatives of the substantive secretariat and of the host country on all conference servicing requirements and related matters

<sup>2</sup> Adapted from the report of the DGACM Task Force on Meetings Planning and edited so as to be UNOG-specific.

- 
- Acts on behalf of CSD on all matters pertaining to the organization and conduct of the conference involving conference services staff, their work environment and other conditions
  - Provides expert advice on all physical facilities required for the conference, including conference and meeting rooms, office space and equipment, and on specific requirements for the work of conference services staff
  - In consultation with the Secretary of the Conference, determines the allocation of conference-servicing resources on site
  - Resolves all problems involving the conference servicing operation of the conference
  - In consultation with the Secretary of the Conference, organizes and supervises the carrying out of client satisfaction surveys, as necessary
  - Holds preparatory and in-session briefings for the conference services staff under his or her supervision
  - Prepares a mission report following the conference, highlighting problems encountered and lessons learned
  - Circulates a copy of the mission report to the three other duty stations.

#### *Staffing requirements*

**1 staff member**, usually from the Central Planning and Coordination Service, who has been intimately involved in the planning stages of the conference. Depending on actual staffing requirements of the meeting, he or she may perform the duties of the Chief of Meetings Servicing.

### **Deputy Coordinator**

#### *Functional duties*

- At major conferences, assists the Coordinator and shares his/her responsibilities and acts on his/her behalf, when required
- In consultation with their supervisors, coordinates work schedules of locally recruited staff members.

#### *Staffing requirements*

**1 staff member**. Depending on the size and complexity of the mission, this function may be combined with the functions of the Chief of Meetings Servicing or the Chief of Documents Management. The position may lend itself to joint servicing in the interests of global management.

### **Chief of Meetings Servicing**

#### *Functional duties*

- Supervises the preparation and shipment of conference servicing supplies to the meeting site and ensures their return
- In consultation with the Coordinator or Deputy Coordinator and based on the programme of work, works out assignments for conference officers and locally recruited staff members working in the conference rooms
- In consultation with the Conference Services Coordinator and the Chief Interpreter, as required, prepares the daily programme of meetings
- Trains and supervises local staff and keeps time and attendance records
- Supervises the physical arrangements of the conference rooms, including the podium, and ensures that they are in accordance with established practice and United Nations standards

- 
- Provides meeting statistics on the use of conference services during the session
  - In consultation with the Secretary of the Conference and his or her designate, allocates all meeting space at the site including meeting rooms for regional and other major groupings of Member States and rooms for bilateral consultations, as required.

#### *Staffing requirements*

*1 staff member for conferences with 3 or more parallel meetings with interpretation.* Depending on the actual requirements of the meeting, he or she may perform the duties of the Deputy Coordinator.

### **Conference Officer**

#### *Functional duties*

- Prepares for shipping, from and to Geneva, of all necessary equipment, supplies and stationery needed for the meeting
- During the meetings, actively follows the proceedings, keeps records of the meeting (start/end time, list of speakers), ensuring liaison with the substantive secretariat, other servicing units, and participants, and makes arrangements, as required, to ensure that the meeting proceeds smoothly
- Coordinates the provision of services during each meeting, including provision of required documentation to interpreters
- Ensures delivery to podium officers and to interpreters of statements delivered by conference participants
- In the absence of the Chief of Meetings Servicing, ensures liaison with the Coordinator or Deputy Coordinator on the programme of the conference
- Under the supervision of the Secretary of the Conference and the Conference Services Coordinator, distributes and collects client satisfaction surveys within conference rooms
- May be called upon to write evaluations of locally recruited staff members, in collaboration with the Chief of Meetings Servicing.

#### *Staffing requirements*

*1 per body meeting with simultaneous interpretation,* to be adjusted based on the parameters of the meeting (need for bilateral meetings, level of participants, programme of events). This function may lend itself to joint servicing in the interests of global management.

### **Chief Interpreter**

#### *Functional duties*

- Acts as focal point for the interpretation services in preparation for the mission and as the supervisor of the interpretation team during the mission
- In consultation with the Conference Services Coordinator, gives final approval to the quality of the sound system and the working environment of the interpreters in the conference rooms, including interpretation booths
- Prepares interpreter assignments to ensure provision of interpretation services required in accordance with United Nations standards of quality and timeliness
- Advises the Conference Services Coordinator on the interpretation capacity, including any departures from the approved schedule of meetings
- Submits workload statistics and assignment sheets upon return to UNOG.

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### *Staffing requirements*

#### *1 staff member for conferences and meetings with 40 or more interpreters*

It is important to note that, unless otherwise previously decided and appropriately staffed, interpretation services are only provided for formal meetings of a conference and for such informal meetings as can be managed from within available resources, for example, through the reassignment of interpreters from formal meetings or the cancellation of formal meetings. Interpretation is not ensured for meetings of the bureau of the conference or for meetings of regional and other interest groups. For a major conference the host country may provide interpretation for those meetings. If that is the case, those interpreters are not integrated into the United Nations team and are under the supervision of a host country official. However, the Chief Interpreter, the Conference Services Coordinator and the Secretary of the Conference must be kept advised of any such arrangements.

### **Interpretation Assistant**

#### *Functional duties*

- Prepares interpreter assignments to ensure provision of interpretation services required in accordance with United Nations standards of quality and timeliness
- Advises the Chief Interpreter on the interpretation capacity, including any departures from the approved schedule of meetings
- Submits workload statistics and assignment sheets upon return to UNOG.

#### *Staffing requirements*

*1 staff member for conferences and meetings with 40 or more interpreters.* For smaller meetings, a locally recruited staff member may serve as assistant to the Chief Interpreter.

### **Interpreter**

#### *Functional duties*

- Provides interpretation services from and into the language(s) required according to the approved schedule of meetings
- One interpreter serves as a team leader; for small meetings, particularly regional meetings that do not require interpretation from and into all official languages, he or she may act as Chief Interpreter.

#### *Staffing requirements*

For 10 meetings (each of 2 ½ to 3 hours duration, usually one in the morning and one in the afternoon) without overlap ("parallel meetings") per week based on workload standards of 7 assignments per interpreter per week:

For English, French, Russian and Spanish: 2 interpreters in the booth per meeting. Therefore, for 10 meetings a week the formula is  $10/7 \times 2 = 3$  interpreters are required per language; 3 interpreters per language x 4 languages = 12 interpreters.

For Arabic and Chinese: 3 interpreters in the booth per meeting. Thus, for 10 meetings a week  $10/7 \times 3 = 4$  interpreters per language. Four interpreters x 2 languages = 8 interpreters.

Based on the above, the total required for a 10-meeting week is 20 interpreters.

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## Chief of Documents Management

### *Functional duties*

- Prior to the mission and in coordination with the substantive office, ensures the establishment of the planning table for submission of in-session documentation
- Supervises the work of the on-site documents management office in all phases of in-session work, including remote processing of documentation
- Ensures continuous liaison with representatives of substantive offices on all documentation matters
- Advises substantive offices on document submission matters
- Coordinates the volume of work and its scheduling with the documents management office of the duty station providing remote translation and text-processing
- Maintains liaison with the Conference Services Coordinator on all matters involving documentation processing, reproduction and distribution.

The Chief of Documents Management oversees all documentation areas on site, including reproduction and distribution. Neither reproduction nor distribution should act autonomously, but in concert with Documents Management.

### *Staffing requirements*

**1 staff member.** For smaller conferences or meetings, he or she may act as Deputy Coordinator.

## Documents Management Officer

### *Functional duties*

- Prior to the mission and in coordination with the substantive office and with the Chief of Documents Management establishes the planning table for submission of in-session documentation; with the substantive office and the Reproduction Section, establishes roll figures for all in-session documents as well as a list of background documents to be sent to the mission site and/or to be reproduced on site
- Is responsible for the processing of in-session documents, including by remote translation, controls the workflow of documentation according to relevant rules and regulations regarding United Nations documentation, and ensures application of those rules and regulations
- Establishes and maintains direct contact with the documents management office at the duty station providing remote translation and text processing, and furnishes all relevant information in order for overtime work to be organized at that duty station
- Receives from submitting officers/departments documents to be processed, screens them for acceptable submission standards and proper authorization, requests submitting officers to correct discrepancies, if any, and maintains liaison with them
- Registers all documents and enters all information on the appropriate form; ensures transmission of texts, including production schedules, to the duty station for processing and receives completed texts at the mission site
- Coordinates the volume of work and schedules with the documents management office of the

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off-site duty station and also with other services at the mission site, including information technology specialists, documents reproduction and documents distribution

- Generates/maintains a priority list to keep track of work in progress and its status
- Ensures timely delivery of all documents to on-site documents reproduction
- Particularly for small meetings, may perform the duties of the Information Technology Specialist as pertains to all equipment needed for submission of documentation for off-site processing.

#### *Staffing requirements*

*1 staff member for meetings and small conferences with limited in-session documentation and 1 staff member per shift for a major conference with 24-hour coverage of remote and on-site processing of in-session documentation.* This is a function that might lend itself to joint servicing in the interests of global management.

### **Documents Reproduction Officer**

#### *Functional duties*

- Establishes printing facilities at the mission site and makes sure that all necessary equipment is appropriate and in good working condition, and ensures that sufficient supplies are available
- Establishes the working methods and procedures for reprographic facilities at the mission site
- Supervises and, if necessary, trains the local staff at the mission site in the operation of all reprographic equipment and, dependent upon the number of staff, may also be required to partake in the operation of reproduction equipment
- Ensures adherence to the reproduction deadlines, as established by on-site Documents Management, and forecasts the ability to handle the workload by assigning work to local staff and monitoring output for optimum quality, quantity and timeliness
- Troubleshoots equipment in the event of a minor breakdown
- Establishes and maintains contact with the local equipment supplier to ensure prompt maintenance/repair/replacement, as necessary
- May be called upon to write evaluations of locally recruited staff members.

#### *Staffing requirements*

*1 staff member for meetings and small conferences with limited in-session documentation and 1 staff member per shift for a major conference with 24-hour coverage of remote and on-site processing of in-session documentation.* This is a function that might lend itself to joint servicing in the interests of global management.

### **Documents Distribution Officer**

#### *Functional duties*

- Sets up an on-site documents distribution centre and ensures availability of pre-session and in-session documentation for authorized recipients during the meeting
- Ensures shipment of documents, reference materials, equipment and other necessary work materials to the mission site in order to set up the documents distribution centre
- For major conferences, circulates to conference participants a questionnaire requesting their documentation requirements in terms of languages and quantities needed

- 
- Establishes the working methods and procedures for on-site document distribution facilities
  - Trains and supervises locally recruited staff, as required
  - Maintains contact with the Chief of Documents Management and, as required, the Conference Services Coordinator to determine the documentation needs of the conference
  - In consultation with the Conference Services Coordinator and the Chief of Documents Management, makes programming decisions for the distribution staff
  - Maintains liaison with other units at the conference, in particular the NGO (non-governmental organization) office and the press office, as regards documentation requirements
  - If required, establishes office-to-office documentation distribution during the conference and carries out desk-to-desk distribution of documents in the conference rooms
  - May be called upon to write evaluations of locally recruited staff members.

#### *Staffing requirements*

*1 staff member for meetings and small conferences with limited in-session documentation and 1 staff member per shift for a major conference with 24-hour coverage of remote and on-site processing and distribution of in-session documentation.* For smaller meetings with limited documentation, the functions of the Documents Reproduction Officer and the Documents Distribution Officer could be combined. This is a function that might lend itself to joint servicing in the interests of global management.

### **Information Technology Specialist**

#### *Functional duties*

- Responsible for all the technical aspects of document transmission and receipt in all six official languages between the mission site and the Documents Management Office of the duty station at which translation and text-processing are being done
- Establishes the following:
  - Source of the computer equipment (PCs, monitors, printers): local availability vs shipment from UNOG
  - Type of power supply (voltage, frequency), power receptacles (plugs, outlets, grounding)
  - Type of telephone lines at the conference site (analogue vs digital PBX), availability of long-distance calls for both voice calls and modem-based data communication, type of telephone outlets
  - Type of local area network (LAN) operating system at the conference site, IP assignment (static vs dynamic)
  - Access to the Internet from the conference facility (and the hotel), speed of the connection, type of internet service provider (ISP)
  - Technical details of the PC equipment made available during the conference (specifications of computers and storage media, monitors, keyboards, printers and paper size) and LAN-shared devices
  - Collection of telephone/fax numbers, e-mail addresses and names of the contact points in the documents management office at the off-site location providing remote translation and text-processing services
  - Access to a password-protected ftp site for the transfer of documents between the

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conference site and the remote translation/text-processing site (user and administrative type)

- Obtention from the relevant information technology (IT) section/unit all equipment needed, cables, converters, software packages and software drivers
- Arrangements for the secure packing of all equipment needed and handling of excess baggage, if applicable
- Preparation of detailed list of the equipment carried for inventory/security purposes (one copy for the relevant IT section/unit, one for the staff member)
- Obtention of the necessary property passes for equipment
- Full contact with the on-site Chief of Documents Management regarding the overall documentation requirements of the meeting.

#### *Staffing requirements*

*1 to 3 staff members (1 per shift) if 24-hour remote processing of documentation is required.* This is a function that might lend itself to joint servicing in the interests of global management.

### **B. Secretary of the Conference and his or her staff (substantive office)<sup>3</sup>**

#### **Secretary of the Conference**

- Plans, manages and coordinates the programme of work and schedule of meetings of the conference in consultation with the Conference Services Coordinator and other relevant secretariat officials and representatives of the host country
- Provides competent and informative advice and overall assistance to the Chairperson and other officials of the conference in the conduct of the proceedings of the conference
- Consults and negotiates with secretariat officials, heads of delegations and, as necessary, representatives of the regional groups on the work of the conference
- Coordinates the work of the plenary of the conference
- Convenes and manages meetings of the bureau of the conference, in consultation with other relevant secretariat officials
- Oversees the work of all negotiating bodies established by the conference plenary and assigns members of his or her staff to coordinate their work
- Oversees the preparation of the draft report of the conference plenary.

#### **Deputy Secretary of the Conference**

- Assists the Secretary of the Conference by participating in all stages of the organization, preparation and management of the conference
- Coordinates the work of the Main Committee of the conference
- Provides guidance to the Chairperson and other officers of the Main Committee and to delegations on the rules of procedure and established practices regarding arrangements and proceedings of the Main Committee and on the conduct of business of meetings

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<sup>3</sup> The list of staff members of the substantive office at an external conference is not exhaustive, and includes only those whose duties include daily contact and collaboration with CSD staff members. It does not include suggested staffing requirements.

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- Prepares speaking notes for the Chairperson of the Main Committee for each meeting and on each item of the agenda
  - Drafts the report of the Main Committee
  - Coordinates and supervises the work of local support staff.

### **Assistant Secretary of the Conference**

- Assists the Secretary of the Conference in the organization, preparation and management of the conference
- Coordinates the work of the working and drafting groups
- Assists in drafting speaking notes for the Chairperson of the Conference for each meeting and on each item of the agenda
- Supervises the preparation and submission of all in-session documentation, including draft resolutions, decisions and reports
- Prepares and submits daily summaries for the journal and a programme of work for the next day
- Carries out the procedural arrangements for all sessions, including journal entries and podium positions
- Assists in drafting the report of the plenary of the conference.

### **Documents Submission Officer**

- Oversees the planning, forecasting and monitoring of in-session documentation for the Conference
- Submits in-session documentation (draft texts, including resolutions or decisions and sections of the draft report of the Conference) to the on-site documents management office for translation, processing and issuance in all official languages
- Reports on the status of documentation
- Coordinates the dates and times of the issuance of in-session documentation with the Secretary of the Conference and the on-site Chief of Documents Management
- Approves circulation of non-official documentation submitted on site by accredited delegations, organizations, United Nations bodies and others
- Prepares an information note on submission and/or circulation of such documents.

### **Meeting Services Assistant to the Secretary and Deputy Secretary of the Conference**

- Assists the Secretary and/or Deputy Secretary of the Conference in providing technical services to conferences
- Maintains lists of speakers
- Ensures liaison with the local offices so that the office and equipment requirements for the staff are in place
- Drafts the speaking notes for the Chairperson of the conference
- Drafts procedural chapters of the draft report of the conference
- Compiles, upon request, synoptic tables for negotiation or prepares consolidated texts for final submission
- Drafts the daily programme and organization of work and the summary of the proceedings of the meetings for publication in the conference journal.

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### **Administrative Officer**

- Maintains liaison with substantive departments and the conference secretariat, in particular the Conference Secretary and the Conference Services Coordinator, on financial and administrative matters related to conference servicing, such as certification of expenditures, staffing list of the conference, and drafts correspondence on matters related to personnel, finance and general administration at the conference site
- Attends to the financial arrangements of hotel accommodation, as necessary
- Ensures the delivery of items shipped to the conference venue
- Contacts the logistics/transportation officer for the transport of all conference staff members between hotels and the conference site.

### **Logistics/Transport Officer**

- Makes all arrangements for shipments from the headquarters location to the meeting/conference venue
- Together with local authorities at the site, ensures that the shipment passes through local customs and makes arrangements for it to be sent to the conference venue
- Keeps and distributes all supplies and stationery during the conference
- Coordinates transportation of staff between hotels and the conference venue, where necessary establishing schedules
- Makes arrangements for travel by car (provided by the authorities) for high-level officials
- Maintains a hotel list and telephone numbers of all staff members
- Makes all arrangements for return shipment of materials, through customs, to the headquarters location.

## Annex III - Conference services requirements, including staffing, facilities and equipment, for external missions and conferences<sup>4</sup>

Title of meeting: \_\_\_\_\_

Venue: \_\_\_\_\_

Convened by: \_\_\_\_\_ (mandate)

Proposed dates: \_\_\_\_\_

Conference services requirements for staff, facilities, equipment, and supplies are based on an estimated \_\_\_\_ meetings per day (in the morning and in the afternoon) for \_\_\_\_ days, with provision, as required, for extended or night meetings, each provided with simultaneous interpretation from and into Arabic, Chinese, English, French, Russian and Spanish, unless otherwise decided, and for the remote processing (translation and text-processing), reproduction and distribution of \_\_\_\_\_ pages of in-session documentation.

### A. Staff to be provided by UNOG CSD\*

- \_\_\_ Conference Services Coordinator
- \_\_\_ Deputy Conference Services Coordinator
- \_\_\_ Chief of Meetings Servicing
- \_\_\_ Assistant(s) to the Coordinator and Deputy Coordinator
- \_\_\_ Conference Officers
- \_\_\_ Chief of Documents Management
- \_\_\_ Documents Management Officers
- \_\_\_ Documents Distribution Officers
- \_\_\_ Documents Reproduction Officers
- \_\_\_ Chief Interpreter
- \_\_\_ Assistant to the Chief Interpreter
- \_\_\_ Interpreters
- \_\_\_ Information Technology Specialists

### B. Local conference services staff to be provided by the host Government

- \_\_\_ Assistant Conference Officers
- \_\_\_ Secretaries (\_\_\_ languages required)
- \_\_\_ Documents Reproduction Assistants (\_\_\_ shifts per day)
- \_\_\_ Documents Distribution Assistants (\_\_\_ shifts per day)
- \_\_\_ Messengers (\_\_\_ shifts per day)
- \_\_\_ Computer Technicians
- \_\_\_ Photocopy Equipment Technicians
- \_\_\_ Sound Engineers

\* The number and level of CSD staff will depend on the complexity and magnitude of the external mission or conference (see annex II).

<sup>4</sup> Adapted from the report of the DGACM Task Force on Meetings Planning and edited so as to be UNOG-specific.

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- *One conference room for plenary meetings* with the following capacity and equipment:
    - Seating for \_\_\_ participants at tables with chairs with arms (2 per delegation)
    - Seating for \_\_\_ advisers directly behind (2 per delegation)
    - Approximately \_\_\_ additional seats for representatives of non-governmental organizations, the media and the public (chairs only, no tables); the press section should have writing surfaces attached to the chairs
    - \_\_\_ (number of seats required)–position podium with two rows of advisers’ seats behind; the front of the podium should be draped or constructed so as to present a solid front to the audience; the podium and speaker’s lectern area should be accessible to the disabled.
    - \_\_\_ standing lectern with microphones, reading light and area for water and glasses; a United Nations logo should be affixed to the front of the lectern; no other logo can appear.
    - \_\_\_ large open booth(s) for photographers in a central place facing the podium
    - \_\_\_ positions for \_\_\_ TV cameras and pool photographers on the floor
    - \_\_\_ ceremonial chair wired for reception of interpretation for visits by Heads of State
    - \_\_\_ table(s) accommodating \_\_\_ seats for conference officers and for \_\_\_ other secretariat staff members; table(s) should be wired for reception of interpretation and have a telephone with a blinking light (not a bell) – located below podium level
    - \_\_\_ table wired for reception of interpretation to accommodate \_\_\_ press officers with \_\_\_ telephones with blinking lights (not bells) – located below podium level
    - \_\_\_ booth(s) inside the conference room for documents distribution with shelving or pigeonholes; the booth(s) should be wired for interpretation and equipped with telephones with blinking lights (not bells)
    - One (1) backdrop according to United Nations specifications, i.e. showing the title, dates and venue of conference, the United Nations logo and the conference logo, the former being larger in size. No other information or logo should appear.
  - \_\_\_ *(number required) conference rooms for committee meetings*, each with the following capacity and equipment
    - Seating for \_\_\_ participants at table (1 per delegation)
    - Advisers’ seats directly behind plus additional seating for approximately \_\_\_ representatives of non-governmental organizations, the media and the public (chairs only, no tables); the press section should have writing surfaces attached to the chairs
    - \_\_\_ (number of seats required)–position podium with one row of advisers’ seats behind; the front of the podium should be draped or constructed so as to present a solid front to the audience; the podium area should be accessible to the disabled
    - \_\_\_ table(s) accommodating \_\_\_ seats for conference officers and for \_\_\_ other secretariat staff members; table(s) should be wired for reception of interpretation and have a telephone with a blinking light (not a bell)
    - \_\_\_ table wired for reception of interpretation to accommodate \_\_\_ press officers with \_\_\_

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- telephones with blinking lights (not bells)
  - One (1) booth inside the conference room for documents distribution with shelving or pigeonholes; the booth should be wired for interpretation and equipped with a telephone with a blinking light (not a bell)
  - One (1) backdrop according to United Nations specifications, i.e. showing the title, dates and venue of conference, the United Nations logo and the conference logo, the former being larger in size. No other information should appear.
- \_\_\_\_ *(number required) conference rooms for consultations*, with the following capacity and equipment
    - Seating for \_\_\_\_ participants at table with one adviser seat behind each (no additional seating for the media or the public)
    - One (1)-position podium with advisers' seats behind; the front of the podium should be draped or constructed so as to present a solid front to the audience
    - One (1) desk and \_\_\_\_ chairs near the podium for conference officers; desk should be wired for reception of interpretation and have a telephone with a blinking light (not a bell).
    - One (1) booth for documents distribution, with shelving or pigeonholes, inside the room wired for interpretation and equipped with a telephone with a blinking light (not a bell).

All conference rooms mentioned above should be equipped with:

- *State-of-the-art sound systems* with *microphones* for all seats on the podium and one per delegation in each conference room and *headsets* for all participants (seven-channel if all official United Nations languages are being used). Additional standing or mobile microphones (*baladeurs*) may be required in some conference rooms, in particular the plenary room.
- *Interpretation booths* equipped with a sound system for simultaneous interpretation from and into six official languages together with facilities for sound recording. The *English, French, Russian and Spanish interpretation booths* should each accommodate *two interpreters* comfortably; the *Arabic and Chinese interpretation booths* should accommodate *three interpreters* in each booth. Interpreters should be able to switch to seven channels, i.e. the original language as well as the six language channels. The Arabic and Chinese booths require a system whereby they can override either the English or French booth so that the Arabic and Chinese interpreters can work into those languages without physically moving to either booth. Telephones (with blinking lights, not bells) should be provided in at least two of the booths in each conference room with two desk lamps in each of the English, French, Russian, Spanish booths and three in both the Arabic and Chinese booths. ISO standards to be observed
- \_\_\_\_ *Caucus rooms* with seating for up to 50 participants each, with public address systems but no interpretation facilities; no tables or desks required; additional chairs as required
- \_\_\_\_ *Conference rooms for small consultative meetings* of up to 20 participants each.

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Caucus and consultation rooms can be used, according to the requirements of the conference, for meetings of the conference bureau and for meetings of regional and other interest groups of States. If interpretation services are to be provided for those meetings, larger conference rooms can be used. It must be noted, however, that such services are not as a rule provided for those meetings.

- *One (1) Delegates' Lounge*

A message centre should be established in or close to the Delegates' Lounge with pigeonholes (approximately 250 for a large conference) for the distribution of messages, invitations and unofficial documentation. There should also be a *public address system* for announcements at the start and conclusion of meetings. The message centre should also have 3 desks and chairs, 6 extra chairs and 3 telephones for the use of the staff. Telephones with local dialling capability should be provided for delegation use.

## **D. Office areas**

### *Offices for elected conference officials (all VIP offices)*

- 1 office for the President of the Conference (including area with table and chairs to seat from 15 to 20 persons for daily meetings) to be located near the plenary hall
- 1 office adjacent to the President's office to accommodate one secretary
- \_\_\_ offices for the Chairpersons of the Main Committee and of other negotiating committees (including area with table and chairs to seat from 15 to 20 persons for daily meetings)
- \_\_\_ offices adjacent to the Chairpersons' offices to accommodate secretaries
- \_\_\_ office of the Rapporteur-General of the Conference (including area with table and chairs to seat from 15 to 20 persons for meetings of Friends of the Rapporteur-General)
- \_\_\_ office adjacent to the Rapporteur-General's office to accommodate one secretary.

### *Offices for CSD staff members*

- One (1) VIP office for the Conference Services Coordinator with an adjacent office for one secretary/assistant; space and furnishings to accommodate daily meetings of eight to ten people
- \_\_\_ offices for the Deputy Coordinator, Chief of Meetings Servicing, Chief of Documents Management, Conference Officers, Chief Interpreter, Documents Management Officers and Information Technology Specialists (with adjacent space for \_\_\_ secretaries or local assistants)
- One (1) Interpreters' Lounge to be furnished with \_\_\_ armchairs, \_\_\_ desks and chairs, \_\_\_ pigeonholes, and a blackboard with chalk, also to be provided with a noticeboard with pins and two or three telephones with local lines. To be located in close proximity to the office of the Chief Interpreter.

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Each office should be appropriately equipped with desks and chairs (computer desks and chairs required for most staff), desk lamps, visitor chairs, supply cabinets and filing cabinets with locks, general office supplies, including wastepaper baskets, in and out trays (as required) and coat racks. Each office should have one telephone for inter-office communication, although some offices, in particular those of the Coordinator, the Chief of Documents Management and the Chief Interpreter, will require international dialling and fax transmission capability. Shared offices will require one telephone for each staff member. An office supply room should be established where staff may requisition additional supplies. Office door signs should indicate room numbers and functional titles. VIP offices require water jars and glasses on trays.

### **E. Documents reproduction and distribution**

- One (1) large area for documents reproduction (at least 150 m<sup>2</sup>) with 3 desks and chairs, 15 to 20 extra chairs, 10 large tables, 5 large waste bins, 1 or 2 supply cabinets that can be locked, 3 desk lamps, 3 waste-paper baskets, 3 telephones (one with an international outside line); the lighting level should be sufficiently high for detailed work on documents
- One (1) large area for documents distribution with 3 desks and chairs, 15 to 20 extra chairs, 200 linear feet of shelving, units with a capacity of at least 300 pigeonholes, 10 large tables, 1 documents counter (3 m long) with 1 supply cabinet, 10 hand trucks for moving documents, 1 strap-tier bundling machine, 3 desk lamps, 2 large waste bins, 3 waste-paper baskets, 3 telephones (one with an international outside line); the lighting level should be sufficiently high for detailed work on documents
- Large locked storage area for the use of documents reproduction and distribution.

### **F. Equipment, furniture, supplies, and services to be provided by the host Government**

- *Conference services requirements*
  - \_\_\_ photocopying machines (\_\_\_ for office use and \_\_\_ near the conference rooms for use of conference officers), to be high-speed Xerox 1090 or equivalent with recto/verso, collating and stapling capabilities
  - \_\_\_ personal computers (equipped for Microsoft Word and for Internet search) and printers
  - \_\_\_ personal computers (for retrieval of remote translation)
  - \_\_\_ laser printers (for retrieval of remote translation)
  - \_\_\_ CD-ROMs
  - \_\_\_ facsimile machines, all with international dialling capability
  - \_\_\_ telephone answering machines, one for general information on the programme of meetings and one for messages for the interpretation staff.

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- *Reproduction equipment and supplies*

- Photocopying machines, to be high-speed with capacity to run \_\_\_\_ copies per minute, one sided on 8.5" X 11" or A4-sized paper (but able to handle larger paper) and with recto/verso, collating and stapling capabilities. Availability of local servicing and parts is crucial.
- Digital duplicators – as digital duplicators are faster than photocopiers, but do not staple or do recto/verso, a combination of the two is advisable.
- Collating system, with stitching and folding capability with a capacity of 50 to 60 pages (example: Bourg AE10, AGR-P and PAP or the equivalent)
- Small collators for single-sheet collation (unnecessary if photocopiers and digital duplicators have collating capability)
- Variety of staplers
- Pre-press supplies: white-out, rulers, clear tape, white tape, scissors and staple removers
- Post-press supplies : staples, staplers, string or twine, stitching wire for collators
- Paper: \_\_\_\_ reams with additional supply as required
- Power requirements must be taken into consideration for the choice of machines
- **Note:** Estimated page impressions required: \_\_\_\_

- *Conference room equipment*

- Programme boards at all entry points with indication of name of body meeting and time of meeting
- Delegation nameplates and holders\*
- United Nations logos to be affixed to lecterns and podiums\*
- Blocks, gavels, ballot boxes, domino boxes\*
- Electric or manual pencil sharpeners
- Tapes and/or cassettes for archiving and recording
- Pads and pencils for use of participants at tables
- Water jars or bottles of mineral water, glasses and trays for conference rooms and for interpreters' booths\*\*
- Flags of the United Nations and the host country (one set for inside the conference centre and one for outside)\*

Water coolers should be placed throughout the complex for the use of delegates and staff.

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\* Provided by CSD.

\*\* Water service, in particular for the interpreters, should be provided at the beginning of every meeting and refreshed as necessary.

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- *Communications equipment for CSD staff members*
    - \_\_\_ Cellular phones
    - \_\_\_ Walkie-talkies
    - \_\_\_ Beepers
    - \_\_\_ Telephones in offices, including \_\_\_ with international dialling capability.
  - *Other facilities and services to be provided by the host country at the conference sites*
    - Information desks throughout the conference centre staffed with multilingual locally recruited staff, to be open as long as meetings are taking place
    - Security services
    - Assistance with visa and national custom requirements
    - Medical first-aid station, to be professionally staffed as long as meetings are taking place
    - Ambulance for emergency needs available close to the conference site at all times
    - Information and greeting desk at airport upon arrival of conference participants and staff
    - Cyberspace: \_\_\_ PCs to be made available for use of conference participants and staff at no charge, not necessarily including printers and paper supply
  - *Transportation to be provided or made available by the host country*
    - Pick-up for all conference participants and international staff at the airport upon arrival and transport to hotels or to registration area; special lanes should be set up to facilitate their passage through passport control
    - Shuttle service from registration area to hotels and to the conference site, to continue until the registration area is closed
    - Daily shuttle service between hotels and the conference site, to run as long as meetings are taking place at the conference centre\*
    - \_\_\_ saloon cars with drivers for use of senior United Nations officials (list to be provided)
    - \_\_\_ minibus(es) with drivers for use of conference-servicing staff. A separate minibus is usually required for the sole use of the interpreters.
    - Transportation from hotels to the airport following the closure of the conference.
  - *Commercial services to be made available at the conference site to conference participants and staff*
    - Banking services
    - Post office
    - Cafeterias, snack bars, coffee bars and restaurants; food and beverage service at a variety of prices should be available as long as meetings and/or consultations are taking place.
- Note:** A hungry delegate is not a happy delegate

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\* Depending on arrangements made with the host country, the daily shuttle service for conference participants may be on a commercial basis, but must be free for all United Nations staff members.

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- Business centre, including PCs and printing service, long-distance telephone, photo-copying, cable, telex and facsimile receipt and transmission, and multilingual secretarial service, including text-processing
  - Kiosk with newspapers and magazines for sale
  - Travel office.

## Annex IV - Glossary of commonly used terms

*Additional meetings* – upon the approval of the appropriate legislative and budgetary authority, a specified number of meetings for a session in addition to the normal *entitlement* of the requesting body (see also *Meeting*)

*Ad hoc body* or *group* – a number of secretariat officials, government representatives, experts or others established for a specific purpose and a limited time to investigate a single topic; the mandate for an ad hoc group requires renewal

*All States* – a term used to denote a special or *external conference* to which all Member States, non-member States and States members of specialized agencies are invited and in which they may participate with no distinction being made between them

*APG* – automated system for the assignment of interpreters to meetings

*"As available"* – the provision of conference services, in particular interpretation, to a meeting or a session of an organ upon the condition that those services can be provided from within existing resources from reassignment of cancelled services. "As available" services cannot be guaranteed in advance; their provision will only be known shortly before the meeting concerned or on the day of the meeting itself

*Bureau* – the officers of the intergovernmental or expert body concerned. May include the following:

- President or Chairperson
- Vice-President or Vice-Chairperson – may be more than one
- Rapporteur or Rapporteur-General

*Calendar* – the official biennial calendar of conferences and meetings of the United Nations as recommended by the Committee on Conferences to the General Assembly for approval, contained in the report of the Committee to the Assembly and issued as an official document (see also *Committee on Conferences*)

*Calendar meeting/session* – a meeting or session that is listed in the official United Nations calendar of conferences and meetings and that, therefore, has the right to request and receive *conference services* according to its *entitlement*

*Closed meeting* – see *Meeting*

*Commission* – usually an *intergovernmental body* with a standing *mandate* and *entitlement* established by an *organ* of the United Nations within a specific sphere of competence. In the economic, social and related fields, commissions are established by and report to the Economic and Social Council; they are called *functional commissions* and include the following:

- Statistical Commission (secretariat located at Headquarters)

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- Commission on Population and Development (Headquarters)
  - Commission for Social Development (Headquarters)
  - Commission on Human Rights (Geneva)
  - Commission on the Status of Women (Headquarters)
  - Commission on Narcotic Drugs (Vienna)
  - Commission on Crime Prevention and Criminal Justice (Vienna)
  - Commission on Sustainable Development (Headquarters)

These are not to be confused with the *regional commissions*, which are United Nations offices covering specific geographic areas, i.e. Economic Commission for Africa (ECA), Economic Commission for Latin America and the Caribbean (ECLAC), Economic Commission for Europe (ECE), Economic and Social Commission for Asia and the Pacific (ESCAP), and Economic and Social Commission for Western Asia (ESCWA)

*Committee* – see *Subsidiary body*

*Committee on Conferences* – a subsidiary organ of the General Assembly that is responsible for overseeing the complete United Nations conference services programme, and reports thereon to the Assembly on an annual basis (see also *Calendar*)

*Conference* – in United Nations terms, (a) a standing body, usually established by the General Assembly, devoted to the study of a particular topic, with a permanent secretariat unit linked to it, e.g. the Conference on Disarmament, the United Nations Conference on Trade and Development, (b) a formal time-limited gathering - often called a *special conference* - of Governments and observers established by the General Assembly (A/CONF) or the Economic and Social Council (E/CONF) to examine a particular topic and to report thereon, e.g. the International Conference on Population and Development, the United Nations Conference on Environment and Development, (c) a session, usually annual or biennial, of States parties to a Convention, e.g. the Conference of the Parties to the United Nations Framework Convention on Climate Change or the United Nations Convention to Combat Desertification in Those Countries Experiencing Serious Drought and/or Desertification, Particularly in Africa

*Conference services* – meetings planning, scheduling and coordination, use of conference rooms, presence of meeting-room support (attendants, conference room officers, meeting services assistants, sound operators), documentation services (pre-, in- and post-session), including documentation management, editing, translation, text-processing, reproduction and distribution, and interpretation services in any or all of the six official languages of the United Nations; also the provision of any or all of those services to intergovernmental and other bodies

*Conference-servicing headquarters* – the location of the office providing such services to an inter-governmental or other body, for initial planning purposes often the same as the *established headquarters*; the location of the Coordinating Office

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**CSD** – Conference Services Division of the United Nations Office at Geneva; its constituent parts are the Central Planning and Coordination Service, the Languages Service, the Publishing Service and the Interpretation Service

**DGACM** – Department for General Assembly and Conference Management

**DRITS** – automated Documents Registration, Information and Tracking System (now Internet-based as iDRITS)

**eMeets** – central electronic tool for scheduling meetings and allocating conference services resources

**Entitlement** – in reference to an intergovernmental or other body, includes three elements: (a) the length of time – usually expressed in working days, which is normally taken to mean two meetings per day with full **conference services**, or in weeks – that a body sits in session, as contained in its originating **mandate** and/or as subsequently modified by other legislative authority, and the frequency (or **periodicity**) of sessions; (b) languages of translation of official documents and of interpretation; and (c) provision, type and languages of meeting records

**Established headquarters** – (a) the United Nations location, i.e. Headquarters (New York), Geneva, Vienna or Nairobi, where a body is expected to hold its sessions. It is based on the location of the organizational unit that provides substantive services to the body concerned. See also **Headquarters principle**

**Expert body** or **expert group** – a **subsidiary body** the members of which may be governmental experts, i.e. elected as State representatives, or members serving in their personal capacity, i.e. elected as individuals

**External conference** – a session of an intergovernmental body or a **special conference** that is held elsewhere than at its established headquarters location, usually upon invitation of the **host country**. The legislative body that has approved the holding of the conference, usually the General Assembly, the Economic and Social Council or the conference of parties to the convention concerned, or its bureau, is required to adopt a decision or resolution welcoming the invitation from the **host country** and establishing the parameters of cooperation between the United Nations and the host country (see also **Host country agreement**).

**Formal meeting** – see under **Official meeting**

**Functional commission** – see under **Commission**

**General Committee** – specifically for the General Assembly, this body includes the elected officers of the given session of the Assembly and the Chairpersons of the Main Committees at that session

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*General debate* – a segment of a session or conference during which representatives are expected to deliver statements of a general nature or on a topic or topics of their choosing with a relation to the agenda of the body. A general debate is usually open to all members and observers and is based on a pre-established *speakers' list*, which gives the order in which speakers are to take the floor

*Headquarters principle* – a decision of the General Assembly according to which an organ meets at its *established headquarters*, unless authorized in a legislative mandate to meet elsewhere

*High-level segment* – a defined number of meetings during a session or a conference, often devoted to the consideration of a single topic, at which participation of ministers or, on occasion, Heads of State or Government is expected

*Host country* – see *External conference*

*Host country agreement* – in the case of an *external conference*, a legally binding agreement between the United Nations and the government of the country concerned setting out the responsibilities of each party in the preparation, organization and conduct of the conference, including staffing and financial aspects thereof (see ST/AI/342 and ST/AI/2001/16 for details)

*Informal informals* (also called “*caucus meetings*”) – used unofficially to designate meetings of groups of representatives to a body for the purposes of deliberation or negotiation on specific draft proposals before that body, usually, unless otherwise decided, without secretariat support or conference services (except conference rooms)

*Informal meeting* – see *Unofficial meeting*

*Intergovernmental body* – a body whose members represent Member States of the United Nations or observer States

*Limited mandate* – a legislative mandate that is valid only for a stated period of time and is thus subject to renewal

*Mandate* – (see also *Limited mandate* and *Standing mandate*) the legislative authority – General Assembly or Economic and Social Council resolution or other (such as rules of procedure) – by which a body is established and according to which it has the right to meet and to obtain *conference services* for its meetings. The mandate will include the following elements:

- Terms of reference – the sphere of competence of the body concerned
- Membership and composition – number of members, often defined according to geographical grouping
- Term of office of members

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- Reporting procedure
  - Frequency of meetings or sessions
  - Languages of translation of official documentation and of interpretation within meetings
  - Provision of meeting records

**Meeting** – a gathering of two or more persons for three or fewer hours in sequence (one of a series of meetings during a session) during which a legislative, administrative or deliberative body occupies a conference room and requires some **conference services**

- Meeting with interpretation
- Meeting without interpretation
- **Open meeting** – in the case of a meeting of an intergovernmental or other legislative or deliberative body, one that is open to all those who are accredited to participate in the particular session of the body, including representatives of non-governmental organizations and members of the media. Sometimes called a “**public**” meeting. However, the use of that term should be discouraged since meetings of United Nations bodies are not as a rule open to the “**general public**”
- **Closed meeting** – usually a meeting that is open to all members and observers of the body concerned but that representatives of non-governmental organizations or members of the media may not attend
- **Private meeting** – by invitation only; this term should not be used for intergovernmental meetings as it causes confusion with **closed meeting**

**Meetings in parallel** – simultaneous meetings with complete **conference services**, in particular with interpretation services required

**Member** – (a) a State that has been admitted to the United Nations; (b) a representative who has been elected or appointed to serve a specific term on the organ concerned

**Non-calendar meeting/session** – a meeting or session that is not listed in the official United Nations calendar of conferences and meetings

**Observer** – a non-member representative who has the right to attend meetings of the **organ** concerned and to participate in the deliberative work of that organ but in general does not have the right to take part in the legislative activity of the body, such as voting. May include the following:

- Observer State – a non-member State that has been accorded the right to participate in the deliberative work of the organ. Note: States members of the regional commissions (see below) that are not Members of the United Nations are considered observers (see also **All States**)
- Intergovernmental organizations and other entities with a standing invitation to participate in the deliberations of the organ concerned, e.g. the General Assembly or the Economic and Social Council

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- Representatives of United Nations organs, specialized agencies, funds and programmes and related organizations
  - For some intergovernmental bodies, representatives of accredited non-governmental organizations (referred to as those in general consultative status with the Economic and Social Council) may be considered observers

*Official meeting* – a conference or meeting (including informal consultations) convened by or on behalf of a *calendar body*, which may also be termed a *formal meeting*, during which the body concerned makes use of conference services in accordance with its *entitlement*. The proceedings of the official meetings of some bodies, upon decision by the General Assembly and as part of the body's *entitlement*, are recorded in PVs (verbatim records) or SRs (summary records).

*Open meeting* – see under *Meeting*

*Organ* – in strict parlance, the principal organs of the United Nations are the Security Council, the General Assembly, the Economic and Social Council, the Trusteeship Council, and the Secretariat. The term may be used to designate any formally established legislative or deliberative body.

*Periodicity* – see under *Entitlement*

*Plenary* – usually designates a meeting that all members and observers (States or others) may attend. One speaks of an intergovernmental body “*meeting in plenary*” (see also *Official meeting*).

*RB (regular budget) meeting/session* – a meeting or session the conference services costs of which are included in the biennial budget of the Department for General Assembly and Conference Management and which are thus provided at no cost to the body itself or its secretariat within the limits of the organ's *entitlement* (see also *XB (extrabudgetary meeting)*)

*Regional and other major groupings of Member States* – groups of representatives of Member and observer States by geographic region that meet for the purposes of discussion, usually in connection with sessions of intergovernmental bodies or conferences. Among the regional groups are the following:

- Group of African States
- Group of Asian States
- Group of Eastern European States
- Group of Latin American and Caribbean States (GRULAC)
- Group of Western European and Other States (WEOG)

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Among the other major groupings of States that meet for deliberative purposes are the following:

- Alliance of Small Island States (AOSIS)
- European Union and its member States
- Group of Arab States
- Group of 15
- Group of Least Developed Countries
- Group of 77 and China (which is an associate member of the Group)
- Non-Aligned Movement (NAM) and its Coordinating Council
- States of the Organization of the Islamic Conference

It is important to note that these groups are not officially recognized as intergovernmental bodies and that they have no automatic entitlement to conference services. Unless agreed to in advance and provided from within existing capacity, meeting rooms and interpretation services are provided on an *as available* basis. Meetings of such groups should be listed in a journal or daily programme of meetings under the heading “Meetings other than meetings of United Nations bodies”.

*Regional commission* – see under *Commission*

*Round table* – during a session of an intergovernmental body or during a conference, a meeting devoted to consideration of a specific topic, often in the form of short statements or presentations plus a question-and-answer period with the participation of all present. Participation in round tables may be limited and speakers, generally panellists, are not expected to deliver pre-packaged statements but to participate in a more or less informal fashion

*Secretary of a body* – the secretariat official whose role it is to advise the President or Chairperson of the body in the conduct of the session, to organize meetings of the bureau and to perform other roles such as may be required

*Session* – a continuous series or group of individual or parallel meetings of a legislative, administrative or deliberative body; the complete period of time (e.g. four working days, two weeks, etc.) during which, in accordance with its *mandate* and *entitlement*, a body deliberates the questions on its agenda. Commonly used, or more specific, terms include the following:

- *Organizational session*, the purpose of which is to prepare for a later session
- *Regular or substantive session* – the principal session of the body
- *Emergency session*, which requires a separate mandate from the higher legislative authority
- *Special session*, which is usually devoted to a specific topic and which also requires a separate mandate
- *Emergency special session*
- *Resumed session*, which is the continuation at a later date of a session the work of which has not been completed
- *Annual session* – may be used for a body that meets annually, to distinguish that session from special or emergency sessions.

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Sessions may be denoted (a) by year, e.g. the 2006 organizational or substantive session of the Economic and Social Council, or (b) by order of their occurrence since the establishment of the organ, e.g. the sixtieth session of the General Assembly.

*Special conference* – see *Conference* and *External conference*

*Standing mandate* – a legislative *mandate* that is not limited in time and does not require renewal by the authority concerned

*Subcommission* – a *subsidiary body* established by a *commission* with a *standing mandate* to investigate a specific topic and to report to the “parent” commission on its findings

*Subsidiary body* – a body established by another *intergovernmental body* (sometimes called the “parent”) that has a separate membership and distinct *entitlement* and is given a specific *mandate* for its deliberations. A subsidiary body may be a commission, committee, expert group, working group, or ad hoc body or group.

*Substantive secretariat* – the administrative unit of the United Nations Secretariat that ensures support to the body concerned, e.g. the Office of the United Nations High Commissioner for Human Rights, which is the substantive secretariat to the human rights treaty bodies

*Treaty body* – an informal term used to designate a body whose mandate is to examine compliance by States parties with one of the United Nations treaties or conventions, e.g. the Committee on the Elimination of All Forms of Discrimination against Women, the Human Rights Committee, the Committee against Torture, and the Committee on the Rights of the Child

*United Nations bodies* – (a) all legislative bodies established by the General Assembly, the Economic and Social Council, the Security Council, the Trusteeship Council or by one of their duly constituted subsidiary bodies; (b) all legislative bodies that constitute an integral part of the decision-making process of the Organization, i.e. those that contribute to the work of the Organization either by rendering advice or adopting decisions or resolutions within their spheres of competence

*Unofficial meeting* – also termed an *informal meeting* – is convened by or on behalf of a calendar body, usually for the purpose of deliberations on a specific topic or proposal. An unofficial or informal meeting is not considered part of the body’s official *entitlement* and is thus additional. Unless previously decided, for example, replacing an unofficial with an official meeting or a conversion of an official to an unofficial meeting, no provision is made for *conference services*, although support may be provided by the secretariat of the body concerned. There are no written records of informal meetings

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*Working group* – a *subsidiary body*, usually with a limited mandate, which is established to investigate a particular topic and to report to its parent body on that topic

*XB (extrabudgetary) meeting/session* – a meeting or session whose conference servicing costs are not contained in the regular biennial budget of the United Nations and are to be paid by the requesting secretariat entity or organization. Note that provision of conference services to some organs is entirely on an extrabudgetary basis – that is, no services are provided at any time from the regular budget (see chapter III). For organs serviced on a regular budgetary basis, any service requested and provided beyond its entitlement must be considered as extrabudgetary (see also *RB (regular budget) meeting/session*).



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