



# Delegates Handbook

Seventy-fourth session of the United Nations General Assembly

**Opening date of the seventy-fourth session of the General Assembly<sup>1</sup>**  
Tuesday, 17 September 2019

**General debate of the seventy-fourth session of the General Assembly<sup>2</sup>**  
Tuesday, 24 September, to Saturday, 28 September,  
and Monday, 30 September 2019

## High-level meetings

**High-level meeting on universal health coverage<sup>3</sup>**  
Monday, 23 September 2019

**High-level political forum under the auspices of the General Assembly<sup>3</sup>**  
Tuesday-Wednesday, 24-25 September 2019

**High-level commemorative event to mark the thirtieth anniversary of the adoption of the Convention on the Rights of the Child<sup>4</sup>**  
Wednesday, 25 September 2019

**High-level Dialogue on Financing for Development<sup>3</sup>**  
Thursday, 26 September 2019

**High-level plenary meeting to commemorate and promote the International Day for the Total Elimination of Nuclear Weapons<sup>3</sup>**  
Thursday, 26 September 2019

**High-level meeting to review progress made in addressing the priorities of small island developing States through the implementation of the SIDS Accelerated Modalities of Action (SAMOA) Pathway<sup>3</sup>**  
Friday, 27 September 2019

**Climate Action Summit**  
Monday, 23 September 2019

## Emergency information and updates

**Hotline for updates during weather emergencies or other urgent situations** 212-963-9800

**Websites** [emergency.un.org](https://emergency.un.org)  
[www.un.int/](https://www.un.int/)

The websites also offer the option of subscriptions to alerts sent via email, SMS (text message) and telephone call.

<sup>1</sup> See A/INF/74/1.

<sup>2</sup> See A/INF/74/4.

<sup>3</sup> See General Assembly decision 73/522.

<sup>4</sup> See General Assembly resolution 73/301

# Delegates Handbook



# **Delegates Handbook**

## **Seventy-fourth session of the General Assembly of the United Nations**



**United Nations**

New York, September 2019-September 2020

## Note

The present booklet contains information of a general nature about United Nations Headquarters that is applicable throughout the seventy-fourth session of the General Assembly. Suggestions for changes to the booklet should be addressed to the General Assembly Affairs Branch (room S-30FW; tel.: 212-963-2986; email: gal.buyanover@un.org).

The booklet is also available from the deleGATE website ([www.un.int/pm/delegates-handbook](http://www.un.int/pm/delegates-handbook)) and from the General Assembly website ([www.un.org/en/ga](http://www.un.org/en/ga)).

## Message from the Secretary-General

In our rapidly changing world, many of the most pressing issues facing humanity are shared: the climate emergency, rising inequality and a wave of intolerance, among others. As challenges are increasingly interlinked and people are progressively interconnected, there can be no doubt that international cooperation is more important than ever. As the chief deliberative and representative organ of the United Nations, the General Assembly offers a unique and universal platform for discussing the issues of our times, setting global norms and overcoming differences for the common good.



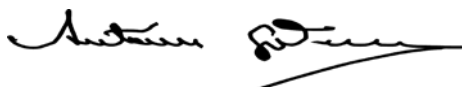
For decades, the Delegates Handbook has been an indispensable guide to the General Assembly, assisting delegates in the conduct of their daily work, from accreditation and protocol to conference management and media services. I trust that this latest edition will continue to serve as a useful companion for both new arrivals and veteran diplomats alike.

These are challenging times, but also times of opportunity. Next year, we will mark the seventy-fifth anniversary of the United Nations. Such an important milestone gives us an extraordinary opportunity to reflect on our history, look ahead to our future and recommit to reinvigorating the United Nations and multilateralism to tackle our shared challenges.

Together, we can build an effective United Nations and a future of dignity, peace and prosperity for all on a healthy planet.

In that spirit of partnership, I offer my best wishes for the seventy-fourth session of the General Assembly, and look forward to continuing our efforts to advance the well-being of the people we all serve.

ANTÓNIO GUTERRES

A handwritten signature in black ink, consisting of a cursive 'A' followed by 'ntónio' and a stylized 'Guterres' with a long horizontal flourish extending to the right.

*Secretary-General of the United Nations*



## Foreword from the Under-Secretary-General

As head of the Department for General Assembly and Conference Management, it is my honour to present the Delegates Handbook for the seventy-fourth session of the General Assembly. In addition to the general debate and the Climate Action Summit, the seventy-fourth session will feature a series of high-level meetings dedicated to issues of pressing concern to the international community, including universal health coverage, sustainable development of small island developing States, financing for development and nuclear weapons. The high-level political forum on sustainable development under the auspices of the General Assembly will offer an opportunity for Member States to review progress and commit to further accelerating implementation of the 2030 Agenda for Sustainable Development. Other priorities of the Assembly this year will include peace and security, the empowerment of women and young people, education and the eradication of poverty and hunger.



The Delegates Handbook, first published in 1952, is a user-friendly guide that covers the work of the General Assembly and its subsidiary bodies, and provides information on all services and facilities available to delegates at Headquarters. As the United Nations evolves and adapts to the changing global environment, the Secretariat strives to provide delegates with modern, efficient and environmentally friendly assistance, as exemplified by the increasing use of digital services such as the e-deleGATE portal.

Further useful information in preparation for the seventy-fourth session can be found in the annotated preliminary list of items to be included in the provisional agenda (A/74/100), the annotated draft agenda (A/74/100/Add.1) and the information note for delegations on arrangements for the high-level meetings and the general debate (A/INF/74/4), as well as in the *Journal of the United Nations*, which provides up-to-date information on a daily basis.

MOVSES ABELIAN

A handwritten signature in black ink, appearing to read "M. Abelian", with a stylized, flowing script.

*Under-Secretary-General for General Assembly  
and Conference Management*

# Table of contents

Message from the Secretary-General . . . . .	V
Foreword from the Under-Secretary-General . . . . .	VII
<b>I. General information</b>	
Entrance . . . . .	12
United Nations grounds passes and admission to meetings . . . . .	12
Department of Safety and Security . . . . .	16
Information (telephones and desk locations) . . . . .	17
Visitor Information Desk . . . . .	17
Health-Care Management and Occupational Safety and Health Division . . . . .	17
Protocol and Liaison Service . . . . .	18
<b>II. General Assembly and its Main Committees, the Economic and Social Council and other organs</b>	
General Assembly and its Main Committees . . . . .	21
Plenary meetings of the General Assembly and meetings of the General Committee . . . . .	23
Main Committees of the General Assembly . . . . .	25
Economic and Social Council . . . . .	27
Other organs . . . . .	29
<b>III. Conference services</b>	
Meetings services . . . . .	31
Use and care of United Nations electronic equipment . . . . .	33
Use of cameras and cellular phones . . . . .	34
Seating protocol . . . . .	34
Journal of the United Nations . . . . .	34
Interpretation . . . . .	35
Records of meetings . . . . .	37
Copies of prepared texts of statements in plenary meetings and in meetings of the Main Committees . . . . .	39
Documents facilities . . . . .	40

Accessibility Centre . . . . .	42
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#### **IV. Media, public and library services**

Spokesperson for the Secretary-General . . . . .	43
Press conferences. . . . .	43
Services to correspondents . . . . .	43
Public information . . . . .	44
UN News . . . . .	46
UN Video . . . . .	48
Social media . . . . .	49
Media services and facilities . . . . .	49
United Nations media partnerships. . . . .	50
United Nations photographs. . . . .	51
Communications campaigns and focal points. . . . .	51
Services provided by the network of United Nations information centres. . . . .	52
Services to civil society . . . . .	53
United Nations Development Business. . . . .	60

#### **V. Facilities and services for delegations**

Travel services . . . . .	69
Delegates' Lounge . . . . .	70
Delegates' quiet room . . . . .	70
Dining room and cafeteria facilities. . . . .	71
Delegates' guests: Admission of non-United Nations guests during and after the general debate period . . . . .	74
United Nations-issued identification . . . . .	75
Audiovisual Services. . . . .	76
United Nations Institute for Training and Research . . . . .	87
United Nations International School . . . . .	88
New York City liaison . . . . .	90
United Nations maps . . . . .	95
Requests for the use of United Nations premises. . . . .	95
Facilities for persons with disabilities . . . . .	97
Frequently asked questions. . . . .	99
Index . . . . .	111

## I. General information

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

The Headquarters complex comprises five main structures that are all interconnected:

- General Assembly Building, housing the General Assembly Hall, conference rooms 4, 5, 6, 7, 8, 11, 12, E and F, and additional offices of the Secretary-General and the President of the General Assembly
- Library Building (reading room open; other areas closed for security reasons)
- South Annex Building (closed for security-related reasons, except for the cafeteria area, which will be open for a limited period during the general debate)
- Conference Building (a long, low structure parallel to the river), where the Economic and Social Council, Security Council and Trusteeship Council Chambers are located on the 1<sup>st</sup> and 2<sup>nd</sup> floors, with conference rooms 1, 2, 3, 9, 10, A, B, C and D on the first basement level
- Secretariat Building (39 storeys), where press conferences are held on the 2<sup>nd</sup> floor

All conference rooms and council chambers in the Conference Building, the General Assembly Hall and other conference rooms in the General Assembly Building can be reached from the delegates' entrance near East 45<sup>th</sup> Street. There is also an entrance by the Library and South Annex Building, near East 43<sup>rd</sup> Street.

Several buildings adjacent to Headquarters house United Nations offices, including:

- DC1, One United Nations Plaza, 787 First Avenue
- DC2, Two United Nations Plaza, 323 East 44<sup>th</sup> Street
- FF Building, 304 East 45<sup>th</sup> Street
- Albano Building, 305 East 46<sup>th</sup> Street
- Falchi Building, 31-00 47<sup>th</sup> Avenue, Long Island City, Queens
- UNITAR Building, 801 United Nations Plaza

Delegates who wish to locate departments or offices are advised to check with the Information Unit (tel.: 212-963-9999). Internal calls within the telephone system of the United Nations may be placed using the five-digit extension beginning with a "3" or a "7" plus the last four digits of the telephone number. For telephone numbers beginning with the prefix "212-963", the five-digit extension begins with "3", and for those beginning with "917-367", it begins with "7".

## Entrance

- **Pedestrians:** The entrance for delegations to the General Assembly Hall is located at First Avenue and East 45<sup>th</sup> Street
- **Cars:** To enter and to park at Headquarters, cars require United Nations diplomatic license plates ("D" plates), as well as a parking e-Tag for the seventy-fourth session of the General Assembly (for more information, please see the section on parking on page 83)

## United Nations grounds passes and admission to meetings

### Registration for members of official delegations

Passes for members of official delegations to regular and special sessions of the General Assembly and all other meetings at Headquarters on the official calendar are authorized by the Protocol and Liaison Service (tel.: 212-963-7181) and

processed by the Pass and Identification Unit, whose office is located at 320 East 45th Street (FF Building). Registration requests for members of delegations to temporary meetings may be processed through the online eRegistration system, available through the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)). Guidelines on eRegistration and answers to frequently asked questions can be found on the Protocol and Liaison Service website ([protocol.un.org](http://protocol.un.org)).

Registration for official delegations of intergovernmental organizations (accredited to the United Nations as observers) that do not have offices in New York should follow the procedure specified under "Guidelines for intergovernmental organizations away from New York", which are posted on the Protocol and Liaison Service website ([protocol.un.org](http://protocol.un.org)), under "Meetings".

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

The following types of passes may be issued:

- VIP pass without a photograph, issued by the Protocol and Liaison Service for Heads of State and Government, Vice-Presidents, Crown Princes and Princesses, and their spouses
- VIP pass with a photograph, issued by the Protocol and Liaison Service for Deputy Prime Ministers, Cabinet Ministers and their spouses
- Gold pass for heads of delegations, processed by the Pass and Identification Unit
- Blue pass for all other members of delegations, processed by the Pass and Identification Unit

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<sup>1</sup> Passes for returning delegates whose photographs are already in the electronic system of the Pass and Identification Unit may be picked up by a member of the mission with identification. Spouses will be issued the same type of pass as the principals. Delegates who have photographs in the system that are older than five years are required to have their photographs retaken at the office of the Pass and Identification Unit.

## Requirements for issuance of passes

### *VIP passes and delegate passes (gold and blue)*

Requests for passes for the following categories of participants may be processed through the eRegistration system ([delegate.un.int](http://delegate.un.int)) by submitting to the Protocol and Liaison Service an online application form with a passport-sized photograph (where applicable):

- Heads of State and Government, Vice-Presidents, Crown Princes and Princesses, and their spouses (no photograph required)
- Deputy Prime Ministers, Cabinet Ministers and their spouses (colour photograph in JPEG format required)
- Members of official delegations (colour photograph in JPEG format optional but highly recommended)

All requests must be submitted at least two working days in advance of when needed to ensure proper registration and issuance of passes. Additional working days may be required prior to and during the general debate and other high-level meetings. The deadline for the submission of requests for the high-level segment (23–30 September 2019) is **Friday, 13 September 2019**.

### Accreditation for media correspondents

The Media Accreditation and Liaison Unit (room S-0250) provides accreditation and liaison services for members of the print and online press and film, television, photographic, radio and other media organizations. For media accreditation requirements, please see [www.un.org/malu](http://www.un.org/malu).

Missions are required to submit accreditation requests in advance for visiting members of the media, including for official photographers and videographers, by using the online eAccreditation system, available through the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)). Please contact the Media Accreditation and Liaison Unit (tel.: 212-963-6934; email: [malu@un.org](mailto:malu@un.org)) for assistance with accreditation or to coordinate media coverage at Headquarters.



The Media Accreditation and Liaison Unit issues a daily media alert containing information on open intergovernmental meetings, press briefings and conferences, and other outreach activities at Headquarters (see [www.un.org/en/media/accreditation/alert.shtml](http://www.un.org/en/media/accreditation/alert.shtml)).

### **Accreditation for non-governmental organizations**

- (a) Requests for grounds passes for designated representatives of non-governmental organizations (NGOs) in consultative status with the Economic and Social Council must be submitted electronically through the website of the NGO Branch of the Department of Economic and Social Affairs (for instructions in English, see [csonet.org/?menu=86](http://csonet.org/?menu=86); for instructions in French, see [csonet.org/index.php?menu=174](http://csonet.org/index.php?menu=174)).

After receiving a confirmation email from the NGO Branch approving the request, a representative of the NGO can collect the passes from the Pass and Identification Unit (320 East 45th Street). Please follow carefully the instructions on the website when collecting the passes and bring a printed copy of the online security form (provided next to the name of the representative in the online system), a letter from the head of the NGO, and a valid form of photo identification issued by a governmental authority.

Please note that the above procedures are interrupted during the high-level segment of the session of the General Assembly, when access to Headquarters is restricted. Information on the arrangements for the high-level segment is published in advance on the website of the NGO Branch (for information in English, see [csonet.org/?menu=86](http://csonet.org/?menu=86); for information in French, see [csonet.org/index.php?menu=174](http://csonet.org/index.php?menu=174)). NGOs are therefore requested to check the website in late August and early September every year for clear instructions.

For any questions, the NGO Branch may be contacted through the messaging system on the website of the Civil

Society Network (see [esango.un.org/irene/index.html?page=publicMessage&nr=39&section=9](http://esango.un.org/irene/index.html?page=publicMessage&nr=39&section=9)).

- (b) Grounds passes for designated representatives of NGOs formally associated with the Department of Global Communications are issued on an annual basis through the NGO Relations, Advocacy and Special Events Section, located at 801 United Nations Plaza, 2<sup>nd</sup> floor, room U-0204 (tel.: 212-963-7234).

## Department of Safety and Security

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

	Tel.	Room
<i>Special Services Unit</i>	212-963-7531	GA-1B-052

The Special Services Unit is located in the first basement of the General Assembly Building in room GA-1B-052. The Unit addresses queries concerning lost and found items, as well as all other in-person enquiries, from 8 a.m. to 5 p.m., Monday to Friday.

The Security Operations Centre operates on a 24-hour basis and can be contacted at 212-963-6666 for all requests for access or general enquiries. The Centre addresses queries concerning lost and found items from 5 p.m. to 8 a.m.

The Centre is staffed with security and fire-safety personnel. For fire or medical emergencies, first call 911 (dial 9-911 from a United Nations telephone) and then contact 212-963-5555 (ext. 35555 from a United Nations telephone). For further details, see [iseek-newyork.un.org/emergencyNY](http://iseek-newyork.un.org/emergencyNY) (accessible on a United Nations computer).

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

- Issues grounds passes, which delegation members may obtain from the Pass and Identification Unit (320 East 45<sup>th</sup> Street) between 9 a.m. and 4 p.m., following authorization by the Protocol and Liaison Service. A satellite office, located on the 1<sup>st</sup> floor of the UNITAR Building (801 United Nations Plaza,

East 45<sup>th</sup> Street and First Avenue (entrance on First Avenue)), will be opened for press accreditation

- Receives official telephone calls, telegrams and cables requiring follow-up action after normal working hours

## **Information (telephones and desk locations)**

The Information Unit (tel.: 212-963-9999) can advise on:

- The location and telephone numbers of delegations
- The office or official to be contacted for technical or substantive queries
- The location and telephone numbers of services, information media and United Nations clubs

For information concerning the location and telephone numbers of Secretariat officials and staff, dial "0". (For further information regarding the telephone system of various offices in the United Nations, see page 81).

## **Visitor Information Desk**

The Visitor Information Desk will be relocated to the lobby of the UNITAR Building from Monday, 23 September, to Tuesday, 1 October 2019, and will operate from 9 a.m. to 5.30 p.m.

## **Health-Care Management and Occupational Safety and Health Division**

The Health-Care Management and Occupational Safety and Health Division provides emergency medical assistance to delegates and members of diplomatic missions to the United Nations. In addition, the Headquarters Clinical Services team within the Division provides first aid, primary care for illness and injuries, travel-related health advice and guidance on accessing local health-care service providers, including doctors, dentists, pharmacies and hospitals.

**Emergency response:** During the high-level segment of the seventy-fourth session of the General Assembly, an immediate medical response capability for the main campus will be provided by the Headquarters Clinical Services team, New York City paramedics and United Nations security staff.

In a medical emergency, contact the Security Control Centre (tel.: 212-963-6666), which will coordinate with the Headquarters Clinical Services teams, other medical assistance providers or the local emergency first-response capability (911) as appropriate.

**Basic health care: The Headquarters Clinical Services team** provides primary care and first-aid services at its walk-in clinic on the 5th floor of the Secretariat Building from 8.30 a.m. to 5 p.m., Monday to Friday. Limited primary care support will be available until 8.30 p.m. during the general debate period.

The Health-Care Management and Occupational Safety and Health Division also operates two satellite clinics to provide general support:

- **DC1 Building:** Room DC1-1190 (11<sup>th</sup> floor)  
**Hours of operation:** 9 a.m. to 5 p.m., Monday to Friday  
**Tel.:** 212-963-8990
- **UNICEF House:** Room H-0545 (5<sup>th</sup> floor)  
**Hours of operation:** 9 a.m. to 5 p.m., Monday to Friday  
**Tel.:** 212-326-7541

## Protocol and Liaison Service

The Protocol and Liaison Service is part of the Department for General Assembly and Conference Management.

	Tel.	Room
Ms. Beatrix Kania <i>Chief of Protocol</i>	212-963-7171	S-0208
Ms. Nicole Bresson-Ondieki <i>Deputy Chief of Protocol</i>	917-367-4320	S-0212
Ms. Pilar Fuentes <i>Senior Protocol Officer</i>	212-963-0720	S-0207

	Tel.	Room
Mr. Fariz Mirsalayev Protocol Officer	212-963-7177	S-0205
Ms. Aicha Benmansour Protocol Officer	917-367-8268	S-0202

For information on the protocol officers and their respective portfolios of Member States, observer States and intergovernmental organizations, please see the Protocol and Liaison Service website ([protocol.un.org](http://protocol.un.org)).

## Credentials

Credentials are required for representatives of Member States to the General Assembly, the Security Council and the Economic and Social 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-3604), with copy to the Protocol and Liaison Service (room S-0200).

## Blue Book of Permanent Missions to the United Nations

The *Blue Book of Permanent Missions to the United Nations* lists the diplomatic personnel of Member States, the staff of intergovernmental organizations accredited to the United Nations as observers, and the staff of liaison offices of specialized agencies and related organizations. All interim movements of personnel and changes in addresses, telephone/fax numbers, national holidays and so forth are updated in the *Blue Book Online* as soon as the Protocol and Liaison Service is notified of such a change by a mission.

## Protocol and Liaison Service website

The most up-to-date version of the *Blue Book* may be found on the Protocol and Liaison Service website ([protocol.un.org](http://protocol.un.org)), along with a list of Heads of State, Heads of Government and Ministers for Foreign Affairs and a list of senior United Nations officials, as well as the Manual of Protocol.

## II. General Assembly<sup>2</sup> and its Main Committees, the Economic and Social Council and other organs

### General Assembly and its Main Committees

#### President of the General Assembly for the seventy-fourth session

His Excellency Mr. Tijjani Muhammad Bande (Nigeria)

On 4 June 2019, during its seventy-third session, the General Assembly elected the President for the seventy-fourth session, pursuant to rule 30 of its rules of procedure.

#### Office of the President

The Office is located on the 2<sup>nd</sup> floor of the Conference Building.

	Tel.	Fax	Room
Office of the President	212-963-7555	212-963-3301	CB-0246
Spokesperson	212-963-6274	212-963-3301	S-0244

#### Vice-Presidents

At its seventy-third session, on 4 June 2019, pursuant to rule 30 of its rules of procedure, the General Assembly elected the 21 Vice-Presidents for the seventy-fourth session.

#### Vice-Presidents of the General Assembly for the seventy-fourth session

1. Argentina	9. Indonesia	16. Tunisia
2. Belize	10. Malta	17. Turkey
3. Cabo Verde	11. Oman	18. United Kingdom of Great Britain and Northern Ireland
4. China	12. Papua New Guinea	
5. Congo	13. Russian Federation	
6. Croatia	14. Singapore	19. United States of America
7. Ethiopia	15. Trinidad and Tobago	20. Uzbekistan
8. France		21. Zimbabwe

<sup>2</sup> Information on the General Assembly is available at [www.un.org/ga](http://www.un.org/ga).

## Secretariat arrangements for the General Assembly

The Secretary-General acts in his capacity as Chief Administrative Officer of the Organization at all meetings of the General Assembly.

Overall responsibilities for the work of the Secretariat in connection with the General Assembly are vested in the Under-Secretary-General for General Assembly and Conference Management, Movses Abelian.

The Director of the General Assembly and Economic and Social Council Affairs Division coordinates the work of the session. The Director also assumes direct responsibility for the servicing of plenary meetings and the meetings of the General Committee.

Questions relating to the work of the General Assembly should be referred to the General Assembly and Economic and Social Council Affairs Division.

### *General Assembly and Economic and Social Council Affairs Division*

	Tel.	Room
<i>Director</i> Ms. Ruth de Miranda Email: demiranda@un.org	212-963-0725	S-3080

### *General Assembly Affairs Branch*

	Tel.	Room
<i>Chief</i> Mr. Kenji Nakano Email: nakano@un.org	212-963-2332	S-3052
Ms. Radhika Ochalik Email: ochalik@un.org	212-963-3233	S-30 FW
Ms. Jullyette Ukabiala Email: ukabiala@un.org	212-963-1961	S-30 FW
Ms. Claudia Gross Email: claudia.gross@un.org	917-367-5826	S-30 FW
Ms. Svetlana Emelina Sarte Email: emelina@un.org	212-963-4572	S-30 FW
Ms. Kazumi Kawamoto Email: kawamoto@un.org	917-367-5362	S-30 FW
Ms. Gal Buyanover Email: gal.buyanover@un.org	212-963-2986	S-30 FW



	Tel.	Room
Ms. Alexia Poriki Email: alexia.poriki@un.org	917-367-2319	S-30 FW

### *Arrangements for the list of speakers*

	Tel.	Room
Mr. Carlos Galindo Email: galindo@un.org	212-963-5063 212-963-5307	S-30 FW

### *Information on plenary elections and candidatures<sup>3</sup>*

	Tel.	Room
Ms. Kazumi Kawamoto Email: kawamoto@un.org	917-367-5362	S-30 FW
Ms. Gal Buyanover Email: gal.buyanover@un.org	212-963-2986	S-30 FW
Ms. Alexia Poriki Email: alexia.poriki@un.org	917-367-2319	S-30 FW

While meetings of the General Assembly are in progress, most of the staff listed above may be reached in the General Assembly Hall at the following telephone numbers: 212-963-7786, 212-963-7787 or 212-963-9110.

All those listed above attend to matters relating to plenary meetings of the General Assembly and meetings of the General Committee.

## **Plenary meetings of the General Assembly and meetings of the General Committee**

**Schedule:** A draft programme of work of the plenary for the seventy-fourth session is set out in the report of the Secretary-General on the revitalization of the work of the General Assembly (A/73/895). There is no predetermined programme of work for formal and informal meetings of the plenary for the resumed part of the session (1 January 2020—September 2020). Meetings will be announced in the *Journal of the United Nations*

<sup>3</sup> Information on candidates submitted by Member States for the session may be found on CandiWeb, which is available through the e-deleGATE portal (delegate.un.int).

when they have been scheduled. For an updated tentative schedule of General Assembly plenary meetings, please visit [www.un.org/en/ga/info/meetings/74schedule.shtml](http://www.un.org/en/ga/info/meetings/74schedule.shtml).

**Agenda:** The provisional agenda of the seventy-fourth session is set out in document A/74/150. The annotations are set out in documents A/74/100 and A/74/100/Add.1. After its adoption by the plenary, the agenda will be issued as document A/74/251 (see document A/74/252 for the allocation of agenda items).

**List of speakers:** Focal points from permanent missions are requested to register speakers with the General Assembly Affairs Branch using the e-Speakers system, available through the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)). For support with inscription on the lists of speakers, please email [gaspeakerslist@un.org](mailto:gaspeakerslist@un.org) and [galindo@un.org](mailto:galindo@un.org), or call 212-963-5063 or 212-963-5307.

**Draft resolutions and decisions:** For the submission of a draft resolution or decision for the plenary, please consult the guidelines for submission, which are available at [www.un.org/en/ga/pdf/guidelines\\_submit\\_draft\\_proposals.pdf](http://www.un.org/en/ga/pdf/guidelines_submit_draft_proposals.pdf).

**High-level meetings and the general debate:** The information note for delegations on arrangements for the high-level meetings and the general debate is set out in document A/INF/74/4.

**Other useful documents:** Information on the organization of the session (including the conduct of meetings, the length of statements, explanations of vote, rights of reply, points of order and concluding statements, records of meetings, resolutions, documentation, questions relating to the programme budget, observances and commemorative meetings, and special conferences) can be found in the memorandum by the Secretary-General (A/BUR/74/1). The report of the Ad Hoc Working Group on the Revitalization of the Work of the General Assembly<sup>4</sup> contains, among other things, an inventory chart of General Assembly resolutions on the revitalization of the work of the Assembly.

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<sup>4</sup> See also [www.un.org/en/ga/revitalization](http://www.un.org/en/ga/revitalization).

## e-deleGATE portal

The Department for General Assembly and Conference Management has centralized the digital services made available to delegates through the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)). This password-protected portal contains links to general information (e.g. official documents, the *Journal* and the UN News Centre) and houses specific delegate-facing services, including online registration of delegates participating in meetings (eRegistration), inscription on the list of speakers (eSpeakers) and sponsorship of draft resolutions (eSponsorship) for the General Assembly, its Main Committees and its subsidiary bodies.

Access to e-deleGATE is managed by “access admins” in each permanent mission. They can grant access to various parts of the portal to delegates in their missions. New delegates should contact their “access admins” to gain access. Queries regarding specific committees may be addressed to the individual committee secretaries, while queries about the plenary and the portal as a whole should be addressed to the General Assembly Affairs Branch ([gaab@un.org](mailto:gaab@un.org)).

## Main Committees of the General Assembly

Pursuant to rule 30 of the rules of procedure of the General Assembly, the First Committee, the Special Political and Decolonization Committee (Fourth Committee), the Second Committee, the Third Committee, the Fifth Committee and the Sixth Committee elected their respective Chairs for the seventy-fourth session of the Assembly. See the sections below for each Main Committee for details.

Specific responsibility for the work of the Main Committees and other committees or organs is vested in the representatives of the Secretary-General to those committees. The secretaries of the Main Committees and other committees or organs of the General Assembly, who are listed below, are provided by the respective departments or offices of the Secretariat.

## First Committee

**Chair:** H.E. Mr. Sacha Sergio **Llorentty Solíz** (Plurinational State of Bolivia)

	Tel.	Room
<hr/>		
<i>Secretary of the First Committee</i>		
Ms. Sonia Elliott		
Email: <a href="mailto:elliotts@un.org">elliotts@un.org</a>	212-963-2338	S-3056
<hr/>		
<i>Secretary of the Disarmament Commission</i>		
Mr. Alexander Lomaia		
Email: <a href="mailto:lomaia@un.org">lomaia@un.org</a>	212-963-4238	S-30 FW
<hr/>		

## Special Political and Decolonization Committee (Fourth Committee)

**Chair:** H.E. Mr. Mohammed Hussein **Bahr Aluloom** (Iraq)

	Tel.	Room
<hr/>		
<i>Secretary of the Special Political and Decolonization Committee</i>		
Ms. Sangeeta Sharma		
Email: <a href="mailto:sharma7@un.org">sharma7@un.org</a>	212-963-6548	S-30 FW
<hr/>		

## Second Committee

**Chair:** H.E. Mr. Cheikh **Niang** (Senegal)

	Tel.	Room
<hr/>		
<i>Secretary of the Second Committee</i>		
Ms. Emer Herity		
Email: <a href="mailto:herity@un.org">herity@un.org</a>	917-367-5816	S-3051
<hr/>		

## Third Committee

**Chair:** H.E. Mr. Christian **Braun** (Luxembourg)

	Tel.	Room
<i>Secretary of the Third Committee</i>		
<i>Mr. Ziad Mahmassani</i>		
Email: mahmassani@un.org	212-963-2333	S-30FW

## Fifth Committee

### Chair:

	Tel.	Fax	Room
<i>Acting Secretary of the Fifth Committee</i>			
<i>Mr. Lionel Berridge</i>			
Email: fifthcommittee@un.org	212-963-5306	212-963-0360	S-3241

## Sixth Committee

**Chair:** H.E. Mr. Michal **Mlynár** (Slovakia)

	Tel.	Fax	Room
<i>Secretary of the Sixth Committee</i>			
<i>Mr. Huw Llewellyn</i>			
	917-367-3154	212-963-1963	DC2-0566

## Economic and Social Council

The 2020 session of the Economic and Social Council began on 25 July 2019 and will conclude on 22 July 2020. Pursuant to Council decisions 2019/200 A and B, the members of the Bureau of the Council were elected for a term of office beginning on the date of election and expiring when their successors were elected, which was expected to be at the beginning of the 2021 session, namely, 23 July 2020, on the understanding that they remained representatives of a member of the Council. The Bureau's main functions are to propose the agenda, draw up a programme of work and organize the session with the support of the Economic and Social Council Servicing Branch. More information on the Council is available from the website of the Council ([www.un.org/ecosoc/en](http://www.un.org/ecosoc/en)).

## Office of the President

The office is located on the 2<sup>nd</sup> floor of the Conference Building (CB-0225).

## Secretariat arrangements for the Economic and Social Council

The Chief of the Economic and Social Council Affairs Branch, General Assembly and Economic and Social Council Affairs Division, Department for General Assembly and Conference Management, coordinates the work of the Council and assumes direct responsibility for the management of plenary meetings and forums convened under the auspices of the Council and the meetings of subsidiary bodies of the Council.

Substantive responsibility for the work of the Council and its subsidiary bodies is coordinated by the Director of the Office of Intergovernmental Support and Coordination for Sustainable Development, Department of Economic and Social Affairs.

## Plenary meetings of the Economic and Social Council

	Tel.	Room
Economic and Social Council Affairs Branch, General Assembly and Economic and Social Council Affairs Division <i>Chief of Branch and Secretary of the Council</i> Ms. Emer Herity Email: herity@un.org	917-367-5816	S-3051
Office of Intergovernmental Support and Coordination for Sustainable Development, Department of Economic and Social Affairs <i>Director</i> Ms. Marion Barthelemy Email: barthelemy1@un.org	212-963-4005	S-2571

## Other organs

### Credentials Committee

	Tel.	Fax	Room
<i>Secretary of the Committee</i> Ms. Tomoko Iwata	917-367-9042	212-963-6430	S-3604

### Advisory Committee on Administrative and Budgetary Question

	Tel.	Fax	Room
<i>Executive Secretary</i> Ms. Shari Klugman	212-963-7456	212-963-6943	CB-0169

### Committee on Contributions

	Tel.	Room
<i>Secretary of the Committee</i> Mr. Lionel Berridge	212-963-5306	FF-1730

### Committee on Conferences

	Tel.	Room
<i>Secretary of the Committee</i> Ms. Maria Grazia Bovo	212-963-9260	FF-1730





## III. Conference services

### Meetings services

The Department for General Assembly and Conference Management is responsible for providing the following services to meetings held in conference rooms located in the General Assembly Building and the Conference Building:

- Meeting planning and programming
- Meeting room servicing
- Interpretation
- Documentation and publishing services, including:
  - ◆ Editing
  - ◆ Translation
  - ◆ Text-processing and desktop publishing
  - ◆ Printing
  - ◆ Distribution
- Official, written meeting records

For general enquiries regarding meeting requests and related services, please contact the Meetings Management Section (12<sup>th</sup> floor, Secretariat Building, tel.: 212-963-7351 or 212-963-8114).

For general enquiries regarding documents, please contact the Documents Management Section (12<sup>th</sup> floor, Secretariat Building; tel.: 212-963-6579).

For general enquiries regarding printing and distribution of documents and related services, please contact the Meetings Support Section (L1B-100, first basement, Library Building; tel.: 212-963-1483 or 212-963-7348).

### Programme of meetings

The programme is prepared by the Meetings Management Section. The daily programme of meetings, with information on conference room assignments, is displayed on electronic screens outside the conference rooms.

All authorized requesting entities, including permanent missions, that wish to book conference rooms and meeting services should submit a request through the gMeets portal ([icms.un.org/gMeets](http://icms.un.org/gMeets)). The portal acts as a self-service, single-entry point to submit requests for conference rooms and meeting services at Headquarters. All mandatory fields, including the screening questions, must be completed. Requests are reviewed and confirmed by the Meetings Management Section. Requestors may follow the status of their requests in the “All My Requests” section of the portal. For additional information, please contact the Meetings Management Section (tel.: 212-963-7351 or 212-963-8114).

### **Duration of meetings**

Morning meetings are generally scheduled from 10 a.m. to 1 p.m. and afternoon meetings from 3 p.m. to 6 p.m. Lunchtime bookings can be accommodated from 1.15 p.m. to 2.30 p.m. No interpretation will be provided for lunchtime events, press conferences or press briefings.

**Punctuality:** Owing to the large number of meeting requests and the limited facilities available, it is essential that meetings start on time and that the above schedule be strictly followed. Therefore, delegations are urged to be present at meetings on time. In its resolution 59/313 of 12 September 2005, the General Assembly strongly urged all officers presiding over meetings of the Assembly to start meetings on time.

**Scheduling of meetings:** It is advisable to schedule related meetings consecutively, whenever possible, to ensure the maximum utilization of available services. For ease of transition, however, there should be a short gap between unrelated meetings.

**Cancellations:** In the event that a scheduled meeting is cancelled, the organizers are requested to inform the Meetings Management Section immediately to allow for the reallocation of resources.

Requests for interpretation from regional and other major groupings of Member States, as well as other informal meetings, can be accommodated only if services originally earmarked for meetings of Charter or mandated bodies have been released. Please note that interpretation services are available only from 10 a.m. to 1 p.m. and from 3 p.m. to 6 p.m. on weekdays (Monday to Friday).

### **Other information on the use of the premises by United Nations entities and Member States**

In order to ensure the smooth proceeding of meetings listed in the official calendar of conferences and meetings of the United Nations, as well as those of regional and other major groups of Member States, and to minimize wear and tear on conference rooms, the use of those rooms and the General Assembly Hall for events that are not official functions of the Organization should be in accordance with the note verbale of 9 April 2018 (DGACM/OUSG/03/2018) from the Department for General Assembly and Conference Management to the permanent and observer missions to United Nations entities and Secretariat departments in New York. The note verbale provides up-to-date guidance on the use of United Nations conference rooms, with an emphasis on the non-commercial nature of such meetings and the responsibilities of the sponsors. Furthermore, the implementation of a cost-recovery mechanism for meetings not related to the intergovernmental processes in New York will be initiated.

### **Use and care of United Nations electronic equipment**

Delegates and other meeting participants are requested not to take food and liquids other than water into the conference rooms, to avoid damaging the simultaneous interpretation audio systems. Care should also be taken when utilizing microphones, channel selectors, voting switches and audio earphones, as these are sensitive electronic devices. Placing a cellular phone near a microphone may interfere with sound quality.

## Use of cameras and cellular phones

Delegates and other meeting participants are reminded that the taking of photographs is not allowed in conference rooms or in the General Assembly Hall and that security staff have been instructed to strictly enforce this rule. They are also reminded to refrain from making or accepting cellular phone calls at their delegation tables.

## Seating protocol

The Secretary-General, on 4 June 2019, drew the name of Ghana from among the Member States to occupy the first seat in the General Assembly Hall during the seventy-fourth session of the General Assembly. Consequently, the delegation of Ghana will be seated in the front row at the first desk to the right of the President. The seating of the delegations of the other Member States will follow in the English alphabetical order of names, in accordance with established practice. The same seating arrangement applies to meetings of the Main Committees.

Copies of the floor plan are available at the Documents Assistance Centre (room CB-0264) and at the Documents Counter (room S-1B-032) or electronically by sending an email request to the Chief of the Meetings Support Section ([chiefmss-dgacm@un.org](mailto:chiefmss-dgacm@un.org)).

## Journal of the United Nations

The *Journal of the United Nations* is prepared by the Journal Unit (email: [journal@un.org](mailto:journal@un.org); 12<sup>th</sup> floor, Secretariat Building; tel.: 212-963-3888 or 212-963-0493). The office opens at 2 p.m.

The *Journal* is issued from Monday to Friday. In accordance with General Assembly resolution 71/323, all content related to official meetings, including summaries, is published in the six official languages of the United Nations (Arabic, Chinese, English, French, Russian and Spanish) throughout the year, in accordance with rule 55 of the rules of procedure of the Assembly.

A multilingual digital version of the *Journal*, compatible with smart phones and tablets, is available at [journal.un.org](http://journal.un.org). The *Journal* is also accessible through the website of the United Nations, the Official Document System ([documents.un.org/](http://documents.un.org/)), Twitter (@Journal\_UN\_ONU) and Facebook ([facebook.com/UNJournal.Official](https://facebook.com/UNJournal.Official)), and by eSubscription (to subscribe, go to [undocs.org](http://undocs.org)).

The *Journal* contains information on the meetings of the day, including:

- ◆ Official meetings (summaries will be added after the meetings, where applicable)
- ◆ Informal consultations
- ◆ Other meetings
- ◆ Forthcoming meetings

In addition, the digital version features:

- ◆ Real-time updates of meeting information
- ◆ Daily list of documents
- ◆ Signatures and ratifications of multilateral treaties deposited with the Secretary-General
- ◆ Information on press conferences
- ◆ General information

For inclusion in the *Journal*, material related to official meetings should be submitted through the Journal Content Management System ([journal.un.org/jcms](http://journal.un.org/jcms)). Material related to informal consultations and other meetings and events should be communicated by email to [journal@un.org](mailto:journal@un.org), with a copy to [delgadol@un.org](mailto:delgadol@un.org). The deadline for the submission of material to be included in the following day's issue of the *Journal* is 6.30 p.m. for the programme of meetings and the summaries. For other activities, material should be submitted before 6 p.m. at least two days in advance.

## Interpretation

In meetings where interpretation is provided, statements made in any of the six official languages of the United Nations are

interpreted into the other official languages. For written statements, it is essential that delegations provide copies of their texts to the Meetings Servicing Assistant for the use of the interpreters in order to ensure the quality of interpretation (see page 39). Speakers are requested to deliver their statements at a speed that is interpretable. Although delegations are increasingly being given a time frame in which to deliver their statements, they are kindly requested to do so at a normal speed, if possible, to enable the interpreters to give an accurate and complete rendition of their statements. When statements are delivered at a fast pace to comply with the time limit, the quality of interpretation may suffer. It is suggested that statements be delivered at a speed not exceeding the equivalent of 100 to 120 words per minute in English.

In cases where statements are made in a language other than the official languages (see rule 53 of the rules of procedure of the General Assembly), delegations must provide either an interpreter or a written text of the statement in one of the official languages. The interpretation into the other official languages by United Nations interpreters will be based on the interpretation or written text accepted by the Secretariat as representing the official text of the statement. A “pointer” – a person who knows the language in which the statement is to be delivered and the official language into which it has been translated – should be made available by the delegation, to guide the United Nations interpreter throughout the translated text and to ensure synchronization between the speaker and the interpreter. Detailed arrangements for interpretation from non-official languages, including access by non-United Nations interpreters to the interpreter booths, must be made in advance through the Meetings Management Section (tel.: 212-963-8114; email: [emeetsm@un.org](mailto:emeetsm@un.org)).

### **Written translations of statements delivered in official languages**

“Read out verbatim” or “check against delivery” should be specified on the first page of the text when delegations provide a

written translation of their statement. For written texts provided in more than one official language, delegations should indicate clearly which of them is to be accepted as the official text.

**Read out verbatim:** Interpreters will follow the translation. Therefore, any deviation from the text on the part of the speaker, including omissions and additions, is unlikely to be reflected in the interpretation.

**Check against delivery:** Interpreters will follow the speaker and not the translation. If the speaker deviates from the text, delegations should be aware that the interpretation heard by the audience will not necessarily correspond to the translation that they may have distributed to the audience and the press.

**Microphones: The microphones** start to operate only when the representative taking the floor has been called upon to speak and the delegate has pushed the button. To ensure the best possible recording and interpretation of the statement, representatives should speak directly and clearly into the microphone, in particular when providing figures, quotations or highly technical material or when reading from a prepared text. Tapping on the microphone to test if it is working, turning pages and making or answering cellular phone calls should be avoided.

## Records of meetings

Written meeting records are provided for the plenary meetings of the principal organs, meetings of the Main Committees of the General Assembly and, on a limited and selective basis, meetings of certain other bodies. Meeting records are in one of two forms: verbatim records (PVs) or summary records (SRs). The records are prepared by the Secretariat and are subject to correction by delegations. **However, corrections that add to, or alter the sense of, a statement as actually delivered cannot be accepted.**

- PVs cover the proceedings *in full*. Each PV in an official language of the United Nations contains translations of

speeches made in other official languages and edited transcriptions of speeches delivered in the original language.

- Delegates are advised that if any portion of a written statement is not actually read out, it will not appear in the record of that meeting.
- SRs cover the proceedings in a concise, abbreviated form. They are not intended to include each intervention or to reproduce statements textually.
- The provision of written records (verbatim or summary) for United Nations bodies is regulated pursuant to decisions of the General Assembly and other principal organs.

In addition, audiovisual recordings of meetings are available for consultation (see page 49).

### Corrections to meeting records

- **Corrections to PVs** should be sent to the Chief of the Verbatim Reporting Service ([kazanlio@un.org](mailto:kazanlio@un.org)).
- **Corrections to SRs** should be sent to the Chief of the Documents Management Section ([dms@un.org](mailto:dms@un.org)).

Corrections should be in the form indicated in the corrections footnote on the front page of the PV or SR. If corrections are inserted in a copy of the record, the front page of the corrected record should bear the signature and title of an authorized official of the delegation concerned.

Delegations are requested to make sure that, if the corrections are made by hand, they are written clearly and that the place in which they are to be inserted is indicated precisely.

Corrections to PVs should be limited to errors and omissions in statements as actually delivered, that is, in the original language. When a request is submitted for a correction, a check is made against the audiovisual recording of the relevant speech.

Corrections to SRs should not cover points of style, nor include lengthy additions that would upset the general balance of the summary record.



The text of a speech should not be submitted in lieu of corrections.

### **Issuance of corrections**

Records of United Nations bodies are reissued electronically and posted on the Official Document System (documents.un.org/) in corrected form.

### **Copies of prepared texts of statements in plenary meetings and in meetings of the Main Committees**

If available, at least 20 copies of the text should be submitted to the receiving area at the documentation desk at the rear of the General Assembly Hall or at any conference officer's desk in meeting rooms between 8 a.m. and 9 a.m. by a delegation representative in possession of a valid United Nations grounds pass. If delegations wish to have the text of statements distributed to all delegations, observers, specialized agencies, interpreters, verbatim reporters and press officers, 350 copies will be required.

Delegations are invited to submit their statements (preferably in Microsoft Word format) via email to the email addresses listed in the *Journal*. Delegations wishing to circulate their statements electronically through the PaperSmart portal should provide them not later than two hours in advance of delivery. Alternatively, delegations may submit a hard copy (unstapled and printed on one side only) for scanning and uploading to the PaperSmart portal to the documents distribution counter in the General Assembly Hall or at any conference officer's desk in one of the meeting rooms. The name of the meeting and the agenda item should be indicated in the subject line of the email and in the heading of the statement. The statements will not be released until their delivery. Only statements presented during the course of the meeting will be posted on the PaperSmart portal.

Questions relating to General Assembly documentation should be addressed to the staff of the Documents Management Section.

## *Documents Management Section*

	Tel.	Room
Documents Management Section	212-963-6579	
<i>Chief</i>		
Ms. Deirdre Durrance	917-367-5409	S-12 FW

## Documents facilities

### Translation and printing of documents

Delegations wishing to submit documents for consideration by a United Nations body should present them to the Secretary-General or to the secretary of the body concerned. The staff of the Documents Management Section are not authorized to accept documents for translation or reproduction directly from delegations.

The categories of documents are as follows:

- The “General” series.
- The “Limited” series (L, followed by the serial number), comprising documents of a temporary nature, such as draft resolutions and amendments thereto. When such documents are submitted during a meeting and are required urgently, advance versions marked “Provisional” are translated and reproduced immediately by special arrangement and distributed to participants in English only. Edited texts and revised translations are issued later.
- The “Restricted” series (R, followed by the serial number), comprising only those documents which, owing to the nature of their content, are not made public at the time of issuance. Such documents are not available on ODS.
- Conference room papers (CRPs) or working papers (WPs), which are informal papers, in English or the language of submission, that are used in the course of a meeting and distributed only to participants and other interested recipients attending the meeting. These documents may be made

available by the substantive secretariats on their websites or by other electronic means. However, they are not available on ODS.

## Distribution of documents for delegations

Predetermined quantities of the *Journal of the United Nations* and specified documents issued at Headquarters will be distributed on a daily basis and available for collection at the distribution pick-up area, on the 1B level of the Library Building. Please note that any changes to the quantities of documents requested for distribution to delegations should be submitted in writing at least two working days prior to the date required and addressed to the Chief of the Meetings Support Section ([chiefmss-dgacm@un.org](mailto:chiefmss-dgacm@un.org)).

Documents-on-demand services (printing of documents, assistance with access to online services, etc.) are provided through the Documents Assistance Centre (room CB-0264) and at the Documents Counter (room S-1B-032).

A limited number of copies of documents containing draft proposals for action during meetings in progress will be available in the conference rooms.

Alternatively, requests for hard copies of documents may be made via email to [publishing@un.org](mailto:publishing@un.org) and should specify the document symbol, the languages required, the quantity of copies requested and the physical delivery address.

Only United Nations documents may be distributed during meetings (see “Frequently asked questions”, No. 10).

Any additional documentation needed may be retrieved online through ODS ([documents.un.org/](http://documents.un.org/)) or the PaperSmart portal ([papersmart.unmeetings.org](http://papersmart.unmeetings.org)). No login is required to access the portal. Documents are also available via the eSubscription service ([www.undocs.org](http://www.undocs.org)), through which delegates can sign up to receive email alerts containing weblinks to the latest edition of the *Journal* and to documents issued daily at Headquarters.

Information on ODS can be requested from 212-963-6439.

## Communications from Member States for issuance as documents of the General Assembly

Delegations requesting issuance of communications as documents of the General Assembly should ensure that they are addressed to the Secretary-General and signed by the permanent representative or chargé d'affaires, a.i., of the permanent mission to the United Nations. The communications should indicate the session of the General Assembly and the number and title of the agenda item under which circulation is requested, using the latest agenda.

Electronic versions in Microsoft Word format should be sent to [dms@un.org](mailto:dms@un.org) to facilitate the processing of communications. If versions in other official languages of the United Nations are available, they should be included, with a clear indication of the original language and which language versions are to be used for reference only. Materials that are accessible to the public on websites or through the media, such as statements, press releases and images, should be cited rather than included in the communications.

### *Further information*

For further information, call 212-963-6579 or  
**email** [dms@un.org](mailto:dms@un.org).

## Accessibility Centre

The Accessibility Centre offers assistive information and communications technology to support users with special needs owing to audio, visual or physical disabilities. The assistive devices are available on-site or as a loan to participants with disabilities. The Accessibility Centre is located in the Conference Building, on level 1B, adjacent to the Secretariat Building escalators. For more information, visit [www.un.org/accessibilitycentre/index.html](http://www.un.org/accessibilitycentre/index.html).

## IV. Media, public and library services

### Spokesperson for the Secretary-General

	Tel.	Room
<i>Spokesperson for the Secretary-General</i>		
Mr. Stéphane Dujarric	212-963-6172	S-0234
<i>Deputy Spokesperson</i>		
Mr. Farhan Haq	212-963-1104	S-0234
<i>Associate spokespersons</i>		
Ms. Eri Kaneko	917-367-5266	S-0230
Ms. Florencia Soto Nino	917-367-4833	S-0227
	212-963-7160	
Press enquiries	212-963-7161	S-0222
	212-963-7162	S-0226

### Press conferences

Requests for press conferences should be addressed to the Office of the Spokesperson for the Secretary-General (room S-0226; tel.: 212-963-7160, 212-963-7161 or 212-963-7162). Attendance at press conferences is limited to accredited journalists. Press attachés may attend a press conference sponsored by their mission.

### Services to correspondents

**Daily press briefings** are given at noon in the Press Briefing Room (S-0237) by the Spokesperson for the Secretary-General. During sessions of the General Assembly, the Spokesperson for the President of the General Assembly also briefs the press on Assembly matters. These daily briefings are webcast live and are archived for on-demand viewing immediately afterwards (see [webtv.un.org/media](http://webtv.un.org/media)). Highlights of the noon briefing can be found on the website of the Spokesperson's Office ([www.un.org/sg/en/content/noon-briefing-highlight](http://www.un.org/sg/en/content/noon-briefing-highlight)). For other services, see [www.un.org/sg/spokesperson](http://www.un.org/sg/spokesperson).

**Work facilities for correspondents** are provided in the press area on the 4<sup>th</sup> floor of the Secretariat Building. A temporary media centre will be available during the period of the general debate.

## Public information

The Department of Global Communications provides a wide range of services to representatives of the media, non-governmental organizations and the public.

	Tel.	Room
News and Media Division <i>Director</i> , Ms. Hua Jiang	212-963-9653	S-1056
Coverage and Media Services Branch <i>Deputy Director</i> , Mr. Hak-Fan Lau	212-963-2123	S-0409
Meetings Coverage Section (press releases) English: <a href="http://www.un.org/press/en/">www.un.org/press/en/</a> French: <a href="http://www.un.org/press/fr/">www.un.org/press/fr/</a> <i>Chief</i> , Mr. George Ngwa	212-963-5850	S-0455
Audiovisual Services Section <i>Chief</i> , Ms. Isabelle Broyer	212-963-6937	S-11 FW
Multimedia Resource Unit <i>Chief</i> , Mr. Antonio da Silva	212-963-7318	S-11 FW
UN Photo <i>Chief</i> , Mr. Mark Garten	917-367-9652	S-11 FW
Television Broadcast and Facilities Unit <i>Chief</i> , Mr. David Woodie	212-963-9399	GA-1B-0550
Webcast Unit ( <a href="http://webtv.un.org">webtv.un.org</a> ) <i>Chief</i> , Mr. Andreas Damianou	212-963-6733	S-11 FW
Media Accreditation and Liaison Unit ( <a href="http://www.un.org/malu">www.un.org/malu</a> ) <i>Chief</i> , Mr. Tal Mekel	212-963-1504	S-0250
Media Documents Centre ( <a href="mailto:mdc@un.org">mdc@un.org</a> ) Mr. Reynaldo Naval	212-963-2479	S-0219
News and Content Branch <i>Deputy Director</i> , Ms. Mita Hosali	212-963-1333	S-1166
UN News – Dailies ( <a href="http://news.un.org">news.un.org</a> ) <i>Chief Editor</i> , Mr. Ben Malor	212-963-7716	S-11 FW

	Tel.	Room
UN News – Planning and Features (news.un.org)	917-367-2908	S-11 FW
<i>Acting Chief Editor</i> , Mr. Victor Evans-Harvey	212-963-5316	S-11 FW
UN Video Section		
<i>Chief</i> , Ms. Sofia Diarra	212-963-7815	S-11 FW
Digital and Promotion Branch		
<i>Deputy Director</i> , Mr. Joachim Harris	212-963-0286	S-11 FW
Web Services Section (www.un.org)		
<i>Chief</i> , Mr. Peter Dawkins	212-963-6974	S-10 FW
Social Media Section		
Mr. Joachim Harris	212-963-0286	S-11 FW
Digital Support Unit		
<i>Chief</i> , Mr. Robert Neshovski	212-936-3251	S-11 FW
Partnerships Unit		
<i>Chief</i> , Ms. Fang Chen	212-963-5597	S-11 FW
Strategic Communications Division		
<i>Director</i> , Ms. Seda Pumpyanskaya	917-367-9263	S-1007
Communications Campaigns Service		
<i>Chief</i> , Ms. Nanette Braun	917-367-4443	S-1036
Information Centres Service		
<i>Chief</i> , Mr. Janos Tisovszky	212-963-1270	S-1056
Outreach Division		
<i>Director</i> , Mr. Maher Nasser	212-963-3064	S-0956
Partnerships and Public Engagement/United Nations Academic Impact Initiative and Secretary, Committee on Information		
<i>Deputy Director</i> , Mr. Ramu Damodaran	212-963-6173	S-0937
Administration and Management Service		
<i>Deputy Director</i> , Ms. Maha El-Bahrawi	212-963-5950	S-0942

## Press releases and distribution of speeches

The Meetings Coverage Section prepares:

- Press release summaries in English and French of open meetings of the principal organs of the United Nations and their principal subsidiaries held at Headquarters. The summaries are usually available within two hours of the end of the meetings.
- Press releases on major United Nations conferences held in other parts of the world, on a case-by-case basis.

Please note that press releases are prepared for the use of information media and provide background information; they are not official records. English press releases are available at [www.un.org/press/en/](http://www.un.org/press/en/). French press releases are available at [www.un.org/press/fr/](http://www.un.org/press/fr/).

Accredited correspondents may obtain press releases, links to documents, press kits and other United Nations materials from the Media Documents Centre (S-0219 to S-0221; tel.: 212-963-7166), either in person or by emailing [MDC@un.org](mailto:MDC@un.org).

### United Nations website

The main United Nations website ([www.un.org](http://www.un.org)) is available in all six official languages and includes a dedicated section for delegates ([www.un.org/en/sections/resources-different-audiences/delegates/](http://www.un.org/en/sections/resources-different-audiences/delegates/)), with details on and links to the *Blue Book of Permanent Missions to the United Nations*, the Manual of Protocol, the *Journal of the United Nations*, United Nations documents, the e-deleGATE portal and a number of additional resources.

A list of street and email addresses and telephone and fax numbers of the permanent missions to the United Nations is available at [www.un.org/en/members](http://www.un.org/en/members).

The United Nations website also offers access to research tools and links to the home pages of other parts of the United Nations system. The Global Issues Overview section provides one-stop access to information on 30 major topics (see [www.un.org/en/globalissues](http://www.un.org/en/globalissues)).

Additional information can be obtained from the Web Services Section (tel.: 212-963-6974).

### UN News

UN News produces daily multimedia news reports, interviews, feature stories, weekly and conference-related content covering the worldwide activities of the United Nations system in nine



languages (the six official languages, as well as Hindi, Kiswahili and Portuguese ). Visit UN News at [news.un.org](https://news.un.org).

UN News provides thematic news focus pages on several United Nations priorities, as well as features including special reports and photo essays. Audio interviews and news content can be found directly on the UN News audio hub for easy downloading by audio partners and other users and for embedding in online stories.

Delegates may subscribe to receive news updates from the UN News website. Subscribers can receive stories as they are posted online or receive daily news digests at the end of each working day. The UN News Reader application for smartphones, available for iOS and Android devices (in the six official languages, as well as Kiswahili and Portuguese), provides access to online stories.

Delegates can listen to most activities at Headquarters via the UN Audio Channels application for smartphones, available for free for iOS and Android devices (in the six official languages, as well as Kiswahili and Portuguese). The application provides live audio feeds of most activities of the General Assembly and the Security Council, the daily press briefing, and on-demand audio stories and news reports from UN News.

The multilingual UN News content is distributed via social media channels, including Facebook, Twitter, YouTube and SoundCloud, as well as language-specific social media platforms.

UN News coverage is based on a news agency style of reporting and will not contain detailed reports of statements by Member States. It is not intended to be an official record.

The online content is available for use free of charge with a signed licence agreement (issued by the Department of Global Communications) by media outlets, online news platforms and broadcasters around the world. The content, when used, should give attribution to UN News. All embedded content, such as photos, video and audio programmes, are covered by copyright and permissions guidelines. If an online or broadcast outlet is

interested in using multimedia UN News content, please contact [mediapartnerships@un.org](mailto:mediapartnerships@un.org) or call 212-963-5597.

For more information on UN News, please email [unnews@un.org](mailto:unnews@un.org) or call 212-963-7716 or 212-963-5316.

## UN Video

The UN Video Section produces videos on breaking news, as well as features, social media products, interviews and more. These videos are shared on the flagship United Nations platforms and other outlets across the United Nations system and are shared by partners serving global audiences and local communities.

UN Video products are available in the six official languages, plus Hindi, Kiswahili and Portuguese. Videos are produced in diverse formats, reflecting the changing landscape of communications, from traditional broadcast outlets to IGTV, generating greater understanding of the United Nations among viewers.

UN Video's daily news package service, UNifeed, enables news providers to cover global issues by offering timely broadcast-quality video from throughout the United Nations system. Material is currently available in three broadcast-quality formats: SD PAL576i25, HD1080i60 and HD1080i50. All material is accompanied by shot lists and story synopses. Stories come from the global network of United Nations specialized agencies, funds and programmes, peacekeeping operations and Headquarters. New stories are posted on the UNifeed website as soon as they become available. UNifeed packages can be downloaded at [www.unmultimedia.org/tv/unifeed/](http://www.unmultimedia.org/tv/unifeed/). They are available free of charge for news purposes only, subject to the UNifeed terms of use.

For more information on the UN Video Section, please email [sofia.diarra@un.org](mailto:sofia.diarra@un.org) or call 212-963-7815.

## Social media

Multilingual updates are provided on all major social media channels. For official social media accounts, see the United Nations website ([www.un.org/social](http://www.un.org/social)), email [scaddan@un.org](mailto:scaddan@un.org) or call 917-367-9378.

Delegates are encouraged to post updates on social media with the following hashtags, by topic:

- **Seventy-fourth session of the General Assembly:** #UNGA
- **Sustainable Development Goals:** #GlobalGoals #SDGs
- **Climate Action Summit:** #ClimateAction

**Note:** Additional updates are shared at [blogs.un.org](http://blogs.un.org)

## Media services and facilities

The News and Media Division offers limited access to television facilities, where available, to delegates and accredited journalists. There may be costs associated with the use of the television studio. All products are accessible from [www.unmultimedia.org](http://www.unmultimedia.org) or the respective URLs listed above.

### Television, webcast and audiovisual library

United Nations Television and Video (UNTV) provides live feeds of meetings, conferences and special events at Headquarters to broadcasters around the world and to rebroadcast organizations such as Encompass and The Switch. For queries, contact the UNTV team (room CB-1B-055; tel.: 212-963-7650 or 212-963-9399; email: [redi@un.org](mailto:redi@un.org) or [woodie@un.org](mailto:woodie@un.org)).

The Webcast Unit provides daily live and on-demand webcast coverage of meetings of the General Assembly, the Security Council, the Economic and Social Council and the Human Rights Council, as well as hearings of the International Court of Justice, press conferences, media stakeouts and events in which the Secretary-General is participating.

The coverage is available to a global audience through the UN Web TV website ([webtv.un.org](http://webtv.un.org)). If interpretation is available, the meetings are covered live in all six official languages, in addition to the original language of the speaker if it is not one of those six. The videos are accessible via the Internet and on mobile devices. The UN Web TV live player allows users to embed any video into their own websites and to share it through social media platforms.

Member States, as well as United Nations departments and organizations, may also request webcast coverage of their events on a cost-recovery basis. Requests for webcast coverage must be made in advance and must be accompanied by a programme, flyer or URL with information about the event. For queries, contact the Webcast Unit (tel.: 212-963-6733; email: [damianou@un.org](mailto:damianou@un.org) and [justin@un.org](mailto:justin@un.org)).

Digital recordings (audio or video) of General Assembly and Security Council meetings can be requested by delegations. Digital file formats can be downloaded online via a link sent by the Audiovisual Library. Orders received after events will be made available as soon as possible. All requests will be serviced in the order in which they are received. To make a request, contact the Audiovisual Library (tel.: 212-963-0656 or 212-963-1561; email: [avlibrary@un.org](mailto:avlibrary@un.org)).

## United Nations media partnerships

The United Nations welcomes broadcast partnerships with the world's media organizations, including broadcasters, online publishers, news outlets, digital content platforms and social media platforms. Content available to broadcast and online media partners under signed licence agreements includes all multimedia news content, including text and embedded video, broadcast television programmes such as the award-winning series *UN in Action*, and UN News daily audio news and feature programmes.

UNifeed produces broadcast-quality video files featuring breaking news stories and a variety of United Nations issues. News stories can be downloaded in both PAL and NTSC formats

from [www.unmultimedia.org/tv/unifeed/](http://www.unmultimedia.org/tv/unifeed/) and are also available to broadcasters and media organizations via partnerships with the Associated Press Television News Global Video Wire and Wochit Inc.

UNTV feature video content may be used, under certain conditions, by partner outlets. For queries, contact the Partnerships Unit (tel.: 917-367-5007; email: [mediapartnerships@un.org](mailto:mediapartnerships@un.org)).

## United Nations photographs

Photographs documenting official United Nations meetings and the Organization's activities on various issues are available for download at [www.unmultimedia.org](http://www.unmultimedia.org). All photographs are the property of the United Nations, which holds all rights in connection with usage. Photographs may not be used in advertising or for any other commercial purpose without prior authorization from the Department of Global Communications. For queries, contact the Photo Library (tel.: 212-963-6927 or 212-963-0034; email: [photolibrary@un.org](mailto:photolibrary@un.org)).

## Communications campaigns and focal points

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### ***Strategic Communications Division***

Office of the Director

**Room:** S-1007

**Tel.:** 212-963-7547

The Strategic Communications Division develops and coordinates strategic communications campaigns on priority issues, including major United Nations conferences and observances. For more detailed information, contact Ms. Seda Pumpyanskaya, Director, Strategic Communications Division (room S-1007; tel.: 917-367-9263) or Ms. Nanette Braun, Chief, Communications Campaigns Service (room S-1036; tel.: 917-367-4443). Some of the Division's thematic websites are listed below:

- **High-level week:** <https://www.un.org/en/summits2019/>
- **Climate Action Summit:** [www.un.org/climatechange](http://www.un.org/climatechange)

- **Sustainable Development Goals:** [www.un.org/sustainabledevelopment](http://www.un.org/sustainabledevelopment)
- **Sustainable Development Goals in Action app:** [sdgsinaction.com](http://sdgsinaction.com)
- **United Nations peacekeeping:** [peacekeeping.un.org/](http://peacekeeping.un.org/)
- **Service and Sacrifice:** [peacekeeping.un.org/en/service-and-sacrifice](http://peacekeeping.un.org/en/service-and-sacrifice)
- **Africa Renewal:** [www.un.org/africarenewal](http://www.un.org/africarenewal)
- **International Decade for People of African Descent (2015–2024):** [www.un.org/en/events/africandescentdecade](http://www.un.org/en/events/africandescentdecade)

The Division’s thematic sections are listed below.

	Tel.	Room
Palestine, Decolonization and Human Rights Section <i>Chief</i> , Mr. Mikhail Seliankin	212-963-6846	S-10 FW
Peace and Security Section <i>Chief</i> , Mr. Sunil Narula	212-963-1262	S-10 FW
Sustainable Development Section <i>Chief</i> , Ms. Martina Donlon	212-963-6816	S-10 FW

### *Thematic publications*

	Tel.	Room
Africa Renewal (quarterly magazine) <i>Editor in Chief</i> , Ms. Zipporah Musau <a href="mailto:africarenewal@un.org">africarenewal@un.org</a> <a href="http://www.un.org/africarenewal/">www.un.org/africarenewal/</a>	917-367-3897	S-10 FW

## Services provided by the network of United Nations information centres

### Information Centres Service

**Email:** [dgc\\_dis\\_unit@un.org](mailto:dgc_dis_unit@un.org)

**Website:** [unic.un.org](http://unic.un.org)

Many of the services provided by offices at Headquarters are also available in individual Member States. The Department of Global Communications currently has 59 operational

information centres and services around the world, including information services in Geneva and Vienna, the regional information centre in Brussels, and information components in eight United Nations offices. The Information Centres Service of the Strategic Communications Division provides programmatic and administrative support to the network of information centres.

	Tel.	Email
Information Centres Service <i>Chief, Mr. Janos Tisovszky</i>	212-963-1072	<a href="mailto:tisovszky@un.org">tisovszky@un.org</a>
Centres Operations Section <i>Chief, Mr. Travis Weyer</i>	917-367-5456	<a href="mailto:weyer@un.org">weyer@un.org</a>
Programme Support Section <i>Chief, Ms. Helene Hoedl</i>	212-963-3926	<a href="mailto:hoedl@un.org">hoedl@un.org</a>

## Services to civil society

### Economic and Social Council

The Non-Governmental Organizations Branch of the Department of Economic and Social Affairs (room S-2586; tel.: 212-963-3192) acts as the focal point for non-governmental organizations in consultative status with the Economic and Social Council.

### Outreach Division of the Department of Global Communications

The Outreach Division of the Department of Global Communications engages with and educates people and their communities worldwide to encourage support for the ideals and activities of the United Nations. The Division's partnership and public engagement initiatives work with key constituencies, including non-governmental organizations, the academic community, private sector entities and the general public.

The deleGATE website ([www.un.int](http://www.un.int)), which is updated by the United Nations iSeek intranet team, informs delegates about meetings, elections, major reports, documents, international days, training opportunities and events at Headquarters. It also includes content from the United Nations intranet, iSeek,

in English and French, and provides access to information managed by the General Assembly committees, the United Nations Headquarters telephone book and a searchable directory of staff contact information.

For content submission or queries, email [iseek@un.org](mailto:iseek@un.org).

	Tel.	Room
Outreach Division <i>Director, Mr. Maher Nasser</i>	212-963-3064	S-0956

## NGO Relations, Advocacy and Special Events Section

Within the Outreach Division, the role of the NGO Relations, Advocacy and Special Events Section is to bring awareness to the issues and work of the United Nations through creative partnerships, including:

- ◆ The Creative Community Outreach Initiative, which works with film and television productions to encourage the integration of priority issues into their storylines.
- ◆ The Messenger of Peace Programme, which manages relationships with prominent personalities who volunteer their time and talent to raise awareness of the work of the United Nations.
- ◆ The NGO Relations Unit, which liaises with NGOs that are formally associated with the Department of Global Communications and supports the Department's efforts to disseminate information on the work and role of the United Nations. The NGO Relations Unit also facilitates the exchange of information and develops partnerships with civil society to enhance their interactions with and understanding of the work of the United Nations.
- ◆ The Non-Governmental Liaison Service, which facilitates meaningful civil society engagement in United Nations processes, including support for identification and accreditation of civil society organizations and representatives to participate in high-level events, summits and official meetings, and facilitation of



collaboration among civil society stakeholders to coordinate their inputs, in collaboration with the Office of the President of the General Assembly, the Executive Office of the Secretary-General, United Nations entities and others.

- ♦ The Special Events Unit, which is devoted to organizing high-level special events at Headquarters.

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### **Chief, NGO Relations, Advocacy and Special Events**

Mr. Jeffrey Brez

**Email:** [brez@un.org](mailto:brez@un.org)

**Tel.:** 212-963-8070

**Twitter:** @jeffbrez

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### **Chief, NGO Relations Unit**

Ms. Hawa Diallo

**Email:** [diallo9@un.org](mailto:diallo9@un.org)

**Tel.:** 917-367-9380

## **Department of Global Communications/Civil Society Resource Centre**

**Room** U-204 (801 United Nations Plaza)

**Tel.:** 212-963-7234

**Website:** [outreach.un.org/ngorelations](http://outreach.un.org/ngorelations)

**Facebook:** [facebook.com/UNDGCCSO](https://facebook.com/UNDGCCSO)

**Twitter:** @UNDGC\_CS0

**Email:** [undgccso@un.org](mailto:undgccso@un.org)

## **Creative Community Outreach Initiative and Messenger of Peace Programme**

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### **Mr. Jon Herbertsson**

**Email:** [herbertsson@un.org](mailto:herbertsson@un.org)

**Tel.:** 212-963-7346

**Website:** [outreach.un.org/mop/](http://outreach.un.org/mop/)

**Website:** [outreach.un.org/ccoi/](http://outreach.un.org/ccoi/)

**Email:** creative@un.org

## Special Events Unit

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### **Mr. Carlos Islam**

**Email:** islamc@un.org

**Tel.:** 212-963-2985

**Website:** outreach.un.org/specialevents/

**Email:** specialeventsdpi@un.org

## Education Outreach Section

The Education Outreach Section develops global education initiatives on the priority issues and objectives of the United Nations. It creates youth-focused educational material for students and teachers at all educational levels and organizes international student videoconferences to encourage learning about the Organization. The Section also partners with Member States and civil society groups to support Model United Nations programmes by focusing on training the trainers through the organization of Model United Nations workshops and by organizing the annual United Nations Model United Nations Youth Summit.

In addition, the Section manages two remembrance programmes: the Holocaust and the United Nations Outreach Programme and the Remember Slavery educational programme.

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### **Chief**

Ms. Kimberly Mann

**Email:** mann@un.org

**Tel.:** 212-963-6835

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### **Manager, Student initiatives**

Mr. Brenden Varma

**Email :** varmab@un.org

**Tel :** 212-963-7238

**Email :** education-outreach@un.org

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### ***International Day of Peace***

**Website:** [www.un.org/peaceday](http://www.un.org/peaceday)

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### ***Model United Nations***

**Website:** [outreach.un.org/mun](http://outreach.un.org/mun)

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### ***Manager, Holocaust and the United Nations Outreach Programme***

Ms. Tracey Petersen

**Email:** [petersen3@un.org](mailto:petersen3@un.org)

**Tel.:** 212-963-4578

**Website:** [www.un.org/en/holocaustremembrance/](http://www.un.org/en/holocaustremembrance/)

**Facebook:** [facebook.com/unhop](https://facebook.com/unhop)

**Twitter:** @UNHOP

**YouTube:** [youtube.com/holocaustremembrance](https://youtube.com/holocaustremembrance)

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### ***Focal Point, Remember Slavery educational programme***

Ms. Cathy Smith

**Email:** [smith2@un.org](mailto:smith2@un.org)

**Tel.:** 212-963-3748

**Website:** [www.un.org/en/events/slaveryremembranceday/](http://www.un.org/en/events/slaveryremembranceday/)

**Facebook:** [facebook.com/rememberslavery](https://facebook.com/rememberslavery)

**Twitter:** @rememberslavery

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### ***United Nations Academic Impact initiative***

The United Nations Academic Impact initiative aligns institutions of higher education, scholarship and research with the United Nations, and with each other, to address priority issues before the United Nations, in particular the Sustainable Development Goals. It provides a point of contact for ideas and initiatives relevant to the work of the Organization.

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### ***Chief***

Mr. Ramu Damodaran

**Email:** [damodaran@un.org](mailto:damodaran@un.org)

**Tel.:** 212-963-6173

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**Website:** [academicimpact.un.org](http://academicimpact.un.org)  
**Twitter:** @ImpactUN  
**Facebook:** [facebook.com/ImpactUN](https://www.facebook.com/ImpactUN)  
**Email:** [academicimpact@un.org](mailto:academicimpact@un.org)

## Office of the Envoy of the Secretary-General on Youth

Hosted by the Outreach Division, the Office of the Envoy of the Secretary-General on Youth is mandated to bring the voices of young people to the United Nations system. The Office works with Member States, United Nations agencies, civil society, academia and other stakeholders towards enhancing, empowering and strengthening the position of young people within and outside the United Nations system.

## United Nations Secretary-General's Envoy on Youth

Ms. Jayathma Wickramanayake  
**Email:** [youthenvoy@un.org](mailto:youthenvoy@un.org)  
**Tel.:** 917-367-5321  
**Room:** DC1-0220

## Publications and Editorial Section

The Publications and Editorial Section is responsible for several flagship United Nations system publications, including the *UN Chronicle* (a quarterly magazine that covers issues and activities of concern to the United Nations system); the *Yearbook of the United Nations* (an annual reference work that covers all major activities of the United Nations system over a single year and includes full texts of General Assembly, Security Council and Economic and Social Council resolutions, with accompanying explanatory narratives); and *Basic Facts about the United Nations* (a comprehensive guidebook providing an overview of the history, structure and ongoing efforts of the United Nations system, with corresponding contact information and links). These works encourage debate on global issues and offer unique sources and accurate information on the Organization's activities.

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## Chief

Mr. Orrin Summerell

**Email:** summerell@un.org

**Tel.:** 212-963-8293

**Room:** S-09 FW

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	Tel.	Fax	Room	
<i>UN Chronicle</i> Email: unchronicle@un.org unchronicle.un.org/	212-963-0405	917-367-6075	S-09 FW	
<i>Yearbook of the United Nations</i> Email: unyearbook@un.org unyearbook.un.org/	212-963-8293	917-367-6075	S-09 FW	
<i>Basic Facts about the United Nations</i> Email: moore1@un.org	212-963-3854	917-367-6075	S-09 FW	
<i>Department of Global Communications, NGO Relations, Advocacy and Special Events Section</i> outreach.un.org/ngorelations				
<i>Directory of non-governmental organizations associated with the Department of Global Communications</i> esango.un.org/civilsociety/displayDPISearch.do?me thod=search&sessionCheck=false				U-204
<i>The Essential UN</i> Designed primarily for students, this book covers the history of the United Nations, its structure and its principal domains of work, and is abundantly illustrated. Email: bovay@un.org www.un.org/en/essential-un/				212-963-4467

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## United Nations publications

**Email:** publications@un.org

**Website:** shop.un.org/

Online platform: www.un-ilibrary.org/

**Twitter:** @unpublications

**Facebook:** www.facebook.com/unpublications

United Nations publications are available in United Nations bookshops in New York and Geneva, from online and physical retailers, and from the United Nations publications e-commerce website (shop.un.org/). The United Nations

iLibrary ([www.un-ilibrary.org](http://www.un-ilibrary.org)) provides free access to digital publications that can be searched and shared. Popular United Nations titles are also available as e-books and via mobile applications. Publications are available from the United Nations Secretariat as well as from 25 agencies, funds, programmes, institutes and entities.

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	Tel.	Email
Sales and Marketing Chief, Ms. Sherri Aldis	917-367-4717	<a href="mailto:aldis@un.org">aldis@un.org</a>

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## United Nations Development Business

**Email:** [dbusiness@un.org](mailto:dbusiness@un.org)

**Website:** [www.devbusiness.com](http://www.devbusiness.com)

United Nations Development Business is an online platform that publishes procurement announcements for projects financed by the United Nations, Member States and the world's leading development agencies, helping them to attract diverse and competitive bids. Businesses and consultants around the world use the platform to stay abreast of business opportunities in the global public procurement market.

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	Tel.	Email
Mr. Reza Mapar	917-367-3978	<a href="mailto:mapar@un.org">mapar@un.org</a>

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## Secretariat of the Exhibits Committee

Exhibits in the Visitors' Lobby of the General Assembly Building provide information about priority issues on the agenda of the United Nations through photographic and multimedia displays. They are free and open to the public and provide an excellent opportunity for visitors to learn more about the important work of the United Nations. All exhibits must follow the guidelines of the Exhibits Committee. For more information about submitting a proposal, please visit [outreach.un.org/exhibits/content/faq-exhibitors](http://outreach.un.org/exhibits/content/faq-exhibitors) or email [exhibitscommittee@un.org](mailto:exhibitscommittee@un.org).

## Visitors' Section

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### Chief

Ms. Elisabeth Waechter

**Email:** [waechter@un.org](mailto:waechter@un.org)

**Tel.:** 917-367-5485

**Room:** GA-1B-039 (Visitor Centre)

**Website:** [visit.un.org](http://visit.un.org)

**Facebook:** [facebook.com/UNVisitorsCentre](https://facebook.com/UNVisitorsCentre)

**Twitter:** @VisitUN

### Guided tours

A guided tour offers an exciting opportunity for visitors, staff and delegates to discover Headquarters and learn about the history and work of the Organization. Guided tours are offered from 9.30 a.m. to 4.45 p.m., Monday to Friday, as well as for groups at other times upon request. Tours are available in all six official languages and several others, including German, Hebrew, Italian, Japanese, Korean and Portuguese, upon request. The Visitors' Section also offers special art tours for groups, VIP tours, and children's tours (3.50 p.m., Monday to Friday).

Tickets can be booked online at [visit.un.org](http://visit.un.org), or on-site on the day of the tour (limited availability). For bookings of groups of 40 persons or more, please make reservations in advance (tel.: 212-963-4440, ext. 2; email: [unitg@un.org](mailto:unitg@un.org)). Provided that space is available, delegates, staff and interns may obtain a complimentary ticket for a tour on the same day at the cashier's desk in the lobby of the General Assembly Hall. In addition, staff and delegates may purchase up to two discounted adult tickets for guests by presenting their United Nations grounds pass at the cashier's desk.

**The Speakers' Bureau** (tel.: 212-933-7710; email: [briefings@un.org](mailto:briefings@un.org)) arranges briefings by United Nations officials at Headquarters for visiting groups, as well as speaking engagements throughout the United States and Canada, for educational

institutions, business associations, government representatives, journalists and civil society groups.

**Public Inquiries** (Visitor Centre counter, GA-1B-031; tel.: 212-963-4475; email: [inquiries2@un.org](mailto:inquiries2@un.org)) provides information about the United Nations and its activities in response to queries from the public and distributes information materials. Topical fact sheets and answers to frequently asked questions can be accessed at [visit.un.org](http://visit.un.org).

## Reham Al-Farra Memorial Journalism Fellowship Programme

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### **Programme Coordinator**

Ms. Bayann Hamid

**Email:** [bayann.hamid@un.org](mailto:bayann.hamid@un.org)

**Tel.:** 212-963-9415

**Website:** [outreach.un.org/raf/](http://outreach.un.org/raf/)

The Reham Al-Farra Memorial Journalism Fellowship is an annual programme for young journalists (ages 22–35) from developing countries and countries with economies in transition. Fellowship recipients are brought to Headquarters to cover the opening of the General Assembly and to attend special briefings on the priorities of the United Nations.

## Dag Hammarskjöld Library

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### **Chief**

Mr. Thanos Giannakopoulos

**Email:** [thanos.giannakopoulos@un.org](mailto:thanos.giannakopoulos@un.org)

**Tel.:** 212-963-0512

**Room:** L-0218A

**Reading room:** L-105

405 East 42<sup>nd</sup> Street and First Avenue

Open Monday to Friday, 9 a.m. to 5.30 p.m.

**Email:** [Library-NY@un.org](mailto:Library-NY@un.org)

**Tel.:** 212-963-3000

**Website:** [library.un.org](http://library.un.org)



The Dag Hammarskjöld Library provides research and information services to support the participation of Member States in the United Nations. This is the Library's first priority.

The Library also offers the following services:

- Professional research service. Information specialists will respond to requests within one hour. Questions can be asked through:
  - ♦ **Email:** [library-ny@un.org](mailto:library-ny@un.org)
  - ♦ **Tel.:** 212-963-3000
  - ♦ **Ask DAG!:** [ask.un.org](http://ask.un.org)
- Access to online commercial intelligence sources, which the Library offers free of charge for delegates and their staff. In addition, a selection of these sources has been made available for delegates to use from their home, office or mobile device. Contact the Library for details.
- Training in United Nations research for delegates and mission staff. For a calendar of upcoming classes, consult the Library website: [library.un.org](http://library.un.org).
- Specialized websites created by the Library especially for Member States, including:
  - ♦ **Member States on the Record**, an online gateway to the United Nations history of each Member State: [research.un.org/en/unms](http://research.un.org/en/unms)
  - ♦ **Voting Information Database:** [research.un.org/en/docs/ga/voting](http://research.un.org/en/docs/ga/voting)
  - ♦ **Index to speeches:** [research.un.org/en/docs/find/meetings](http://research.un.org/en/docs/find/meetings)
  - ♦ **Ask DAG!**, a database of frequently asked questions that offers answers to common United Nations queries: [ask.un.org](http://ask.un.org)
- Digitize-on-demand service for United Nations documents that are not available online
- Research products focused on key United Nations issues, such as:
  - ♦ **Peace and security:** [research.un.org/az.php?s=2253](http://research.un.org/az.php?s=2253)
  - ♦ **Development:** [research.un.org/az.php?s=1515](http://research.un.org/az.php?s=1515)

- ◆ **And much more:** see [research.un.org/az.php](http://research.un.org/az.php)
- Access to thousands of electronic journals, newspapers and e-books covering all regions and many languages as well as interlibrary loan for books and articles not available from the Library's collection
- Research guides on United Nations topics of special interest to delegates:
  - ◆ **Overview of United Nations documentation:** [research.un.org/en/docs](http://research.un.org/en/docs)
  - ◆ **Security Council:** Includes tables of all past meetings, vetoes and resolutions: [research.un.org/en/docs/sc](http://research.un.org/en/docs/sc)
  - ◆ **General Assembly:** Includes a list of resolutions [research.un.org/en/docs/ga](http://research.un.org/en/docs/ga)
  - ◆ **United Nations budget:** [research.un.org/en/docs/budget](http://research.un.org/en/docs/budget)

Reading rooms (L-105 and L-248): quiet spaces where delegates can browse the latest magazines and books and get assistance from information professionals. Computers, printers and Wi-Fi are available.

In addition, the Library maintains several special collections in print: maps, international law, League of Nations documents and United Nations documents and publications.

The United Nations collection includes over 10 million documents in all official languages from the earliest days of the Organization. While United Nations documents issued since 1993 are available digitally, millions of documents remain in paper form only and are safeguarded by the Library. The Dag Hammarskjöld Library is currently undertaking a mass digitization programme to preserve the institutional memory of the United Nations. New documents are added daily. The launch of the UN Digital Library ([digitallibrary.un.org](http://digitallibrary.un.org)) has made access to these vital documents more convenient.

The Dag Hammarskjöld Library collaborates with other United Nations Secretariat libraries throughout the world to provide fast and effective service to delegates and other stakeholders. The Library also coordinates a network of 356 United Nations

depository libraries in 136 Member States and territories ([library.un.org/content/united-nations-depository-library-programme](https://library.un.org/content/united-nations-depository-library-programme)).

Delegations and permanent missions may contact the Library for a personalized introduction to Library services and resources. Comments and suggestions from delegates are always welcome.



## V. Facilities and services for delegations

The following facilities and services located in the first base-ment level of the General Assembly building are available to delegates:

- Postal services
- Banking facilities
- Gift store
- Bookstore
- Hospitality services

### Travel entitlements for delegations of the least developed countries attending the sessions of the General Assembly

In accordance with General Assembly resolution 1798 (XVII), as amended by resolutions 2128 (XX), 2245 (XXI), 2489 (XXIII), 2491 (XXIII), 41/176, 41/213, 42/214, section VI of 42/225, section IX of 43/217 and section XIII of 45/248, the United Nations shall pay travel, but not subsistence expenses, in the following cases:

- (a) For not more than five representatives, including alternate representatives, of each Member State designated as a least developed country attending a regular session of the General Assembly;
- (b) For one representative or alternate representative of the Member States referred to in subparagraph (a) above attending a special or special emergency session of the General Assembly;
- (c) For the travel of a member of a permanent mission in New York who is designated as a representative or alternate representative to a session of the General Assembly, provided that such travel is within the limits noted in subparagraphs (a) and (b) above, that it is certified by a permanent representative to be in connection with the work of the particular session and that it takes place either during or within three months before or after such a session. The entitlement in

respect of a session shall not be increased by reason of the recessing and resuming of that session.

Upon request from delegations, through the permanent missions in New York, the United Nations will arrange transportation for the travellers referenced above to/from Headquarters in New York. In this regard, delegations are to request their permanent mission to provide to the United Nations the following information by note verbale:

- Reference to the session of the General Assembly for which the representatives are travelling
- Full name and date of birth (dd/mm/yyyy) of each traveller
- Each traveller's requested date of arrival in, and departure from, New York
- Contact information of each representative (telephone and email address)
- Contact information in New York (telephone and email address)
- Scanned copy of relevant passport pages of each traveller showing full name and date of birth

For each session of the General Assembly, a maximum of one round trip first-class ticket for the head of delegation will be provided. Up to four additional round trip tickets will be provided for other members of the delegation accredited to the respective session of the General Assembly in the class immediately below first class for journeys exceeding nine hours' duration by air, or in economy class for journeys under nine hours' duration by air. For purposes of the entitlement, the United Nations will provide the least costly round trip tickets by the most direct route between the capital city of the Member State and New York City.

When travel is not arranged through the United Nations, reimbursement for each delegate's travel is limited to the following costs, whichever is lower:

- Least costly round trip ticket for the dates of travel, by the most direct route between the capital city of the Member State and New York City

- Cost of the journey actually taken

Delegations entitled to reimbursement of transportation costs, in accordance with the provisions of the Rules Governing Payment of Travel Expenses and Subsistence Allowance in respect of Members of Organs or Subsidiary Organs of the United Nations (ST/SGB/107/Rev.6 of 25 March 1991), may submit claims on form F-56 (reimbursement voucher for official travel of representatives of Member States). Such claims must be accompanied by original proof of payment/receipts (invoices not containing confirmation and form of payment will not be accepted), used ticket stubs or copy of itinerary showing e-ticket number(s) and boarding passes. All payments to Member States will be made via electronic funds transfer to the permanent mission of the Member State. Therefore, the bank account information of the permanent mission should also be included when the F-56 claim is submitted, preferably with a copy of a voided cheque. Please note that reimbursements cannot be provided in cash and that travellers cannot be reimbursed directly. The United Nations will not be liable for any claim for reimbursement of travel expenses submitted after 31 December of the year that follows the closing date of the session of the organ or subsidiary organs to which the claim relates.

Notes verbale, requests for issuance of tickets, enquiries on travel entitlements, and reimbursement claims should be addressed to:

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### **Chief, Headquarters Client Support Service**

**Email:** [ldctravel@un.org](mailto:ldctravel@un.org)

Department of Operational Support

One United Nations Plaza, 10<sup>th</sup> floor (DC1-1082)

United Nations

New York, NY 10017

**Tel.:** 212-963-6679

## **Travel services**

American Express-GBT is the official travel agency of the United Nations in New York and will assist delegations, to the extent

possible, in making travel arrangements, including ticketing and hotel reservations, for official travel organized and paid for by the United Nations.

To contact the travel agency, please call 1-844-487-4289 (toll free) or +1-312-340-2638, or email [unsec@service.amexgbt.com](mailto:unsec@service.amexgbt.com).

If calling outside normal business hours, your call will automatically be directed to an American Express GBT after-hours agent. Callers should mention access code "**SK32**" to the agent in order to expedite the support call.

For non-emergency travel assistance, please call during normal business hours.

2<sup>nd</sup> floor, FF Building, 304 East 45<sup>th</sup> Street (between First and Second Avenues)

Business hours: 8.30 a.m. to 11 p.m., Monday to Friday.

Emergency calls from outside the United States of America made be made collect to 001-312-340-2638 (dial directly).

For any online navigation support issues, contact the Concur online tool assistance line: +1-646-817-9677.

## Delegates' Lounge

*Conference Building (2<sup>nd</sup> floor)*

From the first day of the seventy-fourth session of the General Assembly (17 September 2019) until its December 2019 recess, members of delegations are asked not to invite to the Delegates' Lounge persons other than those holding valid United Nations grounds passes.

## Delegates' quiet room

*Conference Building (2<sup>nd</sup> floor, adjacent to the Security Council area)*



## Dining room and cafeteria facilities

### Delegates' Dining Room

*Conference Building* (4<sup>th</sup> floor)

**Tel.:** 917-367-3314

The Delegates' Dining Room offers an executive prix fixe lunch service. It is open from 19 September to 13 December 2019, Monday to Friday, 11.30 a.m. to 2.30 p.m. Advance reservations are required and can be made online at [www.ddr-reservations.com](http://www.ddr-reservations.com) or by phone at 917-367-3314.

The Delegates' Dining Room may be closed for short periods for high-level events. Those dates and times will be provided as soon as they have been determined.

**Private luncheons.** Separate dining rooms may be available for parties of 10 guests or more. To ensure the availability of these facilities, delegation members are requested to make reservations two weeks in advance. Arrangements and menus should be coordinated with the United Nations Catering Service (tel.: 212-963-7029 or 212-963-7099).

Children under 10 years of age cannot be accommodated in the Delegates' Dining Room. Patrons are not permitted to take photographs. Appropriate attire is required at all times.

**Receptions or functions.** Delegates wishing to hold evening receptions or functions at Headquarters should make the necessary arrangements through the United Nations Catering Service (212-963-7029 or 212-963-7099).

When formal invitations are to be sent out, all arrangements should be made as far as possible in advance of the function. Invitation cards should stipulate that guests are required to present their cards at the Visitors' Entrance and then pass through a metal detector. Guests will also be required to present their invitation cards at the entrance to the reception room. A list of the guests and a sample invitation should be submitted by email to Captain Charlene Wilson ([wilson16@un.org](mailto:wilson16@un.org)), with

a copy to the Security Service Coordinator (security\_service\_coordinator@un.org) and Sergeant Gabriel Nastasescu (nastasescu@un.org), well in advance of the reception.

## **Cafeterias, cafés and bar**

Although the main cafeteria has been closed since 10 July 2015, it will be opened for a limited period during the earlier part of the general debate and may be opened at other times of the year depending on security considerations. Other cafeteria locations are: the Riverview Cafeteria, the Lobby Café, Café de la Paix, the Visitors Café and the Vienna Café. Food and bar service are available at the North Delegates' Lounge. Vending machines are also provided.

Single-use plastic is no longer used at Headquarters and should not be brought into the compound. The cafeteria facilities now offer a variety of products in sustainable packaging, as well as stainless steel and wooden cutlery. Delegates are encouraged to bring reusable cups, mugs with lids, bottles or flasks for their beverages. There are water fountains located throughout Headquarters.

### ***Riverview Cafeteria***

- Conference Building, 4<sup>th</sup> floor
- Open from 8 a.m. to 3 p.m., Monday to Friday; closed on Saturdays and Sundays
- Breakfast: 8 a.m. to 10.30 a.m.; lunch: 11 a.m. to 3 p.m.
- Snacks/coffee
- Breakfast and lunch, as well as a selection of grab-and-go, pre-packaged hot and cold food, Kosher salads and sandwiches, Halal chicken and sandwiches and buffet items
- The Riverview Cafeteria may be closed for short periods for high-level events. Those dates and times will be provided as soon as they have been determined

### ***Lobby Café***

- Secretariat Building, North Lobby

- Open from 8 a.m. to 5 p.m., Monday to Friday; closed on Saturdays and Sundays
- Provides a full-service coffee bar open for breakfast and lunch and snacks in the afternoon. Offers self-serve and hand-crafted espresso, cappuccino and latte beverages and a selection of pastries, snacks and dessert
- The Lobby Café may be closed for short periods for high-level events. Those dates and times will be provided as soon as they have been determined

### *Café de la Paix*

- Secretariat Building, first basement level
- Open from 11.30 a.m. to 4 p.m., Monday to Friday; closed on Saturdays and Sundays
- Lunch: 11.30 a.m. to 4 p.m.
- Lunch-time menu of soups and sandwiches, salad bar, sushi and deli stations
- Bubble tea and snacks are also available
- Café de la Paix may open early for short periods for high-level events to serve light breakfasts. Those dates and times will be provided as soon as they have been determined

### *Visitors Café*

- Visitor Centre, General Assembly Building, first basement level
- Open from 9 a.m. to 6 p.m., Monday to Friday
- Espresso bar
- Assortment of breakfast pastries, light snacks, pre-packaged sandwiches and salads, yogurt parfaits, frozen yogurt, other quick-pick items and cold beverages

### *Vienna Café*

- General Assembly Building, first basement level, conference area
- Open from 8 a.m. to 6 p.m., Monday to Friday
- Espresso bar
- Breakfast sandwiches, sweet and savoury crepes, light snacks, pre-packaged sandwiches and salads, Kosher salads and sandwiches, Halal chicken and sandwiches, snacks, desserts, other quick-pick items and cold beverages

### *North Delegates' Lounge*

- Conference Building, 2<sup>nd</sup> floor
- Open from 9.30 a.m. to 7 p.m., Monday to Wednesday; 9.30 a.m. to 8 p.m., Thursdays; and 9.30 a.m. to 10 p.m., Fridays
- Espresso bar
- Breakfast pastries, light snacks, pre-packaged sandwiches and salads, snacks, desserts and cold beverages
- The North Delegates' Lounge may be closed for short periods for high-level events. Those dates and times will be provided as soon as they have been determined

### *Vending machines*

Available at the following locations:

- Visitor Centre, General Assembly Building, first basement level
- Library neck, Library Building
- Conference Building, 1<sup>st</sup> floor

## **Delegates' guests: Admission of non-United Nations guests during and after the general debate period**

Access to the United Nations by visitors and guests is restricted during the period of the high-level meetings and the general debate. However, they are welcome back beginning Wednesday, 2 October 2019.

Guests wishing to accompany a delegate during working hours (9 a.m. to 5 p.m.) after the closure of the general debate should:

- Go to the Visitors' Entrance at East 46<sup>th</sup> Street, where guests must be met by the delegate. They will then be required to pass through a security screening area. They will be admitted to the General Assembly Building after being issued a United Nations guest pass at the Information Desk in the General Assembly Lobby

- Deposit valid government-issued identification bearing a photograph at the Information Desk, to be retrieved prior to departure from the premises;

Guests and visitors must wear their guest passes at all times. In addition, they will need to be accompanied by the delegate at all times while inside the premises (but not in the Visitor Centre).

At the end of the visit, the delegate is required to escort the visitor back to the Information Desk, to return the guest pass and retrieve the identification.

### **Traffic in the Secretariat Circle and through the East 43rd Street gate**

During the high-level segment, from 23 September to 1 October 2019, only host country-escorted motorcades will be allowed access to the Secretariat Circle. The regular traffic pattern permitting authorized vehicles to enter through the East 43<sup>rd</sup> Street entrance and exit through the East 45<sup>th</sup> Street gate will resume on Wednesday, 2 October 2019.

### **United Nations-issued identification**

In the interest of ensuring the safety of all concerned, members of delegations, staff members, accredited members of non-governmental organizations, the press and affiliates will no doubt appreciate the importance of maintaining the integrity of the United Nations identification that is issued, because of the access it allows.

Members of delegations, as with every other authorized pass holder, are reminded that their United Nations-issued grounds passes is solely for the use of the bearer to whom it is issued and that it should not be transferred or given to any other person to use. United Nations identification found to be used in any manner other than for which it was intended will be confiscated by security.

Staff members, members of delegations and other persons who are entitled to access the premises will be admitted to Headquarters only upon presentation of a valid United Nations grounds pass. Passes must be worn at all times in a clearly visible manner while on the premises. It is each card holder's responsibility to ensure that passes are current.

Should a member of a delegation lose or have his or her United Nations grounds pass stolen, he or she should report it immediately to security by calling 212-963-6666. The delegate should then submit a request for a duplicate pass via the United Nations protocol e-accreditation system. Upon approval by the Protocol Unit, the application should be picked up and brought to the Special Investigations Unit, room GA-1B-052, where a staff member will officially record the circumstances under which the pass was lost or stolen. The duplicate application will then be stamped and signed by the investigator, after which the application can be brought to the Pass and Identification Unit for the issuance of a replacement pass.

## Audiovisual Services

Audiovisual services for meetings and events at Headquarters in New York are provided by the Broadcast and Conference Support Section of the Office of Information and Communications Technology.

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### ***Broadcast and Conference Support Section***

**Email:** [request-for-services@un.org](mailto:request-for-services@un.org)

**Room:** CB-1B-79

**Tel.:** 212-963-9485

Audiovisual and related meeting and event technology support is provided on a budgeted and reimbursable basis. Such services include the provision and operation of microphones and simultaneous interpretation systems, voting and timer systems, broadcast for television, radio and internet coverage, digital displays, digital projection, digital name plates, virtual

participation technology, sound amplification and reinforcement systems, and accessibility-related technologies such as closed captioning and sign language. Requests for services should be sent to the Broadcast and Conference Support Section ([request-for-services@un.org](mailto:request-for-services@un.org)).

The following services to official calendar meetings have been funded through an allocation from the General Assembly to the budget of the Office of Information and Communications Technology:

- ◆ Microphones and simultaneous interpretation systems
- ◆ Sound amplification and public-address systems
- ◆ Projection and electronic display for presentations
- ◆ Broadcast coverage
- ◆ Digital sign age and digital name plates
- ◆ Teleprompters
- ◆ Remote participation technology (e.g. videoconference and other support)
- ◆ Closed and open captioning
- ◆ Sign language display

The Broadcast and Conference Support Section also facilitates the provision of accessibility-related support technologies and services, including open and closed captioning and the capture and display of sign language interpretation.

Additional services are available upon request. Services to non-calendar meetings and events are provided on a reimbursable basis. Cost estimates and a rate card are also available upon request.

### **Broadcast, streaming and audiovisual recordings**

Broadcast, streaming and digital audio and video recording services for meetings and events are available on request. Requests for the recording of closed meetings and access to closed meeting recordings is restricted to the chair or secretary of the meeting. Such requests should be addressed to the Chief

of the Broadcast and Conference Support Section (request-for-services@un.org).

### **Video projection and displays**

Monitors and speaker systems for multimedia playout, presentations and display in conference and meeting rooms are provided on a cost recovery basis. Written requests should be directed to the Broadcast and Conference Support Section (request-for-services@un.org).

### **Teleprompters**

The provision of teleprompter services is managed by the Broadcast and Conference Support Section and can be provided to all Member States during the high-level portion of the general debate in the General Assembly Hall and council chambers. Teleprompters can additionally be provided on a reimbursable basis. Written requests should be directed to the Broadcast and Conference Support Section (request-for-services@un.org).

### **Videoconferencing and virtual meeting support**

Videoconferencing and remote participation in meetings via various virtual meeting applications, such as Adobe Connect Meetings, Skype and Cisco Jabber, is provided for conference rooms and Secretariat meeting rooms. Requests for this service should be directed to the Broadcast and Conference Support Section (request-for-services@un.org).

### **Mail and messenger services**

The Mail Operations Unit provides the following services to delegations:

- Distributes official correspondence from delegations that is intended for Secretariat internal office distribution.



Delegations are requested to bring the mail to the security X-ray facility located at the East 48<sup>th</sup> Street loading dock, between 10 a.m. and 3 p.m. After the mail has been screened, delegations can bring the mail to CB-3B-250 for distribution.

- Processes Secretariat mail addressed to delegations. Delegations are requested to pick up their mail from the Delegation Mail Room (room GA-3B-710). The facility is accessible electronically via access cards, 24 hours a day, 7 days a week. To obtain access, please email [delegationmail@un.org](mailto:delegationmail@un.org) or call 212-963-3465, 212-963-2271, 212-963-2286 or 212-963-7033.
- Provides messenger services during the general debate and the high-level segment. Service is limited to the conference rooms and the General Assembly Hall area (location: delegates' entrance; tel.: 212-963-8902).

## United Nations Archives and Records Management Section

FF Building, ground floor

Open from 9 a.m. to 5 p.m., Monday to Friday

**Email:** [arms@un.org](mailto:arms@un.org)

**Tel.:** 212-963-1747

Delegates are invited to make use of the archives of the United Nations in the public research facility. To make an appointment with an archivist or to reserve a seat to conduct research, contact the Archives and Records Management Section by emailing [arms@un.org](mailto:arms@un.org).

## Information and communications technology services

The Office of Information and Communications Technology provides the following services to delegations:

- **Internet email:** Each permanent mission may obtain the Internet email accounts, in the domain "un.int", required for their New York delegation. Requests must be submitted on letterheaded paper via email to [itservices@un.org](mailto:itservices@un.org) and must

be signed by permanent missions' diplomatic staff, as listed in the Blue Book.

- **Member States portal (deleGATE):** In partnership with the Department for General Assembly and Conference Management and the Department of Global Communications, the Office of Information and Communications Technology provides access to the deleGATE web page ([www.un.int](http://www.un.int)), referred to as "iSeek for Member States". The website consolidates all information relevant to delegates in New York.
- **Official Document System (ODS):** ODS is the central repository for United Nations parliamentary documents, and is jointly managed by the Department for General Assembly and Conference Management, the Department of Global Communications and the Office of Information and Communications Technology. ODS is available at [documents.un.org](http://documents.un.org).
- **Website service:** the Office of Information and Communications Technology hosts websites for permanent missions at [www.un.int](http://www.un.int). and can provide permanent missions with a web presence through the Unite Web platform. Permanent mission websites are multilingual, secure and mobile-ready. Authorized content managers in the permanent missions are given access to easily update their mission's website content.
- **Donation of equipment:** the Office of Information and Communications Technology donates recycled computer equipment to interested missions.
- **Help desk support:** the Office provides assistance in relation to information and communications technology services from 8 a.m. to 6 p.m. on normal United Nations workdays (tel.: 212-963-3333).
- **Computers with Internet access:** the Office provides computers with Internet access in the Delegates' Lounge and in the Secretariat, first basement level.
- **Wireless Internet access:** the Office provides wireless Internet access (Wi-Fi) in most public areas and conference rooms.

- **Enterprise search:** the Office provides an online tool to search multiple United Nations repositories (search.un.org).
- **Innovation Challenges website:** the Office provides an online tool to collaborate with academia, the private sector and civil society through crowdsourcing competitions (ideas.unite.un.org).
- **Information security-awareness training:** the Office provides a computer-based course on the fundamental tools and knowledge to stay “cyber safe”. It is available through the Internet and Inspira.

## Main telephone number for the United Nations

The main telephone number for the United Nations is 212-963-1234. Callers are greeted by an automated response system that allows them to connect to United Nations security personnel, staff and other resources.

## United Nations staff and services

United Nations Secretariat staff and services have telephone numbers that begin with 212-963-XXXX or 917-367-XXXX. If a caller is within the United Nations Secretariat buildings, these staff and services can be reached from a United Nations telephone by dialling the last five digits of the number, beginning with 3 or 7 (i.e., 3-XXXX or 7-XXXX).

Note that extensions for UN Funds and Programmes differ from those of the Secretariat and are accessible from Secretariat extensions as follows:

- **UNDP:** Dial access code “4”, and then dial the four-digit extension at UNDP
- **UNICEF:** Dial access code “5”, and then dial the four-digit extension at UNICEF
- **UNFPA:** Dial access code “631”, and then dial the four-digit extension at UNFPA

For more information on the services listed above, please contact the New York Service Desk (212-963-3333; email: [missions-support@un.int](mailto:missions-support@un.int), currently forwarded to [helpdeskoict@un.org](mailto:helpdeskoict@un.org)).

## Delegates' Lounge Information Desk

The number for the Delegates' Lounge is 212-963-8902 or 212-963-8888. Incoming calls to the Delegates' Lounge are answered by the Information Desk. If requested, delegations can be paged for messages to be delivered.

## United Nations Postal Administration

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### ***Sales Counter and Personalized Stamp Shop***

Visitor Centre, General Assembly Building, first basement level

**Tel.:** 212-963-7698

Open from 9 a.m. to 5 p.m., Monday to Friday

(9 a.m. to 5.30 p.m. during the high-level segment)

Closed on weekends and holidays

**Website:** [unstamps.org](http://unstamps.org)

United Nations stamps, postcards and other philatelic items may be purchased at the United Nations Postal Administration Sales Counter for domestic and international first-class mailing. The Sales Counter also offers personalized stamp sheets, which allows you to combine your own photograph with a United Nations postage stamp. A limited variety of United Nations stamps are available for purchase at the United Nations Gift Centre.

United Nations stamps raise global awareness on a variety of important topics, such as endangered species, human rights, education, world heritage and the environment. They are issued in three currencies (United States dollars, Swiss francs and euros) and are valid for mailing only from Headquarters in New York, the Palais des Nations in Geneva and the Vienna International Centre.

Visit the Sales Counter to purchase United Nations stamps, send a postcard, purchase philatelic gift items or personalize your United Nations experience with your photograph.

For specialized postal services, please visit the United States Postal Service at Grand Central Station (Lexington Avenue at East 45<sup>th</sup> Street).

## Garage Administration

UNITAR Building  
801 United Nations Plaza  
New York, NY 10017

**Room:** U-210

**Tel.:** 212-963-6212 and 212-963-6213

**e-mail:** garage-admin@un.org

The Garage Administration team will schedule delegations to apply for and collect parking e-Tags and temporary short-term decals.

- **Vehicles registered to individual delegates:** Applications with an authorized mission signature accompanied by the mission seal, with a valid vehicle registration and current United Nations identification attached, should be submitted to the Protocol and Liaison Service (room S-0201, tel.: 212-963-7172). After certification by the Protocol and Liaison Service, the application should be hand-carried to the Garage Administration offices for processing. One e-Tag will be issued for each registered vehicle with "D" plates. Although an individual delegate may register multiple vehicles, only one of those vehicles will be allowed to park at any given time in the garage. E-Tags will be issued only to members of delegations duly accredited to the United Nations.
- **Vehicles registered to the mission:** Applications with an authorized mission signature accompanied by the mission seal, with a valid vehicle registration attached, should be submitted directly to the Garage Administration team for processing. Only one special e-Tag per mission will be issued

for the vehicle of the permanent representative, allowing entry at the East 43rd Street gate. Any changes in vehicle usage must be brought to the attention of the Garage Administration team for processing.

- **E-Tags for observer State missions and intergovernmental and other organizations listed in chapters III, IV and V of the Blue Book:** Applications must be submitted to the Protocol and Liaison Service and thereafter to the Garage Administration team for appropriate action. The issuance of parking e-Tags to observer State missions and intergovernmental and other organizations will be limited to persons enjoying diplomatic status.
- **Vehicles with "S" plates registered in the name of mission staff:** These vehicles will not be authorized to park in the United Nations compound.
- **Temporary identification decal (yellow) for the seventy-fourth session of the General Assembly:** Permanent missions may apply for a temporary identification decal to admit vehicles rented from established and bona fide companies for use by accredited delegates, visiting dignitaries and diplomats officially attending meetings during the session. Entry for vehicles with these decals is at the East 43rd Street gate for drop-off/pick-up only, with no parking privileges. Application forms are to be submitted electronically through the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)). Detailed instructions and access to the portal is available for use by the designated mission focal point. The following documents must be attached to the application: a copy of the note verbale indicating the name, title and period of the VIP visit; the car rental agreement; the vehicle registration card; proof of vehicle insurance; and the driver's license and a photo of the chauffeur. The Special Services Unit and the Garage Administration team will review the application and, if approved, notify the mission to pick up the temporary identification decal for the vehicle. Please allow two business days for processing.

The parking e-Tag must be affixed to the vehicle and be clearly visible to Security Officers and Garage Administration staff

at entry points and while the vehicle is on the premises. All vehicles must be registered with the Garage Administration. Vehicles not having valid e-Tags will not be allowed entry into the garage. Vehicles that do not display a valid e-Tag are liable to be towed off the premises. A parking e-Tag is non-transferrable and must be affixed only to the vehicle to which it is registered in order to be allowed entry into the garage. Further instructions will be provided by the Garage Administration team upon issuance of the e-Tag.

Prior to the start of the session of the General Assembly, the Garage Administration will send correspondence regarding any procedural changes. Missions will be requested to provide updated application forms prior to the start of the new session for the continued use of each issued e-Tag. Those e-Tags belonging to delegates who are departing Headquarters must be returned to the Garage Administration office prior to the delegate's departure. Any changes in vehicle usage must be immediately reported to the Garage Administration team and e-Tags must be returned if a vehicle is no longer in use or if ownership changes. It is important to note that parking e-Tags will be automatically deactivated upon the expiration of the vehicle's registration. Upon renewal, the updated vehicle registration should be submitted to the Garage Administration team in order for the parking e-Tag to remain active.

In accordance with section II of General Assembly resolution 39/236, the parking privileges of delegates whose parking fees are in arrears for more than three months will be suspended. Privileges will be restored once the arrears have been paid in full. Prior to a delegate's departure, they should contact the Garage Administration office in order to settle any outstanding dues.

- **Delegation vehicles with United Nations diplomatic plates and identification e-Tags valid for the current session of the General Assembly:** These vehicles may be parked on the first level and in the designated area of the southern end of the second level, aisles A, B, C and half of D, in the United

Nations Garage without charge while representatives are on official business. Drivers are kindly requested to ensure that all designated diplomatic parking areas are filled to capacity prior to parking elsewhere. It should also be noted that, during the seventy-fourth session of the General Assembly, traffic congestion is expected, and delays in reaching the Secretariat by car and entering and exiting the United Nations Garage are likely. Where possible, alternate modes of transport should be considered.

- **Overnight parking is generally not permitted.** Exceptions for a limited number of mission-registered vehicles will be authorized upon written request by the mission to the Garage Administration team. The fee is \$2.50 per night. Invoices for this service are sent to the mission shortly after the end of every month. Payment is due upon receipt of the invoice and can be settled by cash, cheque (payable to “United Nations”) or credit card (Visa or Mastercard). Payments are to be submitted to the Garage Administration office (801 United Nations Plaza, room U-210). Please be aware that unauthorized vehicles left in the garage for longer than 24 hours may be issued violations. Three violations will result in the revocation of parking privileges.

### *Entrance to the grounds*

#### **Secretariat entrance on First Avenue:**

- Vehicle of the permanent representative, identified by a special e-Tag: All occupants riding in the car will be required to display valid United Nations identification cards
- Rented vehicles that have been issued special decals that permit drop-off/pick-up only: Such vehicles will not be permitted to park on United Nations premises.

#### **East 42nd Street entrance:**

All other vehicles bearing an e-Tag. Delegation vehicles entering the premises are subject to a security check.



### *Access to the garage*

Chauffeur-driven cars identified by special e-Tags issued to permanent representatives may use the ramp at the East 43<sup>rd</sup> Street entrance for access to the garage.

While on call for delegates, chauffeurs should wait in the “ready room” on the first level of the garage. They will be paged by the security officer at the delegates’ entrance of the General Assembly Building when they are required.

### *Liability for loss and damages*

In arranging for parking facilities to be available, the United Nations seeks to accommodate delegations. Garage users are warned that incidents of theft and vandalism have occurred inside the garage, as it is not possible to have all vehicles under surveillance at all times. The United Nations does not ensure the safety of vehicles or property left in the garage, and users acknowledge and accept that the United Nations cannot guarantee the safety of any vehicles, or property inside them, left in the garage.

### *Local transportation*

The United Nations does not provide cars for delegations. It is suggested that delegations requiring local transportation make their own arrangements.

## **United Nations Institute for Training and Research**

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### **Head of Office**

Mr. Marco A. Suazo

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### **Focal Point**

Mr. Pelayo Alvarez

One United Nations Plaza

**Room:** DC1-603

**Tel.:** 212-963-9196

**Fax:** 212-963-9686

**Email:** nyo@unitar.org

**Website:** www.unitar.org/ny

The Institute began operating in 1966, with activities primarily supporting the training of diplomats accredited to the United Nations in New York.

The Institute was established for the purpose of enhancing the effectiveness of the United Nations in achieving the major objectives of the Organization through extensive training and research. Operating as an autonomous body within the United Nations system, the Institute has become a leading provider of short-term executive training to national and local government officials of Member States and representatives of civil society and the private sector, and reaches out to some 25,000 beneficiaries around the world each year.

At the United Nations in New York, the Institute provides multilateral diplomacy training to assist delegates to perform effectively at the United Nations and to engage in contemporary global challenges. Offered throughout the year, the courses are concise, accessible and directly relevant to a delegate's workload at the United Nations. They focus on the United Nations system and its functioning, international law and policy, peace and security, migration, negotiations, United Nations reform and sustainable development. Some courses are available online; most are offered through face-to-face learning. Most courses are fee-based, although fee waivers are available for participants from developing and least developed countries. The annual course calendar is available from [www.unitar.org](http://www.unitar.org).

The Institute is supported by voluntary contributions from Governments, intergovernmental organizations, foundations and other non-governmental sources.

## United Nations International School

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### ***Manhattan campus***

24-50 Franklin D. Roosevelt East River Drive, Manhattan,  
New York

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## Queens campus 1

173-53 Croydon Road, Jamaica Estates, Queens, New York

### About the School

The United Nations International School ([www.unis.org](http://www.unis.org)) was established in 1947 under the auspices of the United Nations by a group of United Nations parents to provide an international education for their children. Today, the school has over 1,500 students, representing more than 110 countries and speaking over 90 languages, and is enriched by a faculty representing 62 nationalities. More than 50 per cent of the student body is affiliated with United Nations families, including staff of the United Nations, the funds and programmes and the permanent missions. The School also serves those families from the international and New York communities who want an international education conforming to the spirit and principles of the United Nations.

- **Admissions:** UNIS accepts children of United Nations parents who are transferring from abroad, even during the school year, provided there is space available in the relevant grades and the applicants meet the school's entrance criteria. UNIS Manhattan enrolls children in pre-kindergarten through 12th grade, while UNIS Queens enrolls children in kindergarten through 8th grade (students completing 8th grade in Queens are automatically accepted into the Manhattan campus in 9th grade). For admissions information and procedures, please see [www.unis.org/admissions](http://www.unis.org/admissions).
- **International Baccalaureate:** The scholastic standards of UNIS are high. The high school was one of the founding schools in the New York area to offer the International Baccalaureate diploma, which qualifies the students to attend universities and colleges in the United States and worldwide.
- **Language:** The main language of instruction is English and all students study French or Spanish, beginning in elementary school. Arabic, Chinese, German, Italian, Japanese and Russian are also taught beginning in the 7<sup>th</sup> grade at

the Manhattan campus. Additional mother tongues may be studied after school. The very multiplicity of languages spoken by the international faculty and students provides a rich cultural opportunity.

- **Tours:** Frequently scheduled and given by appointment.

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### ***Department of Admissions***

**E-mail:** admissions@unis.org

**Tel.:** 212-584-3071 (Manhattan campus)

**Tel.:** 718-658-6166 (Queens campus)

## **New York City liaison**

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### ***Commissioner***

Ms. Penny Abeywardena

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### ***Deputy Commissioner***

Ms. Julie Bolcer

New York City Mayor's Office for International Affairs  
Two United Nations Plaza, 27<sup>th</sup> floor, New York, NY 10017

**Tel.:** 212-319-9300

**Fax:** 212-319-9304

**Email:** international@cityhall.nyc.gov

**Website:** www.nyc.gov/international

The New York City Mayor's Office for International Affairs works to foster positive relations and encourage collaboration between the international community and New York City's agencies and local neighbourhoods. The Office is focused on sharing New York City's policies and best practices globally, as well as responding to requests from foreign Governments, the United Nations and the United States Department of State. The Office also advises city agencies on diplomatic and consular matters and provides guidance to the diplomatic and consular community on city-related issues. The Office administers the City of New York/Department of State Diplomatic and Consular

Parking Programme and creates opportunities to connect the international community with New York City's local communities.

## Programmes

- **Connecting Local to Global** helps to join New York City's diplomatic and consular community to the city in which they live and serve. Working in partnership with our colleagues at city agencies, the Office uses the programme to create opportunities for the 116 consulates in the city to learn about the work of city agencies and share the city's programming with the communities they serve, while also helping city agencies to learn from their best practices.
- **NYC Junior Ambassadors** seeks to leverage the United Nations as a resource for seventh graders and to empower students in all five boroughs of New York City to become actively engaged with the United Nations and its mission of addressing some of the most pressing challenges in the world. The programme uses the Sustainable Development Goals as the lens through which young people are able to take local community actions for global impact.
- **Global Vision | Urban Action** works to highlight the synergies between the global Sustainable Development Goals and New York City's local sustainability and development initiatives set out in OneNYC: the Plan for a Strong and Just City. By bringing together experts from New York City and the international community, Global Vision | Urban Action is a platform to share information and forge innovative solutions that can be adopted locally and globally. In July 2018, New York City became the first city in the world to submit a Voluntary Local Review of its progress on the Goals directly to the United Nations during the high-level political forum on sustainable development. Through this programme, the Office is sharing its experience with other cities and calling on them to submit their own Voluntary Local Reviews.

## Services

- **Parking:** In collaboration with the United States Department of State, the Office administers the New York City Diplomatic and Consular Parking Programme, issuing parking decals annually and assisting diplomatic and consular offices with parking issues throughout the year.
- **Consular notification:** The Office assists Consulates General in obtaining information regarding incidents involving possible injury or casualty to foreign nationals in New York City.
- **Delegation visits:** The Office facilitates meetings with New York City officials for visiting delegations of foreign government officials at the local and federal levels.
- **Economic development:** The Office works to facilitate the sharing of economic development best practices between Governments, helps to connect international businesses to New York City, and can provide information about programmes and services to help to bring international businesses to New York City.

## Hospitality

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### ***Hospitality Committee for United Nations Delegations***

**Room:** GA-0142

**Tel.:** 212-963-8753

The Committee is a private, self-supporting and non-political organization devoted to helping delegates and their families feel welcome in New York and the surrounding area. Volunteers arrange programmes in American homes and visits to such places of interest as museums, schools, hospitals, courts, private art collections and other institutions. Complimentary tickets to cultural and civic events are often available.

The Committee also offers daytime classes in English. Programmes are open to diplomats from the missions to the United Nations and members of their immediate families. Two sessions are held, in the fall and spring. Advanced

English conversation, writing and film discussion courses are also offered.

Information about these activities may also be obtained from the monthly calendar posted on the website of the Committee, available from [www.hcund.org](http://www.hcund.org).

## **Banking facilities**

The United Nations Federal Credit Union (UNFCU) is a not-for-profit cooperative financial institution owned since 1947 by members, who are staff and retirees of the United Nations and its specialized agencies, and members of their families. Certain permanent missions to the United Nations and their staff in New York may also join. A list of eligible missions is provided on the UNFCU website ([www.unfcu.org/who-can-join](http://www.unfcu.org/who-can-join)). UNFCU offers a broad array of financial solutions and consultative services. These include Internet banking, eStatements, eWires, WebChat, 24/7 telephone banking, insurance, investments, mortgages and consumer lending products.

Additional information can be found at [www.unfcu.org](http://www.unfcu.org) or by visiting one of the New York branches or the representative offices in Geneva, Nairobi, Rome and Vienna. To speak with a member service representative, call 347-686-6000 or use WebChat at [www.unfcu.org](http://www.unfcu.org). You can also email UNFCU ([email@unfcu.com](mailto:email@unfcu.com)). To follow UNFCU, please visit [unfcu.org/facebook](https://www.facebook.com/unfcu).

### ***Branches in New York City and ATM locations***

- 2 United Nations Plaza, 3<sup>rd</sup> floor (East 44<sup>th</sup> Street, between First and Second Avenues)
- General Assembly Building, Visitors' Lobby (first basement level)
- 820 Second Avenue, street level (ATM only)
- United Nations International School, 24-50 Franklin D. Roosevelt East River Drive, 1<sup>st</sup> floor (at East 25<sup>th</sup> Street)
- UNFCU Headquarters, 24-01 44<sup>th</sup> Road, Long Island City

## United Nations Bookshop

Visit the United Nations Bookshop in the General Assembly Building, first basement level, for United Nations books and publications; high-quality, sustainably sourced stationery and souvenirs; books on United Nations themes and priorities; and a wide selection of children's books and toys.

United Nations Bookshop  
General Assembly Building, first basement level  
(room GA-1B-103)  
**Tel.:** 212-963-7680  
**Fax:** 212-963-4910  
**Email:** [bookshop@un.org](mailto:bookshop@un.org)  
Monday to Friday, 9 a.m. to 6 p.m.  
Saturday to Sunday, 9 a.m. to 5 p.m.

Delegates qualify for a 25 per cent discount on United Nations publications and a 10 per cent discount on all other items over \$3. Orders for United Nations publications can also be placed online at [www.shop.un.org](http://www.shop.un.org). A catalogue of selected United Nations souvenirs and gifts is available for order via email at [shop.un.org/united-nations-bookshop](mailto:shop.un.org/united-nations-bookshop).

**Website:** [shop.un.org](http://shop.un.org)  
**Email:** [bookshop@un.org](mailto:bookshop@un.org)  
**Twitter:** [@unpublications](https://twitter.com/unpublications)  
**Facebook:** [facebook.com/unpublications](https://facebook.com/unpublications)

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### Chief

Ms. Sherri Aldis  
**Tel.:** 917-367-4717  
**Email:** [aldis@un.org](mailto:aldis@un.org)

### United Nations Gift Centre

Visitor Centre, room GA-1B-067  
Monday to Friday, 9 a.m. to 5.30 p.m.  
Saturday to Sunday, 10 a.m. to 5 p.m.



- Objets d'art
- International handicrafts and jewellery
- United Nations and New York souvenirs
- United Nations apparel
- Flags of Member States

Delegates receive a 20 per cent discount on all purchases upon presentation of a valid United grounds pass.

## United Nations maps

Maps produced by the Geospatial Information Section are available at [www.un.org/gis](http://www.un.org/gis). Maps on this site may be used for exhibition without modification. For publication permission, please refer to the guidelines found at [www.un.org/Depts/Cartographic/english/about.htm](http://www.un.org/Depts/Cartographic/english/about.htm).

Map printing services for maps produced by the Geospatial Information Section may be requested via a note verbale from the permanent mission addressed to the Office of the Assistant Secretary-General for Information and Communications Technology, with copy to [gis@un.org](mailto:gis@un.org), and should include the following information:

- Request for map printing service
- Map title, number and date of production
- Number of maps required
- Size of maps required (the majority of the maps available on the website are suitable for poster size, 24 inches by 18 inches or 24 inches by 30 inches)
- Focal point (name, email and telephone number) to be contacted for pick-up when ready (no delivery service is available)

For more information, contact the Section at 917-367-2043 or [gis@un.org](mailto:gis@un.org).

## Requests for the use of United Nations premises

Facilities and Commercial Activities Service, Special Events Unit (room GA-1B-055, tel.: 917-367-4254)

**Sponsoring events:** In the interest of ensuring the security and safety of all concerned, and in the light of the increasing number of requests for use of facilities, representatives of permanent missions are asked to use the utmost discretion to ensure that these activities are of a non-commercial nature and are consistent with the principles and aims of the United Nations. Missions should note that they are responsible for the content and conduct of any event they may sponsor.

**Sponsoring events on behalf of non-governmental organizations accredited with the United Nations:** Especially on such occasions, representatives of missions should bear in mind that, notwithstanding the worthiness of the purpose of the event, no substantive business such as the passage of resolutions, holding of elections, presentation of awards or solicitation of funds, nor ceremonies of any kind, may be conducted.

Requests for the use of United Nations premises should be addressed to the Director of the Division of Administration, Department of Management. Once approval has been obtained, a ranking member of the mission must attend and/or preside over the meeting or event in its entirety. Any and all financial obligations arising from the meeting or event shall be the sole responsibility of the sponsoring mission.

Requests for permission to use the General Assembly Hall should be addressed to the Director of the Central Planning and Coordination Division of the Department for General Assembly and Conference Management. From September to December each year, with the exception of the United Nations Day Concert, the General Assembly Hall is used solely for the meetings of the General Assembly.

For detailed procedures for requesting the use of United Nations premises for meetings, conferences, special events and exhibits, as well as criteria for the use of United Nations premises and the costs for meetings and events, insurance, etc., please see United Nations document ST/AI/416.

## Facilities for persons with disabilities

**Restrooms** that can accommodate persons with disabilities are located in the Conference Building on all levels, in the Secretariat Building on each floor and in the General Assembly Building on each floor.

**Elevators** with operators are available to access the 2<sup>nd</sup> floor of the Conference Building and all floors of the General Assembly Building.

**Ramps** are located on the ground level at the entrances to the compound at East 42<sup>nd</sup> and 45<sup>th</sup> Streets and are fully accessible.

Special ramps to access the conference room podiums are provided where required. The General Assembly Building may be reached from the delegates' entrance at East 48<sup>th</sup> Street or from the south screening entrance at East 42<sup>nd</sup> Street.

The General Assembly Hall has been retrofitted to enable the installation of portable seating and the use of wheelchairs, and a ramp has been installed at the main entrance to GA-200.

**With regard to hearing aid equipment,** requests to connect to conference room audio distribution systems should be addressed to the Broadcast and Conference Support Section (room CB-1B-79, tel.: 212-963-9485, email: [request-for-services@un.org](mailto:request-for-services@un.org)). The Section can also loan neck-worn induction loops for hearing aids equipped with a T-Switch.



## Frequently asked questions

### 1. **How can I find information about arrangements for the high-level meetings and the general debate of the General Assembly?**

The information note for delegations on arrangements for the high-level meetings and the general debate of the General Assembly is set out in document A/INF/74/4. A note verbale from the Protocol and Liaison Service on protocol and accreditation arrangements, sent by e-mail and facsimile directly to the permanent missions, is also available online ([undocs.org/en/A/INF/74/4](http://undocs.org/en/A/INF/74/4)).

### 2. **Where can I find statements made by my country during the general debate of the General Assembly?**

Please see [www.un.org/depts/dhl/unms/](http://www.un.org/depts/dhl/unms/)

### 3. **How do I request a DVD recording or a photograph of Heads of State during their address in the General Assembly Hall?**

**For digital recordings**, delegations may request one DVD of each address free of charge. Digital file formats such as MPEG-2 and MPEG-4/H.264 are also available on demand and can be downloaded online. Additional copies of DVDs or any other special requests are subject to a charge. All requests are handled in the order in which they are received. To request a videotape of an address, contact the Audiovisual Library (tel.: 212-963-0656 or 212-963-1561; fax: 34501; email: [video-library@un.org](mailto:video-library@un.org)).

Live television feeds will be available through commercial carriers. For information, contact the UNTV team (tel.: 212-963-7650; fax: 212-963-3860; email: [redi@un.org](mailto:redi@un.org)).

Photographs in digital format (JPEG) will be available for download free of charge on the United Nations Photo website ([www.unmultimedia.org/photo/](http://www.unmultimedia.org/photo/)). Photograph enquiries and requests should be addressed to the United Nations Photo Library (room S-1047; tel.: 212-963-0034; email: [photolibrary@un.org](mailto:photolibrary@un.org)).

#### **4. How should I submit credentials?**

In accordance with rule 27 of the rules of procedure of the General Assembly, credentials for the seventy-fourth session of the General Assembly must be addressed to the Secretary-General and signed by the Head of the State or Government or the Minister for Foreign Affairs. In accordance with rule 25 of the rules of procedure, credentials should indicate not more than five representatives and five alternate representatives, and as many advisers, technical advisers, experts and persons of similar status as may be required by the delegation. The original hard copy of the credentials should be delivered to Ms. Tomoko Iwata (room S-3604) or Mr. Keiichiro Okimoto (room S-3639), Office of Legal Affairs, not less than one week before the opening of the session. In addition, starting from the seventy-fourth session of the Assembly, a scanned copy of the credentials, as well as other communications containing the names of representatives to the seventy-fourth session (such as letters and notes verbales from the permanent missions), should be submitted through the new online platform “e-Credentials”, which can be accessed through the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)).

#### **5. How can I find the agenda of the General Assembly?**

The provisional agenda of the seventy-fourth regular session is set out in document A/74/150. Annotations of items on the preliminary list are set out in documents A/74/100 and A/74/100/Add.1. After its adoption (anticipated for 20 September 2019), the agenda will be issued as document A/74/251 (see document A/74/252 for the allocation of agenda items).

#### **6. What is the procedure for requesting the inclusion of an item in the agenda?**

A request for the inclusion of an item in the agenda should be addressed to the Secretary-General, with a copy, if possible, to the General Assembly Affairs Branch ([gaab@un.org](mailto:gaab@un.org)). In accordance with rule 13 of the rules of procedure of the General Assembly, a request for the inclusion of an item in the provisional

agenda of a forthcoming regular session should be made at least 60 days before the opening of the session. A request for the inclusion of a supplementary item in the agenda, in accordance with rule 14 of the rules of procedure, should be made at least 30 days before the opening of the session. Afterwards, additional items of an important and urgent character may be proposed for inclusion in the agenda, including during the session, in accordance with rule 15 of the rules of procedure. Unless the Assembly decides otherwise by a two-thirds majority of the members present and voting, no additional item may be considered until seven days have elapsed since it was placed on the agenda and until a committee has reported upon the question concerned. In accordance with rule 20 of the rules of procedure, any items proposed for inclusion in the agenda must be accompanied by an explanatory memorandum and, if possible, by basic documents or a draft resolution.

## **7. How can I find out the programme of work of the General Assembly and the respective Main Committees?**

The draft calendar of the programme of work of the plenary is issued in July, covering September to December. Once the session begins, the calendar is updated on an ongoing basis on the General Assembly website. You may contact the Secretary of a Main Committee for the programme of work of that Committee (see page 25).

## **8. How can I be inscribed on the list of speakers for the General Assembly plenary?**

Delegations wishing to be inscribed on the list of speakers of plenary meetings of the General Assembly are requested to do so through the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)).

For inquiries regarding user names and passwords, kindly contact the DGACM Help Desk ([help-desk@un.org](mailto:help-desk@un.org)). For any other inquiries regarding the list of speakers, please contact the General Assembly Affairs Branch (Mr. Carlos Galindo; email: [galindo@un.org](mailto:galindo@un.org); tel.: 212-963-5063; with copy to [gaspeakerslist@un.org](mailto:gaspeakerslist@un.org)).

**9. How many copies of statements are needed for distribution in the General Assembly Hall? Where and when do I deliver them?**

If available, at least 20 copies of the text of statements to be delivered at the high-level meetings and the general debate should be submitted at the documentation desk located at the rear of the General Assembly Hall by a delegation representative in possession of a valid United Nations grounds pass. If that is not possible, delegations are urged to provide 10 copies for the interpreters before the speaker takes the floor. Delegations are invited to submit their statements in PDF format via email to the email addresses to be announced in the *Journal of the United Nations*. Alternatively, delegations may bring a hard copy (unstapled and printed single-sided), for scanning and uploading to the PaperSmart portal, to the documents distribution counter located inside the General Assembly Hall (see page 80).

**10. Can documents or other materials relevant to the meetings be made available in the General Assembly Hall for the meeting?**

Only United Nations documents and statements of speakers can be distributed in the General Assembly Hall before or during a meeting. On the day of election in the General Assembly, the campaign materials distributed in the Hall shall be limited to a single page of information regarding the candidates, with a view to preserving the decorum of the Assembly, pursuant to resolution 71/323.

**11. What is the procedure for submitting a draft resolution/decision?<sup>5</sup>**

The electronic version, accompanied by a hard copy containing the final text of a draft resolution/decision, must be submitted by an accredited delegate of a mission and signed in the presence of the General Assembly Affairs Branch staff member responsible for processing draft resolutions/decisions.

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<sup>5</sup> See [www.un.org/en/ga/pdf/guidelines\\_submit\\_draft\\_proposals.pdf](http://www.un.org/en/ga/pdf/guidelines_submit_draft_proposals.pdf).



If the submitting delegation wishes to open the draft resolution for co-sponsorship, it may do so through the eSponsorship portal for the plenary or the respective Main Committee through the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)).<sup>6</sup>

If the draft resolution/decision is based on a previous one, the previous text should be downloaded from the Official Document System (ODS) ([ods.un.org](http://ods.un.org)), and necessary changes made using the track changes feature in Microsoft Word.

As procedures established by the General Assembly and the Main Committees may vary, please contact the Secretary of the respective Main Committee regarding its particular submission procedure (see page 25).

## **12. How can a Member State co-sponsor a draft resolution/decision? Can I still co-sponsor a draft resolution by signing a co-sponsorship form?**

Authorized members of delegations wishing to co-sponsor a particular draft resolution/decision may do so through the eSponsorship portal for the plenary and for the respective Main Committee through the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)).<sup>7</sup>

Co-sponsorship cannot be carried out through any kind of correspondence, email, etc. Co-sponsorship forms in hard copy (paper) are not accepted.

Note that co-sponsorship cannot be accepted after the adoption of draft resolutions and decisions. Additional sponsors are not accepted for drafts recommended by a Main Committee once these have been adopted by the Committee.

## **13. How can I withdraw my delegation's co-sponsorship?**

Delegates can inform the General Assembly Affairs Branch of their mission's intention to withdraw sponsorship, and fill out a "Withdrawal of sponsorship" form, to be provided by

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<sup>6</sup> Guidelines on initiating a proposal for sponsorship are available at [www.un.org/en/ga/pdf/e-sponsorship\\_initiating\\_ga\\_rev1.pdf](http://www.un.org/en/ga/pdf/e-sponsorship_initiating_ga_rev1.pdf).

<sup>7</sup> Guidelines on co-sponsoring a draft proposal are available at [www.un.org/en/ga/pdf/e-sponsorship\\_cosponsor\\_ga.pdf](http://www.un.org/en/ga/pdf/e-sponsorship_cosponsor_ga.pdf).

the Secretariat. Cosponsorship cannot be withdrawn once the resolution has been adopted.

#### **14. Where can I get a copy of the adopted resolution/decision?**

A few weeks after adoption, resolutions are published in the "A/RES" series of documents. Until then, the text is contained in an "L" document on ODS. Resolutions can also be found in the report of the relevant committee and on the website of the General Assembly ([www.un.org/ga](http://www.un.org/ga)). Resolutions and decisions are published as Supplement No. 49 to the Official Records of the General Assembly of the session in three volumes (e.g. A/73/49 (vol. I) to (vol. III)). Generally, volumes I and II contain resolutions and decisions, respectively, adopted during the main part of the session, and volume III contains resolutions and decisions adopted during the resumed part of the session.

#### **15. What does "programme budget implications" mean?**

A programme budget implication is a statement detailing the administrative, financial and programmatic changes that the adoption of a draft resolution would entail. Once a programme budget implication is issued, the Advisory Committee on Administrative and Budgetary Questions will also provide its observations for the Fifth Committee to consider.

At least 48 hours are required before action can be taken on a draft resolution containing budgetary implications so that the Secretary-General can prepare the programme budget implication and the Advisory Committee can consider it. For this reason, there is a deadline of no later than 1 December for draft resolutions with financial implications to be submitted to the Fifth Committee (see paragraphs 12 and 13 of decision 34/401).

#### **16. Where can I get a copy of the voting record on an adopted resolution/decision?**

Voting records are posted on the PaperSmart portal immediately after adoption of the resolution/decision. Voting records can also be found through [www.un.org/en/ga/documents/](http://www.un.org/en/ga/documents/)

voting.asp by entering the corresponding resolution symbol (e.g. A/RES/64/148) into the search field.

### **17. What is the majority required for decision-making? Who can participate in the vote?**

In accordance with Article 18 of the Charter of the United Nations and rule 83 of the rules of procedure of the General Assembly, each member of the Assembly shall have one vote (only Member States can participate in a vote). Decisions of the Assembly on important questions shall be made by a two-thirds majority of the members present and voting. These questions shall include: recommendations with respect to the maintenance of international peace and security, the election of the non-permanent members of the Security Council, the election of the members of the Economic and Social Council, the election of members of the Trusteeship Council in accordance with paragraph 1 (c) of Article 86 of the Charter, the admission of new Members to the United Nations, the suspension of the rights and privileges of membership, the expulsion of Members, questions relating to the operation of the trusteeship system, and budgetary questions. Decisions on questions other than those provided for in rule 83, including the determination of additional categories of questions to be decided by a two-thirds majority, shall be made by a majority of the members present and voting. For details relating to the method of voting and elections, please see rules 83–95 of the rules of procedure.

### **18. What is the procedure to reflect in the verbatim records how a Member State intended to vote on a draft resolution/decision?**

A member of the delegation can complete a form through the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)) and a footnote will be added to the verbatim record (PV) of the meeting.

### **19. Where can I find the list of candidates for General Assembly elections?**

The list of candidates is available for delegations on CandiWeb on the e-deleGATE portal ([delegate.un.int](http://delegate.un.int)).

## 20. How do I request the granting of observer status?

The General Assembly, by its decision 49/426, decided that the granting of observer status should in the future be confined to States and to those intergovernmental organizations whose activities cover matters of interest to the Assembly. The request for the granting of observer status must emanate from a Member State, or Member States, in the form of a letter to the Secretary-General containing a request for the inclusion of the granting of that observer status as an item in the agenda of the Assembly. Taking into account the requirement for the item to be considered in the Sixth Committee (see resolution 54/195), which meets during the main part of the session between September and December, such requests are normally submitted in time for inclusion in the provisional agenda of the forthcoming session, or the supplementary list thereto. The list of the observers can be found in document A/INF/74/5.

## 21. What rights do observers have in the General Assembly?

The General Assembly has granted to the Holy See and the State of Palestine, in their capacity as Observer States, rights and privileges of participation in the sessions and work of the General Assembly.

For further information concerning the rights and privileges of participation of the Holy See, see resolution 58/314 and the note by the Secretary-General (A/58/871). Concerning those of the State of Palestine, see General Assembly resolutions 3237 (XXIX), 43/160 A, 43/177, 52/250, 67/19 and 73/5; the note by the Secretary-General (A/52/1002 and A/52/1002/Corr.1); and the report by the Secretary-General (A/67/738).

The General Assembly has also granted to intergovernmental organizations and entities the right to participate as an observer in the session and work of the General Assembly. Such status is granted by the General Assembly in a resolution based on a recommendation received from the Sixth Committee.

Observers can make statements in debates in formal plenary meetings. They cannot co-sponsor resolutions and cannot raise procedural motions, such as points of order. If the President of

the General Assembly allows, observers may make statements in response to a statement.

With respect to the European Union, the General Assembly has adopted a resolution outlining the modalities for the participation of their representatives in the General Assembly (see resolution 65/276 and the note by the Secretary-General (A/65/856)).

## **22. How do I request the issuance of communications addressed to the Secretary-General as official documents?**

Delegations requesting issuance of communications addressed to the Secretary-General as official documents of the General Assembly should ensure that they are addressed to the Secretary-General and are signed by the permanent representative or chargé d'affaires of the permanent mission to the United Nations.

The communications should indicate the session of the General Assembly and the number and title of the agenda item under which circulation is being requested, using the agenda of the seventy-fourth session of the Assembly, set out in document A/74/251.

Requests should include the following language "I should be grateful if you would circulate the present letter as an official document of the General Assembly, under agenda item ...". The original letter must be sent to the Executive Office of the Secretary-General, with an original signature or stamp.

In addition, electronic versions in Microsoft Word should be sent to [gaab@un.org](mailto:gaab@un.org) and to [dms@un.org](mailto:dms@un.org) to facilitate processing. Originals may be submitted to Room S-12FW001 in the Secretariat Building. If versions in any other United Nations official languages are available, they should be included with a clear indication of the original language and/or which language versions are to be used for reference only.

Materials that are accessible to the public on websites or through the media, such as statements, press releases, social media and images, should be cited rather than included in the communications.

**23. What are the opening dates of future sessions and future general debates?**

The opening date of the regular session of the General Assembly varies every year, pursuant to rule 1 of its rules of procedure, which stipulates that “the General Assembly shall meet every year in regular session commencing on the Tuesday of the third week in September, counting from the first week that contains at least one working day.” In line with resolution 57/301, the general debate shall open on the Tuesday following the opening of the regular session and shall be held without interruption. Please see A/INF/74/1 for further information.

**24. What is the procedure for designating an international day, week, year or decade?**

The General Assembly has designated specific days, weeks, years and decades as occasions to mark particular events or topics in order to promote, through awareness and action, the objectives of the Organization. Such days, weeks, years and decades have been proclaimed through the adoption of resolutions by the Assembly, proposed by one or more Member States.

As far as international years are concerned, the annex to Economic and Social Council resolution 1980/67, entitled “Guidelines for future international years”, sets out the criteria and procedures with respect to proposals for future international years. The General Assembly has stressed that the criteria and procedures contained in the guidelines should be taken into account in considering future proposals for international years (see in particular Assembly decision 35/424 and resolutions 53/199 and 61/185).

On occasion, prior to the General Assembly proclaiming specific days and years, specialized agencies of the United Nations have adopted decisions supporting the establishment of specific days and years.

## **25. Can the public attend the general debate of the General Assembly?**

The United Nations is closed to the public during the general debate in September. The general debate is webcast live on the Internet via UN Web TV ([webtv.un.org/](http://webtv.un.org/)).

Members of civil society and non-governmental organizations who are invited to attend the high-level meetings or other events will be required to be in possession of government-issued identification and a special event ticket (indicating a specific meeting, date and time) at all times. The issuance of special event tickets is the responsibility of the United Nations sponsoring office and/or permanent mission. Non-United Nations guests will require a sponsoring office or delegation staff member to escort them from the access point on Second Avenue and East 46<sup>th</sup> Street to the meeting or event location.

## **26. How do I request the use of the General Assembly Hall for an event?**

From September to December each year, with the exception of the United Nations Day Concert, the General Assembly Hall is used solely for the meetings of the General Assembly. Requests for permission to use the Hall during the rest of the year should be addressed to the Director of the Central Planning and Coordination Division of the Department for General Assembly and Conference Management ([max@un.org](mailto:max@un.org)). Requests for special events should be made at least three months in advance of the proposed event. Permission to use the Hall is granted on the understanding that, should the Assembly need to meet at a time when the use of the Hall has been authorized for another meeting or event, the sponsor of that meeting or event would have to make alternate arrangements (see ST/AI/416 for details).





# Index

## A

- Accreditation ..... 14
- Audiovisual recordings ..... 77

## B

- Banking facilities ..... 93
- Blue Book of Permanent Missions to the United Nations..... 19
- Bookshop ..... 94

## C

- Café de la Paix ..... 73
- Cafeteria, cafés and bar..... 72
- City liaison..... 90
- Civil society, services to..... 53
- Communications campaigns and focal points..... 51
- Correspondents, services to..... 43
- Credentials..... 19

## D

- Dining room and cafeteria facilities.. 71
- Diplomatic and Consular Affairs..... 90
- Disabilities, facilities for persons with..... 97
- Documents facilities ..... 40

## E

- Entrance ..... 12
- Equipment, donation of..... 80

## G

- General Assembly.....11
- Gift Centre ..... 94
- Grounds, entrance to the ..... 86
- Group Programmes/  
Speakers' Bureau.....61
- Guests, delegates' ..... 74

## H

- Help Desk support..... 80
- Hospitality..... 92

## I

- Institute for Training and Research... 87
- International Business..... 92
- International School..... 88
- Internet access, computers with..... 80
- Interpretation ..... 35

## J

- Journal of the United Nations ..... 34

## L

- Library, Dag Hammarskjöld ..... 62
- Library information resources..... 63
- Library online ..... 64
- Loss and damages, liability for ..... 87
- Lounges, delegates' ..... 70

## M

- Mail and messenger services..... 78

Media partnerships.....	50	Social media.....	47
Media, public and library services .....	43	Sound reinforcement systems .....	77
Media services and facilities.....	49	Spokesperson for the Secretary- General.....	43
Meetings, admission to.....	12	Stamps.....	82
Meetings, records of.....	37		
Member States portal.....	80	<b>T</b>	
		Television and webcast.....	49
<b>P</b>		Transportation, local.....	87
Parking .....	83	Travel entitlements .....	67
Postal Administration .....	82	Travel services.....	69
Press conferences .....	43		
Protocol and Liaison Service.....	18	<b>U</b>	
Publications.....	58	UNITAR.....	87
Publications, sale of.....	94	United Nations premises, request for use of.....	95
Public information.....	44		
Public Inquiries.....	62	<b>V</b>	
		Video conferencing.....	78
<b>R</b>		Video projection .....	78
Radio .....	76	Visitor Centre .....	61
Reading room.....	64	Visitors Café.....	73
		Visitors' Services .....	61
<b>S</b>			
Seating protocol .....	34	<b>W</b>	
Services .....	31	Wireless Internet access (Wi-Fi) .....	80
Services provided by the network of United Nations information centres.....	52		

 **SUSTAINABLE  
DEVELOPMENT**  
**GOALS**

**1** NO  
POVERTY



**2** ZERO  
HUNGER



**3** GOOD HEALTH  
AND WELL-BEING



**4** QUALITY  
EDUCATION



**5** GENDER  
EQUALITY




**6** CLEAN WATER  
AND SANITATION



**7** AFFORDABLE AND  
CLEAN ENERGY



**8** DECENT WORK AND  
ECONOMIC GROWTH



**9** INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



**10** REDUCED  
INEQUALITIES



**11** SUSTAINABLE CITIES  
AND COMMUNITIES



**12** RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



**13** CLIMATE  
ACTION



**14** LIFE  
BELOW WATER



**15** LIFE  
ON LAND



**16** PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



**17** PARTNERSHIPS  
FOR THE GOALS



  
**SUSTAINABLE  
DEVELOPMENT**  
**GOALS**



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