



ON THE ROAD TO REFORM

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ON THE ROAD TO REFORM



The United Nations was created by States for all the world's peoples. Our global membership is an asset. In 2002, the Organization was strengthened by the admission of two new Member States: the Swiss Confederation and Timor-Leste. The United Nations Office at Geneva (UNOG) warmly welcomes the decision of the peoples and Governments of both countries. UNOG is pleased to see its host country join the Organization for the benefit of both Switzerland and the United Nations.

To meet the challenges of rapid change and to remain proactive in shaping a better world for all, we must persistently reassess our priorities. We must formulate clear, coherent and consistent policies to make sure that we do most where the need is greatest. We must continually adapt our institutional structures and develop our human resources to guarantee that we have the capacity to turn rhetoric into reality. We need to

ensure that dynamism and flexibility are embedded in our institutional frameworks, in our working practices and in our mindset so that we can adjust quickly in the face of new challenges.

The reform agenda detailed in the 2002 report of the Secretary-General “Strengthening of the United Nations: an agenda for further change” is the foundation of ongoing efforts to enhance our services to the world community. We will be able to optimise our efforts through carefully coordinated work across agencies and programmes, more efficient use of technological resources, and constant development of the skills and knowledge of staff. Reform is an important process. It is a means to achieving our purpose. The yardstick of success in implementation is the delivery of well-targeted and cost-efficient services that ensure real results.

The UNOG annual report is an overview of our activities. It specifies how UNOG contributes constructively and actively to meeting the aims and aspirations of the United Nations. The Millennium Declaration, adopted by global leaders at the Millennium Summit, provides us with a comprehensive road map that guides all our efforts. The annual report outlines how UNOG is involved in modernizing and streamlining to ensure optimal use of resources and maximum impact in pursuit of these ambitions. Reform is an indispensable tool in our endeavour to meet these necessary goals.

Sergei Ordzhonikidze

Under-Secretary-General

Director-General of the United Nations Office at Geneva



UNOG IN THE SERVICE OF PEACE AND SECURITY

As a centre of multilateral negotiation, UNOG is closely involved in facilitating, promoting and supporting activities and research aimed at enhancing global peace and security. As Geneva is also the seat of a large number of specialized agencies, the United Nations family here is well situated to cultivate linkages in analysis and policy development across institutional boundaries. This advances the formulation of broad strategies to address the interrelated dimensions of peace, security and development. As a result, the United Nations system in Geneva attracts a large number of heads of State and Government, ministers and high dignitaries who discuss pressing issues facing the world.

Official visits 2002

HIGH-LEVEL VISITS TO THE PALAIS DES NATIONS

<i>Personalities</i>	<i>No. of visits</i>
Secretary-General of the United Nations (*)	03*
Deputy Secretary-General of the United Nations	02
Presidents, Vice-Presidents and Heads of State	10
Prime Ministers and Deputy Prime Ministers	09
Ministers of Foreign Affairs	48
Ministers and Secretaries of State	64
Other dignitaries	27
Total number of visits as at 21 November 2002	163

* Number of days spent in Geneva: seven.

Disarmament and arms regulation

As the home of the sole multilateral disarmament negotiating body—the Conference on Disarmament—Geneva remains a crucial focal point of international diplomacy in the field of arms control and disarmament. The Director-General is Secretary-General of the Conference as well as the Secretary-General's Personal Representative to the Conference. In response to the 11 September terrorist attacks on the United States of America, the 2002 session began with renewed impetus generated by the reaffirmation of multilateralism as the core principle of disarmament negotiations. The session saw a number of fresh proposals designed to foster consensus on a programme of work. A remarkable initiative was launched by a group of five former Presidents of the Conference. This unprecedented cross-group proposal draws upon the widely recognized proposition contained in CD/1624, the so-called Amorim proposal, as well as additional new ideas. Apart from its vital cross-group nature, the initiative stands out because of its evolutionary nature. It enjoys wide support from members of the Conference and will be further explored during preparations for the 2003 session. Throughout 2002, the Conference concentrated intense efforts on reaching agreement on a programme of work and establishing subsidiary bodies to deal with items on the agenda.

Over the past year, a number of significant activities pertaining to the Convention on Certain Conventional Weapons (CCW) were carried out. The Second Review Conference, held in Geneva from 11 to 21 December 2001, was a milestone in the field of conventional weapons. In addition to the main task of reviewing the operation of CCW, the Conference decided to extend the scope and application of the Convention and its Protocols to cover non-international armed conflicts. This extension was a direct response to wide recognition of the fact that internal conflicts claim a much higher number of casualties than inter-State wars. The Conference also established a Group of Governmental Experts to meet in Geneva to examine the issues of explosive remnants of war, and anti-vehicle mines. This Group has met twice so far in 2002, and will hold a third meeting in December, at

which a decision will be taken on whether to proceed to negotiate an instrument on explosive remnants of war.

The Fourth Meeting of States Parties to the Mine Ban Convention (also known as the Ottawa Convention) was held at UNOG from 16 to 20 September 2002. Over 130 States and dozens of international and non-governmental organizations (NGOs) participated. They celebrated the tremendous progress made since the entry into force of the Convention in stopping the use of anti-personnel mines, clearing mined land, and assisting victims of mines. Participants also considered a large number of remaining challenges, including difficulties in securing wider adherence to the Convention, impending deadlines for destruction of stockpiled mines, and the need to mobilize greater resources for mine clearance and victim assistance. A new theme addressed was the engagement of non-State actors in a ban on anti-personnel landmines to address the many intra-State conflicts involving landmine use worldwide.

More progress was achieved in the field of small arms and light weapons (SALW) with the setting-up of a Group of Governmental Experts. With the assistance of governmental experts appointed by the Secretary-General and the views of States, the Group is undertaking a United Nations study to examine the feasibility of developing an international instrument to enable States to identify and trace illicit SALW. The study will be submitted to the General Assembly at its fifty-eighth session. The Group is now devoting itself to exploring definitions, technical and political aspects of marking and record-keeping, and cooperation in tracing SALW in the context of crime as well as conflict/post-conflict situations.

From 19 November to 7 December 2001, UNOG hosted the Fifth Review Conference of the Biological Weapons Convention (BWC). This Conference was a highly difficult event, following the July 2001 collapse of seven years of negotiations on a protocol to strengthen the 1972 BWC. Tension was heightened by the anthrax incidents in the United States in October 2001. The Fifth Review Conference had originally been expected to adopt the draft protocol. Instead, after three weeks of intense

discussions on what to do now that the protocol negotiations had failed, the Conference was suspended. It is scheduled to resume at UNOG for two weeks from 11 to 22 November 2002.

● ● ● ● ● **Conflict prevention and peace-building: cooperation with regional organizations**

Prevention of armed conflict is a primary objective of the United Nations. This point was underscored in the Millennium Declaration two years ago, and has been highlighted repeatedly since then by Secretary-General Kofi Annan, including in his latest report on United Nations reform (A/57/387). Conflict prevention will be one of the main items on the agenda of the Chief Executives Board for Coordination (CEB) meeting to take place at United Nations Headquarters from 8 to 9 November 2002. The Geneva-based United Nations programmes and specialized agencies that are members of CEB are in a special position to contribute to this discussion.

Reinforcing relations with regional organizations remains another top priority for UNOG. The “Framework for cooperation in peace-building”, adopted at the Fourth High-level United Nations Regional Organizations Meeting convened by Secretary-General Kofi Annan in February 2001 (S/2001/138), and in turn welcomed by the Security Council (S/PRST/2001/5), provides a practical basis for cooperation between the United Nations and regional structures. One of the main aims of the High-level Meeting was to strengthen modalities for interaction and collaboration between the United Nations and regional organizations at the level of headquarters and in the field, and it has led to further activities in which UNOG has been involved in 2002.

From 30 April to 2 May 2002, UNOG participated in the working-level follow-up to the February 2001 meeting. UNOG took part in extensive bilateral consultations between representatives of the United Nations system and Europe-based entities such as the Commonwealth of Independent States (CIS), the Council of Europe (CoE), the European Commission/Union (EU), the North Atlantic Treaty Organization (NATO) and the Organization for Security and Co-operation in Europe (OSCE).

From 29 to 30 August 2002, the Director-General participated in an EU-sponsored conference in Helsingborg, Sweden, entitled “Partners in Prevention”. Chaired by the Foreign Minister of Sweden, it was described as “the first meeting of senior representatives from all European regional organizations and the UN to review in an informal way their joint work and the collective challenges which lie ahead”. The meeting was a direct response to Secretary-General Kofi Annan’s call in February 2001 for such regional workshops. The meeting consisted of panels that addressed respectively common values, common action and common commitment. Participants identified practical measures that should be taken to improve the capacity to analyse situations requiring preventive action and identify appropriate policy responses to them. The aim is for the results of the Conference to stimulate increased interaction between the United Nations and regional organizations. The Conference will be followed up and reviewed by EU and by the participating organizations, including at working level.

Also in 2002, the Director-General received Mr. Amr Moussa, Secretary-General of the League of Arab States, and Mr. Ján Kubiš, OSCE Secretary-General, and Mr. Javier Solana, the EU High Representative for Common Foreign and Security Policy. These meetings, as well as regular meetings between the Director-General and permanent observers of regional organizations in Geneva, help to consolidate relations with these bodies.

In February 2003, the Director-General will host the annual “high-level” and “target-oriented” meetings of the “Tripartite Plus” process of consultations. The original partners of this group—CoE, OSCE and the United Nations—have grown to include, on an “affiliated” basis, EU, the International Committee of the Red Cross (ICRC) and the International Organization for Migration (IOM). Next year will mark the tenth anniversary of the Tripartite Process, which was launched in 1993 to discuss issues of common concern, primarily in respect of the humanitarian emergencies that were then under way in south-eastern Europe and the southern Caucasus. The agenda of the tripartite meetings has widened to include sustainable economic and social development, good governance, the rule of law, institution building, democratization

and respect for human rights. The Director-General has signalled to CoE and OSCE his view that the consultative process should aim to become more practical and result-oriented. One objective would be to establish a workable division of labour in each of the post-conflict areas where the United Nations and European regional structures are currently co-located.

● ● ● ● ● Research and training

The Third Geneva Research and Policy Dialogue (GRPD), co-chaired by the Director-General and the Rector of the United Nations University, was held at the Palais des Nations on 12-13 November 2002. The aim of the GRPD is to pool knowledge and exchange views to stimulate cutting-edge research and policy development within the Organization. Encouraging creative thinking across traditional institutional and subject borders, GRPD inspires original analysis that can be applied in the Organization's daily activities. This year's discussions concentrated on themes highlighted in the Secretary-General's recent report on United Nations reform (A/57/387). Individual presentations were clustered under the following topics: migration; un-civil society; drugs, crime and terrorism; governance: managing diversity; disarmament: small arms and weapons of mass destruction; and post-conflict transition.

Core contributors to GRPD are United Nations entities whose functions centre on policy analysis and research, those whose activities are mainly operational, but that also have an internal research capability, and policy makers throughout the Organization. The United Nations Institute for Disarmament Research (UNIDIR), the United Nations Institute for Training and Research (UNITAR), the United Nations Research Institute for Social Development (UNRISD) in Geneva, as well as the United Nations Interregional Crime and Justice Research Institute (UNICRI) and the United Nations Staff College (UNSC) in nearby Turin, are key participants. Since 2001, representatives of the specialized agencies have also been included to widen the scope and utility of discussions. In 2002, non-United Nations research institutes and think tanks whose work focuses on issues of direct relevance to the United Nations were invited. This year's GRPD, for the

first time, elicited ideas for the Secretary-General's report on progress towards the implementation of the Millennium Declaration, to be submitted to the fifty-eighth session of the General Assembly.

UNOG is also actively involved with the academic and research community in Geneva and with Geneva-based Swiss organizations dedicated to the promotion of international peace and security. Drawing on wide-ranging local expertise and experience enables UNOG to set a clear research agenda and incorporate as many perspectives as possible in its daily work. One joint initiative in the planning stages is a seminar to be convened in January 2003 by the UNOG Director-General and the Executive Director of the Geneva Centre for the Democratic Control of Armed Forces (DCAF). The meeting will focus on security sector reform, and its relevance for conflict prevention, peace-building and development. The Department for Disarmament Affairs (DDA) and the Office for the Coordination of Humanitarian Affairs (OCHA) also maintain links with a number of Swiss centres for security, demining and democratization, including the Geneva Centre for Security Policy, the Centre for Humanitarian Demining and the Centre for Humanitarian Dialogue (formerly the Henri Dunant Centre). The Director-General is involved in creating synergies between Geneva-based universities and the United Nations system through his participation in the Geneva International Academic Network (GIAN).

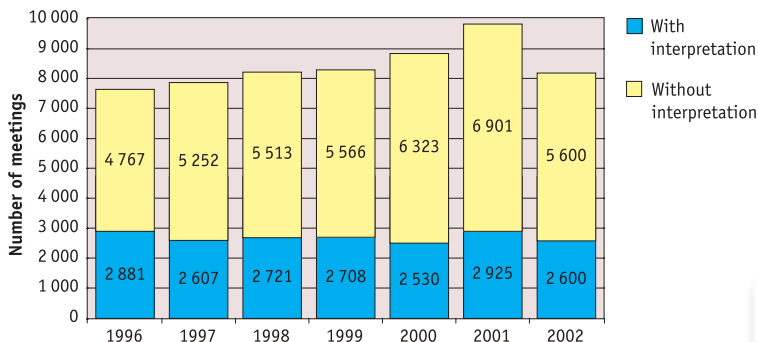


A FRAMEWORK FOR MULTILATERAL DIPLOMACY

The effectiveness of the United Nations depends on an essential provision of background materials and documents, adequate facilities and interpretation services for meetings as well as records of proceedings for follow-up. The Conference Services Division provides this crucial support infrastructure that enables Member States to make informed choices on substantive questions. As the largest European centre for multilateral diplomacy, UNOG continuously assesses and develops work processes to ensure the highest degree of timeliness and quality in servicing of meetings and supply of documentation.

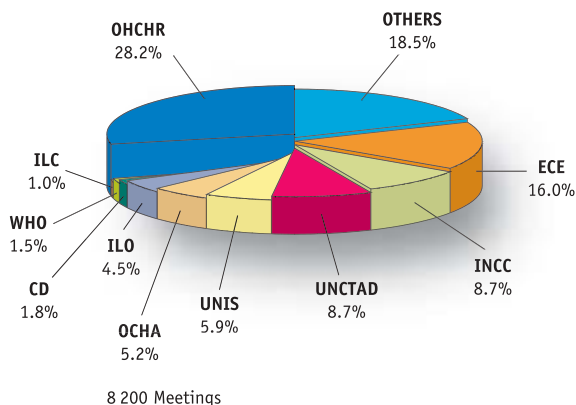
● ● ● ● ● Providing optimal facilities

Together with Member States and author departments, UNOG continues to rationalize activities to maximize the efficiency and impact of multilateral meetings. In line with the recommendations in the Secretary-General's 2002 report on reform, "Strengthening of the United Nations: an agenda for further change", the number of meetings has stabilized. Fewer meetings with a clearer focus allow both Member States and the secretariat to concentrate efforts on



making the most of each session, avoiding overlap and allowing all Member States to participate fully in all meetings.

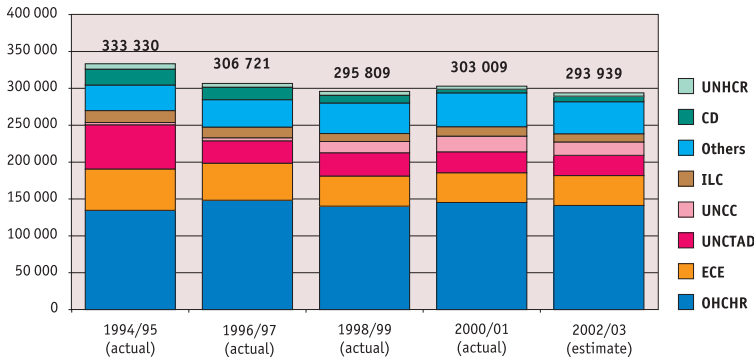
The Conference Services Division extends comprehensive meeting services to all members of the United Nations family in Geneva.



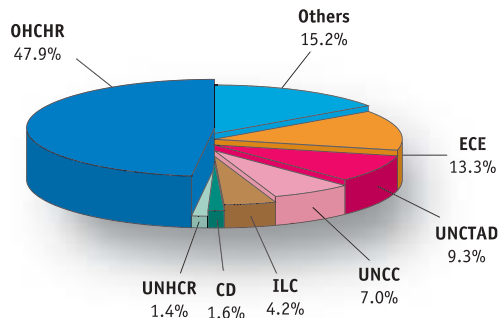
Producing and processing focused documentation

UNOG is committed to ensuring that the intergovernmental machinery receives all necessary documentation to fulfil its mandate effectively. In 2002, documentation provision was specifically targeted for streamlining and updating. UNOG is fully in tune with the Secretariat-wide transformation of conference services to provide Member States and other actors in multilateral diplomacy with clear, concise and comprehensive documentation to facilitate focused discussions and result-oriented decision-making. As demonstrated in the graph below, the documentation workload at UNOG peaked in 1994-1995 and has now stabilized at a level compatible with allocated resources.

Over the past year, timeliness has been improved through more accurate forecasting methods, enhancement of advance capacity planning capabilities at all the stages of the documentation processing chain, reinforcement of high value-added activities, increased digitalization of work processes and an improved electronic flow of documents from author departments to users.



UNOG harnesses the full potential of information and communication technology to achieve greater efficiency and better quality. The documentation management and control system is now web-based, translators are being trained to use voice recognition technology as a dictating method, computer-assisted translation tools are being tested and digital processes have been introduced in printing and distribution operations, to mention only some of the most promising areas for modernization. At the same time, UNOG has been fully implementing the reinforced guidelines issued by the Secretary-General on page limits. The aim is to ensure that delegates have at their disposal well-targeted documents that enable them to address effectively the increasing number of ever more complex issues.



149 740 pages estimated

Conference servicing also encompasses the secretariats of the intergovernmental machinery. A solid network binds them to the Conference Services Division. Their assistance and cooperation is invaluable in ensuring that originals are submitted for processing on time and within the required page limits.

IV

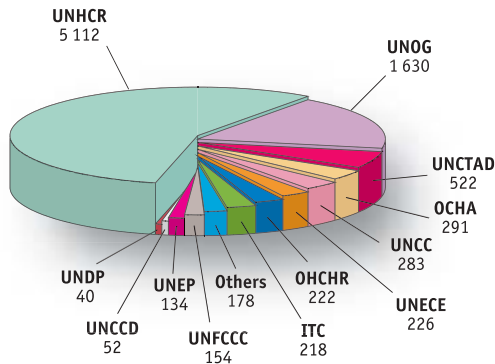
MANAGING CHANGE

Rational administrative practices and highly qualified human resources, supported by responsible and accountable management, are indispensable elements of an effective United Nations. Work processes in administration and management are constantly critically evaluated and tailored to ensure optimum fiscal prudence and productivity.

Rationalizing financial management

UNOG provides vital financial support services covering accounts management, payments processing, staff payroll, treasury functions, and medical insurance services to more than 20 organizations/departments based in Geneva as well as entities located in Bonn and Turin.

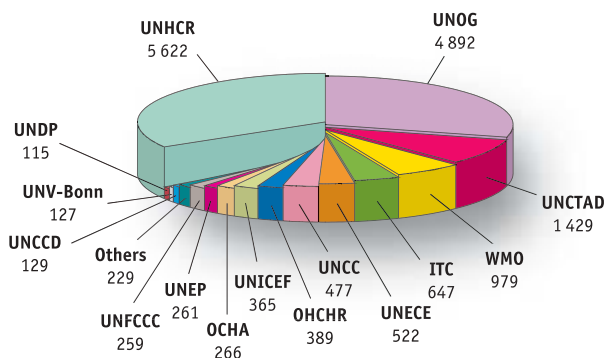
Payroll: clients serviced by UNOG (Total: 9,062 staff members)



A major accomplishment in 2002 was the full integration of human resources, travel and procurement processing, and all finance-related operations to allow managers to review and analyse financial data

online and in real time. The Consolidated Treasury System (CTS), a system developed to provide functionality not included in the Integrated Management Information System (IMIS), was enhanced to include payroll disbursement from IMIS, to streamline existing treasury operations, and to improve electronic data exchanges with banks and other financial institutions. Significant savings were achieved in the form of staff time and reduced bank charges. At the same time, UNOG is putting into practice result-based budgeting tools for the preparation of the 2004-2005 budget proposal. These new instruments, which are put in place throughout the Organization, assist UNOG in the precise evaluation of the effectiveness of its activities and in further upgrading its overall quality services.

• • • • • **Staff Mutual Insurance - Clients serviced by UNOG**
(Total: 16,700 staff members and retirees)



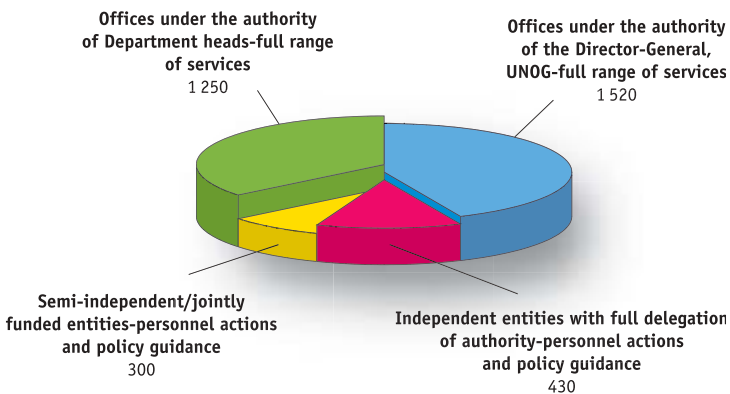
• • • • • **Streamlining secretariat-wide administrative services**

UNOG provides administrative services to 19 entities financed from the regular budget and extrabudgetary sources of the Organization. It also extends services to 22 other organizations of the common system. The size of extrabudgetary activities has increased over recent years. An ever-growing number of entities call upon UNOG to obtain services, the latest being the

United Nations Framework Convention on Climate Change (UNFCCC) and the United Nations Convention to Combat Desertification (UNCCD) in Bonn and UNSC in Turin. UNOG has established memorandums of understanding (MOUs) with seven major clients to regulate support activities and endeavours to provide services adapted to clients' needs. For example, it has developed a module to provide 24-hour a day, 365-days a year coverage in case of emergency situations at the request of OCHA to facilitate fast and effective assistance in emergency situations.

In 2002, the Human Resources Management Service expanded responsibilities to include field activities and response to emergency situations. The transfer of responsibility for the United Nations System Staff College from the International Labour Organization (ILO) to UNOG added further challenges. In response to the needs and expectations of client departments for high quality, the Service was further reorganized to ensure a coherent structure facilitating interaction with the clients.

• • • • • **Human resources: clients serviced by UNOG
(out of 3,500 staff members)**

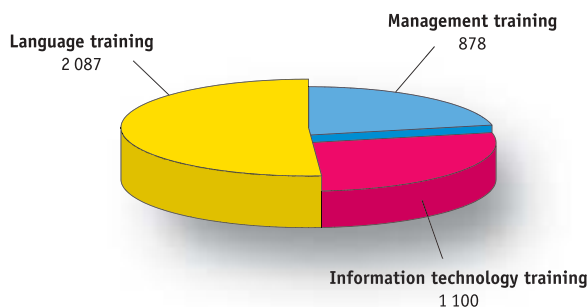


● ● ● ● ● Attracting and keeping the best

UNOG is committed to attracting and retaining a multi-skilled and mobile core of international civil service staff to achieve the substantive goals of the Organization. It promotes a shared staff culture of high performance, personal responsibility and accountability, coupled with wide-ranging opportunities for continuous learning and personal development. A new selection system for professional staff was introduced on 1 May. Buttressed by advanced web-based tools, the new system will shorten recruitment time and assist in drawing in more candidates from unrepresented and under-represented Member States.

Staff must maintain crucial skills while keeping pace with technological advances and the evolving needs of the Organization. UNOG staff development programmes are thus designed to support organizational reform efforts, to build core and managerial competences, and to cultivate initiative, versatility and creativity that can be applied across the Organization. Upgrading and fine-tuning substantive skills and the constant focus on development encourage and facilitate mobility across functions and duty stations. Increasing the number of multilingual staff remains a top priority. In 2002, high quality language instruction in the six official languages attracted over 2,000 participants.

● ● ● ● ● Breakdown of training activities by type (4,075 staff members overall-2001 data)



Class-based tuition is supplemented by alternative instruction methods, including coaching, mentoring and technology-based self-study programmes through staff members' desktops to allow for flexibility and for catering to the particular requirements of both individual staff members and selected groups.

● ● ● ● ● **Harnessing the potential of technology**

In line with the Secretary-General's reform agenda, UNOG continuously expands and upgrades time and cost-effective communications and information technologies in all work processes. UNOG now uses four local telecommunications operators and routes all telephone calls based on competitiveness of rates and quality of service. A joint bidding exercise on mobile telephone services was initiated with the World Health Organization (WHO) in 2002 to significantly reduce costs.

A remote Internet access service was launched in August 2002 to enable staff members on missions to access the Internet from 220 countries and 631 access points. This facilitates instant communication and information-sharing between the field and headquarters. It also permits secure access to internal network-based services for timely information retrieval and collaboration with colleagues. UNOG is currently working on a network and Internet security project aimed at further enhancing the security of the UNOG Metropolitan Area Network by limiting the threat of external intrusion.

The automated visitors' service system (VISTA) is undergoing major modifications to make it a multi-currency system. In the past year, more than 80,000 visitors were serviced using this system. At the request of UNFCCC, UNCCD and of the United Nations offices in Bonn, the IMIS team rolled into production a cluster of remote access Windows 2000 servers. This combination allows diverse user communities to access applications and data located in Geneva, with a response time comparable to that experienced by users directly connected to the Geneva campus local area networks (LANs), thus allowing fast, reliable and secure access to IMIS and the IMIS Reporting Facility Application (IRFA), its reporting tool.

● ● ● ● ● Enhancing security and safety

Following the 11 September 2001 events the General Assembly adopted an upgraded Security Concept and approved the related budget increase proposed by the Secretary-General. A specialized architectural firm has been commissioned to design and implement the new Security Concept for the UNOG premises. The new Concept aims at reconciling the need for greater security for staff and all other participants in UNOG activities and the preservation of the outstanding architectural features of the Palais des Nations. The reinforcement of building structures and the protection of accesses are coupled with additional manpower for the Security and Safety Section to improve controls and the overall intervention capacity. The host country has expressed its continuing commitment to the implementation of the project.



INVOLVING THE PUBLIC

Involving the public in the work of the United Nations is essential for the Organization to have an impact. Without reliable and refined research to support policy development and substantiate the choice of priorities, the public will not be convinced of the utility of initiatives. Without precise and prompt information about UNOG activities, it will not be possible to generate the necessary public support for programmes. Advanced research resources and concise communication are, therefore, core elements of the work of UNOG.

Library and archives

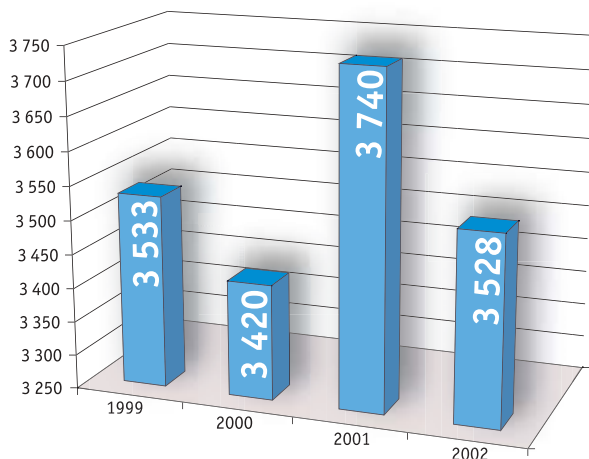
The UNOG Library and Archives provide a solid foundation for in-depth and comprehensive research in all areas of the United Nations' work. Frequently updated and extensive collections, complemented by wide-ranging electronic resources, are the basis for background material, reports and documents that inform and guide substantive debates.

In 2002, the Library expanded its exhaustive collections with 3,528 monographs and maintained a collection of 4,388 serials titles to continue to supply up-to-date resources to users. A selection of current tables of contents of journals was made available online to facilitate efficient use of resources. By the end of August, 32,942 new United Nations documents had been added to the collection.

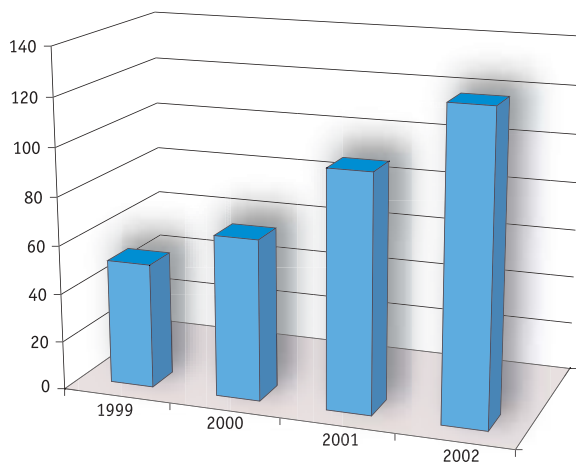
The steady productivity increase in the processing of materials improved further with the introduction of copy cataloguing. In parallel, the United Nations Indexing Unit added to its current workload several United Nations document series, produced in Geneva, but up till now processed by the New York Library. This development is part of the policy of sharing

resources among United Nations libraries and processing documentation at the duty station where it is produced to optimize resource allocation.

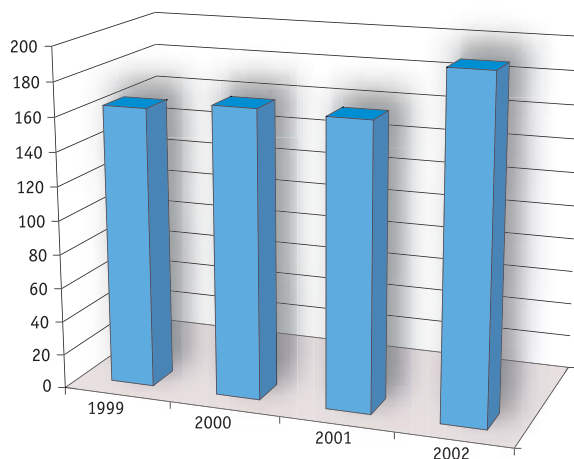
Acquisition of monographs



Cataloguing: Monthly productivity per agent



Indexing: Monthly productivity



Efforts to develop the UNOG Library into a virtual library continued with the posting of two new online catalogues on the web: the historical catalogue, covering the period 1919-1986, and UNDocs, the United Nations documents catalogue, covering the period 1979 to date. With three online catalogues, the UNOG Library now offers its users a unique platform and search interface for obtaining information on all bibliographic holdings over the Internet. With a total of 565,649 bibliographic records, the UNOG Library remains one of the most important social science libraries in Europe.

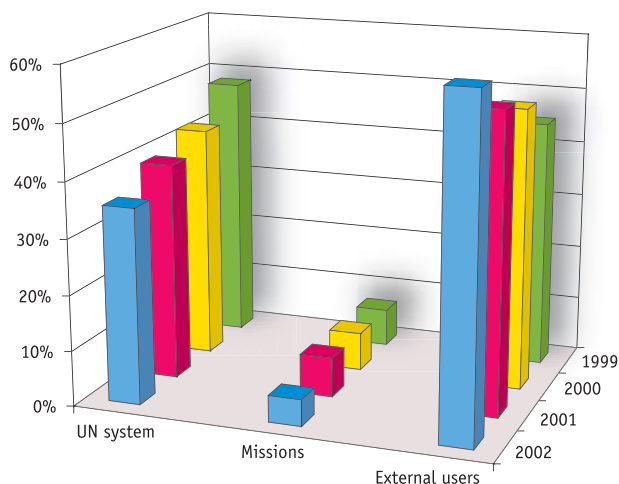
The UNOG Library continued upgrading its bilingual web site. The site was completely restructured and redesigned, with a number of new pages posted. The consolidated web presence supports dissemination of information about activities, facilitates access to existing products, and offers additional electronic products to users. With a wide range of electronic products and catalogues online, UNOG users have desktop access to all library resources, including direct full-text access to certain materials. In keeping with its mandate, the UNOG Library also provides high-quality services to its civil society constituency

by offering all its resources in reading rooms, including the upgraded cyberspaces. Usage statistics attest to the success of in-house services.

	1999	2000	2001	Jan.-Aug. 2002	2002 (estimate)
Number of library users	80 788	78 664	76 876	40 494	60 741
Number of questions	61 443	54 275	51 126	28 541	42 811
Loans and usage	155 236	155 948	148 197	51 480	77 220

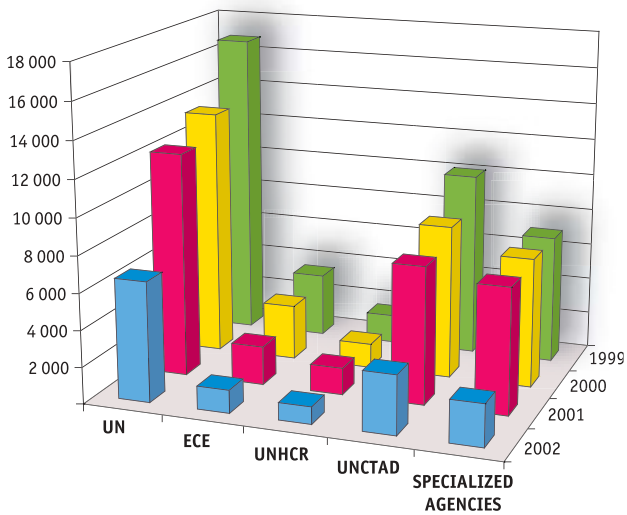
An analysis of the distribution of Library users provides the following results.

	Total UN system	Percentage	Missions	Percentage	Academia and others	Percentage	TOTAL
1999	38 937	48.19	5 501	6.80	36 350	44.99	80 788
2000	33 306	42.33	5 458	6.93	39 900	50.72	78 664
2001	30 207	39.29	5 489	7.14	41 180	53.56	76 876
2002 (Jan.-Aug.)	14 282	35.26	1 943	4.79	24 269	59.93	40 494



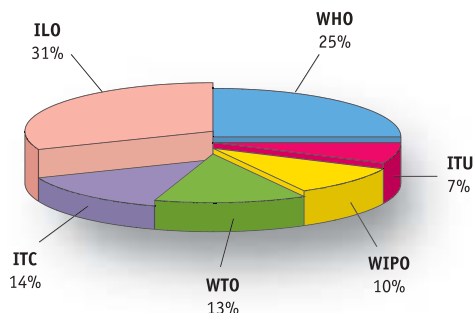
The UNOG Library also serves as a central library for United Nations offices and departments in Geneva, as well as for the specialized agencies.

	UN	ECE	UNHCR	UNCTAD	Specialized agencies	Total UN system
1999	16 807	3 473	1 562	10 082	7 013	38 937
2000	13 493	3 006	1 333	8 390	7 084	33 306
2001	12 259	2 107	1 468	7 493	6 880	30 207
2002 (Jan.-Aug.)	6 568	1 257	944	3 220	2 293	14 282



Geneva-based specialized agencies are consistent and frequent users of the UNOG Library facilities.

	ILO	ITC	ITU	WHO	WIPO	WTO
1999	421	243	106	261	197	61
2000	438	164	107	269	128	140
2001	411	251	82	455	142	174
2002 (Jan.-Aug.)	309	85	51	191	87	143



With the transfer of the Microfiche Unit from the Conference Services Division to the Library, the UNOG Library initiated a review of its preservation and dissemination policy for its unique heritage. Microfiche remains the preferred format for preservation, while the electronic format is the obvious choice for dissemination. In this context, a twofold conservation programme is being devised that will include both technologies, and will concern United Nations documents, sales publications and historical archives. The new digitization programme will be implemented to complement and feed into the Official Document System of the United Nations (ODS), and will be coordinated with other United Nations libraries (A/57/387, para. 74).

The Library continued sharing its resources and offered its library management system to satellite

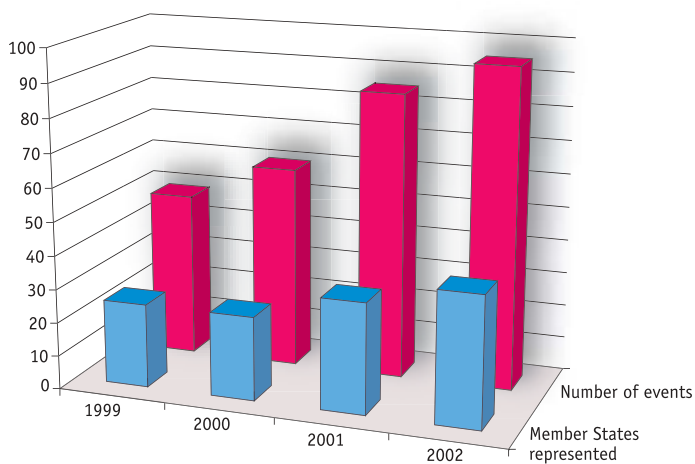
United Nations and Geneva-based specialized agency libraries. The Geneva network of library expertise has thereby been strengthened, facilitating the exchange of know-how and best practices with a view to further integrating library services in the future (A/57/387, action 9 (b)).

In the context of common services, efforts to harmonize and rationalize records management initiated in 2001 continued. These will ensure greater efficiency in the work of all departments to preserve and utilize the institutional memory of the Organization. New records management procedures as well as a joint strategy for management and preservation of electronically created archives are being developed. Proper conservation of historical archives is essential as evidenced by the regular visits of investigators from the International Criminal Tribunal for the Former Yugoslavia (ICTY). An integrated system was purchased to gain Internet access to the most valuable historical archives.

● ● ● ● ● Continuing and reinforcing the Dialogue among Civilizations

In the context of the Millennium Declaration resolution 55/2, in which the General Assembly stressed that “a culture of peace and dialogue among all civilizations should be actively promoted”, the Library continued as coordinator of cultural activity policies, manager of the programme, and Chair of the UNOG Cultural Activities Committee. The momentum reached with the celebration, in 2001, of the Year of Dialogue among Civilizations was maintained in 2002. A large number of events—including exhibitions, concerts, cultural talks, film projections, and dance performances—were organized in close collaboration with the permanent missions in the framework of the Dialogue among Civilizations.

Events	1994	1998	1999	2000	2001	2002
Exhibitions	4	47	46	52	62	55
Concerts			3	8	10	13
Cultural talks					9	14
Film festivals or events					3 (10 film projections)	6 (16 film projections)
Theatre/dance or events					1	7
Total number of events	4	47	49	60	85	95
Donations (as at Sept. 2002)			9	11	20	Countries 12 Artworks 67
Member States represented			25	25	33	39



● ● ● ● ● Informing the public

The United Nations Information Service (UNIS) at Geneva provides a key link between the organization and the public as the voice of UNOG. UNIS devises and executes a coherent communications strategy to ensure that the public, civil society associations and Member States have up-to-date, succinct and accurate data about all aspects of UNOG work. As the United Nations Information Centre for Switzerland UNIS also builds a better understanding of the Organization within the host country.

UNIS services a wide range of clients and effectively reaches out to the wider community to disseminate information. Its primary client sector is the press. Around 200 permanently accredited correspondents work as resident journalists, and in 2002, 350 journalists converged on the Palais des Nations on temporary assignments. UNIS organized more than 250 press conferences and chaired twice-weekly press briefings for all United Nations agencies and programmes based in Geneva. In 2002, the total number of press releases and meeting summaries covered by UNIS reached 1,200, including 865 on human rights. UNIS produced and distributed radio, television and photo material to place information at the easy disposal of broadcasters worldwide.

Civil society and the wider public are central to the public outreach efforts of UNIS. Information programmes are tailored to the needs of different interest groups. The Public Relations Section (PRS) organizes briefings for the 300 locally based NGOs and hundreds of others who come to attend meetings, in particular during the annual session of the Commission on Human Rights, and its Sub-Commission. The Visitors' Service continued to provide guided tours, giving special emphasis to the Swiss public in view of the referendum held this year to join the Organization.

UNIS provides essential support to the 156 permanent missions of the Member States in Geneva. They are able to explain their country's stance in international affairs before the press corps and are major users of UNIS information products.

UNIS organizes the three-week annual Graduate Study Programme to involve young people in the work of the United Nations. The programme brings

together postgraduate students from around the world to consider the pressing challenges before the Organization. Sixty-eight carefully selected postgraduate students from 33 countries participated in the 2002 programme entitled “United Nations as a Tool for Dialogue between Civilizations”.

Efforts continue to boost online news dissemination and harness the full potential of Internet-based communication to preserve resources and increase the audience base. In 2002, UNIS substantially increased the amount of radio material online. UNIS has strengthened the UNOG web presence to disseminate timely and regular information to as wide an audience as possible, including correspondents, missions, NGOs and the general public. The United Nations News Centre at Geneva web pages in English and French were redesigned and updated. German and Italian versions of the web site were developed as part of the secretariat’s efforts to promote multilingualism and broaden the client base.

In addition to the Department’s traditional responsibilities, UNIS undertook an information campaign in the run-up to the Swiss vote on United Nations membership on 3 March 2002 to explain the Organization’s purposes and principles and to present the work of Geneva-based international organizations in an objective manner. The Service also provided short-term support to high-profile United Nations missions, including the fact-finding team to the Middle East.



PROMOTING PARTNERSHIPS

The global mandate and the highly diverse tasks of the United Nations call for constructive collaboration with all stakeholders in international public policy. Enhanced cooperation both within the Organization and with outside partners is, therefore, crucial to addressing the multifaceted political, economic and social challenges of a globalized world. In 2002, UNOG strengthened its mechanisms for coordination within the wider United Nations family in Geneva and with external partners to improve delivery of results.

● ● ● ● ● Coordinating within the United Nations family

Integrated, coherent and multidimensional strategies are central to meeting the complex and interrelated challenges of our era. Likewise, coordination within the Organization is critical to avoid fragmentation, duplication and inefficient use of resources in planning and implementation of these fundamental strategies. The Senior Management Group's weekly policy planning videoconferences with the Secretary-General ensure cohesion in the ongoing development of priorities and the formulation of the Organization's vision and goals. All Geneva-based United Nations entities form part of a wide-ranging institutional machinery where all parts must work together to achieve the best possible results. UNOG maintains close contacts with all Geneva-based United Nations programmes and agencies to facilitate practical and productive collaboration across institutional boundaries and to encourage a holistic approach to policy analysis and development.

UNOG assumes a leading role in the promotion and development of common services among common system entities in Geneva to harness the full potential of joint purchasing. The three-tier structure recommended by the Secretary-General in his report

entitled “The United Nations system of common services at Geneva” has been established and is fully functional. It includes the Management Ownership Committee, the Task Force on Common Services and various working groups. The Management Ownership Committee, comprised of heads of all Geneva-based agencies under the Chairmanship of the Director-General of UNOG, provides strategic direction and high-level support for all common service initiatives.

The Task Force has made significant progress in a number of areas, most notably in provision of electricity and travel services. In the context of the forthcoming liberalization of the Swiss energy market, UNOG has negotiated and obtained preferential rates with the local electricity provider on behalf of all agencies. At the initiative of UNOG, Geneva-based agencies have together negotiated flexible discounted tickets for the most common destinations with the major airlines. A joint bidding exercise for travel agent services was launched early in 2002 with WHO, the World Meteorological Organization (WMO) and the International Trade Centre (ITC). The new contracts will be implemented by the end of 2002 with projections of significant savings for all agencies.

● ● ● ● ● **Servicing the diplomatic community in Geneva**

Optimum working conditions for the diplomatic community affiliated with the United Nations system in Geneva are essential to the smooth and timely execution of all multilateral activities in the interest of those served by the Organization. In 2002, UNOG initiated the creation of a consolidated calendar of meetings of United Nations entities in Geneva to be accessed electronically. The electronic calendar will give Member States a better overview of activities and facilitate effective planning.

The Diplomatic Committee is a core instrument for consultations and for elaboration of practical solutions to issues that impact on the 156 permanent missions and their ability to discharge their functions as effectively as possible. Currently chaired by Ambassador Sha Zukang of China, the Committee is composed of representatives of all regional groups. Over the past year, the Committee concentrated efforts on improving security measures for the diplomatic community and on

addressing the difficult housing situation in Geneva. With UNOG and its Director-General as key interlocutors, the Committee maintains firm contacts with the host country authorities to ensure that all potential difficulties are tackled to mutual benefit for the host country and the wider diplomatic community.

● ● ● ● ● **Maintaining close host country relations**

Strong relations between UNOG and the host country, based on respect and a pragmatic understanding of potential difficulties, are pivotal to the work of the Organization. Maintaining the deep-seated friendship and productive working relationship with the host country authorities remains a priority for UNOG. On 10 September, the Swiss Confederation was admitted by acclamation as the 190th Member State of the United Nations. After many years as a generous host country and an active participant in a large number of United Nations programmes and agencies, Switzerland then became a full member of the Organization. UNOG warmly welcomes the Swiss people's and Government's decision to join the Organization and looks forward to continuing and enhancing their close working relationship. During talks with the President of the Swiss Confederation and the Minister of Foreign Affairs following the Swiss vote on 3 March, the Director-General discussed possible ways of strengthening relations between UNOG and the host country in the light of its new status as a Member State.

● ● ● ● ● **Involving civil society**

Currently, 2,239 NGOs have formal consultative status with the Economic and Social Council. The wide variety of United Nations offices, programmes and agencies in Geneva has attracted a large number of NGOs, and 276 have established a presence in Switzerland. Fourteen thousand NGO representatives are accredited to UNOG on an annual basis. Through the NGO Liaison Office, UNOG continues to facilitate the positive and productive participation of NGOs and other civil society associations in as many deliberations and debates as possible. For example, at the fifty-eighth session of the Commission on Human Rights, 600 NGOs participated with 1,887 accredited representatives.

The Liaison Office provides information, advice, guidance and assistance to NGO representatives on how to contribute effectively to the work of the United Nations.

Civil society involvement greatly enriches the discussions and adds important enthusiasm, experience, detail and nuance for better end results. At the same time, the rapid expansion of international civil society actors and limited resources pose significant new challenges to the constructive partnership between the United Nations and civil society. UNOG therefore strongly supports efforts aimed at reinforcing coordination and collaboration among civil society associations to limit fragmentation and overlap. On 20 June 2002, the Director-General addressed the Conference of Non-Governmental Organizations in Consultative Status with the Economic and Social Council (CONGO) and outlined ways to maximize the benefits of increasing NGO engagement while limiting potential problems. The NGO Liaison Office also collaborates with groupings of NGOs to develop mechanisms for better cooperation. On 13 July 2002, the Director-General formally opened the World Civil Society Forum, which provided another important platform for NGOs for discussions on how to augment their impact on the United Nations agenda.