

2020 in numbers

In 2020, the COVID-19 pandemic and consequent health and safety measures, including a nationwide lockdown in Switzerland from 16 March to 8 June and measures taken at the cantonal level, heavily impacted UN Geneva's operations and ability to carry out its full range of usual activities. Despite this, UN Geneva, through the collective efforts and solidarity of its personnel, achieved a range of results, many of which are summarized below:

People management and capacity-building

UN Geneva provided effective, reliable and client-focused administrative and support services to fulfil its mission.

On 31 December 2020, there were **3,439 UN Secretariat staff in Geneva**, including temporary staff, of **153 nationalities**, from a wide range of professional backgrounds.

46% of UN Geneva staff were **female**, and **54%** were **male**.

More than **3,500 staff contracts** were administered.

UN Geneva provided administrative and operational support to more than **40 UN system entities** in Europe and their field offices around the world.

The **Client Support Centre** responded to more than **14,000 phone calls** and **48,000 remote service requests**.

There were also more than **6,900 in-person visits** prior to the first COVID-19 lockdown.

6,807 requests for *cartes de légitimation* were processed.

The **Human Resources Management Service** provided numerous services, including:

- General human resources management
- Policy and legal
- Learning and training
- Medical and welfare

The **Financial Resources Management Service** supported:

- Accounts and trust fund management
- Treasury
- Payroll and accounts payable
- Budget
- **Procurements** valued at about **\$184,780,000**
- The purchase of commodities from vendors from over **43 different countries**

- The processing of **282,000 payments**, or an average of **23,500 payments per month**
- The processing of all electronic disbursements of the UN Secretariat and related entities in CHF, EUR, GBP, DKK, NOK, SEK

More than **224,000 items** of incoming and outgoing mail and diplomatic pouches from all over the world were processed.

Health and well-being

More than **12,000 staff and UN Volunteers worldwide** have access to UN Geneva's medical services.

The **UN Geneva Medical Service:**

- Provided medical support and advice to staff affected by COVID-19, including workplace contact tracing and a dedicated telephone hotline offering 24/7 support.

- Supported the new UN System-wide COVID-19 MEDEVAC Task Force by providing a nurse and doctor one day per week to help coordinate COVID-19-related medical evacuations. In 2020, **114 UN personnel** were medically evacuated under the new arrangements; the most severe COVID-19 cases had to be evacuated by air ambulance.

- Conducted **40 workplace risk assessments**.
- Provided **1,420 flu vaccines** to UN personnel in Geneva.

- Coordinated the voluntary antibody testing of **201 UN Geneva staff** who worked on-site through the COVID-19 lockdown for a study by the Hôpitaux universitaires de Genève.

189,587 m² of floor space in the Palais des Nations complex and its annexes were assessed to ensure a safe return to the office after the first COVID-19 lockdown.

240 hand sanitizer stations were installed.

The **United Nations Staff Mutual Insurance Society against Sickness and Accidents** provides medical insurance for staff, retirees, and their dependants, totalling over **32,000 persons**.



The support provided by the **UN Geneva Staff Counsellor's Office** included:

- **105 in-person** mindfulness meditation sessions, from January to March.
- **320 staff** participating in targeted group interventions.
- **1,190 individual** psychosocial support sessions.
- More than **1,300 participants** in well-being webinars run in collaboration with the Knowledge and Learning Commons and the Centre for Learning and Multilingualism.

Environmental awareness



1,559 tons CO₂ equivalent were emitted on the UN Geneva premises. Most of these emissions were due to consumption of natural gas and fuel for heating. Through a carbon offset programme, UN Geneva is climate neutral.

1,423 tons of waste were produced on the UN Geneva premises, of which 99% was reused, recycled, composted or recovered.

102,810 m³ of water were used on the Palais des Nations campus.

35 million sheets of recycled A4 paper were printed in 2020, a **58% reduction** from 83 million sheets in 2010, saving the equivalent of **362 trees**.



Director-General

Chaired **21 meetings** of the inter-agency Security Management Team.

Delivered **182 speeches**, including remarks at **37 virtual events** and **20 video messages**.

Gave **24 interviews**.



Went on **2 missions**:

- January: to attend the **World Economic Forum Annual Meeting** in Davos, Switzerland
- January: to represent the Secretary-General of the United Nations at the Ministerial Meeting of the **International Holocaust Remembrance Alliance**, in Brussels

Tweeted **713 times**.

80 high-level visitors were welcomed at UN Geneva, including **4 Heads of State or Government**, **64 foreign ministers** and **8 representatives of the Swiss authorities**. The Secretary-General visited Switzerland **3 times** and the President of the General Assembly visited once.

39 new permanent representatives presented their credentials, and **2 new permanent observers** presented their nomination letters.



The Director-General held **81 bilateral meetings** with Member States, both in-person and virtually, with representatives from all five geographical regions:

- 29 meetings** were with Heads of State or Government, foreign ministers or other high-level dignitaries.

- 15 meetings** were with high-level officials of the host country, Switzerland, including with the President, Federal Councillors and Presidents of Parliament.

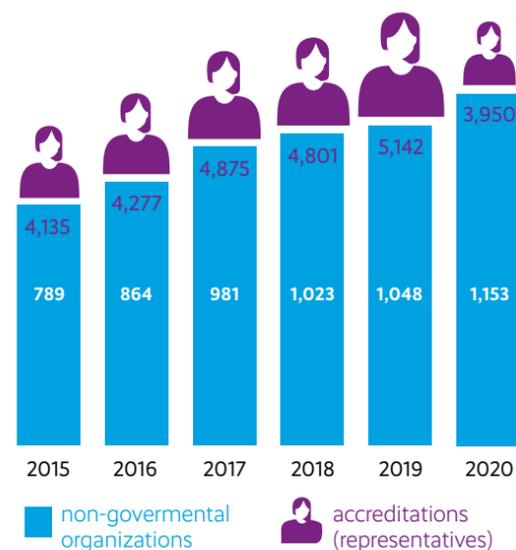
The Director-General gave **8 briefing sessions** to Member States, regional groups and other groupings.

The Director-General held **109 bilateral meetings** with representatives from UN entities and other international organizations, civil society, academia and private sector institutions. These included **61 meetings** with heads of international organizations, of whom **50** were **senior UN officials**.

Liaison with non-governmental organizations



3,950 representatives of **1,153 NGOs** in consultative status with the Economic and Social Council were accredited to UN Geneva.



Conference management

4,274 meetings were held in Geneva; **32%** took place in a **virtual or hybrid format**. On average, **17 meetings** were held **per working day**.

Indico.UN was used by **40 entities** in **29 countries** to organize **509 conferences** comprising **2,449 sessions**. It handled **88,738 registrations**, **76,889 attendee approvals** and the printing of **16,730 badges**.

5 conference rooms at the Palais des Nations were upgraded to host hybrid conferences with interpretation.

Interpretation was provided at **1,257 meetings**; **46%** of these meetings were held in a **virtual or hybrid format**.

16 days of sign language interpretation were provided at **21 accessible meetings**.

Remote real-time captions were provided for **53 meetings**.

Approximately **70 million words** were translated in official documents and publications.

The Division of Conference Management produced over **40 videos**, including short films, event coverage, 360-degree videos and illustrated animations, to support multilingualism and UN Geneva activities.



Strategic Heritage Plan

There were **45 million Swiss francs'** worth of construction and renovation works between March and November.

H Building:

- 100% of the facade** has been installed, comprising some **2,600 glass panels**.
- 7 lifts** have been installed.

3 temporary conference rooms in Tempus were built and opened.

A construction village for **400 workers** was built.

12,800 m² of temporary facilities were installed at UN Geneva.



Library and Archives



UN Library and Archives Geneva

manages **8 linear kilometres** of UN records and maintains **17 repositories** throughout the Palais des Nations.

The virtual service desk responded to **10,000 questions** from Library and Archives clients in 2020, including through **300 chats** and a new online interview service for researchers.



More than **200 queries** related to individual records management were received from UN staff, resulting in the transfer of over **150 linear metres** of records to the Library and Archives.

More than **10,000 items** of UN records were digitized and **1,300 new description inventories** were created to make the records more publicly accessible.

More than **2 million pages** of League of Nations archives were digitized; almost **10 million pages** are now available online. **60,000 pages** of UN official documents and **400 publications** from the Library's collections were also digitized.



Almost **124 terabytes of data** from League of Nations archives are now available in the digital preservation system.

2,200 boxes of archives and almost **6,000 historic maps** were physically preserved.

Metadata was created to enable research and fast retrieval of information from **2,600 boxes of archives** and **5,300 books** and **UN documents**.



Researchers viewed **734,000 pages** of League of Nations archives through the online interface of the new digital preservation system.

Digital library resources were accessed more than **350,000 times**, and the Library's online catalogue was used **40,000 times**.

4,800 archives were consulted and **1,521 print books** and issues of **periodicals** were loaned out.

Users had **50,000** more **digital journal articles** available to them than in 2019, and **10,000 new print books, journals** and **newspapers**.

8 records management training sessions were held for **81 participants**.



Telecommuting for Library users was facilitated by:

- The publication of **2 resource guides** on telecommuting and open access information

- Remote access for **375 UN staff members** to digital library resources
- An expanded FAQ webpage which was consulted **2,100 times**.

A new Online Information Package for diplomats was published with **5 conference primers**, accompanied by a training session, a training guide and a customized resource guide.



A new global reader community was created through #UNGenevaReads, an online reading programme with more than **100 participants**.

2 Library Talks were held with about **150 participants**.

25 podcast episodes on multilateralism were produced and were downloaded by listeners **5,400 times**.



29 cultural activities and side events were organized, in **5 official UN languages** and **8 non-official languages**, with permanent missions and other international organizations.

640 participants were guided on **70 tours** through the Library and Archives and the UN Museum Geneva.

2 artworks were officially donated by Member States and added to UN Geneva's artworks collection.

55 artworks from UN Geneva's collection were displayed in the *Tout un monde* exhibition in a Geneva art gallery.

27 activities were organized as part of *100 Years of Multilateralism in Geneva*, including 1 exhibition on the Place des Nations that was also made accessible virtually.



Learning and development

11,270 people participated in **528 learning activities**:

- **309 language training courses** were held, with **264 students** in Arabic, **206** in Chinese, **579** in English, **1,708** in French, **293** in Russian and **572** in Spanish.
- **2,536 people** attended **117** management and communication **activities**.
- **4,399 people** participated in **59** Knowledge and Learning Commons **events**.
- **713 candidates** sat **5 local exams** in **43 sessions**.
- **57%** of participants were **female** and **43%** were **male**.



Information and outreach

260 press releases were produced in English and **255** in French, summarizing the sessions of the Human Rights Council, the human rights treaty bodies and the Conference on Disarmament.

216 permanent and **345 temporary accreditations** were delivered to members of the press to cover UN activities in Geneva.

99 press briefings were held, and **152 press conferences** were given by UN officials, the UN family in Geneva and Member States; **201** of these **events** took place in a virtual or a hybrid format.

1,558 webcast videos were produced for viewers worldwide.



2 news podcasts were launched: ONU Info Genève and UN Catch-Up.

- A total of **37 episodes** of ONU Info Genève were produced, including weekly news bulletins and in-depth interviews with newsmakers, such as the Mayor of Geneva.
- The UN Catch-Up team put out **3 episodes**, which were played online **12,001 times**.

United Nations Radio produced **1,469 reports, interviews** and **audio clips**.

44 weekly live radio shows were held on World Radio Switzerland in English to brief local audiences about events and activities at UN Geneva.



20 new SDG Studio Geneva videos were created. The SDG Studio Geneva videos, which are now in their fourth year, have been viewed more than **660,000 times** on social media.

5 Geneva Witness short **documentaries** were produced for broadcast on Radio Télévision Suisse, the Swiss public broadcasting channel, and TV5 Monde.

190 features, stories, studio messages, news edits and **spots** were produced and distributed via UNifeed.

22 portraits were produced of national and international staff from the UN and UN system agencies working around the world in the fight against COVID-19.

UN Geneva's new website, www.ungeneva.org, received **250,218 page views** and **60,926 visitors**. There were also **1.56 million visits** to the old website during 2020.



There were a total of **1.156 million followers** on UN Geneva's flagship social media accounts. COVID-19 and human rights were the two topics that generated the most engagement.

- **255,000 followers** on Instagram, with continuing growth in the numbers of posts, videos and stories.
- **565,000 followers** on Twitter, with **1.8 million interactions**. Over **6,280 tweets**, seen more than **89 million times**. Our two most successful tweets of the year, in English and in French, echoed the call of the Director-General of the World Health Organization for unity and solidarity in the face of the COVID-19 pandemic. They generated more than **2 million** and **50,000 impressions**, respectively.
- **289,100 followers** of UN Geneva's Facebook page.
- More than **45,000 followers** of UN Geneva on LinkedIn.



1,555 photos were uploaded to UN Geneva's Flickr account in 2020.

13,000 people took a guided tour of the Palais des Nations, in any one of **12 languages**.

117 students attended a tailor-made information programme or a virtual presentation on UN activities in Geneva.

80 participants from **53 countries** spanning **6 continents** and **13 time zones**, participated remotely in the first virtual iteration of the Graduate Study Programme.



Security

366 days of support were provided by the Security and Safety Service, which comprised **168 personnel**.

153,995 pedestrians and **149,627 vehicles** were screened by the Security and Safety Service.

5 field missions took place outside of Switzerland: security coverage for conferences, close protection, and workshops and training.

1,184 hours of security training were provided, including specialized, advanced and online training.

The DetEx K9 Unit is made up of **7 dogs** of various breeds, trained by **6 security officers** who are professional dog handlers.

In compliance with the UN Occupational Safety and Health guidelines, **9 different worksites** in the Palais des Nations complex are monitored by the Occupational Safety and Health Team which is composed of **4 security officers**.



Perception Change Project

44 permanent missions participated in the art contest titled "The Future We Want", which garnered **17,000 votes** from the public.

21 presentations about the 75th anniversary of the United Nations were given to schoolchildren in Switzerland. **17** were in **classrooms** and **4** were via **videoconference**. Over **350 children** from **5 cantons** took part.

72 students attended the Young Reporters at the UN programme.

There were more than **7,000 views** of the #KidsWannaKnow videos on social media in 2020 on the topics of refugees and migration, climate change, work and health. **15** new #KidsWannaKnow videos were shared on YouTube.



More than **4,500 publications** were distributed worldwide.

There were **11,000 page views** of the online publication *Fairy Tales for a Fairer World* and **800 views** of **6 Fairy Tales from around the World**, developed in collaboration with permanent missions after the success of the initial publication.

More than **6,500 subscribers** read the *Impact Stories of International Geneva* monthly newsletter.



Geneva Impact's Twitter account earned **2,740,000 impressions** and reached over **9,500 followers**.

1,000 copies of a new pocket map of International Geneva were produced.



The SDG Lab organized **2 flagship events**:

- A **webinar** in which **5 ECE member States** shared challenges that they face in implementing Sustainable Development Goals, held ahead of the ECE 2020 Regional Forum on Sustainable Development.
- A **virtual discussion** on COVID-19, the Sustainable Development Goals, inequalities and the informal economy, convened by the Director-General, with participation by the Heads of the International Labour

Organization and the Economic Commission for Latin America and the Caribbean and by representatives of **3 Member States**.

The SDG Lab's Twitter account had **4,100 followers**.



372 people from over **255 organizations** participated in the Geneva 2030 Ecosystem, a dynamic network of organizations dedicated to advancing the 2030 Agenda for Sustainable Development. The Ecosystem is curated by the SDG Lab and the International Institute for Sustainable Development.

237 people subscribed to the Geneva 2030 Ecosystem WhatsApp group, where information about resources and events relating to the Sustainable Development Goals is shared.

Every month, Geneva-based professionals take part in a virtual meet-up via the SDG Lunch Collider, in collaboration with the European Organization for Nuclear Research (CERN), which gives members an opportunity to talk together about their work on the Sustainable Development Goals. The network has **155 members**.