Delegates Handbook

Seventy-eighth session of the United Nations General Assembly

Opening date of the seventy-eighth session of the General Assembly
Tuesday, 5 September 2023

General debate of the seventy-eighth session of the General Assembly
Tuesday, 19 September to Saturday, 23 September, and Tuesday, 26 September 2023

High-level political forum on sustainable development convened under the auspices of the General Assembly
Monday, 18 September and Tuesday, 19 September 2023

High-level Dialogue on Financing for Development
Wednesday, 20 September 2023

High-level meeting on pandemic prevention, preparedness and response
Wednesday, 20 September 2023

High-level meeting on universal health coverage
Thursday, 21 September 2023

Preparatory ministerial meeting for the Summit of the Future
Thursday, 21 September 2023

High-level meeting on the fight against tuberculosis
Friday, 22 September 2023

High-level plenary meeting to commemorate and promote the International Day for the Total Elimination of Nuclear Weapons
Tuesday, 26 September 2023

Emergency information and updates

Hotline for updates during weather emergencies or other urgent situations	212 963 7090
Websites	emergency.un.org www.un.int/

The websites also offer the option of subscribing to email, text message or automated voice call alerts.

Delegates Handbook

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Seventy-eighth session of the General Assembly of the United Nations

United Nations
New York, September 2023–September 2024

Note

The present booklet contains information of a general nature about United Nations Headquarters that is applicable throughout the seventy-eighth session of the General Assembly. Suggestions for changes to the booklet should be addressed to the General Assembly Affairs Branch (email: gaab@un.org).

Further information in preparation for the session can be found in the information note for delegations (A/INF/78/4) and the *Journal of the United Nations*.

The present booklet is also available on the website www.un.org/dgacm/en/content/protocol/delegates-handbook and from the General Assembly website (www.un.org/en/ga).

ST/CS/73
September 2023–September 2024

Message from the Secretary-General

The seventy-eighth session of the General Assembly of the United Nations confronts an array of complex challenges: escalating conflicts and worsening climate chaos, entrenched poverty and hunger, widening inequalities and deepening mistrust and division.

These are not isolated issues but shared global tests, and they require collective resolve and unified action. The world looks to the General Assembly to build bridges of understanding and to unite Member States around common solutions to common problems.

The *Delegates Handbook* is an important guide to United Nations intergovernmental bodies. It provides vital information to delegates for the conduct of their daily work, from accreditation and protocol to conference management and media services. I am confident that all participants, whether new or seasoned, will find value in the pages of this year's *Handbook*.

I look forward to working together to shape a better, more peaceful future for all, and offer my best wishes for success in your deliberations.

António Guterres

Secretary-General of the United Nations

Foreword by the Under-Secretary-General

As Under-Secretary-General for General Assembly and Conference Management, it is my honour and privilege to present the *Delegates Handbook* for the seventy-eighth session of the General Assembly. The *Handbook* is intended to guide you through the work of the Assembly and its subsidiary bodies. It lists information on services and facilities provided by several departments and offices of the Secretariat, which work together to facilitate the intergovernmental process so that you can carry out your valuable work.

In addition to the general debate, the General Assembly will hold an unprecedented number of meetings on the margins of the high-level week: the high-level political forum on sustainable development convened under the auspices of the General Assembly; the High-level Dialogue on Financing for Development; a preparatory ministerial meeting for the Summit of the Future; the high-level plenary meeting to commemorate and promote the International Day for the Total Elimination of Nuclear Weapons; and three high-level meetings focused on health: on pandemic prevention, preparedness and response, on universal health coverage and on the fight against tuberculosis.

Further information on the session can be found in the information note for delegations (A/INF/78/4), the annotated preliminary list of items to be included in the provisional agenda (A/78/100) and the annotated draft agenda (A/78/100/Add.1). In addition, the *Journal of the United Nations* provides real-time information and updates on the venue, format and time of meetings.

The Department for General Assembly and Conference Management is committed to serving and supporting Member

States to the best of its abilities. I wish you a productive and successful session.

Movses Abelian

Under-Secretary-General for General Assembly and Conference Management

Table of contents

Message from the Secretary-General V
Foreword by the Under-Secretary-General VII

I. General information

Access to United Nations Headquarters 14
United Nations grounds passes and admission to meetings 14
Information (telephones and desk locations) 17
Health-Care Management and Occupational Safety and Health Division 17
Protocol and Liaison Service 21

II. General Assembly and its Main Committees, the Economic and Social Council and other organs

Plenary meetings of the General Assembly and meetings of the General Committee 27
Main Committees of the General Assembly 29
Economic and Social Council 31
Other organs 32

III. Conference services

Use and care of United Nations electronic equipment . . . 38
Use of cameras and cellular phones 38
Seating protocol 38
Journal of the United Nations 39
Statements in plenary meetings and in meetings of the Main Committees 41
Interpretation 41
Records of meetings 43
Document facilities 45

IV. Media, public and library services

Press conferences 49
Services to correspondents 49
UN News 53
UN Video 54
Media services and facilities 55
United Nations media partnerships 57
United Nations photographs 57
Campaigns and Country Operations Division 58
Communications campaigns and focal points 58
Social media 59
United Nations information centres 60
Dag Hammarskjöld Library 65

V. Facilities and services for delegations

Travel entitlements for delegations of the least developed countries attending the session of the General Assembly 71
Travel services 81
Delegates Lounge 82
Dining room and cafeteria facilities 82
Access to United Nations Headquarters for guests of delegates during and after the general debate period 86
Traffic in the Secretariat Circle and through the East 43rd Street gate 86
United Nations-issued identification 87
Mail and messenger services 88
Audiovisual services 88
Archives and Records Management Section 91
Information and communications technology services . . . 91
United Nations Postal Administration 93
Garage Administration 94
United Nations Institute for Training and Research 99
United Nations International School 100
New York City liaison 102
Programmes 103

Services 104
Hospitality Committee for United Nations Delegations . . 104
Banking facilities 105
United Nations maps 106
Request for use of United Nations premises 106
Facilities for persons with disabilities 108
Frequently asked questions 109

I. General information

United Nations Headquarters occupies an 18-acre tract of land on Manhattan Island. The site is bounded to the south by East 42nd Street, to the north by East 48th 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 the GA-200 suite
- Library Building (reading room open; other areas closed for security reasons)
- South Annex Building (closed for security 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 2nd and 3rd floors, with conference rooms 1, 2, 3, 9, A, B, C and D on the first basement level and conference rooms 1, 2, 3 and 10 on the 1st floor
- Secretariat Building (39 storeys), where press conferences are held on the 2nd floor

All conference rooms and 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 45th Street. There is also an entrance by the Library and South Annex Buildings, near East 43rd Street.

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

- DC1, One United Nations Plaza, 787 First Avenue
- DC2, Two United Nations Plaza, 323 East 44th Street

- FF Building, 304 East 45th Street
- Albano Building, 305 East 46th Street
- One Dag Hammarskjöld Plaza, 885 Second Avenue
- Daily News Building, 220 East 42nd Street
- United Nations Institute for Training and Research (UNITAR) Building, 801 United Nations Plaza
- Falchi Building, 31-00 47th Avenue, Long Island City, Queens

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 comprising "3" or "7" followed by 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".

Access to United Nations Headquarters

- **Pedestrian entry:** The entrance for delegations to the General Assembly Hall is located at First Avenue and East 45th Street. Delegates can also enter via the 42nd and 46th Street entrances.
- **Vehicle entry:** To enter and park at Headquarters, all mission vehicles require United Nations diplomatic licence plates ("D" plates), as well as a parking e-tag for the session of the General Assembly (for more information, please see the section on the Garage Administration on page 94).

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 e-Registration system, available through the e-deleGATE portal (edelegate.un.int). Guidelines on e-Registration and answers to frequently asked questions can be found on the Protocol and Liaison Service website (www.un.org/dgacm/en/content/protocol/meetings).

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 on the e-Registration system for intergovernmental organizations away from New York".

Types of passes[1]

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

Issuance of passes

Requests for passes for the following categories of participants may be processed through the e-Registration system (edelegate.un.int) by submitting to the Protocol and Liaison Service an

[1] 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 a valid United Nations grounds pass. 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 upload a new photograph or have their photograph retaken at the office of the Pass and Identification Unit.

online application form, with a passport-sized photograph with a white background if 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 with white background in JPEG format required)
- Members of official delegations (colour photograph with white background in JPEG format required)

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 (18–25 September 2023) is Friday, 8 September 2023. To access the General Assembly Hall and other areas of the buildings during the high-level segment, a secondary pass will be required. For more information, see the information note for delegations (A/INF/78/4).

Department of Safety and Security

	Tel.	Room
Security Operations Centre	212 963 6666	NL 2B-044

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 Security Operations Centre also addresses queries concerning lost and found items from 5 p.m. to 8 a.m.

The Security Operations 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. 3-5555 from a United Nations telephone). For further details, see https://iseek.un.org/nyc/emergencyNY.

	Tel.	Room
Special Services Unit	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.

Information (telephones and desk locations)

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

- Location and telephone numbers of delegations
- Office or official to be contacted for technical or substantive queries
- 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, please see page 92).

Health-Care Management and Occupational Safety and Health Division

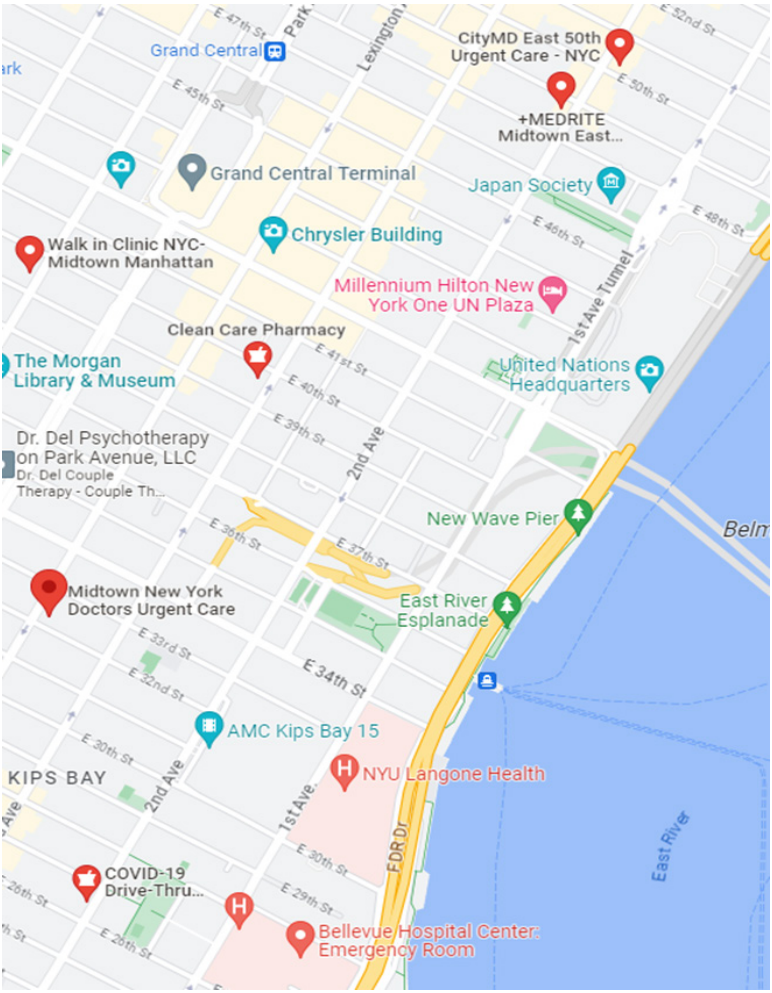
The Health-Care Management and Occupational Safety and Health Division provides on-site emergency medical assistance to delegates and members of diplomatic missions to the United Nations. In addition, the United Nations Headquarters Clinic within the Division provides first aid for injuries, travel-related 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 General Assembly, an immediate medical response capability for the main campus will be provided by the United Nations Headquarters Clinic, New York City paramedics and United Nations security staff.

In a medical emergency, contact the Security Operations Centre (tel.: 212 963 6666), which will coordinate with the United Nations

Headquarters Clinic, other medical assistance providers or the local emergency services (911), as appropriate.

Basic health care: Anyone with COVID-19-like symptoms is required to leave the premises immediately. Persons with low-grade illness should seek care from one of many local providers. Basic care for physical injuries or first aid is available at the 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 by telephone during business hours (tel.: 212 963 7080).



Source: Map data © 2021 Google, United States of America

Service	Name	Contact	
General medical consultations in the United Nations Headquarters area	CityMD East 50th Street	952 Second Avenue (between 50th and 51st Streets) 212 271 4864	
	CityMD East 37th Street	561 Third Avenue 212 729 4668	
	MedRite	919 Second Avenue 212 935 3333	
Emergency care	Bellevue Hospital	Via Security and Safety Service, Security Control Centre Ext. 36666	Emergency room – 462 First Avenue 212 562 8052
	Cornell		
	New York-Presbyterian		Emergency room – 525 East 68th Street 212 746 5454
Eye emergencies	New York Eye and Ear Infirmary of Mount Sinai	310 East 14th Street 212 979 4000	
Dental	Emergency dentist	9 East 45th Street, 6th floor 646 783 1175	
	Emergency Dental Center	18 East 48th Street, room 1702 646 992 0930	
	Emergency dentist 24/7	8 Gramercy Park South 888 896 1427	
Infectious diseases	Mount Sinai-Union Square	10 Union Square East, suite 3H 212 420 4005	
	Bellevue Virology Clinic	462 First Avenue 212 562 4038	
	Travel Medicine NYC	109 East 38th Street 212 725 0580	

Service	Name	Contact
COVID-19 testing Also available at most pharmacies and pop-up testing sites	CityMD East 50th Street	952 Second Avenue (between 50th and 51st Streets) 212 271 4864
	CityMD East 37th Street	561 Third Avenue 212 729 4668
	MedRite	919 Second Avenue 212 935 3333
	Medical Offices of Manhattan	211 East 51st Street 212 398 1709
	LEAA Health	509 Fifth Avenue 866 275 7594

Protocol and Liaison Service

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

	Tel.	Email	Room
Beatrix Kania *Chief of Protocol*	212 963 7171	beatrix.kania@un.org	S-0208
Nicole Bresson *Deputy Chief of Protocol*	917 367 4320	bresson@un.org	S-0212
Aicha Benmansour *Senior Protocol Officer*	917 367 8268	aicha.benmansour@un.org	S-0202
Fariz Mirsalayev *Protocol Officer*	212 963 7177	mirsalayev@un.org	S-0205
Jessica de Lesparda *Protocol Officer*	212 963 6929	delesparda@un.org	S-0207
Junmo Gu *Associate Expert, Protocol*	212 963 6536	junmo.gu@un.org	S-0203
Wai Tak Chua *Meetings Registration and Access*	212 963 7181	chuaw@un.org	S-0213
Hans Grohmann *Blue Book*	212 963 2938	grohmann@un.org	S-0211

For information on the protocol officers and their respective portfolios of Member States, observer States and intergovernmental organizations, as well as detailed information on the registration of delegates and staff members, please see the Protocol and Liaison Service website (www.un.org/dgacm/en/content/protocol).

Credentials

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 one week before the opening of the session, if possible.

A scanned copy of the credentials, as well as other communications containing the names of representatives (such as letters and notes verbales from the permanent missions), should be submitted only through the e-Credentials online platform, which can be accessed through the e-deleGATE portal (edelegate.un.int). Emailed submissions of scanned copies of the credentials will not be accepted. Only the original hard copy of the credentials should be delivered to the Office of Legal Affairs, located on the 36th floor of the Secretariat Building.

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 and 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* can be found on the Protocol and Liaison Service website, along with a list of Heads of State and Government and ministers for foreign affairs, a list of senior United Nations officials, the Manual of Protocol and other useful information (www.un.org/dgacm/en/content/protocol).

II. General Assembly and its Main Committees, the Economic and Social Council and other organs

General Assembly

Information on the General Assembly is available at www.un.org/ga.

President of the General Assembly

Dennis Francis (*Trinidad and Tobago*)

On 1 June 2023, the General Assembly elected the President for the session, pursuant to rule 30 of its rules of procedure.

Office of the President of the General Assembly

The Office is located on the 2nd floor of the Conference Building.

	Tel.	Email	Room
Office of the President	212 963 7555	opga@un.org	CB-0246
Spokesperson	212 963 6274		S-0244

Vice-Presidents of the General Assembly

On 1 June 2023, pursuant to rule 30 of its rules of procedure, the General Assembly elected the 21 Vice-Presidents for the session.

1. Bolivia (Plurinational State of)
2. China
3. Congo
4. Estonia
5. France
6. Gambia
7. Iceland
8. Iran (Islamic Republic of)
9. Malaysia
10. Morocco
11. Netherlands (Kingdom of the)
12. Russian Federation
13. Senegal
14. Singapore
15. Sri Lanka
16. Suriname
17. Uganda
18. United Kingdom of Great Britain and Northern Ireland
19. United States of America
20. Uzbekistan
21. Zambia

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

Director
Ruth de Miranda
demiranda@un.org

General Assembly Affairs Branch

Chief
Kenji Nakano
nakano@un.org

Sangeeta Sharma
sharma7@un.org

Svetlana Emelina Sarte
emelina@un.org

Rukshan Perera
perera2@un.org

Wannes Lint
lint@un.org

Gal Buyanover
gal.buyanover1@un.org

Rommel Maranan
maranan@un.org

Arrangements for the list of speakers

Carlos Galindo
galindo@un.org

Information on plenary elections and candidatures[2]

Gal Buyanover
gal.buyanover1@un.org

Rommel Maranan
maranan@un.org

All the individuals 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 session is set out in the report of the Secretary-General on the revitalization of the work of the General Assembly (A/77/900). There is no predetermined programme of work for formal and informal meetings of the plenary for the resumed part of the session (1 January 2024–September 2024). Meetings will be announced in the *Journal of the United Nations* when they have been scheduled.

Agenda: The provisional agenda of the session is set out in A/78/150. The annotations are set out in A/78/100 and A/78/100/Add.1. After its adoption by the plenary, the agenda will be issued as A/78/251 (see A/78/252 for the allocation of agenda items).

[2] Information on candidates submitted by Member States for the session may be found on the e-Candidatures and Elections module, which is accessible through the e-deleGATE portal (edelegate. un.int).

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 (edelegate.un.int). For support with registering speakers, please email gaspeakerslist@un.org and galindo@un.org.

Draft resolutions and decisions: For the submission of a draft resolution or decision for the plenary, please consult the guidelines for the submission of proposals (www.un.org/en/ga/pdf/guidelines_preparation_co-sponsorship_proposals_submission_GA76.pdf).

High-level meetings and the general debate: Arrangements for the high-level meetings and the general debate are set out in the information note for delegations (A/INF/78/4).

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/78/1). The report of the Ad Hoc Working Group on the Revitalization of the Work of the General Assembly[3] contains, among other things, an inventory chart of General Assembly resolutions on the revitalization of the work of the Assembly.

e-deleGATE portal, including Plenary Place

The Department for General Assembly and Conference Management has centralized the digital services available to delegates through the e-deleGATE portal (edelegate.un.int). This password-protected portal contains links to general information (e.g. official documents, the *Journal of the United Nations* and the UN News Centre) and houses specific delegate-facing services, including online registration of delegates participating in meetings (e-Registration), inscription on the list

[3] See also www.un.org/en/ga/revitalization.

of speakers (e-Speakers), submission and sponsorship of draft resolutions (e-Proposals) for the General Assembly, its Main Committees and its subsidiary bodies, and circulation of letters from the President of the General Assembly addressed to the Permanent Representatives and Permanent Observers to the United Nations in New York (Plenary Place).

Access to e-deleGATE is managed by access administrators in each permanent mission. They can grant access to various parts of the portal to delegates in their missions. Additional users can be granted access by the e-deleGATE access administrators at the permanent missions through the access management module. New delegates should contact their access administrators to gain access. Questions from access administrators at the permanent missions can be directed to missions-support@un.int.

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).

Main Committees of the General Assembly

Pursuant to rule 30 of the rules of procedure of the General Assembly, the First Committee, the Second Committee, the Third Committee, the Special Political and Decolonization Committee (Fourth Committee), the Fifth Committee and the Sixth Committee have elected their respective Chairs for the session of the Assembly. See the sections below on 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: Rytis Paulauskas (Lithuania)

Secretary of the First Committee
Sonia Elliott (elliotts@un.org)

Second Committee

Chair: Carlos Amorín (Uruguay)

Secretary of the Second Committee
Emer Herity (herity@un.org)

Third Committee

Chair: Alexander Marschik (Austria)

Secretary of the Third Committee
Ziad Mahmassani (mahmassani@un.org)

Special Political and Decolonization Committee (Fourth Committee)

Chair: Mathu Joyini (South Africa)

Secretary of the Fourth Committee
Jullyette Ukabiala (ukabiala@un.org)

Fifth Committee

Chair: Osama Mahmoud Abdelkhalek Mahmoud (Egypt)

Secretary of the Fifth Committee
Lionel Berridge (fifthcommittee@un.org)

Sixth Committee

Chair: Suriya Chindawongse (Thailand)

Secretary of the Sixth Committee
Huw Llewellyn (llewellyn@un.org)

Economic and Social Council

The current session of the Economic and Social Council runs from 27 July 2023 to 24 July 2024. Pursuant to Council decision 2024/200, members of the Bureau of the Council were elected for the 2024 session. The Bureau's main functions are to organize the work of the session (see resolution 2024/1 on the working arrangements for the 2024 session of the Council), with the support of the Secretariat (Department for General Assembly and Conference Management and Department of Economic and Social Affairs). More information on the Council is available from the website of the Council (www.un.org/ecosoc/en) and the e-deleGATE portal.

Office of the President

The office is located on the 2nd 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

Economic and Social Council Affairs Branch, General Assembly and Economic and Social Council
Affairs Division
Chief of Branch and Secretary of the Council
Emer Herity (herity@un.org)

Office of Intergovernmental Support and Coordination for Sustainable Development, Department of Economic and Social Affairs
Acting Director
Neil Pierre (pierre52@un.org)

Other organs

Credentials Committee

Secretary of the Committee
Tomoko Iwata (ecredentials@un.org)

Advisory Committee on Administrative and Budgetary Questions

Executive Secretary
Felista Ondari (ondari@un.org)

Committee on Contributions

Secretary of the Committee
Sharon Borsits (borsits@un.org)

Committee on Conferences

Secretary of the Committee
Xin Tong-Maywald (tongx@un.org)

III. Conference services

Meetings and documentation services

The Department for General Assembly and Conference Management is responsible for providing the following services for 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
  - eStatements
  - Printing
  - Distribution
  - Official, written meeting records

For general enquiries regarding meeting requests and related services, please contact the Meetings Management Section (gmeets@un.org).

For general enquiries regarding documents, please contact the Documents Management Section (dms@un.org).

For general enquiries regarding printing and distribution of documents, eStatements and related services, as well as meetings support services in the conference rooms, please contact the Meetings Support Section (chiefmss-dgacm@un.org).

Programme of meetings

The programme of meetings is prepared by the Meetings Management Section. The daily programme of meetings is published online in the *Journal of the United Nations*.

All authorized clients, including permanent missions and United Nations entities, that wish to book conference rooms and meeting services should submit a request through the gMeets one-stop shop portal (conferences.unite.un.org/gMeets). The portal is 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 can track the status of their requests in the "All My Requests" section of the portal. For additional information, please contact the Meetings Management Section (gmeets@un.org). For technical support related to the gMeets one-stop shop portal and user accounts, please contact the Helpdesk (gmeets-helpdesk@un.org).

Duration of meetings

Morning meetings are generally scheduled from 10 a.m. to 1 p.m. and afternoon meetings from 3 to 6 p.m. Lunchtime bookings can be accommodated from 1.15 to 2.30 p.m. Owing to limited capacity, interpretation services are not available for non-mandated, unofficial meetings, press briefings or lunchtime bookings.

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 arrive at meetings on time. In its resolution 59/313 of 12 September 2005, the General Assembly strongly urged all officers presiding over its meetings to start them on time. Delegations are also requested to complete their meetings and vacate conference rooms on time in order to allow sufficient time to prepare for subsequent meetings.

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 minimum of 30 minutes 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.

Interpretation requests received from regional and other major groupings of Member States, and requests for interpretation at other informal meetings, can be accommodated only when conference service resources are available. Please note that interpretation services are available only from 10 a.m. to 1 p.m. and from 3 to 6 p.m. on weekdays (Monday to Friday).

Participants joining meetings with interpretation remotely should follow the guidance contained in table A, "Required set-up for virtual meetings with interpretation", and table B, "Technical specifications".

Table A: Required set-up for virtual meetings with interpretation

United Nations interpreters always strive to support multilingualism and provide high-quality services. However, in a remote setting, they are increasingly exposed to excessive cognitive stress and, as a consequence, possible health hazards.

Good, clear audio is the most important requirement in order for interpreters to provide their service. The risk of disruption in interpretation increases as audio quality deteriorates.

The best way to guarantee audio quality is to observe the following requirements:

- Connect from a **computer or laptop only**.
- Avoid using hand-held devices, including smartphones and tablet computers such as iPads.
- Use Chrome or Firefox (Safari for Macs).

- The Internet connection must be strong and stable (minimum download/upload: 10 Mbps).
- Connecting the broadcasting device via an **Ethernet cable** ensures maximum stability.
- In the absence of a cabled connection, the Wi-Fi signal must be excellent.
- Log in early to test the connection.

- Please use a high-quality **microphone** such as the following:
  - A lapel microphone
  - A unidirectional table microphone
  - A wired headset with a built-in microphone.
- **Ensure that the broadcasting platform recognizes the microphone**.
- Speaking from a quiet environment is of the utmost importance.
- Avoid sitting in a large empty room to minimize echo.

- **Avoid** using the computer's built-in microphone.
- Omnidirectional microphones pick up ambient noise and should be avoided.
- **Avoid** smartphone-style wireless earbuds and earphones with in-line microphones, and other Bluetooth devices.

- **Advance sharing of prepared statements** with interpreters will minimize the risk of interpretation being suspended should connectivity issues arise.
- Send public statements for open meetings to estatements@un.org.
- Send prepared remarks to is-unhq@un.org. They will not be published or shared with anyone but the interpreters.

Deliver statements at a moderate pace, no more than 100–120 words per minute.

Make sure the microphone is muted at all times when you are not taking the floor.

When you take the floor, all other devices and notifications should be muted.

Avoid adding background music to pre-recorded statements.

Table B: Technical specifications

Equipment	Technical specifications
Computer minimum requirements	**Memory**: 4 GB RAM or higher **CPU score**: 3,500 or higher **Operating system**: Windows 8 or higher/macOS High Sierra or higher **How to measure CPU score**: On Mac: download instructions for Mac (PDF) On Windows: download instructions for Windows (PDF)
Recommended microphones	**Suggested models**: Unidirectional microphone: Blue Yeti, Blue Yeti Nano or similar Lapel microphone: Sennheiser ME 4-N cardioid lavalier microphone or similar **Tech specs**: Polar pattern: cardioid (directional) Frequency response: 20 Hz–20 kHz Max SPL: 120 dB (THD: 0.5% 1 kHz)
Recommended headsets	**Suggested models**: Sennheiser SC 660 USB, SC 260 USB, SC 70 USB CTRL, SC 75 USB CTRL or similar **Tech specs**: Sample rate: at least 44 kHz or above Bit depth: at least 16-bit or above Polar pattern: cardioid (directional) Frequency response: 20 Hz–20 kHz Max SPL: 120 dB (THD: 0.5% 1 kHz)

For further guidance on remote participation in meetings with interpretation and supporting interpreters in performing their work, please visit www.un.org/dgacm/en/content/remote-participation-requirements-multilingual-united-nations-meetings.

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

In order to ensure the smooth conduct 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 administrative instruction on the use of space at Headquarters in New York for meetings, conferences, events and exhibits (ST/AI/2019/4). The administrative instruction provides up-to-date guidance on the use of United Nations premises, including conference rooms, with an emphasis on the non-commercial nature of such meetings and the responsibilities of the sponsors.

Use and care of United Nations electronic equipment

Delegates and other meeting participants are reminded that food and drinks are strictly prohibited in conference rooms to avoid accidental damage, in particular of conference management and simultaneous interpretation 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 are reminded to refrain from making or accepting cellular phone calls at their delegation tables.

Seating protocol

The Secretary-General, on 1 June 2023, drew the name of North Macedonia from among the Member States to occupy the first seat in the General Assembly Hall during the seventy-eighth session of the General Assembly. Consequently, the delegation of North Macedonia 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 may be obtained electronically by sending an email request to the Chief of the Meetings Support Section (chiefmss-dgacm@un.org).

Requests by a delegation for accessible seating, in line with paragraphs 33, 34, 36 and 37 of General Assembly resolution 73/341, should be directed to the secretariat of the intergovernmental body concerned.

Journal of the United Nations

The *Journal of the United Nations* is prepared by the Journal Unit. The working hours of the Journal Unit during the main part of the General Assembly session are from 9.30 a.m. to 6 p.m.

The *Journal* is issued from Monday to Friday, except holidays. 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 smartphones and tablets, is available at journal.un.org. The latest PDF version of the online *Journal* can be downloaded and printed from the Journal website, in all six official languages, by clicking "Download PDF". The *Journal* is also accessible through the website of the United Nations, the Official Document System (documents.un.org/), X (formerly known as Twitter) (@Journal_UN_ONU) and Facebook (facebook.com/UNJournal.Official), and by eSubscription (to subscribe, please visit undocs.org).

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

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

- Other events
- Conferences and summits

In addition, the digital version features:

- Real-time updates of meeting information
- Daily list of documents
- Statements delivered by Member States at official meetings
- Signatures and ratifications of multilateral treaties deposited with the Secretary-General
- Information on press conferences
- International Court of Justice meetings held in The Hague
- General information
- Global calendar of conferences and meetings

Material related to informal consultations and other meetings and events should be communicated by email to journal@un.org. The deadline for the submission of material to be included in the following day's issue of the *Journal* is 4 p.m. For other activities, material should be submitted before 4 p.m. at least two days in advance.

Material for inclusion as events organized by permanent and observer missions to the United Nations should be sent to the Journal Unit (journal@un.org) by 4 p.m. at least two days in advance using the following form: https://cdn.unmeetings.org/OtherEvents/OtherEventsRequestForm.docx.

The Other Events section of the *Journal* is reserved for announcements by permanent and observer missions to the United Nations. The United Nations neither reviews nor evaluates in any manner messages posted in the section. The United Nations disclaims all responsibility for messages posted in the section. All responsibility for messages posted in the section is completely and exclusively borne by the permanent or observer missions that post the messages. Such announcements will appear only in the language of submission.

Statements in plenary meetings and in meetings of the Main Committees

Delegations are requested to submit their statements (in both PDF and Microsoft Word formats, whenever possible) by email to the eStatements section of the *Journal* (estatements@un.org) well in advance of the meeting but no later than two hours before delivery and not in hard-copy format. The name of the meeting and the speaker, as well as the agenda item, should be indicated in the subject line of the email message 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 in the eStatements section of the *Journal*.

Questions related to eStatements should be addressed to the Chief of the Meetings Support Section (chiefmss-dgacm@un.org).

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. 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.

Any speaker may also make a statement in a language other than the official languages. In such cases, in accordance with rule 53 of the rules of procedure of the General Assembly, the delegation in question must provide an interpreter from the non-official language into an official language. Exceptional arrangements for bidirectional interpretation facilities for Heads

of States or Government may be requested. However, there will be only limited facilities to accommodate such non-official language interpreters on site. Delegations seeking to provide their own interpreters for non-official languages are requested to inform the Meetings Management Section well in advance by email (gmeets@un.org) and to copy the Interpretation Service (is-unhq@un.org) and the Broadcast and Conference Support Section (request-for-services@un.org). The Meetings Management Section will provide further instructions.

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 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 (known as PVs) or summary records (SRs). The records are prepared by the Secretariat and are subject to correction by delegations in line with the relevant rules of the body concerned. However, corrections that add to or alter the sense of a statement as actually delivered cannot be accepted.

- PVs contain coverage of 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.
- SRs cover the proceedings in a concise, abbreviated form. They summarize the views of the speakers and are not intended to reproduce statements textually.
- 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. Delegates submitting written statements for delivery during a meeting in one of the six official languages of the Organization are requested to provide a Microsoft Word version (in addition to the PDF copy) in order to facilitate the production of verbatim and summary records.
- The provision of written records (PVs or SRs) for United Nations bodies is regulated pursuant to decisions of the General Assembly and other principal organs.
- The Summary section of the Journal provides a brief overview of the proceedings as a reference.

In addition, audiovisual recordings of meetings are available for consultation (see page 90).

Corrections to meeting records

- **Corrections to PVs** should be sent to the Chief of the Verbatim Reporting Service (verbatim@un.org).
- **Corrections to SRs** should be sent to the Chief of the Documents Management Section (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 or 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.

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

Documents Management Section

	Email
Documents Management Section	dms@un.org
Chief Deirdre Durrance	durrance@un.org

Document 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:

- "General" series.
- "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 the Official Document System (ODS). ODS is accessible here: https://documents.un.org/.
- 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 specified documents issued at Headquarters will be 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).

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 and should specify the document symbol, the languages required, the quantity of copies requested and the physical delivery address.

Any additional documentation needed may be retrieved online through ODS (documents.un.org/). No login is required to access the portal. Documents are also available via the eSubscription service (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 by calling 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 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 the Executive Office of the Secretary-General (sgcentral@un.org), with a copy to dms@un.org and gaab@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.

For further information, please email dms@un.org.

Accessibility arrangements for persons with disabilities

Delegations are requested to inform the Secretariat of the accessibility requirements of delegates in order to facilitate participation in meetings. Upon request, adjustments can be made to seating arrangements with a view to enabling the participation of persons with disabilities, in accordance with paragraphs 33 and 34 of General Assembly resolution 73/341. For individual requests, please contact the Accessibility Centre (accessibilitycentre@un.org; tel.: 212 963 7348/9) no later than three working days prior to the meeting. Every effort will be made to assist with reasonable accommodation, should it be available.

The Accessibility Centre offers assistive information and communications technology to support those with auditory, visual or physical impairments. The assistive devices are available on-site or as a loan to participants with disabilities. The Accessibility Centre is located in the Conference Building (first basement level, by the Secretariat Building escalators). Please contact the Centre at accessibilitycentre@un.org for enquiries regarding available assistive tools and other requests related to accessibility accommodations. More information is available at www.un.org/dgacm/en/content/accessibility.

IV. Media, public and library services

Spokesperson for the Secretary-General

	Tel	Room
Spokesperson for the Secretary-General Stéphane Dujarric dujarric@un.org		
Deputy Spokesperson Farhan Haq haqf@un.org		
Associate Spokespersons Florencia Soto Nino sotonino@un.org Stephanie Tremblay tremblay@un.org Daniela Gross de Almeida daniela.grossdealmeida@un.org Shirin Yaseen Shirin.yaseen@un.org		
	212 963 7160	
	212 963 7161	S-0225
Press enquiries	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 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). Highlights of the noon briefing can be found on the website of the Spokesperson's Office (https://press.un.org/en/content/noon-briefings). For other services, see www.un.org/sg/spokesperson.

Department of Global Communications

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

News and Media Division

The News and Media Division produces multilingual multimedia products related to the work of the United Nations at Headquarters and around the world. It manages the Organization's main website, provides services for journalists, manages the United Nations audiovisual and photo libraries, and works with global partners to disseminate and broadcast United Nations products.

News and Media Division
Director
Ian Phillips
ian.phillips@un.org

Coverage and Media Services Branch
Deputy Director
Hak-Fan Lau
lau@un.org

Meetings Coverage Section (press releases)
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Mugeni Badjoko
badjoko@un.org

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English_press@un.org
English website: www.un.org/press/en/

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Audiovisual Services Section
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Multimedia Resource Unit
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Webcast Unit
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Chief
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Media Accreditation and Liaison Unit
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Tal Mekel
mekel@un.org

Media Documents Centre
mdc@un.org

News and Content Branch
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UN News – Planning and Features
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UN News – Dailies
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Digital and Promotion Branch
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Web Services Section
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Peter Dawkins
dawkins@un.org

Digital Support Unit
Chief
Robert Neshovski
neshovski@un.org

Partnerships Unit
Chief
Fang Chen
fchen@un.org

Press releases

The Meetings Coverage Section prepares:

- Press releases, in English and French, on open meetings, held at Headquarters by the principal organs of the United Nations and their main subsidiaries. They are usually published two hours after the end of a meeting.
- Press releases on major United Nations conferences held in other parts of the world.

Please note that press releases are not official records; they are information products for media and the public. English press releases are available at press.un.org/en. French press releases are available at press.un.org/fr.

Accredited correspondents may obtain press releases, links to documents, press kits and other United Nations materials from the Media Documents Centre by emailing mdc@un.org.

United Nations website

The main United Nations website (www.un.org) is available in all six official languages and includes a dedicated section for delegates (www.un.org/about-us/member-states), 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 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/dgacm/en/content/protocol/permanent-missions. 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 section (www.un.org/en/global-issues) provides one-stop access to information on at least 30 major topics.

Additional information can be obtained from the Web Services Section (webmaster@un.org or dawkins@un.org; tel.: 212 963 6974).

UN News

UN News produces daily multimedia news reports, interviews, feature stories 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.

UN News also provides thematic news focus pages on several United Nations priorities, in addition to 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, free of charge, 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 app for smartphones, available for iOS and Android devices (in the six official languages, as well as Kiswahili, Portuguese and Hindi), provides access to online stories and live streaming of major United Nations meetings and press conferences. Delegates can follow events live by using the Live tab, which links to UN Web TV coverage.

Delegates can listen live to most activities at Headquarters via the UN Audio Channels app for smartphones, available on both iOS and Android. The app also offers daily news, features and audio podcasts on demand. The on-demand audio content is also available on Apple Podcasts, iTunes, Google Podcasts, major podcast platforms such as Spotify, SoundCloud, Stitcher and Castbox, and other audio RSS client software.

The multilingual UN News content is also distributed via social media platforms, including Facebook, X (formerly known as Twitter), YouTube and SoundCloud, as well as other language-specific platforms.

UN News coverage does 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, videos 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 or call 212 963 5597.

For more information on UN News, please email unnews@un.org.

UN Video

The UN Video Section produces videos on breaking news, 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 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 versioned in diverse formats, reflecting the changing landscape of communications, from traditional broadcast outlets to social media platforms.

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 broadcast-quality HD formats. 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/. 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 Alban Mendes De Leon (mendesdeleon@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 or the respective websites listed above.

Accreditation for media correspondents

The Media Accreditation and Liaison Unit provides accreditation and liaison services for members of the press. For media accreditation requirements, please see www.un.org/malu or email malu@un.org.

Permanent/observer missions can request temporary media passes through the e-Registration system on the e-deleGATE portal (instructions are available at www.un.org/en/media/accreditation/pdf/eRegistration_guide_media_passes.pdf).

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).

Television, webcast and audiovisual library

United Nations Television (UNTV) provides live feeds of meetings, conferences and special events at Headquarters to broadcasters around the world. Daily schedules and access details are available at www.un.org/en/media/accreditation/untv.shtml. For queries, contact the UNTV team (redi@un.org and untv@un.org).

The Webcast Unit (UN Web TV) provides daily live and on-demand multilingual streaming coverage of United Nations meetings and events held in various locations worldwide. The live streaming coverage includes meetings of the General Assembly, the Security Council, the Economic and Social Council and the Human Rights Council and treaty bodies, 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). If interpretation is available, the meetings are covered live in all six official languages. 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 side events on a cost-recovery basis. Requests for UN Web TV 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 (damianou@un.org).

The Webcast Unit also manages the United Nations YouTube channel, providing live and curated video content to a global audience, focusing on young people, with the majority of its audience aged between 18 and 35 years old. 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 (avlibrary@un.org).

United Nations media partnerships

The United Nations welcomes rebroadcasting and republishing 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 through content license agreements includes multimedia news content, including text and video, high-definition video programming, and UN News daily audio news and feature programmes.

UNifeed produces broadcast-quality video footage featuring news stories on a range of United Nations issues. News stories can be downloaded in both PAL and NTSC formats from www.unmultimedia.org/tv/unifeed/ and are also available to media organizations via partnerships with Reuters, the Associated Press, CCTV+ and Wochit Inc.

UNTV feature video content may be used, under certain conditions, by partner outlets. For queries, contact the Partnerships Unit (mediapartnerships@un.org).

United Nations photographs

Photographs documenting official United Nations meetings and the Organization's activities are available for download at https://dam.media.un.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 (photolibrary@un.org).

Campaigns and Country Operations Division

Campaigns and Country Operations Division
Officers-in-Charge
Nanette Braun
Janos Tisovszky
nanette.braun@un.org
tisovszky@un.org

Communications Campaigns Service
Deputy Director
Nanette Braun
nanette.braun@un.org

Information Centres Service
Deputy Director
Janos Tisovszky
tisovszky@un.org

The Campaigns and Country Operations Division develops and coordinates strategic communications campaigns on priority issues, as well as major United Nations conferences, observances and crisis communications.

Communications campaigns and focal points

Some of the Division's thematic websites are:

- **Sustainable Development Goals:** www.un.org/sustainabledevelopment
- **Climate action:** www.un.org/en/climateaction/
- Hate speech: **www.un.org/en/hate-speech**
- **ActNow: www.un.org/actnow**
- **Decade of action for the Sustainable Development Goals:** www.un.org/sustainabledevelopment/decade-of-action
- **United Nations peacekeeping:** peacekeeping.un.org
- **Service and Sacrifice campaign:** peacekeeping.un.org/en/service-and-sacrifice
- **Africa Renewal:** www.un.org/africarenewal
- **International Decade for People of African Descent (2015–2024):** www.un.org/en/observances/decade-people-african-descent

- **Outreach Programme on the 1994 Genocide Against the Tutsi in Rwanda and the United Nations:** www.un.org/en/preventgenocide/rwanda/index.shtml

The Division's thematic sections within the Communications Campaigns Service are listed below.

Communications Campaigns Service
Deputy Director
Nanette Braun
nanette.braun@un.org

Peace and Security Section
Chief
Sunil Narula
narulas@un.org

Sustainable Development Section
Chief
Francyne Harrigan
harriganf@un.org

Climate Section
Chief
Martina Donlon
donlon@un.org

Africa Section
Acting Chief
Zipporah Musau
musau@un.org

Human Rights Section
Acting Chief
Sofia Diarra
sofia.diarra@un.org

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) or email Karin Orantes (orantes@un.org).

Delegates are encouraged to post updates using the hashtag #UNGA.

United Nations information centres

Email: dgc_dis_unit@un.org
Website: unic.un.org

The Department of Global Communications currently has 59 operational United Nations information centres and services around the world, including information services in Geneva, Vienna and Nairobi, and the regional information centre in Brussels. The Information Centres Service of the Campaigns and Country Operations Division provides programmatic and administrative support to the network of United Nations information centres.

	Email
Information Centres Service *Deputy Director* Janos Tisovszky	tisovszky@un.org
Centres Operation Section *Acting Chief* Eranjala Gooneratne	gooneratne@un.org

Outreach Division

Outreach Division *Director* Maher Nasser nasser@un.org	
Partnerships and Public Engagement/United Nations Academic Impact Initiative and Secretary, Committee on Information *Deputy Director* Robert Skinner skinner@un.org	
Administration and Management Service *Deputy Director* Isabelle Broyer broyer@un.org	

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 (NGOs), the academic community, the publishing industry, libraries, the creative community, private sector entities and the public.

Delegate website (iSeek for Member States)

Chief, Helga Leifsdóttir (leifsdottir@un.org)

The Delegate website (www.un.org/delegate) contains select content from the Organization's intranet, iSeek, in English and French, as well as links to information managed by the General Assembly committees, the United Nations Headquarters telephone book, and a searchable staff directory. Delegate is an important resource for information about meetings, elections, major reports, documents, international days, training opportunities and events at Headquarters. Please submit content or queries to iseek@un.org.

NGO Relations, Advocacy and Special Events Section

Acting Chief, Andi Gitow (gitow@un.org)

Within the Outreach Division, the role of the NGO Relations, Advocacy and Special Events Section is to raise awareness of the issues and work of the United Nations and to inspire change through creative partnerships, collaborations, co-productions and engagement opportunities. The work of the section encompasses:

- The Creative Community Outreach Initiative, which works with the entertainment industry, including film, television, music and sports, to encourage the integration of United Nations priority issues into storylines and to develop partnerships, collaborations and projects that amplify the Organization's messaging and inspire action (website: www.un.org/ccoi; email: creative@un.org).
- The Messengers of Peace Programme, which manages and coordinates relationships with prominent personalities and influencers who volunteer their time and talent to raise awareness of the work and priority issues of the United Nations (website: www.un.org/mop).

- Coordination of the United Nations Day Concert, which is typically sponsored by a Member State and held in the General Assembly Hall to mark the entry into force of the Charter of the United Nations; and the coordination of commemorations for World Autism Awareness Day and the International Day of Sport for Development and Peace.
- The Civil Society Unit, which liaises with civil society organizations that are formally associated with the Department of Global Communications and supports the Department's efforts to disseminate and amplify information on the work and role of the United Nations and on the priority issues of the Organization. The Unit also facilitates the exchange of information and develops collaborations and engagement opportunities with civil society representatives to enhance their interactions with and understanding of the United Nations and the issues that the Organization promotes.
- The Non-Governmental Liaison Service, within the Civil Society Unit, which facilitates meaningful stakeholder engagement in United Nations processes, including support for the identification and accreditation of civil society organizations and representatives to participate in high-level events, summits and official meetings, and the facilitation of collaboration among stakeholders to coordinate their input, in collaboration with the Office of the President of the General Assembly, the Executive Office of the Secretary-General, United Nations entities and others.

Civil Society Resource Centre

Website: www.un.org/civilsociety
Facebook: facebook.com/UNDGCCSO
X (formerly Twitter): @UNDGC_CSO
Email: undgccso@un.org

The Civil Society Resource Centre (located in the UNITAR Building, 2nd floor) is a unique space for networking and collaboration for civil society organizations formally associated with the Department of Global Communications, and the representatives of such organizations. Among other services, visitors will find:

- Networking space, including a conference room available for reservation by civil society organizations associated with the Department.
- Information on events organized by the Civil Society Unit and its partners.
- Information related to the thematic briefings organized by the Civil Society Unit.
- The documentation and information necessary for representatives of organizations formally associated with the Department to obtain their grounds passes for United Nations Headquarters.
- Workstations with computers and free Wi-Fi.
- Information on how to retrieve tickets to formal United Nations sessions and high-level events, including the general debate of the General Assembly, as well as special events such as the United Nations Day Concert.

Services for civil society provided by the Department of Economic and Social Affairs

The Non-Governmental Organizations Branch of the Department of Economic and Social Affairs (room S-2686) acts as the focal point for NGOs in consultative status with the Economic and Social Council. For any questions, the Branch may be contacted through the messaging system on the website of the Civil Society Network (https://esango.un.org/civilsociety/displayCorrespondence.do?method=addPublicMessage&sessionCheck=false).

Education outreach

Chief, Jayashri Wyatt (wyatt@un.org)

Within the Outreach Division, the Education Outreach Section manages two mandated programmes: the Holocaust and the United Nations Outreach Programme and the programme of educational outreach on the transatlantic slave trade and slavery. The Section also houses the United Nations Academic Impact initiative, which is intended to engage institutions of higher education, scholarship and research with the Organization, and with

one another, to address priority issues for the United Nations, including the Sustainable Development Goals. It provides a point of contact for ideas and initiatives relevant to the work of the Organization.

The Section also takes the lead in liaising with other United Nations entities and developing strategies for global education outreach initiatives related to the goals and objectives of the United Nations. It organizes activities for students on key issues on the United Nations agenda and supports the evolution of the Model United Nations initiative into a community that can take real action to support the Organization and the Sustainable Development Goals.

Programme of educational outreach on the transatlantic slave trade and slavery, and Model United Nations

Programme Manager
*Omyma David (*david17@un.org)
Websites: www.un.org/en/events/slaveryremembranceday; www.un.org/mun
Facebook: facebook.com/rememberslavery
X (formerly Twitter): @rememberslavery

International Day of Peace

Website: www.un.org/en/observances/international-day-peace
Email: education-outreach@un.org

Holocaust and the United Nations Outreach Programme

Programme Manager
Tracey Petersen (petersen3@un.org)
Website: www.un.org/en/holocaustremembrance
Facebook: www.facebook.com/unhop
X (formerly Twitter): @UNHOP
YouTube: youtube.com/holocaustremembrance

United Nations Academic Impact

Programme Manager
Omar Hernandez (omar.hernandez@un.org)
Website: www.un.org/en/academicimpact
X (formerly Twitter): @ImpactUN
Facebook: facebook.com/ImpactUN
Email: academicimpact@un.org
LinkedIn: www.linkedin.com/company/academicimpact

Office of the Secretary-General's Envoy on Youth

Hosted by the Outreach Division, the Office of the Secretary-General's Envoy on Youth works to bring the United Nations closer to young people and young people closer to the United Nations. The Envoy leads the system-wide efforts to empower and engage young people at the global, regional and national levels by implementing the United Nations Youth Strategy. The Office works with Member States, United Nations agencies, civil society, academia and other stakeholders to enhance, empower and strengthen the position of young people within and outside the United Nations system.

In 2022, Member States endorsed the creation of the United Nations Youth Office, which is expected to replace the Office of the Secretary-General's Envoy on Youth in late 2023.

Envoy on Youth

Jayathma Wickramanayake (youthenvoy@un.org)

Dag Hammarskjöld Library

Chief,
Thanos Giannakopoulos (thanos.giannakopoulos@un.org)
Reading room: L-105 and L-248
405 East 42nd Street and First Avenue
Open Monday to Friday, 10 a.m. to 4 p.m.
Email: library-ny@un.org
Website: www.un.org/library

The Dag Hammarskjöld Library provides research and information services to support the participation of Member States in the United Nations.

The Library also offers the following services:

- Access to United Nations parliamentary and normative documents, publications, maps, subsidiary organs voting data, speeches, press releases and more through the central repository of the Organization managed by the Library (digitallibrary.un.org)
- Professional research service. Information specialists will respond to requests within one hour. Questions can be asked through:
  - **Email:** library-ny@un.org
  - **Ask DAG!:** ask.un.org
- Training in United Nations research for delegates and mission staff. For a calendar of upcoming classes, consult the website: www.un.org/library.
- 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: www.un.org/en/library/unms?
  - **Voting Information Database:** ask.un.org/faq/361637
  - **Index to speeches:** 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
- Access to bibliographic records, United Nations documents, publications and grey literature via the United Nations Digital Library at digitallibrary.un.org. Full text access is available for documents created after 1993.
- On-demand digitization service for United Nations documents that are not available online
- Research products on key United Nations issues, such as:
  - **Peace and security:** research.un.org/az.php?s=2253
  - **Development:** research.un.org/az.php?s=1515
  - **And much more:** see research.un.org/az.php

- Access to online commercial sources, which the Library offers free of charge for delegates and their staff. These resources are available for delegates to use via Wi-Fi from any United Nations building. Contact the Library for details.
- Access to thousands of electronic journals, newspapers and e-books covering all regions and many languages, as well as interlibrary loans 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
  - **Security Council:** includes tables of all past meetings, vetoes and resolutions: research.un.org/en/docs/sc
  - **General Assembly:** includes a list of resolutions research.un.org/en/docs/ga
  - **United Nations budget:** research.un.org/en/docs/budget

The reading rooms (L-105 and L-248) are quiet spaces where delegates can browse the latest magazines and books and get assistance from information professionals. Printers and Wi-Fi are available.

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

The United Nations collection includes more than 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 Library is undertaking a mass digitization programme to preserve the Organization's institutional memory. These newly digitized documents are becoming available and searchable online through the central repository (digitallibrary.un.org). 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 348 United Nations depository

libraries in 136 Member States and territories (see www.un.org/en/library/page/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.

United Nations publications

Chief, Sales and Marketing
Mary Glenn (mary.glenn@un.org)
Website: shop.un.org
Online platform: www.un-ilibrary.org
Email: publications@un.org
Social media: @unpublications
X (formerly Twitter): twitter.com/unpublications
Facebook: www.facebook.com/unpublications
Instagram: www.instagram.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 e-commerce website offers United Nations publications in print and PDF formats, as well as a large selection of United Nations merchandise and gifts. Publications are available from the United Nations Secretariat as well as from 25 agencies, funds, programmes, institutes and entities. The United Nations iLibrary (www.un-ilibrary.org) provides access to more than 11,000 digital publications that can be searched and shared. In addition, United Nations Publications converts popular titles into e-book formats, including accessible e-books for people with print disabilities.

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

Visit the United Nations Bookshop in the General Assembly Building, on the 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.

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, souvenirs and gifts can also be placed online at shop.un.org.

United Nations Development Business

Programme Manager
Reza Mapar (mapar@un.org)
X (formerly Twitter): @devbusiness
LinkedIn: www.linkedin.com/company/united-nations-development-business
Website: https://devbusiness.un.org
Publication enquiries: dbusiness@un.org

Subscription enquiries: dbsubscribe@un.org

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

Visitors Services Section

The Visitors Services Section offers guided tours and briefings by United Nations expert speakers to a wide range of audiences and manages exhibits in the public spaces of United Nations Headquarters. Guided tours have been offered at Headquarters ever since the buildings opened in 1952.

Tours and briefings are offered in person to delegates and the general public, including thematic tours, such as the children's

tour, the Black history tour, the focus on women tour, the garden tour, the art tour and the architecture tour. Special webinars and briefings are also available in person and online.

Exhibits can be viewed in person in the Visitors Lobby and online at www.un.org/exhibits.

Website: www.un.org/visit
X (formerly Twitter): @VisitUN
Facebook: www.facebook.com/UNVisitorsCentre
Email: toursunhq@un.org
Acting Chief: Vincenzo Pugliese (pugliesev@un.org)
Guided tours: Rula Hinedi (hinedi@un.org)
United Nations Speakers Bureau: Lilli Schindler (schindler@un.org)
United Nations Exhibits: Melissa Budinic (budinic@un.org)

UN Chronicle

The *UN Chronicle* has served as the Organization's flagship magazine since 1946, covering information and debate on the activities of the larger United Nations system. It features articles and opinion essays from United Nations officials, as well as non-governmental, academic and policymaking experts. The *UN Chronicle* is published in the six official languages of the Organization. In 2019, the magazine discontinued its print edition in favour of an online format.

Website: www.un.org/chronicle
Email: unchronicle@un.org
Editor: John Sebesta (sebesta@un.org)
X (formerly Twitter): @UNChronicle

V. Facilities and services for delegations

Information on facilities and services available to delegates is provided on the Delegate website (www.un.org/delegate).

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

Entitlement

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, 42/225, section VI, 43/217, section IX, and 45/248, section XIII, 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. Please note that this entitlement is for one delegate only.

Travel may be arranged by the United Nations upon request from delegations, through the permanent missions in New York. Travel requests should be received at least 30 days in advance of the travel date in order to process and approve travel requests within the advance purchase policy directive of at least 16 calendar days, as reiterated in General Assembly resolution 75/253B (section V, para. 9). It is important that permanent missions comply with this deadline and provide the United Nations Secretariat with sufficient notice to make the necessary travel arrangements. The United Nations will arrange transportation for the travellers referenced above to/from Headquarters in New York.

For each session of the General Assembly, a maximum of one round-trip first-class ticket for the head of delegation will be provided or reimbursed. Up to four additional round-trip tickets will be provided or reimbursed 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 a duration of nine hours by air, or in economy class for journeys of a duration of less than nine hours by air. Please note that on some routes, first or business class may not be available. It should be noted that, in its resolutions 75/253B and 77/263B, the General Assembly requested that the Secretary-General make additional efforts to encourage all individuals who qualify for air travel in first or business class funded by the United Nations to voluntarily downgrade from their entitled class, where possible, and to report thereon in his next report on standards of accommodation for air travel.

Submission of requests

In this regard, delegations should request that their permanent mission provide the United Nations with the following information by note verbale:

- **a.** Reference to the session of the General Assembly for which the representatives are travelling;
- **b.** Full name and date of birth (in the format dd/mm/yyyy) of each traveller;

c. Class of travel, indicating, if applicable, the head of delegation, and if the delegates would voluntarily downgrade (from first to business, business to premium economy (where available) or business to economy);

d. Each traveller's requested date of departure from the capital and date of departure from New York (requested itinerary in cases in which a delegation cannot travel via a particular country owing to visa issues). Please indicate the closest international airport to the capital;

e. Personal contact information of each traveller (telephone and email address), so that travellers can receive their electronically issued tickets by email, in addition to information regarding any changes to the itinerary, directly from the airline or travel agent;

f. Contact information in New York (name of point of contact in the permanent mission, telephone and email address);

g. Scanned copy of the biometric information passport pages of each traveller showing full name and date of birth and machine-readable zone;

h. Checklist A: Request to travel – delegates (checklist should be attached to the note verbale).

Please note that delays in submitting the note verbale with the complete travel information and documentation listed above may result in delays in issuing tickets, lack of seat availability, higher costs to the Organization and the possibility of not being able to accommodate the travel.

The point of contact designated by the Member State will be contacted by the travel agent to approve the issuance of tickets within one day of the approval of the travel request. It is recommended that the point of contact in the permanent mission accept the proposed itinerary no later than the ticketing deadline established by the airline and communicated by American Express Global Business Travel, as reservations cannot be retained beyond that deadline, and failure to issue a ticket in time may mean there is no longer availability. Please note that tickets will be issued with the names given on the biometric page of the passport.

For the current session, given the present limited availability of flights, travel disruptions and delays, it is recommended that delegates plan to travel a few days earlier and maximum flexibility is encouraged.

Before submitting a request, delegations are advised to research the dates when airlines operate in and out of their capitals as to request viable dates and avoid amendments. Please note that the United Nations will determine the route to be used based on established policies and using airlines for which aviation risk management has been approved, and for which tickets can be purchased in the United States.

Traveller's profile

All travellers must create an online profile in the Connect Portal (available at https://portal.amexgbt.com/login/UNAT), which is the gateway to the online booking and itinerary management function. Please note that this should be done before the submission of the note verbale. The profile requires a unique email address to which an email can be sent for verification and activation purposes. Therefore, each traveller must create his or her own profile. It is highly recommended that the profile be created using an official email address (e.g. one ending in .org or .gov), rather than a personal email address. With the creation of a simple online profile, travellers can:

a. Store useful information such as frequent flyer memberships, seat and meal preferences, special needs;

b. Access American Express travel counsellors through live online chat.

Please ensure that the profile name matches the name as it appears in the machine-readable zone of the delegate's national passport. Storing relevant passport data will reduce the number of email exchanges drastically and therefore speed up the ticketing process.

Deviations and changes

If a deviation is requested by the traveller, please communicate this information in the note verbale sent to the Headquarters

Client Support Service so that the deviation can be included in the original travel request. Any difference from the cost of the official itinerary will be borne by the traveller. Any travel for non-General Assembly-related meetings beyond the official round-trip itinerary will be considered a personal or national deviation.

Changes requested to the original travel itinerary are discouraged and would need to be communicated to the Headquarters Client Support Service through a new note verbale at least two weeks before the departure date. Please indicate the updated itinerary and the reason for the change. Any changes resulting from non-General Assembly-related meetings or from personal deviations, including a choice of air carrier different from the official entitlement, will need to be arranged directly with the travel agency and will be at personal or national cost. Please note that not all changes can be entertained due to lack of seat availability.

Changes to tickets already issued would need to be fully justified and any related costs may be at personal or national expense.

No-show fees

Missing a flight may result in no-show fees and the cost of the ticket being forfeited. Delegations may be responsible for the associated costs, up to and including the replacement ticket if needed. Travellers are encouraged to use the American Express Global Business Traveller application to communicate directly with the travel agent before the flight is scheduled to depart in the event that they are unable to make their flight.

Visas

The United Nations will not be responsible for, nor will it assist the traveller or permanent missions in the issuance of a visa to enter the territory of the United States or of any other countries where a stop-over would be required by the itinerary. If a delegation has travel restrictions, for example if it cannot travel through a particular country owing to visa issues, it should notify the Headquarters Client Support Service in advance when the travel request is submitted via note verbale.

Claims

Delegations are entitled to the reimbursement of transportation costs, in accordance with the provisions of the Rules Governing Payment of Travel Expenses and Subsistence Allowances in respect of members of Organs or Subsidiary Organs of the United Nations (ST/SGB/107/Rev.6). Therefore, Member States may also arrange their own travel and seek reimbursement by submitting claims.

These claims should be filed once travel has been completed. Reimbursement will be limited to the cost of the journey actually taken, provided it is in the correct entitled class of service and official itinerary. The claim should be transmitted by note verbale and should include:

- **a.** Reference to the session of the General Assembly for which the representatives are travelling;
- **b.** Full name and date of birth (in the format dd/mm/yyyy) of each traveller;
- **c.** Form F-56 (reimbursement voucher for official travel of representatives of Member States);
- **d.** Bank account information of the permanent mission (annex to F-56);
- **e.** Proof of payment/receipts (invoices not containing confirmation and form of payment will not be accepted);
- **f.** Used ticket stubs and/or boarding passes for all legs are required. Please note that you may also be asked to provide copies of the relevant pages in the passport that clearly show the dates of departure and entry;
- **g.** Copy of the e-ticket, which must bear the e-ticket number(s);
- **h.** Scanned copy of the biometric information passport pages of each traveller showing full name and date of birth, and machine-readable zone;
- **i.** Checklist B: Request for reimbursement for delegates' travel (form should be attached to the note verbale)

Please note that failure to provide all information and documentation listed above will delay the reimbursement process or result in tickets not being reimbursed. Permanent missions are encouraged to transmit the above requirements to their capitals and travellers **prior to travel** to ensure that all the required documentation is captured and retained.

All payments to Member States will be made via electronic funds transfer to the permanent mission. Therefore, the bank account information of the permanent mission should be included when form F-56 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 the 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.

Contact information

Notes verbales, requests for issuance of tickets, inquiries regarding travel entitlements and reimbursement claims should be sent electronically and addressed to:

Chief, Headquarters Client Support Service
Department of Operational Support
Email: ldctravel@un.org

Important information pertaining to COVID-19

Restrictions on travel to New York City are regulated by federal, state and city authorities. In addition, there are restrictions on access to United Nations premises, regulated by the United Nations in close coordination with Member States.

At the time of issuance of the present document, it had not been determined what restrictions would apply during the seventy-eighth session of the General Assembly,

In line with the General Assembly resolutions referred to above, the United Nations will be responsible only for the issuance or reimbursement of the airfare and will not be responsible for

covering any additional expenses arising as a result of COVID-19. Costs related to travel restrictions and requirements or to transmission risk mitigation, such as testing, quarantine, vaccination and extended stay or travel times, will not be borne by the United Nations and remain the sole responsibility of the traveller.

The United Nations will not facilitate or negotiate exceptions to COVID-19 requirements with the relevant authorities or grant exceptions for its premises.

It is strongly recommended to obtain the latest information about restrictions, including vaccination requirements that apply to the territory of the United States or any other countries where a stop-over would be required, at the time of travel.

The United Nations will not be responsible for covering any medical insurance or medical expenses that travellers may incur while travelling to attend the General Assembly session or upon return to their own country. Each traveller is strongly recommended to purchase adequate medical insurance before travelling.

In the event that travel arrangements have to be changed because a traveller has tested positive for COVID-19, please take the following steps:

a. The point of contact at the permanent mission or the traveller should immediately contact the travel agency, American Express Global Business Travel, before the scheduled travel date, to inform them that the traveller cannot travel owing to a positive COVID-19 result and ask if the ticket can be suspended until such time that the traveller receives a negative COVID-19 test result;

b. The permanent mission should inform the Headquarters Client Support Service (ldctravel@un.org) to update them on the situation and advise whether the ticket has been suspended or not;

c. Please do not reschedule the travel or issue a new ticket before the traveller receives a negative test result. This is to avoid incurring additional costs and fees due to repeated changes and rescheduling;

d. If the ticket is not suspended (as indicated in subparagraph (a) above) and the traveller does not board the scheduled flight, this may result in a no-show fee and/or the total loss of the ticket, which will be the responsibility of the Member State;

e. Any additional expenses resulting from changes described in subparagraphs (a)–(d) above, including the need to purchase a new ticket, will not be covered by the United Nations.

Checklist A: Request to travel – delegates

Checklist A is intended to facilitate the processing of requests for travelling delegates (for United Nations-provided tickets only). The checklist should be attached to the note verbale. Please submit all documentation by email to ldctravel@un.org. All documents should be in PDF format.

		Check
1	Note verbale – Reference to the session of the General Assembly for which the representatives are travelling	
2	Note verbale – Indication of the representative designated as head of delegation (if applicable)	
3	Note verbale – Full name and date of birth (in the format dd/mm/yyyy) of each traveller as it appears in their passport	
4	Note verbale – Indicate class of travel and if there is a voluntary downgrade	
5	Note verbale – Each traveller's requested date of departure from the capital and date of departure from New York (indicate the closest international airport to the capital)	
6	Note verbale – Contact information of each traveller (telephone and email address at which they can receive ticket information)	
7	Note verbale – Name and email address of the point of contact in the permanent mission	
8	Note verbale – Any additional details, such as travel restrictions related to visas, requests for travel not related to the General Assembly session	

		Check
9	Scanned copy of relevant passport biometric page of each traveller showing full name and date of birth (including the machine-readable zone)	
10	All documents are in PDF format	
11	A profile been created for each traveller in the Connect Portal (available at https://portal.amexgbt.com/login/UNAT)	

Checklist B:Request for reimbursement for delegates' travel

Checklist B is intended to facilitate the processing of requests for reimbursement for travelling delegates. This checklist should be submitted after travel has taken place and attached to the note verbale. Please submit all documentation via email to ldctravel@un.org. All documents should be in PDF format.

		CHECK
1	Note verbale – Reference to the session of the General Assembly for which the representatives are travelling	
2	Note verbale – Indication of the representative designated as head of delegation (if applicable)	
3	Note verbale – Full name and date of birth (in the format dd/mm/yyyy) of each traveller	
4	Note verbale – Each traveller's date of departure from the capital and date of departure from New York	
5	Note verbale – Name and email address of the point of contact in the permanent mission	
6	Note verbale – Any additional details, such as travel restrictions related to visas	
7	Scanned copy of relevant passport biometric page of each traveller showing full name and date of birth (including the machine-readable zone)	
8	Form F.56 (claim), duly signed (reimbursement voucher for official travel of representatives of Member States)	
9	Annex to form F.56 (bank account information of the permanent mission)	

		CHECK
10	Proof of payment/receipts	
11	Copy of e-ticket for each traveller (must show the e-ticket number(s))	
12	Used ticket stubs and/or boarding passes for each traveller for all legs of travel (must show name and dates)	
13	Scanned copy of relevant passport pages of each traveller showing full name and date of birth (including the machine-readable zone)	
14	All documents are in PDF format	
15	All documents are clearly readable, in particular names, dates and ports of entry and exit	

Travel services

American Express Global Business Travel 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.

For non-emergency travel assistance, please contact the travel agency between the normal business hours of 9 a.m. and 6 p.m., Monday to Friday, by sending an email to us.un.travel@amexgbt.com or calling 844 487 4289 (toll free) or 312 340 2638. Outside normal business hours, callers will automatically be directed to an American Express Global Business Travel after-hours agent. Please mention access code "SK32" in order to expedite the support call.

Emergency calls from outside the United States may be made collect by dialling +1 312 340 2638.

Travellers should create an online travel profile to store information useful for itinerary and ticket management, including special needs. For any online navigation support issues, contact: +1 646 817 9677.

American Express Global Business Travel continues to monitor the COVID-19 situation, evolving travel guidance and government requirements to keep clients and travellers informed. Its Travel Vitals platform allows you to search across different components of a trip for information and advisories.

Delegates Lounge

Conference Building (2nd floor)

From the first day of the general debate of the seventy-eighth session of the General Assembly (19 September 2023) until the Assembly's December 2023 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 (2nd floor, adjacent to the Security Council area)

Dining room and cafeteria facilities

In early May 2023, the World Health Organization announced the end of COVID-19 as a public health emergency of international concern. Accordingly, United Nations Headquarters has relaxed COVID-19-related guidance to align with New York City guidelines.

Delegates' Dining Room

Conference Building (4th floor)
Tel.: 212 963 7029

The Delegates' Dining Room is temporarily closed. However, the dining room may be available for catered events. To ensure the availability of these facilities, delegations are requested to make reservations two weeks in advance (tel.: 212 963 7029).

Cafeterias and cafés

Although the main cafeteria has been closed since July 2015, it will be open for a limited period during the earlier part of the

general debate (18–22 September 2023) and may be open at other times of the year depending on security considerations.

There are five cafés: the Riverview Cafeteria, the Lobby Café, the Vienna Café, the Delegates Lounge and the Visitors Café. The Café de la Paix is temporarily closed. Vending machines are also available.

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.

Main Cafeteria (open 18–22 September 2023 only)

- Secretariat South Annex Building, 1st floor.
- Open from 7.30 a.m. to 4 p.m., Monday to Friday.
- Breakfast from 7.30 to 10.30 a.m.; lunch from 11.30 a.m. to 4 p.m.
- Snacks and coffee.
- Breakfast and lunch, as well as a selection of grab-and-go, pre-packaged hot and cold food, salads, sandwiches and buffet items.

Riverview Cafeteria (closed 18–22 September 2023)

- Conference Building, 4th floor.
- Open from 11.30 a.m. to 3 p.m., Monday to Friday.
- Snacks and coffee.
- Lunch, as well as a selection of grab-and-go, pre-packaged hot and cold food, salads, 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 (closed 15–25 September 2023)

- Secretariat Building, North Lobby.
- Open from 8 a.m. to 3.30 p.m., Monday to Friday.
- Full-service coffee bar open for breakfast and lunch and snacks in the afternoon
- Self-service and hand-crafted espresso, cappuccino and latte beverages and a selection of pastries, snacks and desserts.
- 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.

Vienna Café

- General Assembly Building, first basement level, conference area.
- 16 and 17 September 2023: open from 9 a.m. to 5 p.m.
- 18–22 September 2023: open from 9 a.m. to 6 p.m.
- 23 September 2023: open from 9 a.m. to 5 p.m.
- Normal operating hours: 9 a.m. to 5 p.m., Monday to Friday, with the exception of the above dates.
- Espresso bar.
- Breakfast sandwiches, sweet and savoury crepes, light snacks, pre-packaged sandwiches and salads, snacks, desserts, other grab-and-go items and cold beverages.

Delegates Lounge (closed 15–19 September 2023)

- Conference Building, 2nd floor.
- 20 September 2023: open from 10 a.m. to 7 p.m.
- 21 and 22 September 2023: open from 9.30 a.m. to 7 p.m.
- Normal operating hours: 9:30 a.m. to 7 p.m., Monday to Friday, except for the above dates.
- Espresso bar.
- Breakfast pastries, light snacks, pre-packaged sandwiches and salads, snacks, desserts and cold beverages.

Visitors Café

- General Assembly Building, first basement level.
- 16–22 September 2023: open from 9 a.m. to 5 p.m.
- Normal operating hours: 9 a.m. to 5 p.m., Monday to Friday
- Espresso bar, cold beverages and Starbucks products.
- Assortment of breakfast pastries, rolls, bagels and desserts.
- Hot breakfast sandwiches, paninis, baguette sandwiches, flatbread pizza.
- Grab-and-go items, such as cold sandwiches, salads, sushi and fresh fruit.
- Snacks and desserts.

Café de la Paix (open 16–22 September 2023 only)

- South Annex Building, first basement.
- 16 and 17 September 2023: open from 9 a.m to 5 p.m.
- 18–22 September 2023: 11.30 a.m. to 3 p.m.
- Sushi, deli station, salad bar and soups.
- Grab-and-go items.

South garden outdoor dining area (by the satellite dish; this area is accessed through the first basement)

- 19–23 September 2023: open from 7.30 a.m. to 4 p.m.

Vending machines

- Visitor Centre, General Assembly Building, first basement level.
- Library, 1st floor, between the South Annex Building and the Library Building.
- Conference Building, 1st floor.
- Corridor by the Pouch Office (room GA-3B-710), General Assembly Building, third basement level.
- United Nations Language Centre, North Lawn Building, third basement level.

Access to United Nations Headquarters for guests of delegates during and after the general debate period

Access to the United Nations by visitors and guests of delegates is restricted during the period of the high-level meetings and the general debate.

Outside of the high-level period, non-United Nations guests wishing to accompany a delegate during regular working hours (9 a.m. to 5 p.m.) must be met by the delegate at the 46th street entrance. At this entrance, the guests will undergo security screening. The delegate and guests must then proceed to the information desk in the lobby of the General Assembly building, where the guests will be signed in as visitors.

Delegates are allowed to sign in a maximum of 5 guests at one time. As indicated in the administrative instruction on security arrangements for admission to United Nations Headquarters (ST/AI/387), the delegate is responsible for meeting and accompanying their guests at all times during their stay on the premises.

After working hours, entry to the premises for guests of delegates may be permitted only through special arrangement with the Department of Safety and Security.

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

During the high-level segment, from 18–29 September 2023, 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 43rd Street entrance and exit through the East 45th Street gate will resume on Monday, 2 October 2023.

United Nations-issued identification

In the interest of ensuring the safety of all concerned, members of delegations, staff members, accredited members of NGOs, 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.

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.

Members of delegations, as with every other authorized pass holder, are reminded that their United Nations-issued grounds pass 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.

Should a member of a delegation lose or have their United Nations grounds pass stolen, they 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-Registration system. Upon approval by the Protocol and Liaison Service 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.

Mail and messenger services

The Mail Operations Unit provides the following services to delegations:

- Distribution of official correspondence from delegations to Secretariat internal offices. Delegations are requested to bring the mail to the security X-ray facility located at the East 48th Street loading dock, Monday through Friday, between 7 a.m. and 3 p.m. After the mail has been screened, delegations can bring it to room S-3B-128 for distribution.
- Processing of Secretariat mail addressed to delegations. Delegations are requested to pick up their mail from the Delegation Mail Room (room S-3B-128). The facility is accessible Monday through Friday, between 8 a.m. and 5 p.m. For inquiries, please email delegationmail@un.org, or call 212 963 5865 or 212 963 7352.
- Provision of messenger services during the general debate and the high-level segment. Service is limited to the conference rooms, General Assembly Hall area and Security Council (location: delegates' entrance; tel.: 212 963 8902).

Audiovisual services

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

Email: request-for-services@un.org
Tel: +1 212 963 8648

The services of the Broadcast and Conference Support Section include the provision and operation of technology related to conference rooms and meetings, congress microphone and simultaneous interpretation systems, voting and timer systems, broadcast for television, radio and Internet coverage, recordings, digital displays, digital projection, digital name plates, virtual participation technology (videoconferencing technology and managed virtual meeting platforms, such as Microsoft Teams

and Cisco WebEx), sound amplification and accessibility-related services, 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). Audiovisual and related meeting and event technology and support is provided on a budgeted and reimbursable basis.

The following services are provided for official calendar meetings:

- Congress microphone and simultaneous interpretation systems
- Remote participation technology (e.g. videoconferencing)
- WebEx, virtual meeting platforms and other support
- Remote simultaneous interpretation
- Sound amplification and public address systems
- Projection and electronic displays
- Recordings
- Management and playout of pre-recorded speeches
- Statements, interventions and videos
- Broadcast coverage and transmission
- Digital signage and digital name plates
- Teleprompters
- Captioning (open and closed)
- Display of sign language interpretation

Additional services or services for non-budgeted meetings are provided on a cost-recovery basis. Cost estimates and a rate card are available upon request. Please email request-for-services@un.org.

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.

Fully virtual or hybrid meeting services

A variety of technology platforms and services are available to support virtual participation, and virtual and hybrid meetings and events. Virtual meeting services and options, best practices and support for planning and usage, and guidance on technology and bandwidth requirements are available upon request.

Pre-recorded speeches, statements, interventions and videos

The Broadcast and Conference Support Section facilitates the playout of pre-recorded speeches, statements, interventions and videos at meetings as required. The preferred file formats, requirements and options for submission, and best practices are available on request. Requests for such services should be communicated as early as possible and no later than four working days prior to the meeting or event. 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. Please email request-for-services@un.org.

Broadcast, streaming and audiovisual recordings

Broadcast, streaming and digital audio and video recording services are available for meetings and events. Requests for the recording of closed meetings and access to closed meeting recordings are restricted to the Chair or secretary of the meeting. For virtual meetings and events, the Broadcast and Conference Support Section provides interpretation platforms, broadcast, webcast, streaming and audio and video recording services. Requests for such services should be communicated as early as possible and no later than five working days prior to the meeting or event.

Video projection and displays

Projectors, monitors and speaker systems for multimedia playout, presentations and display in conference and meeting rooms are provided by the Broadcast and Conference Support Section. Cost estimates and a rate card are available upon request.

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
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 (arms@un.org).

Information and communications technology services

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

- **Email:** each permanent mission may obtain the email accounts, in the domain "un.int", required for their New York delegation. Requests must be submitted on letterheaded paper by email to itservices@un.org and must be signed by the mission's diplomatic staff, as listed in the *Blue Book*.
- **Member States' portal (Delegate)**: in partnership with the Department of Global Communications, the Office of Information and Communications Technology provides access to the Delegate web page (www.un.org/delegate), 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.
- **Website services:** the Office hosts websites for permanent missions at 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 donates recycled computer equipment to interested missions. The process for obtaining donated equipment requires a formal letter on permanent mission letterhead, signed by the mission's diplomatic staff, as listed in the Blue Book. The request must be submitted by email to the Office of the Assistant Secretary-General for Information and Communications Technology (oictfrontoffice@un.org). All requests are processed on the basis of availability.
- **Help desk support:** the Office provides assistance in relation to information and communications technology services from 8 a.m. to 6 p.m. on regular 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 on the 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.
- **Information security-awareness training:** the Office provides a computer-based course on the fundamental tools and knowledge needed to stay cybersafe. It is available through the following link: https://training.dss.un.org/thematicarea/category?id=6. Kindly report any cybersecurity issues to infosec@un.org.

Main telephone numbers for the United Nations

The main telephone numbers for the United Nations are 212 963 1234 and 212 963 9999. Callers are greeted by an automated response system that allows them to connect to United Nations security personnel, staff and other resources.

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, 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 United Nations funds and programmes differ from those of the Secretariat and are accessible from Secretariat extensions, as follows:

- **United Nations Development Programme (UNDP):** Dial access code "4" and then the four-digit extension at UNDP.
- **United Nations Children's Fund (UNICEF):** Dial access code "5" and then the four-digit extension at UNICEF.
- **United Nations Population Fund (UNFPA):** Dial access code "631" and then the four-digit extension at UNFPA.

United Nations Postal Administration

Sales counter and personalized stamp shop

Visitor Centre, General Assembly Building, first basement level
Open from 9 a.m. to 5 p.m., Monday to Friday (closed weekends and holidays)
Tel.: 212 963 7698
Website: 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 allow you to combine your own photograph with a United Nations postage stamp.

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.

Garage Administration

UNITAR Building, 801 United Nations Plaza, **room** U-210
Email: garage-admin@un.org

For the seventy-eighth session of the General Assembly, registered vehicles will be required to display two types of parking permits. The Garage Administration will issue vehicles a new version of the parking e-tag and a parking decal. These two parking permits must always be displayed on vehicles in order to access the United Nations garage. Detailed instructions have been disseminated in this regard.

The Garage Administration will schedule delegations to apply for and collect parking permits 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 directly to the Garage Administration for processing. Parking permits will be issued for each registered vehicle with New York "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. Parking permits will be issued only to members of delegations duly accredited to the United Nations.
- **Vehicles registered to the permanent missions:** 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 for processing. Only one vehicle per mission will be issued a special parking permit 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 for processing.
- **Parking permits 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 Garage Administration for appropriate action. The

issuance of parking permits to observer State missions and intergovernmental and other organizations will be limited to persons enjoying diplomatic status.

- **Temporary identification decal (pink) for the seventy-eighth 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 and pick-up only, unless otherwise directed by United Nations security, with no parking privileges. Application forms are to be submitted electronically through the e-deleGATE portal (edelegate.un.int). Detailed instructions and access to the portal are available to 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 licence and a photo of the chauffeur. The Special Services Unit and the Garage Administration will review the online application form and, if approved, notification will be sent to the mission regarding the pick-up of the temporary identification decal for the vehicle. Please allow two business days for processing.

  The parking e-tag must be affixed to the front window of the vehicle and the decal permit is to be displayed on the dashboard, 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 without valid parking permits will not be allowed entry into the garage. Vehicles that do not display valid parking permits are liable to be towed off the premises. A parking permit is non-transferrable and must be affixed only to the vehicle to which it is registered. Detailed instructions will be provided by the Garage Administration upon issuance of the parking permit.

  Prior to the start of the General Assembly session, 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. Parking permits belonging to delegates who are departing from Headquarters must be returned to the Garage Administration prior to the delegate's departure. Any changes in vehicle usage must be immediately reported to the Garage Administration and parking permits returned if a vehicle is no longer in use or if ownership changes. It is important to note that parking permits 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 for the parking permit 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, he or she should contact the Garage Administration to settle any outstanding dues.

- **Delegation vehicles with United Nations diplomatic plates and valid parking permits 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, 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. Delegations are requested to refrain from parking in spaces designated in blue, as those spaces are reserved to facilitate those that meet requirements for accessible parking. Only electric vehicles should be parked in the parking spaces attached to electric vehicle charging stations. It should be noted that, during the seventy-eighth session of the General Assembly, traffic congestion is expected, and delays in reaching the Secretariat by car and in entering and exiting the United Nations garage are likely. Where possible, alternate modes of transport should be considered.

- Dead storage of inoperable vehicles is not permitted at any time. The fee for overnight parking 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 (801 United Nations Plaza, room U-210).

Entrance to the grounds

Secretariat entrance on First Avenue:

- Vehicle of the permanent representative, identified by a special parking permit; 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 and pick-up only; such vehicles will not be permitted to park on United Nations premises.

East 42nd Street entrance:

- All other vehicles bearing parking permits. Delegation vehicles entering the premises are subject to a security check.

Access to the garage

Chauffeur-driven cars identified by special parking permits issued to permanent representatives may use the ramp at the East 43rd 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 in 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.

Delegates storing their vehicle in the garage for long periods while away should contact the Garage Administration and provide contact information for a designated party who will have the vehicle keys and will be authorized to relocate the vehicle in cases of emergency or maintenance work.

Local transportation

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

Electric vehicle charging ports

Twenty-four electric vehicle charging ports are installed throughout all levels of the United Nations garage, located next to stairwell Q.

To start charging, you will need to download the mobile app from the ChargePoint website (www.chargepoint.com/drivers/mobile).

Effective 1 August 2022, the charging fees are as follows:

- $1.50 will be charged for each hour up to 4 hours.
- $3.00 will be charged for each hour in excess of the first 4 hours and for as long as the vehicle is plugged into the charging port

Charging stations are available on a first come, first served basis each day. Please park in the spots allocated for electric vehicle charging only when you are charging your vehicle. Please do not unplug anyone else's vehicle. When charging is complete, please return the charging cord back to its original position in the holder. For any issues, call 1 888 758 4389 (24/7 support).

United Nations Institute for Training and Research

Head of Office
Marco A. Suazo
Focal points
Pelayo Alvarez
Tianyi Zhao
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 was founded in 1963 and 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 some 25,000 beneficiaries around the world each year.

At the United Nations in New York, the Institute provides multilateral diplomacy training to help 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.

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

United Nations International School

24-50 Franklin D. Roosevelt Drive, New York, NY 10010

Office of the Special Representative of the Secretary-General for the United Nations International School

Room: S-1919A
Tel.: 917 367 5592
Email: unis-srsg@un.org

The United Nations International School (UNIS) (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, UNIS has about 1,450 students, representing more than 98 countries and speaking over 86 languages, and is enriched by a faculty representing 57 nationalities. Approximately 41 per cent of the student body is affiliated with United Nations families, including staff of the United Nations, the funds, programmes and specialized agencies, and the permanent missions to the United Nations. UNIS 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 that there is space available in the relevant grades and that the applicants meet the school's entrance criteria. UNIS enrols children in pre-kindergarten through twelfth grade. For admissions information and procedures, please refer to www.unis.org/admissions, email admissions@unis.org or call 212 584 3071.

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, an internationally recognized academic standard that qualifies 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 seventh grade. Additional mother tongues may be studied after school. The multiplicity of languages spoken by the international faculty and students provides a rich cultural environment.

Tours and open houses

Tours and open houses are held frequently and given by appointment. For more information, please visit www.unis.org/admissions/visit.

New York City liaison

Commissioner for International Affairs

Edward Mermelstein

Senior Leadership Team

Aissata M.B. Camara (Chief of Staff & Deputy Commissioner for Policy and Strategic Initiatives)
Dilip Chauhan (Deputy Commissioner for Trade, Investment, and Innovation)
Kristen Edgreen Kaufman (Deputy Commissioner, Public Private Partnerships and Economic Development)
Sarah Friedman (General Counsel)

New York City Mayor's Office for International Affairs

Two United Nations Plaza, 27th 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 encourages 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's Diplomatic and Consular Parking Programme and creates opportunities to connect the international community with local communities in New York City.

Programmes

- **Global Vision | Urban Action** works to highlight the synergies between the Sustainable Development Goals and New York City's local sustainability and development initiatives, set out in OneNYC 2050, the plan containing the City's Green New Deal policies. 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, during the high-level forum on sustainable development, New York City became the first city in the world to submit a voluntary local review directly to the United Nations. Since then, hundreds of local and regional governments have joined the voluntary local review movement. Through this programme, the Office for International Affairs is sharing its experience with other cities and calling on them to submit their own voluntary local reviews.

- **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.
- **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 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 those agencies and share the city's programming with the communities they serve, while also helping the agencies to learn from their best practices.

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 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 Committee for United Nations Delegations

Room: GA-0142
Tel.: 212 963 8753

The Hospitality Committee is a 69-year-old private, self-supporting and non-partisan organization devoted to guiding delegates and their families to experience the many aspects of life in New York and the surrounding area. Volunteers arrange programmes in American homes, walking tours, cultural events, and curated visits to such places of interest as museums, artist studios, concert and opera halls, theatres, private art collections, parks, sporting facilities, historic homes and places, and other institutions and venues. The Committee organizes English and French conversation groups. Complimentary tickets to cultural and civic events and performances are often available. The Committee's culinary, book, quilting and film clubs introduce delegates to chefs, writers, filmmakers and artisans. Programmes are open to diplomats from the permanent missions to the United Nations and members of their immediate families. Several of the committee programmes are designed to include children as well as adults. Information about activities may be obtained from the monthly calendar posted on the Committee's website (www.hcund.org) or by visiting its office just inside the entrance of the General Assembly building (room GA-0142).

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). 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 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. You can also email email@unfcu.com. To follow UNFCU, please visit unfcu.org/facebook.

ATM locations

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

United Nations maps

Maps produced by the Geospatial Information Section are available at www.un.org/geospatial/mapsgeo. Maps on this site may be used for exhibition without modification. For publication permission, please refer to the guidelines found at www.un.org/geospatial/mandates/public.

Map printing services for maps produced by the Geospatial Information Section may be requested through a note verbale from the permanent mission addressed to the Office of the Assistant Secretary-General for Information and Communications Technology, with copy to geospatial@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 geospatial@un.org.

Request for use of United Nations premises

Facilities and Commercial Activities Service, Special Events Unit

Room GA-1B-055
Tel.: 917 367 4254

Authorization to use conference facilities will be granted on the understanding that meetings and conferences of the General Assembly and other organs of the Organization take precedence over other meetings or events. The Department for General Assembly and Conference Management reserves the right to cancel previously authorized bookings at any time prior to the event in case of unforeseen changes in the schedules and/or programmes of the Organization. In such cases, the sponsor will be informed expeditiously and will be responsible for finding an alternative venue.

Non-United Nations entities, including non-governmental organizations, should not hold meetings, conferences, events or exhibits on United Nations premises to conduct their own organizational business or to advance their own purposes or aims, except in the designated catering spaces that can be reserved for private functions, in which case the sponsor of the meeting, conference, event or exhibit must specifically indicate in the information for all participants that the venue at Headquarters is the catering space.

For approved meetings, conferences, events and exhibits involving multiple internal service providers, if additional technical services and equipment are required, the Division of Administration of the Department of Operational Support will coordinate with the appropriate departments and offices in order to provide them.

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 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 to the United Nations: 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.

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 and so forth, please see the administrative instruction on use of space at Headquarters in New York for meetings, conferences, events and exhibits (ST/AI/2019/4).

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 all floors of the General Assembly and Conference Buildings.

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

Parking spots designated for delegates with disabilities are located on the first basement level next to the entrance leading to the Vienna Café.

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 48th Street or from the south screening entrance at East 42nd 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). The Section can also loan neck-worn induction loops for hearing aids equipped with a T-Switch.

Frequently asked questions

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

The arrangements for the high-level meetings and the general debate of the General Assembly are set out in the information note for delegations (A/INF/78/4).

2. Where can I find statements delivered during the general debate of the General Assembly?

Please see journal.un.org.

3. How should I submit credentials?

In accordance with rule 27 of the rules of procedure of the General Assembly, credentials for the session of the Assembly must be addressed to the Secretary-General and signed by the Head of State or Government or the Minister for Foreign Affairs. In accordance with rule 25 of the rules of procedure, credentials may 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.

Scanned copies of the credentials, as well as of other communications containing the names of representatives to the session (such as letters and notes verbales from the permanent missions), should be submitted by 29 August 2023 if possible, only through the e-Credentials online platform, under the tab entitled "78th session of the General Assembly", which can be accessed through the e-deleGATE portal (edelegate.un.int). Email submissions of scanned copies of credentials will not be accepted. Only the original hard copy of the credentials should be submitted to the Office of Legal Affairs, located on the 36th floor of the Secretariat Building.

4. How can I find the agenda of the General Assembly?

The provisional agenda of the seventy-eighth session of the General Assembly is contained in A/78/150. Annotations are set out in A/78/100 and A/78/100/Add.1. After its adoption (expected in September 2023), the agenda will be issued as A/78/251 (see A/78/252 for the allocation of agenda items). A revision to the agenda document will be issued at the end of the session, containing resolution and decision numbers adopted under each agenda item (e.g. A/77/251/Rev.1)

5. 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). In accordance with rule 13 of the rules of procedure of the 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.

6. Where can I find the programme of work of the General Assembly and the Main Committees?

The draft calendar of the programme of work of the plenary is issued in July and covers September to December. Once the session begins, the calendar is updated on an ongoing basis on the General Assembly website.

For the programme of work of the Main Committees, please contact the Secretary of the respective Committee, as listed in A/INF/78/2.

7. How do I register on the list of speakers for the General Assembly plenary?

Delegations wishing to register on the list of speakers of plenary meetings of the General Assembly are requested to do so through the e-deleGATE portal (edelegate.un.int).

For access-related questions, please contact missions-support@un.int. For any other inquiries regarding the list of speakers, please contact the General Assembly Affairs Branch (Carlos Galindo, galindo@un.org, with a copy to gaspeakerslist@un.org)

8. Can documents or other materials relevant to a meeting be made available in the General Assembly Hall?

On the day of election in the General Assembly, campaign materials may be distributed in the General Assembly Hall. Such materials shall be limited to a single page of information on the candidates, with a view to preserving the decorum of the Assembly, pursuant to resolution 71/323. At all other plenary meetings, no documents or other materials are to be distributed in the Hall. United Nations documents and, if applicable, statements of speakers are distributed by electronic means.

9. What is the procedure for submitting a draft resolution or decision?

Draft resolutions and draft decisions are submitted electronically. The electronic version, containing the final text of the draft resolution or decision, must be submitted by an accredited delegate of a mission via the e-Proposals module, in keeping with the guidelines for the preparation, sponsorship and submission of proposals (see https://www.un.org/en/ga/pdf/guidelines_preparation_co-sponsorship_proposals_submission_GA76.pdf).

If the submitting delegation wishes to open the proposal for co-sponsorship, it may do so through the e-Sponsorship or e-Proposals module of the plenary or the respective Main Committee on the e-deleGATE portal (edelegate.un.int).

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

As submission procedures vary in different intergovernmental bodies, please contact the Secretary of the respective Main Committee regarding its particular submission procedure (see A/INF/78/2 or page 29).

10. How can a Member State co-sponsor a draft resolution or 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 or decision may do so through the e-Sponsorship or e-Proposals module for the plenary and for the respective Main Committee on the e-deleGATE portal (edelegate.un.int). For more information, see the guidelines for the preparation, co-sponsorship and submission of proposals (https://www.un.org/en/ga/pdf/guidelines_preparation_co-sponsorship_proposals_submission_GA76.pdf).

Co-sponsorship cannot be carried out through any kind of correspondence, email or other such means. 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.

11. 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 by email to the focal point for the submission of proposals listed in the guidelines for the preparation, co-sponsorship and submission of proposals (https://www.un.org/en/ga/pdf/guidelines_preparation_co-sponsorship_proposals_submission_GA76.pdf). Co-sponsorship cannot be withdrawn once the resolution has been adopted.

12. Where can I get a copy of the adopted resolution or 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. If recommended by a Main Committee, resolutions can also be found in the report of the relevant committee. 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/77/49 (vol. I) to (vol. III)). 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. A list of resolutions adopted can also be found on the website of the General Assembly (www.un.org/en/ga).

13. 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 decision 34/401, paras. 12 and 13).

14. Where can I get a copy of the voting record on an adopted resolution or decision?

Voting records are posted on the e-deleGATE portal immediately after adoption of a resolution or decision. Voting records can also be found through the United Nations Digital Library (https://digitallibrary.un.org/?ln=en) by entering the symbol of the resolution (e.g. A/RES/70/1) in the search field.

15. 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.

16. What is the procedure to reflect in the verbatim records how a Member State intended to vote on a draft resolution or decision?

A member of the delegation can complete a form, indicating their voting intention, on the e-deleGATE portal (edelegate.un.int) and a footnote will be added to the verbatim record (PV) of the meeting.

17. Where can I find the list of candidates for General Assembly elections?

The list of candidates is available to delegations on the e-Candidatures and Elections module on the e-deleGATE portal (edelegate.un.int). Guidelines on how to submit a candidature for election by the General Assembly can be found here: https://www.un.org/en/ga/pdf/guideline_e-delegate_candidates_and_elections_module.pdf. Information on the United Nations Secretariat focal points on election matters is available on Candiweb. Delegations are requested to check the e-Candidatures and Elections module as information is updated regularly.

18. Whom should I contact in case of a change to my mission's election officer?

Any changes of election officers from missions should be communicated by email to gaab@un.org. The list of election officers of delegations is available on CandiWeb on the e-deleGATE portal (edelegate.un.int).

19. 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 by 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 observers can be found in A/INF/78/3.

20. 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 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 and 67/19, the

note by the Secretary-General (A/52/1002 and A/52/1002/Corr.1) and the report of 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 (see A/INF/78/3). Such status is granted by the 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)).

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

Delegations requesting the 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 communication 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 session of the Assembly (A/78/251).

Requests should include the following language: "I should be grateful if you would circulate the present letter as a 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 and to 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 communication.

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

The opening dates of the regular session of the General Assembly and the general debate vary every year, pursuant to rule 1 of its rules of procedure. Please see the note by the Secretariat on the opening dates of forthcoming regular sessions of the General Assembly and of the general debate (A/INF/78/1) for further information.

23. 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.

24. 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, Xuesong Ma (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. Please see administrative instruction ST/AI/416 for details.

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