CELEBRATING OUR COMMON PAST, WORKING FOR OUR COMMON FUTURE

The year 2012 was a year of commemoration at the United Nations Office at Geneva (UNOG). We observed the tenth anniversary of our host country’s accession to the United Nations, acknowledging Switzerland’s many contributions to multilateral diplomacy. UNOG hosted an official visit of Secretary-General Ban Ki-moon to commemorate this historic event. In the same spirit, we opened the doors of the Palais des Nations to some 9,000 of our neighbours on Open Day to share our history and showcase the work of the United Nations family in Geneva. On the eighty-fifth anniversary of John D. Rockefeller, Jr.’s endowment to build the Library of the League of Nations, now the UNOG Library, we celebrated the roots of multilateralism which were laid in Geneva and which live on through our daily work. We also welcomed, for the first time in a generation, our 100,000th annual visitor to the Palais.

As we celebrated our common past, we also worked for our common future. With 2.3 billion people on the Internet, over 1 billion Facebook subscribers and around 145 billion e-mails and 400 million tweets sent per day, we are experiencing a fast-moving global technological revolution. But we also live in a world of deep, stagnating and often debilitating challenges: land degradation affects 1.5 billion people, 1.3 billion continue to live in extreme poverty, over 780 million have no access to clean drinking water, 61 million children are not enrolled in school and close to 3,000 children under the age of five die every day from preventable causes such as diarrhoea, dysentery, dehydration and cholera.

In this context, UNOG worked throughout 2012 to facilitate cooperation, dialogue and empowerment in support of a better world. It did so by supporting action on Syria, the Sahel and other crises, promoting sustainable development, and promoting international peace and security through ongoing discussions on disarmament. As part of a culture of prevention, UNOG worked to strengthen coherence and coordination on peacebuilding work in Geneva, in particular through the Geneva Peacebuilding Platform and partnerships with the research and academic communities in Geneva. It also supported a number of mediation and negotiation efforts, such as the Geneva International Discussions and Geneva-based mediation meetings between Equatorial Guinea and Gabon. Beyond these headlines, UNOG continued to provide conference services to its many clients and administrative services to other United Nations entities, and also continued to advance cultural understanding, preserve knowledge and disseminate information.

This year also confirmed that Geneva continues to play a central role in taking forward United Nations priorities. Looking ahead, UNOG aims to further enhance its partnerships with our Member States, as well as regional and other intergovernmental organizations, sister United Nations entities, the research and academic community, the private sector and civil society, so as to better confront our common global challenges.

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

In 2012...

1,579 STAFF, REPRESENTING 115 NATIONALITIES WERE WORKING AT UNOG.

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

More than 60 UNITED NATIONS OFFICES, DEPARTMENTS AND OTHER ENTITIES RECEIVED ADMINISTRATIVE AND OTHER SUPPORT SERVICES FROM UNOG.

The PALAIS DES NATIONS WELCOMED 100,073 VISITORS.

188 PERMANENT MISSIONS, PERMANENT OBSERVER MISSIONS AND PERMANENT OBSERVER OFFICES WERE ACCREDITED TO UNOG (FOUR MORE THAN IN 2011).

UNOG HELD OR SERVICED 10,220 MEETINGS AND TRANSLATED 176,456 PAGES.

201 PRESS CONFERENCES WERE HELD, 1,447 PRESS RELEASES WERE ISSUED.

THE UNOG WEBSITE WAS VISITED 1,313,348 TIMES.

102 CULTURAL EVENTS WERE ORGANIZED, IN PARTNERSHIP WITH 45 MEMBER STATES AND 12 INTERNATIONAL ORGANIZATIONS, PROMOTING NATIONAL CULTURE AND HERITAGE, AND CONVEYING KEY MESSAGES ABOUT THE WORK OF THE UNITED NATIONS AROUND THE WORLD.

313,393 LIBRARY AND ARCHIVE INFORMATION RESOURCES WERE CONSULTED, EITHER IN PERSON AT THE UNOG LIBRARY OR BY USERS ONLINE.

807 COURSES AND TRAINING WORKSHOPS WERE ATTENDED BY 10,339 PARTICIPANTS.

1 Figure for 2012 provided through the secretariat of the United Nations System Chief Executives Board for Coordination.
The UNOG divisions and services worked throughout 2012, 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 efforts made during the past year that highlight the different aspects of work at UNOG and illustrate how they contribute to the Organization’s efforts to meet current global challenges.

**PROMOTING DISARMAMENT EFFORTS**

On 17 April 2012, UNOG jointly organized a conference with the Nobel Peace Prize-winner International Peace Bureau and the United Nations Institute for Disarmament Research (UNIDIR) for the second Global Day of Action on Military Spending. It was one of 140 similar events which took place on that day in 41 countries worldwide, aimed at drawing attention to the existing imbalance between military spending and sustainable development. In opening the event, the Director-General of UNOG, Mr. Kassym-Jomart Tokayev, stressed that it would be simplistic to conclude that disarmament will inevitably and automatically lead to development. Instead, it must be understood as an essential part of broader efforts aimed at creating conditions conducive to conflict prevention and long-term development.

**SHOWCASING “ONE UN” IN GENEVA**

A new film recently produced by UNTV-Geneva gives the public a chance to see some of the incredible work of the United Nations in Geneva, from protecting human rights to providing humanitarian relief, and from boosting trade in developing countries to connecting people through technology. The movie documents the activities of various United Nations entities headquartered in the city, including the International Labour Organization (ILO), the International Telecommunication Union (ITU), the Office of the United Nations High Commissioner for Human Rights (OHCHR), the United Nations Conference on Trade and Development (UNCTAD), the United Nations Economic Commission for Europe (UNECE), the Office of the United Nations High Commissioner for Refugees (UNHCR), the World Health Organization (WHO), the World Intellectual Property Organization (WIPO) and the World Meteorological Organization. As well as being shown to visitors to the Palais des Nations, this dynamic film will be screened to over 3,000 students attending the 80 information programmes run every year by the United Nations Information Service (UNIS). It is available in English and French on YouTube (http://www.youtube.com/watch?v=0TAWb-l_tlE), where it has been viewed more than 1,900 times.

**SUPPORTING ACTION IN THE FIELD**

On 17 November 2012, UNOG Security and Safety Service deployed a team of experienced, highly-trained security officers to Yemen to provide close protection to the Secretary-General of the United Nations, Mr. Ban Ki-moon, and to Mr. Jamal Benomar, Special Adviser to the Secretary-General on Yemen. Showing a willingness and readiness to react to this type of urgent requests in record time, UNOG is particularly proud of serving with diligence in hazardous situations by providing high-quality services.
HONOURING LEGACY

On 10 September 2012, Secretary-General Ban Ki-moon inaugurated the newly-renovated John D. Rockefeller, Jr. League of Nations and United Nations Archives Reading Room at the UNOG Library. This was a fitting commemoration of the eighty-fifth anniversary of John D. Rockefeller, Jr.'s generous gift in 1927 to construct and endow the Library of the League of Nations as a “centre of international research and an instrument of international understanding”. The philanthropist’s great-grandson, Michael Rockefeller, addressed the opening ceremony. David Rockefeller, the philanthropist’s son, donated a portrait of his father to the reading room, noting in his letter his family’s hope that the reading room would serve as a reminder not only of his father’s generosity, but also of his conviction that strong international organizations can help create a just, equitable and peaceful world. The Secretary-General’s directive to “harness the full power of partnership” underpinned the commemoration, paying tribute to the legacy of the Rockefeller family and other philanthropists and connecting visionary philanthropy to present-day success stories of the United Nations.

HARMONIZING UNITED NATIONS TERMINOLOGY

Since February 2012, terms used in UNOG documents can be searched in all six official languages of the United Nations at http://conf.unog.ch/unogterm/. Some 80,000 terms have been released so far in over 20 subject areas that are dealt with at UNOG, such as human rights, civil and criminal law, international law, humanitarian law, economics, disarmament, climate change and desertification. The database was created within the framework of a project of the United Nations Department for General Assembly and Conference Management (DGACM) to consolidate terminology for the United Nations, which engaged all terminologists from all duty stations.

DEVELOPING ONLINE TOOLS FOR GREATER EFFICIENCY

An increased emphasis on client service and automation of administration processes is key to achieving the UNOG goal of improving its service delivery. To this end, UNOG introduced an online application for the processing of education grant entitlements. This online tool, based on good practices from other United Nations offices, was developed in a joint collaboration between the Human Resources Management Service, the Information Communication and Technology Service and the Financial Resources Management Service. Requests which were formerly submitted on paper are now submitted electronically using the online application, thus minimizing the time required for handling claims and facilitating their speedy processing. Staff members are able to log into the online tool at any time to monitor the status of their payment request.
CHAPTER I

FOSTERING MULTI-STAKEHOLDER ENGAGEMENT

“Addressing global challenges requires a collective and concerted effort, involving all actors. Through partnerships and alliances, and by pooling comparative advantages, we increase our chances for success.”

Ban Ki-moon, Secretary-General of the United Nations, on the Office for Partnerships (2010)

Against a background of profound global transformation, the Secretary-General has set out an ambitious five-year action agenda for his second term, aimed at catalysing worldwide cooperation to build a better future for all.

The Secretary-General has identified five generational opportunities: sustainable development, prevention, building a safer and more secure world, supporting countries in transition, and empowering women and youth. Partnerships and a strengthened United Nations are critical factors to create the framework and synergies needed to achieve these ambitious objectives.

As the representative office of the Secretary-General, over the past year UNOG has hosted, facilitated and supported initiatives, events and projects that in a variety of ways promote this action agenda, taking advantage of the unique potential of Geneva as a multi-stakeholder platform.

All efforts are based on a continued close cooperation and ongoing exchange with Member States, the United Nations family in Geneva and, globally, other intergovernmental organizations and civil society partners.
CHAPTER I

1. Mr. Kassym-Jomart Tokayev (left), Director-General of UNOG, and H. E. Mr. Boris Tadić (right), President of the Republic of Serbia, during the latter’s visit to UNOG, 10 January 2012 (UN Photo/Jean-Marc Ferré)

2. The President of Tunisia, H. E. Mr. Moncef Marzouki (left), meets Mr. Kassym-Jomart Tokayev (right), the Director-General of UNOG, 8 June 2012 (UN Photo/Pierre Albouy)

3. H. E. Mr. Gurbanguly Berdymuhamedov (left), President of Turkmenistan, on an official visit to UNOG, with Mr. Kassym-Jomart Tokayev (right), Director-General of UNOG, 9 October 2012 (UN Photo/Pierre Albouy)

DID YOU KNOW?
In 2012…

UNOG RECEIVED 117 HIGH-LEVEL VISITS:

4 VISITS OF THE SECRETARY-GENERAL

1 VISIT OF THE DEPUTY SECRETARY-GENERAL

3 VISITS OF THE PRESIDENT OF THE GENERAL ASSEMBLY

109 VISITS OF HIGH-LEVEL DIGNITARIES OF UNITED NATIONS MEMBER STATES

PROMOTING UNITED NATIONS PRIORITIES

As the second-largest duty station in the United Nations system, Geneva plays a critical role throughout the entire spectrum of United Nations work. UNOG interacts closely with the over 35 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 UNOG’s role as a multilateral hub, the Director-General meets with visiting dignitaries to discuss current challenges and to support the formulation of collective, well-coordinated responses to them.

Host country support at all levels – federal, cantonal and municipal – is essential to achieving United Nations priorities. 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 of Switzerland for the many other international organizations that comprise “International Geneva” is highly valued and appreciated.

ADVANCING SUSTAINABLE DEVELOPMENT

In promotion of the post-2015 development agenda, the Director-General hosted a panel discussion in February 2012 for all Member States on the report of the Secretary-General’s High-Level Panel on Global Sustainability, to facilitate a collective reflection on a new vision for sustainable growth and prosperity, with the participation of former Swiss President and panel member Micheline Calmy-Rey.

The Director-General has placed special emphasis on ensuring that the disarmament dimension is integrated into development efforts. Marking the Global Day of Action on Military Spending in April 2012 to raise further awareness of the nexus between disarmament and development, UNOG hosted an exchange on the human cost of military spending, in partnership with the International Peace Bureau, UNIDIR and the United Nations Office for Disarmament Affairs (UNODA), and with support from the Permanent Mission of Finland.
In November 2012, UNOG and the Switzerland–Morocco Foundation for Sustainable Development brought together a variety of stakeholders to promote an exchange between economic decision makers and enhance the development of business partnerships.

**PROMOTING A CULTURE OF PREVENTION**

With targeted interventions, UNOG has, over the past year, raised awareness of the importance of a shift towards a culture of prevention.

On the twentieth anniversary of “An Agenda for Peace” in June 2012, UNOG hosted an interactive discussion on the need for a new vision for conflict prevention in collaboration with the Geneva Peacebuilding Platform.

The Director-General has helped to strengthen coherence and coordination on peacebuilding work in Geneva, in particular through the Geneva Peacebuilding Platform, a networking and knowledge-sharing hub for peacebuilding professionals.

The first-ever Conference of Burundi’s Development Partners was held at the Palais des Nations in October 2012. The event brought together over 300 participants and was hosted by the Government of Burundi with the support of the Government of Switzerland.

**BUILDING A SAFER AND MORE SECURE WORLD**

In 2012, UNOG supported several mediation and negotiation efforts, such as the Geneva International Discussions and talks between Equatorial Guinea and Gabon.

In support of the Joint Special Envoy of the United Nations and the League of Arab States to Syria, UNOG provided critical services to the meeting of the Action Group for Syria on 30 June, with the participation of the Ministers for Foreign Affairs of China, France, Iraq, Qatar, the Russian Federation, Turkey, the United Kingdom and the United States, as well as the Secretary General of the League of Arab States and the High Representative of the Union for Foreign Affairs and Security Policy. The meeting agreed on a *communiqué* outlining a political transition in Syria. UNOG also contributes to the ongoing enhancement of the United Nations’ mediation capacities through the network of United Nations System Mediation Focal Points.

**SUPPORTING COUNTRIES IN TRANSITION AND DEMOCRATIZATION**

As part of the ongoing debate on the global impact and significance of the “Arab Spring,” in November 2012 UNOG, together with the Geneva Centre for the Democratic Control of Armed Forces (DCAF), organized a special discussion to analyse the role of the security sector in the process of transfer of power after the regime change. The debate included participation of the Minister of the Interior of Tunisia and a range of academic and United Nations experts.

In March 2012, UNOG facilitated a meeting of the Governing Council of the Community of Democracies, chaired by Mongolia.
EMPOWERING WOMEN AND YOUTH

As an important contribution to galvanizing action against female genital mutilation, a unique interactive dialogue was held at the Palais des Nations in October 2012 with the support of two prominent non-governmental organizations (NGOs) – Helvetas and the Global Alliance Against Female Genital Mutilation.

In the context of youth engagement in the work of the Organization, UNOG hosted, on the occasion of the tenth anniversary of Swiss accession to the United Nations and in conjunction with the celebration of the sixty-seventh anniversary of the signing of the Charter of the United Nations, a joint event with the Geneva International Model United Nations (GIMUN). It focused on youth involvement on issues related to the environment, peacebuilding, Security Council reform, human rights, minorities and disarmament.

UNOG has continued its strong partnership with the International School of Geneva, hosting in December 2012 the annual General Assembly of the School’s model United Nations – the Students’ League of Nations.

BUILDING PARTNERSHIPS IN SUPPORT OF THE ORGANIZATION

INTEGRATING KNOWLEDGE

The rich presence of world-class research and academic institutions in Geneva represents a unique strength for the United Nations. Through its extensive network, UNOG facilitates the integration of this wide-ranging knowledge and expertise in discussion and policymaking within the Organization. Key partners include the University of Geneva, the Graduate Institute of International and Development Studies (IHEID), the Geneva Centre for Security Policy (GCSP), DCAF, the Geneva Peacebuilding Platform and the Swiss Network for International Studies.

In October 2012, the prestigious University of Geneva Medal was awarded to UNOG in recognition of its partnership with the University since the time of the League of Nations. Accepting the Medal on behalf of UNOG, the Director-General pledged to continue the close cooperation between the two entities, enabling education and research in Geneva to serve the human family through the United Nations.

PARTNERSHIP WITH REGIONAL ORGANIZATIONS

The year 2012 saw UNOG continue to engage with regional and other intergovernmental organizations.

In January, UNOG held bilateral consultations with the Secretary General of the Organization for Security and Co-operation in Europe (OSCE), Lamberto Zannier, and hosted, with GCSP, a panel discussion on the changing nature of international partnerships, presenting the perspectives of the Heads of OSCE and UNOG.

In May, UNOG facilitated, in collaboration with the Department of Political Affairs, the bi-annual general meeting on cooperation between the United Nations and the Organization of Islamic Cooperation, mandated by the General Assembly. The discussions served to formulate a practical, action-oriented agenda for cooperation over the coming two years.
ENGAGING THE PRIVATE SECTOR

Links with private sector actors have been strengthened significantly throughout the year, bringing important voices of business to the Palais des Nations and ensuring a deeper exchange on the relationship between the United Nations and the private sector.

In June 2012, Carlos Slim, Founder of the Carlos Slim Foundation, delivered the keynote address at the seventh edition of the Geneva Lecture Series, on the impact of new technologies on business.

In September, with the support of the Fondation pour Genève, UNOG facilitated a special event on the theme of private–public partnerships and philanthropy in the international context. The Secretary-General was the keynote speaker and business representatives from the wider Geneva region also participated.

UNOG maintains a close relationship with the World Economic Forum and the Director-General has reached out to other Geneva-based groups with a significant private sector dimension, such as the American International Club and the British–Swiss Chamber of Commerce, to share experience on the public–private interface and to reinforce partnerships.

FACILITATING PARTICIPATION OF CIVIL SOCIETY

The importance of incorporating civil society in global governance was again demonstrated in 2012.

Today, more than 3,600 NGOs hold consultative status with the Economic and Social Council, and the number continues to grow. UNOG maintains liaison with the almost 450 NGOs based in Switzerland and neighbouring France, and engages in frequent dialogue and personal contacts with them.

Increasing emphasis is placed on a substantive outreach to and engagement with NGOs.

The Joint NGO Briefing Series, launched in 2011, aims to generate greater civil society interest and participation in United Nations conferences and activities. In February, a session on development-centred globalization was hosted by UNCTAD, and, in April, a meeting on productive decent work was organized prior to the International Labour Conference. In July, a session was offered on human rights, and, in November, the final session explored key themes in the current disarmament debate.

To improve the range and quality of services provided to NGOs, the first-ever feedback survey was completed in 2012.
CHAPTER I

SUPPORTING THE FRAMEWORK OF INTERNATIONAL LAW

“To establish conditions under which justice and respect for the obligations arising from treaties and other sources of international law can be maintained.”

Preamble, Charter of the United Nations

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 in promoting the respect of international law.

The mandate of the International Law Commission towards the progressive development and codification of international law remains vital. The Commission held its sixty-fourth session in May–June and July–August 2012 at the Palais des Nations. During the session, the following topics were considered: the expulsion of aliens, the obligation to extradite or prosecute, the protection of persons in the event of disasters, the immunity of State officials from foreign criminal jurisdiction, the provisional application of treaties and the most-favoured-nation clause. The UNOG Legal Liaison Office provided administrative support to the Commission.

From 2 to 20 July 2012, UNOG also organized the forty-eighth session of the annual International Law Seminar, with the participation of 24 young academics and diplomats. They attended plenary meetings of the International Law Commission and special lectures arranged for them by the Commission’s members, senior officials of UNOG, ICRC, OHCHR and professors of the University of Geneva, as well as IHEID. They also took part in several visits to academic institutions and to the European Organization for Nuclear Research (CERN). The participants integrated three working groups which considered the following topics: crimes against humanity as a possible topic for codification; the protection of persons in the event of disasters; and the immunity of state officials from foreign criminal jurisdiction.
MOVING TOWARDS A NUCLEAR-FREE WORLD

“We must continue to keep in mind what is at stake. Disarmament and non-proliferation are the cornerstones of a safer and more secure future for all of us. Disarmament is also linked to broader efforts for development and progress.”

Mr. Kassym-Jomart Tokayev, Secretary-General of the Conference on Disarmament (15 October 2012)

Disarmament and non-proliferation remain indispensable to a security environment favourable to ensuring human development, as enshrined in the letter and the 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 single standing multilateral disarmament negotiating body. It also provides, through the Geneva Branch of UNODA, substantive and organizational support to a wide range of multilateral disarmament agreements, and hosts a large number of disarmament-related conferences.

CONFERENCE ON DISARMAMENT

“In 2012, the future of the Conference will be under the spotlight as never before. … I urge you to seize this moment … . It is our shared responsibility to make the Conference work, not only for us but for future generations.”

Secretary-General Ban Ki-moon, Message to the Conference on Disarmament (24 January 2012)

Throughout the 2012 session, the successive presidents of the Conference on Disarmament conducted intensive consultations with a view to reaching consensus among the Conference members on a programme of work. In March 2012, the Conference considered, but failed to adopt, the draft decision on a programme of work contained in document CD/1933/Rev.1. Nevertheless, in May, it reached agreement on a schedule of activities. This included two rounds of substantive discussions in plenary meetings on the four core issues of the agenda of the Conference on Disarmament (nuclear disarmament, a treaty banning the production of fissile material for nuclear weapons or other nuclear explosive devices, the prevention of an arms race in outer space, and negative security assurances) and, for the first time, on the issue of revitalization of the work of the Conference as well.

While delegations generally welcomed the opportunity to conduct these thematic discussions, many of them underlined that substantive discussions cannot be a substitute for efforts toward an agreement on a programme of work that includes negotiations of new legal instruments.
CHAPTER I

The Secretary-General of the Conference, Mr. Kassym-Jomart Tokayev, called for renewed political will that can enable agreement on a programme of work and an early beginning of substantive negotiations. He also proposed, for the consideration of the Member States, concrete steps aimed at improving the functioning of the Conference on Disarmament, including on the presidency, membership and agenda. He called upon Member States to break the stalemate which had continued to create a serious deficit of credibility and legitimacy for the Conference.

The Secretary-General’s Advisory Board on Disarmament Matters also held its Follow-up Discussions on the best ways and means of revitalizing the work of the Conference. In its recommendations, the Board requested the Secretary-General to continue his efforts to encourage the Conference on Disarmament to achieve a breakthrough on the persisting stalemate and to initiate a process of consultation with all concerned States with a view to commencing substantive work on negotiations on a fissile material cut-off treaty.

In August 2012, Mr. Tokayev once again renewed to the Member States of the Conference on Disarmament his commitment to help restore the Conference’s role as the single multilateral disarmament negotiating body. He reiterated his belief that the Conference can still be an effective tool for the international community to strengthen the rule of law in the area of disarmament and non-proliferation.

A CENTRE FOR MULTILATERAL DISARMAMENT EFFORTS

As home to the secretariats of a number of key disarmament conventions, UNOG serves as a platform for international disarmament efforts. The year 2012 witnessed several important developments in this area, as highlighted below:

| Mine Ban Convention | Support for the implementation of the 1997 Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on their Destruction, commonly known as the Mine Ban Convention, is also provided by the Geneva Branch of UNODA. In 2012 it was involved, in particular, in the organization of the Twelfth Meeting of the States Parties of the Anti-Personnel Mine Ban Convention from 3 to 7 December, raising awareness and promoting the universalization of the Convention, maintaining the database of annual national reports submitted by the States parties pursuant to the provisions of the Convention, and supporting action aimed at facilitation and clarification of compliance with the Convention. |
| Biological Weapons Convention | UNOG is where the Convention on the Prohibition of the Development, Production and Stockpiling of Bacteriological (Biological) and Toxin Weapons and on their Destruction (also known as the Biological Weapons Convention) was negotiated and all its meetings have been taking place. UNOG has become the premier international forum to ensure that modern biology is used safely, securely and solely for beneficial purposes. In 2012, the States parties to the Biological Weapons Convention worked with the treaty’s UNODA-based Implementation Support Unit to put into effect the decisions and recommendations of the Seventh Review Conference, which was held at UNOG in December 2011. A new, restructured intersessional work programme was launched. It focused on three “standing agenda items” of key importance to strengthening the effectiveness of the treaty: cooperation and assistance; review of developments in science and technology; and strengthening national implementation. Furthermore, a range of outreach and awareness-raising activities were conducted on the Convention, briefing government representatives, students, NGOs, the scientific community and industry bodies. |
| Convention on Cluster Munitions (CCM) | With regard to the 2008 Convention on Cluster Munitions, support was provided for the Third Meeting of States Parties to the Convention on Cluster Munitions, which took place from 11 to 14 September 2012 in Oslo, and mirrored significant international support for the Convention. The meeting focused on preventing future harm and on the protection of civilians, and discussed how to enhance further the universalization and implementation of the Convention. Particular attention was also given to the establishment of a CCM Implementation Support Unit. |
| Convention on Certain Conventional Weapons (CCW) | Through the CCW Implementation Support Unit housed within the Geneva Branch of UNODA, UNOG continued to play an active role in support of the Convention on Prohibitions or Restrictions on the Use of Certain Conventional Weapons which may be deemed to be Excessively Injurious or to have Indiscriminate Effects (commonly known as the Convention on Certain Conventional Weapons). The Convention is a key instrument of international humanitarian law and humanitarian action. Three experts’ meetings and three conferences of States parties took place in 2012, highlighting the importance of implementing and universalizing two of the Convention’s protocols — the Protocol on Prohibitions or Restrictions on the Use of Mines, Booby-Traps and Other Devices as amended on 3 May 1996 (also known as Amended Protocol II) and the Protocol on Explosive Remnants of War to the Convention on Prohibitions or Restrictions on the Use of Certain Conventional Weapons which may be deemed to be Excessively Injurious or to have Indiscriminate Effects (also known as Protocol V) — as well as to consider the humanitarian impact on the use of anti-vehicle mines or mines other than anti-personnel mines. |
SPECIAL FOCUS

COMMEMORATING 10 YEARS OF SWITZERLAND’S UNITED NATIONS MEMBERSHIP

“UN membership allows us to defend more directly and more effectively the just causes we hold dear, and especially to advance the cause of peace and security in a spirit of active solidarity. UN membership has increased our influence and our ability to act. It has thus enabled us to strengthen Switzerland’s solidarity, responsibility and sovereignty ... .”

Federal Councillor Didier Burkhalter, University of Geneva (10 September 2012)

The tenth anniversary of Swiss accession to the United Nations in 2012 provided UNOG with an opportunity to reflect on its long and beneficial relationship with Switzerland, as well as on the achievements of the international community in Geneva over the past 10 years.

Ever since Geneva welcomed the League of Nations in 1919, it has been an active centre for multilateral diplomacy. Since becoming a full member 10 years ago, Switzerland has built on this historical legacy and has played an important role throughout the United Nations agenda, which has helped to strengthen the role of International Geneva.

Switzerland’s experience in finding common ground and building consensus and its tradition of openness and tolerance have inspired others. The work of the United Nations in Geneva, in particular, has built upon this spirit. Going forward, specific areas of focus for an enhanced partnership between Switzerland and the United Nations in support of the multilateral work in Geneva include:

- Strengthening the role of Geneva as an established centre for international mediation, preventative diplomacy, peacemaking and post-conflict peacebuilding.
- Preserving and revitalizing the Palais des Nations as a historic symbol and home of multilateralism.
- Building on the rich presence of different stakeholders to find creative and innovative solutions to global challenges.
LA VIGNE DES NATIONS

Since the fiftieth anniversary celebrations of the United Nations Organization in 1995, Geneva has paid tribute each year, at the Vigne des Nations ceremony, to an international or non-governmental organization. In 2012, the millésime produced by the “Vineyard of Nations”, from part of the wine-growing estate owned by the Republic and Canton of Geneva in the commune of Bernex, was dedicated to the tenth anniversary of Switzerland’s membership of the United Nations.

The commemoration of the anniversary was marked by a number of events, including a visit of Secretary-General Ban Ki-moon to UNOG and to Bern, where he was the first Secretary-General of the United Nations to address the Swiss Parliament. UNOG also organized, together with the University of Geneva, a series of thematic seminars on various priority issues for the United Nations, attended by a total of 400 students at the graduate and undergraduate levels. Also in celebration of the anniversary, UNOG opened its doors to the public for Open Day (see special section for more information).
SYRIA

“I commend the Council for acting quickly in response to the crisis in Syria. ... While the Security Council has been divided on the situation, the General Assembly and this Council have acted. ... I encourage this Council to maintain its vigilance on Syria, including on the question of accountability.”

Statement by the Secretary-General of the United Nations, Ban Ki-moon, to the Human Rights Council (10 September 2012)

In 2012, Geneva played a central role in key aspects of the response of the United Nations to the crisis in Syria. Services provided to the political, humanitarian and human rights efforts demonstrate how UNOG and the multilateral system in Geneva contribute to the advancement of international peace and security – in Syria, and beyond.

The Human Rights Council took quick and responsive actions for the protection and promotion of the human rights of the Syrian people.

The Syria Humanitarian Forum, led by OCHA, met throughout 2012 to raise awareness and funding for the crisis.

The political efforts in relation to the crisis were concentrated at the Palais des Nations, where UNOG hosted the Office of the Joint Special Envoy of the United Nations and the League of Arab States to Syria, Mr. Kofi Annan, from February through August 2012.

Through essential services provided to this office and other United Nations entities working on the crisis in Syria, UNOG contributed directly to this important United Nations priority. UNOG enabled the Joint Special Envoy’s briefings to the Security Council, his engagement with the global media and provided full security and interpretation support for his sensitive political missions.

DID YOU KNOW?

IN 2012, THE SYRIA HUMANITARIAN FORUM MET 5 TIMES AT THE PALAIS DES NATIONS.

FROM 2011 TO 2012, THE HUMAN RIGHTS COUNCIL HELD 4 SPECIAL SESSIONS ON THE SYRIAN CRISIS.
SPECIAL FOCUS

The world’s attention turned to Geneva for the meeting of the Action Group for Syria on 30 June 2012. UNOG hosted and organized all aspects of the meeting of the Action Group, whose members include the Secretary-General of the United Nations and the Secretary General of the League of Arab States, the Foreign Ministers of the five permanent members of the Security Council, the High Representative of the European Union for Foreign Affairs and Security Policy, and the Foreign Ministers of Iraq (Chair of the Summit of the League of Arab States), Kuwait (Chair of the Council of Foreign Ministers of the League of Arab States) and Qatar (Chair of the Follow-up Committee on Syria of the League of Arab States). The meeting resulted in a politically significant agreement on a transitional process, outlining the steps for a peaceful transition in Syria.

UNOG continues to support the Organization’s collective efforts for a united and mobilized international community to pave the way for a peaceful resolution to the crisis.

“The six-point plan and the Action Group communiqué are the foundation for reaching a settlement of the conflict in Syria. Violence must stop. A peaceful Syrian-led transition that truly meets the legitimate aspiration of the Syrian people must be reached.”

Statement by the Secretary-General of the United Nations, Ban Ki-moon, to the General Assembly (13 July 2012)
CHAPTER II

OUTREACH AND ENGAGEMENT:
THE WORK OF THE UNITED NATIONS

Promoting an informed understanding of the work and purposes of the United Nations in Geneva is an important aspect of the work of UNOG that helps the United Nations achieve its substantive goals. UNOG pays particular attention to communicating Geneva’s key role in disarmament, human rights, humanitarian action and development. It informs Member States, international organizations, civil society, the private sector, the academic world and the wider public through diverse methods, including press releases, publications, radio and TV programmes, information programmes, panel discussions, conferences and special events.

COVERING THE NEWS

TELEVISION

UNTV Geneva covers major United Nations events and activities for broadcast around the world, and can also provide studio and transmission facilities for live interviews. All transmissions are carried through Eurovision (the European Broadcasting Union) and news content is also available through UNifeed in New York and the United Nations News Centre. In 2012, UNTV increased the number of broadcasts producing live coverage of high-level political negotiations, such as the Syria mediation process and major human rights debates. Filming in the field also highlighted the plight of asylum seekers in Europe, the situation of children with disabilities in Bulgaria and the Republic of Moldova, projects to promote the participation of people with disabilities in the elections in Sierra Leone, women’s participation in Tunisia’s democratic process, girls’ rights to education in Liberia and the Secretary-General’s visits to Angola and Zambia.
Meanwhile, UN Radio Geneva prepares and transmits news reports, interviews and other audio material on major United Nations events and activities for use by UN Radio New York and for broadcast by radio stations around the world. When Hurricane Sandy shut down United Nations Headquarters in New York, the Geneva team kept the UN Radio site alive, posting daily coverage in English and French.

WORKING WITH THE MEDIA

“With many global challenges facing the world today, ranging from human rights to climate change, the role of UNOG in providing prompt and objective information to journalists at the Palais des Nations is more vital than ever. ... UNOG has been largely successful in fulfilling this role in an effective and professional manner.”


Facilitating the relationship between the United Nations bodies and agencies and the print and broadcast media is an essential role of UNOG. To this end, it provides accreditation to the 315 strong permanent Geneva press corps, as well as giving ad hoc support to the 529 journalists who covered events on a temporary basis over the last 12 months. Another important instrument is the bi-weekly press briefing for accredited reporters. These sessions are chaired by the UNIS Director, and attended by spokespersons from specialized agencies and programmes. The briefing is a chance for journalists to acquire background and insight into issues in which Geneva-based entities have a stake or interest, as well as addressing their questions and comments to spokespersons directly. A summary and recording of the briefing is made available online.
REACHING OUT

INTERNATIONAL DAYS

Also this year, UNIS worked with Member States and civil society organizations to mark international days which raise awareness of specific issues. These included the International Day of Commemoration in Memory of the Victims of the Holocaust, International Women’s Day, the International Day of United Nations Peacekeepers, the International Day for the Eradication of Poverty, the International Day of Reflection on the 1994 Genocide in Rwanda and the International Day of la Francophonie.
Information Programmes and Seminars

Other outreach efforts in 2012 included information programmes, bringing together groups of up to 100 people (university students, diplomats, public servants and representatives of NGOs or other associations) to hear from United Nations officials about the activities of the Secretariat and specialized agencies based in Geneva.

UNOG also held the third session of the United Nations Geneva Seminar Series, organized to deepen young people’s knowledge of the United Nations. This year’s two programmes, each held over two days, considered issues around “Trade and development” and “Climate change: a battle on several fronts.”

Alongside these, the Thematic Seminar Series offered 400 students at the graduate and undergraduate levels the chance to focus on human rights, international law, collective security, United Nations linguistic services and the history of international organizations through a series of seven lectures held in conjunction with the University of Geneva.

In addition, the Geneva Branch of the Office for Disarmament Affairs delivered more than 50 presentations to a wide and diverse audience ranging from diplomats to students and civil society representatives on the areas covered in its work.

“UNOG Library Talks” Programme

The “UNOG Library Talks” programme, which reaches out to diplomats, academics, United Nations staff and representatives of international and local Geneva, continued in its third year with the organization of 6 panel discussions and conferences which were attended by 420 participants. Discussion topics in 2012 included a variety of subjects, such as the seventieth anniversary of the Declaration by United Nations of January 1942, the Aland Islands Settlement, the role of volunteerism and the future of the United Nations development system.

UNOG Library Outreach Activities


Graduate Study Programme

On the topic of youth, in 2012 UNIS celebrated the fiftieth anniversary of the Graduate Study Programme, which brings post-graduate students from all over the world to Geneva during the summer academic break. The 2012 programme of lectures given by senior members of the United Nations staff and agencies looked at the challenges and opportunities of living in a world of seven billion according to concerns related to population, democracy, ageing, energy and the climate.
...thank you so much for the opportunity you gave us. It was an amazing trip, which was so inspiring and useful. I will never forget being in the United Nations and meeting some incredible people. It was an invaluable week; I cannot thank you enough.”

Student (2012)

THE VISITORS’ SERVICE

The Visitors’ Service continued to provide guided tours of the Palais des Nations led by 15 tour guides in 30 languages. The tours cover the history, structure and current activities of UNOG, as well as information about the Palais des Nations and its surroundings. The service has also continued to offer thematic tours, providing insight into the history of the United Nations, the art and architecture of the Palais des Nations and Ariana Park.

BRIEFINGS FOR THE DIPLOMATIC COMMUNITY

“I found the course very informative and useful. Presentations were excellent and focused.”

Delegate from the Permanent Mission of Ireland, following the Session for New Delegates held on 5 November 2012

In 2012, UNOG continued its outreach to the diplomatic community in Geneva, holding its “Introductory Session for New Delegates” in February and November. The sessions seek to give new delegates from permanent missions in Geneva information on just how UNOG services fit into the larger United Nations picture, and how the delegates can benefit from them.
UNOG OPEN DAY

On 15 September 2012, some 9,000 visitors flocked to the Palais des Nations under bright blue skies for an Open Day organized by UNOG to mark the tenth anniversary of Switzerland’s accession to the United Nations.

Brazilian drums gave a decisively festive beat in the Assembly Hall and children ran in solemn hallways more accustomed to quiet conversations among delegates in dark suits, while curious visitors learned about solar power and refugee registration in the Ariana Park. When the doors opened at 11 a.m., hundreds of families from Geneva and surrounding areas, as well as tourists passing through the city, were already queuing at the Place des Nations to enter the grounds of the United Nations.

They came for a chance to get a close look at this beautiful landmark and visit its most famous rooms. More importantly, they came to learn more about the activities of the United Nations family. The interest was so strong that the stands of the 17 United Nations agencies, four other international organizations and 21 Member States represented ran out of documentation before the end of the day.

“We wanted to bring the kids today so they could see the work of the UN, the scope of the work, around refugees, war, peace, human rights and the environment.”

Activity organized by the United Nations Staff Sports Commission, 15 September 2012 (UN Photo/Jean-Marc Ferré)

Children engage at Open Day, 15 September 2012 (UN Photo/Jean-Marc Ferré)

Children explore the many activities at Open Day, 15 September 2012 (UN Photo/Jean-Marc Ferré)
The programme focused on democracy (15 September being the International Day of Democracy) and sustainable energy (2012 is the International Year of Sustainable Energy for all). Visitors could participate in dozens of activities, including concerts, dances and other cultural performances organized with the help of Member States, film screenings, debates on democracy, exhibitions, quizzes and sports, as well as many games for young children. They could ride electric bicycles, observe unmanned aerial vehicles used in civilian aerial surveys or listen to music played on an original Stradivarius. Thousands of visitors discovered key historical exhibitions in the UNOG Library.

“The park is magnificent, and also the building. The view towards the lake leaves a lasting impression.”

Over 100 United Nations staff volunteered their time to make the day a success. A film on the day can be viewed at www.youtube.com/watch?v=TED2J2bHsL8.

FACEBOOK PHOTO CONTEST ENTRIES AND WINNER

A dedicated Facebook page was created for Open Day, and a photo contest held to pick the most interesting and unique photo of the day. Here are the top five submissions and the winner:

WINNER
UNOG continues to play a key role at the centre of the multilateral process, by delivering high-quality conference services to Member States according to the mandates they have laid out. In recent years, the growth of the conference servicing workload has continued to outpace the available capacity. In response, UNOG strives to adapt and adjust its work processes, practices and procedures to best use its limited resources and ensure client satisfaction.

Promoting communication and facilitating deliberations, consistent with the purposes and aims of the Organization, 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

In 2012, UNOG continued its efforts towards cost-effective planning and active coordination of all its meetings. To attain this goal, regular consultations with United Nations bodies and organs were conducted in order to assist in determining the most suitable dates for conferences and meetings, while maximizing the use of permanent resources and facilities. Discussions with other duty stations were regularly held to achieve the most economic and efficient management of the calendar of conferences and meetings held away from Geneva. As a result of these efforts, the resources utilization factor reached 93.6 per cent in 2012 with an overall planning accuracy factor (services planned against services used) of 97 per cent. UNOG also provided the physical infrastructure, conference coordination and servicing for a set of important extrabudgetary meetings, such as the 101st session of the International Organization for Migration Council, the fiftieth session of the UNRISD Board, the United Nations Development Programme (UNDP) Conference for Burundi’s Development Partners and meetings of UNHCR 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 the International Organization for Migration.

MEETINGS HELD AT OR SERVICED BY UNOG (2000 - 2012)

<table>
<thead>
<tr>
<th>YEAR</th>
<th>With interpretation</th>
<th>Without interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>2,530</td>
<td>6,323</td>
</tr>
<tr>
<td>2002</td>
<td>2,921</td>
<td>6,891</td>
</tr>
<tr>
<td>2004</td>
<td>2,501</td>
<td>6,925</td>
</tr>
<tr>
<td>2006</td>
<td>2,342</td>
<td>6,206</td>
</tr>
<tr>
<td>2008</td>
<td>2,471</td>
<td>6,678</td>
</tr>
<tr>
<td>2010</td>
<td>2,368</td>
<td>6,320</td>
</tr>
<tr>
<td>2012</td>
<td>2,427</td>
<td>6,144</td>
</tr>
</tbody>
</table>

MEETINGS - Principal Users for 2012

- Department of Public Information: 11.8%
- Office for the Coordination of Humanitarian Affairs: 7.1%
- International Labour Organization: 1.4%
- Economic Commission for Europe: 1.2%
- United Nations Conference on Trade and Development: 1.5%
- Office of the United Nations High Commissioner for Human Rights: 1.1%
- Conference on Disarmament: 1.1%
- United Nations Framework Convention on Climate Change: 1.3%
- World Health Organization: 5.9%
- NGOs: 21%
- Permanent Missions: 27%
- Regional and other major groupings: 2.2%
- Countries: 1.3%
MEETING SERVICE STAFF AT WORK

In an era of austerity, UNOG is faced with the challenge of an ever-increasing conference workload deriving especially from the expansion of the human rights bodies in Geneva. In February 2012, the General Assembly requested creation of an open-ended intergovernmental process to strengthen the functioning of the nine-body Geneva-based human rights treaty body system. This process followed work initiated by OHCHR in 2009. Early consultations in 2010 led to proposals for a comprehensive reporting calendar which would increase the number of meetings and documents and costs. Given the current economic restrictions, UNOG proposed that the bodies reduce the expense of these new proposals to the Member States by a more cost-effective use of conference services. In April and July, UNOG presented at Member States consultations in New York examples of successes such as the Human Rights Council utilizing webcasting instead of summary records, the use by the Committee on the Elimination of Discrimination Against Women of summary records in English only, and the pilot project of the United Nations Office in Vienna with searchable digital sound files. These and other suggestions have been reflected in the report of the intergovernmental process on strengthening of the human rights treaty body system (A/66/902).

As a primary interlocutor with Governments, UNOG offers its expertise in organizing United Nations conferences. In this role, it advises host countries on all logistical and human resource requirements for holding such conferences. Throughout 2012, UNOG successfully coordinated and provided services to a number of such conferences held outside Geneva (see table below).

### Conferences organized outside Geneva

<table>
<thead>
<tr>
<th>Conference</th>
<th>Location</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNCTAD, thirteenth session, Doha, Qatar</td>
<td></td>
<td>21–26 April 2012</td>
</tr>
<tr>
<td>Third Meeting of States Parties to the Convention on Cluster Munitions, Oslo, Norway</td>
<td></td>
<td>11–14 September 2012</td>
</tr>
<tr>
<td>Eighteenth session of the UNFCCC Conference of the Parties, Doha, Qatar</td>
<td></td>
<td>26 November–7 December 2012</td>
</tr>
</tbody>
</table>

The past year has continued to be challenging with respect to documentation. UNOG continued its work on advance planning and forecasting of forthcoming documents submissions, through the implementation of its “slotting system”, i.e. advance scheduling of parliamentary documentation. The efforts included, among others, regular exchanges with substantive secretariats to discuss their projected documentation needs, as well as the establishment of an electronic forecasting module. Proactive documents management and the advance planning of documents have contributed to the streamlining of documentation and optimization of resources in an environment of increasing capacity and budgetary constraints.

PROMOTING MULTILINGUALISM THROUGH OUTREACH AND TRAINING

In 2012, UNOG made efforts to enhance efficiency and quality with a two-track approach: (1) updating the knowledge of staff members and training students to reach the level of professionalism that is required from United Nations translators; and (2) implementing translation technology while reinforcing coordination between duty stations.

Training was a major component of the enhancement strategy. Close contacts were forged with universities, and 60 translators and translation support staff members were able to improve their linguistic, substantive and technical skills in all six translation sections. UNOG was represented at the second Conference of MoU (Memorandum of Understanding) Universities which was hosted by the University of Mons in Belgium on 3–4 May 2012. The underlying objective of the Conference was to strengthen collaboration with academic partners and to further enhance academic training methods and content for language professionals, bringing them closer to the practical needs of international organizations.
UNOG translators contributed to international conferences on the role of languages in a globalized world and to translators’ training, such as the Second Pan-African Conference on Training of Translators, Conference Interpreters and Public Service Interpreters, which took place in Addis Ababa on 21–22 May 2012. The Universities Outreach Programme of DGACM arranges visits to universities with the purpose of identifying and preparing the most promising students to take and pass the competitive examinations for translators. Fifteen language professionals visited more than 10 universities for this purpose.

UNOG participated in tests to enhance the use of translation technology among translators. It collaborated very closely with the New-York-based gText, designed by the United Nations Office in Vienna to encompass all translation stages, including referencing, terminology search, computer-assisted translation and machine translation.

**IN-HOUSE TRANSLATION/REVISION – Main Users, 2000 – 2012**

(expressed in pages)

*The language of our thoughts and our emotions is our most valuable asset. Multilingualism is our ally in ensuring quality education for all, in promoting inclusion and in combating discrimination.*

Irina Bokova,
Director-General of UNESCO,
*Message for International Mother Language Day (2012)*
CHAPTER III

PROVIDING LANGUAGE SUPPORT FOR UNITED NATIONS WORK IN THE FIELD

UNOG continues to support the field work of special rapporteurs and holders of special procedures mandates of OHCHR. In 2012, UNOG provided interpretation services to 64 human rights missions in 44 countries (as compared to 42 missions to 34 countries in 2011). Most of the interpreters working on these missions are locally recruited to cut costs. A limited number of politically sensitive missions were serviced by UNOG staff upon specific requests from OHCHR.

ACCESSIBILITY IN FOCUS

The issue of accessibility for United Nations meetings is crucial for UNOG. In 2012, with the support of information technology tools, it provided real-time captioning (the verbal proceedings of a meeting are typed simultaneously on a screen in the conference room) to the Committee on the Rights of Persons with Disabilities (CRPD) and to panels during the Human Rights Council sessions. In 2012, real-time captioning was proposed for the first time simultaneously in two languages during sessions of the Committee. UNOG also continued past efforts to provide sign language interpretation and Braille documentation for the Committee. UNOG was involved in the Task force on secretariat services, accessibility for persons with disability and use of information technology created by the President of the Human Rights Council further to resolution HRC 16/21 and aimed at assessing the future accessibility services for the audience of the Human Rights 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 so as to provide adequate servicing to CRPD. Documents in Braille were produced in English and Spanish, according to the grade of Braille selected by the members of the Committee. Consequently, the UNOG conference environment has become more disability-friendly.

Within the framework of integrated global management of conferences at the United Nations, UNOG remains firmly committed to providing high-quality conference services to all stakeholders. UNOG hosted the meeting of senior DGACM programme managers on 8–9 October 2012 to discuss conference management policy and work programme issues. It continues to collaborate regularly with other DGACM duty stations for the consistent application of DGACM policies and procedures in its conference management work programme. UNOG has carried out seven 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 activities.
Enhancing the provision of services

Effective programme delivery depends on efficient management and administration. UNOG fills a critical role by providing administrative and other support services to more than 60 United Nations Secretariat departments and offices at Geneva, other entities of the United Nations common system located in Geneva, and other locations including Bonn and Turin and associated field offices. The services provided range from financial and human resources management to information technology support, central support services, budgeting and programme performance management, and safety and security services. In 2012, UNOG focused on enhancing client services and leveraging 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 to expand its role as a regional administrative support centre of excellence through 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. Their feedback has been taken into account in further retooling service delivery to improve effectiveness and efficiency.

During the past year, the work of UNOG in this area has also 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 to provide more efficient and effective common services in the areas of administration and support.
- Leveraging information technology with the aim of streamlining and enhancing 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 network at UNOG.
- Ensuring the continuity of critical administrative support to other entities in Geneva in case of emergency, and implementing backup capacity for critical administrative services in case United Nations Headquarters is impacted.

Implementing business continuity management at UNOG and providing business continuity support to UNOG clients.
“UNOG Division of Administration is partner to the majority of client organizations based in Geneva. ... This arrangement not only enables administrative work to be carried out in an efficient and effective manner, but enables client organizations to take advantage of a certain level of collective knowledge and experience.”

UNECE (2012)

COST-EFFECTIVE, RELIABLE AND SUSTAINABLE SUPPORT SERVICES

One of the most efficient ways of providing services is through a shared strategy and framework articulated in a common services approach. Presently, common services are provided by UNOG in the areas of facilities management, 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. The experience, good practices, client orientation and efficiency of UNOG are shared with other Geneva-based United Nations entities through common service structures. In this context, UNOG, assisted by the Task Force on Common Services and various working groups, is actively promoting common service initiatives at the local level. UNOG also provides technical support to conferences taking place in the Palais des Nations and the Palais Wilson (approximately 10,000 per year), and to the Department of Safety and Security.

The Common Procurement Activities Group (CPAG), the secretariat of which is managed by the UNOG Procurement and Transportation Section, has contributed greatly to the consolidation of procurement activities. The Group is leading efforts towards the simplification and harmonization of procurement practices. Its aim is to build more effective, coherent and better-performing business practices and to lower the cost of commonly required goods and services for all its members through volume purchase agreements. CPAG, «Delivering as One», effectively collaborated on more than 14 procurement projects, saving an estimated US$ 30 million in 2011, including on travel services and airline negotiations; electricity supplies; information and communication technology (ICT) goods and services; and office supplies, paper and other goods and services.

UNOG continues to explore all avenues conducive to a more efficient use of available resources. As a result of negotiations undertaken with 33 major airlines, 17 agreements have been signed. Approximately US$ 21.6 million was saved through corporate fares, travel agent fares, creative ticketing and use of low-cost carriers. UNOG achieved significant savings in other areas, as shown in the table below:

**Major savings achieved by UNOG**

- **Mail services**: SwF 648 529
- **Courier services (Diplomatic Pouch)**: SwF 296 100
- **Electricity**: SwF 156 023
- **Paper**: SwF 485 687
- **Laptop and desktop computers**: SwF 1 314 000
- **Photocopier services**: SwF 1 890 000
- **Toner and ink jet cartridges**: SwF 275 463
- **Desktop printers**: SwF 74 087
- **Access control and fire detection**: SwF 40 827
- **Novell licensing agreement**: SwF 136 978
- **Document management and digital printing services**: SwF 690 000
- **Office supplies**: € 114 332
- **Library Serials**: US$ 185 757
- **Heating Oil**: SwF 11 540

**AVERAGE COST OF AIR TICKETS PURCHASED BY UNOG (SwF)**

UNOG is also committed to sustainable procurement. This is demonstrated by the inclusion of sustainability elements in statements of work and evaluation criteria which move the Organization towards climate neutrality.
UNOG further strives to maintain and enhance the outstanding architectural and historical heritage of the Palais des Nations, its buildings and annexes (some 164,481 square metres and 2,800 offices), built on a 46-hectare park. Of note in managing the facilities is the centralized Building Management System, which controls heating, ventilation and electrical systems, and has played a key role in optimizing energy consumption while improving the comfort of occupants.

Following the 2011 renovation of Room S4 made possible by the Government of Morocco, UNOG continues to work in close cooperation with permanent missions in Geneva with regard to the renovation of rooms and buildings of historical value. The Republic of Kazakhstan sponsored the full renovation of Room XIV, to be completed in 2013. Other permanent missions have expressed their interest in renovating conference rooms at the Palais des Nations and have been shown a catalogue of potential renovation projects.

Optimizing office space allocation remains another major challenge for facilities management, which has to cope with a growing demand for space while facing increased real estate costs.

### PROVIDING EFFICIENT FINANCIAL MANAGEMENT

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. UNOG ensures sound, effective and efficient financial management of United Nations assets under its purview.

As a member of the United Nations Steering Committee on International Public Sector Accounting Standards (IPSAS), UNOG has been actively preparing for IPSAS implementation, which will bring benefits to the Organization’s services to the world community. The United Nations Geneva IPSAS Support team was established in 2011 with representatives of UNOG as well as of the main Geneva-based offices and departments. As the largest duty station outside United Nations Headquarters and with diverse and complex extrabudgetary operations, UNOG is contributing to the preparation of the IPSAS project. Locally, UNOG continues to play a leading role in providing guidance and coordination for the training, preparation and future implementation of IPSAS for all client offices and departments, and continues to collaborate with Headquarters to mitigate risks and ensure implementation of IPSAS according to plan.

Efforts to improve the efficiency and quality of financial resources management services continued in 2012. In preparation of the implementation of the Enterprise Resource Planning system at the United Nations Secretariat Offices at Geneva in 2015, UNOG continued to review some of its administrative processes and workflow procedures in order to identify ways of ensuring more effective financial management and more efficient work processes and data cleaning. As part of its ongoing activities, UNOG continued to conduct risk assessment, introducing mitigating actions or strengthened control systems, as well as ensuring strict compliance with the financial rules and regulations of the United Nations.

### DEVELOPING OUR WORKFORCE THROUGH CONTINUOUS LEARNING AND SUPPORT

The UNOG Human Resources Management Service (HRMS) acts as a service centre on a global scale, providing fully integrated human resources services to some 4,500 staff employed by more than 30 United Nations departments and offices located in Geneva, Bonn, Turin, and in 127 field duty stations in 90 countries.
This fully integrated service model is unique among Secretariat duty stations and is consistent with the vision for the future of the United Nations Secretariat.

In the last decade, the total number of staff administered by UNOG has grown by almost 25 per cent without any increase in HRMS resources at UNOG. During the same period, the volume of major human resources transactions processed has increased by nearly 60 per cent.

UNOG strives to streamline human resources processes and to introduce electronic tools where possible to address the growth in transaction processing within existing resources, while the work of HRMS continues to expand with the implementation of new organizational priorities and reforms.

As new reforms and priorities are introduced, UNOG continues to expand the offerings of training and development to enhance the skills of our workforce.

Each year, 807 learning and development programmes are delivered to some 10,339 participants. Students can instantly access the latest online resources via a wireless network in all classrooms, which facilitates the exchange of information and resulted in a 30 per cent reduction in paper consumption for training-related activities in 2012.

The Medical Services Section provides medico-administrative services to some 13,000 staff in Geneva, Bonn, Turin and the field, through a shared services platform.

In 2012, the Section successfully implemented an electronic medical file, including an electronic staff health questionnaire and online laboratory test data, as part of their occupational health and safety database.

ENSURING SECURITY AND SAFETY

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 United Nations to fulfill its mission.

In his capacity as Designated Official for Switzerland, the Director-General is responsible for the security and safety of all staff and their dependents. To this end, the Director-General chairs the Security Management Group which forms part of the three-tier security structure mandated by the General Assembly.

The UNOG Security and Safety Service continues to provide around-the-clock security to United Nations staff and assets in Geneva. Beyond the Palais des Nations, the Security and Safety Service is also entrusted with the security of the International Environment House, the International Trade Centre, OHCHR, the United Nations Children’s Fund (UNICEF) and UNHCR in Geneva. In addition, the Chief of the Security and Safety Service provides technical support to United Nations organizations abroad in his role as Chief Security Adviser for Belgium, France, Monaco and Spain. Equally, the Service covers the security of United Nations conferences outside Geneva. In 2012, it assumed responsibility for UNCTAD XIII in Doha; the fifth session of the Meeting of the Parties to the African–Eurasian Waterbird Agreement in La Rochelle, France; the United Nations Conference on Sustainable Development in Rio de Janeiro, Brazil; the Eleventh Conference of the Parties to the Convention on Biological Diversity in Hyderabad, India; the Internet Governance Forum 2012 in Baku; and UNFCCC, also in Doha. Security personnel also carried out close protection missions in Egypt, Iran, Libya, Qatar, Syria, Turkey and Yemen.
SPECIAL FOCUS

USING TECHNOLOGY TO OUR ADVANTAGE

In 2012, UNOG undertook a number of initiatives to use technology to pool resources, make work processes more efficient, achieve greater environmental sustainability, reach out to the public and preserve institutional memory.

PARTNERSHIPS

While meeting 2012 operational ICT needs, UNOG also focused on deepening strategic and mutual partnerships with other Geneva-based organizations. This “joint family” approach allows implementation of economies of scale and operation. Under the leadership of the UNOG Division of Administration, Secretariat entities look to extract more value for money from Secretariat ICT funds allocated across Geneva. This is a key building block of the vision for the duty station to be responsive to the challenges ahead and retain its pre-eminence as a hub of United Nations activity, supporting the substantive work of diverse organizations. Important challenges that will be addressed include the pooling of resources to provide interesting career opportunities across entities and to foster a professionally competitive environment that produces world class staff competence.

ELECTRONIC TOOLS

Following the paper reduction initiative of the Director-General in 2011, UNOG continued to reduce its paper consumption in 2012. A number of paperless processes were implemented with immediate effect, while some others are being implemented gradually, following process reviews. Some measures include: the use of electronic forms/workflows; the improvement of a range of available e-tools; a broader use of e-mails to streamline communications; and double-sided paper usage. Since January 2012, the exchange of formal memos among certain offices has been electronic whenever possible. It is foreseen that several additional electronic tools will replace paper-based processes at the beginning of 2013.

ENHANCED ICT SERVICES

The year 2012 saw an increased usage of the new Geneva Technology Centre which dramatically lowers energy consumption in comparison with traditional solutions, through the use of environmentally-friendly technology. Server rooms previously distributed throughout the UNOG campus have been consolidated into the Geneva Technology Centre, increasing efficiency. In addition, a new high-capacity video conferencing bridge was implemented to increase the capacity to meet the expected growth in videoconferencing demand and to lessen the need for travel. Lastly, the virtualization of servers has continued, reducing the total number of physical machines and electrical consumption without any reduction in functionality, and increasing total operational capacity.

SOCIAL MEDIA

Social media creates dynamic new opportunities for United Nations communicators, enabling direct and real-time interactivity with audiences. Embracing these new media, UNOG greatly expanded its presence on various platforms during 2012.
EXAMPLES OF EVENTS PROMOTED

UNOG OPEN DAY: #OPENDAYUNGENEVA
GRADUATE STUDY PROGRAMME: #GSP50
UNITED NATIONS DAY: #UN
GENEVA LECTURE SERIES: #GENEVALECTURESERIES
WORLD HUMANITARIAN DAY: #WHDGENEVA, #WHD2012
INTERNATIONAL DAY OF REFLECTION ON RWANDA GENOCIDE: #RWANDAREMEMBER18
THE THIRTEENTH SESSION OF THE UNITED NATIONS CONFERENCE ON TRADE AND DEVELOPMENT: #UNCTADXIII
INTERNATIONAL MUSEUM DAY: #IMD2012
#LEAGUEOFNATIONS, #UN, #ARCHIVES

“Tweet Cloud” of words most frequently tweeted from UNOG Twitter accounts

SOCIAL MEDIA SUCCESS STORIES

When UNOG commemorated 50 years of the Graduate Study Programme, it decided that social media would play a vital part, as the international students embodied the new generation of socially-networked youth to which the United Nations is reaching out. The interactive celebration, which brought together past and present participants, therefore featured a panel discussion which was “live tweeted.” Earlier in the year, UNOG had launched a GSP50 Facebook page on which alumni were encouraged to share their Graduate Study Programme memories, photos and video messages, which UNOG then used to create a short film to be broadcast during the ceremony. Social media continued to play a key role for the remainder of the Programme, and UNOG used the Facebook page as its main form of communication with the graduates, posting information, deadlines and schedule changes.

Since the launching of the UNOG Library Facebook and Twitter pages, messages are regularly posted connecting the service and its resources with United Nations official celebrations and events, and highlighting selected materials or new services. The most popular messages concern special events. Staff-related messages, for example announcing the transfer of a colleague to another duty station, also receive enthusiastic feedback. Engagement with social media has proven that the UNOG Library appeals to a worldwide audience. International followers include journalists, lawyers, researchers, and staff from NGOs, permanent missions and United Nations field offices.
THE UNOG WEBSITE: A MAJOR OUTREACH TOOL

Statistics prove the growing popularity of the UNOG website: extracts show an increase in the number of website users, as well as a growing number of new visitors. At the same time, geographical usage is expanding, although still concentrated in the most developed countries.

<table>
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<tr>
<th>Month</th>
<th>Unique visitors</th>
<th>Number of visits</th>
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<th>Hits</th>
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<td>103 021</td>
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<td>4 635 333</td>
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<td>February</td>
<td>56 853</td>
<td>111 344</td>
<td>875 664</td>
<td>5 109 199</td>
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<tr>
<td>March</td>
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<td>112 100</td>
<td>1 002 201</td>
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<td>1 064 777</td>
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<td>110.54</td>
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<td>50 465</td>
<td>102 574</td>
<td>871 286</td>
<td>4 573 401</td>
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<td>3 617 500</td>
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<td>1 214.99</td>
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</table>

Country/Territory | Visits
---|---
1. Switzerland | 359 610
2. United States | 104 383
3. France | 66 854
4. United Kingdom | 46 969
5. Canada | 30 276
6. Germany | 27 367
7. Italy | 19 914
8. India | 19 839
9. Spain | 13 255
10. Australia | 12 635
SPECIAL FOCUS

WEB CALENDAR

In support of the Secretary-General’s concept of “One UN,” the UNOG Web Calendar is continuously updated with United Nations meetings held in Geneva and serves as a main reference tool for United Nations staff, permanent representatives and delegates in Geneva. Cooperation with United Nations agencies, particularly with WIPO, ITU and the World Trade Organization, has been key to ensure automatic and accurate data input necessary for the smooth planning and organization of meetings.

PRESERVING INSTITUTIONAL MEMORY

As a centre of excellence in information management and the manager of League of Nations and United Nations Archives, the UNOG Library assumes the stewardship role for the institutional memory of the United Nations. By digitizing the vast collection of United Nations documents which were originally published on paper, the Library not only provides virtual access to the contents for external, off-site users, but also preserves the documents in electronic format for the future.

Special projects in 2012 included:

- the UNOG Library’s Digitization Unit working with OHCHR on the digitization of different human rights series;
- digitization of summary records of UNHCR Executive Committee meetings (for research conducted at the Institute for Intercultural and International Studies (University of Bremen, Germany)).

Most of the files were uploaded onto the Official Document System (ODS) and are now accessible online.

As part of an ongoing project, almost 600,000 pages of the official documents collection of the League of Nations Archives were recently digitized. They will be made available on the web, greatly expanding access by the international research community to these highly sought-after materials. Increased access will support the research into the reassessment of the activities and technical work of the League of Nations currently underway around the globe. Selected resources on the organization can be found on the League of Nations Archives Resource Guide at http://libraryresources.unog.ch/leagueofnationsarchives.

The pilot phase for the implementation of an electronic records management system has been completed. One of the many benefits of such a system, vital to collecting records that will form part of the institutional memory in the future, is its ability to provide a reliable repository for keeping, sharing and using electronic records and therefore reducing the need for printing.
A LEADER IN THE UNITED NATIONS SYSTEM FOR SUSTAINABILITY

UNOG has been active in advancing the Secretary-General’s goal of greening the United Nations. Over the past 12 years, UNOG has put in place a number of measures to cut the consumption of electricity (by 29 per cent), fuel (by 34 per cent) and water (by 70 per cent), as illustrated by the graphs on the following page. As a result, carbon emissions have been cut by 38 per cent simply by applying managerial and technical improvements within existing resources.

These substantial gains have been achieved through a combination of institutional measures, partnerships with the host country and civil society, and the continuing transformation of work processes – installing solar panels, restricting air conditioning, improving thermal insulation, using hybrid or fuel-efficient vehicles, providing incentives to staff to use sustainable modes of transport, introducing paperless work processes and e-tools, increased use of videoconferencing, separating waste and occasionally using sheep to “mow” the grass.

A yurt, demonstrating the most sustainable example of housing, in the context of the International Year of Sustainable Energy for All and for World Habitat Day at the Palais des Nations (Photo/John Dombkins)

"CHARTE «ECO 21» DE PARTICIPATION AU PROGRAMME D’INCITATION AMBITION MÉGAWATT DES SERVICES INDUSTRIELS DE GENÈVE (SIG)"

By signing the Charte with the SIG in July 2012, UNOG commits itself to reduce its energy consumption, which represents a further step in its actions towards sustainability. The purpose of the programme is to enable the corporate clients of SIG to improve their energy efficiency and reduce their energy bill. To this end, SIG offers its clients financial support for their actions and investments.
**SPECIAL FOCUS**

The hybrid vehicle for mail distribution to the Palais des Nations, its annexes, Palais Wilson, Motta and all client entities. (UN Photo/CSS)

**ELECTRICITY**

- Replacement of the lighting fixtures
- Upgrade of the remote control system
- Change of chillers
- GLN in use

**ENERGY CONSUMPTION FOR HEATING**

Trend of heating fuels consumption from 2000 until 2012, in degree-days

**WATER**

- Systematic identification of leakages and implementation of the appropriate corrective actions
- Partial refurbishment of pipe networks
- Partial refurbishment of sanitary facilities
- Gradual removal of heat exchangers that discharge water

**DID YOU KNOW?**

99 per cent of all UNOG desktop and multi-functional printers are now configured to recto/verso, saving on paper and reducing printing times.

UNOG digital printing machines consume 45 per cent less energy, produce 90 per cent less carbon dioxide and require less staff than equivalent machines.
**SWISS CONTRIBUTION**

A recent demonstration of Swiss support to UNOG is the donation (in December 2011) of SwF50 million towards energy-saving renovations of the Palais des Nations. This donation was made in recognition of the fact that the Palais des Nations is a symbol of common heritage and the historic home of the “international organization”.

The following initiatives are included in the works funded through the Swiss contribution, as part of the proposed Strategic Heritage Plan, to be implemented in 2012–2013:

- replacement of original windows;
- repair, thermal insulation and waterproofing of roofs;
- replacement of leaking or broken skylights;
- installation of high-efficiency exterior lighting systems;
- replacement of air conditioning units;
- upgrade of Building Management System; and
- installation of photovoltaic and thermal solar panels.

**ACT NOW!**

“Act now!” mugs were introduced in 2012 at all bars and the cafeteria of the Palais des Nations, with the objective of reducing the consumption of disposable cups and the volume of waste. Staff and visitors can exchange their dirty mug for a clean one when buying a hot drink. Over 1,200 mugs have been sold and the caterer participates in the initiative by offering the eleventh hot drink free of charge. Approximately 40 per cent of hot drinks were sold in porcelain cups this first year.

On the occasion of World Water Day on 22 March 2012, UNOG launched the campaign «Drink tap water, reduce waste!», encouraging staff to drink tap water instead of bottled water. The campaign, consisting of a broadcast to staff, posters and roller banners displayed throughout the Palais des Nations as well as an information stand, promoted the importance of individual action on environmental sustainability.

**WORKING IN A SUSTAINABLE AND PAPERSMART WAY**

Having attained ISO 14001:2004 environmental certification for its Conference Management printing and distribution operations in 2010, UNOG continues to discharge its obligation with regard to the environment and to the greening of the United Nations. Strict environmental standards are applied to the purchase of printing and packaging materials, waste management, chemical handling and storage, updating documentation on legal compliance, emergency preparedness and the general safety of staff. These environmental themes were subjected to a thorough surveillance audit by an external auditor on 17 October 2012. The audit results confirmed that the environmental management system is in compliance with the environmental standards, and consequently ISO certification has been extended for another year.

UNOG continues to collaborate and monitor developments concerning the evolving concept of PaperSmart meetings. The Director-General’s initiative on reduction of paper consumption is being strictly adhered to in the distribution of official documents, and a Task Force on Paper Reduction was established by the UNOG Division of Conference Management to explore other areas where savings can be made.
SPECIAL FOCUS

THE STRATEGIC HERITAGE PLAN: UPDATING 1930s INFRASTRUCTURE TO MEET TWENTY-FIRST CENTURY NEEDS

The Palais des Nations was designed for the needs of a multilateral organization in 1929. Eight decades later, the majority of the buildings at the Palais des Nations face considerable maintenance challenges stemming from age and intensive use. While the main building and its annexes have been maintained to the extent possible with the available means, equipment and installations such as lifts, water pipes, electric wiring and sanitary installations are in various degrees of deterioration. Poor insulation and insufficient temperature control mechanisms result in loss of energy, and consequently in excessive greenhouse gas emissions. Significant structural damage is evident in the facade and roof of the building, as well as floor areas and internal walls. The overall deterioration is likely to start accelerating and could result in irreversible damage if left unaddressed. In the short to middle term, this leads to safety and security hazards and increases maintenance and operating costs. In the longer term, the building itself and the unique heritage that it represents are at stake.

A PROJECT TO RENOVATE, RESTORE AND MODERNIZE THE PALAIS DES NATIONS, THE STRATEGIC HERITAGE PLAN CONSISTS OF THE FOLLOWING MAIN OBJECTIVES:

- Ensuring the continued function of the Palais as an essential conference centre;
- Preventing irreversible deterioration or damage, restoring the building and maintaining the capital value of the Palais des Nations and its contents, including its historic archives;
- Safeguarding the health and safety of delegates, staff and other occupants by meeting international industry standards and regulations;
- Meeting and complying with the United Nations Minimum Operating Security Standards;
- Reducing overall maintenance costs by providing an environmentally sustainable facility;
- Updating the building exterior and electromechanical systems to reduce energy consumption costs;
- Consolidating all Geneva United Nations staff within a single compound by optimizing the use of available interior space and conference facilities;
- Upgrading the information and communications networks, broadcasting facilities and conference systems;
- Enabling full accessibility to persons with disabilities;
- Preserving the historical and heritage value of the Palais.
A NUMBER OF ACTIVITIES HAVE BEEN UNDERTAKEN SO FAR:

- An initial conceptual engineering and architectural study was conducted in 2010.
- In 2011, the General Assembly approved the need for a further study in 2012–2013 in order to produce a detailed project implementation plan together with a detailed cost estimation (initial projection of SwF 618 million).
- UNOG has since established a dedicated Strategic Heritage Plan Project Management Team and is in the process of appointing a programme management consultancy firm to assist in the study.
- In close collaboration with UNECE, UNOG is investigating public and private partnership opportunities as a possible strategy to be used in the future funding of the Strategic Heritage Plan.

GREENING INITIATIVES IN THE NEXT BIENNIUM

The ongoing planning, design and implementation of the Strategic Heritage Plan will take fully into consideration all the latest best practices in greening initiatives by using a wide range of sustainability principles in the renovation of buildings to achieve the highest standards for energy performance, conservation, efficiencies and carbon footprint reduction measures. These include performance criteria from the Capital Master Plan, the United Nations Headquarters renovation project currently underway and Minergie®, a Swiss sustainability brand for new and refurbished buildings.
"You speak most truly when you say that peace must finally be built on the foundation of well-informed public opinion. That conviction ... was what impelled me to make the gift."

John D. Rockefeller’s letter to Mr. Louis Wiley, New York Times correspondent (1927)

On 10 September 2012, the United Nations Office at Geneva commemorated the beginnings of its library: 85 years ago, John D. Rockefeller, Jr. made his outstanding donation for the construction and endowment of the Library of the League of Nations to become “a centre of international research and an instrument of international understanding”. The UNOG Library, which inherited the Library of the League of Nations and its assets, works continuously to reinforce this visionary mandate and maintain its strong international reputation as an important social sciences library in Europe and a centre of excellence for League of Nations and United Nations knowledge. Throughout 2012, the UNOG Library built on new technologies and improved management structures to ensure its relevance in today’s networked information environment. By creating new spaces for dialogue and exchange, it has also reinvented itself as a dynamic meeting place and solidified its position as the UNOG centre for intellectual, cultural and academic outreach.

The UNOG Library traces its lineage to the Library of the League of Nations founded in 1919. Today, the Library has three core functions: library services; records and archives management; and cultural activities. The main clients of the UNOG Library are diplomats from the permanent missions, conference delegates, civil society representatives and accredited journalists, external researchers and United Nations staff members.

<table>
<thead>
<tr>
<th>In 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of visits in person</td>
</tr>
<tr>
<td>Number of reference questions responded to</td>
</tr>
<tr>
<td>Number of loans</td>
</tr>
</tbody>
</table>

**PARTNERSHIPS**

In line with the strategic initiatives of the Secretary-General, the UNOG Library focused on increased collaboration and cooperation within the United Nations family. Together with the Dag Hammarskjöld Library in New York, it led the Global Review of UN Libraries and proposed initiatives towards leveraging synergies and profiting from economies of scale. These efforts were shared with United Nations system libraries in UN-LINKS, the common forum for knowledge-sharing, which is chaired by the UNOG Library.
Partnering with the United States Library of Congress, a leading research centre and the largest library in the world, the League of Nations Archives recently completed the submission of historically significant documents to the World Digital Library, a collaborative project between the Library of Congress and the United Nations Educational, Scientific and Cultural Organization (UNESCO), which makes important primary materials from countries and cultures around the world available online. Projects such as the World Digital Library help the League of Nations Archives fulfill its objectives as a member of the UNESCO Memory of the World Register, by assisting with universal access to documentary heritage of global significance and raising its visibility.

**NEW SPACES – NEW DIRECTIONS**

Using new management strategies for the innovation of services, the Library implemented a change programme, including the reorganization of its public access areas.

The Loans Room was transformed into an Events Room, thereby creating a dedicated space for special events, such as seminars, talks, conferences and cultural activities. The room is not only used by the Library and UNOG, but has become a place of choice for permanent missions as well as academic groups. With the Norwegian art mural “The Dream of Peace” in the background, it provides a suitable setting for intellectual, cultural and social happenings.

The relocation of the former Periodicals Reading Room allowed for the creation of a new archives reading room. The John D. Rockefeller, Jr. League of Nations and United Nations Archives Reading Room was inaugurated in September 2012 by Secretary-General Ban Ki-moon with the participation of the Director-General and other distinguished guests (see Highlights). Researchers can now work in a historical, modern and spacious room accommodated to fit their specific needs and providing improved safety and preservation conditions for documents and other archival objects.

While these new rooms reflect the Library’s role as the UNOG centre for cultural and intellectual outreach and institutional memory, the reorganization of its space was also an important step in the shift from print to electronic resources, as it allowed for the centralization and refocusing of services and tasks. This structural change allowed for the immediate streamlining of work: response times for clients who experience difficulties accessing e-resources are reduced, the coordination of e-resource subscriptions shared with other United Nations entities has become more efficient, and strategic planning for the acquisition and presentation of these resources has been strengthened.

**SHARING KNOWLEDGE AND EXPERTISE**

Sharing its expertise in information management, the UNOG Library continued its knowledge management and training programmes throughout the year.

Through the Personal Knowledge Management programme, clients were coached in the retrieval and use of information resources. Customized group training was provided to researchers and UNOG services upon request. In 2012, the number of participants in small group Library information sessions increased significantly. A key trend for training is access to media monitoring tools, such as Factiva, Proquest and Lexis/Nexis. Librarians help UNOG staff members learn how to use these resources along with open access tools, including Twitter and other social media, and how to incorporate them into their workflow.
Sharing professional expertise within the United Nations system, the UNOG Library has begun meeting with librarians at the Economic Commission for Latin America and the Caribbean and United Nations Headquarters on the development of common resource guides. The expertise of staff at OHCHR, UNCTAD, UNHCR, UNIDIR and UNODA was drawn upon to determine key resources to be included. Five online guides in subjects such as statistics, news and current events, and human rights were published in 2012 on the UNOG Library web pages, establishing a central gateway for access to print and online resources.

In the field of records management, the UNOG Library team regularly provides advisory services to OHCHR. In 2012, UNOG Library staff went on mission to the field office in Burundi to appraise, organize and transfer its archives to Geneva.
An excellent outreach and public diplomacy tool, the UNOG Cultural Activities Programme presents the international community with a broad range of events, such as exhibitions, concerts and cultural conferences, which promote respect, understanding and mutual tolerance, and highlight the key working areas of the United Nations.

The cultural projects which are part of the programme transform the Palais des Nations into a venue for new forms of expressions. In February, the Salle des Pas Perdus was transformed into an interactive arena when it provided the setting for a contemporary dance performance. Later in the year, the Human Rights and Civilizations Room turned into a stage for a play on democracy.

Highlights of the celebration of international United Nations years and days included a yurt from the steppes of Central Asia as the most sustainable example of housing in the context of the International Year of Sustainable Energy for All and for World Habitat Day, as well as a joint event for the International Year of Cooperation and the celebration of World Food Day, organized by the Food and Agriculture Organization of the United Nations (FAO) with the World Food Programme (WFP) and the International Federation of Red Cross and Red Crescent Societies (IFRC), consisting of a panel discussion and a multimedia and photograph exhibition.

The Cultural Activities Programme is the guardian of the invaluable art collection of UNOG, which reflects an impressive variety of artwork of different styles, periods and techniques that express the United Nations values artistically. The art collection has grown over the years with generous donations from Member States, and recently has been enriched with two new donations.

One of the objectives of the UNOG Cultural Activities Programme is to open the doors of the Palais des Nations to the general public. Anyone interested in culture may subscribe to a mailing list and receive a cultural passport which provides access to the Palais for any cultural event. For 2013, the Programme plans to extend access to an even broader public by inviting more students, researchers and NGOs to participate in the events.

A selection of cultural events held in 2012 is described in greater detail in this special feature.

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1 The selection does not include parallel events and events organized by United Nations staff clubs.
The Role of Cooperatives in Food Security
FAO, WFP and IFRC

Women That Make a Difference
Brazil

La véritable apologie de Socrate,
Albania, Greece

In Search of Solidarity
UNHCR, the Swiss Federal Council

Our lives - IRIN’s Humanitarian Reporting
OCHA, IRIN

Aboriginal Dreamtime
Australia

International Day of Nowruz
Afghanistan, Azerbaijan, Iran, Kazakhstan, Kyrgyzstan, Tajikistan, Turkey, Turkmenistan, Uzbekistan

Sueños
Ecuador

Five decades of partnership between the Kingdom of Saudi Arabia and the United Nations
Saudi Arabia, WFP

A guitar performance by Mathias Arzusayry
Uruguay

Dialogue interculturel. L’homme. Son habitat. Ses croyances
Romania, COE
2012 CULTURAL ACTIVITIES ORGANIZED BY MEMBER STATES AND INTERNATIONAL ORGANIZATIONS

JANUARY

Exhibition

League of Nations Museum

Fashioning Future History

An exhibition held on the occasion of the 80th anniversary of the World Disarmament Conference to highlight the perseverance of United Nations Member States in pursuing efforts towards disarmament by showing the importance of past experiences under the League of Nations.

EXHIBITIONS

February

Exhibition

Brazil, United Kingdom


Exhibition of photographs demonstrating the cooperation and team spirit that epitomizes the Olympic Games. The pictures illustrated the positive impact that participation in sports can have on all sectors of the community.

Exhibition

Australia

 Aboriginal Dreamtime

Contemporary Australian indigenous art presented by the Museum “La Grange” (Môtiers, Switzerland) and the Foundation Burkhardt-Felder. The exhibition aimed to highlight the issue of human rights for indigenous peoples.

Exhibition

Czech Republic

Václav Havel: Playwright, Human Rights Defender, Statesman

The documentary exhibition focused on the life and work of the playwright, human rights defender, and statesman Václav Havel. Photographs by the Czech photographer Oldřich Škácha.

Exhibition

Uruguay

L’Age de l’Innocence:

Souvenirs d’un temps passé – Oeuvres de Nelson Romero

Exhibition on the occasion of the 19th session of the Human Rights Council. It marked the closing of celebrations for the bicentenary of the emancipation of the Uruguayan people.

Exhibition

WHO

Love, Loss and Laughter: Seeing Alzheimer’s Differently

A photo exhibition depicting dementia in a different way; the photographs by Cathy Greenblat showed that with quality health care and good social support, people with dementia can sustain connections to themselves and others, and that loving care generates loving responses.

Exhibition

Czech Republic

Koloman Sokol: The Life of an Artist in Exile

An exhibition on Koloman Sokol, one of the pillars of Slovak visual art, showcased the current political and social milieu within the following fundamental themes: mythology, allegory, familial references and religion.

Exhibition

Uruguay

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Exhibition on the occasion of the 19th session of the Human Rights Council. It marked the closing of celebrations for the bicentenary of the emancipation of the Uruguayan people.

FEBRUARY

Exhibition

Food Programme

Five decades of partnership between the Kingdom of Saudi Arabia and the World Food Programme

Exhibition honouring five decades of partnership between the Kingdom of Saudi Arabia and WFP.

Exhibition

League of Nations

Fashioning Future History

An exhibition held on the occasion of the 80th anniversary of the World Disarmament Conference to highlight the perseverance of United Nations Member States in pursuing efforts towards disarmament by showing the importance of past experiences under the League of Nations.

Concert/Dance

Germany, Switzerland, United States

Human Writes

By using their hands, feet and bodies, the dancers of the Forsythe Company interpreted and drew out the Universal Declaration of Human Rights.

EXHIBITIONS

MARCH

Exhibition

Burkina-Faso, Norway, Switzerland, United Nations Population Fund

Soul Gazers – Engaging Men for the Abandonment of Female Genital Mutilation

An event to celebrate the International Day of Nowruz. The celebration included musical and dance performances.

Exhibition

Afghanistan, Azerbaijan, Iran, Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Turkey and Uzbekistan

Nowruz

An event to celebrate the International Day of Nowruz. The celebration included musical and dance performances.

Exhibition

Czech Republic

Koloman Sokol: The Life of an Artist in Exile

An exhibition on Koloman Sokol, one of the pillars of Slovak visual art, showcased the current political and social milieu within the following fundamental themes: mythology, allegory, familial references and religion.

Exhibition

WHO

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Exhibition

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Exhibition

League of Nations

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An exhibition held on the occasion of the 80th anniversary of the World Disarmament Conference to highlight the perseverance of United Nations Member States in pursuing efforts towards disarmament by showing the importance of past experiences under the League of Nations.

CONCERTS/DANCES

APRIL

Exhibition

WHO

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Exhibition

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Exhibition

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Exhibition on the occasion of the 19th session of the Human Rights Council. It marked the closing of celebrations for the bicentenary of the emancipation of the Uruguayan people.
### April
- **Exhibition**
  - **China**
  - **Chinese Cultural Week**
  - A cultural celebration on the occasion of the Chinese Language Day. This celebration highlighted the cultural and historical significance of the Chinese language as one of the six official languages of the United Nations.

### May
- **Exhibition**
  - **Italy**
  - **UNIT – UNESCO Italia**
  - An exhibition showcasing the talents of UNESCO members, including paintings, sculptures, jewelry and flower arrangements. Some of the works were offered for sale to raise money for UNWG projects that benefit children.

### June
- **Exhibition**
  - **Ecuador**
  - **Sueños**

### July
- **Concert**
  - **United States of America**
  - **Jazz with the U.S.A. – an Independence Day Celebration**
  - A jazz concert by the Temple Jazz Orchestra on the occasion of United States Independence Day.

### In Focus

#### 2012 Cultural Activities Organized by Member States and International Organizations

#### June
- **Exhibition**
  - **UNIT – UNESCO Italia**
  - **Art & Artisanal**

#### July
- **Concert**
  - **Republic of Korea**
  - **Hwaum Chamber Orchestra, Music from Korea**
  - A concert by the Hwaum Chamber Orchestra, renowned for its powerful, passionate sound and creative musical style. The Orchestra brings together individually distinguished soloists and chamber musicians.
**UNIS – UNTV on the Road**

An exhibition of photographs tracing UNTV’s work around the globe. These photographs were taken by UNTV staff producer Gill Fickling in the course of her travels to the field to shoot television features for the United Nations Department of Public Information, New York.

**UNDP Visions of Hope**


**Building for Peace**

This exhibition is a brief history of the construction of the building initially dedicated to the League of Nations which today constitutes the heritage of the United Nations.

**1 Day – 1 World – 1 Message**

On the occasion of World Humanitarian Day OCHA organized an event, consisting of a high-level debate, the opening of the photo exhibition “People Helping People” and the unveiling of the repositioned plaque honouring those who died in the 2003 bombing targeting the United Nations in Iraq.

**People Helping People**

An exhibition by Swiss artist Jean-Claude Prêtre illustrating the world's journey from war towards peace after 11 September 2001.

**The City Speaks**

Exhibition of panels with pictures and explanatory texts. The aim of the exhibition was to show how individuals and communities were inspired by cities and how they, in turn, changed the spaces in which they lived through different forms of creative expression.

**League of Nations Museum**

For the Well-being of Mankind: Philanthropy and Multilateralism

Exhibition on the occasion of the 85th anniversary of John D. Rockefeller Jr.’s gift to the Library of the League of Nations, highlighting the essential role played by the Rockefeller Foundation and the Carnegie Endowment for International Peace in the key technical activities of the League of Nations.

**Concert Mathias Atchugarry**

A guitar recital by Mathias Atchugarry playing his own compositions as well as other contemporary Latino pieces.

**A Symphony to Religious Freedom**

A concert by the Duni Choir and Orchestra of the Conservatory of Music of Matera.
IN FOCUS

2012 CULTURAL ACTIVITIES ORGANIZED BY MEMBER STATES AND INTERNATIONAL ORGANIZATIONS

SEPTEMBER

Exhibition Brazil
Women That Make a Difference
An exhibition introducing the work of the handcraft and weaving cooperative of Rocinha, the biggest favela in Rio de Janeiro. The cooperative was created to generate conditions for women to work from their homes, thereby increasing the family budget and allowing them to care for their children and their home at the same time.

Exhibition Mexico
Children, Migration and Family
The exhibition, shown on the occasion of the 61st session of the Committee on the Rights of the Child, aimed to foster awareness among the international community to share experiences and best practices in favour of migrant children.

Exhibition Ukraine
Roads
Exhibition of photographs by the Ukrainian photographer Yevgen Kozirnitsk showing many kinds of roads from numerous countries and highlighting how these diverse physical and spiritual roads have connecting points and intersections.

EXHIBITION/CONFERENCE
UNECE
Building the Future We Want
To celebrate World Habitat Day, UNECE organized an exhibition and a conference on the role of cooperative in food security.

OCTOBER

Exhibition Conference
UNECE
Building the Future We Want
To celebrate World Habitat Day, UNECE organized an exhibition and a conference on the role of cooperative in food security.

Performance
Albania, Greece
La véritable apologie de Socrate
Theatre performance by the Albanian actor Mirush Kabashi based on the book by the Greek author Costas Vamalis. It is a version of the speech given by Socrates as he defended himself against the charges of corrupting youth, spreading ideas of changing the constitution and not believing in the official religion.

Exhibition
Croatia
20 Years: Croatia in the United Nations 1992-2012
An exhibition of photographs tracing the history of Croatia’s accession to the United Nations. This exhibition was also the occasion for Croatia to formalize the gift that had been donated to UNOG in 1996 on the occasion of the fiftieth anniversary of the United Nations, namely a tapestry by the artist Ivan Rabuzin which adorns Room XIV.

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Exhibition
IAEA
FACE to FACE – Biodiversity in Fresh and Salt Water
The exhibition of photographs by Jean-Louis Teyssié, who works at the International Atomic Energy Agency’s Monaco Laboratory, aimed to raise awareness of the importance of saving the aquatic ecosystem.

Exhibition
Kazakhstan
United, We Count
The exhibition, organized in connection with the launch of the ATOM campaign against nuclear testing, consisted of two parts: an exhibition of historic photographs of Kazakhstan’s disarmament and an exhibition of paintings by Karipbek Kuyukov.

Exhibition
Slovenia
You See Me – I See You: Cultural Diversity in the Eyes of the Roma

Exhibition
Switzerland, UNHCR
The State of the World’s Refugees: In Search of Solidarity
A photographic exhibition providing an overview of key trends in forced displacement from 2006 to 2011 and informing the viewer about the search for durable solutions for refugees and other persons of concern to UNHCR.
ANNEX I

ORGANIZATION CHART
UNITED NATIONS OFFICE AT GENEVA

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

USEFUL CONTACTS

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United Nations webcast: www.un.org/webcast

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United Nations Geneva Information Service
UNOG Library

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www.youtube.com/user/UNinformationGeneva

On Flickr
www.unmultimedia.org/photo/photo_library.jsp
www.flickr.com/photos/unisgeneva
Our work for peace must begin within the private world of each one of us.

UN Secretary-General Dag Hammarskjöld, 22 December 1953
(UN Press Release SG/360)

This photo exhibit celebrates the work accomplished every day by the 1,550 staff members of the United Nations Office at Geneva. It is through this work – often silent, often unnoticed – that the Palais des Nations is able to serve its essential purpose as a multilateral hub where Member States, civil society, sister UN entities, and other actors come together to tackle the global challenges of today.

UNOG staff also provide essential services to other parts of the United Nations family so that they might pursue their life-saving mandates. Whether it be security officers working in the field, interpreters and translators supporting conferences or human rights missions, or administrators providing services to over 40 United Nations entities in Geneva and beyond, their individual actions are indispensable to the realization of the Organization’s objectives.

Through these photos we see how each staff member, in his or her own way, contributes to UNOG’s collective work while embodying the values of “efficiency, competence and integrity” set out in Article 101 of the Charter.

I am proud of the work accomplished by UNOG staff on a daily basis in service to the United Nations, and I am grateful to my colleagues.

Kassym-Jomart Tokayev
Director-General
United Nations Office at Geneva