



UNOG
Briefing on Conference Services

30 June 2021
Tempus 3/Interprefy
Palais des Nations, Geneva

Agenda

- 1. Director-General's Opening Remarks**
- 2. SHP and conferencing**
- 3. Return to in-person meetings**
- 4. Continuation of meetings with remote participation**
- 5. Way forward to post-Covid conferencing**
- 6. Q & A**

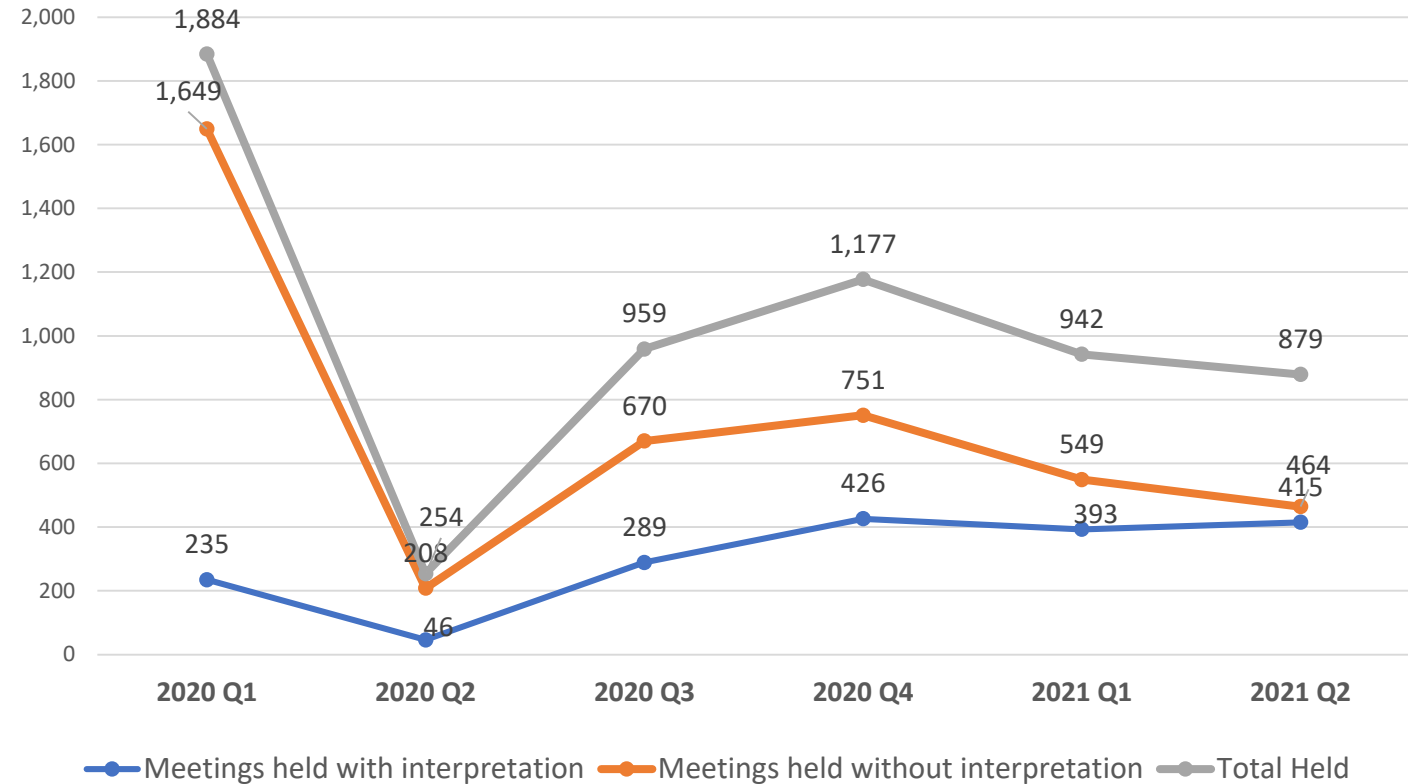


Achievements

- 4,274 meetings held in 2020
 - 2,915 in-person (68% of total)
 - 1,257 with interpretation – 46% in virtual or hybrid format
 - 39% of 2019 meetings with interpretation
- Number of meetings 1 January-29 June 2021: **1821 meetings** of which 808 with interpretation services and 1'013 meetings held without interpretation services
- In 2020 produced over 90% of documentation workload as compared to 2019 volume of translation
 - 85% in 2021 to date

Meetings held Q1 2020 - Q2 2021*

*as of 29 June, 2021



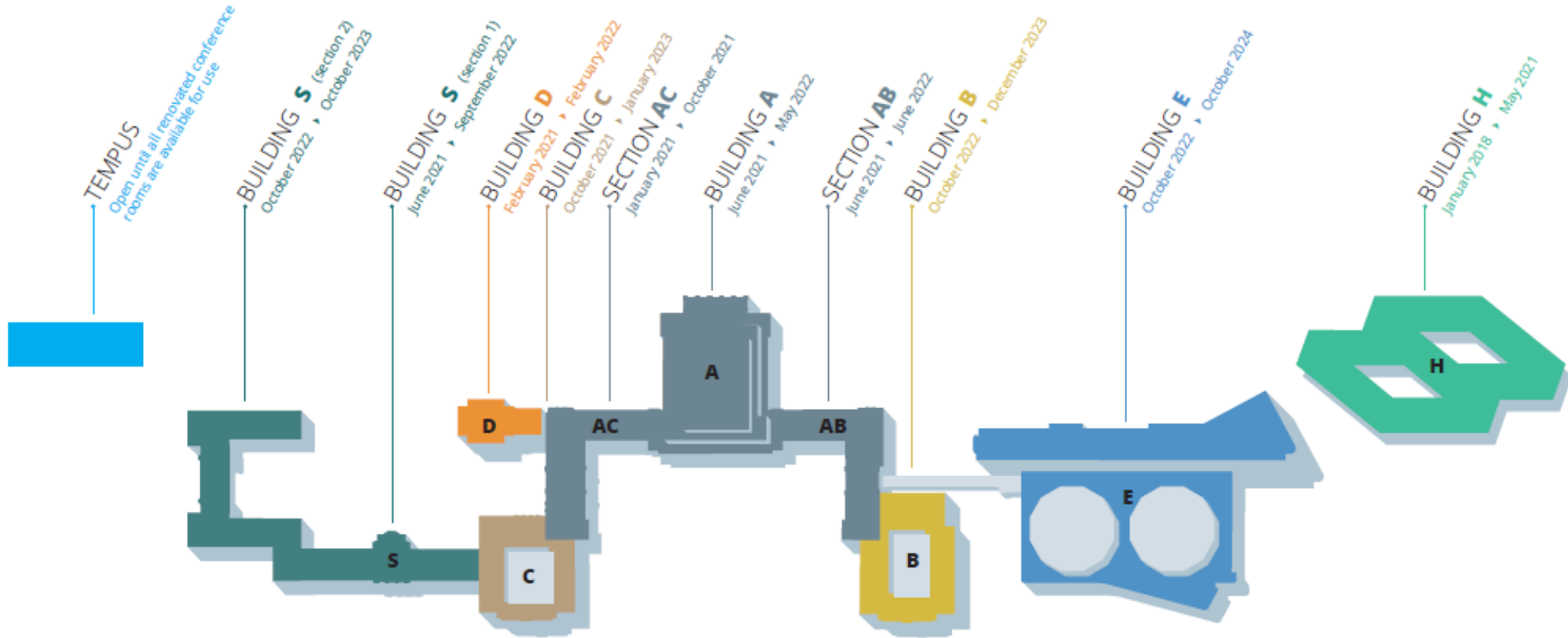
→ SHP and conferencing

- The Strategic Heritage Plan (SHP) renovations have started
- The 3 conference rooms of Tempus are operational
- Buildings A, A/B, A/C, D, and S1 are now closed
- Relevant information is communicated in advance of building closures or changes to circulation
- Conference room renovation scheduling was planned to accommodate all mandated calendar meetings
- The conference room renovations reflect the pre-Covid requirements and are being reviewed for possible modifications





SHP CONSTRUCTION AND RENOVATION TIMELINE



* the dates shown represent the planned start and finish dates for the works in each building



→ Conference room closures due to SHP renovations

AC Building Closed (Rooms III, V, VII, VIII, IX, VI, XV and Press Room)

14 December 2020 - 31 October 2021

A Building Closed (Assembly Hall, Hall XIV and Room XVI)

Assembly Hall: 21 June 2021 - 30 April 2022

Hall XIV and Room XVI: 21 June 2021 - 30 April 2022

Note: Work in AH and Hall XIV started ahead of schedule on 24 May 2021

Concordia Closed (1, 2, 3, 4 and 5)

21 June 2021 - 31 January 2022

AB Building Closed (Rooms X, XI, XII and XIV)

21 June 2021 - 17 June 2022

C Building Closed (I, II, CC and IV)

13 September 2021 - 13 January 2023

Note: Room IV closed earlier from 12 July 2021 - 13 January 2023

S1 Building Closed (Rooms S1 and S4)

21 June 2021 - 30 September 2022

S2 Building Closed (Rooms S2, S3 and Tribunal)

1 October 2022 - 31 October 2023

E Building Closed (Rooms XVII, XVIII, XIX, XX, XXI, XXII, XXIII, XXIV, XXV, XXVI and XXVII)

1 October 2022 - 1 October 2024 (Tentative and subject to the tender process underway)

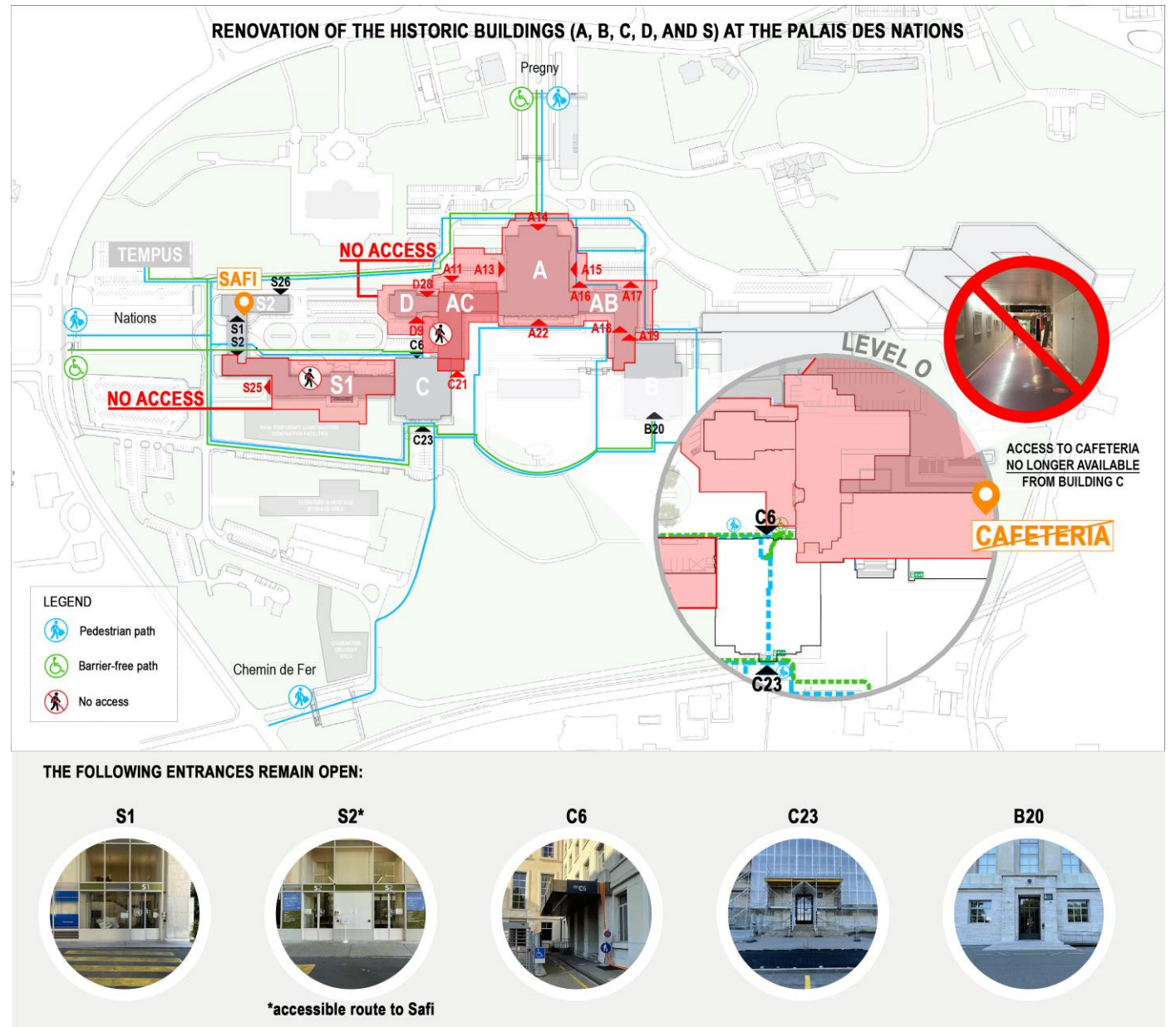
Tempus Closed (1,2,3)

Mid-August to Mid-October 2022 (to be confirmed ideally with 6 months notice prior to the works starting)

Best access to conference rooms in E building is via Door 40.

Access is also possible from Door B20 (outside Library) using the ground floor corridor.

There is no internal access to Building E from SAFI/Building S2 or Building C.



→ Entering the Palais des Nations

Access

- All gates are open and accessible for delegates and diplomatic vehicles with permanent accreditation;
 - Priority access at Chemin de Fer gate is for commercial delivery and construction vehicles;
- Pregny gate to be used by delegates with temporary accreditation (based upon Indico.UN registration).

Registration

- All delegates, including with permanent accreditation for UNOG, are required to register in Indico.UN to facilitate conference management by the organisers.

→ Entering the Palais des Nations

Badges

- Delegate badges are systematically scanned and registered upon entry in the Palais des Nations;
- Collection of pre-printed temporary accreditation for delegates can be organised through the Permanent Mission in collaboration with the Pass and ID Unit.

Sanitary Provisions

- All delegates should come with their personal mask;
- Social distancing and hygiene measures to be respected throughout;
- No improvised gatherings allowed, unless in compliance with sanitary regulations;
- Security will monitor compliance and may intercede where necessary to ensure adherence to the sanitary provisions.



Current meeting modalities at UNOG

- UNOG's capacity to support meetings remains limited, due increased pressures from COVID-19
- UNOG prioritizes mandated meetings, using a proportional approach, based on average annual pre-COVID usage, to fairly support each entity
- As additional conferencing infrastructure is completed, the resulting increase in capacity will also be utilized proportionally
- Virtual/hybrid meetings with interpretation are 2 hours, instead of 3 hours as for in-person meetings
 - On an exceptional basis and due to availability of additional interpretation resources, starting 5 July, UNOG will support three-hour meetings, instead of the current two
 - Ultimately, subject to the availability of adequate funding, the modality of meetings will be determined by its organizers and sponsors
 - Due to central arrangements, servicing of virtual/hybrid meetings can be accommodated for 2021
- UNOG is assuming a return to traditional conferencing in 2022
 - Specific mandate and related funding required to cover operational costs of virtual/hybrid meetings
 - No provisions in the 2022 budget proposal for RSI operating costs

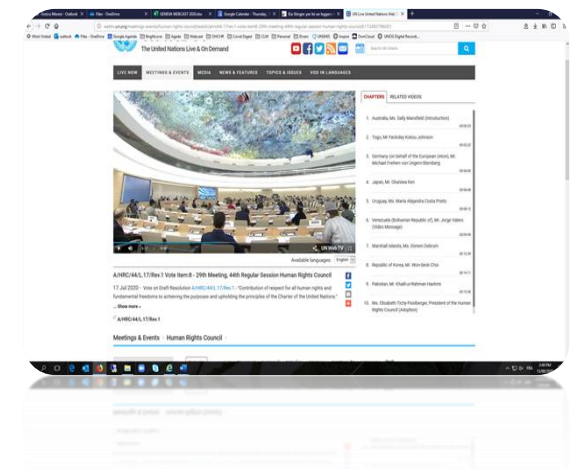
→ Adapting to COVID-19 – in the meeting room

- UNOG continually adapts to host country Covid measures;
- Conference rooms in buildings C, E and Tempus are operational, but with reduced capacity due to physical distancing requirements of 1.5m distancing (with the exception of Room XX)
- Only four rooms can accommodate six languages of interpretation
- Physical distancing in the booths limits the number of languages
- Circulation of documents and statements remains fully digital; paper is not used; virtual kiosk available for some meetings
- **Delegates are encouraged to submit documents electronically to speeches@un.org monitored by the Meeting Room Assistants**
- All delegates should be in possession of their personal protective face mask, which is to be worn in the meeting rooms and the rest of the premises
- **Speeches and videos should be made at a reasonable pace**
- **Content of the chat in hybrid platforms is not interpreted or translated in the chat**
 - Meeting chairs are invited to read it out



➔ Webcasting meetings on UN Web TV

- Allows external audiences and delegates to view meetings live, and via permanent video-on-demand on web.un.org. **This system is separate from the remote meeting platform**
- Provided by the Geneva UN Information Service
- For PUBLIC mandated meetings and UN joint events with Member States only
- Rooms XVI (currently closed), XVII, XVIII, XIX, XX and Tempus 2, and partially XXIII : configured for camera activation via speaker microphone
- Fees vary according to event duration, available staffing, meeting configuration, number of languages required
- Other rooms (e.g., Assembly Hall currently closed): only by using broadcasting technology, studio routing and support staff - at higher cost
- 2020 equipment purchases facilitate provision of webcast in various languages
- Established by UNGA in 2020, multilingual webcast posts to be encumbered soon
- Room XXVII has been temporarily assigned to be the press briefing room and solutions are being sought from September until end-2021.



→ Participation of NGOs

- Since start of the pandemic, NGOs could participate in meetings online
- **In 2020, 3,950 representatives of 1,153 NGOs were accredited** to UN Geneva
- While the number of representatives has decreased by 23% compared to 2019, due to Covid-19 restrictions, the number of accredited organizations has grown by 10%
- Positive feedback from NGOs on online participation:
 - ✓ increased access for those who cannot travel to Geneva
 - ✓ inclusion of broader constituencies
- **But**
 - ✓ access to the Internet and connectivity remain a challenge
 - ✓ lack of opportunities for advocacy, networking and in-person engagement major obstacles
- Physical access to the Palais des Nations currently resumed for accredited NGOs.



→ Continuation of meetings with remote participation

- Early in the COVID-19 crisis, UNOG identified providing virtual/hybrid meetings as crucial to business continuity
 - **Identified and procured platforms for virtual/hybrid meetings**
 - **Upgraded ten rooms to support such meetings**
 - **Tested the platforms and infrastructure**
 - **Trained existing staff to provide moderation and technical support**
 - **Is preparing training materials for meeting participants**
- Zoom has been successfully used for multiple organs; feedback provided to Office of Information and Communications Technology (OICT) to consider broader use of this platform
- In autumn, the UN expects to have a new contract for remote simultaneous interpretation (RSI) platforms
- Majority of technical moderation provided by UNOG staff with support from some substantive secretariats;
- All available conference rooms at the E building are being progressively upgraded to enable hybrid/virtual meetings



Meeting rooms available for hosting meetings



ROOMS	INTERPRETATION (COVID-19)	RSI	WEBCAST	TOTAL COVID-related CAPACITY	SEATING AT TABLES WITH MICROPHONE	CLOSURE AND AVAILABILITY
CC	3 L	N	N	46	34	Available until 10 September 2021
1	N	N	N	16	10	Available until 10 September 2021
2	N	N	N	6	0	Available until 10 September 2021
4	N	N	N	17	10	Available until 9 July 2021
16	Closed as of 21 June 2021					
17	6 L	Y	Y	128	110	Available until September 2022
18	6 L	Y	Y	151	129	Available until September 2022
19	6 L	Y	Y	210	179	Available until September 2022
20	6 L	Y	Y	173	148	Available until September 2022
21	3 L	N	N	63	36	Available until September 2022
22	Not available due to the fact that it has been coupled with Room 23					
23	4 L	Y	Y	47	24	Available until September 2022 Room 23 is coupled with Room 22
24	2 L	N	N	47	24	Available until September 2022 Will be hybrid-capable along with 4L later this summer once coupled with Room 25
25	2 L	N	N	42	37	Available until August 2021 To be coupled with Room 24 later this summer
26	3 L	N	N	63	36	Available until September 2022
27	2 L	N	N	19	16	Available until September 2022 Will be used by UNIS from 5 July 2021
ASSEMBLY HALL	Closed as of 24 May 2021					
Tempus						
Tempus 1	3 L	Y	N	59	56	Mid-August to Mid-October 2022 (to be confirmed ideally with 6 months notice prior to the works starting)
Tempus 2	3 L	Y	Y	59	56	
Tempus 3	3 L	Y	N	59	56	
Palais Wilson						
PW Room A (Ground floor)	3 L	N	Y	39	36	
PW Room B (1 st floor)	3 L	N	Y	33	30	

→ Meetings with remote participation have extra costs

- Charges for specialized platform with pricing based on # of minutes, participants, and languages
- Moderation requires 2 trained staff per meeting
- Technical support requires 1 IT staff
- Additional costs for coordination, testing, infrastructure management, webcast, etc.
- Baseline cost for an in-person meeting in 6 languages - **approx. USD 14,300**. Webcasting costs are in addition
 - Additional cost for a typical 2hr XB meeting with 200 participants connecting remotely – **approx. USD 1,800**
 - The extra-budgetary calculator that is available to Member States is being updated to include hybrid meeting costs. This facilitates running financial simulations and receiving cost estimates for conducting these meetings at UNOG



Recommendations for Participants in Remote Meetings with Interpretation

- Relies on regular laptops and internet connections to deliver a service that normally requires professional, top-of-the-line equipment and expertise.
- The way the platforms transmit sound make interpretation very challenging and may pose a risk to interpreters' hearing.
- Current remote conferencing set-up was established as a temporary measure for business continuity during COVID-19.
- Current technologies for remote conferencing still much room for improvement for interpretation.

To maximise interpretation of remote participation, please adhere to the following guidance, including for pre-recorded video statements:

Set-up

- **Connect well in advance** of meeting to **check settings** with moderators
- Connect to the meeting via a **laptop or computer**. **Avoid** smartphones or tablets.
- Ensure you have a **strong and stable** internet connection – **minimum upload/download speed: 10Mbps**.
- Participate from a **quiet location** with windows and doors closed.
- **Turn off all notifications** on your laptop/computer and **silence your phone**.

Recommendations for Participants in Remote Meetings with Interpretation

All active participants should **listen using headphones** and **speak** using an **external, USB-connected microphone**.

Microphones

- **Connect** your microphone to your computer **before switching it on**.
- **Deactivate noise and echo cancelling** features in settings
- Do not use the following types of microphone: **in-built microphone in your computer; bluetooth; earpods; earbuds; earphones with integrated microphone (as often paired with smartphones); ‘gamer’ headsets.**

During the meeting

- **Turn on your camera** when taking the floor.
- **Speak at a reasonable pace** (120 words per minute).
- **Mute your microphone when not speaking.**
- Please **send copies of your statements** in advance via the Conference Officers or Secretariat.



“The Digital Tower of Babel: Making Yourself Heard in Remote Multilingual Meetings”

The Digital Tower of Babel



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<p>Geneva conference calendars / Calendriers des conférences à Genève</p> <ul style="list-style-type: none"> UN Geneva - meetings and events / ONU Genève - réunions et manifestations International Geneva activities at a glance / Activités de la Genève Internationale en un coup d'oeil 	<p>Human Rights / Droits de l'homme</p>	<p>Innovation and Technology Innovation et technologie</p>	<p>Sustainable Development Goals Objectifs du développement durable</p>
<p>Experience a conference at UN Geneva / Vivez une conférence à l'ONU Genève</p> <ul style="list-style-type: none"> UN Web TV meetings and events / TV en ligne de l'ONU Listen live - conferences at UN Geneva / Écoutez en direct - conférences à l'ONU Genève Digital recordings - UN Geneva conferences / Enregistrements numériques - Conférences de l'ONU Genève 	<p>Global Health / Santé globale</p>	<p>Trade and Economics / Commerce et économie</p>	<p>Peace and Security / Paix et sécurité</p>
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<p>United Nations Observances</p> <ul style="list-style-type: none"> International days and weeks / Journées 	<p>International Law Commission / Commission de droit international</p>	<p>Disarmament / Désarmement</p>	

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EVENTS

- JUL 08** **HISTORIES – The League of Nations Essentials - The History of the Palais des Nations**

Thursday, July 8, 2021 - 16:00

Read more
- JUL 01** **What to do in Geneva in summer**

Thursday, July 1, 2021 - 13:00

Come and join us for an informative briefing by Genève Tourisme and CAGI (le Centre d'Accueil de la Genève Internationale) on activities in Geneva this summer! Finding out about outdoor activities, countryside discovery, nautical activities, terraces and more.

Read more
- JUN 21** **#LE BIEN-ÊTRE DU LUNDI - MÉDITATION EN PLEINE CONSCIENCE EN FRANÇAIS**

Monday, June 21, 2021 - 09:00

Quoi de mieux pour commencer la semaine que de donner à notre esprit un peu de paix.

Read more
- JUN 17** **UNOG-UNIGE Conversations with Academia - Students Reinventing Cities Challenge**

Thursday, June 17, 2021 - 16:00

As part of the C40 global competition for reinventing cities, students from the University of Geneva's Master in Innovation, Human Development and Sustainability, jointly with students from t

Read more
- JUN 07** **#FEEL-GOOD MONDAY - MINDFULNESS MEDITATION SESSION IN ENGLISH**

Monday, June 7, 2021 - 09:00

What better way to start a week than with a Mindfulness Meditation Session? Our minds also need rest and some peace.

Read more

1 of 27 next >

<https://commons.ungeneva.org/events>

Stay up-to-date and get the information you need!

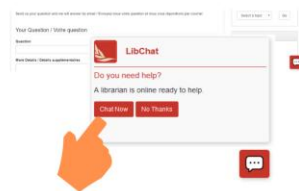
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→ Way forward to post-Covid conferencing

- Sustainable high-quality conferencing
- Draw benefits from innovation, technology, data analysis and collaboration
- Meet our mandates within financial constraints
- Ultimately the modality of meetings will be determined by its organizers and sponsors, subject to the availability of adequate funding
- Address our clients' needs better - Conferencing Today & Tomorrow initiative



→ Conferencing Today and Tomorrow refining client needs - Phase 2

- Lessons learned from hybrid meetings
 - Audio quality issues may impede effective remote meetings
 - May be problematic for advancing sensitive negotiations
 - Expanded reach and more diverse audiences
 - Increased opportunities for participation for those with less means to travel
- Analysis of services, innovations and conferencing technologies
- How to enhance conferencing experience today and in the future
- Member States and substantive secretariats participation sought
- Several forms of engagement
 - In-depth and on-the-spot Interviews
 - Survey
 - Workshop





Q A



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