

United Nations Office at Geneva



OUTLINE

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- Substantive areas of work
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- Responding to Challenges

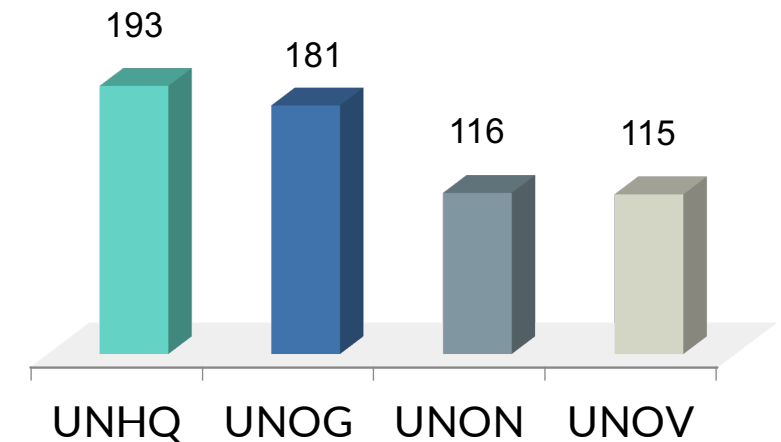


WHAT IS UNOG?

The United Nations Office at Geneva (UNOG) serves as the representative office of the Secretary-General at Geneva

- One of three Offices away from Headquarters (Geneva, Nairobi, Vienna)
- The Director-General is designated Official for UN system organizations in Geneva - 46 UN Agencies, Funds and Programmes, of which 13 are headquartered in Geneva
- Nearly universal Member State presence
- The Director-General serves as Secretary-General of the Conference on Disarmament
- Ensures coherence and access to information within Geneva and liaison with UNHQ

MEMBER STATE PRESENCE

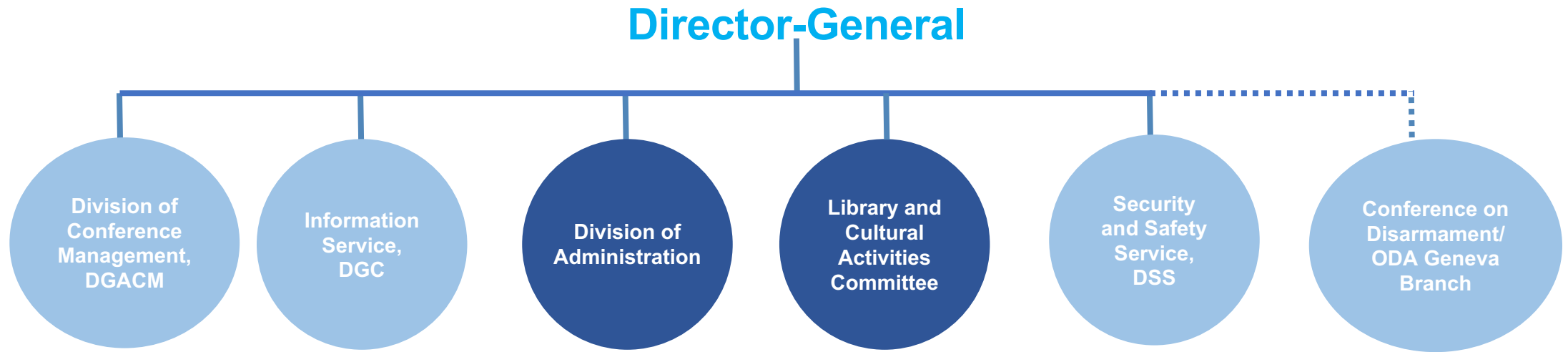


WHAT MAKES UNOG UNIQUE

- Largest Office Away from Headquarters (OAH) with 1,200 Staff from 100 nationalities
- Geneva is the location of the Human Rights Council (HRC) and the Conference on Disarmament (CD)
- UNOG hosts more than 15 entities (of various sizes) including several Special Envoys (e.g. Syria), Economic Commission for Europe (ECE), UNCTAD, OCHA, OHCHR, plus IIM Syria and IIM Myanmar in a specially secured location on campus
- One of the most important Conference Centers in Europe
- Fully operating in the two working languages of the UN: English & French
- Important forum for cooperation for UN family in Geneva
- Lead OAH and Centre of Excellence in several areas, including cost recovery, and travel and logistics
- Backup site for UNHQ (business continuity) in the areas of Treasury and Payroll

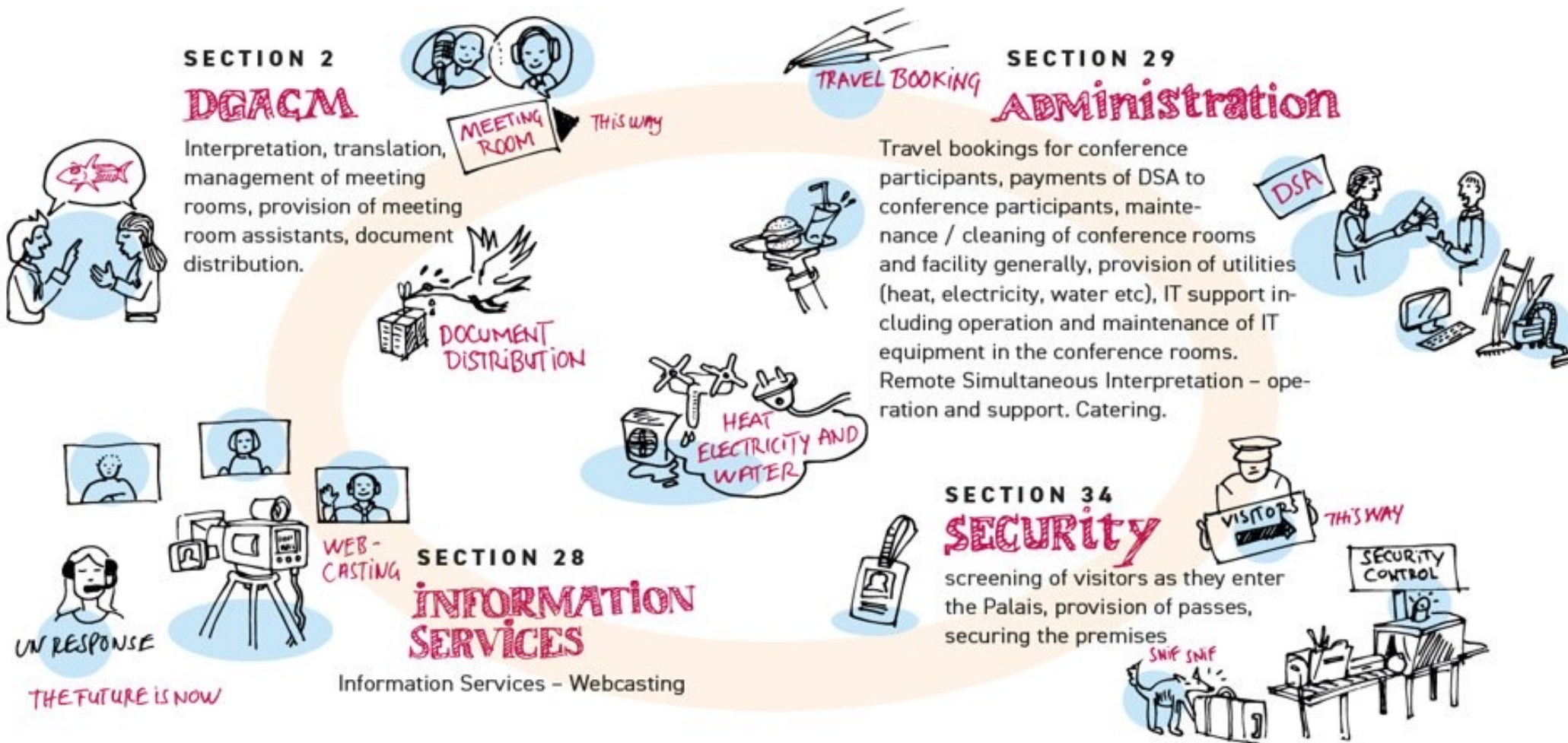


ORGANIGRAMME



- DGACM, DGC, DSS and ODA have delegated the administrative responsibility of local offices to the Director-General, but budgetary control is retained by parent departments

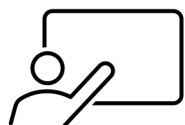
CONFERENCING ECOSYSTEM



DIVISION OF CONFERENCE MANAGEMENT



In 2023, 7,979 meetings organized and 77.9 milion words translated



39.3% of these meetings included interpretation

Enhancing effective multilingual communication among Member States by **facilitating dialogue and cooperation in six official languages**

The UN General Assembly requires that conference management focus on four goals, presuming equal treatment of all official languages: **Quality, Quantity, Timeliness, Cost-effectiveness**

Palais des Nations is venue of choice for **UN-led mediation processes**

Supporting major conferences in Geneva and beyond of some 50 UN bodies - ***COP 27 Climate Change Conference, Convention to Combat Desertification, World Health Assembly, Internatoinal Labour Conference, Human Rights Council, etc...***



INFORMATION SERVICE

The voice and image of the UN Office at Geneva

- Informs the world about Geneva's unique role in international relations.
- Informs Switzerland about the UN's role in the world.

UN GENEVA



SECURITY & SAFETY

- Protects and assists delegates, staff, VIPs and visitors to UNOG and UN organizations in Geneva
- Protects and preserves the infrastructure and assets of UNOG
- Advises Geneva-based UN organizations and coordinates security measures and procedures
- 191 armed UN Security Officers providing a 24/7, 365 days a year security coverage

LIBRARY & ARCHIVES

- Centre for research and knowledge
- Conference primer service for delegates
- Preserves and provides [research facilities](#) to the League of Nations Archives
- Hub for cultural diplomacy
- [October 10-12th - introduction session for new diplomats in Geneva](#)

Browse UNOG's Annual Report
for more information



THE DIVISION OF ADMINISTRATION



PEOPLE MANAGEMENT AND CAPACITY BUILDING

- 3,000+ staff contracts administered for 25+ UN entities
- 8,000+ participants in learning activities per year
- 7,100 staff payrolled every month
- 8,700 Cartes de Légitimation processed per year
- Legal advisory services to 22 UN entities



FINANCIAL MANAGEMENT

- 5,500+ grants administered per year
- 300,000 payments processed per year
- 50 + service arrangements managed



FACILITIES & PROPERTY MANAGEMENT

- 181,560 sq. m of building surface managed, including 2,800 offices
- 35,600 serialized items administered
- ~ 6,000 conferences with audiovisual support

**Regional support
hub for
administrative services**



ICT MANAGEMENT

- 20,000 network connections managed
- 4,500 email accounts and 7,000 fixed telephone lines administered
- 2,900 meetings supported in hybrid or virtual format



HEALTH AND WELLBEING

- Medical insurance: Over 35,000 staff, retirees and eligible family members insured
- Medico-administrative services for more than 15,000 staff in field and headquarters duty stations
- Staff welfare and counseling services for 4,500 staff



PROCUREMENT & TRAVEL

- Procurement: US\$ 209 million
- Travel services: 23,270 trip requests (US\$ 27.3 million)
- UN Travel Documents: 13,796 UNLPs, 1,701 UN Certificates
- Pouch: 77.5 tons



DIVISION OF ADMINISTRATION

- Regional support hub for administrative services



30

**Administrative
and other
common
support services**

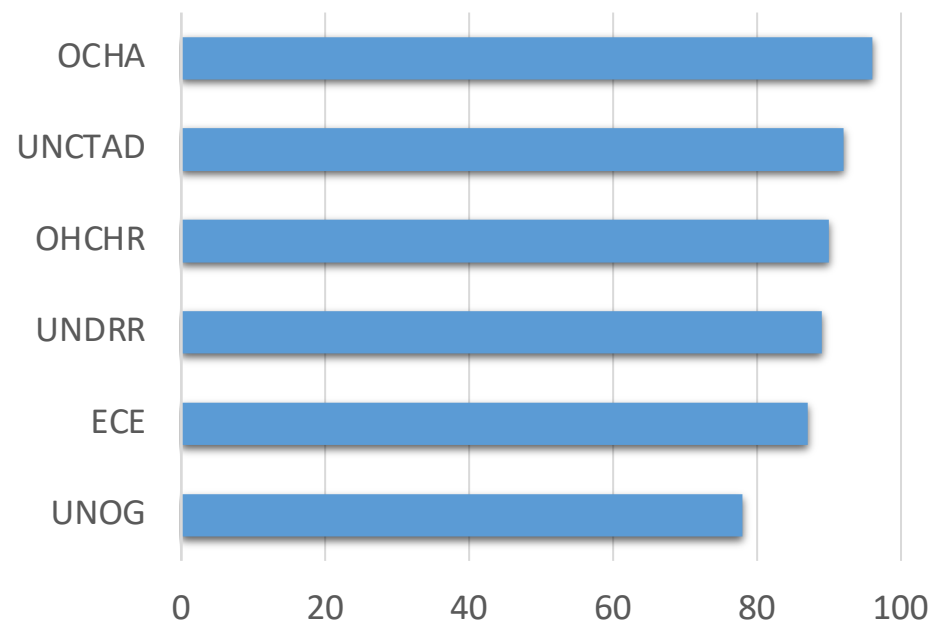
with up to



100

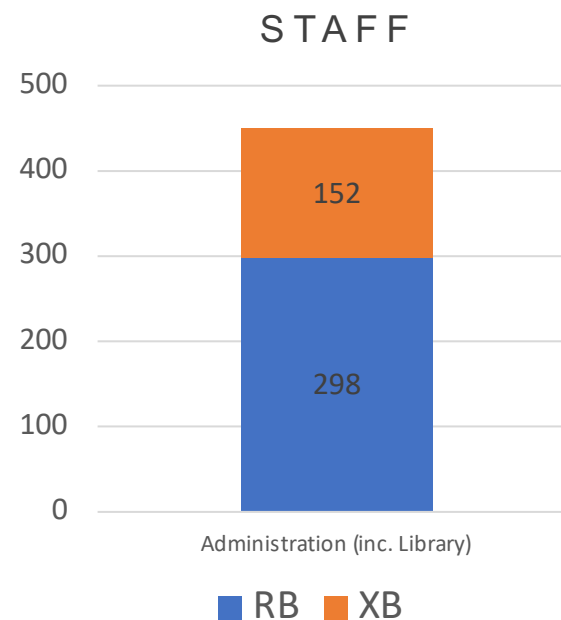
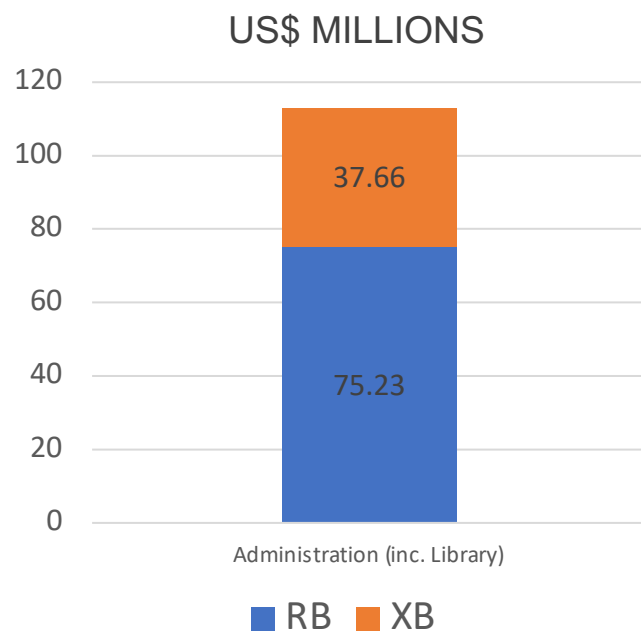
**service activities,
provided by the
Division of
Administration**

Service Activities Rendered



DIVISION OF ADMINISTRATION BUDGET

- Regular Budget (RB) and Extrabudgetary (XB) Funds
- Total 2023 Budget: \$113M and 450 Established posts
- Approximately 2/3 RB, 1/3 XB



DIVISION OF ADMINISTRATION REGULAR BUDGET (RB)

- RB covers UNOG Division of Administration, plus administrative and infrastructure support for other offices historically located at Palais des Nations, e.g. ECE, UNCTAD, OHCHR etc.
- UNECE example: DoA provides HR Administration, Payroll and Treasury, Office Space/Utilities/Maintenance, Travel and Logistics, etc. for RB staff
- Budget based on Services provided, not Clients supported



DIVISION OF ADMINISTRATION

REGULAR BUDGET(RB)

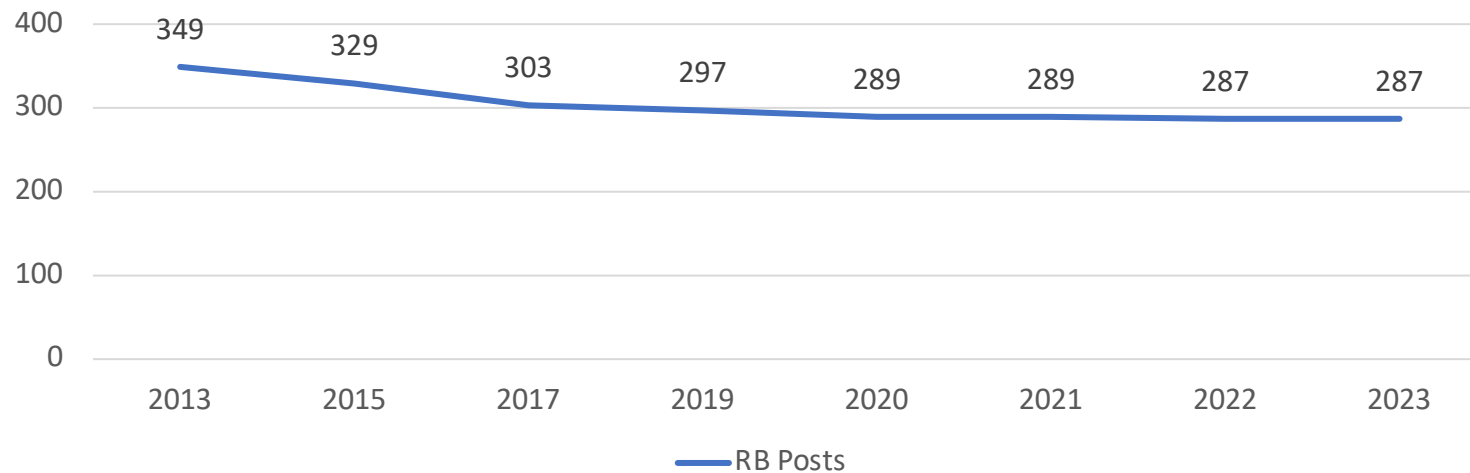
- RB originally determined based on UN Secretariat offices at Palais des Nations, incremental changes over budget periods:
 - Changes in requirements, technology, efficiencies (reflected in Fascicle)
 - Recosting for currency fluctuations, inflation (reflected in Revised Estimates)
 - Changes in base coming from new mandates (reflected in PBIs, Revised Estimates, Fascicle) and supported through Mandate Review Management System (MRMS)
- PBI/MRMS Example:
 - Human Rights Council draft resolution reflects Programme Budget Implications (PBI) for several budget sections, including DoA (Section 29E) (e.g. to provide AV support to additional conferences and to provide accommodation for additional established posts).
 - Requirements elaborated simultaneously for all budget impacted sections through MRMS and approved by Budget Section in NY.
 - Oral statement automatically generated from system and transmitted to OHCHR to be voted on by HRC.
 - Resolution approved and data from MRMS used to elaborate Revised Estimates Report
 - Revised Estimates considered by GA and included in next budget



DIVISION OF ADMINISTRATION REGULAR BUDGET(RB)

- Regular Budget has gradually been reduced over last 10 years, e.g. RB post resources down by 18% since 2013

POST RESOURCES



Notes:

1. RB does not include transfer of 11 posts together with their functions from DCM to DoA in 2021. Total RB posts in 2023 is 298.
2. Change to annual budget from 2020.



DIVISION OF ADMINISTRATION EXTRA-BUDGET (XB)

- UN Agencies and new clients (including UN Secretariat Offices) are supported through cost recovery (called XB), e.g. IIM Syria, IIM Myanmar, OSE Syria
- Cost recovery also used to fund services provided to XB staff and activities of ECE, OHCHR, UNCTAD, OCHA, etc.
- Cost recovery follows global Policies and Guidance from the Controller's Office (and supported by UNOG)
- Cost recovery also employed when circumstances give rise to requirements that are unfunded:
 - Example: Remote Simultaneous Interpretation (RSI) provided to calendar meetings requested in hybrid mode
- DoA engages with clients (Quarterly Client Board Meetings) to discuss quality of service, changes to prices, changes to service offerings, developments of common interest, etc.



STRATEGIC HERITAGE PLAN

Main objectives:

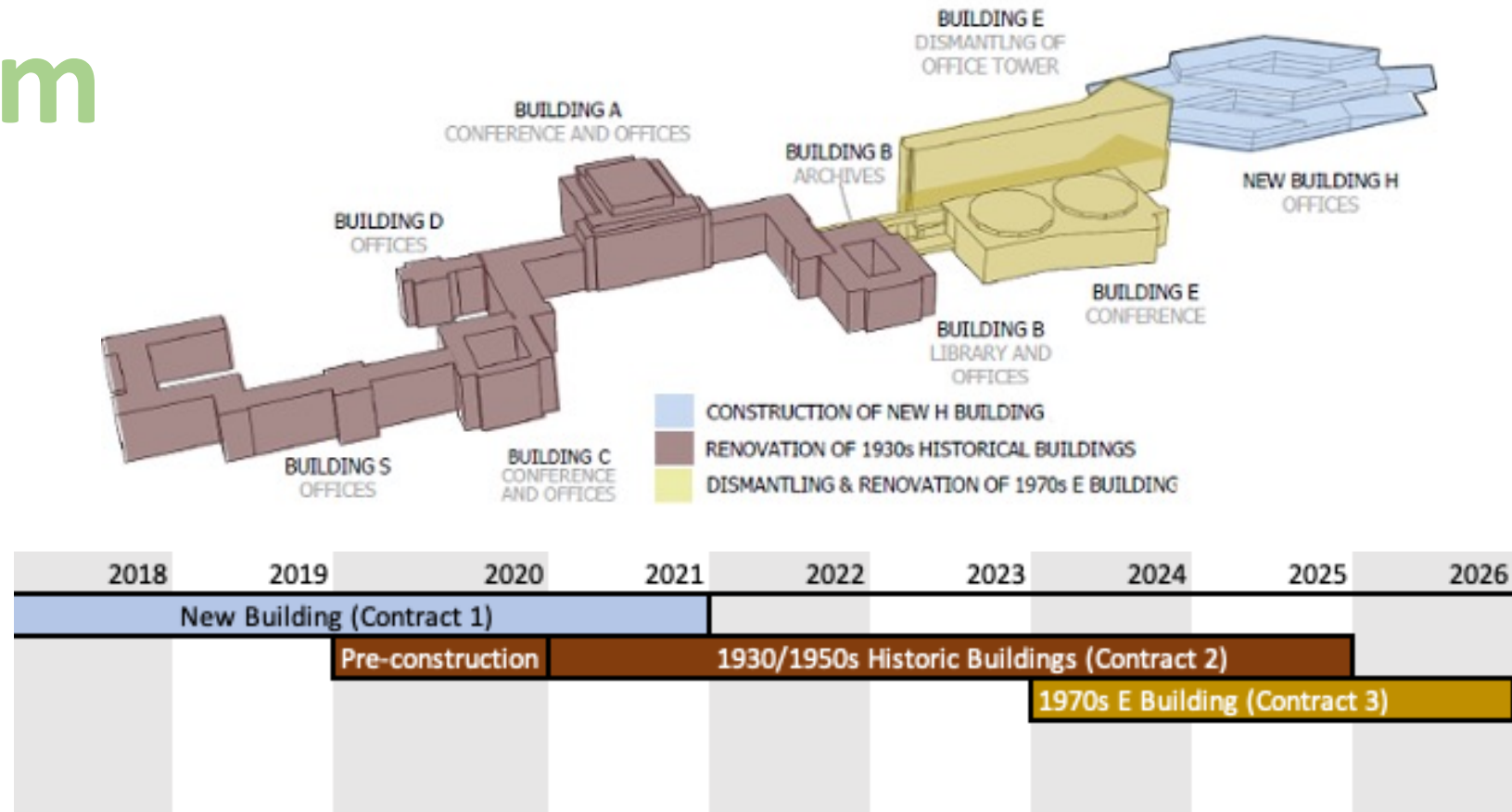
- Building code compliance
- Accessibility for persons with disabilities
- Reduced energy costs
- Upgrade IT, broadcast and congress systems
- Flexible, functional, optimized interior and conference spaces
- Heritage preservation
- Deliver within budget and on schedule
- Business and operational continuity



STRATEGIC HERITAGE PLAN

CHF836.5m

Project budget



RESPONDING TO CHALLENGES

Challenge: Answering the increasing demand for support services in the context of pressure from reduced budgets and increasing costs

What UNOG is doing:

- Identify efficiencies in processing through automation (e.g. online submission of medical claims, digital badges, meeting registration, etc.)
- Active workforce planning, re-profiling of human resources, upskilling staff through training
- Adapt to new business needs and use new technology (e.g. remote participation in meetings)

Challenge: Operating in a safe IT security environment

What UNOG is doing:

- Implement the OICT corporate strategy, guidelines and relevant necessary tools
- Ensure the critical infrastructure components are adequate for all organizations on campus
- Raise awareness about the risks associated with IT security
- Regular exercises, penetration tests, etc.



RESPONDING TO CHALLENGES

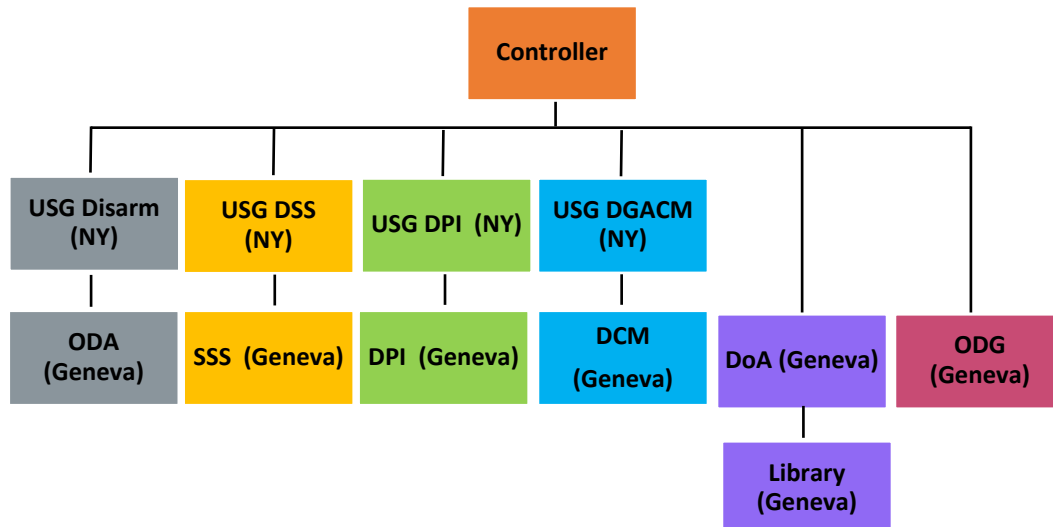
Challenge: Managing the Strategic Heritage Plan

What UNOG is doing:

- Actively managing costs to stay on budget
- Open book contracting strategy and continuous dialogue with the market
- Risk management, including contingency
- Lean management with construction team (main contractor, subs, SHP, etc.)

Challenge: Reporting lines

Financial reporting lines



Functional reporting lines

