



United Nations

Multilingualism in the United Nations system

Report of the Joint Inspection Unit

Prepared by Nikolay Lozinskiy

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Executive summary

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Introduction

The Joint Inspection Unit (JIU) of the United Nations system included in its programme of work for 2019 a review on multilingualism in the United Nations system on the basis of a proposal made by the United Nations Secretariat. The importance of multilingualism in achieving the goals of the United Nations, as set out in Article 1 of the Charter of the United Nations, and its contribution to the three pillars of the organization – international peace and security, development and human rights – has been consistently emphasized since the organization’s establishment. Being an inherent part of the genetic code of the United Nations, multilingualism is both an asset and a shared commitment for all organizations in the United Nations system.

Background and review objectives

Multilingualism remains essential to multilateral communications. Through multilingualism, the United Nations system organizations ensure that the decisions of intergovernmental bodies are understood, observed, implemented and accepted by the peoples they serve. Through multilingualism, the United Nations system communicates globally with the most vulnerable populations, brings conflicting parties to the negotiating table, delivers aid, addresses disaster risks, spreads understanding about human rights and fundamental freedoms, and advances understanding on dignity and justice for all. Multilingualism reaffirms the commitment of the United Nations system to advancing the 2030 Agenda for Sustainable Development, as it is an indispensable means of achieving the 17 Sustainable Development Goals.

The objective of the present report is to review multilingualism across the United Nations system organizations with a view to examining: (a) existing strategies, policies, practices and mechanisms in place with reference to the relevant resolutions or decisions on multilingualism adopted by the respective legislative or governing bodies of JIU participating organizations; (b) incentives for staff to promote and enhance multilingualism; (c) opportunities to improve the use of external resources and partnerships (with academia, the private sector and civil society) as well as language technologies in the digital era, wherever applicable (in connection with, inter alia, communication and information, including social media and websites; conference management; interpretation; translation; publication; and learning); and (d) the relevance and status of implementation of previous JIU recommendations on multilingualism.

Main findings and conclusions

Lack of a holistic perspective translated into a strategic framework and action plans

In its 2011 report on multilingualism, JIU issued two recommendations encouraging the executive heads of the United Nations system organizations to “formulate strategies” and propose “strategic action plans for the effective implementation of multilingualism” within their respective organizations. Nevertheless, the present review found that – almost 10 years

later – most secretariats of the United Nations system organizations had not yet implemented those recommendations, as they had neither formulated relevant strategies nor proposed relevant strategic actions. Therefore, at present, most JIU participating organizations do not have a strategic framework in place that would regulate and provide guidance on the overall equitable use of languages and the implementation of multilingualism in the organization (see annex IV).

In the 2011 report on multilingualism, JIU already recommended that the executive heads of the organizations appoint “senior officials” as coordinators for multilingualism, who should implement multilingualism with the assistance of a network of focal points across their respective organizations. Given that the executive heads of the JIU participating organizations have not taken into account all the elements required for the full implementation of this recommendation, the conditions of the appointment and the assigned responsibilities of focal points for multilingualism should be reconsidered by the concerned organizations.

Actual implementation of multilingualism within the organizations

The essence of the United Nations is the universality of the Organization and its mission. Multilingualism is the main instrument of the Organization for its governance, but also for reaching out to its constituencies, the peoples of its Member States. The founding instruments of the United Nations system organizations have established that the universal character of the Charter of the United Nations should be reflected in their staff members, who should be linguistically competent and master more than one of the official and working languages. Multilingualism facilitates the cause of the United Nations with respect to maintaining peace and security, promoting human rights and the rule of law, and conducting operational activities for sustainable development. Especially in the area of development, with only one decade remaining to achieve the Sustainable Development Goals and the 2030 Agenda, it is important that the United Nations system organizations communicate in the languages of the peoples on the ground, including local languages, so that no one is left behind.

In accordance with administrative rules in force, the officials of some secretariats should be at least bilingual, that is, proficient and able to communicate in at least two languages of the respective organizations. Only in a couple of JIU participating organizations, the secretariats are formally monolingual, and there is no such obligation (see annex I). The review found that the United Nations system organizations do not implement the relevant rules, neither at the recruitment stage nor during the selection of staff for promotion.

Slow progress in system-wide initiatives supporting multilingualism as a system core value

Until 2017, no progress was reported by the Secretary-General with regard to the specific request that the General Assembly addressed to him in his capacity as the Chair of the United Nations System Chief Executives Board for Coordination (CEB) to support “a comprehensive and coordinated approach on multilingualism within the United Nations system”, and no action has been taken yet in response to the relevant JIU recommendations issued in 2011.

In December 2018, the Secretary-General designated the Under-Secretary-General for General Assembly and Conference Management in the capacity of Coordinator for Multilingualism of the United Nations to initiate and lead a system-wide dialogue on multilingualism among the CEB member organizations.

For a forward trajectory

The present review reconfirmed the absence of a coherent approach to multilingualism, starting with the lack of a common definition for the terms “official language” and “working language” in the United Nations system and ending with the lack of a strategic framework for multilingualism in the JIU participating organizations and a system-wide approach to the issue. Now is the time for the terminology to be harmonized at a system-wide level and discussed in the CEB framework along with other issues related to multilingualism.

In view of all the above, and on the basis of an in-depth analysis of the present situation across the organizations of the United Nations system, this report contains seven formal recommendations for action. Of these formal recommendations, three are addressed to the legislative or governing bodies of all JIU participating organizations, three to their executive heads, and only one to the Secretary-General of the United Nations. The timely and effective implementation of the four recommendations addressed to the executive heads (including the last one addressed only to the Secretary-General) will be greatly facilitated by the explicit support of the legislative or governing bodies and their follow-up with the executive heads to verify implementation.

Recommendations

Recommendation 1

The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to prepare a strategic policy framework for multilingualism, accompanied by administrative and operational guidelines for its implementation, and submit this for adoption by the end of 2022.

Recommendation 2

The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to appoint, by the end of 2022, a senior official as a coordinator or focal point for multilingualism, with clearly defined responsibilities and delegated authority, tasked with the coordination of the implementation of the strategic policy framework for multilingualism across their respective organizations.

Recommendation 3

The executive heads of the United Nations system organizations that have not yet done so, should, where appropriate, introduce or enhance, by the end of 2022, their policies for attracting new translators and interpreters and retaining talented and skilled language professionals, including the preparation of succession plans with specifications for required languages and language combinations, as well as the expansion of outreach programmes.

Recommendation 4

The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to introduce, by the end of 2022, learning policies that encourage continuous learning and improvement of the language skills of their staff members in the official languages of the respective organizations as well as in other languages, as appropriate, securing sufficient funding for this.

Recommendation 5

The executive heads of the United Nations system organizations should request the High-level Committee on Management of the United Nations System Chief Executives Board for Coordination (CEB) to establish a working group on the preparation for adoption, by the end of 2022, of a United Nations system language framework for language teaching, learning, assessment, and certification in the six official languages of the United Nations, which could be based, inter alia, on the results of the work already undertaken by the United Nations Secretariat in this area.

Recommendation 6

The executive heads of the United Nations system organizations, in their capacity as members of the United Nations System Chief Executives Board for Coordination, should direct the High-level Committee on Management to develop a system-wide, comprehensive and coordinated approach to multilingualism as a core value of the United Nations system organizations.

Recommendation 7

The Secretary-General of the United Nations should envisage that the resident coordinators, who represent him at country level and lead the United Nations country teams, plan awareness initiatives, including language-related events or other events on the promotion of multilingualism as an expression of diversity and a vehicle for the implementation of the Sustainable Development Goals during the last decade of the 2030 Agenda.

The formal recommendations are complemented by six informal or “soft” recommendations, indicated in bold in the text, as additional suggestions to the executive heads for further improvement of the status of multilingualism in their organizations and across the system. The soft recommendations can be found in paragraphs 83, 123, 135, 185, 188 and 194.

These soft recommendations indicate actions to be taken in response to the identified need for:

- The executive heads of the United Nations system organizations to review and mainstream the use of in-house developed language technologies in their organizational information technology systems and toolkits within their respective secretariats, and adopt a holistic approach in this area (para. 83).
- The executive heads to review the system-wide United Nations system leadership framework to include language skills requirements for the selection of leaders, which should be reflected primarily in the resident coordinators’ profile and job description (para. 123).
- The executive heads of their respective organizations to include in their human resources management policies necessary measures for the development of a multilingual workforce, starting at the recruitment stage and supporting staff members throughout their service, including language skills in their career path as part of competencies, performance appraisal and advancement (para. 135).
- The executive heads of the United Nations system organizations to support the implementation of multilingualism in communications and knowledge-sharing, focusing on the multilingual content of the official websites and social media accounts globally (para. 185).
- The executive heads to emulate the example of the United Nations Secretariat in the promotion of language-related events and join it in celebrating Language Day initiatives together, or lead or initiate such activities at the country level in cooperation and partnership with other agencies and representations of Member States (para. 188).

- The executive heads of the United Nations system organizations to address the issue of a common definition of the terms “official language” and “working language” within the framework of the CEB High-level Committee on Management, and, if needed, submit relevant proposals for adoption to the legislative or governing bodies of their respective organizations (para. 194).

Some of the soft recommendations require executive heads to take or support system-wide initiatives at the CEB level.

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Abbreviations

CEB	United Nations System Chief Executives Board for Coordination
FAO	Food and Agriculture Organization of the United Nations
IAEA	International Atomic Energy Agency
ICAO	International Civil Aviation Organization
IFAD	International Fund for Agricultural Development
ILO	International Labour Organization
IMO	International Maritime Organization
ITC	International Trade Centre
ITU	International Telecommunication Union
JIU	Joint Inspection Unit
OECD	Organization for Economic Cooperation and Development
OHCHR	Office of the United Nations High Commissioner for Human Rights
OIOS	Office of Internal Oversight Services
PAHO	Pan American Health Organization
UNAIDS	Joint United Nations Programme on HIV/AIDS
UNCTAD	United Nations Conference on Trade and Development
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNEP	United Nations Environment Programme
UNFPA	United Nations Population Fund
UN-Habitat	United Nations Human Settlements Programme
UNHCR	Office of the United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNIDO	United Nations Industrial Development Organization
UNODC	United Nations Office on Drugs and Crime
UNOG	United Nations Office at Geneva
UNON	United Nations Office at Nairobi
UNOPS	United Nations Office for Project Services
UNOV	United Nations Office at Vienna
UNU	United Nations University
UNWTO	World Tourism Organization
UN-Women	United Nations Entity for Gender Equality and the Empowerment of Women
UPU	Universal Postal Union
WFP	World Food Programme
WHO	World Health Organization
WIPO	World Intellectual Property Organization
WMO	World Meteorological Organization

I. Introduction

A. Background

1. The review on multilingualism in the United Nations system was included in the 2019 programme of work of the Joint Inspection Unit (JIU) based on a proposal made by the United Nations Secretariat. Since the establishment of the United Nations, the importance of multilingualism in achieving its goals, as set out in Article 1 of the Charter of the United Nations, and its contribution to the three pillars of the organization – international peace and security, development and human rights – has been consistently emphasized. Being an inherent part of the genetic code of the United Nations, multilingualism is both an asset and a shared commitment for all organizations in the United Nations.

2. The question of multilingualism has been a recurrent item on the agenda of many legislative and governing bodies of the United Nations system organizations, including the General Assembly of the United Nations, where it has been considered on a biennial basis since 1995. Two earlier JIU reviews on multilingualism¹ indicated that, despite the numerous resolutions² and repeated calls by the Secretary-General underlining the critical importance attached by Member States to the strict observance of rules establishing language arrangements for the different bodies, language parity had yet to be reached, and the clear preference shown to certain languages over others had to be eliminated.

3. In particular, the authors of the 2011 JIU review on multilingualism found recurring impediments to the full implementation of multilingualism across the system. In order to overcome them, the Inspectors suggested that the United Nations system organizations should adhere more strictly to the principles of equality in respect of the official languages and the equitable use of the working languages within secretariats.³ The Inspectors concluded that the legislative or governing bodies should take “bold steps in establishing the right balance between effective implementation of multilingualism and allocation of required resources”.⁴

4. The General Assembly has called on the Secretary-General, in his capacity as the Chair of the United Nations System Chief Executives Board for Coordination (CEB), to support “a comprehensive and coordinated approach on multilingualism within the United Nations system”.⁵ In its latest resolutions on multilingualism, the General Assembly explicitly linked this call to the outstanding recommendations of the JIU report on multilingualism issued in 2011.⁶ In this respect, the Secretary-General in his public statements has been repeatedly affirming that “multilingualism helps guarantee the effectiveness of our multilateral system” as a core value and a founding principle of the United Nations.⁷

5. Multilingualism remains essential to multilateral communications. Through multilingualism, the organizations ensure that the decisions of intergovernmental bodies are understood, observed, implemented and accepted by the peoples they serve. Through multilingualism, the United Nations system communicates globally with the most vulnerable populations, brings conflicting parties to the negotiating table, delivers aid, addresses disaster risks, spreads understanding about human rights and fundamental freedoms, and advances understanding of dignity and justice for all.⁸ Multilingualism reaffirms the commitment of

¹ JIU/REP/2002/11 and JIU/REP/2011/4.

² See General Assembly resolutions (mostly biennial) at www.un.org/dgacm/content/multilingualism-resources.

³ JIU/REP/2011/4, para. 197.

⁴ JIU/REP/2011/4, para. 199.

⁵ General Assembly resolutions 67/292, 69/324 and 71/328.

⁶ JIU/REP/2011/4.

⁷ See “SG on multilingualism – a core value of the United Nations”, available at www.un.int/news/sg-multilingualism%E2%80%94core-value-united-nations.

⁸ Statement by Chef de Cabinet, Maria Luiza Ribeiro Viotti, on the tenth anniversary of the founding of the MoU Network, at the Fifth Conference of MoU Universities, 21 April 2017.

the United Nations system to advancing the 2030 Agenda, as it is an indispensable means of achieving the 17 Sustainable Development Goals.

B. Scope and objectives

6. The current review covers multilingualism in the United Nations Secretariat, the funds and programmes, the specialized agencies and the International Atomic Energy Agency (IAEA). While the review aims for system-wide coverage, the United Nations Secretariat is a primary focus, due to its reach across the system in providing language services to a number of entities, including most United Nations funds and programmes (see para. 64 for more information).

7. The objective of the present report is to review multilingualism across the United Nations system organizations with a view to examining:

(a) Existing strategies, policies, practices and mechanisms in place against the relevant resolutions or decisions on multilingualism adopted by the respective legislative or governing bodies of JIU participating organizations;

(b) Incentives for staff to promote and enhance multilingualism;

(c) Opportunities to improve the use of external resources and partnerships (with academia, the private sector and civil society) as well as language technologies in the digital era, wherever applicable (in connection with, inter alia, communication and information, including social media accounts and websites; conference management; interpretation; translation; publication; and learning); and

(d) The relevance and status of implementation of previous JIU recommendations on multilingualism.

8. The review also aims to identify lessons learned in the implementation of multilingualism and good practices to be replicated across the United Nations system in a consistent and results-oriented framework, while strengthening coordination and cooperation and enhancing harmonization, where applicable.

C. Limitations and challenges

9. A comprehensive accounting of the total outstanding needs or benefits of multilingualism could not be provided, as some organizations submitted either partial or no data on budgets. Some organizations were also unable to provide disaggregated data on expenditures on and investments in technology, as well as savings or other improvements made thanks to those investments. Overall, several organizations failed to provide sufficient responses to requests for qualitative information through the JIU corporate questionnaire.

10. Given that the earlier JIU reports did not provide a definition for either the term “multilingualism” or the terms “official languages” or “working languages”, in response to a clear demand for such definitions in the context of multilingualism from most interlocutors during the review, the review team drew up working definitions for the needs of this report only (see sect. D below).

D. Definitions

11. Multilingualism is commonly understood as the ability of individuals and the capacity of organizations to communicate verbally and in writing in multiple languages.

12. Since the establishment of the United Nations, and at the inception of each of the United Nations funds, programmes and specialized agencies and IAEA, the respective memberships have designated the recognized languages, which would become mandatory for the good governance of each organization. In most United Nations system organizations, this minimal set of recognized languages are described as “official languages”, while subsets of them are designated as “working languages”. However, the use of the term “official” versus

the term “working” when referring to languages varies from one JIU participating organization to another and is confusing. There is no definition for either of these terms in any of the JIU participating organizations’ founding documents.⁹

13. For the purposes of the present review, JIU considers as “official languages” of the United Nations system organizations the set of languages selected and recognized by the Member States as the principal languages of communication in the framework of the decision-making of the organizations’ legislative or governing bodies, used for verbal and written exchanges among the delegates of the Member States as well as for the agreed upon mandatory documentation, normative and parliamentary documents, and publications addressed to them and the organizations’ constituencies all over the globe.

14. In the same vein, in the context of this review, “working languages” of the United Nations system are considered to be those official languages of each organization that are used: (a) for internal – both verbal and written – communications among the staff members and other personnel of the respective secretariat of each organization in their day-to-day operations; and (b) among the delegates of the Member States, in all the instances when they are not obliged by the rules or practices to use the remaining official languages. Annex I, which presents in detail all the official and working languages of the JIU participating organizations, shows that the working languages of the organizations’ legislative or governing bodies may differ from the working languages of their secretariats.

E. Status of implementation of Joint Inspection Unit recommendations

15. Back in 2011, JIU issued 15 recommendations in its report on multilingualism.¹⁰ According to the JIU web-tracking system, the four recommendations that were addressed to the legislative or governing bodies of the organizations, including the recommendation on the funding of multilingualism, have largely been implemented (recommendations 6, 8, 12 and 15). The two recommendations that were addressed to CEB were declared to be not relevant – and therefore not applicable – by the JIU participating organizations, and neither of them have been acted upon to date, neither individually nor collectively, by their executive heads (recommendations 2 and 10). The one recommendation addressed solely to the Secretary-General has been fully implemented (recommendation 13). The remaining eight recommendations addressed to the executive heads of the reviewed JIU participating organizations have been accepted in their large majority with few exceptions (recommendations 1, 3, 4, 5, 7, 9, 11 and 14). See annex V.

F. Methodology

16. The present review of multilingualism was conducted from April 2019 to March 2020. In accordance with JIU norms, standards and guidelines and its internal working procedures, the methodology followed in preparing the report included extensive desk review and quantitative and qualitative analysis of data from documentation received or collected, questionnaire responses and interview notes, including triangulation and validation of information obtained.

17. The JIU corporate questionnaire captured the views of most JIU participating organizations,^{11, 12} including a plethora of entities falling under them. The analysis of the responses provided was followed up by more than 100 interviews at the organizations’

⁹ For example, in the case of the United Nations Secretariat, no such definition is provided in ST/SGB/201 of 8 July 1983 or on the dedicated official web page, available at www.un.org/en/sections/about-un/official-languages/.

¹⁰ UNAIDS and UN-Women were not part of the 2011 JIU review on multilingualism.

¹¹ The International Trade Centre (ITC) and the United Nations Industrial Development Organization (UNIDO) did not participate in the review.

¹² The United Nations Conference on Trade and Development (UNCTAD), the United Nations Human Settlements Programme (UN-Habitat), the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) and the United Nations Office for Project Services (UNOPS) did not submit a response to the JIU questionnaire.

headquarters in Geneva, New York, Paris, Rome and Vienna, as well as at duty stations away from headquarters (Brussels and Nicosia). The conducted interviews concerned officials from, inter alia, conference and language services, including secretariats of legislative or governing bodies; publication, information and communication services; human resources; and language learning programmes.

18. The review team attended – both physically and remotely (online) – several relevant linguistic conferences¹³ and events, such as celebrations of international days, including those dedicated to languages or methods of understanding them (methods enabling individuals with impairments to use a language verbally or in writing). Some of the attended events were organized in the context of the celebration of 2019 as the International Year of Indigenous Languages.¹⁴

19. The review team met with staff from selected educational institutes of the network of universities that offer curricula for language and linguistic professions and have entered into bilateral agreements with United Nations system organizations for exchanges and mutual assistance.¹⁵ In the same vein, the review team met with university scholars and practitioners that focus on the promotion of multilingualism in the United Nations.¹⁶

20. Interviews were also conducted with officials from the major institutions of the European Union¹⁷ and other international organizations, including the International Monetary Fund, the Pan American Health Organization (PAHO), the Organization for Economic Cooperation and Development (OECD), the Organization for Security and Cooperation in Europe, the International Committee of the Red Cross and the International Organization of la Francophonie. Follow-up questions were sent after the interviews to some entities. With the exception of the visit to Washington D.C., teleconferences were conducted to minimize the number of trips outside participating organizations' headquarters locations.

21. The review team also approached groups of Member States and individual Member States whose delegates often act jointly or individually in the framework of decision-making bodies or other mechanisms of the system with respect to multilingual matters.

22. Information and views received via questionnaire responses and interviews have been handled with the usual respect for confidentiality shown by JIU. The present report primarily reflects aggregated responses, and, where quotations are given for illustrative purposes, the sources are never cited.

23. Pursuant to article 11 (2) of the JIU Statute, an internal peer review procedure was used to solicit the collective wisdom of JIU inspectors before the finalization of the report. The draft report was also circulated to the participating organizations for correction of factual errors and comments on the findings, conclusions and recommendations. The report contains seven recommendations. Three are addressed to the legislative or governing bodies of the participating organizations, including the General Assembly of the United Nations, and three are addressed to the executive heads. The last recommendation is addressed only to the Secretary-General of the United Nations for application to the resident coordinator system.

24. To facilitate the handling of the report and the implementation of its recommendations and monitoring thereof, annex XIII contains a table indicating whether the report was

¹³ Marking the League of Nations and International Labour Organization (ILO) centenary anniversary, in early October 2019, the University of Geneva organized a two-day international event hosted by ILO titled "100 Years of Conference Interpreting: Looking back and looking forward!" to take stock of the most noteworthy achievements of the past and critically discuss the most prominent challenges of the future in conference interpreting practice, research and training.

¹⁴ See General Assembly resolution 71/178.

¹⁵ The University of Geneva Faculty of Translation and Interpreting, Centre for Legal and Institutional Translation Studies (Transius); the École Supérieure d'Interprètes et de Traducteurs, part of the New Sorbonne University or Paris 3; and the Institut de Management et Communication Interculturels, Paris.

¹⁶ The Study Group on Language and the United Nations is an independent group of scholars and practitioners on matters related to the international use of languages, based in the United States of America. See www.languageandtheun.org/index.html.

¹⁷ The European Commission and the European Parliament.

submitted to the relevant organizations for action or for information. The table specifies whether the recommendations require action by the organizations' legislative body or executive head.

25. The Inspector wishes to express his appreciation to all the officials of the United Nations system organizations and representatives of other organizations who assisted in the preparation of the present report, particularly those who participated in the interviews and so willingly shared their knowledge and expertise.

II. Legislative framework

26. Multilingualism is inherent in the United Nations, given the linguistic diversity of the membership of the Organization. This is due to the fact that the 193 Member States that form the United Nations and their peoples speak many different national languages. At the national level, Member States can either have a monolingual regime, meaning they officially recognize only one language as the language of the State and its citizens, or they can be multilingual, meaning that more than one language is officially recognized. All this diversity and wealth of national languages could not be reflected when the founding Member States united as nations to set up the Organization. For practical reasons, and also taking into consideration the representation of the majority of the world population, in 1946 the Member States agreed upon a limited number of languages that they would use to establish the United Nations as an intergovernmental organization and communicate thereafter in its context. With respect to the Organization's principles, multilingualism remains the cornerstone of multilateralism and a core value across the system.

27. Multilingualism in the United Nations system is synonymous with the respect for and equal treatment of all the languages that have been recognized as official languages in each organization. Multilingualism is legally framed and regulated by the original mandate as set out in the founding documents of the organizations and supplemented over the years by other adopted legal instruments (strategic frameworks, action plans and policies). Since their establishment, all legislative and governing bodies of the United Nations system organizations and their subsidiary organs and committees have adopted rules of procedure or terms of reference stipulating the languages that are recognized as official or working languages in their respective organizations and when and how they should be used in proceedings. Annex I to the present report indicates all the official and working languages across the United Nations system organizations, while annexes II and III indicate the rules of procedure or terms of reference establishing those official and working languages, the year in which the rules were issued and the official websites where they are available.

A. Mandates

28. In 1945, the Organization was established by the signing of the Charter of the United Nations and its main organs, and in 1946 the General Assembly adopted resolution 2(I) on its rules of procedure, in which it decided which languages would be used in its proceedings.¹⁸ The original five languages – Chinese, English, French, Russian and Spanish – initially recognized as official languages increased to six with the addition of Arabic in 1973. By then, all six official languages of the United Nations had gradually also become the working languages of the General Assembly. The Security Council, in its provisional rules of procedure, also adopted the same six languages as both official and working languages. Conversely, the Economic and Social Council also recognized these six languages as its official languages, but the rules of procedure limited its working languages to a subset of only three of them (English, French and Spanish). The number of the official languages of the regional commissions varies from three to four, and each commission uses the same languages as its working languages.

29. Similarly, a comparison of the number of official and working languages used by these bodies indicates that the set of six languages used by the General Assembly may be considered as the standard set of official languages of the system, given that it has been adopted by the majority of the United Nations funds, programmes, specialized agencies and IAEA.

30. Among the JIU participating organizations, the Universal Postal Union (UPU) stands out as the only organization where the legislative or governing body has just one official language, namely French. The United Nations Educational, Scientific and Cultural Organization (UNESCO) differs from other organizations in that its General Conference uses

¹⁸ Dag Hammarskjöld Library, "Historical Development of United Nations Languages", available at <http://ask.un.org/faq/14463>.

the largest number of languages in addition to the six official languages of the United Nations, having added Hindi, Portuguese and Italian as official languages. The Joint United Nations Programme on HIV/AIDS (UNAIDS), the International Labour Organization (ILO), UPU and the World Food Programme (WFP) present the particularity that the number of languages actually used by their legislative or governing bodies in their proceedings exceeds the number of official languages as well as the number of working languages foreseen in their respective founding documents (see annex I). However, only the ILO Conference goes beyond the six languages, having included German as its seventh working language.¹⁹

31. On the occasion of the fiftieth anniversary of the signing of the Charter of the United Nations, the General Assembly pointed out “that the universality of the United Nations and its corollary, multilingualism, entail for each State Member of the Organization, irrespective of the official language in which it expresses itself, the right and the duty to make itself understood and to understand others”.²⁰ Subsequently, the General Assembly marked this commemoration with the issuance of the first of 14 to date resolutions dedicated exclusively to multilingualism, issued for the most part biennially, in which it requested the Secretary-General to report on the status of multilingualism every two years.²¹ The World Health Assembly followed in declaring that the universality of the World Health Organization (WHO) was based, *inter alia*, on multilingualism, including the respect for the parity and plurality of the official languages chosen by its Member States.²²

32. In its resolution 74/252 of 13 January 2020 on the pattern of conferences, the General Assembly reemphasized the paramount importance of the equality of the six official languages of the United Nations and reminded that the Secretary-General had been requested to ensure their equal treatment several decades prior, in 1995.²³ In the same vein, in 1997, the World Health Assembly stressed that the simultaneous distribution of the documentation for the World Health Assembly and the Executive Board in the six official languages of the Organization within the required time limits was one of the fundamental conditions for equality among Member States.²⁴

33. Most importantly, in its resolution 74/252 of 13 January 2020 on the pattern of conferences, the General Assembly also emphasized the role of Member States and their intergovernmental bodies in determining policies on conference management, including multilingualism.

B. Legal instruments: strategic frameworks, action plans and policies

34. In two of the recommendations contained in its 2011 report on multilingualism, JIU had encouraged the executive heads of the United Nations system organizations to formulate strategies and propose strategic action plans for the effective implementation of multilingualism within their respective organizations.²⁵ Nevertheless, the present review found that – almost 10 years later – most secretariats of the United Nations system organizations had not yet implemented those recommendations, having neither formulated relevant strategies nor proposed relevant strategic actions. Therefore, at present, most JIU participating organizations do not have a strategic framework in place that would regulate and provide guidance on the overall equitable use of languages and the implementation of multilingualism in the organization (see annex IV).

35. The Secretary-General reported progress in developing a strategic policy framework on multilingualism for the Secretariat in his 2017 report on multilingualism.²⁶ The General Assembly welcomed the development of this Secretariat-wide coherent policy framework on

¹⁹ ILO note verbale to Member States dated March 2019.

²⁰ General Assembly resolution 50/11 of 15 November 1995.

²¹ For the remaining resolutions on multilingualism, see the web page dedicated to its coordination: www.un.org/dgacm/content/multilingualism-resources.

²² WHA50.32 (1997).

²³ General Assembly resolution 42/207 of 11 December 1987.

²⁴ WHA50.32 (1997).

²⁵ JIU/REP/2011/4, recommendations 4 and 1.

²⁶ A/71/757.

multilingualism to support a comprehensive and coordinated approach to multilingualism within the United Nations,²⁷ taking into consideration the relevant recommendations contained in the JIU report on multilingualism.²⁸

36. Although the Secretariat of the United Nations has no holistic approach regarding multilingualism, it is guided by a number of resolutions of the General Assembly, bulletins of the Secretary-General, administrative instructions and circulars dating from 1956 to the present, which range from policies on the linguistic standards for staff to those on the Language and Communications Training Unit at Headquarters.²⁹ It is against this backdrop that the Coordinator for Multilingualism initiated the development of a matrix of mandates on multilingualism across the Secretariat, to collect all relevant resolutions of the General Assembly and its organs, but also relevant recommendations of the United Nations external and internal oversight bodies that have the Secretariat under their purview (JIU, the Board of Auditors or the Office of Internal Oversight Services (OIOS)). This matrix, which contains more than 600 entries and was completed in January 2018, is being regularly updated and is available on the intranet page on multilingualism in the United Nations (iSeek). The matrix includes, for each provision and recommendation, the area concerned and the entities that are responsible for its implementation. Multilingualism also stood out as an element in the Secretariat's programme plan and priorities for the period 2018–2019, and it was presented as a component of the main objectives of the strategy and programme of the Department for General Assembly and Conference Management, included in all its subprogrammes.³⁰ Multilingualism also appeared as an element of many of the strategic objectives of the then Department of Public Information – now the Department of Global Communications – and the then Department of Management – now the Department of Management Strategy, Policy and Compliance – for the same period.³¹

37. Additionally, the Language and Communications Training Unit at the United Nations Headquarters and the Language Training Programme at the United Nations Office at Geneva finalized a United Nations language framework, which is a common framework for the harmonization of language learning and assessment across the United Nations Secretariat and across official languages.³² The Secretariat considers the creation of this framework to be a pivotal step towards creating a broader framework for multilingualism.

38. Similarly, the funds and programmes of the United Nations all lack an overall policy on multilingualism and base their efforts to implement it on separate policies. Two specialized agencies of the United Nations have progressed in treating multilingualism as a cross-cutting issue at the organizational level. The World Intellectual Property Organization (WIPO), which has put in place a language policy, and WHO, which already had an action plan in place, remain to date the only two JIU participating organizations in addition to the United Nations Secretariat that have partially complied with the earlier JIU recommendations. In 2018, the World Health Assembly renewed its initial resolution on multilingualism and respect for equality among the official languages and reiterated several measures aimed at promoting multilingualism within the Organization.³³

39. In 2016, at the International Annual Meeting on Language Arrangements, Documentation and Publications that was chaired by the Under-Secretary-General for General Assembly and Conference Management (the Coordinator for Multilingualism), the heads of language and conference services of the 60 international organizations, including most JIU participating organizations, issued a statement known as the Vienna Statement, which was mainly motivated by concerns expressed by some Member States and other

²⁷ General Assembly resolution 74/252.

²⁸ JIU/REP/2011/4, recommendations 4 and 1.

²⁹ ST/AI/113 (1956), ST/SGB/201 of 8 July 1983, ST/AI/316, ST/SGB/212 of 24 September 1985, ST/IC/2000/86 and ST/AI/2016/9, ST/IC/2019/5.

³⁰ A/71/6/Rev.1, Programme 1, pp. 17–41.

³¹ A/71/6/Rev.1, Programme 24, pp. 547–552, and Programme 25 A, pp. 554–581.

³² The Language and Communications Training Unit at United Nations Headquarters in New York and the Language Training Programme at the United Nations Office at Geneva, “United Nations Language Framework: UN levels of Language Competence, Harmonization of Language Learning and Assessment”, 2019. See <https://hr.un.org/page/harmonization-language-learning-and-assessment>.

³³ WHA71.15 (2018), referring to WHA52.32 (1997) and WHA61.12 (2008).

stakeholders at the growing disparity between the use of English and the use of other official languages in some international organizations.³⁴

40. The main proposal contained within the statement is for the participant organizations to request their respective legislative or governing bodies to bring this issue to the forefront of their agendas, primarily through the promulgation of a clear multilingual framework, as well as by continuing their overall efforts to mainstream multilingualism in the activities of their organizations. Annex IV presents the individual efforts of the United Nations system organizations towards shaping policies intended to regulate or frame multilingualism over the past decade. The review found that, in the common United Nations system, which encompasses a number of organizations that are not JIU participating organizations, multilingualism is not integrated into the activities of those organizations either.

41. The following recommendation, which reiterates the spirit of the relevant recommendations contained in the previous JIU reports, is aimed at enhancing accountability, controls and compliance within each organization:

Recommendation 1

The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to prepare a strategic policy framework for multilingualism, accompanied by administrative and operational guidelines for its implementation, and submit this for adoption by the end of 2022.

C. Coordinators and focal points

42. Recommendation 1 of the 2011 JIU report on multilingualism called on the executive heads who had not yet done so to: (a) appoint a senior official as coordinator for multilingualism, tasked with proposing strategic action plans for the effective implementation of multilingualism, with the assistance of an internal network of focal points within their respective organizations; and (b) report regularly to their legislative bodies on progress achieved in this regard. Although most JIU participating organizations reported that they had accepted and implemented this recommendation, very few had fully done so, with some of them having only partially implemented its components (see annex V).

43. The United Nations Secretariat appointed its first coordinator for questions relating to multilingualism throughout the Secretariat in 2000, assigning this role to the Assistant Secretary-General for General Assembly and Conference Management. As from 2003, and for the next 12 years, this assignment was transferred to successive heads of the then Department of Public Information – currently the Department of Global Communications. In 2015, this responsibility was reassigned to the head of the Department for General Assembly and Conference Management. Since then, the successive Under-Secretaries-General for General Assembly and Conference Management have been designated as the United Nations Secretariat's Coordinator for Multilingualism.³⁵

44. The terms of reference of the Coordinator, detailed in the report of the Secretary-General on multilingualism,³⁶ were endorsed by the General Assembly in its resolution 71/328 in 2017, 17 years after the function was introduced. In accordance with the terms of reference, the Coordinator is expected to act as the entry point for concerns and queries from Member States and Secretariat departments and offices, to serve as a facilitator to achieve a coordinated, consistent and coherent approach to multilingualism in the Secretariat, and to

³⁴ IAMLADP/2016, p. 2.

³⁵ Pursuant to General Assembly resolutions 69/250, 70/9 and 71/262, the Under-Secretary-General for General Assembly and Conference Management was assigned as the Secretariat-wide Coordinator for Multilingualism.

³⁶ A/71/757.

inspire all departments and offices by initiating and proposing innovative solutions to foster an organizational culture conducive to multilingualism.

45. A specific objective that relates to the mandate and role of the Under-Secretary-General for General Assembly and Conference Management in coordinating multilingualism across the Secretariat is reflected in the 2018 and 2019 annual compact agreements that the Secretary-General signed with the Under-Secretary-General. In brief, by signing the compacts, the Under-Secretary-General committed to, *inter alia*, fulfilling his or her responsibilities as per the terms of reference of the Coordinator for Multilingualism in order to achieve a coordinated and coherent approach to multilingualism. The inclusion of this additional objective pertaining to multilingualism in these compacts is in accordance with a soft recommendation of the Inspectors contained in the 2011 report.³⁷

46. In his 2007 report on multilingualism, the Secretary-General recommended the establishment of a network of focal points for multilingualism, along the lines of the network of focal points for women, to ensure that the issue of multilingualism was taken into account in departments' various work programmes and everyday activities.³⁸ The proposal was noted by the General Assembly in its resolution 61/266 on multilingualism, and the network was subsequently established under the chairmanship of the Under-Secretary-General for Communications and Public Information. However, after its establishment this network did not materialize as planned. Since 2013, the General Assembly has been calling on the Secretary-General more specifically to continue to develop the network of focal points who will support the Coordinator for Multilingualism in implementing relevant resolutions and mainstreaming multilingualism within the Secretariat.³⁹

47. More recently, the network of focal points was reactivated, with virtually all United Nations Secretariat entities designating focal points and, in some cases, their alternates (see annex VI). With the establishment of a new framework for the delegation of authority in the Secretariat, field missions, which were previously represented by focal points coming from the Department of Political and Peacebuilding Affairs and the Department of Peace Operations, have also designated their own focal points. As a result, as at February 2020, a total of 51 Secretariat entities had designated 75 focal points and their alternates.⁴⁰ Meetings of focal points, chaired by the Coordinator for Multilingualism, have been held since May 2016 on various topics. All meeting reports are available on the United Nations Secretariat's intranet (iSeek) through the web page dedicated to multilingualism. Participation in these periodic meetings is listed among the seven responsibilities of focal points for multilingualism published in 2017, as supplementary information to the report of the Secretary-General on multilingualism.⁴¹ See box 1 below:

³⁷ JIU/REP/2011/4, para. 22.

³⁸ A/61/317.

³⁹ General Assembly resolutions 67/292 and 69/324.

⁴⁰ See updated list dated 11 February 2020, available at www.un.org/dgacm/content/multilingualism-network-focal-points.

⁴¹ A/71/757.

Box 1: List of responsibilities of the United Nations Secretariat focal points for multilingualism

1. Providing support to the head of their department or office in implementing relevant mandates and ensuring that multilingualism is taken into account in the work plans and daily activities of the department or office;
2. Disseminating the policies and guidelines introduced by the Coordinator for Multilingualism and promoting greater awareness of relevant mandates supporting multilingualism within the work environment of their respective department or office;
3. Monitoring and reporting periodically on progress made in implementation of the mandates relating to multilingualism and on outstanding issues or obstacles encountered in the promotion of multilingualism;
4. Monitoring the compliance of public departmental websites with the guidelines for the creation and maintenance of United Nations websites established by the Department of Public Information;
5. Contributing to the development and realization of short and long-term multilingualism targets;
6. Seeking creative solutions and measures for implementation of the General Assembly's mandates, including by collaborating and exchanging best practices with other departments and offices and by establishing partnerships with external entities, including Member States and academic institutions; and
7. Attending and participating in periodic meetings of focal points to assess the progress achieved, identify remaining obstacles, and discuss, where appropriate, policies and approaches.

48. The General Assembly has given the Secretary-General a broad mandate on multilingualism that has been reflected in a number of resolutions. In one of its latest resolutions on multilingualism, the mandate stipulates, among other things, that multilingualism is a core value of the Organization and that it is the responsibility of the Secretary-General to mainstream multilingualism in the activities of the Secretariat. The Secretary-General, in his capacity as the Chair of CEB, was also invited by the General Assembly to "support a comprehensive and coordinated approach on multilingualism within the United Nations system".⁴² The General Assembly expressly stated that the request was in line with the last JIU report on multilingualism, which contained recommendations in the same spirit.⁴³

49. While in his report on multilingualism of 2017 the Secretary-General reported progress in many areas, in particular in developing a policy framework on multilingualism for the Secretariat,⁴⁴ no progress had been reported from 2013 to 2017 with regard to the specific request that the General Assembly had addressed to him in his capacity as the Chair of CEB to support a comprehensive and coordinated approach to multilingualism within the United Nations system, and no action has yet been taken in response to the relevant JIU recommendations since 2011.⁴⁵

50. In 2018, the Secretary-General introduced multilingualism as a standard objective in all the annual compacts that his senior managers sign with him, in an effort to integrate it into the United Nations Secretariat activities and operations throughout all the Secretariat's offices and departments. As from 2019, the engagement of the senior managers in implementing multilingualism across their respective offices and departments is reflected in the signed compacts as part of their overall commitment to diversity.

⁴² General Assembly resolution 71/328, para. 11.

⁴³ JIU/REP/2011/4, recommendations 4, 5 and 10.

⁴⁴ A/71/757.

⁴⁵ JIU/REP/2011/4, recommendation 2 combined with recommendation 5.

51. At the system-wide level, the Secretary-General designated the Coordinator for Multilingualism of the United Nations Secretariat to initiate and lead a dialogue on multilingualism among the CEB member organizations with the support of the CEB secretariat. A discussion about multilingualism as a cross-cutting organizational issue at the CEB level could be beneficial to the system and drive all organizations towards a coordinated approach to multilingualism, in line and in compliance with the relevant requests of the General Assembly and outstanding JIU recommendations.⁴⁶

52. As a first step towards starting a discussion on multilingualism at the system-wide level, the Coordinator's office launched a survey addressed to all the CEB member organizations in spring 2019. The survey focused on collecting and sharing relevant information and documentation for eventual publication on the CEB website. However, the results of the survey were unfortunately inconclusive, as more than half of the JIU participating organizations did not respond to the request or provided the information with delay.

53. Another area where discrepancy in the responses was identified was the seniority and level of authority of the designated focal points for multilingualism. For example, while most CEB member organizations have appointed senior officials – mainly at the Director level – or heads of services to serve as focal points for multilingualism, the United Nations Development Programme (UNDP) and the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women) have designated junior staff members to represent them at the CEB level (see annex VI). Furthermore, senior officials appointed as focal points for multilingualism at the CEB level for their respective organizations indicated in interviews that, despite their seniority, many of them did not have real power to promote and implement multilingualism in their own organizations. This happens either because their appointment as focal point lacks recognition and awareness within their organizations, or because there are no terms of reference that clearly define their assigned responsibilities and delegate to them the authority to put forward initiatives across their organizations, beyond their area of responsibility. In many cases, focal points serve only as collectors and reporters of information on language-related issues.

54. In its 2011 report on multilingualism, JIU already recommended that the executive heads of the organizations appoint senior officials as coordinators for multilingualism, who should implement multilingualism with the assistance of a network of focal points across their respective organizations.⁴⁷ Given that the executive heads of the JIU participating organizations have not taken into account all the elements required for the full implementation of this recommendation, the conditions of the appointment and the assigned responsibilities of focal points for multilingualism should be reconsidered by the concerned organizations.

55. The implementation of the following recommendation would greatly strengthen coherence and harmonization within the organizations, ensuring that the implementation of multilingualism on an equal footing throughout organizations is adequately monitored and complied with, including at the most senior level:

Recommendation 2

The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to appoint, by the end of 2022, a senior official as a coordinator or focal point for multilingualism, with clearly defined responsibilities and delegated authority, tasked with the coordination of the implementation of the strategic policy framework for multilingualism across their respective organizations.

⁴⁶ General Assembly resolution 71/328, para. 11 in combination with General Assembly resolution 73/761, para. 22.

⁴⁷ JIU/REP/2011/4, recommendation 1.

III. Multilingualism in governance

A. Authority to fulfil the mandate

56. The rules of procedure or terms of reference and *modus operandi* of legislative or governing bodies, including their subsidiary organs and committees, in the United Nations system, mandate the organizations' executive heads to support the intergovernmental negotiations and processes on their behalf, including upholding the principle of multilingualism (see annex II). The executive heads usually delegate this mandate to the secretariats of those bodies or to the conference services of the organizations, which are tasked with providing the appropriate multilingual framework for the Member States' deliberations and decision-making.

57. All United Nations system organizations produce and publish multilingual records of all the meetings of their legislative or governing bodies and committees that they organize each year, as appropriate. The official records, which include both audiovisual recordings and documents, including text-based reports, are important for enabling Member States to follow the discussions and for institutional memory and reference purposes.

58. The numerous meetings held by the General Assembly, the Security Council, the Economic and Social Council and their committees and subsidiary organs, and by a number of ad hoc intergovernmental bodies, special conferences, expert bodies and Member States at the United Nations Headquarters in New York and at the United Nations Offices at Geneva, Vienna and Nairobi, and any other meetings mandated by the General Assembly outside these four duty stations, are serviced by conference management operations of the Secretariat financed through section 2 of the regular budget, including the Department for General Assembly and Conference Management, the Division of Conference Management of the United Nations Office at Geneva, the Conference Management Service of the United Nations Office at Vienna, and the Division of Conference Services of the United Nations Office at Nairobi. In addition, the regional commissions have their own conference operations, financed as part of the relevant commission's budgets. The purpose of section 2 and its four subprogrammes is to facilitate and enhance dialogue and cooperation among Member States, ensuring the smooth functioning of these bodies on the basis of the Charter of the United Nations and the relevant rules of procedure and resolutions of the General Assembly and the Economic and Social Council, in particular those relating to the pattern of conferences and multilingualism. The Secretary-General submits an annual report on the pattern of conferences for consideration at the annual session of the Committee on Conferences. In accordance with its resolution 43/222 B, the General Assembly provides the overall intergovernmental direction concerning the organization and servicing of meetings on the advice of the Committee on Conferences, which also covers some aspects of the implementation of multilingualism by the Department for General Assembly and Conference Management and conference operations at the other three main duty stations.

59. The General Assembly examines the compliance of the Department for General Assembly and Conference Management and other conference-servicing operations with their regulatory framework regarding the languages of their normative and parliamentary documents. For example, rule 55 of the General Assembly's rules of procedure, which provides that, during the sessions of the General Assembly, the Journal of the United Nations shall be published in the languages of the Assembly, has not been fully complied with for many years. Since its inception, the Journal was published in English and French during the year, while its publication in the other four official and working languages of the General Assembly was limited to its main part, that is, the sessions from September to December only. However, following a call from Member States to the United Nations Secretariat to apply the rule,⁴⁸ since 2018 the Journal has been published in all six official languages throughout the year, except a part of the Journal that concerns unofficial meetings and information, which continues to be published in English and French only.

⁴⁸ General Assembly resolutions 70/305, 71/323 and 72/323.

60. The recognition of a language as an official language or a working language means that it is equal to all the other languages recognized as such. Therefore, its use under equal conditions vis-à-vis the remaining official or working languages should be warranted at all proceedings of the relevant bodies. In particular, the simultaneous issuance of official documentation in all official languages is considered to be key to the parity of official languages, a pillar of multilingualism at the United Nations. This is the reason why all legislative or governing bodies across the system require equal treatment and parity among all official and working languages, in compliance with the respective mandates. Annexes VII and VIII present the deadlines for submission of documents to the legislative or governing bodies and their organs system-wide. The United Nations Secretariat and the International Telecommunication Union (ITU) are the only two organizations of the system where the resolutions that mandate multilingualism also make reference to the equal treatment of the official languages.⁴⁹

61. The head of the Department for General Assembly and Conference Management commits himself or herself and is held accountable for treating equally all official languages of the Organization by signing as a senior manager the annual compact with the Secretary-General. In the context of delivering results, this compact sets as a primary programme objective for the Under-Secretary-General the facilitation of the deliberation and decision-making process of intergovernmental bodies by ensuring effective multilingual services, including the equal treatment of all official languages.

B. Role, performance and innovation in language services

62. The structure, size and budget of the language services of the Department for General Assembly and Conference Management of the United Nations Secretariat reflect the universal scope of the United Nations and are much larger than any of the other JIU participating organizations or other organizations of the United Nations common system. The role of the Department and the conference management operations in the other three main duty stations are very central to the system, and its workload is extremely large. The Department for General Assembly and Conference Management provides services for all main organs of the United Nations. The Department and the conference operations also fully or partially service the legislative or governing bodies of most of the United Nations funds and programmes (except UNAIDS and WFP),⁵⁰ as well as many of their organs and standing bodies, including all the human rights treaty bodies and special procedures mandate holders. Even when adding together all the staff of all language services of the specialized agencies of the United Nations system, their total number is lower than the regular staff employed by the Department for General Assembly and Conference Management alone. The total number of meetings serviced by all the other language services of JIU participating organizations together cannot come close to reaching the number of meetings serviced by the Department for General Assembly and Conference Management and the Division of Conference Management of the United Nations Office at Geneva on a yearly basis.

Table 1

Data on language services provided by respondent Joint Inspection Unit participating organizations in 2018

<i>JIU participating organizations</i>	<i>Number of staff</i>	<i>Meetings with interpretation</i>		<i>Translations</i>
		<i>Calendar</i>	<i>Non-calendar</i>	
United Nations				
DGACM	1 011	2 521	417	134 635 173 words

⁴⁹ ITU Plenipotentiary Conference, resolution 154 (rev. Dubai, 2018).

⁵⁰ The International Trade Centre (ITC), UNCTAD, UNDP, the United Nations Environment Programme (UNEP), the United Nations Population Fund (UNFPA), UN-Habitat, the Office of the United Nations High Commissioner for Refugees (UNHCR), the United Nations Children's Fund (UNICEF), the United Nations Office on Drugs and Crime (UNODC), UNOPS and UN-Women.

<i>JIU participating organizations</i>	<i>Number of staff</i>	<i>Meetings with interpretation</i>		<i>Translations</i>
		<i>Calendar</i>	<i>Non-calendar</i>	
UNOG/DCM	604	2 661	503	71 903 107 words
UNON/DCS	144	10	425	6 122 256 words
UNOV/CMS	181	375	194	21 436 408 words
ECA	7	34	9	2 295 071 words
ECLAC	11	44	0	1 179 988 words
ESCAP	43	18	0	808 741 words
ESCWA	33	190	10	2 436 917 words
WFP	23	69	5	4 796 000 words
FAO	62	178	0	12 400 757 words
IAEA	44	10	0	8 841 621 words
ICAO	89	181	0	10 800 000 words
ILO	93	40	0	12 242 579 words
IMO	62	18	0	1 851 207 words
ITU	55	56	0	43 207 pages
UNESCO	36	208	0	28 844 pages
UNWTO	4	6	8	980 000 words
UPU	21	80	0	5 324 525 words
WHO	52	101	0	14 300 000 words
WIPO	42	24	50	20 399 138 words
WMO	14	24	0	4 366 000 words

Abbreviations: DGACM, Department for General Assembly and Conference Management; DCM, Division of Conference Management; DCS, Division of Conference Services; CMS, Conference Management Service.

1. Interpretation services

63. In the beginning there was a spoken word. At virtually any meeting held under United Nations auspices that word will be uttered in one of the Organization's six official languages – Arabic, Chinese, English, French, Russian, and Spanish, and it will be simultaneously – that is, instantly – interpreted into the others. This aspirational statement on the earlier Department for General Assembly and Conference Management web page dedicated to its Interpretation Service could not describe better the omnipresence of its interpreters at those meetings and the services provided by them. Across the United Nations system, these services are primarily provided at the formal sessions of the legislative or governing bodies, where the secretariats of the system organizations have the obligation to provide interpretation. Although interpretation services are provided firstly at the meetings of bodies that are entitled to receive them as required, if capacity is available, interpretation is also provided at other sessions. For example, when there is the capacity to do so, the United Nations Secretariat also supports with interpretation services major groupings of Member States, such as the Group of 77 and China and the Non-Aligned Movement.

64. At the United Nations Secretariat, the interpreters of its Interpretation Service are thus responsible for ensuring that delegates and others present at an intergovernmental meeting are able to understand what all others are saying, with virtually no delay. They provide simultaneous interpretation from and into the six official languages for meetings of the General Assembly, the Security Council, the Economic and Social Council and all of their subsidiary bodies, as well as many other intergovernmental bodies and conferences.

65. The interpreters work in enclosed booths that allow them to both see and hear the participants of the meeting for which they are interpreting. They must have readily available all information and documentation regarding the meeting. Glossaries and compendiums – vocabulary and terminology records in all official languages – are available online and are

constantly updated. In addition to simultaneous interpretation, the staff of the United Nations Secretariat Interpretation Service are called upon to provide consecutive interpretation at certain meetings, including meetings of Heads of State and Government with the Secretary-General, consultations with the President of the Security Council or the President of the Economic and Social Council on specific political situations, official missions and special investigations, and press conferences and other special events.

66. While the United Nations Secretariat conference services employ a large number of regular and temporary staff at its duty stations globally, most language services of the other United Nations system organizations rely on low numbers of staff (as is the case at the Food and Agriculture Organization of the United Nations (FAO) and the International Civil Aviation Organization (ICAO)) – sometimes even limited to one chief interpreter (as is the case at UNAIDS, ILO and WIPO) – who hire and supervise sometimes very large numbers of freelance interpreters (as is the case at WHO) to cover the peak periods of the calendar and other meetings of their legislative or governing bodies. The same practice is also applied in OECD and the Organization for Security and Cooperation in Europe, where a mix of staff and freelancers is used, given that the number and frequency of meetings cannot justify the retention of more interpreters all year round on a staff contract and the associated costs.

2. Translation of parliamentary and normative documentation

67. With translation of parliamentary and normative documents into all official languages being a vital element of multilateralism, translation constitutes an indispensable step in the workflow of documentation processing in all the organizations of the United Nations system. For example, in 2018 the Department for General Assembly and Conference Management, in order to cover the documentation needs of its client legislative and governing bodies, translated more than 238 million words.

68. Most of the funds and programmes of the United Nations, especially the ones headquartered in New York, the legislative or governing bodies of which are also convened there, depend mainly on the Department for General Assembly and Conference Management for part of their conference-related needs. For example, the Office of the Secretary of the United Nations Children's Fund (UNICEF) Executive Board submits some of the Board documents to the Department for General Assembly and Conference Management for processing and translation. The role of the secretariat of the Executive Board of the United Nations Development Programme/United Nations Population Fund/United Nations Office for Project Services is to support the legislative bodies of these organizations, including UNDP. The Department for General Assembly and Conference Management reports to the President of the legislative or governing body on UNDP compliance with translation timelines prior to each session of the Board.

69. It is evident that any plan for improving the efficiency and effectiveness of the documentation processing and for making savings, should include the translation portion of the process. In the United Nations Secretariat, the integrated global management of conference services, mainly through the implementation of relevant conference management software, aims to fully harmonize translation workflows across the four main conference-servicing duty stations. While this remains a work in progress, some of the initiatives introduced are aimed at tackling problems related to the quality, timeliness and cost of translations. The documentation chain benefited from the continued efficiencies brought about by the Department for General Assembly and Conference Management computer-assisted translation tool, eLUNa.⁵¹

70. This tool, which was developed in-house specifically for the translation of United Nations documents and rolled out in 2014, provides instant access to: (a) previously translated documents; (b) terminology records; and (c) machine translation systems. A number of Secretariat offices and departments, including the Conference Services at Headquarters, the United Nations Office at Geneva, the United Nations Office at Vienna, the

⁵¹ The acronym eLUNa, which stands for “electronic Languages of the United Nations”, is the name of an online computer-assisted translation tool specifically developed in-house for United Nations translators and verbatim reporters. It provides the usual functionalities of a translation interface.

United Nations Office at Nairobi, the Economic Commission for Africa (ECA), the Economic Commission for Latin America and the Caribbean (ECLAC) and the Economic and Social Commission for Western Asia (ESCWA), have access to eLUNa. In December 2019, eLUNa was also successfully deployed and implemented in the Economic and Social Commission for Asia and the Pacific (ESCAP) as part of the automation and streamlining of the work processes in conference and documentation management. The outbreak of the COVID-19 pandemic and the need to expedite the translation of awareness-raising material prompted the use of eLUNa also by the Department of Global Communications in early 2020. The implementation of eLUNa outside the United Nations Secretariat at the system-wide level started in 2020 at the International Maritime Organization (IMO), the World Meteorological Organization (WMO) and WHO, in addition to UNESCO, where it had already been implemented for some time.

71. WIPO followed recent developments in digital technologies that offer opportunities to improve the speed and quality of services while also achieving significant cost efficiencies in relation to the production of the meeting records of its governing bodies, committees and working groups. The Assemblies of the member States of WIPO approved a pilot project presenting a new approach, which will provide enriched, digitally-indexed and searchable conference video recordings, complemented by automatically generated text records in the six official languages using WIPO artificial intelligence tools.⁵² If successful, this would enable a phased discontinuation in WIPO of the current, highly resource-intensive production of verbatim reports of the meetings. However, linguistic professionals are of the view that the same level of quality of transcription and translation done by verbatim reporters cannot be achieved through automated transcripts, which need to be further processed with machine translation.

3. Emerging innovation: role of artificial intelligence and information technologies in language services

72. The WIPO secretariat makes WIPO artificial intelligence tools (including, but not limited to, WIPO Speech-to-Text and WIPO Translate) available free of charge to WIPO member States and to the United Nations system organizations, with consequent potential savings across the United Nations system.⁵³ Several organizations have already signed licensing agreements and are actively using the WIPO artificial intelligence tools, while others have indicated a strong interest in their use for the future. As at May 2020, WIPO Translate and WIPO Speech-to-Text had been licensed to 17 United Nations organizations and other intergovernmental organizations.

73. The WIPO secretariat also makes the tools available on agreed terms and conditions to interested private sector entities. In disseminating WIPO artificial intelligence technologies, the WIPO secretariat takes into account the intellectual property aspect of the WIPO artificial intelligence tools. Thus, the organization's contracts with the users of these services strike an appropriate balance between a wider dissemination of the WIPO artificial intelligence technologies and the protection of the essence of the Organization's own intellectual property.

74. WIPO launched the first pilot project for implementing neural machine translation outside the United Nations system in collaboration with the OECD translation services. The OECD translation services' special team dedicated to machine translation tools scientifically developed a neural network for translations from English into French based on the Organization's content, using algorithms by WIPO. The OECD officials were convinced by the objectivity of the first results achieved when the pilot was tested. According to the pilot project's evaluation results, the accuracy of the neural machine translated texts could reach on average 38–40 per cent. This means that the use of machine translation tools could bring OECD some productivity gains (25 to 50 per cent), and the profile of translators would shift towards that of post-machine-translation revisers.

⁵² The WIPO focal point is to provide the reference number of the decision of the Assemblies corresponding to WIPO A/59/9.

⁵³ WIPO A/59/9, p. 6.

75. At the same time, the extensive use of the eLUNa suite, which allows direct access to terminology and other reference materials, has shortened the learning curve of substantive aspects in translation, as several of the reference checks performed by translators are also now automated, enabling new recruits to begin self-revising sooner. The United Nations Secretariat therefore proposed that the translation services shift towards a new scheme that relies more on self-revision of translation work than on the two-level process of translation followed by revision. This staffing plan may apply to all organizations that have adopted eLUNa in their translation services.

76. With the full automation in eLUNa of the research functions, the posts of language reference assistants became redundant, and therefore this unit was not needed anymore. This is just one more example of how language technologies can increase efficiencies in the future.

77. Following the adoption of the United Nations Semantic Interoperability Framework for normative and parliamentary documents by the CEB High-level Committee on Management in 2017,⁵⁴ the CEB member organizations began applying the Framework with the goal of creating a system-wide ecosystem of documents for fostering collaboration and reducing costs in information management by transforming the web of information enclosed in traditional word processing documents into a web of data that can be interpreted by computers to create innovative services.

78. For the purposes of preparing interoperable documents for system-wide use under the Framework, a scheme of semantic markup titled Akoma Ntoso for the United Nations System (AKN4UN) was developed and adopted by the CEB member organizations. This scheme of semantic markup is based on the original – internationally accepted and recognized – technical standard of semantic markup “Akoma Ntoso”⁵⁵ used for encoding parliamentary and normative documents⁵⁶ at the country level. The standard, which is modelled after a certain type of document marked up as XML,⁵⁷ has been readjusted to respond to the specific requirements of such documents in the United Nations context.

79. In 2019, JIU reported that, through advances in communications technology, ITU had noted that most of its outsourced translation work was now undertaken remotely, which saved time and costs by eliminating the need for travel.⁵⁸ During this review, PAHO also reported achieving savings by using remote translators from less expensive locations paid at the local rate. According to PAHO officials, payment at the local rate did not compromise the quality of services.

80. In OECD, the team of translators is divided according to their specializations in specific domains. Specialized translators train the others in the team in their field of expertise. It appears that needs evolve over the years, and new dynamics emerge. For example, nowadays, agriculture is linked to nuclear science and taxation, so one translator should be familiar with terminology in all these fields to be able to produce an accurate translation.

81. A good practice supporting language services at decision-making meetings is applied by UNESCO, where, in addition to the simultaneous interpretation in six official United Nations languages at the meetings of the governing bodies, the meeting rooms are equipped with screens displaying captioned text in both English and French. Annex IX displays all the technological tools used by the JIU participating organizations.

82. In December 2018, WIPO language services and the United Nations Department for General Assembly and Conference Management presented to the members of the CEB High-level Committee on Management ICT Network the language translation platforms WIPO

⁵⁴ CEB, “UN Semantic Interoperability Framework”, available at www.unsystem.org/content/unsif-akn4un.

⁵⁵ Akoma Ntoso for the United Nations System is a set of simple technology-neutral electronic representations in XML format of United Nations parliamentary and legislative documents.

⁵⁶ Akoma Ntoso, which means “linked hearts” in the Akan language of West Africa, was initially developed for the Department of Economic and Social Affairs in the context of supporting national parliaments of Member States to adopt modern information technologies.

⁵⁷ XML is a markup language created to define a syntax for encoding documents that both humans and machines can read.

⁵⁸ JIU/REP/2019/9, para. 210.

Translate and eLUNa. These presentations were part of campaigns among the CEB member organizations to encourage their respective ICT services to adopt and incorporate these platforms into their workflows and to contribute towards their future development.⁵⁹

83. Unfortunately, the review indicated that the ICT services of many organizations did not participate in the development and utilization of computer-assisted translation tools. Moreover, other departments, such as the public information and communications services of the organizations, do not seem to benefit from technological developments in this area either. This was also the case for the United Nations Department of Global Communications until the outbreak of the COVID-19 pandemic in early 2020, when the Department gained access to the eLUNa suite as a way to expedite the translation of awareness-raising material in order to respond to the emergency, as mentioned above. **The Inspector urges the executive heads of the United Nations system organizations to review the integration of in-house developed language technologies in their organizational information technology systems and toolkits, in order to mainstream their use within their respective secretariats and adopt a holistic approach in this area.**

4. Quality assurance, quality control and assessment of language services

84. A good example of a system-wide collaborative effort to facilitate the implementation of formal multilingualism is the negotiation at the CEB level and renewal in 2019 of the sectoral agreements of CEB members, including most JIU participating organizations, with the two international professional associations that represent the bulk of the language professionals community. These are the International Association of Conference Translators and the International Association of Conference Interpreters. The two separately renewed agreements regulate the conditions of employment of freelance language professionals, that is, short-term conference translators and conference interpreters as well as other persons serving in related functions. Annex XII lists the parties to and the observers of both agreements. As explained in the earlier 2011 JIU report on multilingualism and in the present report, these agreements are of great importance for attracting the qualified freelancers who are so needed to support the work of the language services of the United Nations system organizations, as they establish their working conditions and protection from potential breaches, including in the field and under hazardous and life-threatening circumstances.⁶⁰ However, according to the Department for General Assembly and Conference Management, these agreements contain clauses that are not fully aligned with the human resources normative framework, and it would be important to review them to ensure that all staff are treated equally.

85. Several well-designed monitoring and scrutiny mechanisms, which assess the compliance of the organizations' support services in the implementation of multilingualism in the context of intergovernmental decision-making bodies, exist across the system. Decades ago, the World Health Assembly requested the Director-General of WHO to ensure the strict application of the rules of the Organization establishing linguistic practice as regards the Organization's relations with member States.⁶¹ In particular, the Assembly requested the Director-General to ensure that the documents related to the agendas of the World Health Assembly and the Executive Board of the Organization were distributed simultaneously and in good time in the six official languages of the Organization, and that those documents were not distributed until they were available in all the official languages, in order to respect the principle of equality of treatment of Member States.

86. The satisfaction of Member States is a key performance indicator in conference management and conference services.⁶² Although it constitutes an established practice in the United Nations Secretariat, the Secretary-General was requested by the General Assembly to continue to explore best practices and techniques in client satisfaction evaluations, to seek a

⁵⁹ CEB/2018/HLCM/ICT/18, pp. 8–9.

⁶⁰ JIU/REP/2011/4, paras. 128–138, including recommendation 13.

⁶¹ WHA50.32 (1997).

⁶² General Assembly resolution 74/252, para. 42.

higher rate of response to surveys on quality and to report regularly to the General Assembly on the results achieved.⁶³

87. Moreover, the General Assembly requested the Secretary-General to continue to ensure that measures taken by the Department for General Assembly and Conference Management to seek the evaluation by Member States of the quality of the conference services provided to them, as a key performance indicator of the Department, offered equal opportunities to Member States to present their evaluations in the six official languages of the United Nations and were in full compliance with relevant resolutions of the General Assembly.⁶⁴

88. The Department for General Assembly and Conference Management made efforts to seek the evaluation by Member States of the quality of the services provided to them, taking into consideration comments made and complaints raised by Member States either in writing or during meetings. The Secretary-General was requested to intensify his exploration of best practices and techniques in client satisfaction evaluations, including innovative ways to systematically capture and analyse feedback from Member States and chairs and secretaries of committees on the quality of conference services, and to report thereon to the General Assembly at its seventy-fifth session.⁶⁵ In this vein, the Secretary-General was also requested to continue to seek evaluation of the quality of the conference services provided by the Secretariat through meetings held at least once a year, but not exceeding twice a year, guaranteeing that Member States were able to present their evaluations and seek information equally in any of the six official languages of the United Nations on any conference-related or language-specific matter.⁶⁶

89. The Conference Management Service of the United Nations Office at Vienna has introduced a satisfaction survey that is administered in the meeting room on hand-held tablets. The data is compiled for analysis by the management of the Service, seeking feedback from all stakeholders. This tool, which was well received by delegates as an opportunity to express their views, has proved to be a useful source of information for the Service on delegates' needs. A similar online satisfaction survey was designed and has been in use since 2012 by the Division of Conference Management of the United Nations Office at Geneva. The survey's results are shared with Member States and others. To reach more meeting participants and further increase the response rate, in 2020 the Division started piloting a web-based audience interaction tool for collecting immediate feedback during selected meetings.

90. The most recent OIOS evaluation report on the Department for General Assembly and Conference Management covering the period from 2014 to 2017 found that the formal feedback from Member States on interpretation services was complimentary, while even the few reports of dissatisfaction with quality had been properly addressed in feedback from the Department.⁶⁷ According to the same OIOS evaluation, the formal feedback from Member States on translations had been equally positive, corroborating the results of a client survey on the same topic during the same period.⁶⁸

91. In 2018, the ITU Plenipotentiary Conference established the terms of reference of the ITU Council Working Group on the use of the six official languages of the Union⁶⁹ set up in 2016.⁷⁰ The main purpose of this working group is to monitor whether the ITU secretariat continues to take all necessary measures to ensure use of the six official languages of the Union on an equal footing and to provide interpretation and translation of ITU documentation, and to report to the next plenipotentiary conference on the progress made in implementing relevant resolutions. The Council Working Group cooperates with the ITU Coordination Committee for Technology and the Council Working Group on Financial and Human

⁶³ Ibid., para. 44.

⁶⁴ General Assembly resolution 74/252, para. 43.

⁶⁵ Ibid., para. 45.

⁶⁶ Ibid., para. 46.

⁶⁷ E/AC.51/2019/5, para. 38.

⁶⁸ Ibid., para. 39.

⁶⁹ ITU resolution 154 (Rev. Dubai, 2018).

⁷⁰ ITU Council resolution 1372 (2015).

Resources. In 2019, the Council Working Group presented the findings of a study and evaluation of the translation and interpretation procedures in ITU and encouraged the ITU secretariat to continue the search for improvements, including by introducing innovations that would lead to potential savings and efficiency.

5. Member States and language groups as the main language services' stakeholders

92. The United Nations Secretariat Coordinator for Multilingualism has recently strengthened partnerships with Member States.⁷¹ To that end, the Coordinator, personally or through his representatives, periodically holds informational meetings and communicates by correspondence on questions relating to multilingualism with, and at the request of, interested Member States from a wide range of language groupings, including, at the suggestion of the Department of Field Support, troop- and police-contributing countries. The Coordinator also liaises with language groupings prior to each celebration of language days and participates regularly in such events.⁷²

93. The JIU team met in Geneva and New York with a number of representatives of Member States who, collectively or individually, have shown an active interest in language issues in the United Nations system organizations, and who agreed to present to JIU their respective positions.⁷³ JIU interviews in both Geneva and New York were conducted with the francophone group, which includes all permanent representatives of the International Organization of la Francophonie member States, associated members and observer States. The Group of French-Speaking Ambassadors has an executive bureau of about 10 permanent representatives with a president and several vice-presidents, who are in charge of either a specific body (such as the Security Council, the General Assembly or the Economic and Social Council) or a specific substantive subject (such as peacekeeping and peacebuilding; development and the Sustainable Development Goals; human rights; and multilingualism and francophonie). The group is supported locally by the International Organization of la Francophonie office in New York and its counterparts in Geneva and Vienna. The JIU team did not have the opportunity to meet the representative of the Spanish-speaking group during its visit to New York. Conversely, a well-attended meeting was organized as a group interview in Geneva. The Spanish-speaking group, referred to as the Group of Friends of Spanish at the United Nations, was formally initiated in 2013 when the Group's charter was officially circulated in an annex to a letter from the Permanent Representative of Argentina addressed to the Secretary-General.⁷⁴ The Group is particularly active under the agenda item on questions relating to information in the Fourth Committee (and the related Committee on Information) and the agenda item on multilingualism. In New York, the JIU team also met representatives from the Portuguese-speaking group (the Community of Portuguese-speaking Countries).

94. The International Organization of la Francophonie, in accordance with paragraphs 24 and 35 of General Assembly resolution 71/289, with the support of the Executive Office of the Secretary-General and the Coordinator for Multilingualism, contributed to hiring an external consultant to conduct a review of current policies and practices within the Secretariat and in similar organizational settings.

95. The German Translation Section,⁷⁵ which was established pursuant to General Assembly resolution 3355 (XXIX) of 18 December 1974, continues to translate into German all resolutions and decisions of the General Assembly and the Security Council, as well as

⁷¹ A/73/761, para. 23.

⁷² Ibid., para. 24.

⁷³ Bangladesh, the Plurinational State of Bolivia, Djibouti, the Dominican Republic, France, Japan, Mexico, Panama, Paraguay, Portugal, the Russian Federation, Spain, the United Kingdom of Great Britain and Northern Ireland, Uruguay and the Bolivarian Republic of Venezuela.

⁷⁴ A/67/998.

⁷⁵ Department for General Assembly and Conference Management, Translation, introductory paragraph, on "a small German Translation Section in New York", available at www.un.org/dgacm/content/translation.

other important United Nations documents. The Section is financed through a trust fund, to which Austria, Germany, Liechtenstein and Switzerland contribute.⁷⁶

6. Succession planning in language services

96. Given the importance of quality translation and interpretation in all fields worldwide, the international competition in attracting experienced and competent language professionals to staff language services is a reality. Therefore, replenishing and building capacity among the pool of language professionals becomes a challenge. For this reason, the United Nations system organizations try to attract and train potential language workforce members starting from their years of study as students in language professions. The Secretariat continues to use social media in all the official languages to raise awareness of career opportunities in conference services at all duty stations.

97. The statutory maximum tour of service of seven years in IAEA also applies to the language staff in the Professional category and above. The languages services try to have on board a mix of new and experienced, long-term staff in order to keep a balance. Moreover, for long-term succession planning, interns are considered critical. An internship in language services is a step in the right direction towards increasing the pool of potentially available future translators.

98. The International Fund for Agricultural Development (IFAD) builds the roster of future translators from their interns, who are gradually trained on the IFAD terminology and working environment. After a cooling off period, the interns may be hired as external consultants or freelancers.

99. The PAHO translation services have introduced a system that allows interns to transition to the professional world. It has a programme that allows junior post-graduate interpreters and translators with no other experience besides their internship to start their career as junior professionals and be paid a salary that is half that of their colleagues. This is a win-win solution for the organization, as the junior professionals who are still on a learning curve get experience, while PAHO gets more affordable human resources who are trained on its terminology and may remain on board and take over duties of fully fledged language professionals.

100. Since 2015, the United Nations Secretariat has expanded its advertisement of the competitive examinations for young language professionals, including on social media. Videos explaining the contents of the examinations, with tips on how to prepare for them, have been made available on United Nations websites and on social media. Visits, remote lectures and targeted email and, in some cases, radio campaigns were organized for relevant training institutions and professional associations in Africa, Latin America and the Caribbean, encouraging their graduates to participate in the examinations.

101. By signing a memorandum of understanding, universities and training and teaching institutions agreed to prepare their students for the competitive examination for language positions of the United Nations Secretariat. The network of universities that have signed a memorandum of understanding with the United Nations on training language professionals continued to yield positive results: nearly 43 per cent of those successful in the language competitive examinations completed in 2017 had graduated from such universities. The Secretariat introduced new modes of cooperation in 2017, including remote practicum agreements that offer, in a cost-effective way, practical experience to promising translation students from partner universities (see annex X).

102. As signatories of the memorandum of understanding, these partner universities joined the network of universities that had signed similar memorandums of understanding with the Department for General Assembly and Conference Management, known as the MoU Network. As members of the Network, they attend the periodical Conferences of MoU Universities, which are intended to bring together representatives of the Department for General Assembly and Conference Management and MoU universities, as well as other stakeholders, in order to: (a) review collaboration within the MoU Network and suggest new

⁷⁶ JIU/REP/2011/4, para. 55.

approaches to strengthen and improve that cooperation; (b) provide an opportunity for partners within the MoU Network to compare initiatives and methods in the fields of training of language professionals, training of trainers, outreach and communication for training programmes, joint training activities and other related projects and to seek synergies where possible; (c) discuss and agree on ways to align the academic training of language professionals with the needs of the United Nations.

103. In brief, MoU Conferences provide an opportunity for the United Nations Secretariat and its training partners to assess what has been achieved since the establishment of the network, share best practices, deepen collaboration and identify ways of encouraging students to become United Nations language professionals. During the Conferences of MoU Universities, the Department for General Assembly and Conference Management reports on the pedagogical assistance provided to the MoU universities by staff at United Nations Headquarters, the United Nations Offices at Geneva, Vienna and Nairobi and the regional commissions. Universities present a summary of their activities under the memorandum of understanding since the previous conference.

104. The proximity of organizations to renowned interpretation and translation schools located in Paris and Geneva helps to realize succession planning by attracting, training and recruiting new talent. For example, the OECD language services benefit from students of educational institutions in Paris, and the language services of the Division of Conference Management of the United Nations Office at Geneva attract interpretation and translation graduates from the University of Geneva. Due to this proximity, the JIU team had the opportunity to interview face-to-face teaching and administrative staff from those universities – which are also members of the MoU Network – on their current curricula, including the relevance of those curricula to the needs of the United Nations.

105. With respect to artificial intelligence, both Paris-based educational institutions have relevant courses in their curricula. The faculty of the École Supérieure d'Interprètes et de Traducteurs, which is part of the New Sorbonne University, or Paris 3, introduced courses on automatic translation, post-machine-translated text revision and the use of computer-assisted translation tools. The École Supérieure d'Interprètes et de Traducteurs Master's Programme focuses primarily on teaching how to reflect on the act of translation. The programme is designed to mould students who learn to master the profession of the translator first, before passing to that of a reviser of machine-translated texts. In the same vein, the educational institution Institut de Management et Communication Interculturels also trains its students in using computer-assisted translation tools for translations.

106. The University of Geneva translation programme has been influenced by the quick developments in the field of machine translation and the fact that the new systems are performing much better. Having texts pre-translated by a machine, the idea is that the time that is saved during this process is used by the translator to improve the quality of the final text. The wide application of machine translation led to a research project, the goal of which was to compare translation results with and without preliminary automated machine translation. The integration of preliminary automated machine translation into the translation process eventually resulted in a high demand in the relevant professional training, as in the near future the organizations will be looking more for editors and revisers than for translators. This is the reason why revision and post-machine-translation editing have become the most popular training courses now at the University of Geneva.

107. Both the École Supérieure d'Interprètes et de Traducteurs and the Institut de Management et Communication Interculturels view their partnership with the United Nations Secretariat as a very important collaboration, because their students receive internships and eventually get jobs with the Organization. For this reason, both schools try to meet the United Nations requirements and maintain close relations with the language services, so that their training programmes are constantly adapted to the changing needs of the Organization. In addition to the cooperation with the Department for General Assembly and Conference Management, the Institut de Management et Communication Interculturels is planning to enter into partnership with the Department of Global Communications, because its students are practising while translating United Nations content for the official websites of United Nations entities under their purview.

108. Following the progressive piloting of remote testing in 2015 and 2016, the competitive examinations for translators, editors and verbatim reporters organized by the Department for General Assembly and Conference Management of the United Nations Secretariat have been held fully remotely since 2017, enabling candidates anywhere in the world to take the examinations from the location of their choice, provided that they have access to a computer and the Internet. The shift to fully remote examinations enabled the participation of candidates who previously had been prevented from participating because they could not, due to financial, physical or other circumstances, travel to another city or country to take the examinations. To ensure the integrity of the process, the examinations are held simultaneously for all candidates with tight turnaround times for each test task, and an online supervision component is included whereby candidates are monitored by video and purpose-designed screen-recording software as they take the examination. In addition, one task is done live during the final, interview stage.

109. As a result of these measures, the first fully remote examinations held expanded the candidate pool, as the number of applicants from Africa, Latin America and the Caribbean has considerably increased. The number of “qualified candidates”, those who meet minimum eligibility requirements, both overall and from the two regions mentioned, also rose significantly. This is especially true because the traditional requirement to have an excellent knowledge of two languages other than the main language was waived for holders of degrees in relevant subjects in the examinations for French and Spanish translators, editors and verbatim reporters, given that in Latin American institutions linguists are mostly trained with and work from only one other language.

110. Along with two relevant recommendations contained in the 2011 JIU report,⁷⁷ the following recommendation is intended to enhance the effectiveness of language services in the United Nations system organizations:

Recommendation 3

The executive heads of the United Nations system organizations that have not yet done so, should, where appropriate, introduce or enhance, by the end of 2022, their policies for attracting new translators and interpreters and retaining talented and skilled language professionals, including the preparation of succession plans with specifications for required languages and language combinations, as well as the expansion of outreach programmes.

⁷⁷ JIU/REP/2011/4, recommendations 8 and 9.

IV. Multilingualism in programmes and operations

111. United Nations system organization staff members work and interact with a wide range of stakeholders in a variety of multilingual and multicultural contexts. This is why these staff members should use existing plurilingual and pluricultural competences and further develop their linguistic and cultural background and skill sets, in order to facilitate and promote successful intercultural communication and cooperation throughout the system and with its diverse partners and communities. Multilingualism is central to showing respect for diversity and assuming responsibility for linguistic and cultural inclusiveness of others and the fulfilment of the respective missions and mandates of the United Nations system organizations.

A. Multilingual workforce

1. The multilingual dimension of the diverse workforce

112. The 2018 report of the International Civil Service Commission presented the outcomes of the Commission's decision to prioritize the promotion of a diverse workforce as a broad principle that stemmed from the provisions of the Charter of the United Nations.⁷⁸ The report also stated that staff composition throughout the organizations of the United Nations common system should reflect a workforce that was diverse from a variety of perspectives (including equitable geographical distribution and gender balance as well as cultural, generational and multilingual perspectives and the perspectives of persons with disabilities), and that diversity should be embraced in decision-making to strengthen the performance of the organization.

113. Due to findings indicating that the United Nations system organizations were not fostering such diversity, as they neither effectively used their working languages nor treated them equally, especially at the recruitment stage, JIU made two recommendations in its 2011 report on multilingualism to the effect that executive heads of the United Nations system organizations should take effective and necessary measures to remedy that situation.⁷⁹ To date, the secretariats of the United Nations system organizations do not implement multilingualism with respect to staffing in a uniform way. In each organization, the degree of its implementation depends on the decisions of the organization's legislative or governing body and the language skill set and multilingual profile required of staff under those decisions. The implementation of multilingualism with regard to the workforce also depends on how the legislative or governing bodies oversee and, in particular, monitor and measure the progress reported by the respective secretariats against their relevant decisions. For example, the World Health Assembly requested the Director-General of WHO to ensure the strict application of the rules of the Organization that establish linguistic practice as regards the use of languages within the WHO secretariat.⁸⁰

114. In the IAEA secretariat, there is a long-standing practice of using English for most intra-secretariat communication. Notwithstanding this practice, with regard to recruitment to IAEA secretariat posts, knowledge of any of the other five official languages of the Agency is considered to be an asset. Many staff members in the Division for Africa and the Division for Latin America and the Caribbean of the Department of Technical Cooperation are fluent in French and Spanish respectively. The secretariat has begun to respond to increasingly frequent requests from Member States for information in multiple languages other than English. In response to the increased interest of Member States in multilingualism, in 2017 the Director General reported for the first time on the Agency's activities related to multilingualism, and in 2019 he presented an updated report on multilingualism in IAEA.

115. In UNDP there are three working languages: English, French and Spanish. All major global documents are translated into these three languages, yet only English is a requirement when it comes to language criteria for recruitment. The knowledge of a second working

⁷⁸ A/73/30, p. 55.

⁷⁹ JIU/REP/2011/4, recommendations 11 and 3.

⁸⁰ WHA50.32 (1997).

language is not a requirement but is considered to be desirable and an asset, except for posts where the second language is essential for performing the job function. For example, for posts in Latin America, recruitment without a knowledge of Spanish is not possible, otherwise UNDP would not be able to properly support the country offices. Proficiency in English is confirmed through written tests, while testing applicants in a second language is not a consistent practice. Similarly, although UNICEF considers English, French and Spanish as its working languages, in practice it has limited the basic language skills requirement for staff recruitment to English only. The only exception is regional posts where it is necessary for the incumbents to be proficient in either French or Spanish in addition to English in order to perform their duties. Likewise, UN-Women, the World Tourism Organization (UNWTO) and the United Nations Office on Drugs and Crime (UNODC) require fluency in English for all positions.

116. The language requirements in the WFP Human Resources Manual include a requirement for candidates for international professional positions to be fluent in English and have an intermediate knowledge of another United Nations official language, namely Arabic, Chinese, French, Russian or Spanish, or Portuguese, which is a WFP working language. In addition, general service staff members newly recruited to posts at headquarters and in liaison offices are required to undergo a language proficiency examination in Arabic, Chinese, English, French or Spanish, of which they profess a knowledge in the personal history form, unless one of these languages is their mother tongue.

117. In its resolution 73/346 on multilingualism, the General Assembly drew attention to the International Civil Service Commission decision on the introduction of a diversity element in staffing across the system. Geographical diversity in staff should be coupled with cultural and linguistic diversity, which inevitably leads to building a multicultural and multilingual workforce. In 2018, the Secretary-General presented a biennial global human resources strategy for the Organization, setting out a series of objectives and strategic actions to transform human resources management in the Secretariat by 2021, so that the human resources function would ensure that the Organization was able to retain and nurture staff with the skill sets and dynamism required to meet new and emerging challenges. The strategic goals and actions are aimed at creating an enabling policy environment and human resources management that will contribute to transforming organizational culture and to retaining and sustaining a competent, diverse and multilingual workforce whose transformation and career development will be supported, inter alia, with multilingual learning opportunities.

118. The Board of Auditors reported that audits of human resources files of the United Nations Secretariat indicated that the Secretariat was breaching the principle of treating English and French equally as its working languages, even in duty stations hosted by French-speaking countries.⁸¹ In its latest resolutions on multilingualism,⁸² the General Assembly points out that all entrant staff members should be able to use at least one working language of the United Nations Secretariat, while the promotion of staff in the Professional and higher categories from their entry grade to the next should be conditional upon the confirmed knowledge of a second language, in line with the provisions of General Assembly resolution 2480(XXIII) of 1968.

2. Language skills of the leadership

119. At the United Nations Secretariat, the Secretary-General sets the tone at the top for multilingualism, as he frequently uses different languages when delivering statements and messages and makes sure that most of his video messages are made available in all official languages. In general, the Executive Office of the Secretary-General has played a leading role in mainstreaming multilingualism in information and communication activities, as background briefings and interviews with the press are held in multiple languages, while the most senior managers also use a variety of languages within the Organization and externally. During the outbreak of the coronavirus disease (COVID-19) pandemic, the Secretary-

⁸¹ A/63/5 (vol. I), para. 259.

⁸² General Assembly resolutions 71/328 and 73/346.

General gave his address appealing for a global truce and ceasefire in all six official languages of the United Nations and in his mother tongue, Portuguese.

120. In UNICEF, regional directors and senior managers are multilingual. UNICEF provides classes, including immersion classes, to help them to reach proficiency. UNDP offers holders of UNDP Resident Representative positions an “intensive language training” and “language immersion courses” to help them adapt their language skills to the business needs of the country to which they are assigned. ILO also provides intensive language classes as well as immersion courses to senior managers to help them reach proficiency and strengthen multilingualism in all the echelons of the Organization.

121. In FAO, in the past the trend was for senior management positions to be held by English speakers. However, FAO officials stated that over the years the organization had been becoming more multilingual. Recently, even people at a very senior level in FAO, such as Regional Representatives and their deputies, were learning official or local languages after their appointment.

122. Following the 2018 reform of the resident coordinator system, and in line with the General Assembly mandate, the resident coordinator is the highest-ranking representative of the United Nations development system at the country level. The coordinator has the responsibility to lead United Nations country teams, ensure system-wide accountability on the ground for the United Nations Sustainable Development Cooperation Framework,⁸³ and coordinate the United Nations support to countries in their implementation of the 2030 Agenda.⁸⁴ More than 100 resident coordinators appointed worldwide, who are the designated representatives of – and report to – the Secretary-General, also report annually to the host Government on the system-wide implementation of the Cooperation Framework.⁸⁵ Resident coordinators should personify the characteristics of the United Nations system leadership framework as agreed by CEB in April 2017.⁸⁶

123. Given that this leadership framework does not make any reference to multilingualism, the language requirements of the generic job description for United Nations resident coordinators do not include fluency in either English or French as working languages of the Secretariat. Rather, they include fluency only in English and a working knowledge of another official United Nations language, depending on the region of assignment.⁸⁷ In the view of the Inspector, an opportunity was missed during the recent reform of the system to promote multilingualism when appointing candidates to this top United Nations position, who play an important role in achieving the goals of the United Nations, in particular the Sustainable Development Goals, at the regional level. **The Inspector believes that the resident coordinators, in their capacity as designated representatives of the Secretary-General, would be in a better position to convey his messages on his behalf and to fulfil their mission if they were multilingual and their language skills requirements were specified and strictly observed during the selection process.**⁸⁸ Similar language skills criteria should be added to the United Nations system leadership framework during its next review by CEB.

3. Incentives for language learning

124. System-wide surveys indicate that staff members perceive multilingualism as an advantage with respect to both inter-agency and internal mobility, including career progression. Nevertheless, given the challenges connected with language learning when

⁸³ Formerly the United Nations Development Assistance Framework.

⁸⁴ See General Assembly resolution 72/279 and United Nations Sustainable Development Group, “The Resident Coordinator”, available at <https://unsdg.un.org/2030-agenda/leadership>.

⁸⁵ United Nations Sustainable Development Group, “The Management and Accountability Framework of the United Nations Development and Resident Coordinator system”, 18 March 2019, revised 26 April 2019, sect. 3.1, p. 6.

⁸⁶ Ibid., footnote 12 and annex 2, part IV.

⁸⁷ United Nations Sustainable Development Group, “United Nations Resident Coordinator Generic Job Description”, available at <https://unsdg.un.org/resources/un-resident-coordinator-generic-job-description>.

⁸⁸ See also JIU/REP/2013/3, paras. 45 and 88, and finding 5.

working full-time, they need some motivation to benefit from the learning programmes offered directly by their Organization or by service providers hired by that Organization, either insourced from within the United Nations system or outsourced to commercial companies or public institutes.

125. As a primary incentive to boost continuous language learning and promote multilingualism among their staff, most United Nations system organizations offer free languages learning courses intended for their staff. Some cover only 50 per cent of the fees, while coverage of the remaining 50 per cent is conditional on the successful completion of the course. Few set as a condition for enrolment in language courses the imminent use of the language by the staff for professional purposes.

126. Before 2017, the United Nations system organizations used to have both non-monetary and monetary incentives to motivate staff to improve or expand their language skills. The non-monetary incentive, which has been discontinued, concerned staff members appointed to posts in the Professional category and above, who were eligible for accelerated step increments of their grade after they had established proficiency in a second official language of their respective organization, except for types of staff that were considered ineligible due to the nature of their post.

127. The monetary incentives, which concern mainly the General Service category staff members of United Nations system organizations, have remained in place even after the introduction of the new package and are applied with slight variations, as reflected in the respective amended staff rules and regulations of most organizations except FAO. In FAO, this entitlement is now limited to staff members from the General Service category who were recruited before 1 January 2016, meaning that it has been discontinued for all new recruits from this date onwards.

128. The monetary incentive in general is called the “language allowance” and is described as a financial benefit, or a bonus or salary increase. Its purpose is to motivate the General Service category staff to become proficient in a second or third language (that is not their mother tongue), chosen from among the set of official or working languages of their respective organizations. For example, WHO rewards General Service category staff when they reach a proficiency level in a second or third official language, but the specific languages eligible for the language allowance depend on the regional needs of the office where the staff member serves. All six official languages are eligible for General Service category staff at WHO headquarters, where all these languages are needed, but fewer languages are eligible for the language allowance at its regional offices.

129. WFP, which grants a language allowance to General Service category staff in both headquarters and field offices when they demonstrate proficiency in two United Nations languages, seems to be the only JIU participating organizations that requires retesting of the staff member’s proficiency every five years.

130. Few JIU participating organizations elevate knowledge of a second official language to a criterion for career progression. UNDP applies a rank-in-post policy after recruitment. In order to be promoted to a higher-level position, UNDP staff members need to meet the language skills that are part of the requirement for the post. Similarly, to apply for a new position, FAO staff members from both the Professional and General Service categories are required to have English as a second language. In UNICEF, as the largest part of their workforce consists of national staff, the Executive Director requires that all national staff members have good knowledge of English as a second language to be promoted. Therefore, in order to support the national staff members’ career aspirations, with English being a prerequisite for career advancement and mobility, many English classes are provided to national staff. Lastly, at the Office of the United Nations High Commissioner for Refugees (UNHCR), working knowledge of a second official United Nations language is an unconditional requirement for any promotion of Professional category staff to a post of P-4 grade and above.

131. A similar policy of making promotion and career advancement conditional on the acquisition of new language skills has been well rooted and successfully tested for years in all the institutions of the European Union, as a principal measure contributing to the leverage of multilingualism. As described in the previous paragraph, this is not the case in the United

Nations system, where English is perceived and used as the “lingua franca” of most organizations of the system, although the foundational texts of the United Nations require its staff to be able to communicate in both its working languages: English and French.⁸⁹

132. Despite the extensive, system-wide practice among the secretariats of the JIU participating organizations of neglecting other working languages and privileging the use of English in their operations and programmes, the foundational texts of the United Nations require its staff to be able to communicate in all working languages. As demonstrated in earlier paragraphs, the requirement for staff to have proficiency in or a working knowledge of all working languages of JIU participating organizations is not being enforced in practice, particularly in the United Nations Secretariat, despite past recommendations by external oversight bodies, including JIU.⁹⁰

4. Staff language skills inventory

133. Most JIU participating organizations do not possess a central inventory of their staff members’ language skills. At the time of the review, only four JIU participating organizations (the United Nations Population Fund (UNFPA), the United Nations Environment Programme (UNEP), UNHCR and FAO) stated that their human resources systems allowed them to retrieve data and reports concerning the linguistic profile of their staff globally, disaggregated by region and department. UNDP officials informed JIU that in 2020 UNDP will be implementing a comprehensive skills inventory as part of a talent mapping project, which will include recording language capabilities in staff members’ profiles. For the time being, UNDP is able to retrieve data on staff skills per language using a feature of Atlas, its enterprise resource planning system.

134. The United Nations Secretariat also lacks a mechanism for recording the level of staff members’ language skills, including their certification. In paragraph 67 of its resolution 73/346, the General Assembly encouraged collaboration between the Department of Operational Support and the Department of Management Strategy, Policy and Compliance in this particular area. In the resolution, the General Assembly requested the Human Resources Services Division of the Department of Operational Support to support the efforts led by the Department of Management Strategy, Policy and Compliance in building an inventory of staff language skills across the Organization, in collaboration with the United Nations Coordinator for Multilingualism.

135. The Inspector is of the view that, in order to contribute to the transformation of the United Nations system workforce and its culture towards multilingualism, the executive heads of United Nations system organizations should include in their human resources management policies necessary measures for the development of a multilingual workforce, starting at the recruitment stage and supporting staff members throughout their service, including language skills in their career path as part of competencies, performance appraisal and advancement.

B. Language learning, assessment and certification

1. Language learning

136. United Nations system organizations have varying approaches to language learning. Firstly, in some organizations (the United Nations Secretariat, ILO and UNHCR), language learning is perceived as a means of improving staff members’ communications skills and eventually the overall communication of the organization, so that there is better communication both internally – at the secretariat level – and externally – namely with Member States and other stakeholders. This approach is illustrated by the self-explanatory name of the relevant unit at the United Nations headquarters, entitled “Language and Communications Training Unit”. Secondly, language learning is seen by some organizations

⁸⁹ General Assembly resolution 2(I).

⁹⁰ A/63/5 (vol. I), paras. 259–262 and JIU/REP/2011/4, recommendations 11 and 3.

(the United Nations Secretariat, UNFPA, UNODC, ICAO and WMO) as the main means of promoting multilingualism in the secretariats of these organizations.

137. The objectives of the learning programmes of the remaining organizations link the programmes with the expected desirable outcome of the courses offered. In most cases, the programmes target proficiency in the official languages of the organizations, which would enable staff members to be functionally literate in the languages learned and use them in a professional and public environment. In some cases, the programmes have more modest targets, such as achieving a conversational and intermediate level of the language taught, if not proficiency, while UNEP, UNICEF, UN-Women and IMO relate the learning programme to eventual certification in the language skills and, in particular, passing the language proficiency examination.

138. The objectives and strategic actions, as set out in the global human resources strategy 2019–2021, complemented the overall vision of the Secretary-General for a new management paradigm to ensure better use of resources in support of mandate implementation and included measures aimed at improving and expanding multilingual learning opportunities.⁹¹ One of the envisaged measures for multilingual skills development concerns a web-based learning library available to Secretariat staff members at all duty stations in addition to the online and face-to-face learning courses.

139. The 2011 JIU report on multilingualism⁹² included a soft recommendation for the United Nations system organizations to put in place a common language reference framework, inspired by, but independent from, the good practice example of the Common European Framework of Reference for Languages: Learning, Teaching, Assessment.⁹³ In compliance with this recommendation, the United Nations Secretariat took a first step in this direction by standardizing language learning and assessment across the Secretariat, its departments and offices and in the regional commissions.

140. In 2018, the Secretary-General honoured the project “Harmonization of Language Learning and Assessment throughout the United Nations Secretariat” at the United Nations Secretary-General Awards in the category of multilingualism, while the project was still under development. The award was granted to both the Language Training Programme at the United Nations Office at Geneva and the then Language Training Programme⁹⁴ in New York. This project won the award principally for the creation of the United Nations Language Framework, a framework with wide-reaching implications for multilingualism, as it introduces a common curriculum for all language learning programmes across the Secretariat and offers a global reference for assessing the level of individuals’ language skills against criteria formulated by the Organization.

⁹¹ A/73/372.

⁹² JIU/REP/2011/4, para. 168.

⁹³ The Common European Framework of Reference for Languages was put together in 2001 by the Council of Europe as a way of standardizing learning, teaching and assessment, including the various levels of language exams in different regions. This 260-page publication is available at www.coe.int/en/web/common-european-framework-reference-languages/home.

⁹⁴ The Language Training Programme was replaced by the Language and Communications Training Unit.

Figure 1
United Nations Language Framework



Source: United Nations Secretariat, Office of Human Resources, “Harmonization of Language Learning and Assessment throughout the United Nations Secretariat, United Nations Language Framework, Levels of Language Competence”, version 2, September 2018.

141. With the vision of promoting multilingualism in the United Nations system, the mission of the language harmonization project is to create a common United Nations Language Framework for language learning and assessment in the six official United Nations languages.⁹⁵ One of the main components of the Framework is the definition of four levels of language competence, specifically in the context of the United Nations. The Framework and United Nations levels build consistency among all the United Nations Secretariat’s language programmes, while also remaining flexible and adaptable to local realities. The adoption of the Framework allows for more efficient management of language programmes, stronger recognition of language skills and smoother transitions in career mobility and development. The Inspector noticed that, while the Framework fully covers the language learning steps as it analyses all four new standardized language competence levels across all six official United Nations languages, it does not analyse the assessment part of the language learning process. In particular, it does not make any direct reference to the methods used by the Secretariat to assess the language levels, nor does it introduce any new assessment or certification methods. More specifically, the Framework does not indicate at which level of language competence the proficiency assessment is positioned, and it does not seem to be related to the actual assessment system, that is, the language proficiency examination.

142. Meanwhile, in support of the mainstreaming of multilingualism in the United Nations Secretariat, the predecessor of the Capacity Development and Operational Training Service of the Department of Operational Support had already expanded its language learning activities across the Secretariat, beyond Headquarters. It offered more online training and significantly increased the total number of activities, including face-to-face activities, to accommodate larger cohorts, more diverse needs and a wider spectrum of duty stations. Since

⁹⁵ Office of Human Resources, “Harmonization of Language Learning and Assessment”, available at <https://hr.un.org/page/harmonization-language-learning-and-assessment>. The English version of the United Nations Language Framework is available at https://hr.un.org/sites/hr.un.org/files/UNLF_UNLevelsCoreCurric_EN_0.pdf. The French version of the United Nations Language Framework is available at https://hr.un.org/sites/hr.un.org/files/UNLF_UNLevelsCoreCurric_FR_0.pdf.

2017, a total of 2,808 online language learning licences have been distributed to staff members located in 213 duty stations in 129 countries, in particular in remote areas where no on-site language training is available. The diversification of the then Department of Management's (currently the Department of Operational Support) language learning catalogue resulted in a significant increase in language learners.

143. The objective of the FAO language learning programme is to ensure that learners reach an intermediate level or become proficient in a target language. Since there are duty stations with limited access to language training, the organization's multilingualism strategy focuses on the delivery of online language courses targeted at staff based in these duty stations. Considering proficiency in multiple languages and language skills as a crucial success factor for career advancement, WFP also offers online and face-to-face language learning solutions to its employees. The online language learning providers are selected after extensive benchmarking, taking into account their current or former partnerships with other United Nations agencies. The ILO language training programme, for example, includes distance courses offered to staff members in field locations by a private sector provider identified jointly with UNHCR.

144. Most organizations cover the attendance costs and fees of the language learning programmes. In a few organizations, the staff member has to contribute a percentage of the fees, up to 50 per cent of the cost (see annex XI). Given that language learning programmes are subprogrammes of the overall learning programmes of the JIU participating organizations, their funding is not secured.

145. This recommendation is aimed at enhancing the effectiveness and efficiency of staff language learning across the United Nations system:

Recommendation 4

The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to introduce, by the end of 2022, learning policies that encourage continuous learning and improvement of the language skills of their staff members in the official languages of the respective organizations as well as in other languages, as appropriate, securing sufficient funding for this.

2. Assessment and certification of language skills

146. In the United Nations system, the assessment and certification of staff members' skills in the six official languages of the United Nations has been provided through the language proficiency examination organized worldwide by the Secretariat.⁹⁶ Until 2016, most of the JIU participating organizations and CEB member organizations recognized the language proficiency examination as the only exam that would prove their staff members' proficiency in one of the six official languages and allow them to get the respective allowances linked to language proficiency. Organizations paid fees to the United Nations Secretariat so that their staff members had access to testing and certification through the language proficiency examination. To support the need of employees to obtain valid certifications of their language skills, the United Nations Secretariat has strengthened the resources involved in the language examination sessions to manage the increase in the number of attendees.

147. However, the Human Resources Network of the CEB member organizations decided to discontinue the use of the current United Nations language proficiency examination on a system-wide level as recognition of language proficiency for four of the six official United Nations languages (English, French, Spanish and Chinese), with the continued commitment to explore the feasibility of applying this approach to the other two official languages (Arabic and Russian).⁹⁷ At the same time, they confirmed that, from 2016 onwards, language

⁹⁶ See United Nations Secretariat, "Language Proficiency Examination", available at <https://hr.un.org/page/language-proficiency-examination-lpe>.

⁹⁷ CEB/2016/HLCM/HR/19, paras. 34–39.

proficiency certificates issued by approved external providers at a C1 level were considered valid as proof of language proficiency in those four languages in all organizations across the United Nations system. Lastly, the Network clarified that any organization that continued with internal language certification needed to demonstrate that its examinations fully met the C1 level of the Common European Framework of Reference for Languages in order for such examinations' results to be recognized as valid proof of language proficiency by United Nations system organizations.

148. In response to the comments of staff federations on whether this discontinuation was in line with the Member States' views of multilingualism in the system, the Network argued that the decision was geared towards enhancing multilingualism in several ways: (a) one of the key rationales for replacing the current language proficiency examination was its inconsistency in proficiency levels and the fact that the examination could not meet internationally recognized standards for quality language testing, while the move to external test providers would bring clear, reliable and transparent test criteria; (b) the move would also ensure comparability of the levels of language proficiency of United Nations system staff with people external to the United Nations system, such as partners, applicants and others. It would therefore facilitate aspects of multilingualism when implementing new partnerships, which were a focus of the new 2030 Agenda for Sustainable Development. It could also lay the methodological foundation for a more systematic consideration of multilingualism in recruitment and selection approaches; and (c) once fully implemented, it would be more cost effective than the present system.

149. Although FAO was part of the United Nations working group that prepared the list of approved external providers of language proficiency certifications, and it initially planned to move away from the language proficiency examination system, at the time of the review, FAO still ran its own examination centre, where language tests for the staff of all Rome-based organizations took place. WFP actively partners with FAO on language exams and recognizes language certificates issued by FAO, United Nations Headquarters and language institutes that are members of the Association of Language Testers in Europe. In Geneva, UNHCR, ILO, ITU, WIPO and the World Trade Organization have contracted the same private sector provider that they use for language learning also for examination and certification in some of the six official languages of the United Nations system.

150. This recommendation is aimed at enhancing coherence and harmonization across the United Nations system:

Recommendation 5

The executive heads of the United Nations system organizations should request the High-level Committee on Management of the United Nations System Chief Executives Board for Coordination (CEB) to establish a working group on the preparation for adoption, by the end of 2022, of a United Nations system language framework for language teaching, learning, assessment, and certification in the six official languages of the United Nations, which could be based, inter alia, on the results of the work already undertaken by the United Nations Secretariat in this area.

C. Multilingual delivery of programmes and cross-cutting issues

151. All the specialized agencies of the United Nations system and IAEA underlined the importance of multilingualism in delivering their respective mandates, given the nature of their missions as technical and normative organizations. The World Health Assembly has requested since 1997 that the Director-General of WHO take the necessary steps to ensure that the essential technical information of the Organization, whether in written, audiovisual or digital form, is disseminated in as many of the official languages as is required to meet the needs and priorities of the regions and countries and give all the Member States the widest possible access to it.⁹⁸ ICAO is also concerned about maintaining parity and quality of

⁹⁸ WHA50.32 (1997).

services in all official and working languages of the Organization for the proper worldwide dissemination of ICAO documentation, in particular the standards and recommended practices. As ICAO stated, it is vitally important for the Organization to ensure a unified and harmonized understanding of ICAO publications by the Member States, in order to maintain the safety and security of international civil aviation and minimize the impact of aviation on the environment.⁹⁹

152. In 2018, at the proposal of the Coordinator for Multilingualism, a new category was introduced under the United Nations Secretary-General Awards to honour a staff member or team for their best practices and innovative approaches to fostering multilingualism at the United Nations. The proposed candidatures for the award of this category, which concern initiatives originating from various corners of the Secretariat, indicate the level of effort being made to establish multilingualism as both a common good and a shared responsibility.

153. To support both gender mainstreaming and the mainstreaming of multilingualism in the Organization, three United Nations Secretariat departments¹⁰⁰ and UN-Women, with the support of the Executive Office of the Secretary-General, developed gender-inclusive guidelines specific to each of the six official languages. These guidelines are available in all six official United Nations languages on the United Nations web page dedicated to multilingualism in web governance and on the “United for Gender Parity” subsite.¹⁰¹ The guidelines include recommendations to help United Nations staff use gender-inclusive language in various types of communication. The “United for Gender Parity” subsite also includes a toolbox and training materials for applying these gender-inclusive language guidelines. FAO,¹⁰² ITU¹⁰³ and WHO¹⁰⁴ are the only organizations of the United Nations system that require gender-neutral language in their documents; the other organizations do not have any similar provisions.

154. In 2018, the Office of Human Resources of the United Nations Secretariat conducted an analysis of all nine training courses that were mandatory at the time for all staff members of the Secretariat, pursuant to the Secretary-General’s bulletin on United Nations mandatory learning programmes.¹⁰⁵ The analysis revealed that only six of the courses were available in both English and French, and only three in another official language. In support of multilingualism, the Office of Human Resources committed itself to continue working on ensuring that all mandatory courses were offered in English and French at the very least, and in other official languages wherever possible.

155. In its resolution 73/346, the General Assembly recalls outstanding recommendations relating to field missions (issued by competent and relevant panels created on an ad hoc basis) and urges the Secretariat to translate all peacekeeping training documents into the six official languages of the United Nations. The translation of peacekeeping materials related to training (also earlier requested by the General Assembly in its resolution 71/328) has been delayed, as no funding for the translation of training materials is provided through the support account for peacekeeping operations. The Department of Peace Operations has developed a list of priority training materials and languages for translation and is actively engaging Member States to solicit funds and in-kind contributions to translate these materials. Several peacekeeping training materials are currently being translated using such voluntary

⁹⁹ ICAO Assembly resolution A37-25 (2010).

¹⁰⁰ Namely, the Department of Management (now the Department of Management Strategy, Policy and Compliance), which initiated the project, the Department for General Assembly and Conference Management and the Department of Public Information (now the Department of Global Communications).

¹⁰¹ United Nations Secretariat, “Guidelines for Gender-Inclusive Language in English”, available at www.un.org/en/gender-inclusive-language/guidelines.shtml.

¹⁰² FAO resolution No. 7/99, incorporated in the Basic Texts of the Food and Agriculture Organization, vol. II (2017).

¹⁰³ In the footnote to the Constitution and the Convention of ITU, it is stated that “the language used in the basic instruments of the Union (Constitution and Convention) is to be considered as gender neutral”.

¹⁰⁴ WHA72(21) (2019).

¹⁰⁵ ST/SGP/2018/4.

contributions; however, it is ultimately the donors who determine which translations they are willing to fund.

1. Cross-cutting issues

156. In support of multilingualism, the Procurement Division of the United Nations Secretariat¹⁰⁶ continued to assign dedicated human resources (one staff member per official language) to assist and support vendors throughout the registration process in their preferred language, in response to concerns expressed by the General Assembly with regard to the high proportion of calls for bids published in English only.¹⁰⁷ Regarding bidding through the United Nations Global Marketplace, multilingualism was reflected to some extent in requests for expressions of interest. Many entities reported limitations in conducting procurement activities in languages other than English. Umoja, the Secretariat's enterprise resource planning system, was mentioned among such limitations, as it only supports the English language. Other limitations included the use of some standardized legal documents available in English only. On an informal basis, resources permitting, some field offices occasionally translated core solicitation documentation into other languages to aid vendors in understanding the requirements, as was the case at UNODC. Some field missions used various local languages to procure goods and services, with the aim of securing the best value for money. However, the English version of the documents prevails in the event of a dispute.

157. According to the UNESCO focal point for multilingualism, this organization is unique because it works on both operational and programmatic issues with respect to multilingualism. In particular, multilingualism is also integrated in the programmatic activities of UNESCO, either as a vector to improve communication or through the aspect of linguistic diversity. From a programmatic point of view, there is also a legislative instrument adopted in 2003, titled "Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace".¹⁰⁸ The key components of this recommendation accepted by Member States are access to information and multilingualism.

158. Guided by the principle that human beings should not be discriminated against on the basis of language, the focal point also works on another emerging aspect of multilingualism. Her function in UNESCO involves promoting linguistic diversity and multilingualism, including the use of sign languages in addition to spoken languages, as well as other communication tools designed for people with hearing and speech impairments. With regard to the extra arrangements required for people with hearing and speech impairments to fully participate in official meetings, namely the use of professional interpreters for sign languages, it is suggested that the costs of these arrangements could be reduced by hiring social companies that employ persons with disabilities for interpretation into sign languages.

159. The actions of UNESCO are in line with the directives of the General Assembly which has emphasized that sign languages are fully fledged natural languages and has affirmed their promotion as a critical prerequisite to the full realization of human rights for deaf persons.¹⁰⁹ Through multiple resolutions,¹¹⁰ the General Assembly of the United Nations has also requested the Secretary-General to further the utilization of sign language interpretation, captioning, Braille and easy to read texts for conferences and meetings. As a good practice, the Division of Conference Management of the United Nations Office at Geneva provides both international and national sign language interpretation during country reviews of the Committee on the Rights of Persons with Disabilities.¹¹¹

160. Along with the United Nations Office at Geneva, ITU also keeps track of the number of meetings it has organized at which sign language interpretation was provided.¹¹² A 2018 JIU review found that, through technological advances, some organizations and the United

¹⁰⁶ See A/73/761, paras. 67–70.

¹⁰⁷ General Assembly resolution 71/328, para. 6.

¹⁰⁸ See UNESCO, "A Decade of promoting multilingualism in cyberspace", 2015 for information on the key activities carried out during the decade.

¹⁰⁹ General Assembly resolution 72/161.

¹¹⁰ General Assembly resolutions 65/186, 71/262 and 72/19.

¹¹¹ See JIU/REP/2018/6, footnote 70.

¹¹² JIU/REP/2018/6, para. 206.

Nations Headquarters had also taken advantage of remote sign language interpretation. In addition to eliminating travel related costs, remote sign language services open the door for utilization by field offices where sign language interpreters may not be available locally.¹¹³

161. The United Nations security management system has actively engaged over the last few years to ensure that documentation and emergency planning documents are available in the various United Nations official languages. This is an ongoing process for the security management system, which also intends to make all such documentation, materials and communication accessible to persons with disabilities. In its two-year road map on disability inclusion, WFP identifies accessible communications as a priority for the biennium 2020–2021.

162. There is increasing understanding of the value of language in supporting planning, implementation and effective communication. An illustrative example of such efforts is the forthcoming WFP Protection and Accountability Policy,¹¹⁴ which recognizes the necessity of communicating in languages understood by all, including persons with disabilities. The policy is supplemented by a new manual, which provides guidance on how to incorporate language and communication preferences of affected populations into engagement strategies, processes and mechanisms. Moreover, WFP intends to partner with a language specialist body in order to understand language dynamics and accommodate diverse local language needs in selected countries where WFP operates.

Box 2: Local languages and communities. Case study: World Food Programme

In the Lao People's Democratic Republic, a World Food Programme (WFP) survey found that, in 32 of 35 districts, women did not speak or read Lao but rather a multitude of indigenous and minority languages. To address this challenge, WFP employed a variety of communication channels and complemented them with pictures and captions in both Lao and other local languages. Further consultations were conducted with community leaders to share information verbally through multilingual monitors and interpreters.

Similarly, in Mozambique, in response to cyclones Idai and Kenneth, which hit different areas of the country, the WFP Mozambique Country Office established a countrywide, WFP-led, inter-agency complaints and feedback mechanism, which operated through a hotline called “Linha Verde” in Portuguese, the national language of the country (translated as “the green line” in English). This hotline was designed taking into consideration the high illiteracy rates among the local population, particularly women. WFP hired 12 call operators in total, who collectively spoke all the local languages spoken in the respective affected areas.

Most recently, after the coronavirus disease (COVID-19) outbreak, the Mosquitia region of Honduras adapted its national school feeding programmes with a take-home ration modality, reaching schoolchildren directly at their homes. School personnel and teachers are playing a key role in this new modality, delivering not only food but also key messages on COVID-19-related prevention and mitigation measures. In areas with indigenous peoples, local languages are used by teachers to properly deliver these messages.

163. The World Health Assembly stated that it was convinced of the importance of respect for the diversity of cultures and the plurality of international languages for improving health policies in the world, especially in the developing countries, and for giving all Member States access to information and to scientific and technical cooperation.¹¹⁵ In line with this conviction, the Learning and Capacity Development Unit of the WHO Health Emergencies Programme was formed in October 2018 by the same team that had constituted the WHO Ebola Training Team of 2014–2015 to assist the stakeholders of WHO with learning and capacity development.

¹¹³ JIU/REP/2018/6, para. 138.

¹¹⁴ The policy was drafted in 2020 and is expected to be adopted in 2021.

¹¹⁵ WHA 71.15.

164. WHO is well prepared and operational in producing materials for emergencies based on lessons learned and findings made during the Ebola West Africa outbreak, which have been progressively turned into practices. The new solutions and services put into practice, which relate mainly to capacity-building among staff and knowledge transfer, include: (a) local language translation capacity; (b) unlimited online dissemination to the frontline through a dedicated low-bandwidth platform; and (c) a process to turn evidence-based and emergency guidelines into knowledge resources for responders. As also recently experienced with the coronavirus disease (COVID-19) pandemic, disease transmission chains cannot be stopped unless people understand how to keep themselves and their families safe. This means communicating in the right languages and formats for the widest possible audience at each location. These findings highlight the need for better information on the comprehension levels and communication preferences of people across affected and at-risk areas.

165. It is widely recognized in the Health Emergencies Programme and among the partners in response that frontline respondents, both staff and health workers, need to access knowledge in their own languages to protect themselves and stay safe. Material in one's own language significantly increases comprehension. This is particularly true for the fast-changing epidemic and outbreak contexts as well as humanitarian settings with multiple health concerns regarding the affected populations. During the period 2016–2019, the Health Emergencies Programme translated almost 250 documents into more than 30 local and national languages, with an emphasis on local languages, in outbreak and health emergency settings. Materials include introductions of various diseases (Lassa fever, Ebola, cholera, yellow fever and others), clinical care, risk communication and other emergency-related, WHO-cleared learning resources. Translated materials are cleared with national authorities and produced as learning resources in suitable formats in as short a production time as possible. Localized communication strategies are applied. For instance, for mainly oral cultures, audio files are produced where feasible. The Learning and Capacity Development Unit has open source accessible, low-bandwidth solutions to disseminate the materials.

**Box 3: A standard production process for local language materials.
Case study: World Health Organization**

To date, the health technical expertise materials for different outbreaks have been translated into more than 30 languages, and most of them have been uploaded to OpenWHO, the WHO interactive, web-based knowledge transfer platform (available at <https://openwho.org>). A standard production process for local language materials has been established and follows general production, with the following steps:

1. Identify what technically cleared and relevant materials already exist.
2. Determine which languages are most commonly spoken by the affected communities.
3. Prioritize what essential knowledge is needed by responders.
4. Scope the means of communication and distribution.
5. Repurpose and adapt existing materials and add outbreak-specific materials and recommendations.
6. Get adapted materials cleared by technical teams.
7. Translate materials with the support of Translators without Borders.
8. Get translation proofed by country-level health officers to adapt to local use.
9. Package in online and other formats and disseminate.
10. Identify a local language speaker for audio recording.

166. The Learning and Capacity Development Unit team of the Health Emergencies Programme works with Translators without Borders¹¹⁶ to produce learning materials in local languages. Translators without Borders also conducts language mapping and comprehension surveys among the affected populations, on the basis of which the Learning and Capacity Development Unit team can determine appropriate communication means for predominantly oral language cultures. Translators without Borders also does some translations for the United Nations Office for the Coordination of Humanitarian Affairs, where the Office conducts quality checks of the final outputs before releasing them.

2. Communications and outreach-related issues

167. Communications at all levels of the United Nations system are aimed at illustrating and explaining how the goals of the Organization, as expressed in the Charter, are being achieved. Illustrating the United Nations family at work helps to mobilize different constituencies and links the organizations of the system to the daily lives of the peoples of the world.

168. The UNDP Bureau of External Relations and Advocacy is responsible for partnership development, resource mobilization and communications. Regarding communications, the Bureau leads the Organization's external communications functions, establishing UNDP branding and interfacing with global, regional and national media. The Bureau coordinates and acts as a facilitator of information exchange, knowledge management, network building and dissemination of best practices throughout UNDP in these areas. In addition to the headquarters team, the Director of the Bureau oversees representation offices in major donor capitals.

169. In supporting external communications, the Bureau provides translations of communication products for the UNDP stakeholders. Such products are posted on the UNDP website in all three UNDP working languages. Statements that need to be issued in all official languages, including statements of the Administrator – usually speeches – are translated by the UNDP Executive Office. The Bureau of External Relations and Advocacy uses the translation services of individuals and companies hired under long-term agreements, renewable every three years. The translators are rostered after testing. The tests are designed like the ones carried out by the United Nations Secretariat, but their themes fall within the UNDP portfolio and are technical, including media teams' requests and case studies, so that the Bureau ensures consistency in terminology. As UNDP has decentralized communications, some country offices and regional hubs keep local rosters of translators.

170. The UNICEF Division of Communications has its own language team, but it uses a combination of in-house and external translation and interpretation services for the translation of flagship publications and other high-profile materials (such as press releases and documents for the Office of the Executive Director).

171. The FAO Office for Corporate Communication maintains a network of focal points who can communicate in local languages. This network consists of a team of communicators who stay in constant contact with the Office. The Office provides a standard template to be used by focal points, but the dissemination of the conveyed message depends on how dynamic the focal point is. The biggest issue faced is the literacy of the audience. How do you get your message to an audience that may need more pictorial than narrative content? It is primarily the responsibility of the regional office to point out which products are needed in which languages. The country offices handle the websites, though they sometimes require technical support. The network plays an important role, as its members understand the needs of local populations.

172. The United Nations Department of Global Communications is responsible for communicating to the world the ideals and work of the United Nations, interacting and partnering with diverse audiences, and building support for the purposes and principles enshrined in the Charter of the United Nations. It includes and works through a global

¹¹⁶ Translators without Borders is a non-profit organization based in the United States of America that offers language and translation support for humanitarian and development agencies and other non-profit organizations on a global scale.

network of 59 active United Nations Information Centres, integrated with United Nations Resident Coordinator Offices, to reach local audiences and provide content for global platforms. The Centres help to fulfil the substantive purposes of the United Nations by communicating the activities and concerns of the Organization to the public in the local voice of the countries they serve. In their daily work, United Nations Information Centres use 106 non-official languages of the United Nations Member States in addition to the six official United Nations languages.

173. Playing multiple roles, the Centres provide information to the public and communications support and services to United Nations resident coordinators and the substantive United Nations country programmes. They also serve as secretariats to the local United Nations communications groups, where applicable. The General Assembly has recognized the importance of this network in enhancing the public image of the United Nations and in disseminating messages about the United Nations to local populations, especially in developing countries.

174. Those interviewed from United Nations Information Centres pointed out that it was very difficult to meet expectations, as they did not have adequate resources at their disposal for more outreach activities. In most cases, the staff of the Centres have to be creative and improvise, relying mainly on partnerships with United Nations entities, governments and a wide variety of civil society and business stakeholders, as well as their own connections from their earlier professional lives and careers outside the United Nations. The heads of the United Nations Information Centres and the United Nations Information Services underline that they embrace all languages and that they are very satisfied with the in-house help provided in several duty stations. Member States and local authorities appreciate that the Centres organize events for the host countries and in the national languages.

175. While United Nations Information Centres operate in languages of the region in which they are based, they often struggle to assure the implementation of their mandate and multilingualism with fewer resources at their disposal, such as funding to allow for more translation of materials, production and dissemination in a format most suited for local audiences, and an adequate travel budget to reach out in their respective area of responsibility. To achieve their goals, they rely mostly on their own creativity and multitasking as well as occasional partnerships and sponsorships.

176. Due to the time difference, it is a challenge to convey the messages of the Secretary-General to many regions, as his speeches – sometimes written in a way that mixes four different languages at the same time – arrive too late to be timely and properly translated into the languages of the region. In general, desk officers have observed that most of the communications on the work of the United Nations do not make it to the local press unless they are translated into the local languages and ready for use by the national mass media.

177. The earlier JIU report on multilingualism recommended that the legislative or governing bodies of the United Nations system organizations support executive heads in developing multilingual websites,¹¹⁷ while a subsequent JIU report on public information and communications in the United Nations system organizations underlined the impact of social media on the constituencies of the United Nations system.¹¹⁸ While the creation of websites has increased since those reports, their multilingual character has not been enhanced as expected, despite reports from most JIU participating organizations that the relevant recommendation has been accepted and is under implementation. A notable exception is IAEA, which, since 2018, has launched a multilingual version of its official website, making its content available in all six official languages of the Agency. In addition, IAEA maintains social media accounts in these languages and posts in various languages on Twitter.

178. It appears that translations of the content of web pages and social media accounts are outsourced in only 2 of the respondent organizations (UNAIDS and UNDP), while in 10 of the other organizations translations are done in-house.¹¹⁹ In the remaining 10 organizations, translations have to be partly outsourced, as these organizations do not have the required

¹¹⁷ JIU/REP/2011/4, recommendation 12.

¹¹⁸ JIU/REP/2015/4, annex VI.

¹¹⁹ The United Nations, UNFPA, UNICEF, IAEA, IMO, ITU, UNWTO, UPU, WHO and WMO.

capacity in some of the official or local languages.¹²⁰ Some organizations rely on interns for such translations, who are selected based on their mother tongue and language skills, or on partnerships with academic language institutes, the students of which translate for free in order to practice and get working experience.¹²¹ Due to a lack of funds, the French and Spanish versions of the United Nations Industrial Development Organization (UNIDO) website have not been updated for some time.

179. The United Nations periodically provides a general overview of the Secretariat's online web presence per entity in the supplementary information that is annexed to the Secretary-General's report on multilingualism. Many of the weblinks contained therein are also to be found on the web page titled "The UN on Social Media",¹²² which is a repository of all official United Nations web subsites and social media accounts. The website called "United Nations Blogs"¹²³ has a static main page and menu that is available in all six United Nations official languages plus Portuguese, Kiswahili and Hindi and collates all the postings made in those languages worldwide. These are localized rather than translated websites; each of the nine web pages and respective language versions differs from the others, given its dynamic content and the continuous updates that come from different – mostly monolingual – blogs and other sources.

180. The Graphic Design Unit of the Department of Global Communications supported Secretariat departments and United Nations Information Services with visual communication and graphic design solutions for communications campaigns, conferences and publications. The Unit designed social media and web graphics, brand identities, animations, special emblems, posters, signage and a variety of promotional items. The Unit supports multilingualism by creating products in the six official languages as well as in Portuguese and Kiswahili for many of those projects. The Exhibits Unit facilitated the display of exhibitions in the General Assembly Building that bring key topics tackled by the Organization to the attention of the general public. These exhibitions are advertised through an online gallery and promotion on the Organization's multilingual social media accounts.

181. Despite the fact that the Department of Global Communications has elaborated and issued guidelines for uniform United Nations websites, drawing particular attention to their multilingual features and taking into account the principle of the equal treatment of the six official languages,¹²⁴ not all duty stations and websites comply with the guidelines. For example, in Vienna, given that websites and website content are not under the purview of the Conference Management Service, the websites of all the various United Nations entities that are based in Vienna range from fully multilingual in all six official languages (the United Nations Commission on International Trade Law)¹²⁵ to essentially monolingual in English only (the Office for Outer Space Affairs).¹²⁶ The Conference Management Service provides assistance in this area to the extent possible. UNODC lacks the necessary budgetary support for fully multilingual websites. For the creation of multilingual UNODC social media, the Service much depends on interns, who must be relied on for their translation skills.

182. An illustrative example of contradiction of and non-compliance with the guidelines on multilingualism currently in force is the website of the United Nations Alliance of Civilizations.¹²⁷ Although on its own home page the Alliance is introduced by the Secretary-General as a unique platform for international dialogue, the monolingual layout and content of its website deprive it of a main characteristic of cultural diversity, namely language diversity.

¹²⁰ UNEP, UNHCR, UNODC, UN-Women, WFP, FAO, ICAO, ILO, UNESCO and WIPO.

¹²¹ UNAIDS, UN-Women and WIPO.

¹²² "The UN on Social Media", see www.un.org/en/sections/about-website/un-social-media.

¹²³ See <https://blogs.un.org>.

¹²⁴ "Minimum standards for multilingualism of United Nations websites", see www.un.org/en/sections/web-governance/minimum-standards-multilingualism-united-nations-websites/index.html.

¹²⁵ See www.uncitral.org.

¹²⁶ See www.unoosa.org.

¹²⁷ See www.unaoc.org and www.unaoc.org/who-we-are.

183. The website that is most at odds with the guidelines for uniform and multilingual United Nations websites, by being available in a monolingual English version, is the one dedicated to the new United Nations Sustainable Development Group and the implementation of the 2030 Agenda following the reform of the United Nations development system as set out in General Assembly resolution 72/279. Conversely, the main page of the website that is dedicated to the Sustainable Development Goals is accessible in all six official United Nations languages. Nevertheless, its webpages dedicated to each language differ in content and layout, with the English web page appearing to take priority, as it is better designed.¹²⁸

184. In ITU, the lack of a common web design for all ITU websites and the lack of translations into all official languages, in particular of the web page about the World Summit on the Information Society, the content of which was available in English only until 2018, drew the attention of the Council Working Group on the use of the six official languages of the Union.¹²⁹ Subsequently, the Council approved the amendment of its terms of reference to include monitoring the work of the internal group of the ITU secretariat aimed at the improving the ITU websites, including their translations. The monitoring of progress towards multilingual ITU websites¹³⁰ has been added as an area of interest for the Council regarding the implementation of resolution 154 (Rev. Dubai, 2018) over the period 2019–2022.

185. The Inspector considers that, in order to enhance the effectiveness of the online tools used by the organizations for public information and communication, **the executive heads of the United Nations system organizations should support the implementation of multilingualism in communications and knowledge-sharing, focusing on the multilingual content of the official websites and social media accounts globally.**

186. In response to the relevant recommendation contained in the 2011 JIU report on multilingualism addressed to the Secretary-General only,¹³¹ in order to increase awareness of multilingualism challenges among Member States, academia and other partners, highlighting the Organization's extensive linguistic diversity, all six official United Nations language days and other language-related events have been consistently celebrated by the Secretariat. All the relevant dates are displayed on the official United Nations web page dedicated to the special observances by which the Organization promotes international awareness and actions under the headings "Celebrating Multilingualism" and "International Days".¹³² Since 2017, the Coordinator for Multilingualism has liaised internally and externally to publish calendars of events with a view to promoting these celebrations. Many celebrations have been organized with the support of permanent missions of Member States to the United Nations, international non-profit organizations and academic institutions. The celebrations have also gradually expanded from Headquarters and the offices away from Headquarters to regional commissions¹³³ and peacebuilding and political missions¹³⁴ around the world and have begun incorporating other cultural elements.

¹²⁸ See www.un.org/sustainabledevelopment/sustainable-development-goals.

¹²⁹ See www.itu.int/net4/wsis/forum/2018/Pages/Agenda#intro, as contrasted with www.itu.int/net4/wsis/forum/2020.

¹³⁰ In particular, the issue of translation of the World Summit on the Information Society Forum website and documents.

¹³¹ JIU/REP/2011/4, recommendation 13.

¹³² See www.un.org/en/sections/observances/united-nations-observances/index.html.

¹³³ ECA, ESCAP and ESCWA.

¹³⁴ The United Nations Mission for the Referendum in Western Sahara (MINURSO), the United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic (MINUSCA), the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo (MONUSCO), the United Nations Assistance Mission in Afghanistan (UNAMA), the United Nations Assistance Mission for Iraq (UNAMI), the United Nations Interim Security Force for Abyei (UNISFA), the Office of the Special Coordinator for the Middle East Peace Process and the United Nations Truce Supervision Organization (UNTSO).

Box 4: Keynote language-related events celebrated in 2019**2019: International Year of Indigenous Languages**

In 2016, the General Assembly adopted its resolution 71/178 proclaiming 2019 as the International Year of Indigenous Languages, based on a recommendation by the Permanent Forum on Indigenous Issues. UNESCO was designated as the lead agency for the celebration supporting the Permanent Forum on Indigenous Issues.¹³⁵

21 February: International Mother Language Day

The International Mother Language Day was proclaimed by the General Conference of UNESCO in November 1999, and it has been observed every year since February 2000 within the framework of the United Nations “Library Talks”.

3–4 October: 100 Years of Conference Interpreting: Looking Back and Looking Forward

This event celebrated both the League of Nations and the ILO centenaries, around the theme “looking back and looking forward”. It was intended to take stock of the most noteworthy achievements of the past and critically discuss the most prominent challenges of the future in conference interpreting practice, research and training.¹³⁶ The event was organized by the University of Geneva and hosted by ILO.

4–6 December: International Conference Language Technologies for All (LT4All): Enabling Linguistic Diversity and Multilingualism Worldwide

In the framework of the 2019 International Year of Indigenous Languages, a three-day international conference was organized in order to contribute to the promotion of the human rights and fundamental freedoms of all language users to access information and knowledge in the languages that they best understand. The conference was also aimed at encouraging all relevant stakeholders to take concrete measures to promote linguistic diversity, a truly multilingual Internet and language technologies, with a special focus on indigenous languages.¹³⁷ The event was hosted by UNESCO.

187. A few other United Nations system organizations observe the official language days and other related events. UN-Women highlights language days on social media (Twitter, Instagram, Facebook and LinkedIn) to promote multilingualism. In recognition of the value and importance of language-related commemorative events for the promotion of diversity, IAEA cooperates with the United Nations Office at Vienna and other Vienna-based organizations and embassies or permanent missions of Member States and permanent delegations of other organizations (such as the League of Arab States) to organize such events and highlights related international days on social media. UNESCO celebrates the Arabic Language Day (18 December) every year with the support of Saudi Arabia.

188. The Inspector recommends that **the executive heads of the United Nations system organizations that have not yet done so should emulate the example of the United Nations Secretariat in the promotion of language-related events and join it in celebrating Language Day initiatives together, or initiate such activities at the country level in cooperation and partnership with other agencies and representations of Member States.**

¹³⁵ The Summary Report on the International Year of Indigenous Languages (E/C.19/2020/9), which provides information on nearly 900 events and initiatives launched in 2019, is available in the six official United Nations languages at the Official Document System website (<https://documents.un.org/>).

¹³⁶ See www.unige.ch/fti/conf1nt100/program.

¹³⁷ See <https://en.unesco.org/LT4ALL>.

V. System-wide coordination and the way forward

189. As already mentioned in chapter II above, the Member States of the United Nations have repeatedly underlined their interest in attaining a comprehensive and coordinated approach to multilingualism within the United Nations system.¹³⁸ For this reason, in a series of recent resolutions on multilingualism, the General Assembly called on the Secretary-General to support this approach in his capacity as the Chair of CEB, acting also in compliance with outstanding recommendations contained in the earlier JIU report on multilingualism.¹³⁹

190. In 2017, when the General Assembly and the Secretary-General reaffirmed multilingualism as a core value of the Organization, the concerns about multilingualism were alleviated, and the Under-Secretary-General for General Assembly and Conference Management became more active in the role of Coordinator for Multilingualism. Since then, the Coordinator for Multilingualism has reportedly sought to strengthen partnerships with: (a) Member States; (b) entities of the United Nations system and other intergovernmental organizations based on a shared language, including through such mechanisms as the International Annual Meeting on Language Arrangements, Documentation and Publications, which is chaired by the Coordinator; and (c) academia.¹⁴⁰

191. To that end, the Coordinator for Multilingualism, personally or through his or her representatives, has periodically held informational meetings and exchanged correspondence on questions relating to multilingualism with, and at the request of, interested Member States from a wide range of language groupings, including, at the suggestion of the then Department of Field Support,¹⁴¹ troop- and police-contributing countries. The Coordinator has also liaised with Member States and language groupings prior to each language celebration and participated regularly in such events.¹⁴²

192. Also, in line with the terms of reference of the Coordinator, which call for an exchange of information with relevant international organizations to build comparative knowledge on multilingualism, the Coordinator, as the Chair of the International Annual Meeting on Language Arrangements, Documentation and Publications (in her capacity as Under-Secretary-General for General Assembly and Conference Management), proposed in 2018 that a survey on multilingualism in intergovernmental and international organizations be undertaken. Close to 50 member organizations of the International Annual Meeting on Language Arrangements, Documentation and Publications, including non-United Nations bodies, took part in the survey, which covered many aspects of language policies and practices.¹⁴³ The Office of the Under-Secretary-General for General Assembly and Conference Management also launched a survey among CEB members in April 2019 aimed at mapping the implementation status of multilingualism across the system. Overall, the CEB secretariat facilitated the work of the Coordinator for Multilingualism and his or her Office in this area, including by collecting and sharing related policies and tools across United Nations entities and by reporting on the issue to the Economic and Social Council in the CEB annual overview reports.¹⁴⁴

193. In September 2019, the General Assembly confirmed the leading role of the Coordinator for Multilingualism in coordinating multilingualism at the CEB level and recognized the support of the CEB secretariat towards a more coordinated approach to multilingualism across member organizations of the Board, with a view to sharing information on innovative solutions to common challenges.¹⁴⁵ The General Assembly also welcomed the ongoing development of the network of organizational focal points at the CEB level that support the Coordinator for Multilingualism in implementing relevant resolutions

¹³⁸ See General Assembly resolutions 67/292 and 69/324.

¹³⁹ JIU/REP/2011/4, recommendation 2 combined with recommendation 5.

¹⁴⁰ A/73/761, para. 23.

¹⁴¹ Now the Department of Operational Support.

¹⁴² A/73/761, para. 24.

¹⁴³ *Ibid.*, para 27.

¹⁴⁴ E/2019/10, paras. 48-49.

¹⁴⁵ General Assembly resolution 73/346, para. 12.

throughout all Secretariat entities and the United Nations system, as described in chapter II, section C.¹⁴⁶ This initiative was marked by the inauguration of an online community of practice of focal points for knowledge-sharing on multilingualism through a collaborative platform for the exchange of information on multilingualism among United Nations organizations, supported by the CEB secretariat. Moreover, steps were taken towards the development of a dedicated web page on multilingualism, to be hosted on the CEB website.¹⁴⁷

194. Due to the lack of a common definition for the terms “official language” and “working language” across the United Nations system, the formulation of such definitions should be considered as a priority in the multilingualism coordination effort of the CEB member organizations. Against this background, **the Inspector proposes that the issue of a common definition of the terms “official language” and “working language” be addressed within the framework of the CEB High-level Committee on Management and, if needed, submitted for adoption to the legislative or governing bodies of the respective organizations.**

195. The following recommendation is aimed at strengthening coherence and harmonization in the implementation of multilingualism in the United Nations system and supporting the Secretary-General in this area:

Recommendation 6

The executive heads of the United Nations system organizations, in their capacity as members of the United Nations System Chief Executives Board for Coordination, should direct the High-level Committee on Management to develop a system-wide, comprehensive and coordinated approach to multilingualism as a core value of the United Nations system organizations.

196. Multilingualism contributes to the achievement of the goals of the United Nations with regard to maintaining peace and security, promoting human rights and the rule of law, and conducting operational activities for sustainable development. Especially in the area of development, with only one decade remaining to achieve the Sustainable Development Goals and the 2030 Agenda, it is important that United Nations system organizations take into account the language aspect for the implementation of the 2030 Agenda and communicate in the languages of the peoples on the ground, including local languages, so that no one is left behind.¹⁴⁸

197. In particular, the following recommendation will enhance coordination and cooperation in the system-wide implementation of multilingualism as a key factor for the advancement and achievement of the 2030 Agenda for Sustainable Development.

Recommendation 7

The Secretary-General of the United Nations should envisage that the resident coordinators, who represent him at country level and lead the United Nations country teams, plan awareness initiatives, including language-related events or other events on the promotion of multilingualism as an expression of diversity and a vehicle for the implementation of the Sustainable Development Goals during the last decade of the 2030 Agenda.

198. The United Nations system organizations, in order to contribute to the celebration of the seventy-fifth anniversary of the United Nations, should celebrate multilingualism and reaffirm it as one of the Organization’s core values. The executive heads of the organizations,

¹⁴⁶ General Assembly resolution 73/346, para. 13.

¹⁴⁷ E/2019/10, para. 49.

¹⁴⁸ See General Assembly resolution 70/1. “Leave no one behind” is the central pledge of the 2030 Agenda.

supported by the coordinators and focal points for multilingualism, should elevate a coordinated system-wide approach to multilingualism to the CEB level. At the same time, they should seize the opportunity to submit adequate strategic frameworks for multilingualism and action plans thereto for approval by the legislative or governing bodies.

Annex I

Official languages and working languages in the Joint Inspection Unit participating organizations as at 2020 (In accordance with the definitions used by JIU for the needs of this review presented in paras. 13 and 14)

JIU participating organizations and concerned entities	Official languages overall (organization, membership and organs)									Working languages of member States and main and subsidiary bodies									Working languages of secretariats						
	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Portuguese
United Nations, its funds and programmes																									
(1) United Nations Secretariat	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
General Assembly	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
Security Council	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
Economic and Social Council	A	C	E	F	R	S						E	F		S						E	F			
ECA	A		E	F						A		E	F					P			E	F			
ECE			E	F	R							E	F	R							E	F			
ECLAC			E	F		S			P			E	F		S						E	F		S	P
ESCAP		C	E	F	R						C	E	F	R						C	E	F	R		
ESCWA	A		E	F						A		E	F						A		E	F			
(2) UNAIDS			E	F								E	F								E	F			
Programme Coordinating Board			E	F						A	C	E	F	R	S						E	F			

JIU participating organizations and concerned entities	Official languages overall (organization, membership and organs)									Working languages of member States and main and subsidiary bodies									Working languages of secretariats						
	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Portuguese
(3) UNCTAD	A	C	E	F	R	S						E	F		S						E	F			
Conference	A	C	E	F	R	S						E	F		S						E	F			
Trade and Development Board	A	C	E	F	R	S				A		E	F		S						E	F			
Main committees	A	C	E	F	R	S				A		E	F		S						E	F			
(4) ITC	A	C	E	F	R	S						E	F		S						E	F		S	
Joint Advisory Group	A	C	E	F	R	S				A	C	E	F	R	S						E	F		S	
(5) UNDP	A	C	E	F	R	S						E	F		S						E	F			
Executive Board	A	C	E	F	R	S						E	F		S						E	F			
(6) UNEP	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
Environment Assembly	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
(7) UNFPA	A	C	E	F	R	S						E	F		S						E	F		S	
Executive Board	A	C	E	F	R	S						E	F		S						E	F		S	
(8) UN-Habitat	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
UN-Habitat Assembly	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
Executive Board	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
(9) UNHCR	A	C	E	F	R	S						E	F								E	F			
Executive Committee	A	C	E	F	R	S						E	F								E	F			

JIU participating organizations and concerned entities	Official languages overall (organization, membership and organs)									Working languages of member States and main and subsidiary bodies									Working languages of secretariats						
	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Portuguese
(10) UNICEF	A	C	E	F	R	S						E	F		S						E	F		S	
Executive Board	A	C	E	F	R	S						E	F		S						E	F		S	
(11) UNODC	A	C	E	F	R	S						E	F		S						E	F			
Commissions: CND, CCPCJ	A	C	E	F	R	S						E	F		S						E	F			
(12) UNOPS	A	C	E	F	R	S						E	F		S						E	F		S	
Executive Board	A	C	E	F	R	S						E	F		S						E	F		S	
(13) UNRWA	A		E	F						A		E	F						A		E				
Advisory Commission	A		E	F						A		E	F						A		E				
(14) UN-Women	A	C	E	F	R	S						E	F		S						E	F		S	
Executive Board	A	C	E	F	R	S						E	F		S						E	F		S	
(15) WFP	A		E	F		S				A	C	E	F	R	S				A		E	F		S	
Executive Board	A		E	F		S				A	C	E	F	R	S				A		E	F		S	
<i>Specialized agencies and IAEA</i>																									
(16) FAO	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
Conference	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
Council	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
Committees	A	C	E	F	R	S				A	C	E	F	R	S						E	F			

JIU participating organizations and concerned entities	Official languages overall (organization, membership and organs)									Working languages of member States and main and subsidiary bodies									Working languages of secretariats						
	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Portuguese
(17) IAEA	A	C	E	F	R	S				A	C	E	F	R	S						E				
General Conference	A	C	E	F	R	S				A	C	E	F	R	S						E				
Board of Governors	A	C	E	F	R	S				A	C	E	F	R	S						E				
(18) ICAO	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	
Assembly	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	
Council	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	
(19) ILO			E	F								E	F		S						E	F		S	
Conference			E	F						A	C	E	F	R	S		G				E	F		S	
Governing Body			E	F						A	C	E	F	R	S		G				E	F		S	
(20) IMO	A	C	E	F	R	S						E	F		S				A	C	E	F	R	S	
Assembly			E	F	R	S						E	F		S				A	C	E	F	R	S	
Council			E	F	R	S						E	F		S				A	C	E	F	R	S	
(21) ITU	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	
Plenipotentiary Conference	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	
Council	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	
(22) UNESCO	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
General Conference	A	C	E	F	R	S	H	I	P	A	C	E	F	R	S						E	F			
Executive Board	A	C	E	F	R	S				A	C	E	F	R	S						E	F			

JIU participating organizations and concerned entities	Official languages overall (organization, membership and organs)									Working languages of member States and main and subsidiary bodies									Working languages of secretariats						
	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Portuguese
(23) UNIDO	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
Industrial Development Board	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
Programme and Budget Committee	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
(24) UNWTO	A	C*	E	F	R	S						E	F	R	S						E			S	
General Assembly	A	C*	E	F	R	S						E	F	R	S						E			S	
Executive Council	A	C*	E	F	R	S						E	F	R	S						E			S	
(25) UPU				F						A	C	E	F	R	S						E	F			
Congress				F						A	C	E	F	R	S			P			E	F			
Councils				F						A	C	E	F	R	S						E	F			
(26) WHO	A	C	E	F	R	S		G	P	A	C	E	F	R	S				A	C	E	F	R	S	
Health Assembly	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	
Executive Board	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	
(27) WIPO	A	C	E	F	R	S				A	C	E	F	R	S						E	F			
General Assembly	A	C	E	F	R	S			P	A	C	E	F	R	S						E	F			
Conference	A	C	E	F	R	S				A	C	E	F	R	S						E	F			

JIU participating organizations and concerned entities	Official languages overall (organization, membership and organs)									Working languages of member States and main and subsidiary bodies									Working languages of secretariats						
	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Hindi	Italian/German	Portuguese	Arabic	Chinese	English	French	Russian	Spanish	Portuguese
(28) WMO	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	
Congress	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	
Executive Council	A	C	E	F	R	S				A	C	E	F	R	S				A	C	E	F	R	S	

Abbreviations: A, Arabic; C, Chinese; E, English; F, French; G, German; H, Hindi; I, Italian; P, Portuguese; R, Russian; S, Spanish;
(UNODC) CND, Commission on Narcotic Drugs; (UNODC) CCPCJ, Commission on Crime Prevention and Criminal Justice.

Notes:

- Overall official languages of the JIU participating organizations.
- Working languages of member States and main and subsidiary bodies of the JIU participating organizations.
- Working languages of the secretariats of the JIU participating organizations.
- X Characters in white background indicate languages that are not prescribed in any official document.
- C* At its seventeenth session in 2007, by resolution 521(XVII), the General Assembly of UNWTO, approved an amendment to Article 38 of the UNWTO Statutes for the inclusion of Chinese as an official language of the Organization which has not yet come into force, as 19 more ratifications are required.

Annex II

Rules of procedure, terms of reference and other documents on languages of governing bodies and subsidiary organs of Joint Inspection Unit participating organizations as at 2020

Participating organization and bodies	Document reference number	Year of issuance or revision	Document publication title, and weblink for documents not available on the website of the Official Document System of the United Nations (https://documents.un.org/)
<i>United Nations, its funds and programmes</i>			
(1) United Nations			
All organs of the United Nations (including the Secretariat) except the International Court of Justice	General Assembly resolution 2(I)	1946	Rules of procedure concerning languages
General Assembly	A/520/Rev.18	2016	Rules of procedure of the General Assembly (consolidated, in six official languages)
Security Council	S/2017/507	1946	Provisional rules of procedure www.un.org/securitycouncil/content/repertoire/provisional-rules-procedure www.un.org/securitycouncil/content/repertoire/provisional-rules-procedure#rule9
Economic and Social Council	E/5715/REV.2	1992	Rules of procedure of the Economic and Social Council
Regional commissions			
ECA	E/CN.14/III/Rev.8/Corr.2	1994	Terms of Reference and Rules of Procedure of the Economic Commission for Africa www.uneca.org/sites/default/files/uploaded-documents/eca-terms-of-reference-and-rules-of-procedure-1994_eng_print.pdf
ECE	E/ECE/778/Rev.5	2009	Terms of Reference and Rules of Procedure of the Economic Commission for Europe
ECLAC	LC/G.1403/REV.8	2014	Terms of Reference and Rules of Procedure of the Economic Commission for Latin America and the Caribbean https://repositorio.cepal.org/bitstream/handle/11362/37200/S1420732_en.pdf?sequence=1&isAllowed=y
ESCAP	-	1946	Terms of Reference and Rules of Procedure of the Economic and Social Commission for Asia and the Pacific www.unescap.org/sites/default/files/ESCAP_ToR-Rules_EN.pdf
ESCWA	E/ESCWA/2016/TOR	2016	Terms of Reference and Rules of Procedure of the Economic and Social Commission for Western Asia

Participating organization and bodies	Document reference number	Year of issuance or revision	Document publication title, and weblink for documents not available on the website of the Official Document System of the United Nations (https://documents.un.org/)
(2) UNAIDS			
Programme Coordinating Board	-	2011	Modus Operandi of the Programme Coordinating Board of the Joint United Nations Programme on HIV/AIDS www.unaids.org/sites/default/files/media_asset/PCB_modus_operandi_en.pdf
(3) UNCTAD			
Conference	UNCTAD/ISS/MISC/2019/2	2019	Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
Trade and Development Board	UNCTAD/ISS/MISC/2019/2	2019	Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
Main committees	UNCTAD/ISS/MISC/2019/2	2019	Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
(4) ITC			
Joint Advisory Group	-	2009	Terms of Reference of the Consultative Committee of the ITC Trust Fund www.intracen.org/uploadedFiles/intracenorg/Content/About_ITC/Working_with_ITC/JAG/Consultative_committee_of_the_ITC_trust_fund/DONR16768.pdf
(5) UNDP			
Executive Board	DP/2011/18	2011	Rules of procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services
(6) UNEP			
Environment Assembly	UNEP/EA.3/3	2017	Rules of procedure of the United Nations Environment Assembly of the United Nations Environment Programme
(7) UNFPA			
Executive Board	DP/2011/18	2011	Rules of procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services
(8) UN-Habitat			
UN-Habitat Assembly	HSP/HA.1/HLS.2	2019	Rules of procedure of the United Nations Habitat Assembly
Executive Board	HSP/HA.1/HLS.3	2019	Rules of procedure of the Executive Board of the United Nations Human Settlements Programme

Participating organization and bodies	Document reference number	Year of issuance or revision	Document publication title, and weblink for documents not available on the website of the Official Document System of the United Nations (https://documents.un.org/)
(9) UNHCR			
Executive Committee	A/AC.96/187/Rev.8	2016	Rules of procedure of the Executive Committee of the High Commissioner's Programme
(10) UNICEF			
Executive Board	E/ICEF/177/REV.6	1994	Rules of procedure of the Executive Board of the United Nations Children's Fund
(11) UNODC			
Commission on Narcotic Drugs	E/5975/REV.1	1983	Rules of Procedure of the Functional Commissions of the Economic and Social Council
Commission on Crime Prevention and Criminal Justice	E/5975/REV.1	1983	Rules of Procedure of the Functional Commissions of the Economic and Social Council
(12) UNOPS			
Executive Board	DP/2011/18	2011	Rules of procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services
(13) UNRWA			
Advisory Commission	UNRWA/CN/ROP/2006/06/Rev.3	2006	Rules of Procedure of the Advisory Commission of the United Nations Relief and Works Agency www.unrwa.org/sites/default/files/rulesofprocedure1.pdf
(14) UN-Women			
Executive Board	UNW/2011/6	2011	Draft rules of procedure of the Executive Board of the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women)
(15) WFP			
Executive Board	-	2019	General Regulations, General Rules, Financial Regulations, Rules of Procedure of the Executive Board https://docs.wfp.org/api/documents/WFP-0000102455/download/
<i>Specialized agencies and IAEA</i>			
(16) FAO			
Conference	-	2017	Basic Texts of the Food and Agriculture Organization of the United Nations (vols. I and II) www.fao.org/3/K8024E/K8024E.pdf

Participating organization and bodies	Document reference number	Year of issuance or revision	Document publication title, and weblink for documents not available on the website of the Official Document System of the United Nations (https://documents.un.org/)
Council	-	2017	Basic Texts of the Food and Agriculture Organization of the United Nations (vols. I and II) www.fao.org/3/K8024E/K8024E.pdf
Committees	-	2017	Basic Texts of the Food and Agriculture Organization of the United Nations (vols. I and II) www.fao.org/3/K8024E/K8024E.pdf
(17) IAEA			
General Conference	GC(XXXI)/INF/245/Rev.1	1989	Rules of Procedure of the General Conference www.iaea.org/sites/default/files/gcrules.pdf
Board of Governors	GOV/INF/500/Rev.1	1989	Provisional Rules of Procedure of the Board of Governors www.iaea.org/sites/default/files/bgrules.pdf
(18) ICAO			
Assembly	Doc 7600/8	2014	Standing Rules of Procedure of the Assembly of the International Civil Aviation Organization www.icao.int/publications/Documents/7600_cons_en.pdf
Council	Doc 7559/9	2014	Rules of Procedure for the Council www.icscc.org.cn/upload/file/20190102/Doc.7559-EN%20Rules%20of%20Procedure%20for%20the%20Council.pdf
(19) ILO			
Conference	-	2012	Constitution of the International Labour Organization and selected texts www.ilo.org/public/libdoc/ilo/2012/485807.pdf
Governing Body	Statutes-Compendium-Compiled-[RELME-190401-1]-En.docx	2019	Compendium of Rules Applicable to the Governing Body of the International Labour Office: Introductory Note, Standing Orders and Annexes www.ilo.org/gb/about-governing-body/WCMS_586687/lang--en/index.htm
(20) IMO			
Assembly	A.II/Res.27	1961	Rules of Procedure of the Assembly
Assembly	Basic Documents, vol. I	2018	Rules of Procedure of the Assembly
Council	Basic Documents, vol. I	2018	Rules of Procedure of the Council

Participating organization and bodies	Document reference number	Year of issuance or revision	Document publication title, and weblink for documents not available on the website of the Official Document System of the United Nations (https://documents.un.org/)
(21) ITU			
Plenipotentiary Conference	CS/Art.29	2018	Constitution and Convention of the International Telecommunication Union Adopted by the 2018 Plenipotentiary Conference (published in Basic Texts, 2019) www.oecd-ilibrary.org/docserver/pub-8112e178-en.pdf?expires=1578570027&id=id&accname=ocid57015274&checksum=1F9E8342E1FB495FC53BB29F86DBC5DD
Council	CS/Art.29	2018	Constitution and Convention of the International Telecommunication Union Adopted by the 2018 Plenipotentiary Conference (published in Basic Texts, 2019) www.oecd-ilibrary.org/docserver/pub-8112e178-en.pdf?expires=1578570027&id=id&accname=ocid57015274&checksum=1F9E8342E1FB495FC53BB29F86DBC5DD
(22) UNESCO			
General Conference	-	2018	Basic Texts of the United Nations Educational, Scientific and Cultural Organization: 2018 Edition https://unesdoc.unesco.org/ark:/48223/pf0000261751.page=22
Executive Board	-	2019	Rules of Procedure of the Executive Board of UNESCO, 2019 edition https://unesdoc.unesco.org/ark:/48223/pf0000366759/PDF/366759eng.pdf.multi
(23) UNIDO			
Industrial Development Board	UNIDO/3/Rev.1	1988	Rules of Procedure of the Industrial Development Board www.unido.org/sites/default/files/2009-11/Rules%20IDB-E_0.pdf
Programme and Budget Committee	UNIDO/4	1989	Rules of Procedure of the Programme and Budget Committee www.unido.org/sites/default/files/2009-11/Rules%20PBC-E_0.pdf
(24) UNWTO			
General Assembly	-	2009	UNWTO Basic Documents (vol. I) https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2019-12/basic_documents_vol_I_web.pdf
Executive Council	-	2009	UNWTO Basic Documents (vol. I) https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2019-12/basic_documents_vol_I_web.pdf
(25) UPU			
Congress	-	2019	Rules of Procedure of Congresses
Council of Administration	-	2018	Rules of Procedure of the Council of Administration

Participating organization and bodies	Document reference number	Year of issuance or revision	Document publication title, and weblink for documents not available on the website of the Official Document System of the United Nations (https://documents.un.org/)
(26) WHO			
World Health Assembly	-	2014	Rules of Procedure of the World Health Assembly http://apps.who.int/gb/bd/PDF/bd48/basic-documents-48th-edition-en.pdf
Executive Board	-	2014	Rules of Procedure of the Executive Board of the World Health Organization http://apps.who.int/gb/bd/PDF/bd48/basic-documents-48th-edition-en.pdf
(27) WIPO			
General Assembly	A/57/INF/6	2017	Special Rules of Procedure of the Governing Bodies of WIPO and of the Unions Administered by WIPO www.wipo.int/edocs/mdocs/govbody/en/a_57/a_57_inf_6.pdf
Conference	A/57/INF/6	2017	Special Rules of Procedure of the Governing Bodies of WIPO and of the Unions Administered by WIPO www.wipo.int/edocs/mdocs/govbody/en/a_57/a_57_inf_6.pdf
Assemblies and other bodies	399(FE) Rev.3	1979	General Rules of Procedure of the World Intellectual Property Organization www.wipo.int/edocs/pubdocs/en/general/399/wipo_pub_399.pdf
(28) WMO			
Congress	WMO-No.15	2019	Basic Documents, No. 1, World Meteorological Organization https://library.wmo.int/doc_num.php?explnum_id=10076
Executive Council	WMO-No.15	2019	Basic Documents, No. 1, World Meteorological Organization https://library.wmo.int/doc_num.php?explnum_id=10076
Committees	WMO-No.15	2019	Basic Documents, No. 1, World Meteorological Organization https://library.wmo.int/doc_num.php?explnum_id=10076

Annex III

Use of the terms “official language” and “working language” in documents of governing bodies and subsidiary organs of Joint Inspection Unit participating organizations as at 2020

Participating organizations and bodies	Use of term “official language”	Use of term “working language”	Omission of both terms	Source (publication title of the reference document and symbol or weblink) and remarks
<i>United Nations, its funds and programmes</i>				
(1) United Nations				
All organs of the United Nations (including the Secretariat) except the International Court of Justice	x	x		Rules of Procedure concerning languages General Assembly resolution 2(I)
General Assembly	x	x		Rules of Procedure of the General Assembly, 2016 A/520/Rev.18
Security Council	x	x		Provisional rules of procedure, 1946 S/2017/507, see also www.un.org/securitycouncil/content/repertoire/provisional-rules-procedure
Economic and Social Council	x	x		Rules of procedure of the Economic and Social Council, 1992 E/5715/REV.2
Regional commissions				
ECA		x		Terms of Reference and Rules of Procedure of the Economic Commission for Africa, 1994 www.uneca.org/sites/default/files/uploaded-documents/eca-terms-of-reference-and-rules-of-procedure-1994_eng_print.pdf
ECE		x		Terms of Reference and Rules of Procedure of the Economic Commission for Europe, 2009 E/ECE/778/Rev.5
ECLAC	x	x		Terms of Reference and Rules of Procedure of the Economic Commission for Latin America and the Caribbean, 2014 https://repositorio.cepal.org/bitstream/handle/11362/37200/S1420732_en.pdf?sequence=1&isAllowed=y
ESCAP		x		Terms of Reference and Rules of Procedure of the Economic and Social Commission for Asia and the Pacific, 2014 www.unescap.org/sites/default/files/ESCAP_ToR-Rules_EN.pdf
ESCWA		x		Terms of Reference and Rules of Procedure of the Economic and Social Commission for Western Asia, 2016 E/ESCWA/2016/TORt

Participating organizations and bodies	Use of term “official language”	Use of term “working language”	Omission of both terms	Source (publication title of the reference document and symbol or weblink) and remarks
(2) UNAIDS				
Programme Coordinating Board			x	Modus Operandi of the Programme Coordinating Board of the Joint United Nations Programme on HIV/AIDS, 2011 www.unaids.org/sites/default/files/media_asset/PCB_modus_operandi_en.pdf
(3) UNCTAD				
Conference	x	x		Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies, 2019 https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
Trade and Development Board	x	x		Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies, 2019 https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
Main committees	x	x		Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies, 2019 https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
(4) ITC				
Joint Advisory Group			x	Terms of Reference of the Consultative Committee of the ITC Trust Fund, 2009 www.intracen.org/uploadedFiles/intracenorg/Content/About_ITC/Working_with_ITC/JAG/Consultative_committee_of_the_ITC_trust_fund/DONR16768.pdf
(5) UNDP				
Executive Board	x	x		Rules of procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services, 2011 DP/2011/18
(6) UNEP				
Environment Assembly	x	x		Rules of procedure of the United Nations Environment Assembly of the United Nations Environment Programme, 2017 UNEP/EA.3/3
(7) UNFPA				
Executive Board	x	x		Rules of procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services, 2011 DP/2011/18
(8) UN-Habitat				
UN-Habitat Assembly	x	x		Rules of procedure of the United Nations Habitat Assembly, 2019 HSP/HA.1/HLS.2
Executive Board	x	x		Rules of procedure of the Executive Board of the United Nations Human Settlements Programme, 2019 HSP/HA.1/HLS.3

Participating organizations and bodies	Use of term "official language"	Use of term "working language"	Omission of both terms	Source (publication title of the reference document and symbol or weblink) and remarks
(9) UNHCR				
Executive Committee	x	x		Rules of procedure of the Executive Committee of the High Commissioner's Programme, 2016 A/AC.96/187/Rev.8
(10) UNICEF				
Executive Board	x	x		Rules of procedure of the Executive Board of the United Nations Children's Fund, 1994 E/ICEF/177/REV.6
(11) UNODC				
Commission on Narcotic Drugs	x	x		Rules of procedure of the Functional Commissions of the Economic and Social Council, 1983 E/5975/REV.1
Commission on Crime Prevention and Criminal Justice	x	x		Rules of procedure of the Functional Commissions of the Economic and Social Council, 1983 E/5975/REV.1
(12) UNOPS				
Executive Board	x	x		Rules of procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services, 2011 DP/2011/18
(13) UNRWA				
Advisory Commission		x		Rules of Procedure of the Advisory Commission of the United Nations Relief and Works Agency, 2006 www.unrwa.org/sites/default/files/rulesofprocedure1.pdf
(14) UN-Women				
Executive Board	x	x		Draft rules of procedure of the Executive Board of the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women), 2011 UNW/2011/6
(15) WFP				
Executive Board			x	General Regulations, General Rules, Financial Regulations, Rules of Procedure of the Executive Board, 2019 https://docs.wfp.org/api/documents/WFP-0000102455/download/
<i>Specialized agencies and IAEA</i>				
(16) FAO				
Conference			x	Basic Texts of the Food and Agriculture Organization of the United Nations (vols. I and II), 2017 www.fao.org/3/K8024E/K8024E.pdf

Participating organizations and bodies	Use of term “official language”	Use of term “working language”	Omission of both terms	Source (publication title of the reference document and symbol or weblink) and remarks
Council			x	Basic Texts of the Food and Agriculture Organization of the United Nations (vols. I and II), 2017 www.fao.org/3/K8024E/K8024E.pdf
Committees			x	Basic Texts of the Food and Agriculture Organization of the United Nations (vols. I and II), 2017 www.fao.org/3/K8024E/K8024E.pdf
(17) IAEA				
General Conference	x	x		Rules of Procedure of the General Conference, International Atomic Energy Agency, 1989 www.iaea.org/sites/default/files/gcrules.pdf
Board of Governors	x	x		Provisional Rules of Procedure of the Board of Governors, International Atomic Energy Agency, 1989 www.iaea.org/sites/default/files/bgrules.pdf
(18) ICAO				
Assembly			x	Standing Rules of Procedure of the Assembly of the International Civil Aviation Organization, 2014 www.icao.int/publications/Documents/7600_cons_en.pdf
Council			x	Rules of Procedure for the Council, International Civil Aviation Organization, 2014 www.icscc.org.cn/upload/file/20190102/Doc.7559-EN%20Rules%20of%20Procedure%20for%20the%20Council.pdf
(19) ILO				
Conference	x			Constitution of the International Labour Organization and selected texts www.ilo.org/public/libdoc/ilo/2012/485807.pdf
Governing Body	x	x		Compendium of Rules Applicable to the Governing Body of the International Labour Office: Introductory Note, Standing Orders and Annexes, 2019 www.ilo.org/gb/about-governing-body/WCMS_586687/lang--en/index.htm
(20) IMO				
Assembly	x	x		Rules of Procedure of the Assembly
Council	x	x		Rules of Procedure of the Council
(21) ITU				
Plenipotentiary Conference	x			Collection of the Basic Texts of the International Telecommunication Union Adopted by the Plenipotentiary Conference, 2019 www.oecd-ilibrary.org/docserver/pub-8112e178-en.pdf?expires=1578570027&id=id&accname=ocid57015274&checksum=1F9E8342E1FB495FC53BB29F86DBC5DD
Council	x			Constitution and Convention of the International Telecommunication Union Adopted by the 2018 Plenipotentiary Conference (See in Collection of the ITU Basic Texts, 2019 edition) www.oecd-ilibrary.org/docserver/pub-8112e178-en.pdf?expires=1578570027&id=id&accname=ocid57015274&checksum=1F9E8342E1FB495FC53BB29F86DBC5DD

Participating organizations and bodies	Use of term "official language"	Use of term "working language"	Omission of both terms	Source (publication title of the reference document and symbol or weblink) and remarks
(22) UNESCO				
General Conference	x	x		Basic Texts of the United Nations Educational, Scientific and Cultural Organization: 2018 Edition https://unesdoc.unesco.org/ark:/48223/pf0000261751.page=22
Executive Board		x		Rules of Procedure of the Executive Board of UNESCO, 2019 Edition https://unesdoc.unesco.org/ark:/48223/pf0000366759/PDF/366759eng.pdf.multi
(23) UNIDO				
Industrial Development Board			x	Rules of Procedure of the Industrial Development Board www.unido.org/sites/default/files/2009-11/Rules%20IDB-E_0.pdf
Programme and Budget Committee			x	Rules of Procedure of the Programme and Budget Committee www.unido.org/sites/default/files/2009-11/Rules%20PBC-E_0.pdf
(24) UNWTO				
General Assembly	x	x		UNWTO Basic Documents (vol. I), 2009 https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2019-12/basic_documents_vol_I_web.pdf
Executive Council	x	x		UNWTO Basic Documents (vol. I), 2009 https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2019-12/basic_documents_vol_I_web.pdf
(25) UPU				
UPU	x			Constitution of UPU
Congress		x		Rules of Procedure of Congresses
Councils	x			Constitution of UPU
(26) WHO				
World Health Assembly	x	x		Rules of Procedure of the World Health Assembly, 2014 http://apps.who.int/gb/bd/PDF/bd48/basic-documents-48th-edition-en.pdf
Executive Board	x	x		Rules of Procedure of the Executive Board of the World Health Organization, 2014 http://apps.who.int/gb/bd/PDF/bd48/basic-documents-48th-edition-en.pdf
(27) WIPO				
General Assembly	x			Special Rules of Procedure of the Governing Bodies of WIPO and of the Unions Administered by WIPO, 2017 www.wipo.int/edocs/mdocs/govbody/en/a_57/a_57_inf_6.pdf

Participating organizations and bodies	Use of term “official language”	Use of term “working language”	Omission of both terms	Source (publication title of the reference document and symbol or weblink) and remarks
Conference	x			Special Rules of Procedure of the Governing Bodies of WIPO and of the Unions Administered by WIPO, 2017 www.wipo.int/edocs/mdocs/govbody/en/a_57/a_57_inf_6.pdf
Assemblies and other bodies	x			General Rules of Procedure of the World Intellectual Property Organization www.wipo.int/edocs/pubdocs/en/general/399/wipo_pub_399.pdf
(28) WMO				
Congress	x	x		Basic Documents, No. 1, World Meteorological Organization, 2019 https://library.wmo.int/doc_num.php?explnum_id=10076
Executive Council	x	x		Basic Documents, No. 1, World Meteorological Organization, 2019 https://library.wmo.int/doc_num.php?explnum_id=10076
Committees	x	x		Basic Documents, No. 1, World Meteorological Organization, 2019 https://library.wmo.int/doc_num.php?explnum_id=10076

Annex IV

Strategies, policies and other instruments or initiatives on multilingualism as quoted in the responses of the Joint Inspection Unit participating organizations to the review questionnaire

Participating organizations and entities	Document reference number	Year of issuance or revision	Quotations submitted on reference document, publication title and weblink
<i>United Nations, its funds and programmes</i>			
(1) United Nations Secretariat			
Department for General Assembly and Conference Management			By performing its core functions, namely, providing interpretation and documentation services in the six official languages, the Department for General Assembly and Conference Management plays a key role in enabling the Organization to fulfil its multilingualism mandate. All Department for General Assembly and Conference Management strategies, frameworks, policies and action or work plans thus support multilingualism.
Department of Global Communications	A/72/6 (Sect. 28)	2017	Proposed programme budget for the biennium 2018–2019 of the Department of Global Communications
	ST/SGB/2019/5	2019	Secretary-General's bulletin on the institutional use of social media
	-	2019	Guidelines for gender-inclusive language www.un.org/en/gender-inclusive-language/guidelines.shtml
Department of Peace Operations			No strategy mentioned
Office of Human Resources	-	2019	Manual on the staff selection system, issued on 21 January 2019 https://policy.un.org/sites/policy.un.org/files/files/documents/2019/Jun/manualonstaffselectionsystem_v2_2.pdf
	-		Standard clauses for job openings and temporary job openings
	-	2019	United Nations Language Framework https://hr.un.org/sites/hr.un.org/files/UNLF_UNLevelsCoreCurric_EN_0.pdf https://hr.un.org/sites/hr.un.org/files/UNLF_UNLevelsCoreCurric_FR_0.pdf
	-	2019	Guidelines for gender-inclusive language www.un.org/en/gender-inclusive-language/guidelines.shtml
United Nations Office at Geneva			No strategy mentioned
Regional commissions			
ECA			No strategy mentioned
ECE			- Language services for official meetings and parliamentary documentation are provided to ECE by the United Nations Office at Geneva. - All ECE publications, including their various language editions, are mandated by member States.

Participating organizations and entities	Document reference number	Year of issuance or revision	Quotations submitted on reference document, publication title and weblink
			- Most of the publications are issued in the three working languages of ECE, which are English, French and Russian. About 10 per cent of publications, related mainly to ECE conventions, norms and best practices, are also published in the other United Nations official languages. - All divisions are responsible for keeping their respective content on the ECE web pages current and, subject to available resources, available in the official languages. - To supplement the formally dedicated resources for language services, staff members are encouraged to contribute their personal language skills to further broaden the multilingual profile of ECE, for example by preparing courtesy translations.
ECLAC			No strategy mentioned
ESCAP			ESCAP is committed to multilingualism and to promoting the official and working languages used by its governing or legislative intergovernmental bodies and committees by mainstreaming multilingualism into their work plans through planning and organizing intergovernmental meetings in all ESCAP official languages.
ESCWA			The Commission recruits international staff from various linguistic backgrounds and regional advisers with required Arabic proficiency to accommodate the needs of the region. The meetings it holds attract participants from various linguistic backgrounds as well. Interpretation is generally provided in Arabic, English and French.
(2) UNAIDS			No strategy mentioned
(5) UNDP			No strategy mentioned
(6) UNEP			No strategy mentioned
(7) UNFPA			No strategy mentioned
(9) UNHCR	-		UNHCR Handbook for Learning Practitioners
	-		Administrative instruction on measures for language-related proficiency incentives
	UNHCR/HCP/2017/2	2017	Recruitment and assignment policy of UNHCR
	UNHCR/AI/2017/7/Rev.1	2017	Administrative instruction of UNHCR
	-	2012	UNHCR Learning Policy and Guidelines
(10) UNICEF			UNICEF does not have a formal policy for the implementation of multilingualism. That being said, there are various principles and actions adopted and proposed in the policy below on language learning. There are also learning programmes and mechanisms that enable staff members to learn different languages and provide support for multilingualism in the organization, and these are fully reflected in the section on learning. Other language learning sources are also available through the UNICEF learning management system (eLearning Portal) AGORA. United Nations language programmes UNICEF English as a Second Language programme UNICEF regularly and consistently disseminates media messages and press releases as well as messages from the Executive Director in Arabic, Chinese, French and Spanish. UNICEF headquarters also regularly supports communication colleagues in regional and country offices in their respective languages. Important broadcast messages or policy documents are translated into the official working languages mostly used at UNICEF (English, French, Spanish and Arabic).
	DHR/PROCEDURE/2017/005	2017	Procedure on learning and development

Participating organizations and entities	Document reference number	Year of issuance or revision	Quotations submitted on reference document, publication title and weblink
	CF/AI/2000-013	2000	Administrative instruction on language allowance
(11) UNODC			The Chief of the Conference Management Service has recently launched a campaign within the Service to encourage staff to use languages other than English by way of a multilingual line in the email signature block of Conference Management Service staff. Other services and divisions at the United Nations Office at Vienna and UNODC have expressed interest in the campaign. Overall organizational human resources policies are being implemented.
(14) UN-Women			No strategy mentioned
(15) WFP			WFP has no centralized mandate on multilingualism. Instead, multilingualism is embedded in various WFP operations and its administration where specific strategies, frameworks, guidelines or mandates have been defined, including: (a) Executive Board Secretariat – Rule XIV of the WFP Rules of Procedure of the Executive Board specifies that the languages of the Board shall be Arabic, English, French and Spanish and that special arrangements may be made in respect of other official languages of the United Nations or FAO for particular sessions of the Board, taking into account the membership of the Board. As the interface between the Executive Board and WFP Management, the Executive Board Secretariat is responsible for issuing official communication and documentation to the Board in all official languages. As such, the Executive Board Secretariat coordinates with headquarters and field offices to ensure that the principles of multilingualism are followed. (b) Communications, Advocacy and Marketing – official corporate communications are produced in the four official languages of the WFP Executive Board. (c) Human Resources – Specific language skills requirements are defined in the Human Resources Manual. (d) Operations and Programming – in addition to the recognized official and working languages applicable to staff in the Human Resources Manual, local language needs and knowledge are considered when delivering WFP activities in the field and when preparing related materials.
Specialized agencies and IAEA			
(16) FAO			No strategy mentioned
(17) IAEA			• Interpretation in Arabic, Chinese, English, French, Russian and Spanish is provided for meetings of the Board of Governors and the General Conference, including meetings of their respective committees and other subsidiary bodies. • Summary records of meetings, resolutions and other important documents shall be made available in the six working languages of the policymaking organs. • Safety fundamentals and safety requirements are published in the IAEA safety standards series in six languages. • Outgoing policy-related correspondence is translated by the secretariat in accordance with the language requirements for each member State. • The Agency's flagship magazine, the IAEA Bulletin, is issued four times per year in the six official and working languages of the Board of Governors and the General Conference. • Websites in Arabic, Chinese, French, Russian and Spanish were launched in 2018. • Since 2015, Facebook pages in Arabic, French, Russian and Spanish have been launched, while a Weibo account (in Chinese) was created in 2019. The Agency's Twitter accounts are in English, but tweets in other languages are posted occasionally, when the subject of the tweet relates to the target audience. • The Agency encourages its staff to learn additional languages by providing financial support for course fees upon the successful completion of language courses that are made available to staff by the Agency. • Staff in the General Service category are also eligible to receive a language allowance if they have demonstrated the required level of proficiency in two or more of the six languages, or the language of the duty station, if the latter is not their mother tongue. • Recognition of the value and importance of language diversity is promoted by organizing and actively participating in language-related commemorative events, such as dedicated language days and International Translation Day.

Participating organizations and entities	Document reference number	Year of issuance or revision	Quotations submitted on reference document, publication title and weblink
(18) ICAO			Language support is fully integrated with the ICAO strategic objectives as it relates to meetings, meetings documentation and publications in support of implementation strategies for member States.
(19) ILO	GB.331/PFA/13	2017	Human Resources Strategy 2018–2021: Agility, engagement and efficiency www.ilo.org/wcmsp5/groups/public/---ed_norm/---relconf/documents/meetingdocument/wcms_580958.pdf
	-	2016	Programme Implementation Report 2016–2017 www.ilo.org/global/about-the-ilo/how-the-ilo-works/results-based-management/reporting/WCMS_619594/lang--en/index.htm
	-	-	ILO official document service policy The objective of this internal governance document is to give effect to the policy governing the planning, preparation and processing of official documents for editing and translation. It is not available online.
(20) IMO			To follow the International Annual Meeting on Language Arrangements, Documentation and Publications recommendations
(21) ITU			No strategy mentioned
(22) UNESCO	Records of the General Conference, 32nd session, Paris, 2003, v. 2: Proceedings Item 8.5	2003	Recommendation concerning the promotion and use of multilingualism and universal access to cyberspace https://en.unesco.org/sites/default/files/eng_-_recommendation_concerning_the_promotion_and_use_of_multilingualism_and_universal_access_to_cyberspace.pdf
(24) UNWTO			No strategy mentioned
(25) UPU			No strategy mentioned
(26) WHO	EB144/38	2018	Report on multilingualism by the Director-General of WHO http://apps.who.int/gb/ebwha/pdf_files/EB144/B144_38-en.pdf
(27) WIPO	A/48/11, A/48/11 ADD. and A/49/15	2010 and 2011	Language policy adopted by the General Assembly of WIPO, September 2010 and 2011 www.wipo.int/edocs/mdocs/govbody/en/a_48/a_48_11.pdf www.wipo.int/edocs/mdocs/govbody/en/a_48/a_48_11_add.pdf www.wipo.int/edocs/mdocs/govbody/en/a_49/a_49_15.pdf
	WO/PBC/22/16	2014	Programme and Budget Committee progress report on the implementation of the WIPO language policy
	Office Instruction 05/2019	2019	Office instruction on the translation of WIPO official documentation (internal document: not available online)
(28) WMO			No strategy mentioned At the Eighteenth World Meteorological Congress, member States requested the Secretary-General to allocate the necessary funding for investments in new translation and publishing technologies, so as to produce more technical and educational publications in all WMO official languages.

Note: The JIU participating organizations that are not listed in this table have not submitted a response to the questionnaire.

Annex V

Status of implementation of 15 recommendations set out in the 2011 report on multilingualism (JIU/REP/2011/4), as stated by the Joint Inspection Unit participating organizations, as at 2020

JIU participating organizations		JIU/REP/2011/4 recommendations														
		Rec 1	Rec 2	Rec 3	Rec 4	Rec 5	Rec 6	Rec 7	Rec 8	Rec 9	Rec 10	Rec 11	Rec 12	Rec 13	Rec 14	Rec 15
Funds and programmes																
1	United Nations		-					-	-							
2	UNAIDS															
3	UNCTAD	-	-		-	-	-	-	-	-	-			-	-	-
4	ITC															
5	UNDP		-		-		-	-			-			-		
6	UNEP		-											-		
7	UNFPA		-				-			-	-			-		
8	UN-Habitat														-	-
9	UNHCR		-				-			-	-			-		
10	UNICEF		-			-	-				-			-		
11	UNODC	-	-	-	-	-	-	-	-	-	-	-	-	-		-
12	UNOPS															
13	UNRWA															
14	UN-Women															
15	WFP		-				-				-			-		
Specialized agencies and IAEA																
16	FAO										-			-		
17	IAEA		-	-		-	-		-	-	-		-	-	-	-

JIU participating organizations		JIU/REP/2011/4 recommendations														
		Rec 1	Rec 2	Rec 3	Rec 4	Rec 5	Rec 6	Rec 7	Rec 8	Rec 9	Rec 10	Rec 11	Rec 12	Rec 13	Rec 14	Rec 15
18	ICAO		-								-			-		
19	ILO		-			-				-	-			-		
20	IMO		-								-			-		
21	ITU		-			-					-			-		
22	UNESCO		-			-			-	-	-			-		
23	UNIDO										-					
24	UNWTO	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
25	UPU		-			-					-		-	-	-	
26	WHO		-			-					-			-		
27	WIPO		-								-			-	-	
28	WMO		-			-					-			-	-	

Abbreviations: Rec, Recommendation.

Notes:

Accepted



Implemented



Not implemented (in progress or not started)

Not accepted



Not accepted



- Not relevant (not applicable)

Not addressed or not updated



Not addressed (participating organization was not part of JIU/REP/2011/4 or falls under the United Nations Secretariat)



Not updated (addressed earlier by JIU/REP/2011/4, but the participating organization is not part of the current JIU review (Source: web-based tracking system feedback))

Coordinators and focal points for multilingualism in Joint Inspection Unit participating organizations and at the level of the United Nations System Chief Executives Board for Coordination, as at 15 June 2020

JIU participating organizations (number of staff members)	Coordinator for multilingualism	Focal point for multilingualism	Focal point for multilingualism at the CEB level	Remarks
<i>United Nations, its funds and programmes</i>				
1	United Nations Secretariat (33 791)^a - Under-Secretary-General for General Assembly and Conference Management - Supported in coordination for multilingualism by: - Chief of the Office of the Under-Secretary-General for General Assembly and Conference Management - Public Information and Multilingualism Officer	Focal Points Network: The network of the Secretariat focal points comprises 75 officials (main focal points and their alternates) in total – mostly senior managers, including directors and heads of sections – of 51 departments and other entities. <i>Note:</i> For reasons of economizing space, JIU opted to selectively display only the titles of focal points from 14 out of the 51 departments and other entities below, under this row. See the remaining 37 Secretariat entities listed in the last column titled “Remarks”, or as posted on the dedicated official Department for General Assembly and Conference Management web page; www.un.org/dgacm/sites/www.un.org.dgacm/files/pdf/Multilingualism/multilingualism_focal_points_25-08-2020.pdf	Under-Secretary-General for General Assembly and Conference Management, in his capacity as the Coordinator for Multilingualism in the United Nations Secretariat (CEB lead)	The remaining 37 Secretariat entities whose focal points’ titles are not displayed in this table are (in alphabetical order, based on the latest online version of the list available at www.un.org/dgacm/sites/www.un.org.dgacm/files/pdf/Multilingualism/multilingualism_focal_points_25-08-2020.pdf CTED, DESA, DOS, DPPA, DSS, the Ethics Office, MINUJUSTH, MINUSCA, MINURSO, MONUSCO, OAJ, OCHA, OCT, ODA, the Office of the Ombudsman and Mediation Services, OHCHR, OHRLLS, OIOS, OLA, OSAA, OSESG-Burundi, OSRSG/CAAC, OSRSG-SVC, UNAMA, UNAMI, the Development Coordination Office, UNFICYP, UNIFIL, UNIOGBIS, UNDRR, UNISFA, UNITAR, UNMIK, UNOWAS-CNMC, UNRCCA, UNSOM and UNTSO
	Department for General Assembly and Conference Management	Same as United Nations Secretariat	- Senior Reviser, Documentation Division, English Translation Service - Interpreter, Russian Interpretation Section, Meetings and Publishing Division	–
	Department of Global Communications	Same as United Nations Secretariat	- Chief, Meetings Coverage Section, News and Media Division - Chief, Web Services Section	–

JIU participating organizations (number of staff members)		Coordinator for multilingualism	Focal point for multilingualism	Focal point for multilingualism at the CEB level	Remarks
	Department of Management Strategy, Policy and Compliance	Same as United Nations Secretariat	• Senior Coordination Officer • Associate Expert	–	
	Department of Management Strategy, Policy and Compliance/ Office of Human Resources	Same as United Nations Secretariat	• Chief, Organizational Development Section • Associate Staff Development Officer	–	
	Department of Peace Operations	Same as United Nations Secretariat	• Chief, Office of the Under-Secretary-General for Peacekeeping Operations • Associate Expert, Office of the Under-Secretary-General for Peacekeeping Operations	–	
	Executive Office of the Secretary-General	Same as United Nations Secretariat	• Chief of Management and Administration	–	
	United Nations Office at Geneva	Same as United Nations Secretariat	• Director, Division of Conference Management • Chief, Interpretation Service	–	
	United Nations Office at Nairobi	Same as United Nations Secretariat	• To be confirmed	–	
	United Nations Office at Vienna	Same as United Nations Secretariat	• Chief, English, Publishing and Library Section • Reviser, Conference Management Service	–	
	ECA	Same as United Nations Secretariat	• Chief, Conference Management Section • Chief, Publications Section	–	
	ECE	Same as United Nations Secretariat	• Chief of Staff	–	
	ECLAC	Same as United Nations Secretariat	• Chief of Section, Publications and Web Services Division • Chief, English Unit, Publications and Web Services Division	–	
	ESCAP	Same as United Nations Secretariat	• Chief, Conference and Documentation Services Section • Translator, French Translation Unit	–	

JIU participating organizations (number of staff members)		Coordinator for multilingualism	Focal point for multilingualism	Focal point for multilingualism at the CEB level	Remarks
	ESCWA	Same as United Nations Secretariat	- Chief, Conference Services Section - Senior Editorial Assistant	–	
2	UNAIDS (688)	–	–	Communication Manager (Editorial)	
3	UNCTAD ^a	Same as United Nations Secretariat	- Deputy Secretary-General - Chief, Documents Management Section	Deputy Secretary-General	
4	ITC (287)	–	–	–	
5	UNDP (7 013)	–	Translation Analyst	Translation Analyst	
6	UNEP ^a	Same as United Nations Secretariat	- Administrative Officer - Official (alternate focal point to be confirmed)	- Human Resources Officer, Corporate Service Division - Internal Communication Specialist, Communication Division	
7	UNEPA (2 781)	–	–	Planning and Coordination Specialist, Division of Human Resources	
8	UN-Habitat ^a	Same as United Nations Secretariat	–	Senior Coordinator Officer, Policy Advisor Programme Division, Programme Portfolio Development	
9	UNHCR (10 197)	–	–	Senior French Translator	
10	UNICEF (14 474)	–	–	- Communication Specialist, Digital Strategy - Chief, Global Content Strategy Division of Communication	Additional for correspondence: - Chief, Digital Strategy - Production Specialist, Division of Communication
11	UNODC ^a	Same as United Nations Secretariat	- Chief, English, Publishing and Library Section - Reviser, Conference Management Service	–	
12	UNOPS (744)	–	–	Partnership Specialist, UNOPS New York Liaison Office	
13	UNRWA (236)	–	–	Director, UNRWA Representative Office in New York	
14	UN-Women (934)	–	Official's position not stated	Print Production and Branding Specialist	

JIU participating organizations (number of staff members)		Coordinator for multilingualism	Focal point for multilingualism	Focal point for multilingualism at the CEB level	Remarks
15	WFP (6 680)	–	–		
<i>Specialized agencies and IAEA</i>					
16	FAO (3 108)	–	–	• Chief, Meeting Programming and Documentation Service	
17	IAEA (2 547)	–	• Director, Division of Conference and Document Services, Department of Management	• Director, Division of Conference and Document Services, Department of Management	
18	ICAO (797)	• Deputy Director, Bureau of Administration and Services, Languages and Publication Services	–	• Deputy Director, Bureau of Administration and Services, Languages and Publication Services	
19	ILO (3 171)	–	• Official, Documentation and Relations Department • Official, Human Resources Development Department Official, Department of Communication and Public Information	• Head of the Official Documents Spanish Translation Unit, Official Meetings, Documentation and Relations Department, Official Documentation Branch	
20	IMO (264)	–	• Director, Conference Division	• Director, Conference Division	
21	ITU (727)	• Head, Spanish Language Section, Conferences and Publications Department	–	• Head, Spanish Language Section, Conferences and Publications Department	
22	UNESCO (2 206)	–	–	• Programme Specialist, Knowledge Societies Division, Communication and Information Sector	
23	UNIDO (627)	–	–	• External Relations Officer	
24	UNWTO (83)	–	–	• Chief, Languages Services	
25	UPU (268)	–	–	• Head, English Translation Service	
26	WHO (8 153)	–	–	• Human Resources Officer	
27	WIPO (1 209)	–	• Director, Language Division	• Director, Language Division	Recently appointed

JIU participating organizations (number of staff members)		Coordinator for multilingualism	Focal point for multilingualism	Focal point for multilingualism at the CEB level	Remarks
28	WMO (315)	• Director, Governance Services Department	–	• Director, Linguistic, Conference and Common Services	

Abbreviations: CTED, Counter-Terrorism Committee Executive Directorate; DESA, Department of Economic and Social Affairs; DOS, Department of Operational Support; DPPA, Department of Political and Peacebuilding Affairs; DSS, Department of Safety and Security; MINUJUSTH, United Nations Mission for Justice Support in Haiti; MINUSCA, United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic; MINURSO, United Nations Mission for the Referendum in Western Sahara; MONUSCO, United Nations Organization Stabilization Mission in the Democratic Republic of the Congo; OAJ, Office of Administration of Justice; OCHA, Office for the Coordination of Humanitarian Affairs; OCT, Office of Counter-Terrorism ; ODA, Office for Disarmament Affairs; OHCHR, Office of the United Nations High Commissioner for Human Rights; OHRLLS, United Nations Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States; OLA, Office of Legal Affairs; OSAA, Office of the Special Adviser on Africa; OSESG-Burundi, Office of the Special Envoy of the Secretary-General for Burundi; OSRSG/CAAC, Office of the Special Representative of the Secretary-General for Children and Armed Conflict; OSRSG-SVC, Office of the Special Representative of the Secretary-General on Sexual Violence in Conflict; UNAMA, United Nations Assistance Mission in Afghanistan; UNAMI, United Nations Assistance Mission for Iraq; UNFICYP, United Nations Peacekeeping Force in Cyprus; UNIFIL, United Nations Interim Force in Lebanon; UNIOGBIS, United Nations Integrated Peacebuilding Office in Guinea-Bissau; UNDRR, United Nations Office for Disaster Risk Reduction; UNISFA, United Nations Interim Security Force for Abyei; UNITAR, United Nations Institute for Training and Research; UNMIK, United Nations Interim Administration Mission in Kosovo; UNOWAS-CNMC, United Nations Office for West Africa and the Sahel/Cameroon-Nigeria Mixed Commission; UNRCCA, United Nations Regional Centre for Preventive Diplomacy for Central Asia; UNSOM, United Nations Assistance Mission in Somalia; UNTSO; United Nations Truce Supervision Organization.

^a The number of staff members of UNCTAD, UNEP, UN-Habitat and UNODC is not indicated, as it is included in the total number of the United Nations Secretariat staff.

Annex VII

Deadlines for submission of pre-session documentation to legislative or governing bodies and subsidiary organs of Joint Inspection Unit participating organizations as at 2020

JIU participating organizations and entities	Reference of type of document concerned	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
<i>United Nations, its funds and programmes</i>				
(1) United Nations Secretariat				
General Assembly	Documentation	-	Annex VI, sect. VIII, rule 107 (a) (p. 79)	Rules of procedure of the General Assembly A/520/Rev.18 Note: Rule 12 (p. 4) on the provisional agenda foresees 60 days
Security Council	Documentation	5 days	Part IV rule 11 (p. 10)	Provisional rules of procedure www.un.org/securitycouncil/content/repertoire/provisional-rules-procedure
Economic and Social Council	-	-	-	Rules of procedure of the Economic and Social Council E/5715/REV.2 Note: Rule 9 (p. 4) on the provisional agenda foresees 3 weeks
ECA	Documents	42 days	Chap. II, rule 5 (p. 7)	Terms of Reference and Rules of Procedure of the Economic Commission for Africa www.uneca.org/sites/default/files/uploaded-documents/eca-terms-of-reference-and-rules-of-procedure-1994_eng_print.pdf
ECE	Documents	42 days	Chap. I, rule 3 (p. 4)	Terms of Reference and Rules of Procedure of the Economic Commission for Europe E/ECE/778/Rev.5
ECLAC	Documents	6 weeks	Chap. I, rule 3 (p. 10)	Terms of Reference and Rules of Procedure of the Economic Commission for Latin America and the Caribbean https://repositorio.cepal.org/bitstream/handle/11362/37200/S1420732_en.pdf?sequence=1&isAllowed=y
ESCAP	Documents	42 days	Chap. I, rule 2 (p. 9)	Terms of Reference and Rules of Procedure of the Economic and Social Commission for Asia and the Pacific www.unescap.org/sites/default/files/ESCAP_ToR-Rules_EN.pdf
ESCWA	-	-	-	Terms of Reference and Rules of Procedure of the Economic and Social Commission for Western Asia E/ESCWA/2016/TOR Note: Sect. II, rule 6 (p. 6) on the provisional agenda foresees 6 weeks
(2) UNAIDS				
Programme Coordinating Board	Documents	No deadline	Para. 17 (p. 3)	Modus Operandi of the Programme Coordinating Board of the Joint United Nations Programme on HIV/AIDS www.unaids.org/sites/default/files/media_asset/PCB_modus_operandi_en.pdf
(3) UNCTAD				
Conference	Documents	90	Sect. II, rule 4.2 (p. 7)	Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
Trade and Development Board	Documents	7 weeks	Sect. II, rule 8.2 (p. 50)	Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf

JIU participating organizations and entities	Reference of type of document concerned	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
Main committees	Documents	7 weeks	Sect. II, rule 8.2 (p. 95)	Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
(4) ITC				
Joint Advisory Group	-	-	-	Terms of Reference of the Consultative Committee of the ITC Trust Fund www.intracen.org/uploadedFiles/intracenorg/Content/About_ITC/Working_with_ITC/JAG/Consultative_committee_of_the_ITC_trust_fund/DONR16768.pdf
(5) UNDP				
Executive Board	Documentation	6 weeks	Sect. III, rule 7 (p. 3)	Rules of procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services DP/2011/18
(6) UNEP				
Environment Assembly	Documents	49 days	Sect. II, rule 9.2 (p. 7)	Rules of procedure of the United Nations Environment Assembly of the United Nations Environment Programme UNEP/EA.3/3
(7) UNFPA				
Executive Board	Documentation	6 weeks	Sect. III, rule 7 (p. 3)	Rules of Procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services DP/2011/18
(8) UN-Habitat				
UN-Habitat Assembly	Documentation	49 days	Sect. II, rule 10.3 (p. 5)	Rules of procedure of the United Nations Habitat Assembly HSP/HA.1/HLS.2
Executive Board	Documentation	4 weeks	Sect. IV, rule 6.8 (p. 4)	Rules of procedure of the Executive Board of the United Nations Human Settlements Programme HSP/HA.1/HLS.3
(9) UNHCR				
Executive Committee	Documentation	-	Sect. VIII, rule 30 (p. 7)	Rules of procedure of the Executive Committee of the High Commissioner's Programme A/AC.96/187/Rev.8
(10) UNICEF				
Executive Board	Documentation	6 weeks	Sect. II, rule 6 (p. 3)	Rules of Procedure of the Executive Board of the United Nations Children's Fund E/ICEF/177/REV.6
(11) UNODC				
Commission on Narcotic Drugs	Documents	6 weeks	Sect. II, rule 6 (p. 3)	Rules of procedure of the Functional Commissions of the Economic and Social Council E/5975/REV.1
Commission on Crime Prevention and Criminal Justice	Documents	6 weeks	Sect. II, rule 6 (p. 3)	Rules of Procedure of the Functional Commissions of the Economic and Social Council E/5975/REV.1

JIU participating organizations and entities	Reference of type of document concerned	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
(12) UNOPS				
Executive Board	Documentation	6 weeks	Sect. III, rule 7 (p. 3)	Rules of procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services DP/2011/18
(13) UNRWA				
Advisory Commission	Documentation	6 weeks	Sect. IV.ii (p. 4)	Rules of Procedure of the Advisory Commission of the United Nations Relief and Works Agency www.unrwa.org/sites/default/files/rulesofprocedure1.pdf
(14) UN-Women				
Executive Board	Documentation	4 weeks	Sect. III, rule 5.7 (p. 3)	Draft rules of procedure of the Executive Board of the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women) UNW/2011/6
(15) WFP				
Executive Board	Documentation	4 weeks	Rule III.6 (p. 62)	General Regulations, General Rules, Financial Regulations, Rules of Procedure of the Executive Board https://docs.wfp.org/api/documents/WFP-0000102455/download/
<i>Specialized agencies and IAEA</i>				
(16) FAO				
Conference	Documentation	<i>No deadline</i>	Rule II.9 (p. 20)	Basic Texts of the Food and Agriculture Organization of the United Nations (vol. I) www.fao.org/3/K8024E/K8024E.pdf
Council	Documentation	<i>No deadline</i>	Rule XXV.6.a (p. 41)	Basic Texts of the Food and Agriculture Organization of the United Nations (vol. I) www.fao.org/3/K8024E/K8024E.pdf Deadline: Documentation shall be circulated with the provisional agenda or as soon as possible thereafter
Finance Committee	Documents	<i>No deadline</i>	Rule III.1 (p. 96)	Basic Texts of the Food and Agriculture Organization of the United Nations (vol. I) www.fao.org/3/K8024E/K8024E.pdf
(17) IAEA				
General Conference	Reports	Varies by document type; minimum 5 weeks	Sect. II, rule 10 (p. 4)	Rules of Procedure of the General Conference www.iaea.org/sites/default/files/gcrules.pdf Internal instructions by the Secretariat of the Policymaking Organs
Board of Governors	Documents	5 weeks	Sect. V, rule 16 (p. 7)	Provisional Rules of Procedure of the Board of Governors www.iaea.org/sites/default/files/bgrules.pdf Internal instructions by the Secretariat of the Policymaking Organs
(18) ICAO				
Assembly	Documentation	21 days	Sect. IV, rule 10.a (p. 4)	Standing Rules of Procedure of the Assembly of the International Civil Aviation Organization www.icao.int/publications/Documents/7600_cons_en.pdf

JIU participating organizations and entities	Reference of type of document concerned	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
Council	Documents: category I category II category III category IV	At least: I 10 days II 4 days III 48 hours IV 24 hours	Sect. V, rule 26 (p. 10)	Rules of Procedure for the Council www.icscc.org.cn/upload/file/20190102/Doc.7559-EN%20Rules%20of%20Procedure%20for%20the%20Council.pdf Categories: I working papers containing proposals for adopting or amending the annexes under art. 90 of the Convention; II other working papers; III reports from standing commissions or committees of the Council or reports of other bodies established under rule 17; IV all other documents
(19) ILO				
Conference	Documents	From 3 months to 15 days	Appendix (p. 3)	ILO official document service policy The appendix to this internal governance document sets out a detailed list of the various official documents with the prescribed maximum lengths and statutory deadlines for publication. It is not available online.
Governing Body	Documents	15 days	Appendix (p. 4)	ILO official document service policy The appendix to this internal governance document sets out a detailed list of the various official documents with the prescribed maximum lengths and statutory deadlines for publication. It is not available online.
(20) IMO				
Assembly	Documents	2 months	Rule 15 (p. 47)	Rules of Procedure of the Assembly
Council	Documents	1 months	Rule 14 (p. 69)	Rules of Procedure of the Council
(21) ITU				
Plenipotentiary Conference	Proposals	2 months	Rule 44 (p. 167)	Collection of the Basic Texts Adopted by the Plenipotentiary Conference www.oecd-ilibrary.org/docserver/pub-8112e178-en.pdf?expires=1578570027&id=id&accname=ocid57015274&checksum=1F9E8342E1FB495FC53BB29F86DBC5DD
Council	-	-	-	Constitution and Convention of the International Telecommunication Adopted by the 2018 Plenipotentiary Conference (published in Basic Texts, 2019) www.oecd-ilibrary.org/docserver/pub-8112e178-en.pdf?expires=1578570027&id=id&accname=ocid57015274&checksum=1F9E8342E1FB495FC53BB29F86DBC5DD
(22) UNESCO				
General Conference	Documents	25 days	Rule 11 (p. 28)	Basic Texts of the United Nations Educational, Scientific and Cultural Organization: 2018 Edition https://unesdoc.unesco.org/ark:/48223/pf0000261751.page=22
Executive Board	Documents	30 days	Sect. VII, rule 22.2 (p. 13)	Rules of Procedure of the Executive Board of UNESCO, 2019 Edition https://unesdoc.unesco.org/ark:/48223/pf0000366759/PDF/366759eng.pdf.multi
(23) UNIDO				
Industrial Development Board	Documents	45 days	Sect. III, rule 10 (p. 4)	Rules of Procedure of the Industrial Development Board www.unido.org/sites/default/files/2009-11/Rules%20IDB-E_0.pdf
Programme and Budget Committee	Documents	6 weeks	Sect. III, rules 6 and 8 (pp. 3–4)	Rules of Procedure of the Programme and Budget Committee www.unido.org/sites/default/files/2009-11/Rules%20PBC-E_0.pdf

JIU participating organizations and entities	Reference of type of document concerned	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
(24) UNWTO				
General Assembly	Documents	<i>No deadline</i>	Rule 8 (p. 45)	UNWTO Basic Documents (vol. I) https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2019-12/basic_documents_vol_I_web.pdf
Executive Council	Documents	30 days	Rule 4.3 (p. 68)	UNWTO Basic Documents (vol. I) https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2019-12/basic_documents_vol_I_web.pdf
(25) UPU				
Congress	Proposals	-	Arts. 138 and 138 bis	General Regulations of UPU
Councils	Proposals and documents	6 weeks	14.3.2 15.3.2	Rules of Procedure of the Council of Administration Rules of Procedure of the Postal Operations Council
(26) WHO				
World Health Assembly	Documents and reports	6 weeks	Rule 14 (p. 143)	Rules of Procedure of the World Health Assembly http://apps.who.int/gb/bd/PDF/bd48/basic-documents-48th-edition-en.pdf
Executive Board	Documents	6 weeks	Rule 5 (p. 174)	Rules of Procedure of the Executive Board of the World Health Organization http://apps.who.int/gb/bd/PDF/bd48/basic-documents-48th-edition-en.pdf
(27) WIPO				
Assemblies (22 governing bodies, including the WIPO General Assembly)	Working documents	2 months	Rules 4–6	General Rules of Procedure, which apply to the assemblies and other bodies of the member States of WIPO www.wipo.int/edocs/pubdocs/en/general/399/wipo_pub_399.pdf
WIPO Conference	Working documents	2 months	Rules 4–6	General Rules of Procedure, which apply to the assemblies and other bodies of the member States of WIPO www.wipo.int/edocs/pubdocs/en/general/399/wipo_pub_399.pdf
WIPO Coordination Committee	Working documents	2 months	Rules 4–6	General Rules of Procedure, which apply to the assemblies and other bodies of the member States of WIPO www.wipo.int/edocs/pubdocs/en/general/399/wipo_pub_399.pdf
(28) WMO				
Congress	Explanatory memorandum	30 days	Sect. II, regulation 106.a (p. 65)	Basic Documents, No. 1, World Meteorological Organization https://library.wmo.int/doc_num.php?explnum_id=10076
Executive Council	Documents	45 days	Sect. III, regulation 122.b (p. 68)	Basic Documents, No. 1, World Meteorological Organization https://library.wmo.int/doc_num.php?explnum_id=10076
Committees	Documents	-	-	Basic Documents, No. 1, World Meteorological Organization https://library.wmo.int/doc_num.php?explnum_id=10076

Annex VIII

Deadlines for submission of reports, sound recordings, minutes and other records to legislative or governing bodies of Joint Inspection Unit participating organizations as at 2020

JIU participating organizations and entities	Type of record	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
United Nations, its funds and programmes				
(1) United Nations Secretariat				
General Assembly	Verbatim ^a or summary records	As soon as possible	Sect. VIII, rule 54 (p. 16)	Rules of procedure of the General Assembly A/520/Rev.18
Security Council	Verbatim	10 a.m. on the first working day after the meeting	Sect. I, rule 49 (p. 188)	Provisional rules of procedure www.un.org/securitycouncil/content/repertoire/provisional-rules-procedure Repertoire of the Practice of the Security Council, Supplement 2016–2017 www.un.org/securitycouncil/sites/www.un.org.securitycouncil/files/final_webfile_english_repertoire_-1-add.20.pdf#page=201
	Records	As soon as possible	Sect. I, rule 54 (p. 189)	
Economic and Social Council	Sound recordings	-	Sect. IX, rule 37 (p. 15)	Rules of procedure of the Economic and Social Council E/5715/REV.2
	Summary records	Promptly	Sect. IX, rule 38 (pp. 15–26)	
Regional commissions				
ECA	Summary records	As soon as possible	Sect. IX, rules 38–39 (pp. 14–15)	Terms of Reference and Rules of Procedure of the Economic Commission for Africa www.uneca.org/sites/default/files/uploaded-documents/eca-terms-of-reference-and-rules-of-procedure-1994_eng_print.pdf
ECE	Record	As soon as possible	Chap. XI, rule 49 (p. 14)	Terms of Reference and Rules of Procedure of the Economic Commission for Europe E/ECE/778/Rev.5
ECLAC	Summary records (only if requested)	-	Chap. IX, rule 46 (p. 20)	Terms of Reference and Rules of Procedure of the Economic Commission for Latin America and the Caribbean https://repositorio.cepal.org/bitstream/handle/11362/37200/S1420732_en.pdf?sequence=1&isAllowed=y
ESCAP	Summary records	As soon as possible	Chap. IX, rules 46–47 (pp. 21–22)	Terms of Reference and Rules of Procedure of the Economic and Social Commission for Asia and the Pacific www.unescap.org/sites/default/files/ESCAP_ToR-Rules_EN.pdf

JIU participating organizations and entities	Type of record	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
ESWA	Summary records (only if requested)	As soon as possible	Sect. IX, rule 32 (p. 11)	Terms of Reference and Rules of Procedure of the Economic and Social Commission for Western Asia E/ESCWA/2016/TOR
	Sound recordings	-	Sect. IX, rule 31 p. 11)	
(2) UNAIDS				
Programme Coordinating Board	Report	60 days	Para. 31	Modus Operandi of the Programme Coordinating Board of the Joint United Nations Programme on HIV/AIDS www.unaids.org/sites/default/files/media_asset/PCB_modus_operandi_en.pdf
(3) UNCTAD				
Conference	Summary records	Promptly	Sect. XI, rule 74 (p. 24)	Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
Trade and Development Board	Sound recordings	-	Sect. XI, rule 71 (p. 66)	Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
Main committees	Sound recordings	-	Sect. XI, rule 69 (p. 112)	Rules of Procedure of the United Nations Conference on Trade and Development and its Subsidiary Bodies https://unctad.org/en/PublicationsLibrary/issmisc2019d2_en.pdf
(4) ITC				
Joint Advisory Group	-	-	-	Terms of Reference of the Consultative Committee of the ITC Trust Fund www.intracen.org/uploadedFiles/intracenorg/Content/About_ITC/Working_with_ITC/JAG/Consultative_committee_of_the_ITC_trust_fund/DONR16768.pdf
(5) UNDP				
Executive Board	Sound recordings	-	Sect. X, rule 13 (p. 7)	Rules of procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services DP/2011/18
(6) UNEP				
Environment Assembly	Sound recordings	-	Sect. IX, rule 66 (p. 16)	Rules of procedure of the United Nations Environment Assembly of the United Nations Environment Programme UNEP/EA.3/3
(7) UNFPA				
Executive Board	Reports and sound recordings	-	Sect. X, rule 13 (p. 7)	Rules of procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services DP/2011/18
(8) UN-Habitat				
Executive Board	Sound recordings	-	Sect. VII, rule 37 (p. 11)	Rules of procedure of the United Nations Habitat Assembly HSP/HA.1/HLS.2

JIU participating organizations and entities	Type of record	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
Executive Board	Sound recordings	-	Sect. XI, rule 14.2 (p. 6)	Rules of procedure of the Executive Board of the United Nations Human Settlements Programme HSP/HA.1/HLS.3
(9) UNHCR				
Executive Board	Summary records	As soon as possible	Sect. VIII, rule 31 (p. 7)	Rules of procedure of the Executive Committee of the High Commissioner's Programme A/AC.96/187/Rev.8 Summary records must be issued only in English, French and Spanish
(10) UNICEF				
Executive Board	Sound recordings	-	Sect. IX, rule 23 (p. 6)	Rules of procedure of the Executive Board of the United Nations Children's Fund E/ICEF/177/REV.6
(11) UNODC				
Commission on Narcotic Drugs and Commission on Crime Prevention and Criminal Justice	Sound recordings	-	Sect. VIII, rule 33 (p. 9)	Rules of procedure of the Functional Commissions of the Economic and Social Council E/5975/REV.1
	Summary records (only if requested)	As soon as possible	Sect. VIII, rule 35 (p. 9)	Rules of procedure of the Functional Commissions of the Economic and Social Council E/5975/REV.1
(12) UNOPS				
Executive Board	Sound recordings	-	Sect. X, rule 13 (p. 7)	Rules of Procedure of the Executive Board of the United Nations Development Programme, of the United Nations Population Fund and of the United Nations Office for Project Services DP/2011/18
(13) UNRWA				
Advisory Commission	Summary records	1 month	Sect. Vi (p. 5)	Rules of Procedure of the Advisory Commission of the United Nations Relief and Works Agency www.unrwa.org/sites/default/files/rulesofprocedure1.pdf
(14) UN-Women				
Executive Board	Sound recordings	-	Sect. X, rule 13 (p. 5)	Draft rules of procedure of the Executive Board of the United Nations Entity for Gender Equality and the Empowerment of Women (UN-Women) UNW/2011/6
(15) WFP				
Executive Board	Reports	-	Rule XII.3 (p. 72)	General Regulations, General Rules, Financial Regulations, Rules of Procedure of the Executive Board https://docs.wfp.org/api/documents/WFP-0000102455/download/
<i>Specialized agencies and IAEA</i>				
(16) FAO				
Conference	Verbatim records	As soon as possible	Rule XVIII (pp. 32–33)	Basic Texts of the Food and Agriculture Organization of the United Nations (vol. I) www.fao.org/3/K8024E/K8024E.pdf

JIU participating organizations and entities	Type of record	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
Council	Verbatim records	As soon as possible	Rule VI (p. 88)	Basic Texts of the Food and Agriculture Organization of the United Nations (vol. I) www.fao.org/3/K8024E/K8024E.pdf
Finance Committee	Verbatim records	As soon as possible	Rule VI (p. 88)	Basic Texts of the Food and Agriculture Organization of the United Nations (vol. I) www.fao.org/3/K8024E/K8024E.pdf
(17) IAEA				
General Conference	Summary records	As soon as possible	Sect. XV, rules 88–89 (pp. 31–32)	Rules of Procedure of the General Conference of IAEA www.iaea.org/sites/default/files/gcrules.pdf
Board of Governors	Summary records	As soon as possible	Sect. XI, rules 54–56 (pp. 19–20)	Provisional Rules of Procedure of the Board of Governors of IAEA www.iaea.org/sites/default/files/bgrules.pdf
(18) ICAO				
Assembly	Minutes	As soon as possible	Sect. IX, rule 65 (p. 23)	Standing Rules of Procedure of the Assembly of the International Civil Aviation Organization www.icao.int/publications/Documents/7600_cons_en.pdf
Council	Draft minutes	6 weeks	Sect. X, rule 57.b (p. 22)	Rules of Procedure for the Council www.icscc.org.cn/upload/file/20190102/Doc.7559-EN%20Rules%20of%20Procedure%20for%20the%20Council.pdf
(19) ILO				
Conference	Record of proceedings	3 months	Appendix (p. 4)	ILO official document service policy The appendix to this internal governance document sets out a detailed list of the various official documents with the prescribed maximum lengths and statutory deadlines for publication. It is not available online.
Governing Body	Draft minutes	10 days after the sitting	Appendix (p. 4)	ILO official document service policy The appendix to this internal governance document sets out a detailed list of the various official documents with the prescribed maximum lengths and statutory deadlines for publication. It is not available online.
(20) IMO				
Council	Reports	-	Rule 28 (p. 49)	Rules of Procedure of the Assembly
Council	Reports	-	Rule 26 (p. 71)	Rules of Procedure of the Council
(21) ITU				
Plenipotentiary Conference	Reports and minutes	-	Rule 150	Collection of the Basic Texts Adopted by the Plenipotentiary Conference www.oecd-ilibrary.org/docserver/pub-8112e178-en.pdf?expires=1578570027&id=id&accname=ocid57015274&checksum=1F9E8342E1FB495FC53BB29F86DBC5DD
Council	Summary records	30 days	Rule 81 (para. 15)	Constitution and Convention of the International Telecommunication Adopted by the 2018 Plenipotentiary Conference (published in Basic Texts, 2019) www.oecd-ilibrary.org/docserver/pub-8112e178-en.pdf?expires=1578570027&id=id&accname=ocid57015274&checksum=1F9E8342E1FB495FC53BB29F86DBC5DD

JIU participating organizations and entities	Type of record	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
(22) UNESCO				
General Conference	Verbatim records	Before the first ordinary session of the Executive Board of the year in which the next session of the General Conference is held	Sect. XI, rules 56–57 (p. 42)	Basic Texts of the United Nations Educational, Scientific and Cultural Organization: 2018 Edition https://unesdoc.unesco.org/ark:/48223/pf0000261751.page=22
	Sound recordings	-	Sect. XI, rule 56.1 (p. 42)	
Executive Board	Summary records	3 months	Sect. VII, rule 23.2 (p. 13)	Rules of Procedure of the Executive Board of UNESCO, 2019 Edition https://unesdoc.unesco.org/ark:/48223/pf0000366759/PDF/366759eng.pdf.multi
(23) UNIDO				
Industrial Development Board	Summary records	As soon as possible	Sect. X, rule 69 (p. 27)	Rules of Procedure of the Industrial Development Board www.unido.org/sites/default/files/2009-11/Rules%20IDB-E_0.pdf
	Sound recordings	-	Sect. X, rule 70 (pp. 27–28)	
Programme and Budget Committee	Sound recordings	-	Sect. X, rule 58 (pp. 21–22)	Rules of Procedure of the Programme and Budget Committee www.unido.org/sites/default/files/2009-11/Rules%20PBC-E_0.pdf
(24) UNWTO				
General Assembly	Summary records	As soon as possible	Rule 46 (p. 55)	Rules of Procedure of the General Assembly of the World Tourism Organization in the UNWTO Basic Documents (vol. I) https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2019-12/basic_documents_vol_I_web.pdf
Executive Council	Summary records	As soon as possible	Rule 13 (p. 71)	Rules of Procedure of the Executive Council of the World Tourism Organization in the UNWTO Basic Documents (vol. I) https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2019-12/basic_documents_vol_I_web.pdf
(25) UPU				
Congress	Reports	Before the next session	Article 22.5	Rules of Procedure of Congresses
Councils	Summary records	As soon as possible		Rules of Procedure of the Council of Administration Rules of Procedure of the Postal Operations Council

JIU participating organizations and entities	Type of record	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
(26) WHO				
World Health Assembly	Verbatim and summary records	As soon as possible	Rules 90–91 (p. 161)	Rules of Procedure of the World Health Assembly http://apps.who.int/gb/bd/PDF/bd48/basic-documents-48th-edition-en.pdf
Executive Board	Summary records	As soon as possible	Rule 20 (p. 180)	Rules of Procedure of the Executive Board of the World Health Organization http://apps.who.int/gb/bd/PDF/bd48/basic-documents-48th-edition-en.pdf
(27) WIPO				
Assemblies (21 governing bodies, including the WIPO General Assembly)	Report or summary	-	Rule 5 (p. 4)	Special Rules of Procedure of the Governing Bodies of WIPO and of the Unions Administered by WIPO www.wipo.int/edocs/mdocs/govbody/en/a_57/a_57_inf_6.pdf Assemblies of the Member States of WIPO, 2019 www.wipo.int/edocs/mdocs/govbody/en/a_59/a_59_9.pdf
	Audiovisual records	Live streaming kept for 12 months	Para. 4 (p. 2)	
	Chair's summary	End of each meeting	Para. 4 (p. 2)	
	Verbatim report	-	Para. 4 (p. 2)	
Conference	Report or summary	-	Rule 4 (p. 5)	Special Rules of Procedure of the Governing Bodies of WIPO and of the Unions Administered by WIPO www.wipo.int/edocs/mdocs/govbody/en/a_57/a_57_inf_6.pdf Assemblies of the Member States of WIPO, 2019 www.wipo.int/edocs/mdocs/govbody/en/a_59/a_59_9.pdf
	Audiovisual records	Live streaming kept for 12 months	Para. 4 (p. 2)	
	Chair's summary	End of each meeting	Para. 4 (p. 2)	
	Verbatim report	-	Para. 4 (p. 2)	
WIPO Coordination Committee	Report or summary	-	Rule 5 (p. 7)	Special Rules of Procedure of the Governing Bodies of WIPO and of the Unions Administered by WIPO www.wipo.int/edocs/mdocs/govbody/en/a_57/a_57_inf_6.pdf
(28) WMO				
Congress	Reports, minutes and audio recordings	-	Sect. I, regulation 95 (p. 62)	Basic Documents, No. 1, World Meteorological Organization https://library.wmo.int/doc_num.php?explnum_id=10076

JIU participating organizations and entities	Type of record	Submission deadline cited	Reference paragraph	Source (publication title of the reference document and symbol or weblink) and remarks
Executive Council	Minutes and audio recordings	-	Sect. I, regulation 95 (p. 62)	Basic Documents, No. 1, World Meteorological Organization https://library.wmo.int/doc_num.php?explnum_id=10076
Committees	Minutes and audio recordings	-	Sect. I, regulation 95 (p. 62)	Basic Documents, No. 1, World Meteorological Organization https://library.wmo.int/doc_num.php?explnum_id=10076

^a Verbatim reports are detailed text records which, in the absence of précis-writers, are produced and edited by the Secretariat on the basis of notes, outputs from external captioning service providers and audiovisual records.

Annex IX

Digital linguistic tools assisting language services in Joint Inspection Unit participating organizations that provided relevant data as at January 2020

Participating organizations	Names of the tools	Names of the developers	Details and weblinks
United Nations, its funds and programmes			
(1) United Nations Secretariat			
Department for General Assembly and Conference Management (including its four duty stations: United Nations Headquarters, the United Nations Office at Geneva, the United Nations Office at Nairobi and the United Nations Office at Vienna)	UNTERM database	gText project	The United Nations Terminology Database https://unterm.un.org/unterm/portal/welcome UNTERM is a multilingual terminology database maintained jointly by the main duty stations and regional commissions of the United Nations system. UNTERM provides terminology and nomenclature in subjects relevant to the work of the United Nations. Information is provided in the six United Nations official languages, and there are also entries in German and Portuguese.
	eLUNa eLUNa Editorial eLUNa Search eLUNa VRS		eLUNa is the United Nations computer-assisted translation tool – a web-based suite of language tools specifically developed in-house for United Nations translators and verbatim reporters. It combines a revision and translation interface. See under “tools”: https://languagecareers.un.org/dgacm/Langs.nsf/page.xsp?key=Careers-Translators www.youtube.com/watch?v=ILTzFjkzFt8&feature=youtu.be eLUNa Search is a stand-alone full-text search application with Boolean and proximity operators in all official languages that displays results in monolingual, bilingual and trilingual format. eLUNa Editorial is an interface for editing United Nations documents that identifies reprise and terminology. eLUNa VRS is an interface for drafting verbatim records that identifies reprise and terminology.
Regional commissions			
ECA	UNTERM database eLUNa		UNTERM database: see description under Department for General Assembly and Conference Management eLUNa suite: see description under Department for General Assembly and Conference Management (service-level agreement; sharing on cost recovery basis)
ECE	-	-	Services provided by the United Nations Office at Geneva
ECLAC	UNTERM database eLUNa		UNTERM database: see description under Department for General Assembly and Conference Management eLUNa suite: see description under Department for General Assembly and Conference Management (service-level agreement; sharing on cost recovery basis)
ESCAP	UNTERM database eLUNa		UNTERM database: see description under Department for General Assembly and Conference Management eLUNa suite: see description under Department for General Assembly and Conference Management (service-level agreement; sharing on cost recovery basis)

Participating organizations	Names of the tools	Names of the developers	Details and weblinks
ESCWA	UNTERM database eLUNa		UNTERM database: see description under Department for General Assembly and Conference Management eLUNa suite: see description under Department for General Assembly and Conference Management (service-level agreement; sharing on cost recovery basis)
(5) UNDP	UNDP internal terminology database	UNDP Communications Group	UNDP internal terminology database, especially for terms related to the new initiatives of the Organization Most of the terms are available in the working languages Note: the name of the database is not mentioned in the questionnaire, and the database is not available online
(6) UNEP	UNTERM database SDL Trados	Convention on Biological Diversity Staff, SDL	UNTERM database: see description under Department for General Assembly and Conference Management SDL Trados is a computer-assisted translation tool produced by a company that is leading the market for computer-assisted translation software. See www.sdltrados.com .
(7) UNFPA	–	–	Centrally, the Information Technology Solutions Office is not, officially, using terminology databases, but UNFPA cannot exclude the possibility that some country or regional offices may procure such tools autonomously.
(11) UNODC	UNTERM database eLUNa eLUNa Editorial eLUNa Search eLUNa VRS	gText project	UNTERM database: see description under Department for General Assembly and Conference Management eLUNa suite: see description under Department for General Assembly and Conference Management
(15) WFP	WFPTERM UNTERM database FAOTERM LogiTerm Web SDL Trados	SDL Terminotix	WFPTERM is a multilingual terminology database. It provides terminology support in Arabic, English, French and Spanish. UNTERM database: see description under Department for General Assembly and Conference Management FAOTERM: see description under FAO LogiTerm Web is a full-service translation software for language services developed by Terminotix. https://terminotix.com/index.asp?content=category&cat=4&lang=en SDL Trados: see description under UNEP
Specialized agencies and IAEA			
(16) FAO	FAOTERM computer-assisted translation tools (not specified)	Information Technology Division	FAOTERM is a multilingual database. It provides terminology support in Arabic, Chinese, English, French, Spanish and Italian. http://aims.fao.org/vest-registry/vocabularies/fao-terminology
(17) IAEA	IAEAterm computer-assisted translation tools (not specified)	–	IAEAterm a multilingual terminology and reference database with terms in Arabic, Chinese, English, French, Russian and Spanish, as well as some in German and other languages (available online to all staff via the intranet).
(18) ICAO	ICAOTERM SDL MultiTrans	ICAO	ICAOTERM is multilingual terminology and reference database (not available online). SDL MultiTrans is a highly secure translation management system targeted at the regulated industries, including the financial and legal sectors. This system is appropriate for enterprises that need translations of sensitive and confidential content. www.sdl.com/about/news-media/press/2018/general-availability-of-sdl-multitrans-2019.html

Participating organizations	Names of the tools	Names of the developers	Details and weblinks
(19) ILO	ILOTERM SDL MultiTrans	External providers	ILOTERM is a multilingual database. It provides terminology support in English, French, Spanish, German, Russian, Arabic and Chinese. It can be accessed from the ILO web page of resources for translators: www.ilo.org/global/tools/translators/lang--en/index.htm SDL MultiTrans : see description under ICAO
(20) IMO	UNTERM database eLUNa SDL MultiTrans	Department for General Assembly and Conference Management Commercial providers	UNTERM database : see description under Department for General Assembly and Conference Management. Please note that the UNTERM portal also provides access to the previously used multilingual terminology and reference database of IMO called IMOTERM eLUNa suite : see description under Department for General Assembly and Conference Management (service-level agreement; sharing on cost recovery basis. The full roll-out of the eLUNa computer-assisted translation tool, including the migration to the UNTERM platform, was scheduled for before the end of 2019). SDL MultiTrans : see description under ICAO
(21) ITU	UNTERM database eLUNa LogiTerm Web	Department for General Assembly and Conference Management Terminotix	UNTERM database : see description under Department for General Assembly and Conference Management eLUNa suite : see description under Department for General Assembly and Conference Management LogiTerm Web : see description under WFP
(22) UNESCO	UNTERM database eLUNa	Department for General Assembly and Conference Management	UNTERM database : see description under Department for General Assembly and Conference Management eLUNa suite : see description under Department for General Assembly and Conference Management (service-level agreement; sharing on cost recovery basis)
(24) UNWTO	TOURITERM	—	TOURITERM is a specialized glossary
(25) UPU	TERMPOST SDL Trados	SDL	TERMPOST is the Universal Postal Union's official terminology database. It contains data in eight languages: Arabic, Chinese, English, French, German, Portuguese, Russian and Spanish. Definitions are currently provided in English and French only. See https://upu.multitranslms.com/TERMPOST/Account.mvc/LogOn SDL Trados : see description under UNEP
(26) WHO	UNTERM database eLUNa	Department for General Assembly and Conference Management	UNTERM database : see description under Department for General Assembly and Conference Management eLUNa suite : see description under Department for General Assembly and Conference Management
(27) WIPO	WIPO Pearl WIPO Translate SDL MultiTrans SDL Trados SDL WorldServer myCAT	PCT SD (for WIPO Pearl) Advanced Technology Applications Centre (for WIPO Translate) Commercial providers	WIPO Pearl is a multilingual terminology database. It provides support in Arabic, Chinese, English, French, German, Japanese, Korean, Portuguese, Russian and Spanish. This name corresponds to developer “WIPO PCT SD” the was developed by PCT Translation and PCT IS. See www.wipo.int/reference/en/wipopearl WIPO Translate is translation software for specialized texts See www.wipo.int/wipo-translate/en SDL MultiTrans : see description under ICAO SDL Trados : see description under UNEP SDL WorldServer : Commercial translation management system with customizable framework myCat : a concordancer composed of a text aligner and a quote detector See http://simple-shift.com/myCat.html

Participating organizations	Names of the tools	Names of the developers	Details and weblinks
(28) WMO	In progress	Commercial product	A bidding exercise is under way to choose an efficient software that would incorporate machine translation. The Language, Conference and Publishing Services Department will be testing the same software products that it considered in the framework of the work of the Language, Conference and Publishing Services Group on computer-assisted translation tools and machine translation. Once a new computer-assisted translation tool is chosen, the Language, Conference and Publishing Services Department will need to report to EM and WMO Members on its return on investment. The use of machine translation would become mandatory in 2020.

Glossary of relevant additional tools used in the Department for General Assembly and Conference Management	
Bitext Aligner	Bitext Aligner is an application to create parallel bilingual documents and correct alignment.
DCPMS	The Documents, Conference and Production Management System (DCPMS) is an application for documents planning, processing and management for users at the United Nations Offices at Nairobi and Vienna. Users (outside the Department for General Assembly and Conference Management): ECA, ECLAC, ESCAP, ESCWA, IAEA, IMO, ITU, UNESCO and WHO
Document Storage	Document Storage is a repository of monolingual documents and multilingual bitexts and its related application File Manager.
eAPG	eAPG is an application of interpretation assignments, for staff and freelancers, based on skills. Users (outside the Department for General Assembly and Conference Management): ITU and UNESCO
eLUNa converter	eLUNa converter for AKN4UN is an eLUNa module that produces machine-readable documents in Akoma Ntoso for the United Nations System (AKN4UN) format, an open international technical standard for XML documents.
FAST	Fully Automated Speech-to-Text (FAST) is aimed at setting up a structure that would routinely run automatic speech recognition on recorded audio of the six official languages. The expected ending date is December 2021.
gData	gData is a reporting application using conference service data from all duty stations; it is not yet operational, as further data harmonization is under way.
gDoc2.0	gDoc2.0 is a common global platform that will be used by all duty stations for global documentation workflow and capacity management and will assist in managing documentation.
gMeets	gMeets is a global meeting planning, servicing and interpretation platform. Users (outside the Department for General Assembly and Conference Management): ECA, ESCAP, ESCAW, IAEA, UNESCO and ICAO
gText	gText is a global platform that provides staff and contractual translators with a complete uniform suite of language-based tools, as well as seamless access to background information necessary for quality translation. It incorporates documents, terminology, references, computer-assisted translation and machine translation solutions in all official languages and in a single environment.
One-Stop Shop	One-Stop Shop is an application that provides a single entry point for requesting meeting services, some of which are not under the purview of the Department, such as audiovisual services, web streaming and security.
TAPTA4UN	TAPTA4UN is a statistical machine-translation tool developed by WIPO and is integrated into eLUNa in all official languages and German. It is based on the open-source Moses technology and trained using a corpus of almost 90,000 United Nations translated documents.
Vidcruiter	Vidcruiter is a remote testing tool. The mock test phase of its use indicated that technical issues regarding Internet and equipment setup need to be addressed.
XB calculator	XB calculator is a web-based tool to generate cost estimates on a self-service basis for event scenarios. It does not replace the approval process.
XML	XML is a markup language created to define a syntax for encoding documents that both humans and machines can read. It does this through the use of tags that define the structure of the document, as well as how the document should be stored and transported.

Glossary of relevant additional tools used in United Nations system organizations

Akoma Ntoso	Akoma Ntoso is an XML OASIS standard to represent parliamentary, legislative and judiciary documents in a machine-readable format. This format is ideal not only for multi-channel dissemination and long digital preservation but also to support machine processing to enable the development of smart information services.
AKN4UN	Akoma Ntoso for the United Nations System (AKN4UN) is a version of the Akoma Ntoso schema that is customized for the markup of United Nations documents. It is an open international technical standard for XML documents. For the purposes of the United Nations Semantic Interoperability Framework for normative and parliamentary documents, Akoma Ntoso has been localized to respond to the specific requirements of United Nations parliamentary and normative documents, resulting in Akoma Ntoso for the United Nations System (AKN4UN). www.youtube.com/watch?v=uChU1mXf08A&list=PLtDjcr514XgIa0zMhfxiaCA6fLzLfm2VH&index=1 www.youtube.com/watch?v=3nMzPK_qJ88&list=PLtDjcr514XgIa0zMhfxiaCA6fLzLfm2VH&index=2 www.youtube.com/watch?v=mcgy5G1hoic&list=PLtDjcr514XgIa0zMhfxiaCA6fLzLfm2VH&index=4
UNSIF	The United Nations Semantic Interoperability Framework for normative and parliamentary documents was adopted by the CEB High-level Committee on Management in 2017. The adoption of the Framework has set the foundation for the establishment of a system-wide ecosystem of documents that will foster collaboration and reduce costs in information management across the system by transforming the web of information enclosed in traditional word processing documents into a web of data that can be interpreted by computers to create innovative services. www.unsystem.org/content/unsif-akn4un
WIPO S2T	WIPO S2T is an internally developed, artificial-intelligence-powered speech recognition system, which automatically creates a text transcript from an oral statement (speech-to-text).
WIPO Translate	WIPO Translate is a translation software for specialized documents.

Annex X

Universities that have signed agreements or partnered in projects with the Department for General Assembly and Conference Management and the Department of Global Communications

Name of the university and the location of its headquarters		Type of agreement and year of signature or renewal			Document titles and weblinks
		Memorandum of understanding	Remote practicum agreement	Associated membership agreement	
1	Ain Shams University (Faculty of Al-Alsun), Cairo, Egypt	2012	2019		Memorandum of Understanding between the United Nations and Ain Shams University (Represented by the Faculty of Al-Alsun) on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/ain_shams_mou.compressed/\$FILE/ain_shams_mou.compressed.pdf Remote Practicum Agreement (1) between the United Nations and Ain Shams University for Collaboration in a Translation Practicum https://languagecareers.un.org/dgacm/Langs.nsf/page.xsp?key=Outreach-PAMCIT
2	Beijing Foreign Studies University, China	2008	2019		Memorandum of Understanding between the United Nations and Beijing Foreign Studies University on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/beijing_mou/\$FILE/beijing_mou.pdf Remote Practicum Agreement (2) between the United Nations and Beijing Foreign Studies University for Collaboration in a Translation Practicum https://languagecareers.un.org/dgacm/Langs.nsf/page.xsp?key=Outreach-PAMCIT
3	Damascus University, Syria	2010			Memorandum of Understanding between the United Nations and the University of Damascus on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/damascous_mou/\$FILE/damascous_mou.pdf
4	King Fahd School of Translation, University of Abdelmalek Essaadi, Tangier, Morocco	2016 and 2018			Memorandum of Understanding between the United Nations and King Fahd School of Translation, University of Abdelmalek Essaadi on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/mou_signed_exp_1_june_2018/\$FILE/mou_signed_exp_1_june_2018.pdf Pro Bono Translation Services Memorandum of Understanding with the Department of Global Communications (formerly the Department of Public Information) (1 st of 5 Universities)
5	Université Sorbonne Nouvelle Paris 3, France	2010			Memorandum of Understanding between the United Nations and École Supérieure d'Interprètes et de Traducteurs, Université Sorbonne Nouvelle Paris 3, on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/esit_mou.compressed/\$FILE/esit_mou.compressed.pdf
6	Guangdong University of Foreign Studies, Guangzhou, China	2011			Memorandum of Understanding between the United Nations and Guangdong University of Foreign Studies on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/guangdong_mou.compressed/\$FILE/guangdong_mou.compressed.pdf

Name of the university and the location of its headquarters		Type of agreement and year of signature or renewal			Document titles and weblinks
		Memorandum of understanding	Remote practicum agreement	Associated membership agreement	
7	Institut de Management et Communication Interculturels, Arcueil, France	2010 and 2018			Memorandum of Understanding between the United Nations and Institut de Management et Communication Interculturels on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/isit_mou.compressed/\$FILE/isit_mou.compressed.pdf Pro Bono Translation Services Memorandum of Understanding with the Department of Global Communications (formerly the Department of Public Information) (2 nd of 5 Universities)
8	Lomonosov Moscow State University, the Russian Federation	2010 and 2018	2019		Memorandum of Understanding between the United Nations and Lomonosov Moscow State University (Higher School of Translation and Interpretation) on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/Lomonosov%20MOU.compressed/\$FILE/Lomonosov%20MOU.compressed.pdf Pro Bono Translation Services Memorandum of Understanding with the Department of Global Communications (formerly the Department of Public Information) (3 rd of 5 Universities) Remote Practicum Agreement (3) between the United Nations and Moscow State Linguistic University for Collaboration in a Translation Practicum https://languagecareers.un.org/dgacm/Langs.nsf/page.xsp?key=Outreach-PAMCIT
9	Middlebury Institute of International Studies at Monterey, the United States	2009			Memorandum of Understanding between the United Nations and Middlebury Institute of International Studies at Monterey on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/middlebury_mou.compressed/\$FILE/middlebury_mou.compressed.pdf
10	Minsk State Linguistic University, Belarus	2010			Memorandum of Understanding between the United Nations and Minsk State Linguistic University on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/minsk_mou.compressed/\$FILE/minsk_mou.compressed.pdf
11	Moscow State Institute of International Relations, the Russian Federation	2009			Memorandum of Understanding between Moscow State Institute of International Relations (University) and the United Nations on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/moscow_mou.compressed/\$FILE/moscow_mou.compressed.pdf
12	Université Saint-Joseph, Beirut, Lebanon	2010			Memorandum of Understanding between the United Nations and Université Saint-Joseph on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/saint-joseph_mou.compressed/\$FILE/saint-joseph_mou.compressed.pdf

Name of the university and the location of its headquarters		Type of agreement and year of signature or renewal			Document titles and weblinks
		Memorandum of understanding	Remote practicum agreement	Associated membership agreement	
13	Shanghai International Studies University, China	2008 and 2014	2019		Memorandum of Understanding between the United Nations and Shanghai International Studies University on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/shanghai_mou.compressed/\$FILE/shanghai_mou.compressed.pdf Pro Bono Translation Services Memorandum of Understanding with the Department of Global Communications (formerly the Department of Public Information) (4 th of 5 Universities) Remote Practicum Agreement (4) between the United Nations and Shanghai International Studies University for Collaboration in a Translation Practicum https://languagecareers.un.org/dgacm/Langs.nsf/files/shanghai_rpa/\$FILE/RPA%20SISU%20-%20Signed%20by%20both%20the%20UN%20&%20Univ..pdf
14	The American University in Cairo, Egypt	2010			Memorandum of Understanding between the United Nations and the American University in Cairo on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/the_american_university_in_cairo_mou.compressed/\$FILE/the_american_university_in_cairo_mou.compressed.pdf
15	Herzen State Pedagogical University of Russia, Saint Petersburg, the Russian Federation	2008			Memorandum of Understanding between the United Nations and the Herzen State Pedagogical University of Russia on Cooperation in the Training of Candidates for Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/the_herzen_mou.compressed/\$FILE/the_herzen_mou.compressed.pdf
16	Universidad Nacional de Córdoba, Argentina	2012	2019		Memorandum of Understanding between the United Nations and Universidad Nacional de Córdoba on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/universidad_nacional_de_cordoba_mou.compressed/\$FILE/universidad_nacional_de_cordoba_mou.compressed.pdf Agreement between the United Nations and the Universidad Nacional de Córdoba for Collaboration in a Translation Practicum https://languagecareers.un.org/dgacm/Langs.nsf/page.xsp?key=Outreach-PAMCIT
17	University of Geneva, Switzerland	2009			Memorandum of Understanding between the United Nations and the University of Geneva on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/universite_de_geneve_mou.compressed/\$FILE/universite_de_geneve_mou.compressed.pdf
18	Université de Mons, Belgium	2010			Memorandum of Understanding between the United Nations and Université de Mons on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/universite_de_mons_mou.compressed/\$FILE/universite_de_mons_mou.compressed.pdf

Name of the university and the location of its headquarters		Type of agreement and year of signature or renewal			Document titles and weblinks
		Memorandum of understanding	Remote practicum agreement	Associated membership agreement	
19	University of Bath, the United Kingdom of Great Britain and Northern Ireland	2009			Memorandum of Understanding between the United Nations and the University of Bath on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/university_of_bath_mou.compressed/\$FILE/university_of_bath_mou.compressed.pdf
20	University of Nairobi, Kenya	2010			Memorandum of Understanding between the United Nations and the University of Nairobi on Cooperation in Training Language Staff at Post-Graduate Level https://languagecareers.un.org/dgacm/Langs.nsf/files/university_of_nairobi_mou.compressed/\$FILE/university_of_nairobi_mou.compressed.pdf Partner as one of the five Pan African Masters Consortium in Interpretation and Translation (PAMCIT) universities. See https://pamcit.unon.org and (as PAMCIT 1) https://pamcit.unon.org/universities/university-nairobi
21	Universidad de Salamanca, Spain	2008 and 2007			Memorandum of Understanding between the United Nations and Universidad de Salamanca on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/university_of_salamanca_mou.compressed/\$FILE/university_of_salamanca_mou.compressed.pdf Pro Bono Translation Services Memorandum of Understanding with the Department of Global Communications (formerly the Department of Public Information) (5 th of 5 Universities)
22	University of Westminster, the United Kingdom of Great Britain and Northern Ireland	2008			Memorandum of Understanding between the United Nations and the University of Westminster on Cooperation in the Training of Candidates for Language Competitive Examinations https://languagecareers.un.org/dgacm/Langs.nsf/files/university_of_westminster_mou/\$FILE/university_of_westminster_mou.pdf
23	Universidad Femenina del Sagrado Corazón, Lima, Peru		2019		Remote Practicum Agreement (5) between the United Nations and Universidad Femenina del Sagrado Corazón for Collaboration in a Translation Practicum https://languagecareers.un.org/dgacm/Langs.nsf/page.xsp?key=Outreach-PAMCIT
24	University of the West Indies, Kingston, Jamaica		2019		Remote Practicum Agreement (6) between the United Nations and the University of the West Indies for Collaboration in a Translation Practicum https://languagecareers.un.org/dgacm/Langs.nsf/page.xsp?key=Outreach-PAMCIT

Name of the university and the location of its headquarters		Type of agreement and year of signature or renewal			Document titles and weblinks
		Memorandum of understanding	Remote practicum agreement	Associated membership agreement	
25	Universidad de Belgrano, Buenos Aires, Argentina		2016	2019	Remote Practicum Agreement (7) between the United Nations and Fundación Universidad de Belgrano “Dr. Avelino Porto” for Collaboration in a Translation Practicum https://languagecareers.un.org/dgacm/Langs.nsf/files/belgrano_rpa/\$FILE/Agreement%20bet.%20the%20UN%20and%20Fund.%20Univ.%20de%20Belgrano%20-%20translation%20practicum.pdf Associated Membership Agreement between the United Nations and Fundación Universidad de Belgrano “Dr. Avelino Porto” on Association with the United Nations Programme of Cooperation in Training Language Professionals https://languagecareers.un.org/dgacm/Langs.nsf/files/belgrano_ama/\$FILE/Signed%20AMA%20-%20Belgrano%20University.pdf
26	Universidad de la República, Montevideo, Uruguay			<i>Forthcoming</i>	Associated Membership Agreement between the United Nations and Universidad de la República for Collaboration in a Translation Practicum https://languagecareers.un.org/dgacm/Langs.nsf/page.xsp?key=Outreach-PAMCIT
27	Advanced School of Translators and Interpreters (ASTI), University of Buea, Cameroon				Partner as one of the five Pan African Masters Consortium in Interpretation and Translation (PAMCIT) universities. See: https://pamcit.unon.org/ and (as PAMCIT 2) https://pamcit.unon.org/universities/advanced-school-translators-interpreters-asti-university-buea
28	University of Ghana, Accra, Ghana				Partner as one of the five Pan African Masters Consortium in Interpretation and Translation (PAMCIT) universities. See: https://pamcit.unon.org/ and (as PAMCIT 3) https://pamcit.unon.org/universities/university-ghana
29	Universidade Pedagógica de Moçambique, Maputo, Mozambique				Partner as one of the five Pan African Masters Consortium in Interpretation and Translation (PAMCIT) universities. See: https://pamcit.unon.org/ and (as PAMCIT 4) https://pamcit.unon.org/universities/universidade-pedagogica-de-mocambique
30	Université Gaston Berger, Saint-Louis, Senegal				Partner as one of the five Pan African Masters Consortium in Interpretation and Translation (PAMCIT) universities. See: https://pamcit.unon.org/ and (as PAMCIT 5) https://pamcit.unon.org/universities/universite-gaston-berger

Annex XI

Language learning programmes in the Joint Inspection Unit participating organizations

JIU participating organization and entities		Who are the learners?								Who pays what?			Type of courses available					Languages			Details on payment and availability of courses, also in languages other than the official languages
		Staff	Temporary staff	Junior Professional Officers	External contractors	Other non-staff	Interns	Staff family members	Member States' delegates and their families	Free of charge	Partial payment	Full payment	Live classroom instruction	Live online instruction	Online self-paced learning	Blended learning	Immersion in culture	Official languages	Host country' s language	Local languages	
United Nations, its funds and programmes																					
1	United Nations																				
	Secretariat Headquarters	✓	✓	✓	✓	✓	✓	✓	Staff Interns Delegates ^a Other ^b	-	Other ^b	✓	✓	✓	✓	-	✓	-	-	For non-paying participants, see https://hr.un.org/page/eligibility	
	UNOG	✓	✓	✓	✓	✓	✓	✓	Staff Interns	-	Other ^b non-staff	✓	-	✓	✓	-	✓	-	-		
	UNON	✓	-	-	-	-	-	✓	Staff Interns	-	✓	✓	-	✓	-	-	✓	✓	✓	Italian, Kiswahili and Portuguese	
	ECA	✓	✓	✓	✓	✓	✓	✓	Staff Interns	-	Other ^b	✓	-	✓	✓	-	✓	✓ ^o	-	Unavailable courses in Chinese Amharic (language of the host country)	
	ECE	✓	✓	✓	✓	✓	✓	✓	Staff Interns	-	Other ^b	✓	-	-	-	-	✓	-	-	Serviced by UNOG	
	ECLAC	✓	-	-	-	✓	✓	-	Staff	-	-	✓	-	-	-	-	✓	-	-		
	ESCAP	✓	-	-	✓	✓	✓	✓	✓	Staff	-	-	✓	✓	-	-	-	✓	-	-	
	ESCWA	✓	✓	-	-	-	-	-	-	Staff	-	-	✓	-	✓	✓	-	✓	-	-	Unavailable courses in Chinese and Russian

JIU participating organization and entities		Who are the learners?								Who pays what?			Type of courses available					Languages			Details on payment and availability of courses, also in languages other than the official languages
		Staff	Temporary staff	Junior Professional Officers	External contractors	Other non-staff	Interns	Staff family members	Member States' delegates and their families	Free of charge	Partial payment	Full payment	Live classroom instruction	Live online instruction	Online self-paced learning	Blended learning	Immersion in culture	Official languages	Host country' s language	Local languages	
2	UNAIDS	✓	✓	✓	-	✓	✓	✓	-	-	Staff (50%)	Other ^b	✓	-	✓	✓	-	✓	-	-	
3	UNCTAD	✓	✓	✓	✓	✓	✓	✓	-	-	-		✓	-	✓	✓	-	✓	-	-	
4	ITC	✓	✓	✓	-	-	✓	✓	-	-	-	Other ^b	✓	-	✓	✓	-	✓	-	-	
5	UNDP	✓	✓	✓	-	-	✓	✓	-	Staff	Staff	Staff	✓	✓	✓	✓	-	✓	-	✓	Charges to staff based on budget per location
6	UNEP	✓	✓	✓	✓	✓	✓	✓		Staff		Other ^b									
7	UNFPA	✓	-	-	-	-	-	-	-	Staff	-	-	✓	-	✓	✓	-	✓	-	-	
8	UN-Habitat																				No information provided
9	UNHCR	✓	✓	✓	✓	✓	✓	✓	-	-	Staff (30 to 50%)	Other ^b	✓	✓	-✓	✓	✓	✓	✓	-✓	
10	UNICEF	✓	✓	✓	✓	✓	✓	✓	✓	Staff	-	-	✓	✓	-	-	-	✓	-	-	
11	UNODC/ UNOV	✓	✓	✓	✓	✓	✓	✓	✓	Staff Interns	-	Other ^b	✓	-	-	-	-	✓	✓	-	German (language of the host country)
12	UNOPS	✓	-	-	-	-	-	-	-	Staff	-	-	✓	-	-	-	-	✓	-	-	
13	UNRWA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

JIU participating organization and entities		Who are the learners?								Who pays what?			Type of courses available						Languages			Details on payment and availability of courses, also in languages other than the official languages
		Staff	Temporary staff	Junior Professional Officers	External contractors	Other non-staff	Interns	Staff family members	Member States' delegates and their families	Free of charge	Partial payment	Full payment	Live classroom instruction	Live online instruction	Online self-paced learning	Blended learning	Immersion in culture	Official languages	Host country' s language	Local languages		
14	UN-Women	✓	-	-	-	-	-	-	-	Staff	-	-	✓	✓*	-	-	-	✓	-	-		
15	WFP	✓	✓	✓	-	-	✓	✓	-	Staff	-	Other ^b	✓	✓	✓	✓	-	✓	-	-		
Specialized agencies and IAEA																						
16	FAO	✓	✓	✓	-	-	✓	✓	-	Staff	-	Other ^b	✓	-	✓	✓	-	✓	-	-		
17	IAEA	✓	✓	✓	-	-	✓	✓	-	Staff**	-	Other ^b	✓	-	✓	✓	-	✓	✓	-		
18	ICAO	✓	-	-	-	-	-	-	-	Staff	-	-	✓	-	-	-	-	✓	-	-		
19	ILO	✓	✓	✓	-	-	-	✓	-	Staff	Staff Interns Other ^b	Other ^b	✓	-	✓	✓	-	✓	-	-	German and Portuguese	
20	IMO	✓	-	-	-		-	-	-	Staff	-		-	-	-	-	-	✓ ^o	-	-		
21	ITU	✓	✓	✓	✓	-	-	✓	-	Staff Interns	-		✓	-	✓	✓	-	✓	-	-		
22	UNESCO	✓	✓	✓	✓	-	✓	✓	-	Staff	-	Other ^b	✓	-	✓	✓	-	✓	-	-		
23	UNIDO	✓	✓	✓	✓	-	✓	✓	-	-	Staff (50% for German)	Other ^b	-	-	-	-	-	✓	-	-	German (language of the host country)	
24	UNWTO	✓	✓	✓	✓	-	✓	-	-	-	-	-	✓	-	-	-	-	✓	-	-		
25	UPU	✓	-	-	-	-	-	-		Staff	-	-	✓	-	-	-	-	✓	-	-	English, German and Spanish	

JIU participating organization and entities		Who are the learners?								Who pays what?			Type of courses available					Languages			Details on payment and availability of courses, also in languages other than the official languages
		Staff	Temporary staff	Junior Professional Officers	External contractors	Other non-staff	Interns	Staff family members	Member States' delegates and their families	Free of charge	Partial payment	Full payment	Live classroom instruction	Live online instruction	Online self-paced learning	Blended learning	Immersion in culture	Official languages	Host country' s language	Local languages	
26	WHO	✓	✓	✓	✓	-	-	✓	-	-	-	Other ^b	-	✓	✓	✓	-	✓	✓	-	German and Portuguese
27	WIPO	✓	-	-	✓	-	-	✓	-	Staff	-	Other ^b	✓	-	✓	✓	-	✓	-	-	
28	WMO	✓	✓	✓	✓	-	-	✓	-	Staff	-	Other ^b	✓	-	✓	✓	-	✓	-	✓	

a See full list of non-paying eligible participants in the programme at <https://hr.un.org/page/eligibility>.

b Consultants, spouses of staff members or staff of permanent missions.

c Free of charge courses for staff on condition of successful completion; in particular, in WIPO, provided that the language is “essential” or requested for the current work.

Note: UNRWA provides no language instruction in any language.

Annex XII

United Nations System Chief Executives Board for Coordination membership agreements with international associations of language professionals: the International Association of Conference Interpreters and the International Association of Conference Translators

CEB– AIIC^a agreement

Organizations party to the agreement between CEB and the International Association of Conference Interpreters (AIIC) regulating the conditions of employment of short-term conference interpreters, 2019^b

International Association of Conference Interpreters (AIIC)
United Nations (including its departments, offices and regional commissions,^c as well as its funds and programmes^d and other entities administered by the United Nations Secretariat^e)
Joint United Nations Programme on HIV/AIDS (UNAIDS)
Food and Agriculture Organization of the United Nations (FAO)
International Civil Aviation Organization (ICAO)
International Fund for Agricultural Development (IFAD)
International Labour Organization (ILO) (including its regional offices)
International Maritime Organization (IMO)
International Telecommunication Union (ITU)
Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO Preparatory Commission)
United Nations Educational, Scientific and Cultural Organization (UNESCO)
United Nations World Tourism Organization (UNWTO)
Universal Postal Union (UPU)
World Food Programme (WFP)
World Health Organization (WHO) (including its regional offices and programmes)^f
World Intellectual Property Organization (WIPO)
World Meteorological Organization (WMO)

^a AIIC stands for the name of the association in French: association internationale des interprètes de conférence.

^b Available at <https://hr.un.org/sites/hr.un.org/files/handbook/CEB-AIIC%20agreement%201%20Jan%202019.pdf>.

^c ECA, ECE, ESCAP, ESCWA and ECLAC.

^d UNHCR, UNICEF, UNCTAD, UNDP, UNEP, UN-Habitat, UNODC, UNFPA and UNRWA.

^e OHCHR, UNOPS, the United Nations University (UNU), ITC, the International Tribunal for the Former Yugoslavia, the International Criminal Tribunal for Rwanda and the United Nations Compensation Commission.

^f The WHO Regional Office for Africa, the WHO Regional Office for the Americas, the WHO Regional Office for the Eastern Mediterranean, the WHO Regional Office for Europe, the WHO Regional Office for South-East Asia, the WHO Regional Office for the Western Pacific and the International Agency for Research on Cancer.

Organizational entities to which the CEB–International Association of Conference Interpreters Agreement (AIIC) applies

International Agency for Research on Cancer (IARC)
 International Atomic Energy Agency (IAEA)
 International Trade Centre (ITC)
 International Residual Mechanism for Criminal Tribunals (MICT)
 Office of the United Nations High Commissioner for Human Rights (OHCHR)
 Pan-American Health Organization (PAHO)
 United Nations Compensation Commission (UNCC)
 United Nations Industrial Development Organization (UNIDO)
 United Nations Office for Project Services (UNOPS)
 United Nations University (UNU)
 World Trade Organization (WTO)

CEB–AITC^a agreement

Organizations party to the agreement between CEB and the International Association of Conference Translators (AITC) regulating the conditions of employment of short-term translators and persons serving in related functions (rev. 28 May 2019)

International Association of Conference Translators (AITC)
 United Nations (including its departments, offices and regional commissions, and other entities administered by the United Nations Secretariat)
 Food and Agriculture Organization of the United Nations (FAO)
 International Atomic Energy Agency (IAEA)
 International Civil Aviation Organization (ICAO)
 International Fund for Agricultural Development (IFAD)
 International Labour Organization (ILO) (including its regional offices)
 International Maritime Organization (IMO)
 International Telecommunication Union (ITU)
 United Nations Educational, Scientific and Cultural Organization (UNESCO)
 United Nations World Tourism Organization (UNWTO)
 Universal Postal Union (UPU)
 World Health Organization (WHO) (including its regional offices and programmes)
 World Intellectual Property Organization (WIPO)
 World Meteorological Organization (WMO)
 Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO Preparatory Commission)
 International Criminal Court (ICC)

^a AITC stands for the name of the association in French: association internationale des traducteurs de conférence.

Annex XIII

Overview of actions to be taken by participating organizations on the recommendations of the Joint Investigation Unit

		Intended impact			United Nations, its funds and programmes													Specialized agencies and IAEA												
			CEB	United Nations*	UNAIDS	UNCTAD	ITC	UNDP	UNEP	UNFPA	UN-Habitat	UNHCR	UNICEF	UNODC	UNOPS	UNRWA	UN-Women	WFP	FAO	IAEA	ICAO	ILO	IMO	ITU	UNESCO	UNIDO	UNWTO	UPU	WHO	WIPO
Report	For action		☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
	For information		☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Recommendation 1		a		L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
Recommendation 2		c		L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
Recommendation 3		f		E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E
Recommendation 4		f		L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
Recommendation 5		d		E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E
Recommendation 6		d		E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E
Recommendation 7		c		E																										

Legend:

- L:** Recommendation for decision by legislative organ
- E:** Recommendation for action by executive head
- : Recommendation does not require action by this organization

Intended impact:

- a:** enhanced transparency and accountability **b:** dissemination of good/best practices **c:** enhanced coordination and cooperation **d:** strengthened coherence and harmonization
- e:** enhanced control and compliance **f:** enhanced effectiveness **g:** significant financial savings **h:** enhanced efficiency **i:** other.

*As described in ST/SGB/2015/3.