The Client Support Centre responded to more than 10,200 phone calls and 186,100 remote service requests. After its reopening when COVID-19 restrictions were eased in May, it provided 9,650 in-person consultations.

The Central Support Services:
- Handled procurements valued at approximately $209 million
- Issued 13,796 UN laissez-passer
- Processed 77.5 tons of items through diplomatic pouches, on behalf of Geneva-based UN entities

The Human Resources Management Service provided:
- General human resources management
- Policy and legal services
- Learning and training activities
- Medical and welfare services

The Financial Resources Management Service supported:
- Budget
- The processing of around 300,000 payments
- Accounts and trust fund management
- Treasury
- Payroll and accounts payable

The Payroll services provided for nearly 6,000 UN system staff.

People and Operations Management

There were 1,613 staff at UN Geneva, including temporary staff, on 31 December. 52% of staff were female.

109 nationalities, from a wide range of professional backgrounds.

Medical support and advice provided to staff, including workplace COVID-19 contact tracing and 24/7 telephone support.

Medical-related administrative services provided for more than 15,000 staff in the field and at main duty stations.

The United Nations Staff Mutual Insurance Society against Sickness and Accidents provided medical insurance for staff, retirees, and their dependents – a total of over 35,000 persons.

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1,657 tons of CO₂ equivalent emitted by UN Geneva. Most of these emissions were due to consumption of natural gas and other fuel for heating. Through a carbon-offset programme, UN Geneva is climate-neutral.

98% of the 492 tons of waste produced by UN Geneva was reused, recycled, composted, incinerated or recovered. This included waste from the Strategic Heritage Plan renovation project.

594,572 m³ of water used by UN Geneva.

Over 150 staff attended a virtual Strategic Heritage Plan “open house” event on the renovation of the historic Palais des Nations buildings.

The Strategic Heritage Plan project spent SwF 93 million on renovation work on the historic buildings of the Palais des Nations. 9 conference rooms in section AC of the Palais were under renovation.

Over 40 weekly briefings to update Strategic Heritage Plan focal points on the progress with the renovations.

ENVIROMENTAL AWARENESS

STRAIGHTIC HERITAGE PLAN

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PEACE TALKS

7,979 meetings organized, of which:
- 4,474 were in person
- 103 were virtual
- 3,402 were hybrid

39.3% of meetings included interpretation services.

576 summary records produced

77,933,605 words translated
**DIRECTOR-GENERAL**

Chaired 4 meetings of the UN inter-agency Security Management Team

Briefed all 5 regional groups and held 3 informational sessions with Member States

Went on 11 missions

Held 81 bilateral meetings with representatives of Member States from all 5 geographical regions; 32 were with Heads of State and Government, foreign ministers or other high-level dignitaries

40 new permanent representatives presented their credentials and 3 new permanent observers presented their nomination letters.

16 Executive Briefings held – 7 in person and 9 in a hybrid mode – with an average attendance of 48 delegations per briefing

Gave 18 interviews

Had 151 public speaking engagements, including 30 engagements either virtually or by video message

Tweeted 365 times

**March**

To participate in the UN Senior Women Leaders’ Retreat, in New York

**April**

To deliver the annual lecture at the seventh Delphi Economic Forum, in Greece

**May**

To participate in the Annual Meeting of the World Economic Forum, in Davos, Switzerland

**June**

To participate in the ninth Global Baku Forum, in Azerbaijan

**August**

To participate in Diplomacy Day at the Locarno Film Festival, in Switzerland

**September**

To participate in the celebration of the 20th anniversary of Switzerland’s membership in the United Nations, in Melide, Switzerland

**October**

To participate in the 77th session of the First Committee of the General Assembly, in New York

To participate in the fifteenth Verona Eurasian Economic Forum, in Baku

**December**

To participate in the international conference Institutionalized Prevention and Response to Gender-based Violence, in Tashkent

**2022 in numbers**

Went on 11 missions

May

To participate in the Annual Meeting of the World Economic Forum, in Davos, Switzerland

June

To participate in the ninth Global Baku Forum, in Azerbaijan

August

To participate in Diplomacy Day at the Locarno Film Festival, in Switzerland

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**2022 in numbers**
LIAISON WITH NON-GOVERNMENTAL ORGANIZATIONS

The gender breakdown of participants in the activities of the Centre for Learning and Multilingualism was:
- Women: 61.3%
- Men: 33.3%
- Other: 5.3%

LEARNING AND DEVELOPMENT

- 3,334 participants in 293 language training courses:
  - 271 students in Arabic
  - 177 students in Chinese
  - 446 students in English
  - 1,619 students in French
  - 296 students in Russian
  - 525 students in Spanish

- 4,884 participants in management and communication training activities across:
  - 97 training workshops,
  - 16 lunchtime learning events,
  - 14 outreach activities
  - 217.5 hours of coaching

- 132 candidates took language tests.
- 315 candidates sat recruitment exams in 49 sessions.
- 37 Knowledge and Learning Commons sessions organized;
  - 1,949 attendees, of whom were
    - 1,113 women
  - 836 men

- 11 Conference Primers comprising
  - 3,468 resources, plus 2 mobile guides
  - for specific conferences added to the Conference Primers for diplomats and delegates; resources consulted 6,182 times

RECORDS AND ARCHIVES

- 4,275 representatives of 1,040 NGOs in consultative status with the Economic and Social Council accredited to UN Geneva
- 2,596 views of Knowledge and Learning Commons events on YouTube
- 30 online learning resource guides developed
- 618,670 page views of the online Archives platform, catalogue and repository
- 1,635 answers provided through the “Ask an Archivist” online system
- 25,017 page views of Archives research guides
- 392 staff and external researchers assisted via phone and email
- 47,906 records digitized
- 364 on-site visits to the Archives Reading Room
- 1,682 page views of Knowledge and Learning Commons events on YouTube

Year | Accredited representatives | NGOs
--- | --- | ---
2022 | 4,275 | 1,040
2021 | 2,998 | 748
2020 | 3,950 | 1,153
2019 | 5,142 | 1,048
Nearly 300 people participated in an awareness-raising campaign at the Sustainable Development Goals pop-up space at Geneva Airport.

2,025,200 followers across UN Geneva’s 5 main social media platforms as of 31 December:

- **Twitter (English)**: 883,000 followers (+23%)
- **Facebook**: 699,000 followers (+4.5%)
- **Instagram**: 340,000 followers (+15.6%)
- **Linkedin**: 97,000 followers (+15.6%)
- **Twitter (French)**: 6,200 followers (+100%)

2.6 million engagements across the five social media platforms (the number of times @UNGeneva posts were seen by social media users).
Podcast production:
24 episodes of the English-language news podcast UN Catch-Up
46 episodes of the French-language news podcast ONU Info Genève
23 episodes of The Next Page, the podcast on multilateralism

988 webcast videos produced
23,274 visitors to the Palais des Nations took a guided tour.
24,887 visitors to the UN Museum Geneva

1,286 photos uploaded to UN Geneva’s Flickr page
23,274 visitors to the Palais des Nations took a guided tour.

1,126 photos uploaded to UN Geneva’s Flickr page
23,274 visitors to the Palais des Nations took a guided tour.

18 in-person and virtual briefings on the Sustainable Development Goals offered to 975 people, including diplomats, students and private sector representatives.

296 people subscribed to a social media group where information about resources and events pertaining to the Sustainable Development Goals is shared.

The high-level segment of the Conference on Disarmament was held from 28 February to 2 March.

46 dignitaries attended in total, and there were more than 150 participants each day.

In 2022, a total of 363 people participated in the Conference on Disarmament:
• From Member States: 153 men and 86 women
• From non-Member States: 82 men and 42 women
• Out of 64 heads of delegations: 46 men and 18 women

100 hybrid biweekly press briefings
32 stories and features published on the SDG Lab website, which received a new design and site architecture in May

18 stand up banners with information about the Sustainable Development Goals and trade for the exhibition entitled #YouNeedToKnow: Making Trade Work for People and the Planet at the WTO Public Forum.

To date, 112 publications have been developed by the Perception Change Project, which are available free online for everyone’s use.

16 information programmes for a total of 473 university and graduate students
39 participants from 37 countries in the 60th Graduate Study Programme, the UN’s longest-running educational initiative

8 Ciné-ONU sessions
364 people from 213 organizations make up the Geneva SDG Community, a dynamic network dedicated to delivering the Sustainable Development Goals.

1,286,320 unique visitors to ungeneva.org, who looked at a total of 3,434,351 pages

326 people from 213 organizations make up the Geneva SDG Community, a dynamic network dedicated to delivering the Sustainable Development Goals.

70,000 visits to the SDG Lab’s Twitter account and 4,650 to its LinkedIn profile

46 key individuals in the Pipeline Builder sustainable finance pilot project were interviewed for the SDG Lab website: the United Nations Resident Coordinator in Ghana, Charles Abani; the Chief Executive Officer of the Ghana Investment Promotion Centre, Yofi Grant; the founder and Chief Executive Officer of the Ground Up Project, Brindusa Burrows; and a former Assistant Secretary-General, John Hendra.

296 people subscribed to a social media group where information about resources and events pertaining to the Sustainable Development Goals is shared.

4 key individuals in the Pipeline Builder sustainable finance pilot project were interviewed for the SDG Lab website: the United Nations Resident Coordinator in Ghana, Charles Abani; the Chief Executive Officer of the Ghana Investment Promotion Centre, Yofi Grant; the founder and Chief Executive Officer of the Ground Up Project, Brindusa Burrows; and a former Assistant Secretary-General, John Hendra.