This year, in line with our sustainability strategy, the report has been distributed primarily through electronic means. For those copies printed, we have reduced the number by 44% as compared to 2010 and have used 100% recycled paper and vegetable-based inks in the production process.
The year 2011 was marked by powerful transformations. Around the globe, and most dramatically in the Arab world, people demanded freedom from oppression and better opportunities for themselves and their families. Often at considerable risk, they stood up for democracy, human rights and equality. In Africa, after decades of civil war and a peaceful United Nations-supported referendum, South Sudan became the 193rd Member State of the United Nations.

Elsewhere, the global financial and economic crisis cast its shadow widely. Natural and man-made disasters devastated lives and communities, from the worst earthquake in Japan’s history, which triggered a nuclear crisis at Fukushima, to a severe drought across East Africa. Throughout the year, the United Nations, its Member States, and the international community at large worked together to respond to these and other global challenges.

In addition, the birth of the world’s seventh billion person reminded all of us of the inexorable, critical need for sustainability. Saving the planet, lifting people out of poverty, advancing economic growth, building a peaceful future – these separate challenges came together in that one birth. The importance of implementing measures that deal effectively with the urgent social, economic, environmental and security challenges of our time cannot be understated. Efforts to revitalize the Conference on Disarmament intensified – a key priority – as it remains the sole multilateral disarmament forum. In 2011 within the United Nations, especially in the context of the economic realities facing Member States, there was also increased focus on reform and enhancing effectiveness.

The developments of 2011 pointed time and again to the inescapable need for the international community to meet these challenges together, through increased and innovative partnerships. Indeed, the representative office of the Secretary-General in Switzerland, the United Nations Office at Geneva (UNOG), serves as a multilateral hub where stakeholders come together. Throughout 2011, as will be seen in these pages, emergency meetings of the Human Rights Council on Libya and the Syrian Arab Republic, efforts to curb biological and conventional weapons, attempts to further codify international law, debates on global health issues, and negotiations on trade and development, to name only a few, have animated the Palais des Nations. In every case, the staff of UNOG worked behind the scenes, quietly and professionally, in support of the international community’s desire to act.

Furthermore, UNOG continued to “enable the enablers” by providing essential services to other parts of the United Nations family so that they might pursue their life-saving mandates. In 2011, UNOG staff provided security and safety services to the Commission of Inquiry on Libya, interpretation and translation to the Secretary-General in Ethiopia and nine human rights field missions, and key administrative and other services to the over 40 United Nations entities in Geneva and beyond.

In my first year here in Geneva, I am proud of what UNOG accomplished in 2011, yet deeply conscious that our beneficiaries, partners and clients require more of us. As we move forward, and on the basis of the five “generational opportunities” identified by the Secretary-General at the outset of his second term, the work of the United Nations will remain essential to meeting the global challenges lying ahead. On behalf of all my colleagues here at UNOG, we are committed to working cooperatively with both current and future partners to ensure effectiveness, accountability and excellence as we face the future together.

Kassym-Jomart Tokayev
Director-General
United Nations Office at Geneva
DID YOU KNOW?

In 2011...

1,550 STAFF, REPRESENTING 118 NATIONALITIES WERE WORKING AT UNOG

9,528 STAFF WERE WORKING FOR THE UNITED NATIONS SYSTEM IN GENEVA

59 UNITED NATIONS OFFICES, DEPARTMENTS, AND OTHER ENTITIES RECEIVED ADMINISTRATIVE AND OTHER SUPPORT SERVICES FROM UNOG

THE PALAIS DES NATIONS WELCOMED 97,192 VISITORS

184 PERMANENT MISSIONS, PERMANENT OBSERVER MISSIONS AND PERMANENT OBSERVER OFFICES WERE ACCREDITED TO UNOG

UNOG HELD OR SERVICED 9,962 MEETINGS AND TRANSLATED 232,533 PAGES

248 PRESS CONFERENCES WERE HELD, 1,584 PRESS RELEASES/MEETING SUMMARIES WERE ISSUED AND 230 JOURNALISTS WERE ACCREDITED TO UNOG

THE UNOG WEBSITE WAS VISITED 1,156,466 TIMES

99 CULTURAL EVENTS WERE ORGANIZED, PROMOTING THE HERITAGE AND CULTURE OF MORE THAN 110 MEMBER STATES AND CONVEYING KEY MESSAGES ABOUT THE WORK OF THE UNITED NATIONS AROUND THE WORLD

369,610 LIBRARY AND ARCHIVE INFORMATION RESOURCES WERE CONSULTED, EITHER IN PERSON AT THE UNOG LIBRARY OR BY USERS ONLINE

660 COURSES AND TRAINING WORKSHOPS WERE ATTENDED BY 9,330 PARTICIPANTS

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1 Figure for 2011 provided through the secretariat of the United Nations System Chief Executives Board for Coordination.
UNOG divisions and services worked throughout 2011, together with various United Nations and other partners, in support of the Secretary-General’s priorities. This section of the Annual Report presents a selection of small and large efforts made during the past year which highlight the different aspects of work at UNOG and illustrate how those aspects each contribute to the Organization’s efforts to meet current global challenges together.

NEGOTIATION

UNOG is the home of the Biological Weapons Convention (BWC) which has become the premier international forum to ensure modern biology is used safely, securely and solely for peaceful purposes. The year 2011 concluded with a successful Seventh Review Conference which adopted, by consensus, a series of measures to strengthen the treaty. States Parties also took action to endorse the understandings they reached between 2007 and 2010; to revise their work programme for the next five years; to facilitate cooperation and assistance; to review advances in science and technology; and to strengthen national implementation.

COMMEMORATION

Passing the lessons of history on to the next generation is an important part of the outreach efforts of the United Nations. During 2011 both the annual Holocaust memorial events and the International Day of Reflection on the 1994 Genocide in Rwanda were commemorated with dignity and openness to discussion. More than 1,000 representatives of permanent missions, non-governmental organizations (NGOs), staff members, and the Geneva international community participated in the Holocaust memorial, which focused the thoughts of younger generations on reasserting the need to uphold all human rights for all, prevent discrimination and denounce abuses through stirring speeches, music and quiet reflection. The special commemoration of the day of reflection on the genocide in Rwanda organized for school children was equally poignant, with students meeting and talking to a survivor, visiting an exhibition and being made aware of their responsibility to prevent genocide.

ACTION IN THE FIELD

As an example of action in the field in the support of real-time United Nations priorities, the UNOG Security and Safety Service conducted three security coordination and close-protection missions to Libya in 2011 on very short notice. Together with colleagues from the Department of Safety and Security (DSS) and the Department of Peacekeeping Operations (DPKO) in New York, UNOG security officers prepared the ground for the deployment of a United Nations office in the country. Subsequently, and again with DSS and DPKO, UNOG officers provided close protection for the Secretary-General on his unannounced visit to Tripoli, where he met the Chairman of the National Transitional Council, visited the site of a mass execution, and conversed with victims’ families and survivors of the tragedy. UNOG officers also provided security and safety services to members of the Human Rights Commission of Inquiry in Tripoli. In all of these cases, UNOG provided key and timely support to enable other parts of the United Nations system to complete their missions successfully.
KNOWLEDGE-SHARING

The UNOG “Library Talks” series was created in 2010 to promote knowledge-sharing and exchange. The programme was intensified and widened in 2011, attracting over 300 participants in seven events during the year. The Talks bring together diplomats, academics, United Nations staff members and representatives of international and local Geneva to discuss a broad range of topics from technical matters, such as “Distance learning and development”, “Knowledge-sharing: open science and educational resources for an open society” and “Transboundary waters”, to political issues, such as “Building democratic problem-solving global communities” and “Road map for peacebuilding: the United Nations and our collective path to peace”. The latter was accompanied by a Library exhibition of League of Nations era portraits from its archives. The UNOG “Library Talks” initiative is enjoying increasing popularity and is working to become a central forum at UNOG for substantive political and academic discussions in the context of international Geneva.

RENOVATION

On 8 July 2011, for the first time in the history of UNOG, the Swiss Federal Council paid a working visit to the Palais des Nations to discuss proposed plans for renovation of the Palais des Nations. Led by the President, Ms. Micheline Calmy-Rey, the Council visited basements, technical rooms and roofs (a side of the Palais rarely seen) to witness the magnitude of the requirements. The President then announced the Council’s agreement in principle to allocate SwF 50 million to improve the energy efficiency of the Palais. This single contribution is intended for the implementation of works in support of the Strategic Heritage Plan.

CONSERVATION

In line with the Director-General’s emphasis on promoting sustainability and greening operations at UNOG, the Publishing Service has achieved a 100 per cent paperless workflow for the production of parliamentary documents. Digital files of documents are placed on a server, subsequently accessed by the digital printers in the Printing Section, and finally queued for printing as “virtual documents” in a seamless, paperless workflow. The paperless workflow will save the Organization 400,000 sheets of paper per year, and eliminate messenger delivery. Having achieved ISO 14001: 2004 certification in 2010, the Publishing Service is fully committed to the continuous improvement of its operational activities, and the paperless workflow is further evidence of this commitment.
As the world has seen in 2011, international cooperation is essential in addressing global challenges and achieving common goals. Areas on which the United Nations has been and will continue to be focused in the coming years involve promoting sustainable development; preventing natural and man-made disasters; making the world safer and more secure, through nuclear disarmament and non-proliferation for example; helping countries and peoples in transition; and encouraging youth and gender empowerment.

UNOG plays a key role in reaching these goals by serving as a centre through which Member States, United Nations entities, other intergovernmental organizations, research and academic institutions, and non-governmental organizations (NGOs) build partnerships and consensus on today’s critical issues. It also provides indispensable infrastructure, services and facilitation to its many stakeholders to garner support for the work of the Organization.

PROMOTING UNITED NATIONS PRIORITIES

As the second largest duty station in the United Nations system, Geneva plays a critical role in the entire spectrum of United Nations work. UNOG interacts closely with the over 40 United Nations entities in Geneva and is a key facilitator in relations within the Organization and with the broader diplomatic community.

In his role as the Secretary-General’s personal representative, the Director-General engages in regular dialogue with regional groups of Member States in Geneva to promote the priorities of the Secretary-General and to strengthen collaboration. He also frequently represents the Secretary-General at international meetings in the region.

As part of efforts to raise the profile of Geneva as a multilateral hub, the Director-General meets visiting dignitaries to discuss current challenges and to support the formulation of collective, well-coordinated responses to them.
In furtherance of the overall goal of the United Nations to “deliver as one,” UNOG participates in key meetings of the governing boards and plenary sessions of United Nations entities. In addition to representing the Secretary-General at relevant events of United Nations bodies, the Director-General maintains a close working relationship with the executive heads of United Nations entities to help ensure coherence and encourage unity of purpose in pursuit of the Secretary-General’s priorities.

To this same end, the Director-General participates actively in the Secretary-General’s Senior Management Group as well as the Executive Committee for Peace and Security. By bringing together key decision makers from across the United Nations, these two bodies facilitate information-sharing and policy planning on real-time crises and challenges, including, for example, those in Libya and Yemen in 2011.

“[An] exceptional partnership commensurate with the multifaceted ties that unite us.”

Director-General Tokayev
in remarks to the Swiss Federal Council, 8 July 2011 (originally in French)

Host country support at all levels – federal, cantonal and municipal – is essential to the success of the work of the United Nations. UNOG continues to reinforce its working relationship with its Swiss host on issues related to protocol, security and safety, as well as other questions affecting United Nations operations. The support Switzerland gives to the many other international organizations that comprise international Geneva is highly valued and appreciated.
PARTNERING WITH REGIONAL ORGANIZATIONS

As part of the continuous deepening of relations with regional partners, UNOG coordinates United Nations participation in the “Tripartite Process”, convened with the Organization for Security and Cooperation in Europe (OSCE) and the Council of Europe. Established in 1993, the Process builds mutual awareness and facilitates practical collaboration. Thorough review and reform were initiated in 2011 under the chairmanship of the Council. The overhaul is to be concluded in 2012 when UNOG will chair the Process in line with the rotation of the chairmanship.

On 7 September 2011 as a special guest, the Director-General addressed a joint meeting of the Forum for Security Co-operation and the OSCE Permanent Council. In his remarks, the Director-General outlined possibilities for strengthened cooperation between the two organizations in conflict prevention, counter-terrorism, cyber-security, promotion and protection of human rights, and democratization, as well as the need to move ahead on arms control, disarmament and non-proliferation. The Director-General’s participation led to a substantive exchange with the OSCE participating States on how to reinforce that cooperation at a practical level.

INTEGRATING KNOWLEDGE AND EXPERTISE

Drawing on the vast expertise in the academic world of “Intellectual Geneva”, UNOG has developed a close working relationship with think tanks and research institutions in the city. During 2011, UNOG continued to involve these partners in key areas, for example through the convening of joint events that provided opportunities to explore solutions to today’s most pressing challenges. Specific partners included the Geneva Centre for the Democratic Control of Armed Forces (DCAF), the Geneva Centre for Security Policy (GCSP), the Geneva Peacebuilding Platform, the Graduate Institute of International and Development Studies (IHEID), the University of Geneva and the Swiss Network for International Studies.

| HIGHLIGHTS OF EVENTS IN 2011 WITH CLOSE UNOG COOPERATION AND PARTICIPATION INCLUDED: |
| The GCSP-held public discussion, opened by the UNOG Director-General, on developments and implications of missile defence (9 December 2011) |
| The UNOG/DCAF-sponsored seminar on privatizing security: international standards and accountability (7 December 2011) |
| The Geneva Peacebuilding Platform’s Annual Meeting on political transitions in North Africa and beyond: what the peacebuilding community can contribute (2 December 2011) |
| The UNOG–IHEID seminar, “Where is the ‘global’ in global governance?”, part of the co-sponsored luncheon series on challenges in the multilateral system (12 October 2011) |

DID YOU KNOW?

In 2011...

UNOG ORGANIZED ACCREDITATION FOR 4,918 NGO AND OTHER CIVIL SOCIETY REPRESENTATIVES

UNOG ORGANIZED 47 CIVIL SOCIETY GUIDANCE/ORIENTATION SESSIONS

UNOG HELD 26 CIVIL SOCIETY OUTREACH BRIEFINGS

UNOG FACILITATED 83 MEETINGS OF NGOs ACCREDITED TO THE ECONOMIC AND SOCIAL COUNCIL
SUPPORTING CIVIL SOCIETY VOICES

“There can be no success without a healthy civil society.”
Secretary-General Ban Ki-moon

A defining characteristic of 2011 was how civil society shaped global developments through its calls for participation and democracy. By facilitating the contribution of NGOs to the work of the United Nations, UNOG supports the integration of civil society views and voices in the intergovernmental process as determined by Member States.

Highlights of UNOG-civil society collaboration in 2011 included:

- UNOG-NGO Interactive Dialogue: on 31 January 2011, to strengthen the strategic dialogue with civil society, the Director-General held his first-ever direct exchange with NGOs in consultative status with the Economic and Social Council, centred on the eight priorities of the Secretary-General: inclusive and sustainable development; climate change; empowerment of women; a safer and more secure world; human rights and accountability; humanitarian crisis response; nuclear disarmament and non-proliferation; and strengthening of the United Nations. More than 100 NGO representatives took part in the discussion, which led to a better understanding of the concerns of NGOs and of how civil society can contribute more to advancing the work of the United Nations.

- General Assembly President-NGO Interactive Debate: on 4 July 2011, UNOG hosted an interactive debate between the President of the General Assembly, Joseph Deiss, and civil society in which some 220 participants exchanged views on the role of civil society in global governance.

- Information sessions for NGOs: in early 2011, UNOG launched a series of expert-level information sessions for NGOs focused on current priorities of the United Nations, in particular forthcoming intergovernmental conferences to which NGOs can contribute. Each briefing featured presentations from United Nations officials as well as NGO representatives. Areas discussed during 2011 included the Fourth United Nations Conference on the Least Developed Countries, the Rio+20 Conference on sustainable development, the work of the United Nations Economic and Social Council and the United Nations Commission on the Status of Women. These sessions will continue in 2012.

A feedback survey was launched in December 2011 to improve the quality and range of services provided to NGOs in consultative status with the Economic and Social Council. Services will be reviewed on the basis of the survey to respond as effectively as possible to the priorities of civil society within the existing budgetary reality.

SUPPORTING THE FRAMEWORK OF INTERNATIONAL LAW

Promotion of the respect for international law remains fundamental to achieving the objectives of the United Nations. UNOG actively supports the efforts of the Secretary-General to strengthen the rule of law and promote respect for the authority of international treaties and other sources of international law.

The International Law Commission held its sixty-third session in April-June and July-August 2011 at the Palais des Nations. The Legal Liaison Office at UNOG provided administrative support to the Commission to facilitate its work. Discussions at last year’s session focused, inter alia, on the responsibility of international organizations, expulsion of aliens, the obligation to extradite or prosecute, and the protection of persons in the event of disasters. Furthermore, the Commission’s study group on treaties over time, established in 2009, continued its work. A multi-year discussion on reservations to treaties concluded with the adoption of comprehensive guidelines on the subject.

UNOG also organized and hosted the forty-seventh International Law Seminar, designed for postgraduate students in international law, young scholars and government officials exposed to issues of public international law in their work. UNOG called on members of the International Law Commission to invite Governments to make voluntary contributions to the Seminar’s Trust Fund, to enable a number of participants from developing countries to obtain scholarships every year.
MOVING TOWARDS A NUCLEAR-FREE WORLD

“Now it has become clear that the quintessence of security does not lie in nuclear weapons, but in peaceful foreign policy, internal stability and sustainable economic development of a country.”

Director-General Tokayev on International Day against Nuclear Tests (29 August 2011)

Disarmament and non-proliferation remain indispensable to a security environment favourable to ensuring human development, as enshrined in the letter and spirit of the Charter of the United Nations. UNOG is the centre of activity of the international community in this field. It is home to the Conference on Disarmament – the sole multilateral disarmament negotiating body. Through the Geneva branch of the United Nations Office for Disarmament Affairs (UNODA), it also provides substantive and organizational support to a wide range of multilateral disarmament agreements and hosts a large number of disarmament-related conferences.

THE CONFERENCE ON DISARMAMENT

In 2011, the Conference on Disarmament continued its extensive debates on all items on its agenda. It could not agree on a negotiating mandate, however. The level of debate remained high throughout the session, as successive presidents and the membership made genuine efforts to lead the Conference out of its stalemate. The inability of the Conference to rise above its differences represents a cause for grave concern, as it has a direct impact on the efforts of the international community to move towards a world free of nuclear weapons. The efforts made to break the current impasse were nevertheless a clear testimony to the continued interest of its members to maintain the Conference as the sole multilateral disarmament forum.
“The problem lies not with the vehicle, but with the driver. What is needed most of all is a closer alignment between policy priorities and multilateral disarmament goals.”

Secretary-General of the United Nations to the General Assembly (27 July 2011)

“A transformed Conference should continue to play an essential role in the future. To that end, all possibilities for its revitalization have to be explored.”

Director-General Tokayev’s Vision Statement (August 2011)

As Secretary-General of the Conference on Disarmament, and Personal Representative of the United Nations Secretary-General to the Conference, the Director-General shared his vision of the work and future of this important body in August 2011. In doing so, he also underscored the efforts of the Secretary-General and those of the General Assembly to revitalize the Conference.

Following the high-level meeting on revitalizing the work of the Conference on Disarmament, held on 24 September 2010, with special focus on the functioning of the Conference, the Secretary-General’s Advisory Board on Disarmament Matters was tasked with undertaking a thorough review of the issues raised. The report of the Board is now with the Secretary-General, who is reviewing its recommendations.

Building on the outcome of the high-level meeting in 2010, and at the request of 49 Member States, the General Assembly convened a plenary meeting from 27 to 29 July 2011 on the follow-up to the high-level meeting held on 24 September 2010. The meeting generated thorough discussion but, unfortunately, did not provide any solutions able break the stalemate. The Assembly has, however, now been seized of the matter and, if the Conference on Disarmament remains deadlocked, is ready to consider other options to move the disarmament agenda forward.

Both the Secretary-General and the Director-General remain firmly committed to restoring the Conference to the central role it can and must play in strengthening the rule of law in the field of disarmament. The Secretary-General has said that it is a “shared responsibility to make the Conference work, not only for us but for future generations.”
UNOG, as home to the secretariats of a number of key disarmament conventions, serves as a platform for international disarmament efforts. The year 2011 witnessed several important developments in this area, as highlighted below:

### Small Arms and Light Weapons and the Arms Trade Treaty

Through the Geneva branch of UNODA, UNOG continued to provide Member States with a forum for discussion of salient topics in the area of both small arms and light weapons (SALW) and the Arms Trade Treaty (ATT). In addition, the Geneva branch closely followed all Geneva-based activities related to the ATT and the illicit trade in SALW.

### Biological Weapons Convention

The year 2011 concluded with a successful Seventh Review Conference which adopted, by consensus, a series of measures to strengthen the treaty (see Highlights section above for further information).

### Convention on Cluster Munitions (CCM)

The Geneva branch of UNODA also provided support for the organization of the Second Meeting of States Parties to the CCM, which took place in Lebanon from 12 to 16 September 2011. The meeting, aimed at discussing how to enhance the universalization and implementation of the CCM, culminated with the adoption of a political declaration and decisions on the Convention’s implementing architecture, on the work programme for 2012, as well as on the establishment — most probably in 2012 — of a CCM Implementation Support Unit. The meeting welcomed the Beirut Progress Report on the implementation of the 66 concrete steps and goals (actions) contained in the 2010 Vientiane Action Plan.

### Convention on Certain Conventional Weapons (CCW)

The Fourth Review Conference of the CCW took place at UNOG from 14 to 25 November 2011. Achievements included the adoption of a final declaration that further strengthens the treaty and the decision on an Accelerated Plan of Action on the Universalization of the Convention and its Protocols. The Conference also decided to enhance the implementation of the Convention’s compliance mechanism, and to continue to run the CCW Sponsorship Programme. During the meeting, States also thoroughly debated the issue of cluster munitions and tried to reconcile differing positions by striking a balance between security concerns and humanitarian considerations. Discussions on Protocol V on explosive remnants of war and on Amended Protocol II on mines, booby traps and other explosive devices continued to progress positively.
The United Nations Programme of Fellowship on Disarmament, launched by the General Assembly at its first special session devoted to disarmament in 1978, continues to be supported by UNOG. The Programme provides training and specialization to officials from Member States, particularly from developing countries, to enable them to participate more effectively in international deliberating and negotiating forums.

The Programme began at UNOG in mid-August, with contributions from delegations, institutes and senior United Nations staff as well as with participation in the plenary meetings of the Conference on Disarmament. It then continued with visits to agencies and individual countries and finished with an extended stay at United Nations Headquarters in New York to attend, inter alia, the proceedings of the First Committee of the General Assembly.

The Programme has so far trained 857 officials from 160 Member States, a large number of whom have gone on to hold positions of responsibility within their own Governments in the field of disarmament and international security. In 2011, 25 fellows were selected to participate in the training, 14 of whom were women.

This Programme will contribute over time in a very sustainable and direct manner to a more peaceful and secure world.

DEVELOPING CAPACITY TO ADVANCE DISARMAMENT GOALS
With information comes understanding and support. UNOG aims to promote to the greatest possible extent an informed understanding of the work and purposes of the United Nations and thereby to help the United Nations achieve its substantive goals. It communicates, in particular, on the main issues being dealt with in Geneva: disarmament, human rights, humanitarian action, global health and sustainable development.

Various means are used to spread the message, and UNOG activities are communicated in an impartial and effective manner to Member States, international organizations, civil society, the private sector, the academic world and the wider public.

**COVERING THE NEWS**

From the depths of the Palais des Nations, UNTV Geneva covers major United Nations events and activities to be broadcast around the world, and can also provide studio and transmission facilities in a range of formats for live interviews on United Nations issues. Meanwhile UN Radio Geneva, tuning into the beats and rhythms of life in Europe’s humanitarian capital, prepares and transmits audio material on major United Nations events and activities for use by UN Radio New York and to be broadcast by radio stations around the world. In 2011, a range of United Nations activities were featured, from the crisis in the Horn of Africa to climate change and economic and social development. Delegates, United Nations officials and accredited journalists gave interviews and reported live from the UN radio and TV studios. Many major United Nations meetings were also recorded, including all press conferences and the biweekly press briefings at the Palais des Nations. Generally, human rights
and humanitarian affairs continued to be the main subjects of radio, television and photo coverage in Geneva during 2011, while other content produced during the year included radio reports on relief for Djibouti’s drought victims and television features on the plight of persons with disabilities in Bulgaria and on organic farming in the United Republic of Tanzania. Debates and press conferences on the changing situation in the Arab world were transmitted live through Eurovision, while the public could watch live webcasts of action in the Human Rights Council.

WORKING WITH THE MEDIA

A constructive relationship between United Nations bodies and agencies and the print and broadcast media is essential for getting the Organization’s message to the public. In this context, the United Nations Information Service (UNIS) provided accreditation to the 230-strong permanent Geneva press corps, and gave ad-hoc support to the 550 journalists who covered events on a temporary basis over the past 12 months.

Another important channel is the biweekly press briefing for accredited reporters. These sessions are chaired by the UNIS Director and attended by spokespersons from United Nations specialized agencies and programmes. The briefing is a chance for journalists to acquire background and insight into issues developing globally in which Geneva-based agencies have a stake or interest, as well as to address their questions and comments directly to spokespersons.

Timely, accurate reporting and coverage is another key tenet of engaging stakeholders in the work of the United Nations. Press releases, meeting summaries and other materials are produced all year round on the spectrum of work of United Nations bodies. Photographers often attend events and meetings, and a selection of the images taken is freely available, either upon request, or through the Flickr website.
PROMOTING AWARENESS THROUGH INTERNATIONAL DAYS

This year, UNOG commemorated several international days in collaboration with other offices, Member States and civil society organizations to raise awareness of specific issues and promote the work of the United Nations. In 2011, UNOG marked, amongst others, the International Day of Commemoration in Memory of the Victims of the Holocaust, the International Day of la Francophonie, the International Day of Reflection on the 1994 Genocide in Rwanda, World Press Freedom Day, the International Day of United Nations Peacekeepers, Nelson Mandela International Day, the International Day of Peace, Human Rights Day and the International Day for the Eradication of Poverty (see Highlights section above for more information on specific outreach through international days). Efforts have intensified to include younger audiences, whether school children or university students, in all the commemorations. Highlights from the commemoration of these days included:

The participation of two artists, Juanes (Colombia) and Miguel Bosé (Spain), both well known for their commitment to the cause of peace, in a meeting held for the International Day of Peace with more than 550 participants on 21 September. The event was organized by UNOG with the Permanent Missions of Costa Rica and Spain, and in association with the non-governmental organization (NGO) Spanish Society for International Human Rights Law. Closing the meeting, the two artists launched a video, created with the involvement of a large number of well-known fellow artists. This was followed by an Internet campaign to encourage people to support human rights and peace.

The participation of diplomatic representatives and observers at an event to commemorate the International Day of Solidarity with the Palestinian People on 29 November. The Director-General delivered a message from the Secretary-General, who called for a just and lasting peace in the Middle East, and pledged to continue his efforts with all means available. The event served as a reminder of the need to turn solidarity into positive action.

The active role played by the Director-General in events to mark key milestones in United Nations history, including the 25th anniversary of the United Nations Declaration on the Right to Development, the 50th anniversary of the Convention on the Reduction of Statelessness and the 60th anniversary of the Convention relating to the Status of Refugees.

REACHING OUT TO A WIDE AUDIENCE THROUGH INFORMATION PROGRAMMES

As part of ongoing efforts to reach out to the general public, UNOG organized information programmes which bring small groups of United Nations officials and civil society representatives together to encourage a better understanding of the many activities of the United Nations, its specialized agencies based in Geneva and their role in global issues. Themes covered in 2011 included human rights, peacekeeping operations, humanitarian affairs, development, environment, disarmament, trade and development, and the activities of the many United Nations agencies, funds and programmes.
Groups of visitors were composed of students, diplomats, civil servants, representatives of NGOs and other associations from all parts of the world and a range of backgrounds.

UNOG also hosted the second edition of the United Nations programme of thematic seminars organized to deepen young people’s knowledge of the activities of the United Nations. The first seminar entitled “Migration: which challenges and which opportunities?” and the second, “Humanitarian action in a changing world” consisted of a series of lectures given by experts, followed by an open debate. These mainly targeted university students and representatives from academia and research institutes in France and Switzerland. Both seminars were attended by over 60 participants.

GRADUATE STUDY PROGRAMME

For several decades now UNOG has organized a Graduate Study Programme, which brings a large number of postgraduate students to Geneva from all continents. The Programme takes place during the academic vacation in July and regularly attracts students from across the world, selected on the basis of academic experience, motivation and equitable geographical distribution, as well as gender balance. The Programme consists of lectures given by senior members of United Nations staff and agencies and gives participants the opportunity to consider global issues under the guidance of United Nations experts. In 2011 the forty-ninth Programme looked at the challenges faced in meeting the targets of the Millennium Development Goals by 2015 and reviewed relevant issues from a human rights, economic, social and environmental perspective.
Students from Geneva’s international schools gave peace a chance with their entries to the International Peace Day Essay Contest 2011, organized in partnership with the Permanent Mission of Sweden. Based on the themes of peacemakers in their midst or on the ideas of the second Secretary-General of the United Nations, Dag Hammarskjöld, 90 young people age 11 to 16 submitted pieces of creative writing to be judged by an independent panel. The entries were of a high standard, and many touched the hearts of the jury. This year’s competition jointly marked not only the 30th year of the International Day of Peace, but also the 50th anniversary of the untimely death of Mr. Hammarskjöld.

THROUGH THE VISITORS’ SERVICE

The Visitors’ Service continues to serve as a public outreach tool by providing guided tours of the Palais des Nations in some 15 languages by about 40 tour guides. The information given during the tour covers the history, structure and current activities of UNOG, as well as information about the Palais and its surroundings. Three new thematic tours were launched by the Service in 2011. The first tour focuses on the history of the League of Nations and its links with the mandate and work of the United Nations today. The history tour includes a visit of the Museum of the League of Nations located in the Library of the Palais. The second tour looks at the flora, art, history and innovative management of the Ariana Park. The third tour analyses the history of the construction and architectural style of the Palais, while also looking at some of the fine artwork and donations on display there. Feedback has been very positive and demand is growing steadily. Visitors welcomed, among other things, the opportunity to visit the Park as well as rooms which are usually closed to the public.

TO THE DIPLOMATIC COMMUNITY IN GENEVA

On 29 September 2011, the first-ever “Introductory Session for New Delegates” seminar was held at UNOG as part of its continuing outreach efforts to Member States. The session sought to give new delegates from permanent missions in Geneva information on how exactly UNOG services fit into the larger United Nations picture, and how the delegates could benefit from them. The session was well received by the participants, who represented 22 countries, as well as the European Union and the League of Arab States. UNOG will hold another such session in 2012 for the diplomatic community as part of its efforts to highlight the role of the United Nations in Geneva.
“Young people of today are the most networked generation in history. We have far-reaching social media tools at our fingertips, and with them UNOG can connect even more closely with people of every age, but especially young people. Not only can social media reach the youth and inform them about UNOG campaigns and events, but most importantly we can listen to their opinions. The importance of social media as a United Nations communications tool will be seen in its success in engaging young people with key 2012 events such as Rio+20.”

Corinne Momal-Vanian, Director, United Nations Information Service (UNIS), Geneva

“Tweet this, UNOG just poked you with details of the latest goings-on in Europe’s humanitarian capital.” New technologies have been instrumental in the changes in communication seen in countries across the world this past year, and the social media outlets of UNOG (Twitter, Facebook and Flickr) have worked hard to keep up the pace. Details of press releases, news updates, appeals, speeches, events and multimedia content have been sent into the electronic ether, enabling a global audience to interact and communicate on its own terms. As at the end of December 2011, posts on the Facebook page had been seen in a news feed, on the teleprinter and 77,208 times on visits to the page itself; UNOG had over 900 friends and was liked 940 times. In addition 1,200 individuals, groups, NGOs and activists followed the UNOG Twitter feed (@UNISgeneva). Over 2,000 photographs have been streamed by the Information Service since the establishment of a Flickr account and these have generated over 105,000 “views”. Some 50 new photographs are published every month, reflecting the wide range of events held at the Palais des Nations.
The integration of these social media communication tools has facilitated communication with the diplomatic community, staff, Governments and the general public; direct communication with UNOG is presently in place, enabling better understanding of UNOG activities and its role with regard to the major objectives of the United Nations.

The continuous improvements made to the UNOG website have resulted in significant changes in this communication platform. The website now provides interactive facilities with the Geneva international community and the world.

UNOG has made a strong effort to address the needs of users among the public, and in particular persons with disabilities and those with age-related functional impairment, by ensuring that most audio-visual material published on the UNOG website is also available in a format using accessibility tools for “reading” audio-visual content. A special feature has also been introduced, which allows readers to adjust the size of the characters on the web pages.

Furthermore, the implementation of a new statistical tool in December 2010 has also enabled UNOG to trace geographical access to its website. The number of viewers keeps increasing, as well as the number of visits and the number of hits.
The use of online registration forms for delegates, the visiting public, student enrolment in information and training programmes, among others, is also increasing, facilitating communication between UNOG and its major stakeholders. This interactivity is the direct implementation of the Secretary-General’s directives to reduce the use of printed paper and thus better control the carbon footprint of the United Nations at large.

Last year, the UNOG website was also presented to new delegates and members of permanent missions, as part of a special induction programme. The breadth of the information published on the UNOG website makes it a “best friend” tool for members of the international community, providing them with news on a wide range of subjects, such as human rights, disarmament, the United Nations and civil society, and activities of the United Nations family in Geneva. The section on the UNOG Library and Archives enables viewers to access extensive online information, such as catalogues, databases, digitized archives and resource guides.
The year 2011 was marked by the 10-year anniversary of General Assembly resolution 56/6 on the Global Agenda for Dialogue among Civilizations and of the establishment of the Cultural Activities Programme at UNOG. The UNOG Library, as custodian of this important forum for dialogue and cultural exchange, is particularly proud to have facilitated 861 events throughout this period, promoting the heritage and culture of more than 110 Member States, and providing a forum for the United Nations Secretariat and the funds, programmes and specialized agencies to convey key messages about their work. It is through outreach platforms such as this that the United Nations spreads the word on priority areas, major goals, progress and achievements, and stimulates discussion and multilateral cooperation.

This past year, the Cultural Activities Programme continued to build this advocacy role, working with a record number of international organizations. Over 20 per cent of projects organized in 2011 were collaborative, an indication that Member States and international organizations are increasingly coming together to highlight diverse issues such as human rights, the advancement of women, climate change, development, mine action and disarmament.

In recent years, the Programme has cemented its role as a key vehicle for the commemoration of official United Nations observances, and in 2011 coordinated the celebration of the International Year of Forests and the International Year for People of African Descent.

While the Programme continues to present events on substantive issues, the celebration of culture and diversity is still at the foundation of its mandate. This past year, many Member States adorned the halls of the Palais des Nations with exhibitions of vibrant paintings, sculptures and photographs, providing a snapshot of the unique vantage points of artists from different regions of the world. It was a particularly special year for music and dance, with seven major concerts taking place in the Assembly Hall, and 10 other first-rate musical performances attracting large audiences.

In total, 44 Member States and 17 international organizations contributed to the Programme in 2011. Through this rich programme of activities, the United Nations family continued to build mutual understanding and respect for diversity, essential to the progression towards the United Nations goal of peace and prosperity for all.

Selections of these events are described in greater detail in this special feature (the selection does not include parallel events and events organized by United Nations staff clubs).
2011 CULTURAL ACTIVITIES ORGANIZED BY MEMBER STATES AND INTERNATIONAL ORGANIZATIONS

**FEBRUARY**

- **World Food Programme**
  - Fighting Hunger Together: the World Food Programme and partners in action around the world
  - Photographs depicting the important work coordinated by WFP in the field to bring food relief to people across Africa, Asia and the Middle East.

- **Jordan**
  - Dreams of a Child
  - Narrative paintings by Abd A. Massoud, capturing the hopes and dreams of all children. The paintings used Arabic writing, images and colours to convey their many simple wishes: to attend school, to find a job when they grow up and to live in peace.

- **United States of America**
  - United Nations Economic Commission for Europe
  - The Art of Trees: A Forest Gallery
  - The United States and UNECE teamed up to create a real forest inside the Palais des Nations. Complemented by posters by American artist Monte Dolack and a range of innovative wood products, this exhibition was a celebration of the International Year of Forests.

- **United Nations Office at Geneva**
  - World Environment Day: The United Nations Family Goes Green
  - Photographs highlighting the celebration of World Environment Day at the Palais des Nations on 5 June 2010 when dignitaries, colleagues and thousands of members of the public attended an Open Day to enjoy the biodiversity of the Ariana Park, a range of cultural concerts and special activities on the environment.

**MARCH**

- **The Republic of Moldova**
  - Changing Rooms: Maltese artist worked with the concept of private spaces to dissect some of the dangers, both personal and global, that children face as they grow up in a world that is still striving for peace and prosperity for all.

- **Canada, Colombia**
  - Peace Quilts: Women's Power and Resilience in Conflict
  - An exhibition of quilts sewn by women from many corners of the world – Bosnia and Herzegovina, Canada, Colombia, the United States and more – inspired by women who suffer the effects of war and conflict, and as a tribute to their strength. The project was organized in collaboration with World YWCA and the Advocacy Project.

- **Lithuania**
  - Piano recital by Rokas and Sonata Zubovas
  - A commemoration concert in honour of composer and painter Mikalojus Konstantinas Ciurlionis, on the 100th anniversary of his death. The event also celebrated the twenty-first anniversary of the re-establishment of the independence of Lithuania.

- **Switzerland**
  - No Women, No Peace
  - Organized in collaboration with the NGO, PeaceWomen Across the Globe, this event coincided with the celebration of International Women’s Day in 2011. The exhibition highlighted the work of 1,000 “PeaceWomen” working in different sectors all over the world to achieve peace and prosperity for women and girls.

- **Austria and South Africa**
  - Storytelling Our Rights: a visual interpretation of the Universal Declaration of Human Rights through the eyes of young people
  - The humanrightsproject.org used real staged photographs, created by children at the Ithuba Skills College in South Africa, to create large-scale panoramic photographs, a pictorial interpretation of each of the 30 articles of the Universal Declaration of Human Rights.
2011 CULTURAL ACTIVITIES ORGANIZED BY MEMBER STATES AND INTERNATIONAL ORGANIZATIONS

MARCH

Afghanistan, Azerbaijan, Iran (Islamic Republic of), Kazakhstan, Kyrgyzstan, Tajikistan and Turkey International Day of Nowruz: a Springtime Festival

Bangladesh Sarod recital from Bangladesh

Traditional music performed by Ustad Shahdad Hassan Khan, Rebeka Khan, Alhana Khan, Rukhsana Khan and Ustad Yusuf Ali Khan. This concert introduced several classical South Asian instruments in this celebration of the fortieth National and Independence Day of Bangladesh.

Hungary Franz Liszt Chamber Orchestra

The Franz Liszt Chamber Orchestra from Hungary, founded in 1963 by former students of the Franz Liszt Music Academy, one of the most famous ensembles of the Central European region and has been well known on the international music scene for decades. The 16 musicians played pieces by Tchaikovsky, Bartók and Liszt, marking the 200th anniversary of the birth of Franz Liszt.

United Nations Mine Action Service

Demining the DRC: mine action and beyond

Images by Anne Hodačić of the people affected by landmines and explosive remnants of war – and those determined to protect their lives and livelihoods. This exhibition marked the International Day for Mine Awareness and Assistance in Mine Action on 4 April.

Belarus Chornobyl and Belarus: Past, Present, Future

On the occasion of the twenty-fifth anniversary of the Chernobyl nuclear disaster, this exhibition was a creative reflection on the symptoms of the past and on the hard work carried out in the name of revival. It presented a range of technical material on the rehabilitation efforts in Belarus, recognizing the importance of passing lessons learned on to future generations. A series of children's drawings and paintings illustrated the concerns of the younger generation and captured their hopes for a brighter future.

Kazakhstan L’âme musicale

Presentation of the translation into French of the renowned Kazakh literary masterpiece, L’âme musicale by Taken Alimkulov, complemented by an exhibition of photographs of Kazakhstan, its landscapes, peoples and cities.

APRIL

United Nations Mine Action Service

Lessons from Rwanda and 100 nights

Documentary exhibition held on the occasion of the International Day of Reflection on the 1994 Genocide in Rwanda on 7 April 2011.

Belarus

Chornobyl and Belarus: Past, Present, Future

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MAY

Afghanistan, the United Nations Population Fund and the World Health Organization

Afghan women and girls move forward

An exhibition of photographs documenting the work of midwives in Afghanistan and highlighting the training sessions organized by WHO to decrease maternal and newborn mortality and to improve women’s and children’s health in the country.

Brazil and the United Nations Office on Sport for Development and Peace

Photographers for hope: the transformative power of sport

On the occasion of the International Forum on Sport, Peace and Development, this exhibition displayed a range of photographs taken in Rio de Janeiro, Brazil, by eight photographers from all over the world to demonstrate the power of sport as a tool for positive social change.

Russian Federation

Gagarin: the 50th anniversary of the first manned mission to space

This exhibition, organized in collaboration with the Russian Federal Space Agency (Roskosmos), traced the history, technology and achievement of the famous first space voyage of cosmonaut Yuri Gagarin on 12 April 1961.

United States of America

The Recycling Labyrinth: a path towards a greener future

An installation piece in the Ariana Park, this major work by American artist Mona Nicole Sfeir was invited to share the tools and customs unique to the celebration of Nowruz, promoting the values of peace and solidarity, reconciliation and neighbourliness and contributing to cultural diversity and friendship among peoples and communities across the Balkans, the Black Sea Basin, the Caucasus, Central Asia and the Middle East.

Alimkulov, complemented

L’âme musicale

by Taken

United Nations Mine

Action Service

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Kazakhstan L’âme musicale

Presentation of the translation into French of the renowned Kazakh literary masterpiece, L’âme musicale by Taken Alimkulov, complemented by an exhibition of photographs of Kazakhstan, its landscapes, peoples and cities.

JUNE

United Nations Women’s Guild Art and Handicraft

Annual exhibition of paintings, drawings, sculpture, porcelain, jewellery and flower arrangements.

United Nations Women’s Guild Art and Craft

Annual exhibition of paintings, drawings, sculpture, porcelain, jewellery and flower arrangements.

United States of America

The Recycling Labyrinth: a path towards a greener future

An installation piece in the Ariana Park, this major work by American artist Mona Nicole Sfeir gathered 8,000 plastic bottles into an interactive labyrinth to highlight the global waste management challenge, the importance of recycling and the personal steps that can be taken to reduce the impact on the planet.

Lithuania, Poland and the United States of America

Czeslaw Milosz: pilgrim in this world

A literary evening in honour of the distinguished writer and winner of the 1980 Nobel Prize for Literature, the event included a presentation on the life of Czeslaw Milosz by Jan Zielinski, and an interpretation of the poems by Maria Huser, Jerry Huser and Denise Honegger.
JULY-AUGUST

Finland and the UNOG Library
The Åland Islands Solution: a precedent for successful international disputes settlement
Archival materials traced the history of one of the greatest successes of the League of Nations, with contemporary photographs capturing life in the Åland Islands today.

Office of the United Nations High Commissioner for Human Rights
Thirty years rebuilding lives
An exhibition of artworks by victims of torture, including paintings, drawings, sculptures and masks, held to commemorate the thirtieth anniversary of the United Nations Voluntary Fund for Victims of Torture.

China
Culture of China: splendid Sichuan
Images of the landscapes, customs, heritage and culture of one of China’s most beautiful provinces and a commemoration of the strength and courage of its people in the aftermath of the Wenchuan earthquake of 2008.

UNOG Library
Leaders on the Path to Peace: an exhibition of portraits from the collection of the League of Nations archives
An exhibition of portraits and sculptures capturing some of the diverse personalities who helped to shape the League of Nations and worked for its many causes in the name of peace. Among the portraits and busts shown were several of the famous names of the League of Nations era, such as President Woodrow Wilson, Sir Eric Drummond and Fridtjof Nansen.

United States of America
Dignity: tribes in transition
Black and white photographs of indigenous peoples by Dana Gluckstein, capturing the fleeting period of world history where traditional and contemporary cultures collide, and coinciding with the fourth session of the Expert Mechanism on the Rights of Indigenous Peoples, from 11 to 15 July 2011. The opening ceremony featured a special performance of Native American Indian dance by the Yellow Bird Apache Dancers.

JULY-AUGUST

University for Peace
The view from the University for Peace
A visual journey through 20 years of assistance to victims of contemporary forms of slavery, this exhibition of photographs was organized by the United Nations Voluntary Trust Fund on Contemporary Forms of Slavery for the occasion of its twentieth anniversary.

Office of the United Nations High Commissioner for Human Rights
Breaking Free from Slavery
A performance of Sichuan opera, dance and acrobatics, as well as traditional themes from ethnic groups from all over the province.

Office of the United Nations High Commissioner for Human Rights
Osez l'égalité – homme/femme: abolir clichés et discriminations
Works by students from schools in Geneva, exploring gender roles and the question of equality between the sexes. This exhibition is a product of the pedagogic programme of the International Film Festival and Forum on Human Rights.

Austria
Collateral Convicts: “If my parents go to prison, what happens to me?”
An exhibition of drawings, photographs, testimonials and information highlighting the personal experiences and hopes of children of imprisoned parents. The exhibition was organized together with the NGO Group for the Convention on the Rights of the Child and the Committee on the Rights of the Child in the context of its day of general discussion on children of incarcerated parents.
OCTOBER 2011 CULTURAL ACTIVITIES ORGANIZED BY MEMBER STATES AND INTERNATIONAL ORGANIZATIONS

**OCTOBER**

- **Chile**
  - "Ciertas luces de mi ciudad"
  - An exhibition of paintings by renowned Chilean artist, Felipe Mercadal, reflecting the lights of the harbour of Valparaiso at different moments of the day, a thought-provoking reflection on the environment and ensuring its protection.

- **Germany and Sweden**
  - "Moments of Silence: an exhibition of paintings by Uwe Appold, inspired by the haiku poetry of Dag Hammarskjöld"
  - Held on the occasion of the fiftieth anniversary of the death of Dag Hammarskjöld, Secretary-General of the United Nations (1953–1961), this exhibition of paintings was inspired by his writings and love of his native southern Sweden.

- **Italy**
  - "Defending Venice and its cultural heritage from floods: the MOSE project"
  - Is Venice sinking? Top Venetian technical experts illustrated the colossal engineering project under way to save Venice from periodic flooding, touting the techniques and potential methods for halting floodwaters in other prone areas around the world where culture, livelihoods and human life are at risk.

- **Republic of Korea**
  - "Harmony from Korea"
  - A concert by Ensemble TIMF performing classical and Korean traditional music, organized in collaboration with the Korea Foundation. The group played Bach, Schubert and a range of Korean folk songs featuring traditional instruments.

- **United Nations**
  - "Research Institute for Social Development in the Bag: the art and politics of reusable bag movement"
  - An exhibition of designer bags from artisans and cooperatives around the world, tracing the beginnings of the movement to ban plastic bags and presenting the growth of creative alternatives to plastic. Held on the occasion of the UNRISD conference on the green economy and sustainable development: bringing back the social dimension.

**NOVEMBER**

- **Japan**
  - "Jiuta-Mai Evening: traditional Japanese dance by Master Kishô Yoshimura"
  - A traditional dance performance of Jiuta-Mai, performed by Master Kishô Yoshimura, organized by the Permanent Mission of Japan, the Japanese Consultate in Geneva, the Association Suisse-Japon (section Suisse-Romande) and the Atelier de Nihon-Bay of Geneva. The concert was held to thank the international community for its assistance to the victims of the 2011 earthquake in Japan, and was part of the official programme of the Japanese Cultural Month in Geneva.

- **United Nations Mine Action Service**
  - "Children’s Fund"
  - Colours of Freedom
  - Colourful contemporary paintings by Congolese artist Kristo Mute, Kayamba Dosite, Marmpya Francis, Sape, Jean-Pierre Nkia and Chadu Bungue, inspired by the struggle against landmines in the Democratic Republic of the Congo.

- **Brazil, Rwanda, United States of America, International Organization of La Francophonie and the Office of the United Nations High Commissioner for Human Rights**
  - "African mother of all peoples"
  - An exhibition of images by Brazilian photographer Walter Firms, featuring a slideshow by American artist Joseph Holston, from his Color in Freedom exhibition, and a digital museum tour of African-American art courtesy of the Smithsonian Museum. The exhibition was part of the celebrations for the International Year for People of African Descent.
NOVEMBER

Brazil, Rwanda, United States of America, International Organization of la Francophonie and the Office of the United Nations High Commissioner for Human Rights Africa: mother of all peoples

Celebrating diversity, equality and non-discrimination, a literary conference featuring writers of African descent from around the world: Ana Maria Gonçalves, Brazil; Jean-Ephèle Milce, Haiti; Lucy Cristina Chau, Panama; Eddy L. Harris, United States of America; and Petrina Gappah, Zimbabwe, in celebration of the International Year for People of African Descent.

Japan, Office of Disarmament Affairs, UNOG

Towards a World Free of Nuclear Weapons

A multi-act featuring the following musical attractions: Afriola (Brazilian percussion, young people from poor communities of Rio de Janeiro); Jarre González (Latin music influenced by African roots in Latin America); Kara Sylla Kó (Mali); and Idris Mintassima inspired by the culture of Africa. This was a community effort to achieve nuclear disarmament by featuring artifacts from the atomic bomb museums in Hiroshima and Nagasaki, Japan.

Monaco and the United States of America

Healing for the Nations: Swiss-American Friendship Concert

Celebrating 50 years of nuclear disarmament, a historical exhibition tracing the history of nuclear and isotopic techniques to enhance the understanding of oceanic processes, marine ecosystems and the impact of nuclear pollution in the Ocean. An exhibition of panels and aquariums documenting the work carried out in Monaco by the IASA Marine Environmental Studies Laboratory. Staff from the laboratory also organized a series of special visits for students from schools, and artists and scientists to showcase their projects and methods.

17 SPECIAL FEATURE

Cultural activities at UNOG: A forum for celebrating diversity and building mutual understanding

DECEMBER

Serbia

Serbia: Diplomacy and Art

An exhibition commemorating the life and work of the renowned Yugoslav writer and diplomat Ivan Arstić, held on the occasion of the fiftieth anniversary of his being awarded the Nobel Prize for Literature. The exhibition features the conservation of Serbian Gold Powder Box, a painting by Marija Dragoljivić, and the celebration of the 10th anniversary of Serbian multilateral diplomacy in Geneva (1921–2011).

Switzerland

Switzerland and the United Kingdom of Great Britain and Northern Ireland

Glass Microbiology


Poland

Poland

Waldemar Malicki, versatile pianist and star of the Polish Humorous Philharmonic performs his renowned Classical Piano Show

A unique evening of classical and contemporary music with some very special musical surprises, held on the occasion of the fiftieth anniversary of Mongolia’s admission to the United Nations. The opening event also featured a performance by traditional musical group, Khuushul Mongol.

Mongolia

Mongolia

Mongolia on the International Stage

An exhibition highlighting Mongolia’s achievements, its partnerships with the United Nations family, and its dynamic vision for the future, held on the occasion of the fiftieth anniversary of Mongolia’s admission to the United Nations. The opening event also featured a performance by traditional musical group, Khushul Mongol.

United Nations Office for the Coordination of Humanitarian Affairs

Integrated Regional Information Network

France

France

Gallimard (1911–2011): un siècle d’édition

A retrospective exhibition commemorating the contribution to literature of the iconic French publishing house.

United Nations Office for the Coordination of Humanitarian Affairs

Integrated Regional Information Network

At the Front Lines of Humanitarian Reporting

Photographs from IRIN, Humanitarian News and Analysis, a service of the United Nations Office for the Coordination of Humanitarian Affairs.

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UNOG continues to be at the centre of the multilateral process. It serves as a forum for the delivery of high quality conference services to Member States in accordance with relevant mandates. Over the past years, the growth of the conference-servicing workload has continued to outpace available capacity. UNOG strives to adapt and adjust its work processes, practices and procedures for best use of its limited resources to ensure client satisfaction.

Promoting communication and facilitating deliberations, consistent with the purposes and aims of the United Nations, are core support activities which contribute to achieving United Nations goals. High-quality documents are provided in a timely manner with full respect for the specificities of the six official languages of the United Nations in accordance with established regulations and rules.
GLOBAL MANAGEMENT OF MEETINGS

As a major forum for multilateral diplomacy, UNOG provides not only the location in which delegates undertake their work, but also the conference planning, coordination and servicing functions required to ensure that meetings are properly scheduled and serviced. In 2011, UNOG continued its efforts towards cost-effective planning and active coordination of all the meetings for which it has servicing responsibility. As a result of these efforts, the utilization of resources reached 91 per cent in 2011 with a ratio of services planned against services delivered at an impressive 96 per cent.

In 2011, UNOG continued to make great efforts to meet the expanding meeting and documentation requests for all human rights bodies, the UNCTAD, and the ECE.

In addition to the increasing demand for conference rooms and services from Geneva-based bodies, UNOG was also able to service extrabudgetary meetings, such as the hundredth session of the Council of the International Organization for Migration (IOM), the twenty-ninth meeting of Joint United Nations Programme on HIV/AIDS (UNAIDS) Programme Coordinating Board, the Global Forum on Migration and Development’s Concluding Debate, many meetings of the United Nations Office of the High Commissioner for Refugees and the United Nations Institute for Training and Research, as well as discussions on the Internet Governance Forum, and meetings of the Executive Committee of IOM.

Beyond supporting the United Nations family, UNOG also acts as the primary interlocutor with Governments offering to host United Nations conferences. In that role, it advises host countries on all logistical and human resource requirements for hosting such conferences. Throughout 2011, the UNOG Division of Conference Management successfully coordinated and provided services to a number of such conferences held outside Geneva (see table on the following page).
CHAPTER III

Conferences organized outside Geneva

<table>
<thead>
<tr>
<th>Event Description</th>
<th>Date</th>
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<tbody>
<tr>
<td>UNFCCC Designated National Authority Training Forum, Marrakesh, Morocco</td>
<td>7–8 July 2011</td>
</tr>
<tr>
<td>Sixteenth session of the UNFCCC Ad Hoc Working Group on Further Commitments for Annex I Parties under the Kyoto Protocol and fourteenth session of the Ad Hoc Working Group on Long-Term Cooperative Action under the Convention, Panama City</td>
<td>1–7 October 2011</td>
</tr>
<tr>
<td>Tenth session of the UNCCD Conference of the Parties, Changwon, Republic of Korea</td>
<td>10–21 October 2011</td>
</tr>
<tr>
<td>Seventeenth session of the UNFCCC Conference of the Parties, Durban, South Africa</td>
<td>28 November–9 December 2011</td>
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MEETINGS – PRINCIPAL USERS FOR 2011

ENHANCING ACCESS TO THE MULTILATERAL PROCESS

In 2011 UNOG enhanced its efforts to provide accessibility services, such as sign-language interpretation and Braille documentation, for the Committee on the Rights of Persons with Disabilities (CRPD) and was involved in the task force on disability, created by the President of the Human Rights Council further to resolution 16/21, aimed at assessing future accessibility services for participants to the Council and other human rights bodies. UNOG has established procedures and acquired the necessary technology to ensure in-house transcription and embossing of Braille documentation to provide adequate servicing to CRPD. In September 2011 the first documents in Braille were produced in English-language Braille, grade 2, and Spanish-language Braille, grade 1, as requested by the Council for its September session. It is also possible to transcribe and revise Braille in Arabic, English, French and Spanish.
“[G]enuine multilingualism promotes unity in diversity and international understanding.”

United Nations General Assembly resolution 65/311 (19 July 2011)

In 2011 UNOG made significant progress in enhancing the efficiency of its translation services. This was accomplished through a far-reaching training strategy and promotion of the use of translation technology among translators in coordination with colleagues in New York, Vienna and in other international organizations around the world. An external studies programme, information and communication technology courses, and outreach to universities and professional unions specializing in translation also contributed to meeting these goals.

The use of technologies, including translation support tools, has been tested and their usefulness widely recognized. Over 80 translators and support staff were given the opportunity in their daily work to use two versions of a computer-assisted translation system and in parallel to test a global server through which translation memories and terminology can be shared with all duty stations.

A major achievement for UNOG in 2011 was the adoption of a multilingual terminology management system for UNOG terminology (UNOGTerm). Nearly 150 terminology files in official languages were merged, terminology records restructured and cleaned, and duplicates removed, which made it possible to access UNOG terminology on the Internet as well as to make searches on a common one-stop terminology platform: the UNTERM portal, centrally managed at United Nations Headquarters in New York. The aim of the global terminology project is to avoid duplication of effort, share value-added data and ensure the interoperability of systems worldwide.
“Mother languages, along with linguistic diversity, matter for the identity of individuals. As sources of creativity and vehicles for cultural expression, they are also important for the health of societies.”

Irina Bokova, Director-General of the United Nations Educational, Scientific and Cultural Organization, in a message to mark International Mother Language Day

Promoting multilingualism is a key priority of the United Nations. Multilingualism recognizes the need to protect and promote the global plurality of languages, as well as to communicate with a global audience in their own languages, ensuring an effective multilateral process.

UNOG has celebrated language days since 2010 when the “Language Days at the United Nations” initiative was launched, highlighting multilingualism and cultural diversity.

ESSENTIAL LANGUAGE SUPPORT TO ADVANCE UNITED NATIONS PRIORITIES

UNOG continues to make its contribution to special rapporteurs and special procedures mandate-holders of the Office of the United Nations High Commissioner for Human Rights. Out of the 42 human rights missions or field visits supported in 2011, 11 missions requiring non-United Nations languages were serviced by local interpreters under the responsibility of UNOG. Twelve missions were supported by locally recruited freelance interpreters to reduce the costs and nine were supported directly by UNOG staff interpreters. For example, the latter gave direct support during the two investigative trips by the Commission of Inquiry on Libya organized by the Human Rights Council (under resolution 17/17). Staff interpreters performed a critical function in interviewing witnesses in camps of internally displaced persons, victims of sexual violence, detainees, military commanders and prosecutors, senior intelligence officers, and government/National Transition Council officials.
Interpreters conducted interviews in extremely stressful and sometimes dangerous settings, and worked long hours, far beyond normal professional workload standards, but were pleased with the role they had performed in helping the Commission to fulfill its mandate. Conference services were also provided to the Secretary-General of the United Nations during his visit to Ethiopia and to the Geneva International Discussions involving the European Union, the Organization for Security and Cooperation in Europe and the United Nations. Portable interpretation equipment was also deployed to cover high-level meetings and human rights missions. In addition UNOG hosted successful negotiations with the International Association of Conference Interpreters in December 2011, in which representatives of the United Nations system organizations and the Chief Executives Board participated.

Furthermore, during 2011, the UNOG Interpretation Service hosted and coached 1,244 students and freelance trainees in interpretation from universities in Belgium, China, France, Lebanon, Spain, the Russian Federation, Switzerland and the United Kingdom of Great Britain and Northern Ireland. Exposure to a real conference setting has proved critical in orienting the next generation of conference interpreters.

![UNOG Interpreter at work (UN Photo/Publishing Service)](image)

**STRIVING FOR IMPROVEMENT**

UNOG carried out eight client satisfaction surveys at the Palais des Nations and conferences held elsewhere. The results of these surveys showed a consistently high level of satisfaction with regard to the meetings serviced and provided useful input for the planning and implementation of future UNOG activities.

For the second year in a row, UNOG was part of the Language Internship Programme of the Department for General Assembly and Conference Management and over the summer of 2011, hosted 25 interns, representing all six official languages.

UNOG remains firmly committed to providing high-quality conference services to all stakeholders, within the framework of integrated global management of conferences at the United Nations.
Effective programme delivery depends on efficient management and administration. As an essential service provider to the United Nations family, UNOG enables the United Nations to achieve its substantive priorities. UNOG fills a critical role by providing administrative and other support services to 21 United Nations Secretariat departments and offices in Geneva, other locations including Bonn, Germany, and Turin, Italy, and associated field offices, as well as to 38 other entities of the United Nations common system located in Geneva. The services provided range from financial and human resources management, information technology support, central support services, budgeting and programme performance management, to safety and security.

In 2011 UNOG focused on improving client services and enhancing technology with a view to providing more efficient and effective common services in a broad range of areas of administration and support.

UNOG has also worked hard on expanding its role as a regional administrative support centre of excellence, developing strategic partnerships and outreach activities with client offices. The results of a client survey carried out by UNOG show that client entities recognize and appreciate an overall improvement in service delivery. Written feedback has been taken into account in further adapting service delivery to improve effectiveness and efficiency.

During the past year, the UNOG Division of Administration has focused on:

- Assisting the Under-Secretary-General for Management in coordinating and monitoring the implementation of management reform in Geneva.
- Enhancing client services and expanding the role of UNOG as a regional administrative support centre with a view to providing more efficient and effective common services in the areas of administration and support.
- Safeguarding and maintaining United Nations assets and properties in Geneva, in compliance with Headquarters minimum operating security standards and recognized best practices.
- Enhancing information technology with the aim of streamlining and improving the provision of administrative and other support services to all clients.
- Providing and strengthening the information and communications technology infrastructure, knowledge-sharing, information security and the network at UNOG in line with the global United Nations strategy.
- Ensuring business continuity of administrative support to other entities in Geneva in emergency cases.
COST-EFFECTIVE, RELIABLE AND SUSTAINABLE SUPPORT SERVICES

UNOG remains strongly committed to providing cost-effective, reliable and sustainable support services to its many clients within the United Nations Secretariat and related offices, as well as to Geneva-based entities of the United Nations common system.

Presently, common services are provided by UNOG in the areas of procurement, official travel and airfare negotiations, diplomatic privileges, provision of United Nations documents, transportation and mail operations, to more than 64 United Nations entities based in Geneva and other duty stations.

In 2011, within the area of procurement, UNOG established 2,309 contracts worth over US$ 108 million for goods and services, adhering to the highest standards of transparency and competition while utilizing the “best value for money” principle.

Efforts towards simplification and harmonization are continuing. The Common Procurement Activities Group, the secretariat of which is managed by UNOG, “Delivering as one,” effectively collaborated on more than 15 procurement projects in 2011. Estimated savings amounted to over US$ 40 million, including travel services and airline negotiations; electricity supplies; information technology goods and services; and office supplies, paper and other goods and services.

UNOG is also committed to sustainable procurement, demonstrated by the inclusion of sustainability elements in statements of work and evaluation criteria which contribute to the move towards climate neutrality.

UNOG continues to explore all avenues conducive to more efficient use of available resources. As a result of negotiations undertaken with 30 major airlines, 13 agreements have been signed. Savings of approximately US$ 4.2 million were achieved through corporate fares with international organizations in Geneva, travel agency fares, creative ticketing and usage of low-cost carriers. UNOG avoided significant costs in other areas, as shown in the table below:

<table>
<thead>
<tr>
<th>Major savings achieved by UNOG</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail services</td>
<td>SwF 810 475</td>
</tr>
<tr>
<td>Courier services</td>
<td>SwF 375 000</td>
</tr>
<tr>
<td>Electricity</td>
<td>SwF 236 541</td>
</tr>
<tr>
<td>Laptop and desktop computers</td>
<td>SwF 907 797</td>
</tr>
<tr>
<td>Photocopier services</td>
<td>SwF 1 940 333</td>
</tr>
<tr>
<td>Toner and ink-jet cartridges</td>
<td>SwF 168 000</td>
</tr>
<tr>
<td>Desktop printers</td>
<td>SwF 617 984</td>
</tr>
<tr>
<td>Document management and digital printing services</td>
<td>SwF 1 384 153</td>
</tr>
<tr>
<td>Field vehicles</td>
<td>US$ 281 017</td>
</tr>
<tr>
<td>Office supplies</td>
<td>€133 505</td>
</tr>
</tbody>
</table>
UNOG provides financial management services, including accounting, monitoring and control of the programme budget and extrabudgetary resources, medical insurance, treasury and other support services to over 20 Geneva-based organizations and departments, as well as entities located in Bonn, Germany, and Turin, Italy.

As the largest duty station outside United Nations Headquarters, with diverse and complex extrabudgetary operations, and as a member of the United Nations Steering Committee on International Public Sector Accounting Standards (IPSAS), UNOG has actively taken part in the early stages of preparation for IPSAS implementation that will bring benefits to its services to the world community.

Efforts to improve the efficiency and quality of financial services continued in 2011. In preparation for the implementation of the enterprise resource planning system at the United Nations Secretariat offices in Geneva in 2013, UNOG continued to update some of its administrative processes, and undertook internal control procedures and data-cleaning.

MODERNIZING INFORMATION TECHNOLOGY TO MEET FUTURE CHALLENGES

In line with efforts for greater sustainability, UNOG undertook several initiatives to improve office automation and reduce the use of paper. These included the implementation of electronic books such as the UNOG Annual Report, web-based data visualizations such as the secretariat of the Basel Convention’s reporting system, and facilities to create online surveys quickly and easily and have clear real-time results, as well as new applications developed by the Information and Communications Technology Section (ICTS) to streamline administrative procedures and reduce the use of paper.
During 2011, UNOG reached out to several close entities with important information and communications technology (ICT) groups in order to harmonize practices, raise the collective maturity of ICT in the Geneva community and seek ways to deliver more with what is available. Efforts are expected to be formalized in early 2012, through the establishment of the Geneva ICT Board, chaired by the Director of the UNOG Division of Administration, with membership from the initial participating entities. Looking ahead, the Board will be establishing a programme of innovations to maximize the value of investment in ICT.

**INAUGURATION OF THE UNOG GENEVA TECHNOLOGY CENTRE**

In 2011, the Geneva Technology Centre, a state-of-the-art data centre, managed by ICTS, was inaugurated by the Director-General of UNOG. The Centre can host several thousand servers using virtualization techniques and meeting the highest international standards. In addition to compliance with electrical standards, uninterrupted power supply, air conditioning, security, fire detection and access control, the Centre’s related processes are ISO 27001 certified, ensuring an appropriate standard of confidentiality, integrity and availability of information.

**DEVELOPING THE WORKFORCE THROUGH CONTINUOUS LEARNING AND SUPPORT**

In order to support its most important resource, the staff, UNOG continues to work to deliver integrated, efficient, authoritative and client-oriented services in the areas of recruitment, staff administration, internal justice, learning and career development; staff welfare and medico-administrative services.

Business operations cover more than 4,100 staff in over 30 client departments/offices in Geneva, Bonn and Turin, and over 80 field locations.

During the past year, UNOG has also enhanced efficiency by introducing a number of e-tools which has resulted in a streamlining of administrative processing, for example for language proficiency examination registration, requests for Bern cards and education grants, and separation clearance procedures.

UNOG strives to foster a culture of continuous learning and high performance among a workforce consisting of 118 different nationalities. In 2011, nearly 700 learning and development activities were provided to more than 9,000 staff and participants from different United Nations entities and stakeholders in the Geneva international community.
Through its Medical Services Section, UNOG provides a comprehensive set of medical administrative services and clinical functions, including health and wellness programmes for staff of all United Nations entities participating in its Joint Medical Service. The Section provides services for about 8,000 staff members based in Geneva, Bonn and Turin and for nearly 12,000 staff members in the field through a shared services platform.

**PARTICIPATION IN THE HEALTH PROMOTION AND PREVENTION PROGRAMME 2011**

- Stress workshops: 6.1%
- Health promotion conferences: 0.5%
- Health promotion campaigns: 0.5%
- Tobacco consultations: 1.2%
- Other individual health education consultations: 1%
- Prevention of psycho-social risks consultations: 9.9%

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**DID YOU KNOW?**

In 2011... 

- **9,330** participants took part in **660** workshops offered by the Staff Development and Learning Section.
- **3,008** participants in Management and Communication Programmes.
- **2,645** students in Language Training.
- **1,382** participants in Information Technology Training.
- **251** participants in workshops to upgrade substantive skills.
- **506** participants in a Pre-Retirement Seminar.

In 2011, 9,330 participants took part in 660 workshops offered by the Staff Development and Learning Section. Of these, 3,008 participants engaged in Management and Communication Programmes, 2,645 in Language Training, 1,382 in Information Technology Training, 251 in workshops to upgrade substantive skills, and 506 in a Pre-Retirement Seminar. The activities of the Staff Development and Learning Section are divided into several categories, each with its own percentage of participation.

- **In 2011...**
  - **9,330** participants took part in 660 workshops offered by the Staff Development and Learning Section.
  - **3,008** participants in Management and Communication Programmes.
  - **2,645** students in Language Training.
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ENSURING SAFETY AND SECURITY

“The challenges of ensuring staff security have grown more numerous and complex. We continue modernizing our security operations, from infrastructure to threat analysis, training and protection.”

Secretary-General Ban Ki-moon of the United Nations at Memorial to Fallen Staff, New York (21 November 2011)

The security and safety of United Nations staff continues to be a key component of programme delivery and is essential to the ability of the Organization to fulfill its mission.

The security and safety of all United Nations staff members and their dependants in the country falls within the purview of the Director-General of UNOG, in his capacity as Designated Official for Switzerland. The Director-General chairs the Security Management Group which forms part of the three-tier security structure mandated by the General Assembly.

The work of UNOG in safety and security is multifaceted, as UNOG not only ensures the safety and security of staff and visitors to the Palais des Nations, but in the international arena as well.
To support the priorities of the Organization, the Security and Safety Service deployed close protection personnel in a number of hazardous missions, such as in the Democratic Republic of Congo, Egypt, Guinea, Libya and Tunisia (see Highlights section for further details). UNOG continued its planning, organizing and execution of security operations for a number of external conferences, including the UNCCD Committee for the Review of the Implementation of the Convention in Bonn, Germany, the UNFCCC Ad Hoc Working Group in Panama and the UNCCD Conference of the Parties in Changwon, Republic of Korea.

Effective training and professional development opportunities are key when it comes to enabling safety and security of staff. Throughout 2011, UNOG provided training opportunities to Geneva-based United Nations staff, as well as to staff from abroad, in the areas of first aid, firearms, close protection and self-defence.

EFFECTIVE RESPONSE AND COOPERATION

On 27 October 2011 a fire was detected in the garage of the World Intellectual Property Organization (WIPO). While the local fire brigade was alerted and on its way, WIPO security contacted the UNOG Safety and Security Service Control Centre. In a matter of minutes, fire-unit personnel were deployed on site where they coordinated the emergency response with the local firemen. The leadership of UNOG staff and the role they played in addressing the fire and coordinating the evacuation of the WIPO premises was an example of professionalism that was highly appreciated by the WIPO senior management. In the end, there were no injuries to personnel, and the fire was promptly contained, thus limiting material damage.
SPECIAL FEATURE

“GREENING” UNOG

On the road to the Rio+20 Conference, sustainable development is one of the top priorities of Secretary-General Ban Ki-moon and of the Organization. As the largest duty station outside United Nations Headquarters in New York and a major service provider for the United Nations family, UNOG has incorporated an environmental dimension into all its procedures and practices.

Over the past 10 years, UNOG has put in place a number of measures to cut electricity, fuel and water consumption which has resulted in an impressive reduction in carbon dioxide emissions. These substantial gains have been achieved through a combination of institutional measures, partnerships with the host country and civil society, and a transformation of work processes – installing solar panels, restricting air conditioning, improving thermal insulation, buying fuel-efficient vehicles when appropriate, providing incentives to staff to use sustainable modes of transport, separating waste and occasionally using sheep to cut the grass. Creativity and a readiness to embrace change have been critical.

However, more still remains to be accomplished. The implementation of the Strategic Heritage Plan, a project to renovate and modernize the Palais des Nations, including its energy efficiency and emission standards, is critical to meeting all sustainable development goals (see the special section on the Plan for further details).

“Reducing our impact on the environment is the responsibility of both organizations and individuals. For the United Nations Office at Geneva, this is one of our top priorities.”

Director-General Tokayev

Sheep grazing on the grounds of the Palais des Nations, an environmentally friendly tradition. (UN Photo/Jean-Marc Ferré)
REDUCING PAPER CONSUMPTION

On the initiative of the Director-General, and thanks to the combined efforts of senior managers and staff, 2011 saw a 20 per cent reduction in the use and distribution of paper at UNOG.

This accomplishment was achieved through the following:

- All permanent missions were informed of the availability of parliamentary documents in electronic format and, effective 3 June 2011, only one paper copy of parliamentary documents is now distributed to each mission. The printing of parliamentary documents for stocking purposes has been discontinued, and most background documents for meetings are printed only at the specific request of delegates.
- Key publications, such as the Blue Book of permanent missions, are now available online. Print runs of many publications have been reduced, as has printing in offices.
- A number of electronic forms/workflows and e-tools have been introduced to streamline administrative processing and reduce the need to process and store hard copies of documents.
- Improved access to electronic resources has also enabled the Library to decrease paper consumption proactively. Specialized software was installed for close monitoring of printing requests, reducing the Library’s paper consumption by 60 per cent.

“PAPER-SMART” APPROACHES TO MANAGING DOCUMENTS; SUSTAINABLE PUBLISHING

UNOG is promoting sustainability and greening of its conference management operations to enhance the delivery of services to Member States, improve use of staff resources to cut costs and reduce the United Nations carbon footprint. Having achieved ISO 14001: 2004 certification in October 2010, UNOG remains fully committed to greening United Nations operations (see Highlights section for more).

Innovative ways to apply paper-smart approaches to United Nations meetings are being explored – representing a fundamental paradigm shift in the provision of conference services. UNOG is also considering further possible adjustments – such as enhancing technology to prepare digital audio files and providing meeting records in new and innovative ways.

Additionally, UNOG has implemented an environmental management system for its printing and distribution operations. This includes material flow, waste material management, secure handling of chemicals, energy consumption and machinery noise levels.

Parliamentary documents and publications are printed on various types of recycled paper, in line with the United Nations Environment Programme’s guidelines on sustainable procurement. The digital printing machines that were recently installed at UNOG consume 45 per cent less energy and produce 90 per cent less ozone than equivalent machines.
UNOG strives to maintain and enhance the outstanding architectural and historical heritage of the Palais des Nations, its buildings and annexes. As noted above, over the past 10 years, utilities consumption has been reduced by over 40 per cent for water and 20 per cent for electricity, despite the ageing building infrastructure and, as a result, carbon emissions have been cut by 34 per cent simply by applying managerial and technical improvements within existing resources.

These reductions in consumption for the Palais des Nations and its annexes are illustrated in the following graphs:

- **ELECTRICITY**
  - Graph showing a decline in electricity consumption from 17,500,000 KWh in 2000 to 11,500,000 KWh in 2011.

- **WATER**
  - Graph showing a decline in water consumption from 304,096 M3 in 2000 to 90,000 M3 in 2011.

- **ENERGY CONSUMPTION FOR HEATING**
  - Graph showing a decline in energy consumption from 680 M Wh/degree day in 2000 to 470 M Wh/degree day in 2011.

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3 Not including the Palais Wilson.
UNOG strives, in partnership with Services Industriels de Genève, the main service provider in Geneva, to manage energy demand efficiently, resulting in further reductions in energy use and emissions. Two joint projects which have resulted in the achievement of United Nations environmental goals are:

- The Geneva-Lake-Nations (GLN) Project: supplying the Palais des Nations with water from Lake Geneva for cooling purposes. The energy required for cooling the buildings is generated through heat exchangers and supplied to several international organizations as well as private and non-governmental entities. By no longer using traditional cooling towers UNOG will benefit from 100 per cent renewable energy (Lake Geneva water), thereby reducing electricity and water consumption.

- The Natural Gas Project: replacing the heating oil used in the main boiler house at UNOG with natural gas. The main impact on the environment has been a reduction of emissions of carbon dioxide (CO₂) as well as nitrogen oxide and dioxide (NO and NO₂) and sulphur dioxide (SO₂). The discontinuation of use of vehicles for the delivery of heating oil was an additional benefit.

### RECYCLING FOR GREATER SUSTAINABILITY

For several years UNOG has been active in ensuring appropriate recycling as a result of the ongoing process of achieving greater sustainability. Specific efforts include:

<table>
<thead>
<tr>
<th>Waste collected by the cleaning services contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper and cardboard are collected into compactors and sent to local recycling facilities to reduce the impact of transport.</td>
</tr>
</tbody>
</table>

| Other types of waste are centrally stored until sent to a local plant where the different types of waste are sorted (PET, glass, aluminium, etc.) and recycled. The waste that cannot be recycled goes to an incinerator. |

| Used furniture, which can represent a significant amount of waste, is sent to a waste enhancement plant and wood is also sorted and sent for recycling. |

<table>
<thead>
<tr>
<th>Waste collected after maintenance work on the buildings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste generated by building maintenance and the technical services are collected in each workshop and then sent to a waste collection facility to be sorted into specific skips (wood, metal, organic waste, etc.). Once the skips are full, they are taken away by the contractor to be recycled in accordance with the laws of the Republic and Canton of Geneva.</td>
</tr>
</tbody>
</table>

| Waste generated on the different building sites by external companies is to be sorted and disposed of by those companies. The waste is recycled in accordance with the laws of the Republic and Canton of Geneva (UNOG calls for tenders are adamant about this). |

<table>
<thead>
<tr>
<th>Treatment of waste generated in parks and gardens</th>
</tr>
</thead>
<tbody>
<tr>
<td>When trees are cut down, branches are crushed and recycled at the bottom of other trees. Grass, leaves, plants and bushes are collected and stocked, then turned into compost for the park and leftovers are collected by a local farmer for agricultural use.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Treatment of waste generated by the restaurants and the canteen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sorting and separating waste is undertaken by the catering company and its mandated subcontractor.</td>
</tr>
</tbody>
</table>

| Waste is sorted and separated on site (PET, aluminium, glass) into plastic bags and then sent to different recycling facilities. |

| Cardboard waste is collected in a paper recycling skip. |

| Food waste, used cooking oil and general waste are collected in separate skips and taken away by a recycling contractor. |
DEVELOPING ARIANA PARK—ONE OF GENEVA’S GREATEST ASSETS

The 46 hectares of the Ariana Park are a major asset for UNOG and Geneva. Its diversity and splendour were acknowledged on 9 June 2009, when UNOG was awarded a certificate by Fondation Nature et Économie in recognition of the quality of its landscaping and preservation and development of the Park’s rich biodiversity.

For UNOG, the award of the certificate was not the end of a process but the illustration of past and future commitments to showcase the biodiversity of this magnificent space in all its infinite variety.

“We hope to send out a collective signal to the world that combating climate change begins at home and that we take accountability and credibility seriously.”

Achim Steiner, Executive Director, United Nations Environment Programme

UNITED NATIONS FAMILY OBSERVING THE INTERNATIONAL YEAR OF FORESTS

On 15 February 2011, FAO and UNECE, in partnership with the Permanent Mission of the United States of America to UNOG, officially opened the International Year of Forests at the Palais des Nations in Geneva.

For the occasion, FAO and UNECE, together with the UNOG Cultural Activities Programme, constructed a “temporary forest” inside the Palais des Nations building, in the Salle des pas perdus gallery. Some 70 living trees of 27 different species, from Europe and North America, with heights ranging from two to six metres, created a stunning atmosphere and provided an ideal background to an exhibition of artwork by the American painter Monte Dolack, whose work had been inspired for years by North American forests and outdoor living. The forest gallery enabled staff, guests, delegates and civil society to reflect on the growing appreciation of the contribution of forests to economic, environmental and social well-being.

Part of the exhibition enjoyed a second life, as 21 of the trees on display were planted in the park of the Palais des Nations afterwards, further enriching its biodiversity.
ARRIVAL OF THE ZERO EMISSIONS RACE IN GENEVA

The Palais des Nations opened its gates on 24 February 2011 for the arrival of the inaugural Zero Emissions Race. After an 80-day journey around the world, the three electric vehicles participating in the race arrived at the Palais, where they were welcomed by officials from UNOG, UNECE and the United Nations Environment Programme.

The teams, which started the race in August 2010 in Geneva, represented Australia, Germany and Switzerland. Environmentally friendly and virtually silent, the cars and motorbike circumnavigated the globe, crossing 16 countries. The vehicles were shipped between continents, and that transfer time was not counted as part of the 80-day trip. The race director was Louis Palmer, a well-known Swiss environmentalist who was the first person to circumnavigate the world using only solar power.

The importance of reducing our impact on the environment, both at an organizational and individual level, grows every day. Nevertheless, such efforts can only be effective if mindsets and habits can be changed. Small gestures at the individual level can add up to making a substantial difference in time – be it lowering the heat in winter, switching the lights off when leaving a room or making a conscious effort to recycle. UNOG, together with the United Nations family, is committed to raising awareness among its staff members about the fact that, one by one, we can achieve a greater degree of sustainability.
“We must take good care of the building we work in. The Palais des Nations is a historic building that belongs to humanity.”

Director-General Tokayev in an interview in UN Special magazine (October 2011)

The Palais des Nations ties together the legacy of the past, the efforts of the present and the vision of a better future. It is an illustration that lasting results are built over time – through multilateral action, and with determination and dedication. UNOG is proud to hold this unique heritage in trust. The Palais des Nations belongs to the international community; it is a shared obligation to preserve it.

The Strategic Heritage Plan represents the foundation of a sustainable future for the Palais des Nations in the service of security, development and human rights for all.
KEY PERFORMANCE OBJECTIVES OF THE PLAN

1. OPTIMIZE THE USE OF AVAILABLE INTERIOR SPACE AND CONFERENCE FACILITIES.

2. MEET ALL LOCAL AND INTERNATIONAL REGULATIONS RELATED TO FIRE, STRUCTURAL AND BUILDING SAFETY, HEALTH AND ACCESSIBILITY, AND COMPLY WITH THE UNITED NATIONS MINIMUM OPERATING SECURITY STANDARDS.

3. UPDATE THE BUILDING EXTERIOR AND ELECTROMECHANICAL SYSTEMS SO AS TO REDUCE ENERGY CONSUMPTION COSTS.

4. UPGRADE AND EXPAND THE INFORMATION AND COMMUNICATIONS NETWORKS, BROADCASTING FACILITIES AND CONFERENCE SYSTEMS TO MEET CURRENT INDUSTRY STANDARDS.

5. PREVENT IRREVERSIBLE DETERIORATION OR DAMAGE AND RESTORE AND MAINTAIN THE CAPITAL VALUE OF THE PALAIS DES NATIONS AND ITS CONTENTS, SPECIFICALLY ITS HISTORIC ARCHIVES.

Three distinct project implementation options have been identified by a consultant, namely, a fast-track (5-year), a medium-term (8-year) and a long-term (13-year) implementation period. The medium-term option will result in the lowest cost, group the renovation works in a logical way, be the least disruptive and meet all the key performance objectives.

IMPLEMENTATION UNDER CONSIDERATION

Having reviewed the implementation options, the Secretary-General recommended that the medium-term option be adopted for putting the Strategic Heritage Plan into effect. According to this implementation concept, the overall estimated costs of the project for design, programme and project management, construction and additional costs for other related items such as swing space, relocation and rental, together with contingencies, were estimated to be in the range of SwF 618 million.

The table below outlines the tentative project timeline for the eight-year implementation concept recommended. In line with the General Assembly’s instruction that the Capital Master Plan now under way at United Nations Headquarters must be completed prior to the commencement of the Strategic Heritage Plan, the renovation works will only begin in 2015.
GENERAL ASSEMBLY APPROVAL OF RESOURCE REQUIREMENTS FOR 2012–2013

Recognizing the vital importance of this project, the General Assembly, at its sixty-sixth session, approved resource requirements for the 2012–2013 biennium to cover the costs of a project management team dedicated to advancing the preparation work for the execution of the Strategic Heritage Plan.

HOST COUNTRY CONTRIBUTION

In a demonstration of its commitment to the initiative, the Swiss Federal Council decided in June 2011 that Switzerland would participate in the renovation of the Palais des Nations through a voluntary contribution of SwF 50 million. The contribution will be used to undertake structural energy-saving measures in the context of the Strategic Heritage Plan. Works to be carried out include the replacement of windows, thermal insulation of roofs and facades, installation of high-efficiency lighting systems, replacement of air-conditioning units and installation of solar panels. Towards the end of the year, UNOG was preparing the relevant project documents for tendering in coordination with the Swiss authorities.
UNOG LIBRARY: REINTERPRETING ITS HISTORIC ROLE IN TODAY’S ENVIRONMENT

“We must preserve the knowledge of the past, gather in the information of the present, and help develop wisdom for the future. The Library has an important catalytic role to play in the new, networked environment.”

James H. Billington, Librarian of Congress, Washington, D.C.

The UNOG Library traces its lineage to the League of Nations Library founded in 1919 and endowed by John D. Rockefeller Jr. in 1927, to become “a centre of international research and an instrument of international understanding.”

UNOG staff members, diplomats from the permanent missions, conference delegates, civil society representatives and accredited journalists as well as external researchers are the main clients of the Library. In 2011, the Library received 63,500 of its clients in person, answered approximately 40,000 reference questions and loaned more than 15,000 documents, books and journals. Even as the Library maintains its strong traditional library and archive services, it focused in 2011 on reinterpreting its historic role in today’s environment. This required mobile and flexible client services and resource efficiencies when acquiring and sharing advanced knowledge and information management expertise.

UNOG LIBRARY DATABASE SUBSCRIPTION AND USAGE, 2006–2011
ACCELERATING THE SHIFT TO ELECTRONIC RESOURCES

Continuing to increase the application of technology to its resources, the Library extended its electronic offerings and developed new research tools facilitating online information retrieval.

Subscriptions to electronic databases increased from 57 in 2010 to 60 in 2011, raising the online offerings of the Library to 66,823 journals and e-books. More technological improvements came with new tools to enable users to find specific full-text documents quickly within the vast electronic collections. With a new A-to-Z list of electronic journals, these tools went live at the UNOG Library in February 2011 and have proved to be user-friendly and reliable.

The success of the Library’s online improvements is reflected in a surge in the use of electronic resources across the board. Most notably, the number of searches of online databases has almost tripled in four years, while the number of database subscriptions has steadily increased:

DIGITIZATION FOR ACCESS AND PRESERVATION: LONG-TERM STEWARDSHIP OF UNITED NATIONS INSTITUTIONAL MEMORY

Throughout 2011, description and digitization efforts were stepped up with the intention of expanding global access to an increasing number of United Nations official records, League of Nations and UNOG historical archives.

Working in collaboration with the Dag Hammarskjöld Library at Headquarters, over 180,000 pages of General Assembly documents were digitized in Arabic, Chinese and Russian and made available through the Official Document System. Four thousand documents were indexed providing metadata for effective online searching.

To improve access to League of Nations archives, some 11,000 new units of description were created and made available online through the archives catalogue. Paper preservation focused in 2011 on the League of Nations map collection, which contains over 20,000 individual maps, including those submitted in support of international treaties filed with the League of Nations. A broad description of the entire collection was produced as the first step towards a complete preservation project.

A large-scale project started at the end of 2011 for League of Nations official records. The project will see the digitization of approximately one million pages of League of Nations Council, General Assembly, and Secretariat documents by an external company. A second, smaller project to provide online access to prestigious UNOG archives was initiated for the collection of working papers and other archival documents on the drafting of the Universal Declaration of Human Rights. Documents have been reviewed and scanning has been initiated, resulting in the digitization of 1,500 pages so far.
To address the preservation of electronic records, a critical component of current and future institutional memory, the Library’s Registry, Records and Archives Unit joined a pilot for UNITE-docs. This record management platform is being developed by the Office of Information and Communications Technology and evaluation of the UNOG pilot will take place during 2012. Record managers also continue to review files, apply pre-approved retention schedules and develop classification plans, preparing UNOG services for the implementation of the system.

IN FOCUS

TRAINING AND DEVELOPMENT OF INFORMATION LITERACY

The Library reached out to its current clients and potential users through various activities supporting and fostering knowledge-sharing.

The Personal Knowledge Programme is a vehicle for training people in the use of Library resources and the management of current records. Since its implementation in 2007, the Programme has registered a significant increase in the number of clients each year. In 2011, 99 new clients benefited from coaching sessions on 156 different modules.

Giving staff members and delegates new to Geneva a head start in information management and research, the Library participated in new outreach activities in partnership with other UNOG services. At the introductory pilot programme for new delegates, launched by UNOG, the Library presented its services to the diplomatic community, including information on the management of the UNOG website and the organization of cultural activities. When presenting the Library at the induction programme for new staff members organized by the Staff Development and Learning Section, library staff focused on information retrieval and record-keeping.

As a special outreach activity open to all persons interested in the Library’s activities and in visiting the League of Nations Museum, guided tours continue to be popular with external visitor groups. Through this service 879 persons visited the Library and Museum in 2011.

STRENGTHENING THE UNITED NATIONS SYSTEM: EFFICIENCY THROUGH COLLABORATION IN THE SPIRIT OF ONE UN

Committed to fostering collaboration and cooperation within the United Nations family, the Library aimed throughout 2011 at enhancing synergies and enabling even small libraries to do more with less.

To harmonize access to information resources and to realize economies of scale, six Geneva libraries (International Office for Migration, International Telecommunication Union, Office of the United Nations High Commissioner for Human Rights, United Nations Conference on Trade and Development, UNOG, UNOG Department of Conference Management/Languages Service) and the library of the United Nations Office at Vienna share the same integrated library management system following the UNOG Library’s technical and policy lead.

In the area of digitization, the Library facilitated new scanning projects with the United Nations Compensation Commission, the Joint Inspection Unit, the Department of Public Information’s Outreach Division and the International Bureau of Education of the United Nations Educational, Scientific and Cultural Organization. These activities in support of professional information management not only enabled the sharing of expertise, but also ensured a maximized use of specialized library equipment.

These support activities continued throughout 2011 and the UNOG Library is planning to expand its common services approach in the coming years. Other collaboration opportunities with Geneva libraries will be investigated and developed for further efficiency and resource coordination.
WIDENING INTERNATIONAL COLLABORATION AND OUTREACH

The UNOG Library initiated dialogue with several libraries in the United States to open up its outreach activities and gain access to international networks of expertise. Especially fruitful were discussions with the Library of Congress in Washington, D.C., on collaboration for digitization projects. The UNOG Library will be contributing content to the World Digital Library and profiting from the experiences gained in the National Digital Information Infrastructure and Preservation Program. An information exchange is being set up with staff of the Ralph J. Bunche Library of the United States Department of State. Exhibitions including selected pieces of the UNOG Library’s archival treasures will be presented at exhibits organized together with the Library of Penn State University at Harrisburg and similar projects are considered in coordination with the Kansas City Public Library.

Bringing together diplomats, academics, United Nations staff and representatives of international and local Geneva for knowledge-sharing, the UNOG “Library Talks” programme, successfully initiated in 2010, continued with the organization of seven events throughout the year which were attended by more than 300 participants (see the Highlights section for more).

For the temporary exhibition, The Aaland Islands Solution: a precedent for successful international disputes settlement, the Library worked with the Archives of the Ministry for Foreign Affairs of Finland, the National Archives of Finland and the Aaland Islands Museum. This cooperation enabled the compiling and showing of key archival documents and contemporary images related to one of the greatest successes of the League of Nations and a precedent in international law for the peaceful settlement of disputes – the 1921 decision to demilitarize and neutralize the Aaland Islands.

MONTHLY BREAKDOWN PER USER CATEGORY 2011
ANNUAL REPORT 2011
MEETING CURRENT CHALLENGES TOGETHER

UNOG
MEETING CURRENT CHALLENGES TOGETHER

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Note: the Director-General of UNOG also serves as the Secretary-General of the Conference on Disarmament and is the United Nations Secretary-General’s Personal Representative to the Conference on Disarmament.