



THE PRESIDENT
OF THE
GENERAL ASSEMBLY

18 April 2019

Excellency,

I have the pleasure to forward herewith a letter dated 17 April 2019 from the co- chairs of the Ad Hoc Working Group on the Revitalization of the work of the General Assembly (AHWG), H.E. Ms. Sima Sami Bahous, Permanent Representative of Jordan and H.E. Mr. Michal Mlynár, Permanent Representative of Slovakia, sharing the summary of the interactive dialogue between the Permanent Missions and the Secretariat as well as a number of other presentations made during that meeting.

Please accept, Excellency, the assurances of my highest consideration.

A handwritten signature in blue ink, reading "M. F. ESPINOSA", which is a stylized representation of the name María Fernanda Espinosa.

María Fernanda Espinosa Garcés

All Permanent Representatives and
Permanent Observers to the United Nations
New York



New York, 17 April 2019

Excellency,

In our capacity as Co-Chairs of the Ad Hoc Working Group on Revitalization of the Work of the General Assembly (AHWG), we are sending you, enclosed herewith the following documents for your records:

- **The Summary of the interactive dialogue between the Permanent Missions and the Secretariat** held on 9 April 2019;
- Presentation by the Department of Operational Support made on 9 April 2019;
- Written answers on the catering options (by DOS) and bookstore (GCC) raised on 9 April 2019;
- Presentation by Ms. Martha Helena Lopez, Assistant Secretary-General for Human Resources made on 16 April 2019.

Please kindly note that the point of contact at the UN Secretariat concerning the presentation by the Department of Operational Support on the catering services on 9 April is Ms. Marlina Gotama, Chief of Special Support Section in FCAS/DOA/DOS; Email: Gotama@un.org; Telephone: 212-963-2615.

We take this opportunity to remind Your Excellency that the thematic debate on the strengthening of the institutional memory of the Office of the President of the General Assembly will be held on 30 April 2019.

Please accept, Excellency, the renewed assurances of our highest consideration.

Michal Mlynár
Ambassador and Permanent Representative
of Slovakia to the UN

Sima Sami I. Bahous
Ambassador and Permanent Representative
of Jordan to the UN

Attn: To all Permanent Representatives and Permanent Observers to the United Nations, New York

Overview

Ad Hoc Working Group on the Revitalization of the work of the General Assembly – Continuation of the Interactive Dialogue between Permanent Missions and the Secretariat 9 April 2019

1. On 9 April 2019, the Co-Chairs of the Ad Hoc Working Group on the Revitalization of the work of the General Assembly (AHWG) during the 73rd session convened an informal (open) meeting for a continuation of the interactive dialogue between Permanent Missions and the Secretariat as mandated by paragraph 10 of resolution 72/313. The Secretariat was represented by the Under-Secretary-General for General Assembly and Conference Management; the Assistant Secretary-General for Safety and Security; the Director of Special Activities and the Chief of the Facilities and Commercial Activities Service of the Division of Administration of the Department of Operational Support (DOS); and the Deputy Director for Coverage and Media Services of the Department of Global Communications (DGC).
2. In her opening remarks, the Co-Chair (Jordan) noted that it was the fourth interactive dialogue between Permanent Missions and the Secretariat since the adoption of GA resolution 70/305 in 2019, which has proven to be mutually beneficial to address various issues. She also underlined that Member States were clients as well as ultimate decision makers for all matters.
3. In her briefing, the Under-Secretary-General of DGACM updated the Working Group on the implementation of the one-stop-shop portal for requesting meeting services; the new format of the *Journal of the United Nations*; and the e-services provided by the Secretariat to facilitate the work of Permanent Missions. She first highlighted the improvements made to gMeets, a single-entry point for requesting meeting services. For instance, a new self-service module was created for requesting bilateral meeting booths and was successfully used on a pilot basis during the United Nations Conference on South-South Cooperation in Buenos Aires. That was the first time that the “one-stop-shop” was used outside of UNHQ. Furthermore, the “one-stop-shop” had processed 1,258 meetings in the first quarter of 2019, compared with 2,629 meetings processed between its soft launch in November 2017 and the end of 2018. A customer survey conducted from December 2018 to March 2019 had also shown that 95% of clients were satisfied with the “one-stop-shop”.
4. Regarding the *Journal of the United Nations* (“the Journal”), the problem of slow speed in loading the Journal website was because of technical issues resulting from the integration with other systems such as ODS and eMeets; the type and speed of internet connection; and the device used by and the number of users requesting information from the server at a given time. DGACM was working on improving the stability and functionality of the Journal

website. With regard to the publication of Journal content in all six official languages, it could only be done gradually given the technical and staffing constraints. As the next step, DGACM was working on ways to have the information on informal consultations available in all six official languages. In addition, the Under-Secretary-General highlighted the Department's efforts to address requests made by the General Assembly. For example, the information on all meetings and events taking place at UNHQ is included in the Journal, if submitted by the organizers, under the categories of "Official Meetings", "Informal Meetings" and "Other Meetings", while the "Other Events" section is dedicated to events organized by Member States. DGACM was also working on self-service profiles for Member States to process all requests to publish the information on their events in the digital Journal, which would require further development work. As mandated by the General Assembly, DGACM also continued to provide the real time updates concerning the cancellations and postponements. Lastly, DGACM considered the possibility to introduce the function to subscribe a particular agenda item and receive notifications on its status; however, this would require a lot of resources for implementation and subsequent service, while the request needs to be further clarified in consultation with the Member States. The Under-Secretary-General encouraged delegations to actively use the survey feature available from the digital Journal under the "Contact us" tab which would help the Secretariat to further improve the Journal.

5. Regarding e-services, by its resolution 72/313, the General Assembly had encouraged Member States, "to make, to the extent possible, full use of the e-services provided by the Secretariat" and requested the Secretariat "to further improve, harmonize and, where appropriate, unify such services." Over the past three years, DGACM had prioritized the further development, upgrading and fine-tuning of e-services. The Department had unified existing ones through the e-deleGATE portal thereby facilitating easy access through a single platform. The e-deleGATE was available for use by the General Assembly and its six Main Committees, which had also been extended to the Economic and Social Council and its subsidiary bodies holding meetings in New York as well as United Nations conferences. The e-deleGATE portal inter alia hosted e-Sponsorship, e-Speakers, e-Correspondence, e-Places, e-Decisions, e-Membership and Candiweb as well as e-Accreditation. All the official correspondences of the United Nations addressed to the Member States continued to be available through the e-deleGATE. The secretariats of the bodies using the e-deleGATE also adopted the practice by which the lists of speakers were circulated via the announcement function of the portal no later than one business day before the meeting. To date, approximately 3,600 delegates had access to e-deleGATE, compared with 2,700 delegates a year before. In addition to other documentation-related applications, the electronic lists containing the names of the "President and the Vice-Presidents of the General Assembly and officers of the Main Committees, as well as members of the Security Council, members of the Economic and Social Council and Member States and observers of the United Nations" had been made available.

6. The Director of Special Activities and the Chief of the Facilities and Commercial Activities Service of the Division of Administration/DOS highlighted that his Department aimed to better integrate and coordinate operational support across the global Secretariat and created a dedicated division for the management of UNHQ properties. Following this introduction, the Chief of the Facilities and Commercial Activities Service of the Division of Administration/DOS addressed concerns raised by Member States in GA resolution 72/313 on the catering services in the UN. He first referred to GA resolution from the 39th session, which requested that cafeteria operations should be self-sustaining on the financial basis to the extent possible. However, all cafeterias at UNHQ had consistently lost money. Though most of the cafeteria operations in the neighborhood enjoyed subsidies, the UN did not provide such subsidies for its catering operations. Thus, the last two procurement processes had been marked by very low interest. For instance, only two bidders had participated in 2009, one of which requested subsidy. In March 2013, the selected vendor, Aramak, had requested to terminate the contract after making losses due to the closure of Delegates Dining Room during the Capital Master Plan. Therefore, UNHQ had to subsidize the vendor for 18 months (July 2013-December 2014), while soliciting a new contractor. In a separate procurement process in February 2014 for a stand-alone operation in visitors' areas, several local vendors were approached by the Secretariat, but only one of them submitted proposals.
7. Regarding the current contract, the Secretariat had approached 50 food management companies to replace Aramark in 2014. However, only four vendors attended mandatory site visits and two out of the four submitted proposals, one of which requested subsidies. As a result, CulinArt won the bid and the current contract came into effect on 1 January 2015 with the validity of five years. In June 2016, CulinArt notified the Secretariat that it had made a loss of approximately 0.5 million USD and asked to renegotiate the contract. After reviewing the contract, the Secretariat and CulinArt implemented a few changes, including the removal of commission payment, the menu shift in Delegates Dining Room from buffet to a prefixed formula and a number of price changes. One of the major issues was a high labor cost for CulinArt to cover eight food service locations in five buildings, which accounted for 50% of its operational cost. In short, the contract with CulinArt had been changed from sales-based commissions to a net-profit-sharing arrangement. Thanks to this new arrangement, the Secretariat was expected to receive approximately 400,000 USD. In light of this, on the recommendation of the Office of the President of the General Assembly, the Secretariat had approached Permanent Missions identified as "regional representatives", asking them to nominate members of the Working Group in order to discuss the Secretariat's proposals. The request as well as a reminder was sent in November and December 2018 respectively, but no response was received.

8. Against these backgrounds, the Chief of the Facilities and Commercial Activities Service of the Division of Administration/DOS laid out the following three proposals: (1) 10% incentive programme for only Member States. This is designed to provide Member States credits of up to 20% of the cost of food and beverage for future events. Credits would only apply to the Member States paying for the event and would expire in thirteen months. The catering vendor is willing to predate the start of the program t from 1 January 2019, which means that events held from 1 January 2019 would begin to earn credit which may be used for future events if this proposal is accepted. They have taken into consideration they may suffer some losses initially with this program. However, they are hoping that with this loyalty program they will capture other events, which are currently being held outside of the catering areas in the long-run with this loyalty program. (2) Distribute the UN's share of income back to Member States for catered events. In 2018, the UN share of income was around \$400k. Instead of distributing that income to all member states, the income could be distributed in whole or in part to subsidize catered events for Member States. We would need the General Assembly's guidance and approval on how the Committee would like to proceed on this option. This option would depend on the profitability of the vendor and may fluctuate from year to year. (3) Cross-subsidy from external parties to discount Member States catered events. This would involve increasing the prices of external events, which is currently already 16 to 20% higher than internal pricing enjoyed by Member States. This option might risk in reduced catering events by external clients. Given the security restrictions in accessing the UNHQ, the catering vendor has experienced increased difficulties in attracting external clients and competing with other catering venues around the area.
9. Lastly, he also mentioned greening and sustainability initiatives. For example, the catering services had produced zero landfill since 2016, while solar panels and green roofs were expected to be installed on conference building thanks to the donation from the Permanent Mission of India. The more recent cafeteria initiatives included replacing the fruit and juice cups to plant based plastic cups, wooden coffee stirrers, encouraging clients to bring their own coffee mugs with the buy ten get one free promotion, using biodegradable and aluminum bowls for the buffet/salad bar, paper straws, and biodegradable soup bowls.
10. The Chief of the Facilities and Commercial Activities Service of the Division of Administration/DOS mentioned that the team continues to engage with the Catering Vendor as well as pursuing their own research and analysis for innovative ideas. They welcome further engagement, discussion and guidance from the Committee on these issues.
11. During the interactive segment, 10 delegations took the floor including on behalf of one group of States. Delegations commended the quality of work rendered by the Secretariat and expressed appreciation for the updates provided by DGACM and DOS.

12. Regarding the Journal, one group of States reiterated concerns on the slow loading speed regardless of the users' devices and asked for further clarification.
13. The Under-Secretary-General/DGACM responded that the slow loading speed resulted from an underlining technical issue related to the internet speed and servers, which were beyond the purview of the Department. However, she assured delegations that DGACM was working with the Office of Communication and Information Technology to provide technical solutions.
14. With respect to documentation, one group of States called on the Secretariat to ensure the timely translation and distribution of documents in accordance with the rules of procedure of the General Assembly and its subsidiary bodies. One speaker asked an additional question whether the translation process delayed the issuance of documents in other official languages than English.
15. The Under-Secretary-General/DGACM underlined that, if they were submitted on time, all parliamentary documents were issued in all official languages in accordance with the rules of procedure, that is, the submission 10 weeks in advance, four weeks of processing and the issuance six weeks in advance of the consideration. In New York, the compliance rate was 94%, despite some exceptions such as reports of the Advisory Committee on Administrative and Budgetary Questions (ACABQ) which need to be processed within 24-48 hours for the consideration by the Fifth Committee. Furthermore, DGACM held biannual meetings of the Task Force on Documentation, chaired by the Assistant Secretary-General of the Department, to meet with the representatives of author Departments and ensure the timely submission of parliamentary documents. Lastly, the Under-Secretary-General/DGACM confirmed that all parliamentary documents were issued simultaneously in all official languages. Though some intergovernmental bodies in other duty stations used to publish English documents early, this practice has been discontinued.
16. On the other hand, in response to the question voiced by one speaker on what it perceived as substantive changes made by DGACM to the verbatim records, the Under-Secretary-General/DGACM explained that verbatim reporters transcribed what they heard without changing the substance of statements, though they might make grammatical corrections. However, if delegations perceived that there were substantive changes in the record, they were encouraged to contact the Secretariat with specific examples.
17. As to the Office of the President of the General Assembly, one group of States reiterated the importance of ensuring successful annual transitions between the outgoing and incoming Presidents and asked about the implementation status of the previous request to issue a compendium of best practices of past Presidents to strengthen the institutional memory of the Office.

18. The Under-Secretary-General/DGACM referred to paragraph 32 of resolution 67/297, by which the Assembly requested the Secretariat, in coordination with the OPGA to, "explore the possibility of issuing a compendium of best practices of past Presidents". In response to this mandate, the Secretariat during the 68th session had informed the Working Group that it had preliminarily explored this matter. Moreover, the Secretariat had sought further clarification from the AHWG on the type, nature and objective of the requested compendium, bearing in mind the political aspects of the Secretariat issuing best practices of past Presidents. However, as a result of the negotiations on the draft resolution during that session, this formulation had not been used in subsequent resolutions of the General Assembly on the revitalization of its work. The Under-Secretary-General/DGACM added that, in accordance with GA resolution 72/313, DGACM had assisted the outgoing Presidency of the 72nd session in preparing a handover report for the Presidency of the 73rd session. This report had been circulated to all Member States with the letter of the President dated 17 September 2018. In her transmission letter, the President of the 73rd session had noted that the report had "contributed to the institutional memory of the Office and supported a smooth transition". This practice of preparing a handover report had started at the 70th session by President Mogen Lykketoft. All reports were available on the website of the President of the General Assembly.
19. With respect to the approval process of meeting requests, one group of States inquired what measures are taken by the Secretariat to ensure that all events convened by Member States at UNHQ were compatible with the purposes and principles of the UN. In addition, one speaker asked how many requests had been rejected on the ground that they were not in conformity with these principles.
20. The Under-Secretary-General/DGACM elaborated the approval process in which DGACM reviews the meeting requirements submitted by Member States and matches them with available rooms. The use of UN premises for meetings, conferences, special events and exhibits was governed by the administrative instruction (ST/AI/416), which stipulates that Member States shall take full responsibility for the contents of the event. The Secretariat was not in the position to question the content of events certified by Member States. The only criteria used by the Secretariat for cancellation was whether the UN premises are used for commercial purposes. As the United Nations being a non-profit organization, such events were not consistent with the purposes and principles of the Organization.
21. Nevertheless, one speaker expressed concerns that the sole use of commercial criterion was insufficient to ensure that all events were consistent with the purposes and principles of the United Nations. The Under-Secretary-General/DGACM reiterated that the UN premises could be only reserved by Permanent or Observer Missions or United Nations entities, who may sponsor other organizations, including of the NGOs. Since the Secretariat

relied on the certification by the sponsors of the events, she asked delegations to ensure that all events were in line with the principles of the United Nations.

22. In relation to e-services, one speaker asked whether it is possible to receive automatic notifications when lists of speakers are open. The Under-Secretary-General/DGACM replied that such a function was not currently available, but DGACM would look into the possibility to introduce it.
23. One speaker, being a Vice-Chair of the 12th session of the Conference of States Parties to the Convention on the Rights of Persons with Disabilities (CPRD), stressed the importance of making UN building accessible for all. The Under-Secretary-General/DGACM stated that the Secretary-General considered the issue of accessibility as a priority and that the Special Rapporteur on the Rights of Persons with Disabilities had conducted a comprehensive review. The accessibility was also discussed internally within the Secretariat through the Chief Executives Board for Coordination (CEB), while the Secretary-General had established a focal point in his office. The Joint Inspection Unit (JIU) had also conducted a review on the accessibility in conference services and provided recommendations, which DGACM was working to implement.
24. On the meeting scheduling, one speaker voiced concerns on the schedule overlaps of meetings of subsidiary bodies and informal consultations, which made it difficult for small delegations to attend the discussions. The Under-Secretary-General/DGACM highlighted that the calendar meetings were usually scheduled in consultation with the respective Bureau, while informal consultations were scheduled at the request of the respective Co-Facilitators by taking into account the availability of room and interpretation services. Since this Ad Hoc Working Group was seized of the questions related to the work of the General Assembly, she noted that the AHWG was in the position to look into the matter.
25. One speaker made a statement regarding the overall work of the General Assembly. Given the increasing global challenges in the world, it was critical to revitalize the work of the General Assembly. However, the delegation voiced concerns on the unmanageable number and scope of resolutions in the General Assembly in recent years. It was thus necessary to restructure agenda items. In addition, concerns were raised on the large number of side events held during the High-level week in September. The delegation called for "judicious decisions" to streamline the side events. Lastly, it was suggested that a new draft resolution of the AHWG include a reference to the celebration of the 75th anniversary of the United Nations next year.
26. As regards catering services, one group of States and two delegations voiced concerns on the prohibitive cost, especially of the Delegate Dining Room, with some speakers requesting the Secretariat to circulate its proposals in writing. One speaker regretted the limited

variety of food offered by the catering services, which was not suitable for National Days of many countries. By referring to the changes made to the current contract with CulinArt, the same delegation cautioned that the contract with the catering service provider should not be renegotiated at the expense of Member States. The delegation also asked whether the vendor was charging not only for the catering services but also for the event venue. In addition, one speaker enquired about the use of single-use plastics within the UN premises, while giving an example of the successful elimination of single-use plastics at UNHQ in Nairobi.

27. Furthermore, some speakers emphasized that it was very important for Member States to hold their events in the UN premises. By referring to its country's example where all regional organizations and multiple UN agencies are hosted under one UN building, one delegation added that it was essential to review the use of UN premises at UNHQ and in the field to better coordinate activities.
28. The Director of Special Activities/DOS reiterated that the vendor was not making profits but rather struggling to maintain its operation. Therefore, the renegotiation of the contract was necessary to maintain the vendor arrangement at all. Nevertheless, DOS would look into the possibility to increase the quality and inclusiveness of catering services. As to the issue of single-use plastics, DOS was currently examining the Secretariat as well as the vendor operations and was committed to addressing the issue this year.
29. The Chief of the Facilities and Commercial Activities Service of the Division of Administration/DOS underscored that the current contract would expire at the end of this year with the nine-month notification period. To decide whether to renew the contract, DOS undertook a market survey in 2018, in which only three companies were found to be dominating the catering market and all of them work under subsidy arrangements on most of their accounts. Thus, DOS decided to continue with the current vendor as we currently have a profit-sharing arrangement. As requested by delegations, DOS promised to circulate its written proposals to Member States. In terms of the charge of catering services, DOS clarified that the vendor did not charge for the event space, but the building charges – additional services needed to hold the event, including security personnel – might be added to the cost. Regarding the variety of food, it was possible to have special arrangements with the vendor for the National Days. For example, delegations can bring in their own national drinks free of charge as well as their own chef or cuisine under the condition that at least two items are selected from the CulinArt menu.
30. During the second round of interactive segment, one speaker further regretted the limited availability of Halal food in the cafeterias within the UN premises. Another speaker also expressed concern that an event was organized in December 2017 in his delegation's name,

but the delegation was not even aware of it and asked how the Secretariat approved the event requests from external entities.

31. To the first question, the Chief of the Facilities and Commercial Activities Service of the Division of Administration/DOS replied that there are hot halal foods available every day in the UN cafeterias. Some of the prepackaged chicken salad and sandwiches are also halal. DOS would verify how to improve the labelling. On the second point, DOS apologized and explained that, after this event, the approval procedure had been substantially changed. Now, all materials, which would be used in the planned events had to be presented in advance for the events to be approved.
32. On security matters, a group of States voiced concerns regarding some excessive behavior of some UN security personnel in exercising their duty towards Member States. One speaker also called on the Secretariat to follow up on the discussion in the AHWG and implement necessary measures to achieve tangible results. Another speaker asked why the prohibition of parking in the Secretariat circle, which was supposed to be only a temporary measure, continued to be imposed.
33. The Assistant Secretary-General for Safety and Security first explained the recent human resources reform. Her Department (DSS) brought all secretariat security personnel under one umbrella, which resulted in a much more mobile, effective and representative workforce. DSS was also committed to “enabling” other UN colleagues to deliver their mandates. She also underlined that 2017-18 was the most dangerous years on record for the UN with the highest number of attacks ever recorded against UN staff and premises. At the same time, 2017-18 saw a huge demand for UN services with the highest number of UN missions. In response to the questions raised, she underscored that DSS took seriously the concerns expressed by Member States regarding the excessive behavior of some security officers. DSS implemented new mandatory training courses on client orientation and communication skills, which all security officers should complete by the end of this year. Regarding the issue of parking, the primary objective of DSS was to balance the security of all delegates and UN premises. Therefore, the Secretariat circle was not a parking lot, but the place where delegates can be safely dropped off and emergency vehicles can be brought on, if needed. However, the delegates had access to the underground parking instead.
34. With respect to communication-related matters, a group of States voiced concerns on the perceived discrepancies in the press releases of the different UN meetings in all committees, “which mostly do not reflect the substance of the Member States’ statements and other stakeholders”. The same delegation also asked the Secretariat to provide comprehensive information on the bookshop activities in the UN premises concerning its book selection process, regulation, management and monitoring.

35. The Deputy Director for Coverage and Media Services/DGC emphasized that the accuracy and balance of press release were paramount to DGC. He went on to explain the workflow of press release drafting. A team of two press officers were usually assigned to intergovernmental meetings. They wrote summaries of each statement made at the meeting, which would be reviewed, re-written and sent to the office for proofreading and editing before the next statement started. Since the final press releases needed to be issued within two hours after the conclusion of the meeting, press officers were working under an enormous time pressure. DGC also noted that, despite this time pressure, mistakes were rare. In fact, during the last quarter of 2018, press release teams had produced nearly 600 press releases or almost 7,000 pages, but received a very handful of communications from the delegations regarding a specific wording and contents. DGC welcomed such feedback and dialogue with Member States to better understand the political context of the meeting. Lastly, as regards the operation of UN bookshop, since it was a specialized area, the Deputy Director for Coverage and Media Services/DGC promised to consult his relevant colleagues and revert to the delegation.
36. While welcoming the clarification provided by DGC, one speaker reiterated that efforts need to be made to avoid sensational titles because such titles may be cited immediately after their publication, even though the contents can be revised in archives.
37. The Deputy Director for Coverage and Media Services/DGC stated that it was very challenging for the editors to come up with a good title for each meeting, but they tried their best to create titles which could best summarize the meeting proceedings. In this regard, DGC was constantly reminding itself that it was not operating in a commercial environment but in a politically sensitive context.

GENERAL ASSEMBLY

Ad Hoc Working Group on the Revitalization of the Work of the General Assembly

Interactive dialogue between
Permanent Missions and Secretariat
held on 9 April 2019

SUPPLEMENTARY INFORMATION

Responses on the Catering Operation

Background

On 17 September 2018, the GA adopted resolution 72/313 on the revitalization of its work. Paragraph 63 regarding catering to the Member States of the resolution reads as follows:

*Takes note of the concerns raised by multiple Member States regarding the prohibitive cost of the use of the Delegates' Dining Room and other venues at the United Nations by delegations for holding diplomatic events, and requests the Secretary-General to provide, during the seventy-third session of the General Assembly, **innovative proposals on solutions** for the existing situation, including the possibility of introducing certain elements in future contracts with the vendor.*

Questions/Comments from Member States

1. The Secretariat should respond to paragraph 63 of resolution 72/313 by providing their proposals for addressing the prohibitive cost of the use of the Delegates' Dining Room and other venues at the United Nations by delegations for holding diplomatic events, in writing.

Response: The Secretariat acknowledges the concerns of Member States (MS) and offers the following three proposals to reduce the prohibitive cost of use of the Delegates Dining Room and other venues. Guidance from the Ad Hoc Working Group on the next steps are appreciated.

1. The Catering Vendor proposed a 10% incentive program.

- Book catering services and earn 10% off the food and beverage as future credit.
- Use credits and save up to 20% of the food and beverage cost on any future catering order.
- Credits expire after 13 months.
- Credit can start from 1 January 2019.
- Apply only to Member States (MS).

Although the Catering Vendor is projecting a loss by offering this incentive program, they are hoping to gain more sales from MS by capturing those catering events, which are not currently happening at the catering locations; i.e. GA Lobby, GA First Basement, etc.

2. Distribute the UN share of income back to Member States for catered events

- In 2018, the UN's share of income was around \$400k. Instead of returning to all MS as income through Income Section 3, this amount could be in whole or in part used to subsidize catered events for MS.

- The Secretariat proposes the funding to be applied in the following year either to all member states for a designated e.g. National Day catered event and/or could be applied differently for MS with developing economies.
 - Please note that the amount available to be used for this option will fluctuate depending on the share of profit earned by the UN.
 - Modalities and mechanism would need to be determined. Inputs from MS on how to proceed on this option would be appreciated.
3. Cross subsidy of external party events to provide greater discounts for member state catered events
- Currently external parties pay 16-20% more than MS for catered events.
 - The external dinner prices at the DDR are currently comparable to other locations around the area.
 - A lot of external clients are discouraged from holding their events at the DDR due to the additional security screening which their guests must undergo to access the premise.
 - The rates charged to external parties could be increased to say 25% premium to provide a discount to MS catered events.
 - Risk of overcharging external clients could reduce sales resulting in loss of overall catering and cafeteria operations.

2. The Secretariat should provide halal meals at least twice a week at the Cafeterias. They had featured them before but now they have stopped.

Response: Halal hot meals are available daily at the Riverview cafe. The weekly menu for the Riverview Café would reflect the items that are Halal. There are also some pre-packaged meals such as chicken salads and sandwiches that are Halal and they have been labelled accordingly. We will further ensure and monitor that Halal menu items are more prominently labelled.

Noting the other general concerns raised by the Delegates during the interactive session on 9 April 2019, the Administration would like to note that we are committed to pursuing the best interests of the MS in our negotiations with the catering provider.

We are working on further initiatives to reduce the use of plastics at UNHQ in addition to the ones mentioned during the meeting.

Bookshop activities in the United Nations premises

The United Nations Bookshop in New York and Geneva is managed by the Sales and Marketing Section in the Department of Global Communications' Outreach Division. The Sales and Marketing Section is part of Income Section 3, mandated to generate revenue for the Organization. Member State oversight of the Bookshop's operations is done through the ACABQ and the Fifth Committee. The Section also supports DGC's communications priorities, working to increase dissemination of UN content and knowledge.

The Bookshop's principal role is to showcase, distribute and sell UN Publications from UN departments, agencies, funds and programmes. In addition, the UN Bookshop sells publications from third-party publishers, taking into consideration aspects such as relevance to UN priorities and themes, the necessity to be professionally published and the sales potential. To amplify communications campaigns and UN priorities such as the SDGs, merchandise is also sourced and sold at the UN Bookshop, in line with its mandate to generate revenue for the UN General Fund.



INTERACTIVE DIALOGUE BETWEEN PERMANENT MISSIONS AND SECRETARIAT

Department of Operational Support

9 April 2019



Department of Operational Support

DMSPC





Catering Services for Member States



Resolution 72/313

- *requested innovative proposals to reduce high cost of delegations holding diplomatic catered events in the Delegates' Dining Room and other UNHQ venues.*

Catering contract background

- History of challenges
- Current vendor 5 year contract from 1 January 2015 to 31 December 2019 with a 1 year optional extension for 3 years

Proposed working group with Member States

- Recommendation of the Office of the President of the General Assembly



Catering Services for Member States

Innovative proposals

- 10% incentive program for (only) Member States
- Distribute UN share of income back to Member States for catered events
- Cross-subsidy from external parties to discount Member States catered events



Greening and sustainability initiatives

Garbage and Recycling

- Zero waste to landfill since 2016.

Catering Services

- Greening of catering services.

Solar panels and green roof on Conference Building

- Donation from Permanent Mission of India.



United Nations

Gender Parity and Geographic Representation

Presentation to Ad-Hoc Working Group on GA
Revitalization

Office of Human Resources
16 April 2019

Executive Heads

Region	Female	Female %	Male	Male %	Total	Total %
African Group	2	6.5	4	12.9	6	19.4
Asia-Pacific Group	2	6.5	4	12.9	6	19.4
Eastern European Group	1	3.2	2	6.5	3	9.7
Latin American and Caribbean Group (GRULAC)	1	3.2	2	6.5	3	9.7
Western European and Others Group (WEOG)	4	12.9	9	28.9	13	41.8
Total	10	32.3	21	67.7	31	100.0

Source: CEB, 11 March 2019.

Region: <http://www.un.org/depts/DGACM/RegionalGroups.shtml>

Senior Management Group

Region	Female	Female %	Male	Male %	Total	Total %
African Group	6	13.3	3	6.7	9	20.0
Asia-Pacific Group	7	15.6	2	4.4	10	20.0
Eastern European Group	1	2.2	2	4.4	3	6.6
Latin American and Caribbean Group (GRULAC)	7	15.6	2	4.4	8	20.0
Western European and Others Group (WEOG)	7	15.6	8	17.8	15	33.4
Grand Total	28	62.3	17	37.7	45	100

Source: From <https://www.un.org/sg/en/content/senior-management-group> as at 11 March 2019.

Region: <http://www.un.org/depts/DGACM/RegionalGroups.shtml>

Secretariat - All Staff

Region	Female	Female %	Male	Male %	Total	Total %
African Group	3912	10.4	10815	28.8	14727	39.3
Asia-Pacific Group	2609	7	5045	13.5	7654	20.4
Eastern European Group	954	2.5	1333	3.6	2287	6.1
Latin American and Caribbean Group (GRULAC)	1336	3.6	1284	3.4	2620	7
Western European and Others Group (WEOG)	4962	13.2	5082	13.6	10044	26.8
Other	33	.1	140	.4	173	0.5
Grand Total	13806	36.8	23699	63.2	37505	100.0

Note: Other includes staff from State of Palestine and Stateless.

Source: United Nations Secretariat demographic data as at 31 December 2018 for the table has been gathered from Umoja or was provided directly by United Nations entities.

Region : <http://www.un.org/depts/DGACM/RegionalGroups.shtml>

Secretariat - LLDC

Region	Female	Female %	Male	Male %	Total	Total %
Landlocked Developing Countries						
African Group	1335	3.6	3758	10	5093	13.6
Asia-Pacific Group	205	.5	1206	3.2	1411	3.8
Eastern European Group	49	.1	63	.2	112	.3
Latin American and Caribbean Group (GRULAC)	28	.1	36	0.1	64	0.2
Western European and Others Group (WEOG)	0	0.0	0	0.0	0	0.0
Other	0	0.0	0	0.0	0	0.0
Sub Total	1617	4.3	5063	13.5	6680	17.8
Non Landlocked Developing Countries						
All regional groups	12189	32.5	18636	49.7	30825	82.2
Total	13806	36.8	23699	63.2	37505	100.0

Note: Other includes staff from State of Palestine and Stateless.

Source: United Nations Secretariat demographic data as at 31 December 2018 for the table has been gathered from Umoja or was provided directly by United Nations entities.

Landlocked Developing Countries from <http://unohrls.org/about-lllcs/country-profiles/>

Region: <http://www.un.org/depts/DGACM/RegionalGroups.shtml>; Other includes staff from State of Palestine or Stateless

Secretariat - SIDS

Region	Female	Female %	Male	Male %	Total	Total %
Small Island Developing States						
African Group	40	0.1	79	0.2	119	0.3
Asia-Pacific Group	72	0.2	128	0.3	200	0.5
Eastern European Group	0	0.0	0	0.0	0	0.0
Latin American and Caribbean Group (GRULAC)	362	1.0	379	1.0	741	2.0
Western European and Others Group (WEOG)	0	0.0	0	0.0	0	0.0
Other	0	0.0	0	0.0	0	0.0
Sub Total	474	1.3	586	1.6	1060	2.8
Non Small Island Developing States						
All regional groups	13332	35.5	23113	61.6	36445	97.2
Total	13806	36.8	23699	63.2	37505	100.0

Note: Other includes staff from State of Palestine and Stateless.

Source: United Nations Secretariat demographic data as at 31 December 2018 for the table has been gathered from Umoja or was provided directly by United Nations entities.

Small Island Developing States from <http://unohrlls.org/about-sids/country-profiles/> (for Member States)

Region: <http://www.un.org/depts/DGACM/RegionalGroups.shtml>; Other includes staff from State of Palestine or Stateless

Thank You



Gracias
Merci
شكراً

Thank You
Спасибо
谢谢