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## **I. Introductory information**

United Nations Headquarters occupies an 18-acre tract of land on Manhattan Island. The site is bounded on the south by 42nd Street, on the north by 48th Street, on the west by what was formerly a part of First Avenue and is known now as United Nations Plaza, and on the east by the East River and Franklin D. Roosevelt Drive. The site is owned by the United Nations and is international territory.

The six main structures, all interconnected, comprising Headquarters are the General Assembly building, which contains, besides the plenary hall, a large conference room and four medium-sized meeting rooms; the long, low Conference building parallel to the river, which contains council chambers, conference rooms, lounges and restaurants; the 39-storey skyscraper office building, which houses the Secretariat; the Library building; the North Lawn extension; and the South Annex building. The General Assembly Hall and the council chambers are on the second floor level while all the other conference rooms in both buildings are on the concourse level. All conference rooms, council chambers and the plenary hall may be reached from the Delegates' Entrance in the General Assembly building.

Several buildings adjacent to the Headquarters also house some of the United Nations offices including the DC1 and DC2 which are located along 44th Street, UNITAR, the FF Building and Uganda House located along 45th Street, and the Alcoa Building located along 48th Street.

## Information for delegations

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### Entrance

Pedestrian entrance for delegations to the General Assembly Hall is located at First Avenue and 45th Street.

Authorization for delegation cars to enter and to park at United Nations Headquarters requires United Nations diplomatic licence plates (“D” plates) as well as an identification decal for the sixtieth session of the General Assembly. (For more information, please see Parking on pages 69-73.)

### United Nations building passes and admission to meetings

#### 1. *Accreditation for members of official delegations*

Passes for members of official delegations to regular and special sessions of the General Assembly and all other calendar meetings at Headquarters are authorized by the **Protocol and Liaison Service** (Room S-0201P, Ext. 3.7181, see pages 9-14 for Liaison Officers) and processed by the Pass and Identification Unit, located at First Avenue and 45th Street. Registration Forms for members of delegations to temporary meetings (Form SG.6) may be accessed through the website ([www.missions.un.int](http://www.missions.un.int)) in English, French and Spanish or picked up at the Protocol Office (Room S-0201).

#### **Types of passes:**<sup>1</sup>

1. VIP pass without photo issued from Protocol Office for Heads of State/Government, Vice-Presidents, Crown Princes/Princesses;

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<sup>1</sup> The requests and duly filled out forms must be submitted at least 48 hours in advance for proper accreditation and issuance of passes. Passes for those delegates who have been already entered into the electronic system may be picked up by a member of the Mission with proper identification. Spouses will be issued same type of passes as the principals.

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2. VIP pass with photo issued from Protocol Office for Deputy Prime Ministers and Cabinet Ministers;
3. Gold pass for Heads of delegations processed at the Pass Office;
4. Red pass for all delegates processed at the Pass Office;
5. Protocol pass issued from Protocol Office for one day without photo and for a short duration with photo.<sup>1</sup>

### **Protocol requirements for issuance of passes:**

#### **For Heads of State/Government, Vice-Presidents, Crown Princes/Princesses:**

Letter of request for pass from the Permanent Mission, indicating names and titles and specifying the duration of stay. Neither photos nor SG.6 Forms are required.

#### **For Deputy Prime Ministers and Cabinet Ministers:**

1. Letter of request for pass from the Permanent Mission, indicating names and functional titles and specifying the duration of stay. SG.6 Forms are not required.
2. Two colour passport-size photographs.

#### **For delegates:**

1. Registration of members of delegations to temporary meetings (Form SG.6).

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<sup>1</sup> Issuance of Protocol passes will be curtailed for the duration of the General Debate except under very special circumstances. Protocol passes are not issued for calendar meetings at Headquarters.

## Information for delegations

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2. Covering letter addressed to the Chief of Protocol and signed by Head of Chancery or administrative officer, indicating names and functional titles.
  
2. Accreditation for media correspondents

Accreditation for media correspondents with the written and online press, film, television, photo, radio and other media organizations is the responsibility of the Media Accreditation and Liaison Unit of the News and Media Division, Department of Public Information (room S-0250, ext. 3.7164, 3.6934, 3.6936, 3.6937, 3.7463 and 3.2870).
  
3. Accreditation for non-governmental organizations
  - (a) Designated representatives of non-governmental organizations in consultative status with the Economic and Social Council are issued grounds passes through the Non-Governmental Organizations Section of the Department of Economic and Social Affairs (room DC1-1480, ext. 3.3192).
  - (b) Designated representatives of non-governmental organizations associated with the Department of Public Information are issued grounds passes on an annual basis through the Non-Governmental Organizations Section of the Civil Society Service, Outreach Division of the Department of Public Information (DPI/NGO Resource Centre, room L1B-31, ext. 3.7234, 3.7078 and 3.7233).

## Department of Safety and Security

	Ext.	Fax	Room
<i>Under-Secretary-General for Safety and Security</i>			
Mr. David Veness	7.3158	3.4104	FF-1708

**The United Nations Security and Safety Service  
operates on a 24-hour basis.**

	Ext.	Fax	Room
<i>Office of Security and Safety Service Chief</i>			
Mr. Bruno Henn	3.9345	3.6850	S-0945

	Ext.	Room
<u><i>Security Operations Centre</i></u>	3.6666	GA-100 <sup>1</sup>

Takes enquiries for same-day lost and found items, requests for opening doors after regular office hours or on weekends and returning, after the close of business IDs previously left at the Visitors Information Desk before it closes for the day. All in-person inquiries should be directed initially to these offices.

In addition to providing security and safety on a 24-hour basis at Headquarters, the Service will:

- (a) Issue grounds passes, which members of delegation may obtain on the First Floor of the UNITAR Building, 45th Street and First Avenue (First Avenue entrance) from 9 a.m. to 4 p.m., after being authorized by the Protocol and Liaison Service;
- (b) Receive official telephone calls, telegrams and cables requiring follow up action after normal working hours;
- (c) Assist in locating and notifying the Organization's senior officials in an emergency;
- (d) Liaise with national security representatives regarding protection arrangements for dignitaries;
- (e) Liaise with local authorities whenever outside emergency assistance (e.g. ambulance, medical, police) is required;

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<sup>1</sup> Located opposite the Tour Pay-Desk in the Visitors Lobby.

### **Information for delegations**

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- (f) Handle lost and found property. During regular working hours, same-day lost property should be handed over or claimed from GA-100 (ext. 3.6666). At all other times from the first floor of the UNITAR building (ext. 3.7533).

Grounds passes are subject to check at all entry points. Delegates are expected to wear their grounds passes visibly on their outermost garment while on the premises.

Missing grounds passes should be reported without delay to the Special Services Unit (room S-0101, ext. 3.7531).

Delegates are reminded not to leave briefcases or any valuable items unattended in conference rooms.

### **Information**

(Telephones and desk locations)

The Information Unit (ext. 3.7113) will advise on:

- (a) The location and telephone numbers of delegations;
- (b) The office or official to be contacted for technical queries;
- (c) The location and telephone extensions of services, information media and United Nations clubs.

For information concerning the location and telephone numbers of Secretariat members, dial "0". (For further information regarding the telephone system of various offices in the United Nations, please see page 67.)

### **Information desks**

- *General Assembly building*  
Public lobby (ext. 3.7758)
- *UNDC 1 building*  
Office lobby (ext. 3.8998)

- *UNDC 2 building*  
Office lobby (ext. 3.4989)
- *UNICEF House*  
Office lobby ((212) 326-7524)

Bulletin boards displaying the programme of meetings are located on the first floor of the General Assembly building just inside the Delegates' Entrance and on the concourse level between the General Assembly building and the Conference building.

### **Medical Services**

The Medical Services Division provides emergency medical assistance to delegates and members of diplomatic missions to the United Nations.

The Medical Clinics are situated at the following locations:

#### **Location**

1. *Secretariat Building*  
Room S-0535, Telephone (212) 963-7090
2. *DCI Building*  
Room DC1-1190, Telephone (212) 963-8990
3. *UNICEF House*  
Room H-0545, Telephone (212) 326-7541

#### **Time**

1. *Secretariat Building*  
The Medical Clinic is open on working days from 8.30 a.m. to 6 p.m. Physicians are available from 9 a.m. through 5 p.m.
2. *DCI Building*  
The Medical Clinic is open on working days from 9 a.m. to 5.30 p.m.

## Information for delegations

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### 3. *UNICEF House*

The Medical Clinic is open on working days from 9 a.m. to 5 p.m.

During the General Assembly (September to December) the opening hours of the Medical Clinic at the Secretariat are as follows:

Monday to Friday: 8.30 a.m. to 11.30 p.m.  
Saturday: 11 a.m. to 7 p.m.  
Sunday: Closed

In case of an emergency *within and outside* normal working hours:

- Call United Nations Security at extension 3.6666 if you are in the Secretariat Building; or
- Call 911 if located in any other building.

## Facilities for the disabled

Facilities available in the meeting areas are:

Easily accessible restroom facilities are located in the General Assembly building first basement in the public concourse area, and in the “Neck” linking the General Assembly building and Conference building in the First Basement. The restroom at the rear of the General Assembly Hall is also accessible.

In the Conference building, the restrooms on the second floor are accessible to the disabled.

Elevators accessing the first floor and above in the Conference and General Assembly buildings are attended.

The Visitor’s Entrance at 46th Street and First Avenue includes a ramp, allowing access both to the General Assembly and to the gardens.

Automatic teller machines, easily accessible for the disabled, are located at the south end of the main corridor on the first floor of the Conference building.



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Special ramps are provided for access to conference room podiums where required.

Requests to connect hearing aid equipment to conference room audio distribution systems should be addressed to the Broadcast and Conference Support Section (BCSS), room L-1B-30, ext. 3.9485 or 3.7453, e-mail: [request-for-services@un.org](mailto:request-for-services@un.org). BCSS can also loan neck-worn induction loops for hearing aids equipped with a T-Switch.

### Protocol and Liaison Service

The Protocol and Liaison Service is part of the Executive Office of the Secretary-General.

	Ext.	Room
<i>Chief of Protocol</i>		
Ms. Aminata Djermakoye	3.7170	S-0201A
<i>I. Deputy Chief of Protocol</i>		
Mr. Paulose T. Peter	3.7179	S-0201B
Afghanistan	Japan	Sierra Leone
Armenia	Kuwait	Suriname
Austria	Lesotho	Swaziland
Bahamas	Lithuania	Syrian Arab
Bhutan	Marshall Islands	Republic
Fiji	Mauritius	Thailand
Georgia	Micronesia	Timor-Leste
Germany	Myanmar	United Arab
Greece	Nepal	Emirates
Iceland	New Zealand	United Kingdom of
India	Oman	Great Britain and
Italy	Qatar	Northern Ireland
Jamaica	San Marino	Zimbabwe

## Information for delegations

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### *Observers*

Holy See  
Asian Development Bank  
Customs Cooperation Council  
Eurasian Economic Community  
International Committee of the Red Cross  
International Federation of Red Cross and Red  
Crescent Societies  
International Tribunal for the Law of the Sea  
League of Arab States  
Pacific Islands Forum  
South Asian Association for Regional Cooperation

Ext. Room

### II. *Protocol and Liaison Officers*

A. Ms. Michèle Fatima Alzouma 3.7180 S-0201N

Algeria	Côte d'Ivoire	Maldives
Bahrain	Croatia	Mauritania
Belgium	Democratic	Monaco
Belize	Republic of the	Mozambique
Benin	Congo	Namibia
Botswana	Djibouti	Niger
Burkina Faso	Egypt	Republic of Korea
Burundi	France	Rwanda
Cambodia	Gabon	Senegal
Cape Verde	Guinea	Seychelles
Central African	Jordan	Somalia
Republic	Lebanon	United Republic of
Chad	Liechtenstein	Tanzania
Comoros	Luxembourg	United States of
Congo	Madagascar	America

### *Observers*

African Development Bank  
African Union

**Introductory information**

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Community of Sahelo-Saharan States  
Economic Community of Central African States  
Economic Community of West African States  
East African Community  
International Criminal Police Organization  
(Interpol)  
International Hydrographic Organization  
International Organization of la Francophonie  
Organization for Economic Cooperation and  
Development  
Organization of the Islamic Conference  
Partners in Population and Development  
Southern African Development Community

Ext.          Room

B. Mrs. Almudena de Ameller          3.7178    S-0201C

Albania	Equatorial Guinea	Philippines
Andorra	Guatemala	Saint Vincent and the Grenadines
Argentina	Haiti	Samoa
Bolivia	Honduras	Spain
Chile	Israel	Sweden
Colombia	Kiribati	Switzerland
Costa Rica	Mexico	Togo
Cuba	Nauru	Tonga
Cyprus	Nicaragua	Tuvalu
Dominica	Pakistan	Uruguay
Dominican Republic	Palau	Venezuela
Ecuador	Panama	(Bolivarian
El Salvador	Paraguay	Republic of
	Peru	

*Observers*

Agency for the Prohibition of Nuclear Weapons  
in Latin America and the Caribbean  
Andean Community

## Information for delegations

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Association of Caribbean States  
Caribbean Community (CARICOM)  
Central American Integration System  
Council of Europe  
European Community  
Inter-American Development Bank  
Latin American Economic System (SELA)  
Latin American Parliament  
Organization of Eastern Caribbean States  
Organization for Security and Cooperation  
in Europe  
Organization of American States

Ext. Room

C. Ms. Li Xiaoyi 3.5941 S-0201M

Angola	Finland	Norway
Antigua and Barbuda	Gambia	Papua New Guinea
Australia	Grenada	Portugal
Bangladesh	Guinea-Bissau	Saint Kitts and Nevis
Barbados	Guyana	Saint Lucia
Bosnia and Herzegovina	Indonesia	Sao Tome and Principe
Brazil	Ireland	Saudi Arabia
Brunei Darussalam	Kenya	Singapore
Cameroon	Latvia	Solomon Islands
Canada	Liberia	Sri Lanka
China	Malawi	Sudan
Denmark	Malaysia	Vanuatu
Estonia	Malta	
	Netherlands	
	Nigeria	

### *Observers*

African, Caribbean and Pacific Group of States  
Asian-African Legal Consultative Organization  
Commonwealth Secretariat



## **Information for delegations**

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Inter-Parliamentary Union  
International Development Law Organization  
International Institute for Democracy and Electoral Assistance  
International Organization of la Francophonie  
International Seabed Authority  
Sovereign Military Order of Malta

## **Credentials**

Credentials are required for representatives of Members States of the General Assembly, the Security Council, the Economic and Social Council and the Trusteeship Council. For the sessions of the General Assembly, credentials of representatives (issued by the head of State or Government or by the Minister for Foreign Affairs) should be submitted to the Secretary-General not less than one week before the opening of the session through the Secretary of the Credentials Committee, Office of Legal Affairs (room S-3420A) or the Protocol and Liaison Service (room S-0201). A copy of the credentials should be sent to the Protocol and Liaison Service for accreditation purposes.

## **List of permanent missions to the United Nations**

The Protocol and Liaison Service publishes twice a year a handbook entitled “Permanent Missions to the United Nations” (Blue Book). This publication lists the diplomatic personnel of Member and non-member States, the staff of intergovernmental organizations accredited to the United Nations as observers and the staff of liaison offices of United Nations specialized agencies, as well as the membership of the principal organs of the United Nations.

A weekly addendum to the “Blue Book” records all interim movements of personnel and changes in address, telephone/telefax numbers, national holiday, etc. The “Blue Book” may be accessed through the website ([www.mission.un.int](http://www.mission.un.int)).