



Пункт 10 повестки дня

Реформирование Организации: ход выполнения рекомендаций ОИГ и УСВН

A/25/10

Мадрид, 15 сентября 2023 г.

Язык оригинала: английский

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Рабочее резюме

Генеральный секретарь инициировал ряд структурных и организационных реформ в Секретариате а) для обеспечения соответствия стандартам ООН и б) во исполнение рекомендаций Объединенной инспекционной группы (ОИГ). Генеральный секретарь ежегодно готовит доклады о ходе выполнения рекомендаций ОИГ за предыдущие годы.

В этом году настоящий доклад также включает 10 рекомендаций, вынесенных по итогам первой ревизии, проведенной Управлением служб внутреннего надзора (УСВН).

После составления в 2022 году последнего доклада для Исполнительного совета ОИГ выпустила пять докладов, три из которых имеют отношение к ЮНВТО и включают 20 рекомендаций для их рассмотрения и/или выполнения. Секретариат выносит на утверждение Генеральной ассамблеи статус принятия или выполнения каждой из этих рекомендаций. Секретариат ЮНВТО также отслеживает выполнение 145 рекомендаций ОИГ и информирует членов о ходе их выполнения, достигнутых результатах и дальнейших действиях.

Как и в предыдущие годы, Секретариат сосредоточился на осуществлении тех рекомендаций, которые имеют первостепенное значение для бюджетного контроля и оптимизации издержек в Организации, особенно в том, что касается внутреннего надзора, экологической ответственности и благополучия сотрудников.

Действия Генеральной ассамблеи

ПРОЕКТ РЕЗОЛЮЦИИ¹

Генеральная ассамблея,

рассмотрев доклад «Реформа Организации: ход выполнения рекомендаций ОИГ и УСВН» и приложение к нему,

1. *приветствует* реформирование Секретариата, нацеленное на обеспечение соответствия его работы стандартам ООН;

¹ Это — проект решения. Для ознакомления с окончательной резолюцией, принятой Ассамблеей, см. в документ «Резолюции», который будет опубликован в конце сессии.

2. *принимает к сведению* доклады, опубликованные Объединенной инспекционной группой (ОИГ) и Управлением служб внутреннего надзора (УСВН), на которые ссылается данный документ, и благодарит оба органа за их изыскания;
3. *утверждает* статус принятия и выполнения каждой из этих рекомендаций, как предложено в части I приложения, и предлагает Генеральному секретарю представлять ОИГ соответствующие доклады по этим рекомендациям;

особенно отметив рекомендацию 1, содержащуюся в докладе JIU/REP/2023/3 «Обзор механизмов подотчетности в организациях системы Организации Объединенных Наций»,

4. *просит* Генерального секретаря оценить механизмы подотчетности Организации, сверив их с обновленной справочной информацией ОИГ о механизмах подотчетности, и скорректировать их необходимым образом к концу 2024 года;
5. *с признательностью отмечает* прогресс, о котором сообщается в части II приложения;
6. *считает закрытыми* те рекомендации, которые выполнены полностью; и
7. *просит* Генерального секретаря продолжать ежегодно представлять доклады по данному вопросу.

Введение

1. Настоящий доклад служит продолжением документа CE/117/3(b) rev.1 (приложение VI), представленного Исполнительному совету на его 117-й сессии (Марракеш, Марокко) в 2022 году.

Объединенная инспекционная группа (ОИГ)

2. Объединенная инспекционная группа Организации Объединенных Наций (ОИГ) – это орган Секретариата ООН, наделенный полномочиями для проведения независимой оценки на основе инспекции и анализа, направленного на улучшение руководства и методов и обеспечение более широкой координации между организациями (см. Статут ОИГ, ст. 5, п. 2).
3. ЮНВТО, учреждение, входящее в состав системы ООН и принявшее Статут ОИГ, имеет полномочия для обзора докладов ОИГ и их представления своим руководящим органам. Для этой цели с 2012 года ежегодно готовятся доклады для Исполнительного совета или Генеральной ассамблеи.

Управление служб внутреннего надзора (УСВН)

4. Управление служб внутреннего надзора (УСВН) – внутренний надзорный орган Организации Объединенных Наций (ООН). Управление оказывает содействие Генеральному секретарю ЮНВТО в выполнении его надзорных функций в отношении ресурсов и персонала Организации за счет предоставления услуг по внутренней ревизии, расследованиям, инспекции и оценке.
5. Надзорное обслуживание ЮНВТО, связанное с ревизией, осуществляет УСВН. Для этой цели в декабре 2019 года было подписано соглашение, подразумевающее регулярное осуществление планов трехгодичной ревизии.
6. УСВН провело первую ревизию, обзор управления проектами, в 2021 году. Доклад по итогам ревизии содержит 10 рекомендаций для Секретариата, которые приведены в части II приложения к настоящему докладу.

Структура подробного доклада (приложение)

7. В части I рассматриваются последние опубликованные доклады ОИГ, в отношении которых Секретариат вынес на утверждение Генеральной ассамблеи предлагаемый статус принятия или выполнения.
8. В части II рассматриваются рекомендации, ранее сформулированные ОИГ и УСВН, выполнение которых еще не завершено, для информации и возможных комментариев со стороны Генеральной ассамблеи. Секретариат ЮНВТО отслеживает выполнение 145 рекомендаций ОИГ.
9. В этом году Секретариат сосредоточил внимание на мерах, которые
 - имеют значение для бюджетного контроля и оптимизации издержек в Организации и
 - способствуют обеспечению соответствия стандартам и требованиям политики ООН.
10. Можно отметить следующие результаты.
 - **Внутренний надзор:** В 2022 году УСВН провело новую оценку рисков, заключив, что вторая ревизия будет касаться вопросов людских ресурсов. Такая ревизия была начата в мае 2023 года, и соответствующий доклад, как ожидается, будет опубликован к концу 2023 года.

- **Надлежащий баланс между работой и личной жизнью сотрудников:** В последнее время ведется новая политика по обеспечению гибкого графика работы с тем, чтобы наилучшим образом достигать целей и оптимальных результатов программ и уравнивать потребности сотрудников с требованиями к их работе.
- **Благополучная среда для сотрудников:** В соответствии с целью 3 в области устойчивого развития, сформулированной Организацией Объединенных Наций, «Обеспечение здорового образа жизни и содействие благополучию для всех в любом возрасте» и Докладом по людским ресурсам, представленным на 24-й сессии Генеральной ассамблеи (A/24/5/(с)), Генеральный секретарь назначил консультанта персонала для оказания сотрудникам ЮНВТО психосоциальной поддержки.
- **Улучшение организационной структуры Секретариата для оптимального создания знаний:** Учитывая межсекторальную природу туризма, а также необходимость улучшать и усиливать актуальность, согласованность и влияние создания и распространения ЮНВТО знаний, Генеральный секретарь создал внутренний Научно-исследовательский комитет (НК). Комитет будет вносить вклад в определение курса всеобщей научно-исследовательской и публикационной деятельности ЮНВТО и руководство ею.
- **Экологическая ответственность:** Секретариат продолжает прилагать усилия для повышения экологической ответственности. Число выбросов парниковых газов, связанных с деятельностью ЮНВТО в 2022 году, было рассчитано при использовании методологии и компенсации ЮНЕП (сертифицированного сокращения выбросов, ССВ), и уже восьмой год подряд ЮНВТО признается одной из климатически нейтральных организаций системы ООН.

Предлагаемый статус по отношению к последним докладам ОИГ

11. В период между датами составления предыдущего и настоящего доклада ОИГ подготовила следующие пять докладов:
 - a) [JIU/REP/2023/4](#): «Обзор политики и практики обеспечения психического здоровья и благополучия в организациях системы Организации Объединенных Наций»,
 - b) [JIU/REP/2023/3](#): «Обзор механизмов подотчетности в организациях системы Организации Объединенных Наций»,
 - c) [JIU/REP/2023/1](#): «Обзор хозяйственно-административного руководства Фондом Организации Объединенных Наций в области народонаселения»,
 - d) [JIU/REP/2022/1](#): «Обзор руководства и управления в Программе Организации Объединенных Наций по населенным пунктам (ООН-Хабитат)»,
 - e) [JIU/NOTE/2022/1/Rev.1](#): «Обзор мер и механизмов по борьбе с расизмом и расовой дискриминацией в организациях системы Организации Объединенных Наций: методы управления в целях достижения эффективности организаций».
12. Три из данных пяти докладов имеют отношение к ЮНВТО и включают **20 рекомендаций** для их рассмотрения и/или выполнения. В части I приложения Секретариат выносит на утверждение Генеральной ассамблеи статус принятия или выполнения каждой из этих рекомендаций.

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JIU/REP/2023/4: Review on mental health and well-being policies and practices in United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of those United Nations system organizations that do not already participate on the Implementation Board of the United Nations System Mental Health and Well-being Strategy should nominate a representative to serve on the Board by its first meeting in 2024.	Under consideration	In progress	Given its limited resources, UNWTO is not able to participate in the Implementation Board of the UN System Mental Health and Well-being Strategy. UNWTO is however actively participating in the implementation of the UN System Mental Health and Well-being Strategy and has allocated appropriate resources.		HR, DAFN
2	Executive heads of United Nations system organizations, who have not already done so, should define an evidence-based and data-driven organizational approach to the mental health and well-being of their personnel and design, by the end of 2025, a workplace action plan and reflect its principles in their enterprise risk management process, their occupational health and safety framework and their human resources strategies.	Accepted	In progress	UNWTO has developed a health and safety framework, incorporated within the overall human resources strategy.	Further consultations are required to incorporate these elements into the enterprise risk management process.	HR, DAFN
3	Legislative and/or governing bodies of United Nations system organizations should request that executive heads	Accepted	In progress	UNWTO Governing Bodies are regularly informed of the achievements in the area of health and well-being, in	The information provided to the UNWTO Governing Bodies will be further	HR, DAFN

	provide, by the end of 2026, an update on the development and implementation of the mental health and wellbeing workplace action plan developed according to their evidence-based and data-driven organizational approach on the matter.			accordance with the relevant action plan.	developed to include evidence-based and data-driven organizational approaches.	
4	By the end of 2024, executive heads of United Nations system organizations should review the rules governing the return-to-work of personnel, including provisions for granting accommodations to facilitate the return process, in order to ensure the inclusiveness of mental health related considerations, and develop standard operating procedures that clearly identify roles and responsibilities, including decision making.	Under consideration	Not started	UNWTO does not have any presence in high-risk field duty station and therefore, this recommendation would not be applicable at present for the Organization.		HR, DAFN
5	By the end of 2024, executive heads of United Nations system organizations should assess and identify any gaps or areas to improve their counselling function in their organizational context, using the Guidance on Professional Standards for United Nations counsellors prepared by the United Nations Staff/Stress Counsellors Group and endorsed by the Human Resources Network of the United Nations System Chief Executives Board for Coordination as well as key elements highlighted by the Joint Inspection Unit in the present report.	Accepted	Completed	UNWTO has implemented in 2022 a Staff Counsellor function with the aim of improving the delivery of psychosocial services to its personnel. The counselling services are continuously being improved through on-going discussions with the Staff Counsellor, personnel and the Staff Association Committee, in line with the recommendations and guidelines of the UN Staff/Stress Counsellors Group and the Critical Incident Stress Management Working Group.	UNWTO will continue to monitor recommendations in this area to ensure appropriate implementation.	HR, DAFN

6	The Secretary-General should request the High-level Committee on Management of the United Nations System Chief Executives Board for Coordination to explore and report on, by the end of 2024, options to ensure that a mental health practitioner is posted to all countries with D or E category duty stations.	Not applicable	Not applicable			
7	The General Assembly should consider by its eightieth session, the conclusions of the United Nations System High-level Committee on Management of the United Nations System Chief Executives Board for Coordination regarding resources to support the posting of a mental health practitioner to countries with D or E category duty stations.	Not applicable	Not applicable			
8	Executive heads of United Nations system organizations should ensure that their organization collaborate on the mapping of psychosocial support capacity available in all locations and consider the system-wide capacity when designing their workplace action plans, capitalizing on shared services, cost-sharing and other models for cost-effective and efficient delivery.	Accepted	Completed	UNWTO, through its Staff Counsellor function, provides all relevant information to the UN Staff/Stress Counsellors Group and the Critical Incident Stress Management Working Group for the purpose of mapping the counselling capacity available at its location.	UNWTO will continue to monitor this recommendation to ensure that it continues to be applied.	HR, DAFN
9	Executive heads of United Nations system organizations should ensure that their workplace action plans on the mental health and well-being of their personnel, to be designed by the end of 2025, identify barriers to accessing psychosocial support services, including prioritizing stigma reduction through mental health literacy	Accepted	Completed	UNWTO, through its Staff Counsellor function, provides all relevant information to the UN Staff/Stress Counsellors Group and the Critical Incident Stress Management Working Group. Continuous efforts are being made to reduce stigma for accessing psychosocial services through mental health	UNWTO will continue to monitor this situation.	HR, DAFN

	initiatives, outreach and health-promotion measures.			literacy and health promotion initiatives.		
10	To maximize return on investment, executive heads of United Nations system organizations should, by 2026, ensure that well-being programmes and activities are embedded in and complement an the evidence-based and data-driven approach of the organization to mental health and well-being defined for the organization, and are routinely monitored and assessed.	Under consideration	Not started	Considering its stretched resources, UNWTO is not in a position to fully accept this recommendation. The psychosocial services available in the Organization are regularly monitored, updated and assessed to ensure their correct continued application.	Further development of tools is required to ensure that decisions are evidence-based and data-driven.	HR, DAFN
11	Executive heads of United Nations system organizations should explore integrating, by the end of 2024, mental health and well-being considerations into training programmes, in particular for managers, as a means to provide opportunities for facilitated discussions and enhanced learning and to support employees with mental health conditions.	Accepted	In progress	UNWTO is incorporating specific mental health and well-being considerations into the training programme, particularly for supervisors. In this context, UNWTO had made the online "Workplace Mental Health and Well-being: Lead and learn" training available to supervisors.	Further analysis and inter-agency consultations are required to ensure that these trainings are fully incorporated into the UNWTO training programmes.	HR, DAFN

JIU/REP/2023/3: Review of accountability frameworks in the United Nations system organizations

N°	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The legislative organs and/or governing bodies of the United Nations system organizations should request their executive heads to assess their organization's accountability framework against the updated JIU reference accountability	Accepted	Implemented	Draft GA resolution included in the present report		DAFN, OFSG

	framework and adjust it as necessary, by the end of 2024.					
2	Beginning in 2025, the legislative organs and/or governing bodies of the United Nations system organizations should ensure that the oversight plans of internal oversight offices cover all elements of their respective accountability framework within a reasonable time frame and that, if coverage is incomplete, a rationale is provided.	Under consideration	Not started		Explore ways of establishing an oversight office	DAFN, OFSG
3	The executive heads of the United Nations system organizations should, starting from 2025, present to their legislative organs and/or governing bodies a regular report on the implementation of the accountability framework and on the costs of its key components.	Under consideration	Not started			DAFN, OFSG
4	The executive heads of the United Nations system organizations should prepare, by the end of 2024, through consultations held in the appropriate inter-agency mechanisms, a common United Nations system reference accountability framework maturity model, taking into consideration the updated JIU reference accountability framework.	Accepted	Not started		Bring the issue for discussion to the different UN networks	DAFN, OFSG, LGCO, BDFN, HR
5	The executive heads of the United Nations system organizations should prepare, by the end of 2025, an assessment of the maturity of their own accountability frameworks against the common United Nations system reference accountability framework maturity model and share the results with their respective legislative organs and/or governing bodies for information.	Under consideration	Not started			DAFN, OFSG

JIU/NOTE/2022/1/Rev.1: Review of measures and mechanisms for addressing racism and racial discrimination in United Nations system organizations: managing for achieving organizational effectiveness

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations should collaborate, in the framework of CEB, to establish a common set of categories for voluntary self-identification by personnel by June 2024, for the purposes of monitoring, analysing, evaluating and reporting on progress and success in achieving the goals of equality, equity, diversity and inclusion in addressing racism and racial discrimination.	Accepted	Not started	This recommendation is not in the sole remit of UNWTO.	Further inter-agency discussions are required.	HR, DAFN
2	The executive heads of United Nations system organizations should direct their respective training and learning units to develop and implement a high-impact and integrated curriculum to improve awareness, learning and performance that responds to the needs of personnel of various functions, categories and levels in order to address all forms and configurations of racism and racial discrimination in the workplace.	Accepted	In progress	UNWTO has conducted several trainings partially addressing these issues.	UNWTO will, in consultation with other UN agencies, formalize the delivery of a training on racism and racial discrimination in the workplace.	HR, DAFN
3	The executive heads of United Nations system organizations who have not done so should provide sufficient resources to support the achievement of defined results for the implementation of action plans for addressing racism and racial discrimination.	Under consideration	Not started	Considering the limited resources of UNWTO, this recommendation may be challenging to implement.		HR, DAFN

4	The executive heads of United Nations system organizations, as members of the CEB, should jointly develop and provide resources to a high-level, inter-agency standing mechanism intended to unite organizations, leverage their existing capacities and comparative added value to collaborate and work together to respond to both immediate and longer-term needs for addressing racism and racial discrimination across the United Nations system, and address the transformative changes needed to enhance the continued relevance and value of the various efforts at both the organizational and the system-wide levels.	Accepted	Not started	This recommendation falls outside the sole remit of UNWTO.	Further inter-agency discussions are required.	HR, DAFN
5	The executive heads of United Nations system organizations should establish, by 2024, an accountability framework that sets out the expected results, outcomes and key performance indicators for addressing racism and racial discrimination, and report periodically to their legislative organs and/or governing bodies on progress made in achieving the predefined results.	Accepted	In progress	UNWTO is developing a policy on this topic and will report on its progress to the governing bodies once the policy is implemented and appropriate results and outcomes are available.		HR, DAFN
6	The executive heads of United Nations system organizations should strengthen the equal distribution of opportunities in human resources management for all personnel.	Accepted	Completed	UNWTO has developed appropriate mechanisms in its recruitment and promotion policies to ensure fair opportunities for all its personnel, regardless of race or gender.		HR, DAFN

Part II: Progress report on previous recommendations

A. From the United Nations Office for Internal Oversight Services (OIOS)

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Proposed actions	Responsible department
1	UNWTO should strengthen results-based management of technical cooperation projects by ensuring that: (a) outcomes and outputs in the UNWTO logical framework related to technical cooperation activities are measurable; and (b) alignment between the UNWTO logical framework and the results frameworks of individual technical cooperation projects is documented.	Yes	In progress	a) 3 rd quarter 2022 b) 3 rd quarter 2022	a. Document A/24/5(a), approved by the General Assembly through resolution A/RES/732(XXIV), constitutes the UNWTO logical framework. It will be further adapted to facilitate action 1. b).	a) OFSG, EDs, DAFN b) TCSR
2	UNWTO should: (a) finalize its fundraising strategy and road map; and (b) establish i) a framework for preparing technical cooperation budgets and ii) monitoring the progress made in achieving the funding goals.	Yes	In progress	a. 2 nd quarter 2023 b. i) 2 nd quarter 2022 ii) 2 nd quarter 2023		a) ED, IRP b) i) TCSR, ii) IRP
3	UNWTO should a) define the various categories of projects and b) establish a project management database for technical cooperation projects to facilitate monitoring, reporting and data analysis.	Yes	In progress	a) First quarter 2022 b) 2 nd quarter 2022	The development of a project management platform would constitute a future step and is subject to the availability of financial resources. b) TCSR has started building an online database including relevant project information and reports to facilitate monitoring, reporting and analysis	a) OFSG, TCSR b) TCSR

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Proposed actions	Responsible department
4	UNWTO should develop guidelines for mainstreaming gender, human rights and environmental principles in technical cooperation projects.	Yes	In progress	1 st quarter 2023	Linked to recommendation 5a)	OFSG, ECSR
5	UNWTO should: (a) update the templates for cooperation agreements to include clauses against fraud and sexual exploitation and abuse; and (b) develop a project document template outlining the mandatory elements to be addressed in project documents such as project governance, risk management, results frameworks, and reporting and monitoring plans.	Yes	In progress	a) Together with rec. 4 b) 3 rd quarter 2022	a) The templates for cooperation agreements have been updated to include clauses against fraud and sexual exploitation and abuse	a) OFSG b) TCSR
6	UNWTO should strengthen the quality assurance process for technical cooperation projects by: (a) establishing review requirements and checklists to ensure review and formal sign-off by its Secretary-General and all relevant offices and focal points; and (b) setting time benchmarks for the approval process	Yes	In progress	a. 1 st quarter 2023 b. 1 st quarter 2022		OFSG, DAFN, TCSR

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Proposed actions	Responsible department
7	UNWTO should: (a) establish oversight mechanisms to ensure compliance with the project reporting and monitoring requirements established in its administrative instructions and agreements with donors; and (b) develop an evaluation policy for its technical cooperation projects.	Yes	In progress	a) 4 th quarter 2023	a. Review of administrative instruction A/911/19 on Initiatives financed through extra-budgetary funds	a) OFSG, DAFN b) TCSR
8	UNWTO should: (a) develop guidelines on recovery of direct costs for technical cooperation projects and costs related to preparatory missions; and (b) ensure that the basis for computing the programme support costs is clearly stated in the cooperation agreements.	Yes	In progress	4 th quarter 2022		DAFN
9	UNWTO should: (a) establish guidelines and requirements to regulate exceptions to competitive selection and donors' pre-approval of consultants; and (b) ensure timely preparation of consultants' performance evaluations.	Yes	a) In progress b) Completed	4 th quarter 2022	(a) a revised version of AI/912/19/rev.1 is being drafted for issuance by the end of 2023; it will include appropriate guidelines on the recruitment of experts (b) completed; HR has established appropriate guidelines to ensure the timely preparation of performance evaluations for experts and will integrate this into the HCM platform in due course	HR

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Proposed actions	Responsible department
10	UNWTO should establish oversight mechanisms to ensure timely closure of completed projects.	Yes	In progress	4 th quarter 2022	In collaboration with HR and LGCO. Linked to (8) above and the establishment of the digital platform.	DAFN

B. From the Joint Inspection Unit (JIU)

JIU/REP/2021/6: Business continuity management in United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of the United Nations system organizations should, by the end of 2023, review their business continuity management framework and ensure that the core elements identified in the present report are established and owned by relevant stakeholders to enable effective coordination of business continuity processes and practices, build coherence in their implementation and promote accountability at all levels.	Under consideration	Not started			HR, DAFN
2	The executive heads of the United Nations system organizations should, by the end of 2023, ensure that the maintenance, exercise and review components of their business continuity plans are applied through a consistent and disciplined approach to confirm that the plans remain relevant and effective.	Under consideration	Not started			HR, DAFN

3	The executive heads of the United Nations system organizations should, by the end of 2023, strengthen their learning mechanisms to contribute to organizational resilience by requiring after-action reviews following disruptive incidents and periodic internal management reviews of their business continuity management frameworks.	Under consideration	Not started			HR, DAFN
4	The executive heads of the United Nations system organizations should, by the end of 2024, report to their legislative organs and governing bodies on progress towards the implementation of the policy on the organizational resilience management system and its revised performance indicators, and highlight good practices and lessons learned, especially in the area of business continuity management.	Under consideration	Not started			HR, DAFN, OFSG
5	In 2023, the executive heads of the United Nations system organizations should conduct an internal management assessment of the continuity of business operations during the COVID-19 pandemic to identify gaps, enablers, good practices and lessons learned and adjust policies, processes and procedures, in particular in areas such as human resources, information and communications technology management and occupational safety and health, and indicate necessary measures to better prepare for and respond to future disruptive incidents.	Accepted	In progress	New policies on health and well-being, among others. Flexible work arrangements policies in place to ensure continuity of business operations.	Best practices and lessons learned will be identified in due course and measured through the HCM system.	HR, DAFN
6	The legislative organs and governing bodies of the United Nations system organizations should consider, at the	Under consideration	Not started			HR, DAFN, OFSG

	earliest opportunity, the conclusions of the internal management assessment of the continuity of operations during the COVID-19 pandemic prepared by the executive heads of their respective organizations and, on that basis, take appropriate decisions to address the identified gaps and risks and to ensure continuity of business operations.					
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JIU/REP/2021/5: Review of the ethics function in the United Nations system

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
3	The executive heads of the United Nations system organizations who have not yet done so should ensure that periodic refresher courses in ethics are introduced as mandatory for all staff and non-staff of their respective organization, irrespective of seniority, category and level, every three years, from 2023 onwards.	Accepted	In progress		In December 2022, the Ethics Officer, with the support of the ICT Department, made available a new and updated online course on Ethics and Integrity provided by the United Nations Ethics Office in New York. This new course is available to all newly recruited personnel and is also a mandatory refresher course for all the other personnel.	Ethics Officer
4	The executive heads of the United Nations system organizations who have not yet done so, supported by the ethics functions of their respective organizations, should, at the latest by	Under consideration	Not started			Ethics Officer, OFSG, DAFN

	2025, evaluate the effectiveness and efficiency, including “value for money”, of their financial disclosure and declaration of interest programmes and, on the basis of the findings, propose changes to the relevant policies where appropriate.					
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JIU/REP/2021/3: Cybersecurity in the United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of the United Nations system organizations should prepare, as a matter of priority and no later than 2022, a comprehensive report on their cybersecurity framework and present it to their respective legislative and governing bodies at the earliest opportunity, covering the elements contributing to improved cyberresilience examined in the present report.	Accepted	Not started			ICT, DAFN
2	The legislative and governing bodies of the United Nations system organizations should consider the reports on the elements contributing to improved cyberresilience prepared by the executive heads and provide strategic guidance on further improvements to be implemented in their respective organizations, as necessary.	Accepted	Not started			DAFN, OFSG

JIU/REP/2021/2: Review of United Nations system support for landlocked developing countries to implement the Vienna Programme of Action

N°	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations should designate, if they have not already done so, by the end of 2022, an organizational focal point on landlocked developing countries with clear terms of reference, developed with guidance from UN-OHRLLS, that define the focal point's role and responsibilities in supporting implementation of the programme of action for landlocked developing countries.	Accepted	Not started		Creation of clear terms of reference for focal point on landlocked developing countries. Management to approve the TOR and designate a focal point and possible alternate.	IRP, ED
3	The executive heads of United Nations system organizations should develop, by the end of 2022, a clear results framework for support for landlocked developing countries, including linkages among the outcomes to be achieved, the main outputs strategy and core activities.	Accepted	Not started		Creation of clear results framework for support for landlocked developing countries.	ED, IRP, OFSG
7	The legislative organs and governing bodies of United Nations system organizations should issue directives, if they have not already done so, by the end of 2022, for their organizations to mainstream the priorities of the programme of action for landlocked developing countries that are pertinent to their mandated work and request that their organizations report periodically on its implementation.	Under consideration	Not started			OFSG, ED

JIU/LETTER/2021/1: Management letter on securing the integrity of documents, records and archives of the United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The Inspectors request the executive heads of United Nations system organizations to give due consideration to devising and applying appropriate safeguards to secure their current and historical documents, records and archives including by revisiting, if necessary, the security parameters applied to the storage of such documents in both the physical and cyber-environment and including the matter in their organizations' risk registry, and to report to the Joint Inspection Unit through the web-based tracking system no later than the end of 2022 on the measures taken to implement the present recommendation.	Accepted	In progress	In the process to migrate our current data to a safer and updated platform and create a centralized repository of the historical documents		ICT, COMM, DAFN

Part II: Monitoring the implementation of previously issued JIU reports

JIU/REP/2020/8: Environmental Sustainability across Organizations of the United Nations System

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations that have not yet done so should, by the end of 2022, develop an organization-wide policy for environmental sustainability in the areas of internal management functions.	Under consideration	Not started			DAFN, OFSG
2	The legislative organs and governing bodies of the United Nations system organizations that have not yet done so should, by the end of 2022, direct the executive heads to embed environmental sustainability considerations into the management of their organizations and request them to include in the annual report on the work of the organization the results of efforts to mainstream environmental sustainability in the internal management functions of the organization.	Under consideration	Not started			DAFN, OFSG
3	The executive heads of the United Nations system organizations should, by the end of 2022, devote adequate resources in specific budget plans, including by better utilizing existing available resources, to mainstreaming environmental sustainability in their respective organizations, and report on the implementation to their legislative organs and governing bodies from 2023.	Under consideration	Not started			DAFN, OFSG

5	The executive heads of the United Nations system organizations should, by the end of 2022, ensure that all recruitment and selection processes, as well as performance appraisal systems, incorporate and give adequate weight to environmental sustainability understanding and behaviours, and report on the implementation to their legislative organs and governing bodies from 2023.	Under consideration	Not started			HR
8	The executive heads of the United Nations system organizations that have not yet done so should, by the end of 2022, task the relevant offices responsible for organizing conferences, meetings and events with developing a policy for incorporating provisions relating to environmental sustainability considerations into policies, procedures, manuals and guidelines, including through the relevant inter-agency mechanisms, as necessary.	Accepted	Not started			COSE, OFSG
9	The executive heads of organizations of the United Nations system should ensure that, by the end of 2022, information and communications technology services' actions and projects comply with environmental sustainability considerations, including ensuring that greenhouse gas emissions are at a level compatible with the United Nations Framework Convention on Climate Change Paris agreement.	Under consideration	Not started			ICT

JIU/REP/2020/7: Blockchain applications in the United Nations system: towards a state of readiness

N°	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The governing bodies of the United Nations system organizations should ensure that, when applicable, the use of blockchain applications will be integrated, together with other digital technologies, into the innovation strategies and policies adopted by their respective organizations.	Under consideration	Not started		Given the size of the Organization, it is unlikely that any of the present recommendations will be implemented.	IEI
2	The executive heads of the United Nations system organizations should make sure that the examination of possible blockchain use cases will be based on assessments of project risks, including with respect to relevant organizational policies and regulations on privileges and immunities, data protection, confidentiality, cybersecurity, system integrity, and reputation.	Under consideration	Not started		Given the size of the Organization, it is unlikely that any of the present recommendations will be implemented.	IEI, DAF
3	The executive heads of the United Nations system organizations, if they have not already done so, should endorse the Principles for Digital Development by the end of 2022, as a first step to ensuring a general common understanding of digital transformation at the organizational level, including the possible use of blockchains	Under consideration	Not started		Given the size of the Organization, it is unlikely that any of the present recommendations will be implemented.	IEI, ICT
4	The executive heads of the United Nations system organizations should ensure that any decision on using blockchain should be based on an appropriate determination of the business case and of the most suitable	Under consideration	Not started		Given the size of the Organization, it is unlikely that any of the present recommendations will be implemented.	IEI, ICT

	solution, using as guidance a decision-making matrix					
6	The governing bodies of the United Nations system organizations should encourage Member States to engage with the United Nations Commission on International Trade Law in its exploratory and preparatory work on legal issues that relate to blockchain in the broader context of the digital economy and digital trade, including on dispute resolution, which is aimed at reducing legal insecurity in that field.	Under consideration	Not started		Given the size of the Organization, it is unlikely that any of the present recommendations will be implemented.	IEI, LGCO
8	The executive heads of the United Nations system organizations, through the relevant coordination mechanisms, including with support from the United Nations International Computing Centre, should consider the adoption of a non-binding inter-agency blockchain governance framework for use by interested organizations, with a view to ensuring coherent and consistent blockchain approaches across the system by the end of 2022, including for projects that may involve multiple United Nations organizations.	Under consideration	Not started		Given the size of the Organization, it is unlikely that any of the present recommendations will be implemented.	IEI, ICT, IRP

JIU/REP/2020/6: Multilingualism in the UN System

Nº		Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1		The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done	Under consideration	Not started			COSE, TRAD

		so, to prepare a strategic policy framework for multilingualism, accompanied by administrative and operational guidelines for its implementation, and submit this for adoption by the end of 2022.					
2		The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to appoint, by the end of 2022, a senior official as a coordinator or focal point for multilingualism, with clearly defined responsibilities and delegated authority, tasked with the coordination of the implementation of the strategic policy framework for multilingualism across their respective organizations.	Accepted	In progress			COSE, TRAD
4		The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to introduce, by the end of 2022, learning policies that encourage continuous learning and improvement of the language skills of their staff members in the official languages of the respective organizations as well as in	Accepted	Completed	The Organization has a policy in place for language learning. The language learning framework is in place for all members of personnel who wish to develop their skills in one or more of the official languages of UNWTO.	HR is further developing a learning and development policy, which will include the language learning element	HR

		other languages, as appropriate, securing sufficient funding for this.					
5		The executive heads of the United Nations system organizations should request the High-level Committee on Management of the United Nations System Chief Executives Board for Coordination (CEB) to establish a working group on the preparation for adoption, by the end of 2022, of a United Nations system language framework for language teaching, learning, assessment, and certification in the six official languages of the United Nations, which could be based, inter alia, on the results of the work already undertaken by the United Nations Secretariat in this area.	Under consideration	Not started		This recommendation is outside the sole remit of the organization. UNWTO would support this initiative in coordination with other UN system organizations	HR
6		The executive heads of the United Nations system organizations, in their capacity as members of the United Nations System Chief Executives Board for Coordination, should direct the High-level Committee on Management to develop a system-wide, comprehensive and coordinated approach to multilingualism as a core value of the United Nations system organizations.	Under consideration	Not started			COSE, TRAD

JIU/REP/2020/5: Enterprise risk management

N°	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	In order to fulfil their oversight roles and responsibilities, legislative/governing bodies should incorporate ERM into their meetings at least annually, with substantive coverage determined by the organization's mandate, field network and risk exposure.	Under consideration	Not started			DAFN, OFSG
2	By the end of 2021, executive heads should undertake a comprehensive review of their ERM implementation against JIU benchmarks 1 to 9, as outlined in the present report.	Under consideration	Not started			DAFN, OFSG
3	By the end of 2021, members of the High-level Committee on Management of the Chief Executives Board for Coordination should ensure that its Cross-Functional Task Force on Risk Management is continued as a viable mechanism to further promote and facilitate inter-agency cooperation, coordination and knowledge-sharing and to explore shared risks associated with United Nations reform efforts	Under consideration	Not started			DAFN, OFSG
4	By the end of 2022, legislative/governing bodies of participating organizations should request executive heads to report on the outcomes of a comprehensive review of the organization's implementation of ERM against JIU	Under consideration	Not started			DAFN, OFSG

	benchmarks 1 to 9, as outlined in the present report.					
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JIU/REP/2020/2: Policies and Platforms in support of learning

N°	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations, if they have not already done so, should establish a minimum set of key performance indicators and associated targets for the efficiency of learning programmes and their effectiveness in support of business outcomes, which the organizations should monitor and report upon to the governing bodies.	Under consideration	Not started		This recommendation is under consideration in alignment with the strategic HR plan of the organization for the period 2021-2025. UNWTO will aim at including appropriate indicators.	HR, IEI
3	The executive heads of the United Nations system organizations should, in consultation with the United Nations Sustainable Development Group, examine the existing options for a comprehensive joint curriculum or at least system-wide quality assurance of courses related to the 2030 Agenda for Sustainable Development, by the end of 2021.	Accepted	In progress	The UNWTO Tourism Online Academy (https://www.unwto-tourismacademy.ie.edu/) is currently offering 26 courses within the framework of the SDGs and it has over 18,000 enrolled students.		HR, IEI
8	The governing bodies of United Nations system organizations should, by the end of 2023, approve a common United Nations Organizational Learning Framework, agreed through relevant inter-agency mechanisms, which should contain a set of principles and a plan of action for gradual implementation.	Under consideration	Not started	This recommendation is outside the sole remit of UNWTO and must be coordinated with other agencies. The organization is readily available to contribute to this initiative for its gradual implementation.		HR

JIU/REP/2020/1: Investigation function in the UN System

N°	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The legislative bodies of United Nations system organizations should request that organizations that have not yet done so include in their internal oversight charters a provision for the periodic revision and, where necessary, update of the charters and a requirement for their endorsement by the legislative bodies. The updated charters should be submitted for endorsement by the legislative bodies by the end of 2021.	Accepted	Not started	No internal oversight unit at UNWTO. The internal oversight Charter was approved by the Executive Council in 2010 (decision 5(LXXXVIII)). A Memorandum of Understanding with the UN Office of Internal Oversight Services (OIOS) on the provision of audit services was signed in December 2019.	Internal Oversight Charter to be updated. Agreement with OIOS Investigation is being negotiated.	Ethics Officer (EO), OFSG, HR
2	The executive heads of United Nations system organizations who have not yet done so should ensure that the heads of internal oversight offices periodically review and, where necessary, update their investigation policies and guidance on the basis of new developments, the jurisdiction of the administrative tribunals, lessons learned and good practices. In doing so, due attention should be paid to ensure coherence with applicable provisions of other existing relevant rules, regulations and policies.	Under consideration	Not started		As above. UNWTO has no investigation policy. The Ethics Officer is the only internal independent function, but the mandate does not cover the investigation function.	EO, OFSG, HR
3	The legislative bodies of United Nations system organizations should request that organizations that have not yet done so consolidate by the end of 2022 all investigations and related	Accepted	In progress		Intake and preliminary assessment are partially covered by the Ethics Function	EO, OFSG, HR

	activities (namely intake, preliminary assessment and the decision to open an investigation), irrespective of the type of misconduct, in the internal oversight office of each organization.				until an agreement with an external OIOS body for investigation can be concluded.	
4	The legislative bodies of United Nations system organizations that have not yet done so should ensure by the end of 2021 that the heads of internal oversight offices/investigation functions are authorized to open investigations without the approval of the executive heads.	Under consideration	Not started		Pending agreement with external OIOS body for investigation.	EO, OFSG , HR
7	The legislative bodies of United Nations system organizations that have not yet done so should develop and adopt appropriate formal procedures for the investigation of complaints of misconduct by executive heads and adopt appropriate policies by the end of 2021.	Accepted	In progress	The Executive Council (decision 6(CIX)) authorized the EO to conduct an initial consideration of complaints on allegations of misconduct by the Secretary-General and to make recommendations on any further action as appropriate, and requested her to review the policy on whistle-blower (decision (CX)). The EO revised the policy on whistle-blowing to include the intake and preliminary assessment of allegations against the executive head. The proposed text is pending internal approval, but investigation procedures are not considered.	Pending agreement with external OIOS body for investigation.	EO, OFSG , HR
9	The legislative bodies of United Nations system organizations that have not yet done so should request that the respective organizations' annual internal oversight activity reports contain information on both complaints and investigations,	Accepted	In progress	Information about complaints and investigations is provisionally included in the annual report of the Ethics Officer.	Pending agreement with external OIOS body for investigation.	EO, OFSG, HR

	including details on the number, type and nature of the complaints and investigations and trends in this regard.					
10	The legislative bodies of United Nations system organizations should review the adequacy of resources and staffing of the investigation function, taking into consideration the recommendations of the respective audit and oversight committees, where available.	Under consideration	Not started		No internal investigation function at UNWTO, pending agreement with external OIOS body for investigation.	OFSG, EO, HR

JIU/REP/2019/9: Review of outsourcing of services to commercial service providers by UN system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations should task the relevant offices with developing, through consultations with relevant internal stakeholders, by the end of 2021, a common organization-wide definition of outsourcing and further concretize it by developing approaches and procedural guidelines on the subject matter.	Under consideration	Not started			DAFN, OFSG
2	The legislative bodies of the United Nations system organizations should request their executive heads to ensure that, by the end of 2022, annual reports on procurement include a subsection on expenditures on services sourced from commercial service providers.	Under consideration	Not started			DAFN, LGCO (procurement)
4	The executive heads of United Nations system organizations should encourage all offices to ensure that, by	Under consideration	Not started			DAFN, LGCO (procurement)

	the end of 2021, the sourcing of any strategic, sensitive or high-value service and related goods from a commercial service provider is preceded by the conduct of a clearly-documented strategic analysis that includes short and long-term considerations and costs, and that the analysis has been reviewed and approved by the appropriate authority, prior to a formal decision on the sourcing option.					
5	The executive heads of United Nations system organizations should instruct all offices to ensure that, by the end of 2021, strategic, sensitive and high-value commercially outsourced services under their purview are subject to periodic review, including risk assessments, to ascertain whether appropriate risk management measures are developed by the relevant functions in each organization.	Under consideration	Not started			DAFN, LGCO (procurement)
6	The executive heads of United Nations system organizations should instruct relevant offices to develop criteria that need to be met for outsourced service contracts to be considered for extensions beyond standard time frames, and to present such criteria to the relevant decision-making authority for adoption and incorporation into policy documents by the end of 2021.	Under consideration	Not started			DAFN, LGCO (procurement)
7	The executive heads of United Nations system organizations should instruct all offices to ensure that, by the end of 2021, following any decision to source a service and related goods of strategic, sensitive or high value from a commercial service provider, the requisitioning office should develop	Under consideration	Not started			DAFN, LGCO (procurement)

	clearly detailed guidelines for managing vendor transition, including corresponding backup arrangements, and ensure that solicitation documents clearly outline the responsibility of the vendor as regards transitional assistance and knowledge transfer to the organization and incoming vendor.					
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JIU/REP/2019/8: Review of staff exchange and similar inter-agency mobility measures in United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
2	Executive heads should, by the end of 2021, review all administrative issuances to clarify how inter-agency mobility is treated in each of those contexts.	Under consideration	Not started	This continues to be an ongoing discussion within the UN networks. Considering the small size of UNWTO and its limited financial resources, some elements of inter-agency mobility will be challenging to implement. This requires further review and it is not considered a priority at this point in time.		HR
6	The Secretary-General, in coordination with other executive heads in the framework of the High-Level Committee on Management, as he considers appropriate, should, by the end of June 2022, articulate the business case for inter-agency mobility by setting out what it should accomplish for the organizations as well as how it contributes to human resources management objectives and to the delivery of programmatic results. Such a business case could usefully	Accepted	Not started			HR

	examine success stories, such as the impact on career trajectories.					
7	The Secretary-General, working with other executive heads, should assess the impact of the United Nations system leadership framework on the development of a common management culture supportive of a One United Nations mindset and report to the Economic and Social Council at its 2022 session in the context of his report on the work of CEB. They should also consider the possibility of using this framework to strengthen a common management culture in United Nations organizations through the inter-agency mobility of a pool of managers, as had been envisaged through a Senior Management Service that CEB had planned to implement in 2004.	Accepted	Not started			HR
8	Executive heads should enable all United Nations system staff members to compete for vacant posts on a basis equal to that established for their own staff, while considering downsizing contexts, the abolition of posts and positions, and the administration of rotational placements.	Accepted	In progress	UNWTO is part of the appropriate recruitment, outreach and workforce planning working group, and is currently discussing the possibility of implementing common rosters and shared recruitment profiles.		HR
9	The Secretary-General and other executive heads who are members of CEB should, by the end of 2021, define how the mutual recognition of rules and procedures will be applied to overcome regulatory and procedural barriers to inter-agency mobility, and report on measures taken to the Economic and Social Council at its 2022 session in	Under consideration	Not started			HR

	the context of the annual report of the Secretary-General on the work of CEB.					
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JIU/REP/2019/5: Managing cloud computing services in the United Nations system

N°	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of the United Nations organizations should ensure that business continuity planning includes strategies and measures to mitigate the risk of failure by cloud service providers to deliver the contracted services.	Accepted	Not started			ICT
2	The governing bodies of the United Nations organizations should request the heads of their respective organizations to include provisions in their financial strategies that facilitate the adaptation, responsiveness and efficient use of operational expenditures and capital investments related to new technologies.	Under consideration	Not started			ICT
3	The executive heads of the United Nations organizations should put in place periodic procedures to ensure that their corporate ICT strategies, including those for cloud computing services, are aligned with the organizations' business needs and priorities, and yield value for the investment.	Accepted	Not started			ICT

4	The executive heads of the United Nations organizations should ensure that a comprehensive risk analysis exercise is undertaken before contracting ICT services, including cloud-based services. The risk analysis exercise should consider both technical and financial risks and benefits, and relevant safeguards should be included in the service-level agreement.	Accepted	Not started			ICT
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JIU/REP/2019/4: Review of change management in United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	Governing/legislative bodies are encouraged to ensure that executive heads embed change management approaches and methods in their organizational reforms and report on the results.	Under consideration	Not started			HR
2	Executive heads should embed structured and comprehensive change management approaches in their ongoing and future organizational reforms and report thereon to their governing/legislative bodies.	Accepted	In progress	Change management approaches are being carried out and appropriately reported in relevant reports. For example, for the implementation of the FWA policy and parental leave policy, assessments were properly carried out and employee feedback was taken into consideration.		HR
4	Executive heads should ensure that resources allocated to change management are clearly earmarked	Under consideration	Not started			HR, OFSG

	and the intended results are measured, tracked and evaluated.					
6	Executive heads should include an item on the agenda of the next meeting of the High-level Committee on Management of the United Nations System Chief Executives Board for Coordination to consider how to support the United Nations Laboratory for Organizational Change and Knowledge to play a greater role in United Nations system reforms.	Accepted	Not started			HR, DAFN, IRP

JIU/REP/2019/2: Review of the United Nations System-wide Action Plan on Gender Equality and the Empowerment of Women

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of the United Nations system organizations should critically assess on a regular basis the quality assurance mechanisms in place in their organization to ensure that ratings by indicator under the United Nations System-wide Action Plan on Gender Equality and the Empowerment of Women are accurate according to the technical notes issued by the United Nations Entity for Gender Equality and the Empowerment of Women and that such ratings are appropriately supported by evidence.	Accepted	In progress	The assessment is carried out on an annual basis, within the limited resources of UNWTO. The last report to the UN-SWAP includes already various improvements in the indicators. The organization undertook a peer review for its 2019 reporting with another UN agency to further improve on the indicators.		HR, ECSR, IRP
2	Before the end of 2020, the members of the United Nations System Chief Executives Board for Coordination should coordinate within the Board's existing mechanisms to comprehensively review the results	Accepted	Not started			HR, ECSR, IRP

	achieved following the implementation of the first phase of the United Nations System-wide Action Plan on Gender Equality and the Empowerment of Women and provide a forum for endorsing the framework as revised in 2018.					
4	The legislative and governing bodies of the United Nations system organizations should review the UN-Women annual letter addressed to the executive management, accompanied by indications of strategies and measures envisioned by the executive heads to be undertaken to improve compliance with the indicators included in the System-wide Action Plan and their expected contribution to gender equality and the empowerment of women.	Under consideration	In progress	Some improvements have been made. In 2021, UNWTO participated in a peer review with another UN agency. Furthermore, ToRs for the Gender Focal Points were developed.	In 2023, the Organization intends to issue guidelines on diversity and inclusion.	HR, ECSR, IRP
5	Before the completion of the System-wide Action Plan 2.0, the executive heads of the United Nations system organizations should ensure an independent assessment of effective progress towards gender mainstreaming to promote gender equality and the empowerment of women within their organization, using the Action Plan as a benchmark, as applicable.	Accepted	Not started			HR, ECSR, IRP

JIU/REP/2018/7: Strengthening policy research uptake in the context of the 2030 Agenda for Sustainable Development

N°	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
2	The Executive Heads of United Nations system organizations should establish, in the set-up of their programme budgets and finance (cost accounting) systems, a means to report on the cost of research activities by the end of 2020.	Under consideration	In progress	UNWTO Financial Management Information Systems (FMIS) include outputs and activities. Data can be encoded by output and activity	IO to include outputs and activities variables per projects.	ED, Operational Departments,
4	The Executive Heads of United Nations system organizations should carry out periodic assessments of specific research needs and of potential suppliers of research products and associated costs, with the long-term objective of strengthening internal capacities for research, as appropriate, and making systematic use of research produced by academia.	Accepted	in progress	Every two years, UNWTO conduct a priority survey among members in order to prepare upcoming programme of work. This serves as a basis for research agenda.		ED, Operational Departments
9	The governing bodies of the United Nations system organizations should take measures to ensure that commitments to inter-agency collaboration, including through the establishment of a global data knowledge platform and the facilitation of academic exchanges, as stipulated in the Global Compact for Safe, Orderly and Regular Migration, are implemented by the end of 2020.	Accepted	In progress	UNWTO provides access to all UN organizations to the e-library upon request. UNWTO partakes in the UN Committee for the Coordination of Statistical Activities (CCSA) and in the Committee of the Chief Statisticians of the United Nations System (CCS-UN, which entail a commitment to data sharing and exchange. As a UN System agency, UNWTO is also required to align its data practices to the UN SG's Data Strategy, which calls for		TMIC, STTC, SDT, AMD, IRP

				“unleashing the full strength of data in our organization and for global good” and requires improvement of “data management practices so everyone can discover, access and share the data they need” and for “cross-cutting data governance and oversight to ensure data are managed as a shared strategic asset”.		
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JIU/REP/2018/6: Enhancing accessibility for persons with disabilities to conferences and meetings on the United Nations system

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations should task the relevant offices with developing, by the end of 2020, a draft policy on the accessibility of conferences and meetings for persons with disabilities, as well as guidelines for policy implementation, and present them to their respective legislative bodies, should the endorsement of those bodies be required for the policy to take effect.	Under consideration	In progress	Comment: The rules of the Depository Libraries have such a provision for easy access through inter library loan. 2018 UNWTO Smart destinations conference (Oviedo) met accessibility criteria.	A draft UNWTO policy on disability inclusion was shared internally in 2023 and needs to be discussed with all key departments. It includes a chapter on meetings & conferences, in alignment with the UNDIS framework recommendations.	ECSR, COSE
2	For all major conferences that are hosted off the premises of United Nations system organizations, the executive heads of these organizations should ensure that accessibility requirements are clearly stipulated in individual agreements concluded with the hosting entity for specific conferences and meetings.	Accepted	In progress	A preliminary list of requirements has been proposed	Preliminary list of requirements has been already elaborated between key departments. Accessibility criteria, already agreed upon internally, should be	ECSR, COSE

					included in co-hosting agreements for statutory meetings as of 2024. Specific events on accessible tourism, which is under the UNWTO's mandate, already include accessibility criteria in co-hosting agreements. Nevertheless, they take place outside UNWTO HQ and not inside UNWTO premises. The next step should be to mainstream accessibility also in co-hosting agreements of "other" meetings not related neither to statutory meetings nor accessible tourism.	
3	The executive heads of United Nations system organizations that have not yet done so should appoint, by December 2021, a focal point on accessibility within their organization under terms of reference that clearly define the focal point's role and responsibilities as regards enhancing the accessibility of conferences and meetings for persons with disabilities.	Accepted	Not started	Focal point on accessibility has been appointed in 2021. The Head of the Department of Ethics, Culture and Social Responsibility has been entrusted with that role.	UNWTO needs to appoint a new focal point in 2023, upon the retirement of the former UNDIS focal point in June 2023. ToR would need to be defined in alignment with other UN agencies' focal points.	ECSR
4	The executive heads of United Nations system organizations should instruct relevant offices that address accessibility-related matters to develop, by December 2021, standard	Accepted	In progress		This action should be developed in conjunction with the inclusion of the accessibility checklist	ECSR, COSE

	operating procedures with regard to their operational responsibilities to improve the accessibility of conferences and meetings for persons with disabilities.				in co-hosting agreements as guidelines may be similar.	
5	The executive heads of United Nations system organizations should make it mandatory for organizers of meetings and conferences to ensure, by December 2021, that: (a) The participation of persons with disabilities is fully supported by registration processes that are accessible for persons with diverse disabilities; (b) Clauses are included in accessible registration forms to ask specifically about accessibility requirements; (c) Information on accessible facilities and services is disseminated to all potential participants through accessible websites and information notes; (d) Accessible post-conference and post-meeting satisfaction surveys consistently include questions to assess satisfaction with the accessibility of facilities and services.	Accepted	In progress	For events focused on accessibility and other events organized by the ECSR Department, attendees with specific access requirements are encouraged to indicate their needs and contact the organizers if deemed necessary to resolve any accessibility-related doubt. Registration forms are made accessible and satisfaction surveys are facilitated on the spot, at accessible tourism events, in cooperation with DPO partners.	The accessibility checklists to be included in all hosting agreements in future should cover the provisions suggested under a), b) and c).	COSE, ECSR
6	The executive heads of United Nations system organizations should, by December 2021, provide the option for remote participation in all meetings and conferences that they organize, with no prejudice to the efforts to make attendance at meetings and conferences accessible to persons with disabilities.	Accepted	Not started		Webinars dedicated to accessible tourism, held since the pandemic outburst until 2023, have included accessibility criteria (captioning service and sign language).	COSE, ECSR, ICT,

7	The executive heads of United Nations system organizations should issue instructions to information and communications technology and facilities management offices to undertake periodic accessibility assessments of organizational facilities and services for conferences and meetings, and to ensure that organizations of persons with disabilities are adequately consulted at all stages of the process.	Accepted	Not started		High accessibility standards to be applied in the new UNWTO HQ (moving date tbc) in cooperation with the Government of Spain and relevant DPO partners. International ISO standards should be observed. However, UNWTO does neither own its current premises nor the future ones, which always belong to the host Government.	DAFN, HR, COSE, ECSR
8	The executive heads of United Nations system organizations should task procurement offices with drafting, by December 2021, provisions for incorporating accessibility checks and/or requirements into procurement policies and guidelines for consideration and adoption by the relevant decision-making authority.	Accepted	Not started		UNWTO to implement the procurement accessibility checklist by consulting relevant DPO and UN System partners and suggest the new provisional policy to the UNWTO Executive Council for adoption.	LGCO, ECSR
9	The executive heads of United Nations system organizations should develop and implement through relevant inter-agency mechanisms, by December 2021, a common system-wide mandatory specialized training module on disability inclusion and accessibility for personnel involved directly or	Accepted	In progress	UNWTO has implemented trainings on disability inclusion and accessibility.	In 2021 and 2022, UNWTO, through its Ethics, Culture and Social Resp. and HR Depts. implemented a basic disability inclusion training (virtual), as well as a	ECSR, HR

	indirectly in the servicing of conferences and meetings, including, but not limited to, staff in conference management, facilities and services management, human resources management, and procurement, legal, ICT, medical, public information and safety and security services.				hands-on interactive training "Overcoming barriers" for a small group of staff , in cooperation with the UNWTO Staff Association. The trainers came from the UNWTO main DPO partners, demos. The attendees representing different depts. learned how to use disability aids, mobility devices and have been exposed to real-life situations within the office environment.	
10	The legislative bodies of United Nations system organizations should include in their agendas the review of periodic reports submitted to them on the state of accessibility of conference and meeting facilities and services for persons with disabilities, including the state of progress of actions to address accessibility deficits.	Accepted	Not started		To be conducted in the framework of the present yearly report	COSE, OFSG

JIU/REP/2018/4: Review of whistle-blower policies and practices in United Nations system organizations

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	Legislative bodies should adopt measures by 2020 to ensure that all policies related to misconduct/wrongdoing and retaliation specify appropriate channels and modalities, such as independent oversight committees, for reporting and investigating allegations against the executive head of the organization, as well as against any other functions that may entail a potential conflict of interest in the handling of such issues.	Accepted	In progress	Pursuant to Executive Council decision CE/DEC/6(CIX), the Ethics Officer has reviewed and updated UNWTO's policy on misconduct/wrongdoing and retaliation of 2013, to include a special section related to reporting allegations against the executive head of the organization. The revised policy is under final approval phase.	Whistleblower policy under approval phase	Ethics Officer
2	In United Nations system organizations that do not have an external and independent mechanism for appeals when a prima facie case of retaliation is not determined, the executive head should instruct the relevant office(s) to develop, by 2020, appropriate options to address this deficiency for his or her timely consideration, and to outline any agreed-upon mechanisms and processes in updates to protection against retaliation policies.	Accepted	In progress		Ethics Officer to consult with UN system organizations and propose an appropriate alternative option for an external and independent mechanism to address such appeals.	Ethics Officer
3	Executive heads of United Nations system organizations should update their relevant whistle-blower policies by 2020 to address shortcomings and gaps identified in the JIU best practices ratings.	Accepted	in progress	Partly achieved, pending final approval of the policy update.		Ethics Officer
4	By 2020, the legislative bodies of the United Nations system organizations should request executive heads to ensure that the independence of the head of ethics, head of oversight and	Accepted	In progress	Since its establishment in May 2018, the in-house Ethics Function is the only independent internal function at UNWTO. It reports to the	The degree of independence of the Ethics Function still needs be to clearly defined.	Ethics Officer

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	ombudsman/mediator functions is clearly defined, in accordance with recommendations contained in JIU reports (JIU/REP/2006/2, JIU/REP/2010/3, JIU/REP/2011/7, JIU/REP/2015/6 and JIU/REP/2016/8), and that these functions report periodically to the legislative body.			governing bodies on an annual basis.		
5	By the end of 2019, executive heads of United Nations system organizations should develop comprehensive communications tools for all personnel on what, how, where and to whom to report misconduct/wrongdoing, including harassment and retaliation, in all the working languages of the organization.	Accepted	In progress	A policy on addressing discrimination, harassment, including sexual harassment, and abuse of authority is currently being prepared in coordination with relevant departments, based on ST/SGB/2019/8 and subject to the establishment of an investigation policy. The communication tool will include information on the modalities to report misconduct/wrongdoing.	Communication tool to be developed.	Ethics Officer
6	Executive heads of United Nations system organizations should develop by 2020 standard operating procedures for proactively protecting those who report misconduct/ wrongdoing from retaliation, which should include undertaking relevant risk assessments and clearly identifying available support mechanisms and resources.	Accepted	Not started		Under consideration.	Ethics Officer
7	Executive heads of United Nations system organizations should develop standard operating procedures by 2020 for handling retaliation cases, with	Accepted	In progress		Consult with UN Ethics system.	Ethics Officer

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	specific checklists and protocols for investigation, support services and communication.				No internal investigation function in place at UNWTO. External investigation options to be arranged.	
8	Executive heads of United Nations system organizations should ensure that, by 2020, anonymous channels to report misconduct/wrongdoing are: (a) developed and operational; (b) available in all the working languages of the organization; (c) accessible to all personnel, vendors and beneficiaries; (d) reflected in their relevant policies; and (e) widely communicated.	Accepted	In progress		Under internal discussion Anonymous channels need to be carefully assessed.	Ethics Officer
11	By 2020, executive heads of United Nations system organizations should conduct global staff surveys on a biennial basis, in order to gauge staff views on “tone at the top” issues, accountability and ethics-related topics and to develop a comprehensive action plan to address the issues identified.	Accepted	In progress		Coordinate the global staff survey and action plan with other UN Ethics Offices.	Ethics Officer, HR

JIU/REP/2018/1: Review of internship programmes in the United Nations system

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
5	The executive heads of JIU participating organizations should put in place a mechanism to systematically track information related to internships,	Accepted	In progress	Systematic tracking of information related to internship is being done. The report will be developed, to be presented to	Develop this report upon implementation of HR IT tool.	HR

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	including on gender, country of origin, university from which the highest diploma was received, duration of the internship for each intern engaged and related costs (direct and indirect) generated by the internship programme. A report should be presented for information to the governing and/or legislative bodies of the organizations at their next sessions.			the governing and/or legislative bodies		
6	Legislative and/or governing bodies of the organizations of the United Nations system should consider approving the establishment of ad hoc multi-donor trust funds to pledge voluntary contributions to support internship schemes and request executive heads to present for their consideration proposals for other suitable innovative mechanisms to receive voluntary contributions, with no strings attached regarding selection criteria.	Under consideration	Not started			HR, DAFN, IRP

JIU/REP/2017/9: Review of mechanisms and policies addressing conflict of interest in the United Nations system

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	Executive heads of the United Nations system organizations should direct their officials entrusted with the ethics function to map the most common occurrences and register the risks of situations exposing their respective organizations to organizational conflicts of interest, no later than December 2019.	Accepted	Not started	Under discussion.	To map the most common occurrences and register the risks of situations exposing the Organization to organizational conflict of interest	Ethics officer, HR
3	The governing bodies of the United Nations system organizations should request the executive heads of the	Accepted	In progress	The review exercise of the financial disclosure programme was initiated in 2017.		HR, Ethics officer

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	organizations to prepare a detailed report on existing financial disclosure programmes and propose any changes to the rationale and scope of those programmes that are needed to increase their effectiveness			In 2019, the UNWTO Financial Disclosure Programme was revised and replaced by the new policy released in Administrative Instruction AI/915/19, entitled Declaration of Interest Statement.		
4	Executive heads of the United Nations system organizations, who have not yet done so, in consultation with the Legal Network of the United Nations system organizations, should take the necessary steps to introduce, by December 2019, adequate legal clauses in contractual agreements with their staff and non-staff, as appropriate, binding them to the period of restriction set for their function that prohibits them from engaging in clearly defined post-employment activities for the duration of that period of time.	Accepted	In progress	Review of contractual agreements with staff and non-staff to include adequate legal clauses regarding periods of restriction for engaging in post-employment activities within the Legal Network of the United Nations.	To be coordinated with UN legal network	LGCO, HR, Ethics officer
5	Executive heads of the United Nations system organizations, who have not yet done so, should take the necessary steps, no later than the end of December 2019, to: (a) ensure that all staff members, irrespective of their level and grade, successfully complete the initial and periodic mandatory ethics training course and obtain the respective certification; (b) link certification of the required ethics training course to the annual staff performance appraisal cycle; (c) include ethics training in the induction training of non-staff, including refresher courses after service intervals, as appropriate.	Accepted	In progress	a) All UNWTO personnel took the "Ethics and integrity at the UN" training during the first semester of 2019. c) Ethics training is now included in the induction training of both staff and non-staff.	b) Link to the annual appraisal in the new performance management system	HR, Ethics officer

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
6	The governing bodies of the United Nations system organizations should, in exercising their oversight role on the accountability framework of their respective organizations, regularly monitor conflict of interest issues, including updates to relevant policies, administrative instruments and mechanisms.	Accepted	Not started			DAFN, OFSG

JIU/REP/2017/8: The United Nations system – Private sector partnership arrangements in the context of the 2030 Agenda for Sustainable Development

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
5	The heads of United Nations organizations should enhance the role and responsibilities of the Private Sector Focal Points Network with regard to sharing knowledge, promoting good practices and finding innovative solutions to problems related to partnerships with the private sector, including by entrusting them with specific tasks and agenda items on which to report.	Accepted	In progress	The UNWTO Affiliate Membership Department, the Institutional Relations and Partnership Department, as well as other technical departments that are working with the support of the Legal Office and the Finance department are working on partnership arrangements with the private sector. In 2021, the General Assembly updated and modernized the legal framework for the UNWTO Affiliate Members. Development and sharing of knowledge and tools in partnerships with the Private Sector has been enhanced in 2020 / 2022 with the impact of the pandemic on tourism		AM, IRP, TMIC

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				(examples include UNWTO/Google training to on data and insights and the UNWTO – IATA Destination Tracker providing information on travel restrictions worldwide)		
6	All heads of the United Nations system organizations, assisted by the United Nations Global Compact, should jointly create a common database on the profiles and performance of the businesses that are involved, or potentially interested, in partnerships with the United Nations, based on the information voluntarily submitted by the participating organizations.	Accepted	In progress	UNWTO works with UN Global Compact on profiles and performance of the business before engaging with such. UNWTO/ECSR has established a database in 2011 of all tourism enterprises and trade associations that have voluntarily signed the Private Sector Commitment to the UNWTO Global Code of Ethics. These entities report periodically on the implementation of ethical principles within their business operations and programmes. A policy on partnering with the private sector is being developed		AM, ECSR, IRP
7	The Secretary-General of the United Nations and all the executive heads of participating organizations should identify and agree on a minimum set of common standard procedures and safeguards for an efficient and flexible due diligence process, to be applied system-wide in a transparent way by the United Nations operational staff engaged in the initiation	Accepted	In progress	UNWTO has set up a working group on due diligence issues for internal elaboration of standards and procedures.	Elaborate guidelines for due diligence based on common standards and procedures available so far for UNWTO and await UN SG corresponding instructions.	LGCO, DAFN, HR, AM, IRP

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	and implementation of partnerships with the private sector.					

JIU/REP/2017/7: Review of donor reporting requirements across the United Nations system

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The governing bodies of the United Nations system organizations should encourage the Secretary-General and executive heads of other organizations, in the framework of the United Nations System Chief Executives Board for Coordination, to develop a common position and pursue a high-level strategic dialogue with donors, in order to address the challenges posed by the current funding models and practices and the impact of strict earmarking of voluntary contributions and reporting to donors.	Accepted	In progress	Proposal to include in future HLCM meetings that this recommendation is being included as an agenda item accordingly.		ED, IRP, BDFN
2	The executive heads of the United Nations system organizations that have not yet done so should put in place measures for ensuring that partnership agreements, concluded at the corporate level with the donors and at the corporate and field levels for individual programmes and projects, spell out the needs and requirements of the donors and the mutual commitments of the organizations and the donors, with respect to the details of reporting on the use of funds provided.	Accepted	In progress	Donee's financial reporting including donor commitment in regards to funding: UNWTO template agreements include clauses on financial reporting and some of them include financial reporting templates; Consistent implementation of the said reporting may vary according to the discussions with donors In addition, as a practice, UNWTO Secretariat informs on projects in Statutory documents, as well as through	Tools are considered to be implemented	IRP, TECO, BDFN

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				UNWTO website and newsletters		
4	The executive heads of the United Nations system organizations that have not yet done so should regularly update guidance on donor reporting and put in place measures for the professional skills development and training needed to improve reporting to donors, for personnel at headquarters and in the field.	Accepted	Not started	Relevant guidance on donor reporting and measures for professional skills development and training for improved reporting to donors under consideration.		HR, BDFN, TECO, IRP
5	The executive heads of the United Nations system organizations that have not yet done so should work systematically with donors to include in donor agreements the costs associated with preparing donor reports.	Accepted	Not started	Note: As per UNWTO Financial Rules and Regulations (FRR) , direct costs related to the implementation of a project are to be charged to the corresponding voluntary contribution project.	Relevant discussions with donors on this aspect to take place accordingly. To consider including in donors agreements	IRP, TECO, BDFN
6	The Secretary-General and executive heads of other United Nations system organizations should, preferably within the framework of the United Nations System Chief Executives Board for Coordination, develop and adopt a common report template accommodating the information needs and requirements of donors and the regulatory frameworks and capacities of the organizations, as a basis for negotiations with donors.	Accepted	Not started	UNWTO supports the development and adoption of a common report template to be used across the UN system as a basis for negotiations with donors to reduce the complexity and multiplicity of reports and thus reduce reporting costs – aspect of high relevance especially for smaller agencies such as UNWTO.	Attendance of HLCM and relevant discussion to be followed up.	IRP BDFN
7	The governing bodies of the United Nations system organizations should request the executive heads to task, and adequately support, the internal audit and evaluation offices of their respective organizations with ensuring that the relevant oversight reports provide the required levels of assurance that would	Accepted	Not started	UNWTO uses standard financial reports for financial reporting.		DAFN, IRP, BDFN

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	help minimize reporting to individual donors on the use of their earmarked contributions.					

JIU/REP/2017/5: Outcome of the review of the follow-up to the Joint Inspection Unit reports and recommendations by the United Nations system organizations

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
6	The executive heads of organizations, when considering JIU recommendations intended to enhance coordination and cooperation, should propose the inclusion of the consideration of these recommendations on the programme of work of CEB and its applicable mechanisms with a timeline for taking a decision, with effect from 2019.	Accepted	In progress	Secretary- General to be in relevant discussions on this matter during CEB Meetings.	All preparatory documents for SG participation in CEB should include a specific part on relevant JIU recommendations to be considered.	ED, IRP, JIU FP

JIU/REP/2017/3: Review of air travel policies in the United Nations system: achieving efficiency gains and cost savings and enhancing harmonization

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
4	The executive heads of the United Nations system organizations, that have not yet done so, should ensure by 2019 that effective measures are taken to enforce and monitor compliance with an advance purchase policy, including incorporation of advance planning rules and key performance indicators in travel policies that are regularly measured.	Accepted	In progress	Under implementation UNWTO has developed for the past 10 years a Travel Planning mechanism to ensure the advanced planning of the official missions. The Travel Policy specifies that, in order to benefit from better airline fares and to enable due approval process, travel requests should reach	In view of better evaluating the efficiency of the Travel Management and identifying sources of possible savings, UNWTO is currently evaluating the possibility of implementing several Key Performance Indicators (KPI) and Key Program Metrics (KPM)	TRAVEL

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				the Travel Department as early as possible and at least 10 working days before the date of departure. A KPI monitors this aspect.	that would also allow defining certain standards and objectives.	
5	The executive heads of United Nations system organizations should schedule periodic monitoring and assessment to ensure conformity with their own air travel policies, conduct periodic risk assessments and identify measures for further efficiency gains by their next budgetary cycle.	Accepted	In progress	Annually, back to office reports are analyzed and lessons learnt extracted to identify issues for further improvement. After the implementation of the new UNWTO Travel policies UNWTO increased the monitoring of expenses by requesting the corresponding invoices from the traveler, the DSA payable also has to be justified, Whenever possible, agreements with mostly used Airlines are negotiated. Agreements for the special prices and discounts with the hotels are also negotiated trying to reduce the expenses.	In view of better evaluating the efficiency of the Travel Management and identifying sources of possible savings, UNWTO is currently evaluating the possibility of implementing several Key Performance Indicators (KPI) and Key Program Metrics (KPM) that would also allow defining certain standards and objectives.	TRAVEL

JIU/REP/2017/2: Donor-led Assessment of the United Nations system organizations

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The legislative/governing bodies of the United Nations system organizations should encourage better access to, dissemination of and exchange of	Accepted	Not started	UNWTO encourages a high-level strategic dialogue with the donors fully convinced of the importance of ensuring transparency, trust and	Build capacity to unlock aid at country and global level with Member states	IRP, TECO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	information concerning donor assessments among the Member States and should, in this context, call upon the executive heads to make such assessments publicly available by uploading them in an online global repository to be established by the Secretary-General of the United Nations for that purpose not later than 2018.			confidence, while endeavouring to reduce the transactions costs related to donor reporting.		
3	The executive heads of the United Nations system organizations should designate, on the basis of the volume and variety of donor reviews, an appropriate central function in their respective organizations for coordinating the multiplicity of donor assessments, managing the information provided to donors, standardizing communications, ensuring consistency and tracking the follow-up action on findings and recommendations by the responsible organizational units.	Accepted	In progress	UNWTO has a relevant department managing the information provided to donors, namely the Institutional Relations and Partnerships Department.	Access to Aid is bound and challenged by UNWTO current rules and regulations and requires a reform for aligning better with donors requirements.	OFSG, IRP
4	The executive heads of the United Nations system organizations should engage with donors to determine the key elements in their assessments and should encourage their audit and evaluation bodies, with due regard for their independence, to consider taking these elements into account in their risk assessments and work plans, in order to avoid potential duplication and overlap.	Accepted	Not started	Senior Management of UNWTO committed to engage in such discussions with donors on these key elements for avoiding duplication and overlap.	Consider conducting assessments, risk assessment and work plans, including creation of audit/evaluation bodies with independent and impartial roles.	DAFN, IRP, OFSG

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
5	The legislative/governing bodies of the United Nations system organizations should request the executive heads to identify and provide adequate resources and support to the internal audit and evaluation offices of their respective organizations to enable them to provide the required levels of assurance that would help minimize duplication and overlap with external reviews, verifications and assessments conducted by third parties.	Under consideration	In progress	UNWTO has signed an agreement with OIOS in December 2019 for the provision of internal audit services		DAFN, OFSG
6	The executive heads of the United Nations system organizations and the Secretary-General, in the context of the United Nations System Chief Executives Board for Coordination, should develop a common position for initiating a high-level dialogue with donors to determine shared priorities and define a multi-stakeholder assessment platform with a robust framework and methodology to capture a collective reflection of an agency's performance and reduce the need for additional bilateral assessments.	Accepted	Not started	Secretary- General to be in relevant discussions on this matter during CEB Meetings. Other senior official to address the matter at HLCM and HLCP	Secretary- General to be in relevant discussions on this matter during CEB Meetings and its networks. Other senior official to address the matter at HLCM and HLCP	IRP, DAFN

JIU/NOTE/2017/1: Results-based management in the United Nations system: description of a high-impact model for managing for achieving results

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	To promote collaboration in and furtherance of mainstreaming results-based management across United Nations system organizations, executive heads may wish to endorse	Accepted	Not started		Requires an inception and analysis phase to identify gaps and	OFSG, DAFN

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	the high-impact model and use it within their respective organizations, taking into account the progress already achieved and organizational specificities.				current challenges for complying with RBM	
2	To enhance inter-agency collaboration in the use, adaptation or expansion of the high-impact model across United Nations system organizations, executive heads may wish to establish an inter-agency - task force or interim mechanism, using existing formal or informal inter-agency arrangements, as deemed appropriate.	Accepted	Not started		To monitor opportunities through CEB networks (HLCM and HLCP)	OFSG, DAFN

JIU/REP/2016/10: Knowledge Management in the United Nations System

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of the United Nations system organizations, if they have not already done so, should develop knowledge management strategies and policies aligned with the mandate, goals and objectives of their respective organizations, by the end of 2018. Such strategies should be based on an assessment of current and future knowledge management needs and include measures for implementation.	Accepted	In progress	The development and implementation of a system for both data and research management is being considered The UNWTO e-library is currently the repository of all UNWTO data and reports. The UNWTO Tourism Statistics Database comprises over 145 tourism statistics on inbound, outbound and domestic tourism, tourism industries, employment and macroeconomic indicators, from countries all over the world.		OFSG, TMIC, DAFN, COMM, ICT, STTC

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				In addition, to address the increasing demand for more tourism economic data from stakeholders in tourism and beyond, UNWTO has expanded its SDG related data compilation to include additional key indicators. The database on the economic contribution of tourism and SDGs is available online. The UNWTO Dashboard provides the latest data on international tourist arrivals and receipts by month worldwide, by region, subregion and country. The Dashboard also included the UNWTO Recovery Tracker in which users can access short term data from UNWTO as well as private sector partners including data on air travel bookings, online searches in Google, Booking and searches for accommodation as well as online travel sentiment.		
3	The executive heads of the United Nations system organizations, if they have not already done so, should take incremental measures aimed at embedding knowledge management skills and knowledge-sharing abilities in their respective staff performance appraisal systems, annual work plans, job descriptions and organizational core competences, by the end of 2020.	Accepted	In progress	Knowledge management is handled in an ad hoc manner		OFSG, HR

JIU/REP/2016/9: Safety and Security in the United Nations System

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
5	The Executive heads of the United Nations system organizations that have not yet done so should, by no later than January 2018, incorporate safety and security compliance indicators in the performance assessments at every management level, including senior management.	Accepted	In progress	Safety and Security is not explicitly addressed in performance assessments of managers	Consider inclusion of safety and security assessment at managerial levels	HR, SECU

JIU/REP/2016/7: Comprehensive Review of United Nations System Support for Small Island Developing States: Final Findings

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The governing bodies of the United Nations system and of the multilateral environment agreements, taking into account the findings of the comprehensive review, should give precise system-wide coordinated guidance to the organizations so as to ensure that the priorities of the SAMOA Pathway are mainstreamed in the strategic plans, within the realm of the organizations' mandates, and should encourage all stakeholders to make sufficient and predictable resources available for the effective and accelerated implementation of the Pathway.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism. Its work on tourism and climate change includes a specific focus on SIDS. In addition: - Dashboards “International Tourism and COVID-19” and “Global and Regional Tourism Performance” (with data on SIDS grouping) - UNWTO Briefing Note – Tourism and COVID-19, Issue 2: “Tourism in SIDS: the challenge of sustaining livelihoods in times of COVID-19” - UN Secretary-General Policy Brief: COVID-19 and Transforming Tourism” (August 2020), led by UNWTO gives special attention to SIDS in different moment - UNWTO World Tourism Barometer published four times a year monitors the performance of SIDS as a separate grouping - Dedicated analysis on the impact of the pandemic on tourism in SIDS in UN DESA WESP 2022. The UNWTO report on transport-related CO2 Emissions from the tourism sector was launched on 3/12/2019.	UNWTO Secretariat is working for the new SAMOA Pathway action plan that should be adopted end 2024.	SDT, RDs, IRP, TMIC

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
2	The governing bodies of the United Nations system should ensure that the strategic plans and work programmes of the system organizations include specific objectives related to the implementation of the SAMOA Pathway, within the realm of their respective mandates, to be measured against a set of established key performance indicators to monitor and report on the achievements.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism. Data on SIDS is included in the UNWTO World Tourism Barometer as well as on the UNWTO Data Dashboards The UNWTO report on transport-related CO2 Emissions from the tourism sector was launched on 3/12/2019 and the Glasgow Declaration at COP 26. The Glasgow Declaration counts now more than 700 signatories..	Consider appropriate actions in UNWTO's POW, as SIDS have been very impacted by the crisis. UNWTO Secretariat is working for the new SAMOA Pathway action plan that should be adopted end 2024.	SDT, RDs, IRP, TMIC
3	The governing bodies of the United Nations system, in adopting the strategic plans and work programmes of the organizations, should encourage the organizations to ensure that the activities in support of sustainable development of SIDS, within the realm of the mandate of each organization, are aligned with the regional and national priorities identified by the Governments of those States, regional organizations and SIDS development partners, so as to foster the implementation of the SAMOA Pathway as the blueprint of the 2030 Agenda for Sustainable Development of SIDS.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism. The Secretariat is participating in a working group of UN OHRLLS dedicated to the exchange of knowledge and best practices on sustainable tourism and market intelligence, with regional tourism organizations. UNWTO participated in the 2022 Small Island Developing States Global Business Network (SIDS-GBN) Forum in Palau. The Secretariat has participated in working sessions on the Multidimensional Vulnerability Index (MVI) for small island developing States (SIDS), organized by UN OHRLLS	Consider appropriate actions in UNWTO's POW, as SIDS have been very impacted by the crisis	SDT, RDs, IRP, TMIC

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
4	The governing bodies of the United Nations system should request the organizations to coordinate the planning and implementation of their capacity-building activities in close consultation with the small island developing States and all partners for development so as to strengthen effectiveness and efficiency in providing support to achieve the goals defined in the SAMOA Pathway, while avoiding saturation of the absorptive capacity of SIDS at the country level.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism. The UNWTO report on transport-related CO2 Emissions from the tourism sector was launched on 3/12/2019 and the Glasgow Declaration at COP 26. The Glasgow Declaration counts now more than 700 signatories.	Consider appropriate actions in UNWTO's POW, as SIDS have been very impacted by the crisis	SDT, RDs, IRP, TMIC
5	The executive heads of the United Nations system should ensure the participation of their organizations in the process led by the Inter-Agency Task Force on Financing for Development to actively contribute to addressing the specificity of SIDS as a special case with tailor-made solutions, and should also ensure that new parameters of eligibility are designed for better access to financing for development for SIDS.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism	Consider appropriate actions in UNWTO's POW, as SIDS have been very impacted by the crisis	ED, IRP, SDT
6	The governing bodies of the United Nations system organizations should encourage the allocation of predictable multi-year funding to facilitate the effective implementation of programmatic activities in support of the small	Accepted	In progress	The UNWTO is following developments on SIDS and tourism	Consider appropriate actions in UNWTO's POW, as SIDS have been very impacted by the crisis	IRP, SDT

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	island developing States, based on needs assessments prepared by the United Nations system organizations in consultation with SIDS and their relevant partners.					
7	The legislative and governing bodies of the United Nations system organizations should ensure, based on the on-going work of the United Nations Statistical Commission and, when relevant, on the work of the inter-agency forums and expert groups created to advise Member States, that the specificity of SIDS is explicitly considered in defining the elements of monitoring and accountability frameworks to report on progress made on the Sustainable Development Goals, so that processes and indicators are adapted to their needs and priorities identified at the national and regional levels.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism. Initiatives such as INSTO or MST partly respond to this recommendation. Measuring the Sustainability of Tourism has been recognized by the UN Statistical Commission as the framework to monitor tourism in the SDGs. The following SIDS are engaged in the process of developing MST, either through membership in the Working Group of Experts or through piloting studies: Cabo Verde, Fiji, Jamaica and Samoa. A Task Team on sustainable tourism of the Inter Agency and Expert Group on the SDGs has been created to better reflect the position of SIDS with regards to the development of SDG indicators related to tourism. UNWTO contributed a specific chapter on tourism and its statistics in the UNCTAD "Development and Globalization: Facts and Figures 2021 – SIDS".	Consider appropriate actions in UNWTO's POW	STTC, RDs, SDT

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
8	The governing bodies of the United Nations system organizations should coordinate their efforts in designing monitoring and accountability frameworks and tools adapted to the capacity of SIDS to monitor and report on the implementation of the SAMOA Pathway and other sustainable development related global mandates, while avoiding the burden of multiple reporting frameworks.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism. Initiatives such as INSTO or MST partly respond to this recommendation. MST has been recognized by the Pacific Sustainable Tourism Policy Framework and is the backbone of the Pacific Tourism Statistics Strategy 2021-2030.	Consider appropriate actions in UNWTO's POW	STTC, SDT

JIU/REP/2016/4: Fraud Prevention, Detection and Response in United Nations System Organizations
(request to JIU on 17/10/2019 to put this report back into the online tracking system)

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
3.	On the basis of a comprehensive needs assessment, the executive heads of the United Nations system organizations should establish a dedicated anti-fraud training and fraud awareness strategy for all members of the organization. At a minimum, anti-fraud training should be mandatory for staff in functional areas most prone to fraud and staff operating in fragile and high-risk field environments.	Accepted	In progress	The Secretary-General has issued a bulletin on these issues (SGB/06/19)	A training on fraud prevention should be included in the 2023 training analysis and delivered to all personnel.	HR, DAFN, OFSG, EO
4.	The executive heads of the United Nations system organizations should, if they have not already done so, conduct a comprehensive corporate fraud risk assessment, as an integral part of their enterprise risk management system or as a separate exercise, addressing frauds at all levels of their respective organization, including headquarters and field offices, as well as internal and external fraud risks. Such assessments shall be conducted at least biennially at the corporate level, and more frequently, based on need, at the operational level.	Accepted	Not started		Include in one of the next internal audits to be conducted.	DAFN, OFSG, EO
5.	The executive heads of the United Nations system organizations, if they have not already done so, should develop organization-specific comprehensive anti-fraud strategies and action plans for	Accepted	Not started			DAFN, OFSG, EO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	implementing their respective fraud policies. Such anti-fraud strategies should be based on the organization's corporate fraud risk assessments and shall be an integral part of the overall organizational strategies and operational objectives. Based on the level of fraud risk, proportionate resources should be dedicated to operationalize the strategies and action plans.					
6.	The executive heads of the United Nations system organizations, if they have not already done so, should initiate a review of their internal control framework to ensure that proportionate anti-fraud controls do exist and that fraud risks identified in the fraud risk assessments are adequately addressed in the internal control frameworks.	Accepted	In progress	A review of internal control mechanisms in the areas of procurement, non-staff contracts and sponsorships was undertaken in February 2018, and a follow-up took place in 2020. The Secretary-General is currently reviewing all possibilities for the establishment of an internal control function that would also ensure that proportionate anti-fraud controls exist	Strengthen the internal control mechanisms.	DAFN, OFSG, EO
7.	When introducing or updating statements of internal controls, the executive heads of the United Nations system organizations should ensure that the statements address the adequacy of organization-wide anti-fraud controls, in accordance with good practices and applicable international standards. In the absence of a formal statement of internal controls, executive heads should certify in their annual reports to legislative and governing bodies that their organization has in place	Accepted	In progress	UNWTO adopted the United Nations Framework against Fraud and Corruption through SGB/06/19. UNWTO secretariat applies a zero tolerance policy against Fraud and Corruption.	Further report to Governing Bodies	DAFN, HR, OFSG, EO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	proportionate anti-fraud controls based on fraud risk assessments, and that appropriate fraud prevention, detection, response and data collection procedures and processes exist.					
9.	The executive heads of the United Nations system organizations, if they have not already done so, should revise their whistle-blower policies with a view to adopting good practices, and extend the duty to report fraud and other misconduct to contract employees, United Nations volunteers, interns and other non-staff, as well as to third parties, including vendors, suppliers, and implementing partners.	Accepted	In progress	Pursuant to Executive Council decision CE/DEC/6(CVIX), the Ethics Officer has reviewed and updated UNWTO's policy on misconduct/wrongdoing and retaliation of 2013. The revised policy is under approval process		DAFN, OFSG, EO
10.	The executive heads of the United Nations system organizations should present to their legislative and governing bodies on an annual basis a consolidated and comprehensive management report on the performance of anti-fraud activities, based on key performance indicators. The report shall include, inter alia, the level of fraud exposure, status of compliance with anti-fraud policies, fraud statistics, sanctions imposed, fraud losses and recovery of assets, and lessons learned.	Accepted	Not started			DAFN, OFSG, EO
11.	The legislative and governing bodies of the United Nations system organizations should: place on their respective agendas a permanent or	Accepted	In progress		To be included in the agendas of the Governing Bodies, as part of internal audit.	DAFN, OFSG, EO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	standing item relating to fraud prevention, detection and response; review on an annual basis the consolidated and comprehensive management report presented by the executive head on anti-fraud policy and activities; and provide high-level guidance and oversight on fraud-related matters.				SG will report on the progress in the establishment of an anti-fraud strategy, policy and measures.	

JIU/REP/2015/5: Review of activities and resources devoted to address climate change in the United Nations Organizations

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations should present to the governing bodies of their organizations a long-term United Nations system-wide climate change strategy responsive to the outcome of the twenty-first session of the Conference of the Parties to the United Nations Framework Convention on Climate Change, and request its endorsement and the support necessary for its effective implementation, in order to achieve measurable interim results by 2020.	Accepted	In progress	Due to its cross-sectorial nature, tourism can contribute to a more resource efficient value chain and stimulate behavioural change towards low-carbon destinations. The UNWTO report on transport-related CO2 Emissions from the tourism sector was launched on 3/12/2019 and complemented by the launch of the Glasgow Declaration on Climate Action in Tourism at UNFCCC COP 26, through which signatories commit to support the global goals of halving emissions by 2030 and reach net zero by 2050 at the latest. The Glasgow Declaration counts now more than 700 signatories..	Pending approval of a long term UN-system-wide climate change strategy. Issue to be taken into account by UNWTO	SDT
2	The governing bodies of the United Nations system organizations should support and endorse the	Accepted	In progress	The UNWTO Executive Council in its 116 th Session held in June 2022 endorsed the Glasgow Declaration	Pending approval of a long term UN-	SDT

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	participation of their respective organizations involved in cross-cutting areas directly or indirectly related to climate change in a system-wide United Nations strategy to combat climate change, in a manner consistent with the outcome of the twenty-first session of the Conference of the Parties to the United Nations Framework Convention on Climate Change (COP21).			on Climate Action in Tourism as a voluntary commitment launched by UNWTO in November 2021 at the UN Climate Change Conference COP26 to accelerate climate action in tourism and encouraged all UNWTO Member States to promote the Declaration https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2022-06/CE116_Decisions_En_4.pdf?VersionId=acWSB6ge.5MRO5t9w6lp_a60.vOsGIB7 The One Planet Sustainable Tourism Programme of the 10-Year Framework of Programmes on Sustainable Consumption and Production Patterns (10YFP), led by UNWTO, supports cooperation between stakeholders to advance resource efficiency and low-carbon practices in the tourism sector. UNWTO is a climate-neutral Organization for its operations since 2015.	system-wide climate change strategy. Issue to be taken into account by UNWTO	
3	The executive heads of the United Nations system organizations involved in areas with clear cross-linkages with climate change should elaborate and agree upon a common methodology to establish criteria to ensure the traceability of specific funding for climate change adaptation and mitigation, seeking consistency and coherence in the	Accepted	In progress	The Programme on Sustainable Tourism of the 10-Year Framework of Programmes on Sustainable Consumption and Production Patterns (10YFP STP), led by UNWTO, supports cooperation between stakeholders for the development and implementation of innovative projects and good practices in resource efficient and	Assess the involvement of UNWTO as this initiative progresses	SDT

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	context of the climate change regime methodologies.			low-carbon tourism planning, improving sustainable livelihoods and adapting to the reality of a changing climate.		
4	Executive heads of the member organizations of the CEB, under the leadership of the Secretary-General in his capacity as Chair of the CEB, should promote the development of a common information-sharing system for the measurement and monitoring of the United Nations system activities and resources aimed at addressing climate change, by sector and type of funding, so as to ensure the most cost-efficient and effective delivery of activities to tackle climate change.	Accepted	In progress	An application for the Glasgow Declaration on Climate Action in Tourism to form part of the Global Climate Action Portal led by UNWTO has been submitted to strengthen its connection with the Marrakech Process. The Glasgow Declaration on Climate Action in Tourism was also reported as part of the UNFCCC Global Stocktake under the Paris Agreement.	Assess the involvement of UNWTO in the initiative under the CEB as it progresses	ED, SDT, IRP, OFSG

JIU/REP/2015/4: Public information and communications policies and practices in the United Nations system

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The legislative/governing bodies of the United Nations system organizations should request the executive heads to embrace the nine benchmarks proposed in the present report, in order to enhance the strategic role of the public information and communications function in contributing to the achievement of organizational goals and priorities, thereby	Accepted	In progress	- The nine benchmarks have been assessed and factored into the UNWTO Communication Strategy. - The majority of applicable benchmarks (1, 2, 3, 4, 5, 7) are now active components of the UNWTO Communication Strategy.	To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the communication strategy	COMM

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	promoting global support for their organization.			Benchmarks 8 and 9 are expected to be incorporated end of 2019 and during 2020.		
2	Starting from the forthcoming programme and budget cycle, the executive heads of the United Nations system organizations should reinforce in a sustainable manner the strategic role of the public information and communications function within their organization, by adhering to the nine benchmarks proposed in the present report, as applicable.	Accepted	In progress		To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the communication strategy	COMM
5	The executive heads of the United Nations system organizations that have not yet done so should develop an effective social media strategy that is based on updated guidelines and is properly aligned with the other respective policies and frameworks/strategies for public information and communications.	Accepted	In progress	- Social media guidelines for contributions by personnel while on mission/external events are being developed and a first one has been disseminated. - Guidelines for the use of personal SoMe accounts by personnel (in coordination with HR) have been developed and disseminated. - The UNWTO Communications Department has now dedicated social media profiles among its team. The newly developed SoMe strategy will be incorporated in the Communications Strategy.	To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the communication strategy	COMM

JIU/REP/2014/9: Contract management and administration in the United Nations System

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
5	The executive heads of the United Nations system organizations should develop a specific contract-management training programme in their organizations that would include courses offered as a requirement for all persons managing contracts of a certain size, value and complexity.	Accepted	In progress	Training on procurement has been delivered to all personnel including summary introduction to contract management.	Contract management training to be included as part of the 2023 training plan.	LGCO, HR
8	The executive heads of the United Nations system organizations should ensure that a system exists in their organizations for documenting and reporting on a contractor's performance in meeting contract requirements, and assign responsibility and management accountability for completeness of the contractor's performance reporting.	Accepted	In progress	Certification of delivery is made for each contract. Each manager monitors performance of the contractor.	To develop a specific system for reporting on contractor's performance and a registry containing contractors with unsatisfactory performance.	LGCO

JIU/REP/2014/5: Follow-up inspection of the 2009 review of Management and Administration in the World Tourism Organization

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	The Secretary General should develop modalities of cooperation with the respective foundations and offices and submit them to the 2011 UNWTO General Assembly for consideration and approval, together with the outcome of the mentioned JIU investigation on the subject	Accepted	In progress	The General Assembly adopted in 2015 through resolution 656(XXI) the criteria and conditions applying to controlled entities (Category 1 entities) and non-controlled entities (Category 2 entities).		LGCO, DAFN

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept .
				A new agreement with the Government of Andorra for the Themis Foundation was signed in 2014 clarifying the responsibilities of the parties towards the Foundation and discussions have been engaged on the possibility to convert the Foundation into a fully integrated UNWTO Office. The Government of the Republic of Korea confirmed on early 2022 that the dissolution date of the STEP Foundation on 8 February 2018 under the Korean legal system. Discussions for a host country agreement for the Regional Support Office for Asia and the Pacific (RSOAP) in Nara, Japan, resumed in late 2020 following the notification that Japan undertakes to apply the provisions of the 1947 Convention of the Privileges and Immunities of the Specialized Agencies and its Annex XVIII to UNWTO, in accordance with resolution 656(XXI).		

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept .
	The UNWTO General Assembly should endorse the results-based management (RBM) framework developed by the JIU and request the Secretariat to use it in the implementation of RBM. The Secretary-General, making use of the results based benchmarks and framework developed by the JIU, should present to the Programme and Budget Committee in 2015 a report demonstrating how, within its particular constraints in terms of size and resources, the Secretariat has moved towards the implementation of the results-based management (RBM).	Accepted	In progress	The Secretariat prepares a programme of work based on the priorities of its Members, and recurrently reports on its implementation.	Comments: Results-based budget and management implies a medium-term approach which requires substantive resources for IT adaptation and management change. Proposed actions: (i) Members could assess information gaps required in the programme of work and its implementation (ii) new approaches to formulating, implementing and reporting/evaluating the programme of work could be explored	DAFN, OFSG

JIU/REP/2009/1 Review of Management and Administration at UNWTO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
14	The UNWTO General Assembly should adopt the status, basic rights and duties of United Nations staff members (ST/SGB/2002/13) and the corresponding financial disclosures policy, while promoting ethics and integrity at work, and allocate resources for relevant training of staff on these issues.	Accepted	In progress		Training proposal for 2023 will include appropriate allocation of resources for training of staff on ethics and integrity at work.	HR, Ethics officer