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Reforma de la Organización: avances en la aplicación de las recomendaciones de la DCI y la OSSI

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Información actualizada (2026) sobre las recomendaciones de la DCI y la OSSI

Resumen

Cada año, el/la Secretario/a General informa sobre las medidas propuestas y los avances logrados en relación con las recomendaciones de dos importantes órganos de las Naciones Unidas: la Dependencia Común de Inspección (DCI) y la Oficina de Servicios de Supervisión Interna (OSSI).

El seguimiento y la aplicación de dichas recomendaciones y solicitudes contribuyen a los esfuerzos de la Secretaría de ONU Turismo por mejorar el control interno, la gobernanza y el cumplimiento de las normas de las Naciones Unidas.

PROYECTO DE DECISIÓN[1]
Punto 7 del orden del día
Reforma de la Organización: avances en la aplicación de las recomendaciones de la DCI y la OSSI
(documento CE/126/7)

El Consejo Ejecutivo,

Habiendo examinado la información actualizada sobre las recomendaciones de la DCI y la OSSI,

1. *Toma nota* de los informes publicados por la Dependencia Común de Inspección (DCI) y la Oficina de Servicios de Supervisión Interna (OSSI) a los que se hace referencia en el documento, y agradece a ambos órganos sus aportaciones;

2. *Aprueba* la aceptación y aplicación de cada una de ellas, tal y como se propone en el anexo I del documento, y solicita a la Secretaria General que informe al respecto a la DCI;

3. *Constata con satisfacción* los avances descritos en el anexo II;

4. *Considera* cerradas aquellas recomendaciones que se han aplicado íntegramente; y

5. *Solicita* a la Secretaria General que siga informando anualmente sobre esta cuestión.

[1] El presente texto es un proyecto de decisión. Para consultar la decisión definitiva aprobada por el Consejo Ejecutivo, le rogamos se remita al documento de decisiones que se publica al finalizar la reunión.

I. Introducción

1. El presente informe es una continuación del documento CE/123/3(b)(iii) rev.1, presentado al Consejo Ejecutivo en su 123.ª reunión, celebrada en mayo de 2025 en Segovia (España).

A. Dependencia Común de Inspección (DCI)

2. La Dependencia Común de Inspección (DCI) es el único órgano externo independiente de supervisión del sistema de las Naciones Unidas encargado de realizar evaluaciones, inspecciones e investigaciones en todo el sistema, y es un órgano subsidiario de los órganos legislativos de las organizaciones que han aceptado el Estatuto de la Dependencia.

3. ONU Turismo, en su calidad de organismo participante en el sistema de las Naciones Unidas, tiene el mandato de examinar los informes de la Dependencia Común de Inspección y de presentarlos a sus órganos rectores. Desde 2012 y con ese fin, se han presentado informes anuales al Consejo Ejecutivo.

B. Oficina de Servicios de Supervisión Interna (OSSI)

4. La Oficina de Servicios de Supervisión Interna (OSSI) es el órgano de supervisión interna de las Naciones Unidas. La Oficina presta asistencia al Secretario General de las Naciones Unidas en el cumplimiento de sus funciones de supervisión en lo que respecta a los recursos y al personal de la Organización, mediante la prestación de servicios de auditoría interna, investigación, inspección y evaluación.

5. Los servicios de auditoría de ONU Turismo se han externalizado a la OSSI. Con este fin, en diciembre de 2019 se firmó un acuerdo que prevé la realización de planes de auditoría trienales periódicos.

6. La OSSI llevó a cabo su primer encargo, un examen sobre la "gestión de proyectos", en 2021, y el segundo, sobre "recursos humanos", en 2023. A mediados de 2026 se iniciará una tercera auditoría sobre la "gestión de los suministros".

C. Estructura y contenido del informe

7. En el anexo I figuran las recomendaciones más recientes de la Dependencia Común de Inspección, respecto a las cuales la Secretaría ha propuesto un estado de aceptación y aplicación, para su aprobación por parte del Consejo.

8. En el marco del presente informe deben considerarse los nueve exámenes de la DCI que se indican a continuación:

   a) JIU/REP/2026/1 - Examen de la gestión y la administración en la Organización de las Naciones Unidas para la Educación, la Ciencia y la Cultura

   b) JIU/REP/2025/6 - Examen de los Servicios de Salud en el sistema de las Naciones Unidas

   c) JIU/REP/2025/5 - Examen de la función de ómbudsman y mediación en las organizaciones del sistema de las Naciones Unidas

   d) JIU/REP/2025/4 - Examen de las políticas y prácticas para determinar las tasas de gastos de apoyo a los programas en las organizaciones del sistema de las Naciones Unidas (análisis comparativo)

   e) JIU/REP/2025/3 - Examen de las evaluaciones de las organizaciones del sistema de las Naciones Unidas realizadas por iniciativa de los donantes y otras solicitudes de los donantes relacionadas con la supervisión en el contexto de los acuerdos de financiación y el principio de auditoría única de las Naciones Unidas

f) JIU/REP/2025/2 - Examen de las políticas y prácticas para prevenir la explotación y los abusos sexuales en las organizaciones del sistema de las Naciones Unidas y responder a ellos

g) JIU/REP/2025/1 - Examen de la gestión y la administración del Programa de las Naciones Unidas para el Medio Ambiente

h) JIU/REP/2023/4 - Examen de las políticas y prácticas de salud mental y bienestar en las organizaciones del sistema de las Naciones Unidas

i) JIU/REP/2023/3 - Examen de los marcos de rendición de cuentas en las organizaciones del sistema de las Naciones Unidas

9. Siete de estos nueve informes son de interés para ONU Turismo e incluyen un total de 38 recomendaciones para su análisis y aplicación. Para cada recomendación, la Secretaría ha propuesto un estado de aceptación y otro de aplicación que somete a la aprobación del Consejo Ejecutivo.

10. En el anexo II se recogen: A) las recomendaciones de la OSSI, y B) las recomendaciones formuladas anteriormente por la DCI y que aún están en curso, a título informativo y para que el Consejo Ejecutivo formule sus posibles observaciones.

11. En total, la Secretaría de ONU Turismo está dando seguimiento a 11 recomendaciones de la OSSI y a 157 de la DCI. En el período de referencia, se han cerrado 5 de las 11 recomendaciones de la auditoría de la OSSI relativas a la función de gestión de recursos humanos, mientras que las otras 6 están cerca de su finalización, previéndose el cierre para el tercer trimestre de 2026. Se espera que se refleje un progreso importante y sostenido mediante las reformas de mayor amplitud que están implementándose bajo la dirección de la Secretaria General. Cabe señalar que, a finales de 2024, la Secretaría cerró todas las recomendaciones de la OSSI relativas a la auditoría de 2021 sobre la gestión de proyectos.

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Annex I: Proposed status for recent (new) JIU reports

JIU/REP/2025/6 - Review of the Health Services 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.
1	By the end of 2027, the executive heads of the United Nations system organizations that have their own Health Services and who have not yet done so should review the organizational health function and ensure that it effectively integrates relevant health-related sub-functions to achieve the best health outcomes for their organizations' personnel.	**Not Applicable**				
2	By the end of 2027, the executive heads of the United Nations system organizations that have their own Health Services and who have not yet done so should review the organizational arrangements for the function in terms of reporting lines, to assign a degree of autonomy that is required for the proper management and supervision of the function, as well as to ensure the confidentiality of medical and psychosocial well-being services.	**Not Applicable**				
3	By the end of 2027, the executive heads of the United Nations system organizations that have their own Health Services and who have not yet done so should review and promulgate administrative documents that clearly set out the primary	**Not Applicable**				

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	purpose, responsibilities and core activities for their organizational Health Service, including relevant aspects of occupational health and safety.					
4	By the end of 2028, the United Nations Secretary-General should review and promulgate administrative documents for the regional Medical Services located in offices away from Headquarters and in the regional commissions that clearly set out their purpose, responsibilities and core activities, including relevant aspects of occupational health and safety.	**Not Applicable**				
5	By the end of 2027, executive heads of United Nations system organizations who have not yet done so should assess and identify gaps or areas to improve access to healthcare of their personnel, prioritizing and using the Health Risk Assessment methodologies prepared by the United Nations Medical Directors Network and endorsed by the High level Committee on Management of the United Nations System Chief Executives Board for Coordination.	**Not Applicable**				
6	By the end of 2027, the United Nations Secretary-General should promulgate an administrative instruction on medical technical supervision in order to establish	**Not Applicable**				

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	effective roles and clear responsibilities.					
7	Executive heads of United Nations system organizations who have not yet done so should periodically review, preferably through the existing ad hoc management/supervisory bodies, the memorandums of understanding and/or service-level agreements, as appropriate, and further enhance their provisions, notably those related to amendments, termination and withdrawal, in order to ensure that the Joint/Common Medical Services remain sustainable and effective.	**Not Applicable**				
8	By the end of 2027, executive heads of United Nations system organizations who have not yet done so should incorporate health and occupational risks into their enterprise risk management processes to identify and mitigate such risks at various operational levels.	Accepted	Not started	No formal integration of health and occupational risks into the enterprise risk management framework has been undertaken to date.	Implementation of this recommendation would require further discussions with Management and relevant in-house departments to assess feasibility, define scope, and determine appropriate mechanisms for integrating health and occupational risks into existing enterprise risk management processes.	HR

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
9	Starting in 2027, the executive heads of United Nations system organizations should take individual or collective action, in consultation with the executive heads of other CEB member organizations, preferably within the framework of the CEB inter-agency coordination mechanisms, to explore, biannually, conditions that allow for the establishment of a health technical network of the High-level Committee on Management that builds on an earlier request of United Nations Medical Directors Network, in order to provide strategic advice on health developments and inter-agency leadership on health related management issues.	Accepted	Not started	The potential value of establishing a formalized technical health network has been recognized. Such a network would facilitate enhanced communication, collaboration and the sharing of best practices among organizations, contributing to more consistent and standardized health services and support for United Nations personnel. It would also provide a unified platform for engagement in governance discussions, including within the Chief Executives Board and the High-level Committee on Management, thereby strengthening advocacy for health-related priorities and resource allocation.	The organization will participate, as appropriate, in inter-agency discussions aimed at exploring the establishment of a technical health network. While recognizing that such a network could significantly strengthen system-wide capacity to address health and medical challenges, promote consistency in service delivery and improve health outcomes for personnel, the extent of the organization's engagement may be limited due to its relatively small size and constrained resources.	HR

JIU/REP/2025/5 - Review of the Ombudsman and Mediation function 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 United Nations system organizations with an internal stand-alone ombudsman and mediation function who have not yet done so should, by the end of 2027, develop and adopt formal terms of reference in consultation with the function and other relevant stakeholders, including staff representatives.	**Not Applicable**				
2	The executive heads of United Nations system organizations who have not yet done so should, by the end of 2027, include the active participation of staff representatives in the selection and appointment process of the heads of their ombudsman and mediation functions, as well as in decisions concerning their dismissal or removal.	**Not Applicable**				
3	The executive heads of United Nations system organizations who have not yet done so should, by the end of 2027, establish term limits of a minimal duration of four years for renewable terms and a maximum duration of seven years for non-renewable terms for the heads of their ombudsman and mediation functions, with a post-employment restriction within the same organization.	**Not Applicable**				
4	The executive heads of United Nations system organizations who	**Not Applicable**				

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	have not yet done so should, with immediate effect, ensure that the contracts of newly appointed heads of ombudsman and mediation functions are issued for a full term.					
5	The executive heads of United Nations system organizations who have not yet done so should ensure that, by the end of 2027, the annual reports of their ombudsman and mediation functions are submitted to their respective governing bodies or legislative organs, to enhance transparency and accountability.	**Not Applicable**				
6	The executive heads of United Nations system organizations who have not yet done so should, by the end of 2027, make the annual reports of their ombudsman and mediation functions publicly available to enhance transparency and accountability and promote broader awareness of the function.	**Not Applicable**				
7	The executive heads of United Nations system organizations should review the human and financial resources of their respective ombudsman and mediation functions regularly to ensure that the functions are adequately equipped to fulfil their mandate. This review should take into account geographical dispersion of the workforce, linguistic diversity and the full range of responsibilities.	Accepted	Not started	Due to resource constraints and the relatively small size of the organization, no dedicated internal ombudsman or external mediation service is currently in place. Nonetheless, alternative informal resolution mechanisms exist within the organization, with mediation-related responsibilities	The organization will explore options to periodically review the human and financial resources allocated to informal conflict resolution functions. Such reviews may help identify opportunities to strengthen existing	HR

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				integrated into existing human resources functions. These arrangements allow for the handling of workplace concerns within current capacity.	mechanisms, improve resource allocation and better respond to the evolving and complex needs of a geographically dispersed and diverse workforce. Consideration will also be given to enhancing outreach to underserved duty stations and improving the timeliness and quality of service delivery, within existing resource constraints.	
8	The Executive Boards of UNDP, UNFPA, UNICEF, UNOPS and UN-Women should ensure that the office of their ombudsman is provided with the required resources in line with the provisions of the memorandum of understanding.	**Not Applicable**				

JIU/REP/2025/4 - Review of the policies and practices for determining the rates of programme support costs in organizations of the United Nations system (comparative analysis)

Nº	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 governing bodies of the JIU participating organizations that have not yet done so should, by the end of 2028, consider the adoption of a stand-alone policy document regulating programme support costs and/or cost recovery and request the executive heads to submit proposals for this purpose.	Accepted	Not started		Implementation contingent to resources.	BDFN
2	The executive heads of the JIU participating organizations that have not yet done so should, by the end of 2027, make policy documents relating to programme support costs (and/or cost recovery in general) publicly accessible on their websites.	Accepted	Not started		Contingent to implementation of 1	BDFN
3	The legislative organs and governing bodies of the JIU participating organizations that have not yet done so should request the executive heads to submit proposals by the end of 2028 to incorporate into their programme support cost and/or cost-recovery policies a clear definition of direct and indirect costs (including a detailed description of the components comprising each category); explicit reference to the provisions outlined in the financial	Accepted	Not started		Contingent to implementation of 1.	BDFN

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	regulations and rules; and, where applicable, the inclusion of any established preferential, reduced or discounted rates.					

JIU/REP/2025/3 - Review of donor-led assessments of United Nations system organizations and other oversight-related requests from donors in the context of funding agreements and the United Nations single audit principle

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	By the end of 2027, the executive heads of the United Nations system organizations should, where appropriate, publicly make available references to their key regulations and rules, together with relevant oversight charters, policies and reports, to facilitate access and analysis by relevant stakeholders. In addition, United Nations system organizations should consider creating a common web page that could serve as a gateway to such publicly available information.	Accepted	In progress	Financial rules and regulations are publicly available	Additional implementation is contingent to resources.	OFSG/DAFN/BDFN
2	The executive heads of United Nations system organizations should ensure that, by the end of 2027, all new funding agreements include either a description of the level and types of assurance provided to donors, through the organization's	Accepted	In progress	UN Tourism donor agreements (both the template cooperation agreement with public donors and the partnership agreement with private sector donor) include a general	Review the model donor agreements and submit them for approval of the Governing Bodies, incorporating specific references	LAIS/DAFN

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	internal oversight, risk management, compliance, programme monitoring and other relevant functions, or a reference to publicly available explanations of such assurance mechanisms.			reference to the fact that, in the implementation of the agreement, UN Tourism shall act in accordance with its rules, regulations and policies. No specific reference of the level and types of assurances is provided therein. Donor agreements negotiated with international financial institutions typically include clauses on prohibited practices, with explicit reference to UN Tourism's rules, regulations, policies, and procedures on oversight and accountability.	to UN Tourism's established procedures on accountability and its oversight framework, in cases involving allegations of corrupt, fraudulent, collusive, or coercive practices.	
3	The executive heads of the United Nations system organizations should start, by the end of 2027, reporting regularly to their respective governing body or legislative organ on the main reporting, monitoring and accountability conditions attached to voluntary non-core contributions, as well as on the contractual arrangements for cost coverage of reporting, monitoring and related activities agreed with donors.	Accepted	Implemented	Voluntary contributions (VC) are reported to the UN Tourism Legislative Bodies, as per Financial rules and regulations (FRR), in a periodical basis, through the financial reports, and on an annual basis, through the financial statements.		BDFN/DAFN
4	The executive heads of United Nations system organizations should ensure that, by the end of 2026, internal guidelines for negotiating	Accepted	In progress	See SGB-17-25 Madrid, 31 December 2025		BDFN

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	voluntary contributions incorporate, where applicable and in line with the relevant financial regulations and rules, the requirement to obtain prior approval from the appropriate authority, body or organ for any exceptions to the full recovery of costs related to donor reporting, monitoring and accountability activities.			However, a document (policy/guidelines) for negotiating VCs does not exist		
5	The executive heads of United Nations system organizations should ensure that, by the end of 2027, internal policies clearly define what investigative information may be disclosed to donors or their investigators, including restrictions on sharing sensitive or protected information, such as data affecting privacy, the protection of witnesses and whistleblowers or the presumption of innocence.	Accepted	In progress	Pursuant to the Agreement signed between UN Tourism and the Internal Oversight Services (IOS) of UNESCO signed on 22 September 2025, IOS will provide investigation services to UN Tourism for all possible Misconduct by UN Tourism personnel, including the Secretary-General, and Collaborators. These investigations will be carried out according to the Uniform Guidelines for Investigations and to the IOS Investigation Guidelines, both of which are publicly available on the internet.		Ethics Officer/HR/ LAIS/ OFSG
6	The executive heads of United Nations system organizations should, by the end of 2027, ensure that new funding agreements reflect the duty of Member States to	Accepted	In progress	Draft agreements are reviewed by the legal department, especially when standard UN Tourism agreement templates are not		LAIS/ BDFN

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	cooperate in good faith with the organization, including respecting its independence and refraining from exerting undue influence. To this end, draft agreements should be reviewed by the legal department, especially when they contain new or non-standard language or when negotiations are particularly complex.			used and/or they contain new or non-standard language or when negotiations are particularly complex. Additionally, UN Tourism's template cooperation agreement with public donors, in its Article 2.5, refers to the duty to inform and to cooperate with UN Tourism in the implementation of the agreement/project. Additionally, UN Tourism's template partnership agreement with private sector donors, in its Articles 4.3 to 4.9, includes a number of provisions aimed at safeguarding the Organization's independence.		
7	The governing bodies and legislative organs of participating organizations are encouraged to reaffirm that negotiations with donors shall be guided by the interests of the organizations, within the boundaries of the applicable legal framework and the overarching principles of effectiveness, efficiency, transparency and accountability in the use of donor-provided funds. They are further invited to call upon all donors to: (a) fully respect the	Accepted	In progress	a) The review circuit for agreements established under the UN Tourism Policy on Agreements SGB-17-25 provides for both legal and financial verification of all agreements concluded within the Organization. The Department of Legal Affairs and International Standards ensures alignment with the applicable legal framework, as well as respect for the		LAIS/ BDFN/DAFN/OFSG

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	autonomy and independence of international organizations and their privileges and immunities; (b) refrain from exerting undue influence through the imposition of oversight or reporting conditions that are incompatible with the principles of organizational autonomy and independence or that may compromise the integrity, efficiency, objectivity and independence of internal oversight mechanisms; (c) give due consideration to the standard assurance mechanisms approved by governing bodies or legislative organs; and (d) carefully evaluate the necessity and cost implications of introducing additional and bespoke reporting and oversight requirements.			independence of international organizations and their privileges and immunities. Negotiations are conducted in the best interest of the organization, in good faith, and in a spirit of cooperation		

JIU/REP/2025/2 - Review of policies and practices to prevent and respond to sexual exploitation and abuse 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	Executive heads of United Nations system organizations should, by the end of 2027, review their respective policies, staff regulations and rules, and standards of conduct to ensure that they all include PSEA, are aligned	Accepted	In progress	Policy on PSEA is due imminent publication. Disciplinary processes and procedures are established in policies, SRR and standards of conduct.	Publication of PSEA policy in Q2 of 2026.	HR

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	and support disciplinary processes and procedures.					
2	Executive heads of United Nations system organizations should, by the end of 2027, review sexual exploitation, abuse and harassment policies to more broadly cover sexual misconduct by focusing on the prohibited conduct of personnel, affirming victims' rights, defining "zero tolerance" and incorporating good practices, such as those related to protection against retaliation and the improper use of technology.	Accepted	In progress	Policies on addressing discrimination, harassment, including sexual harassment, and abuse of authority and special measures for PSEA are due imminent publication.	Publication of policy in Q2 of 2026.	HR
3	At the beginning of 2028, legislative organs and/or governing bodies of United Nations system organizations should request an update from the executive heads of their respective organization with regard to progress made in reviewing sexual exploitation, abuse and harassment policies as well as any change management procedures associated with the revisions.	Under consideration	Not started			HR
4	By the end of 2026, executive heads of United Nations system organizations should take individual and/or collective action, in consultation with the executive heads of other CEB organizations, preferably within the framework of existing inter-agency mechanisms, to comprehensively address and	Accepted	In progress	Policy addressing PSEA is due imminent publication. PSEA Action Plan for UN Tourism is under review. PSEA work undertaken with the support of UN OSCSEA	Publication of policy in Q2 of 2026.	HR

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	coordinate with regard to the prevention of and response to sexual exploitation, abuse and harassment (sexual misconduct) and create a new strategy that builds on the approach set out in the Secretary-General's 2017 report (A/71/818 and A/71/818/Corr.1), focusing on prevention, response and integrating a victim-centred approach.					
5	By the end of 2026, executive heads of United Nations system organizations should take individual and/or collective action, in consultation with the executive heads of other CEB member organizations, preferably within the framework of existing inter-agency coordination mechanisms, to establish a working group to address the coherence and harmonization of SEA data, including what data are reported and in what context, when allegations should be entered and updated as well as the addition of data fields and functions to improve the analysis, transparency and integrity of SEA data.	Accepted	In progress	The organization is already participating in the relevant inter-agency working group addressing the coherence and harmonization of SEA data. Engagement in this forum contributes to ongoing efforts to improve data standards, reporting practices, and system-wide coordination.	The organization will continue to actively contribute to the inter-agency working group in the context of the new policy on protection against sexual exploitation and abuse (PSEA). Efforts will focus on supporting the development of harmonized approaches to SEA data collection, reporting and analysis, in line with system-wide standards and best practices.	HR
6	At its eighty-first session, the General Assembly should request that all allegations of SEA in the United Nations Secretariat entities be	Not Applicable				

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	recorded in the iReport SEA Tracker and included in the Secretary-General's annual report on special measures for PSEA.					
7	By the end of 2026, the Secretary-General should commission a report with regard to the feasibility of establishing shared and/or common services to support sustained and regular funding for inter-agency PSEA coordinators in high-risk and priority countries.	Not Applicable				
8	At the beginning of 2026, executive heads of United Nations system organizations should take individual and/or collective action, in consultation with the executive heads of other CEB organizations, preferably within the framework of inter-agency mechanisms, to agree on system-wide coherence and harmonization of ClearCheck procedures, including with respect to entering subjects, name removal procedures, screening of candidates for affiliate personnel categories as well as the potential expansion of its use to include other types of misconduct.	Accepted	Implemented	The organization is already participating in system-wide efforts aimed at ensuring coherence and harmonization of ClearCheck procedures. This includes engagement in inter-agency discussions and alignment with established practices relating to data entry, screening processes and related procedural standards.	The organization will continue to support and align with system-wide practices and decisions regarding ClearCheck procedures, including any future enhancements or expansions in scope agreed upon through inter-agency mechanisms.	HR
9	Executive heads of United Nations system organizations should, by the end of 2026, conduct an assessment of the mechanisms used for screening and vetting of personnel for substantiated sexual misconduct	Accepted	Implemented	The organization has completed the assessment of personnel screening and vetting mechanisms for substantiated sexual misconduct allegations. This	The organization will continue to maintain and update screening and vetting mechanisms as needed, ensuring	HR

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	allegations, including identifying types of personnel to be screened and determining gaps as well as risks in not implementing the most comprehensive vetting and screening procedures.			included identifying the categories of personnel to be screened, evaluating existing gaps, and assessing risks associated with incomplete vetting procedures. Findings have informed current practices and aligned with system-wide standards for personnel screening.	ongoing compliance with system-wide best practices and minimizing risks associated with personnel recruitment and deployment.	
10	By the end of 2026, executive heads of United Nations system organizations who have not yet done so should incorporate SEA into their enterprise risk management processes to identify and mitigate risks of SEA at different operational levels, including risks associated with implementing partners and vendors, to inform their PSEA action plans.	Accepted	In progress	A new policy on protection against sexual exploitation and abuse (PSEA) is scheduled for issuance in Q3 of 2026, which will formalize risk identification, mitigation measures, and integration with PSEA action plans across operational levels, including in relation to implementing partners and vendors.	Following the issuance of the PSEA policy, the organization will continue to operationalize SEA risk management within enterprise risk processes, ensuring that identified risks inform PSEA action plans, mitigation strategies, and oversight mechanisms across all operational levels.	HR
11	By the end of 2026, executive heads of United Nations system organizations should assess: (a) the use of administrative leave without pay; (b) the criteria for imposing disciplinary measures in sexual misconduct cases; (c) the timeline	Accepted	In progress	The organization is undertaking this assessment through the development of a new policy scheduled for issuance in Q3 of 2026. The policy will establish formal procedures for administrative	Following the issuance of the policy, the organization will implement the assessment outcomes, ensuring	HR / Ethics Officer /OFSG

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	from completion of an investigation to the imposition of disciplinary measures; and (d) the procedures in place for informing victims of measures taken.			leave, disciplinary criteria, timelines for the imposition of measures following investigations, and processes to ensure that victims are informed of actions taken.	consistent application of administrative leave and disciplinary measures, timely processing of cases, and clear communication with victims, in alignment with system-wide standards and best practices.	
12	By the end of 2028, executive heads of United Nations system organizations should take collective action, in consultation with the executive heads of other members of the CEB, preferably within the framework of inter-agency mechanisms, to explore the establishment of an inter-agency pooled funding mechanism to assist victims of SEA.	Under consideration	Not started			HR
13	By the end of 2026, legislative organs and/or governing bodies should request that executive heads of United Nations system organizations produce an annual report on all disciplinary measures taken against their respective personnel for sexual misconduct, including the nature of the misconduct, whether subjects were added to the ClearCheck database of sexual misconduct	Under consideration	Not started		To be assessed after issuance of the relevant policies during 2026.	HR

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	records, any assistance provided to victims and the number of all relevant criminal referrals made to the competent national authorities.					
14	At its eighty-first session, the General Assembly should establish a mechanism to address the processes and procedures for adjudicating paternity and related support claims as a result of SEA involving personnel in peace operations, including the roles and responsibilities of the United Nations Secretariat, Member States and relevant parties when claims are made.	Not Applicable				
15	At its eighty-second session, the General Assembly should consider endorsement of a new system-wide approach and strategy for addressing sexual misconduct that ensures a victim-centred approach, mobilizes inter-agency capabilities and capitalizes on available resources.	Not Applicable				

JIU/REP/2023/4 - Review of 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	Accepted	Implemented	The organization already participates on the Implementation Board of the	The organization will continue active participation in the	HR

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.			United Nations System Mental Health and Well-being Strategy, contributing to system-wide initiatives, sharing best practices, and supporting the promotion of mental health and well-being among United Nations personnel.	Board, contributing to the ongoing implementation, monitoring, and refinement of mental health and well-being strategies across the United Nations system.	
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	The organization is actively developing a mental health and well-being action strategy, which incorporates evidence-based practices and data-driven approaches. This strategy is intended to inform enterprise risk management, occupational health and safety, and human resources frameworks.	The organization will continue to operationalize the mental health and well-being action strategy, ensuring that its principles are integrated into risk management, occupational health and safety, and human resources policies. Ongoing monitoring and evaluation will support continuous improvement in staff well-being outcomes.	HR
3	Legislative and/or governing bodies of United Nations system organizations should request that executive heads provide, by the end of 2026, an update on the development and implementation of the mental health	Accepted	In progress	The organization is in the process of developing and implementing its mental health and well-being workplace action plan. Initial steps include establishing evidence-	The organization will provide updates to the legislative/governing bodies on the progress of the	HR

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	and well-being workplace action plan developed according to their evidence-based and data-driven organizational approach on the matter.			based priorities, integrating data-driven insights, and aligning the strategy with enterprise risk management, occupational health, and human resources frameworks.	mental health and well-being action plan, including achievements, challenges, and next steps, in line with system-wide monitoring and reporting expectations.	
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.	Accepted	In progress	While no formal review or development of organization-specific procedures has been undertaken, the organization follows United Nations system-wide standards regarding return-to-work processes and accommodations for mental health considerations.	The organization will consider reviewing its return-to-work rules and developing standard operating procedures aligned with system-wide standards. This may include clarifying roles and responsibilities, integrating mental health considerations, and formalizing decision-making processes to support inclusive and supportive workplace reintegration.	HR

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
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 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	Implemented	The organization has conducted the assessment and has a staff counsellor in place, ensuring that counselling services meet professional standards and address organizational needs. The counselling function is aligned with UN system guidance and best practices.	The organization will continue to maintain and support its counselling services, ensuring ongoing compliance with professional standards, monitoring effectiveness, and addressing emerging needs of personnel.	HR
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				
7	The General Assembly should consider, by its eightieth session, the conclusions of the 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				

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
8	Executive heads of United Nations system organizations should ensure that their organizations 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	In progress	The organization has a staff counsellor in place, providing psychosocial support to personnel. While formal system-wide mapping and collaboration on psychosocial support capacity have not yet been fully undertaken, the organization's existing counselling function represents a foundational resource that could be leveraged in broader inter-agency coordination efforts.	The organization will explore opportunities to collaborate with other UN system organizations on mapping psychosocial support capacities, identifying potential shared services or cost-effective models, and integrating these insights into the development of workplace action plans to enhance system-wide mental health and well-being support.	HR
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 initiatives, outreach and health-promotion measures.	Accepted	Implemented	The organization's ongoing mental health and well-being action strategy already includes measures to identify barriers to accessing psychosocial support. Initiatives currently underway address stigma reduction, mental health literacy, outreach, and health-promotion activities.	The organization will continue to implement and refine its workplace action plan, ensuring that barriers to psychosocial support are addressed, stigma is reduced, and health-promotion measures are effectively delivered to all personnel.	HR

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
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 the evidence-based and data-driven approach of the organization to mental health and well-being and are routinely monitored and assessed.	Accepted	Implemented	The organization is implementing well-being programmes and activities through its staff counsellor, ensuring alignment with evidence-based and data-driven approaches to mental health and well-being. Monitoring and assessment mechanisms are being integrated into ongoing operations.	The organization will continue to embed well-being initiatives within its mental health strategy, monitor and assess their effectiveness, and adjust programming as needed to ensure optimal impact and alignment with organizational priorities.	HR
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	Implemented	The organization has integrated mental health and well-being considerations into training programmes, particularly for managers, through specific trainings offered by the staff counsellor. These initiatives support facilitated discussions, learning, and the effective management of employees with mental health conditions.	The organization will continue to provide and refine mental health and well-being training for managers, ensuring ongoing relevance, engagement, and alignment with best practices and organizational strategies.	HR

JIU/REP/2023/3 - Review of accountability frameworks 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 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 framework and adjust it as necessary, by the end of 2024.	Accepted	In progress	A full assessment is taking place at the moment of the present report, including the review of accountability frameworks.		DAFN
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	UN Tourism has no internal 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.	Accepted	In progress	A full assessment is taking place at the moment of the present report, including the review of accountability frameworks.		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	Accepted	In progress	Collaboration has been established between UN Tourism and UNESCO external IOS body for investigation.		DAFN/OFSG

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	accountability framework maturity model, taking into consideration the updated JIU reference accountability framework.			On 22 September 2025, UN Tourism and the Internal Oversight Services (IOS) of UNESCO signed an Agreement to define terms and conditions for the provision of independent investigation services by IOS to UN Tourism for internal administrative investigations involving UN Tourism personnel, including the Secretary General and the collaborators.		
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.	Accepted	In progress	A full assessment is taking place at the moment of the present report, including the review of accountability frameworks.		OFSG

Annex II: Progress report on previous recommendations

Recommendations from the United Nations Office for Internal Oversight Services (OIOS)

Report 2023/086: Audit on human resources management

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
1	UNWTO should introduce formal mechanisms and procedures for workforce planning and post management.	Yes	Implemented	May 2025	UN Tourism recognized the importance of formalizing workforce planning and post management procedures to enhance organizational efficiency and ensure alignment between human resources and organizational priorities. The implementation timeline has allowed for thorough planning and consultation to support the effectiveness, practicality, and long-term sustainability of these mechanisms. UN Tourism has established formal mechanisms for workforce planning and post management,	HR

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					which were developed in consultation with OIOS and have been accepted for implementation. In addition, UN Tourism has implemented a post management structure within its electronic HR system, enabling the systematic tracking of post history, establishment data, and post numbers. To further strengthen workforce planning, UN Tourism has instituted annual consultation mechanisms through which supervisors are engaged to assess current and future workforce requirements. These consultations take into account the organization's programme of work, operational priorities, noting the limited financial resources, thereby supporting	

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					informed decision-making and ensuring that workforce planning remains responsive, strategic, and resource-conscious.	
5	UNWTO should strengthen its guidelines and procedures for recruitment by: (a) establishing requirements and templates to ensure that candidates are shortlisted based on clearly established criteria, and that the evaluation process is clearly documented; and (b) establishing procedures for competitive recruitment for posts exempted from review by the Appointment and Promotion Board.	Yes	In progress	Expected by Q3 of 2026	(a) A draft policy has been developed to establish strengthened recruitment guidelines and procedures, informed by benchmarking exercises conducted across agencies within the United Nations common system to ensure alignment with recognized best practices. The draft policy is designed to strengthen documentation of the evaluation process and to provide clearer requirements for shortlisting against established criteria. In particular, recruitment forms and templates have been revised and improved	HR

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					to ensure that candidate evaluations can be more clearly documented and systematically assessed against strengthened and more clearly defined criteria, upon issuance of the policy. The enhanced policy framework and supporting documentation will further improve transparency and provide greater clarity throughout the recruitment process. The policy is currently in its finalization stage and is expected to be issued by Q3 2026. In the interim, recruitment is undertaken under the Staff Regulations and Rules and applicable procedures. (b) As part of ongoing efforts to strengthen competitive selection	

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					procedures for posts exempt from the review of the Appointment and Promotion Board (APB), the procedures governing these recruitment processes are also being addressed within the above-mentioned draft policy. Consultations and benchmarking exercises have already been conducted with organizations across the United Nations common system to ensure that the proposed framework reflects recognized standards and good practices. This will allow to strengthen the integrity, consistency, and transparency of recruitment procedures for posts exempt from APB review.	

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
6	UNWTO should improve its procedures for classification and reclassification of posts to ensure that: (a) new posts are classified by a classification expert in line with Staff Rule 11; (b) compliance with competitive selection requirements is enforced unless adequately justified in writing; and (c) decisions and results of the reclassification exercise are clearly explained and communicated.	Yes	A and b implemented, c in progress	Expected by Q3 of 2026	(a) UN Tourism has established an agreement with OneHR, a United Nations human resources service centre, for the provision of inter alia classification services, thereby ensuring access to specialized classification expertise. This arrangement strengthens and standardizes the classification process for new posts. In addition, where required in the past, classification expertise was obtained through external classification specialists, and a set of standardized generic job descriptions was already in place to support classification decisions. The current arrangement with OneHR consolidates and improves these existing practices by providing a more	HR

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					structured, consistent, and cost-effective mechanism for the classification of new posts, thereby enhancing compliance with applicable classification standards and ensuring greater uniformity in application. In the context of the Organization's broader efforts to strengthen human resources governance, these measures also support the review and improvement of previous decision-making processes and provide a stronger framework. (b) Compliance with competitive selection requirements in the context of promotions through reclassification is governed by established policy provisions. These stipulate that competitive recruitment is generally required unless the case	

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					involves a one-grade promotion within the same category. In other cases, competitive recruitment is required unless the Secretary-General determines that it is in the best interest of the Organization to grant an exception. In practice, the application of exemptions from competitive recruitment has been strengthened and made more transparent. These decisions have since been further clarified and communicated more systematically to personnel through formal information notes, thereby enhancing transparency and reinforcing accountability. As part of wider efforts to strengthen human resources governance and address matters from previous decision-making processes,	

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					where review of past practices identifies a need for corrective measures, where legally warranted, such measures will be undertaken, as appropriate, in accordance with applicable rules and procedures. (c) Work to strengthen the communication of reclassification decisions and to review exceptional cases through the applicable procedures as part of the broader review of the Organization's human resources governance and accountability arrangements. Any corrective action legally warranted in individual cases will be taken in line with applicable rules and procedures. Progress on these efforts will continue to be monitored and reported through the appropriate governance mechanisms.	

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
7	UNWTO should establish clear guidelines and procedures for granting special post allowance to staff.	Yes	In progress	Expected by Q3 of 2026	A draft policy on special post allowances was developed in 2019; however, it was not taken forward for finalization at that time. The Organization has since undertaken a comprehensive review of the applicable framework with a view to strengthening and formalizing clear guidelines and procedures in this area. This work has included benchmarking against practices across other United Nations system organizations to ensure alignment with common system standards and good practice. In the interim, special post allowance cases have been managed in accordance with the applicable Staff Rules and Regulations, as well as established	HR

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					United Nations system practices. The Organization is now finalizing a policy on special post allowances, which will consolidate existing practices, incorporate benchmarking outcomes, and provide clearer procedural guidance. The revised policy is expected to be issued in 2026 and will further strengthen transparency, consistency, and predictability in the administration of special post allowances.	
8	UNWTO should establish clear criteria and arrangements for granting of permanent appointments.	Yes	In progress	Expected by Q3 of 2026	A draft policy establishing clear criteria and arrangements for the granting of permanent appointments is currently under finalization, informed by	HR

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					benchmarking with other United Nations system organizations to ensure alignment with common practices and standards. The policy is being finalized and is expected to be issued in 2026. In the interim, decisions on permanent appointments have continued to be processed under the Staff Regulations and Rules, with consideration by the Appointment and Promotion Board in accordance with applicable procedures.	
9	UNWTO should strengthen the recruitment of service contractors by: (a) establishing guidelines for maintaining and using the roster of approved candidates or list of applicants; (b) specifying in the terms of reference cases when experience could be considered in lieu of	Yes	In progress	Expected by Q3 of 2026	(a) Draft guidelines for the management and use of the roster of approved candidates and lists of applicants are currently being finalized for issuance in 2026. In practice, the	HR

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
	academic qualifications; (c) ensuring that shortlisted candidates meet the minimum requirements and avoiding waivers from competitive selection; and (d) establishing arrangements for regular review of the salary scales of service contractors.				Organization already maintains rosters of eligible candidates for a period of up to two years, in line with common United Nations system practices. These rosters are published and include defined requirements for applicable roles. The forthcoming guidelines aim to further strengthen consistency, transparency, and clarity in the management and use of these rosters across recruitment processes. (b) The Organization is currently revising its policy on contractual mechanisms for personnel other than staff, which will further clarify recruitment requirements and associated criteria. This includes strengthening	

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					provisions related to qualifications and allowing for appropriate flexibility where relevant, particularly in cases where practical experience may be considered in lieu of formal academic qualifications, in line with market practices for certain functions. This revision aims to ensure that requirements remain both fit for purpose and aligned with operational needs. (c) The Organization continues to reinforce adherence to established competitive selection requirements to ensure fairness, transparency, and consistency in recruitment processes. Procedures are being developed to ensure that, where exceptions to competitive selection	

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					are granted under the applicable regulatory framework, they are properly documented with the reasons given and HR recommendations on file. Going forward, the Organization is strengthening its approach to ensure more consistent application of competitive selection principles and abolish reliance on exceptions to competitive recruitment for affiliate personnel. (d) The Organization is currently reviewing its policy framework on contractual mechanisms to strengthen the management of remuneration, including arrangements for periodic review of	

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					salary scales. Existing salary bands already provide a structured framework with built-in flexibility, including provisions for progression within bands. The ongoing review aims to further enhance the mechanism for adjusting salary ranges over time, ensuring continued alignment with market conditions and organizational needs, as well as addressing the requirement for a more structured approach to updating salary scales.	
10	UNWTO should strengthen the arrangements for dealing with ethics, discipline and conduct issues by: (a) establishing an investigations function; (b) promulgating policies on harassment, sexual harassment, and abuse of authority; and (c)	Yes	In progress	Expected by Q3 of 2026	(a) An in-house investigations function has not been established. An Agreement was signed in September 2025 with UNESCO for the provision of	HR DAFN

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
	strengthening the existing mechanisms including mandatory training requirements, the Ethics Office, and the Joint Appeal Committee based on lessons learned.				independent investigation services, which partially addresses the recommendation by providing for the conduct of investigations on a referral basis. The establishment of the function itself, and the related question of its independence, remain under consideration as part of the broader review of the Organization's governance and accountability arrangements. **(b)** Draft policies on the prevention of harassment (including sexual harassment and abuse of authority) and on protection from sexual exploitation and abuse (PSEA) have been developed, drawing on benchmarking with UN common system practices. Issuance is scheduled for Q2-Q3 2026, with a code of	Ethics Officer Office of the Secretary-General

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					conduct for official UN Tourism events to be introduced alongside. (c) Mandatory training requirements linked to the policies under (b) will be rolled out across all personnel in 2026. Further work to strengthen the Ethics Office, including the question of its independence and reporting arrangements, and to review the functioning of the Joint Appeal Committee, is being taken forward as part of the broader review of the Organization's human resources governance and accountability arrangements.	
11	UNWTO should finalize and promulgate a performance management policy to ensure that the performance evaluation year is standardized, and performance evaluations are properly done in line with the policy.	Yes	In progress	Expected by Q3 of 2026	The Organization already has a performance management system in place, which is applied in accordance with established internal procedures and	HR

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					practices. A draft performance management policy was developed in 2019–2020 with the intention of further aligning the framework with United Nations common system standards. However, the full transition to a more standardized UN-aligned performance management approach has, in the past, been constrained by the absence of suitable supporting IT tools to enable efficient and systematic implementation at scale. With the recent availability of improved IT systems, the Organization is now in a stronger position to operationalize a more structured and standardized performance management process.	

Rec. no.	Recommendation	Accepted? (Yes/No)	Status	Implementation date	Achievements/ Proposed actions	Responsible department
					On this basis, the draft policy is being updated and finalized to ensure it is fully implementable in practice, including the standardization of the performance evaluation cycle and improved performance evaluation mechanisms. The revised policy is expected to be finalized in 2026 and will enable a more consistent, efficient, and sustainable implementation of performance management across the Organization.	

Report 2021/058: Audit on Project Management (Fully implemented, see document CE/123/3(b)(iii) rev.1)

Recommendations from the Joint inspection Unit (JIU)

JIU/REP/2024/4: Review of the implementation of the principle of mutual recognition within 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 who have not yet signed the Mutual Recognition Statement should do so by the end of 2026 in order to enhance operational efficiency and foster collaboration within the United Nations system.	Under consideration	Not started		Assess advantages and conditionality of being member of UNSDG, and relative costs.	IRPA/LAIS/DAFN
2	The executive heads of United Nations system organizations, through the United Nations System Chief Executives Board for Coordination, should, by the end of 2025, task the Community of Practice on Mutual Recognition and the network of mutual recognition champions with coordinating system-wide efforts to operationalize mutual recognition and developing comprehensive operational guidelines to guide the signatory organizations in the operationalization of the principle. The guidelines should be aimed at increasing the operationalization of mutual recognition in relation to the organizations' current baseline activities.	Under consideration	Not started		This is conditioned to acceptance and implementation of recommendation 1.	IRPA/OFSG
3	The executive heads of United Nations system organizations should, by the end of 2029, take every opportunity to revise existing policies and regulations and explicitly embed the principle of mutual recognition into their regulatory frameworks in order to reinforce its importance for aligning	Under consideration	Not started		This is conditioned to acceptance and implementation of recommendation 1.	LAIS/BDFN

	inter-agency gaps and facilitate its wider implementation across the United Nations system.					

JIU/REP/2024/3: Budgeting in organizations of the United Nations system – Part I: Comparative analysis

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	Recommendation 1: The executive heads of the JIU participating organizations, in their capacity as members of CEB, should, by the end of 2027, update the Glossary of financial and budgetary terms and make it publicly available, inter alia, for use as a reference document in budgeting.	Accepted	In progress	The Financial Statement include a glossary of terms. Implementation is contingent to resources.	Implementation is contingent to resources .	BDFN/DAFN
2	Recommendation 2: The legislative organs and governing bodies of the JIU participating organizations should request the executive heads of the respective organizations, in their capacity as members of CEB, to update, by the end of 2027, the Standard classification of objects of expenditure and make it publicly available, inter alia, for use as a reference document in budgeting.	Accepted	In progress	Implemented for VC: the standard classification of objects of expenditure of UN Tourism is in line with UN (for VC refer to the template of agreements). For RB implementation is contingent to resources including IT system.	Implementation is contingent to resources Including IT system.	BDFN/DAFN

JIU/REP/2024/2: Review of consideration of and action taken on the reports and recommendations of the Joint Inspection Unit by 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.
3	The executive heads of United Nations system organizations should take individual or collective action, in consultation with the executive heads of other CEB member organizations, preferably within the framework of the CEB inter-agency coordination mechanisms, to revise the current CEB terminology relating to JIU recommendations by the end of 2025, with the aim of making it compatible with the criteria used by JIU so that factually correct information on the acceptance of JIU recommendations, based on the comments of CEB entities, is provided in the Secretary-General's notes on JIU reports.	Accepted	Not started			OFSG

JIU/REP/2023/9: Review of the quality, effectiveness, efficiency and sustainability of health insurance schemes 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.
7	The legislative organs and/or governing bodies of United Nations system organizations that have not yet approved a plan to fund after-service health insurance liabilities as they accrue for posts funded from assessed contributions should establish a long-term strategy to that	Accepted	In progress	See 2022 and subsequent years Secretary-General annual financial reports. 1. In 2019, in line with the UN recommendations included the ASHI Working Group		BDFN, HR

	end, at least to cover future after-service health insurance liabilities for all newly recruited staff.			and other factors considered to that end, UN Tourism presented to the 110th Executive Council a strategy to fund ASEB liabilities (UN Tourism ASEB liabilities funding strategy) (CE/110/4(d)) which was approved by decision CE/DEC/4(CX) 4 (c). This strategy includes the measures on allocating Regular Budget budgetary surpluses and applying a payroll charge with view to increasing the funding of the ASEB liability. 2. In 2021, and as part of the UN Tourism ASEB liabilities funding strategy, UN Tourism presented to the 117th Executive Council an analysis of four scenarios of ASEB funding projections up to 2050 including the assumed contribution strategy, contributions as a percentage of payroll and percentages of assets/liabilities (CE/117/ CE/117/3(c) rev.1/Part II Part II/Annex VI). 3. The 119th session of the Executive Council and the 25th session of the General Assembly (A/25/A/25/5 rev.1 and rev.2 approved by decision		

				CE/DEC/4(CXIX) and resolution A/RES/758(XXV)) approved the Secretary-General's proposal that no payroll charge be introduced for the time being additional to budgeted staff costs chargeable to the Regular Budget. An annual separate allocation in the Regular Budget will be introduced to cover, ideally, the annual service costs calculated by professional actuary but, at a minimum, to cover the ASEB on a pay as-you-go basis.		

JIU/REP/2023/8: Review of the use of non-staff personnel and related contractual modalities in the United Nations system organizations (fully implemented)

JIU/REP/2023/6: Flexible working arrangements 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	The executive heads of the United Nations system organizations should develop, by the end of 2026, methods to measure the impact of the assumed benefits and the unintended	Under consideration	Not started		This will be assessed against relevant staffing capacity and financial requirements.	HR

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	consequences of flexible working arrangements, including the effects of prolonged teleworking modalities, to ensure that the arrangements in place are in the best interests of the personnel and the organization.					
3	The executive heads of the United Nations system organizations should integrate flexible working arrangement considerations into the next iteration of their organization's human resources management strategy, in order to ensure a strategic approach to flexible working arrangements.	Under consideration	Not started		This will be assessed against relevant staffing capacity and financial requirements.	HR

JIU/REP/2023/2: Review of the internal pre-tribunal-stage appeal mechanisms available to staff 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 executive heads of United Nations system organizations who have not yet done so should, by the end of 2025, harmonize the time limits for their administrations' response to requests for management evaluation or administrative review to a minimum of 45 calendar days and a maximum of 60 calendar days, irrespective of whether the request originates from a staff member at headquarters or in a field location; or propose this	Under consideration	Not started		The current rules establish the time limit for the Secretary-General's response to requests for administrative review in 30 days. An amendment to the current rules may be considered at a later stage.	HR, LAIS

	harmonization for decision by their legislative organs or governing bodies.					
2	The executive heads of United Nations system organizations who have not yet done so should, by the end of 2025, introduce into their regulatory frameworks a provision for suspension of action of contested decisions at the pre-tribunal stage, ex officio or upon the appellant's request, in cases of prima facie unlawfulness of the decision, error of fact, particular urgency or when implementation of the decision could cause irreparable damage; or propose the introduction of this provision for decision to their legislative organs or governing bodies.	Accepted	Not started		Consultation with organizations that apply a provision for suspension of action of contested decisions is required.	HR, LAIS
3	The executive heads of United Nations system organizations should, where applicable and by the end of 2025, establish terms of reference or similar instruments for the Chairs and secretaries of their peer review bodies that set out the required qualifications, including legal expertise, their functions and reporting lines, in order to provide the safeguards necessary for their structural independence and impartiality.	Under consideration	Not started		Funding would be required to establish terms of reference for and provide training to the Chair and Secretary of the Joint Appeals Committee	HR, LAIS
4	The legislative organs and governing bodies of the United Nations system organizations should request their respective executive heads who have not yet done so to undertake a thorough review of their regulatory frameworks and practices concerning internal specialized recourse mechanisms, with a view to assessing their continued utility and adequate	Under consideration	Not started		Funding would be required to conduct a complete review of the regulatory framework and specialized recourse mechanisms	HR, LAIS

	functioning within the broader framework of internal appeal mechanisms, including eliminating duplicative or ambiguous process paths in the interest of procedural efficiency, and to report to them thereon, no later than 2025.					
5	The legislative organs and governing bodies of the United Nations system organizations should request their respective executive heads who have not yet done so to report to them annually, starting in 2025, on the functioning of their formal internal appeal mechanisms, including the specialized recourse mechanisms. The reports should include details on the number, subject matter and outcome of appeals, including cases deemed irreceivable, information on the demographics of applicants and information on whether the appealed decisions were upheld or revised, disaggregated by type of procedure, as applicable.	Accepted	Implemented		Information is provided, whenever available, to the Executive Council through the Secretary-General's report on Human Resources	HR, LAIS
6	The executive heads of United Nations system organizations who have not yet done so should, by the end of 2025, review the procedural rules governing formal internal appeal mechanisms regarding the time limits applicable to the administrations' responses at different stages of the internal appeal processes, and specify the conditions for extending the time limits, with a view to reducing associated delays and fostering legal certainty and accountability.	Under consideration	Not started		No action would be required at the moment as the current rules already establish time limits for the Secretary-General's responses to requests for administrative review. An amendment to the current rules may be considered at a later stage.	HR, LAIS

7	The executive heads of the United Nations system organizations who have not yet done so should, by the end of 2025, adjust the regulatory frameworks of their organizations and remove all restrictions regarding legal representation of their staff in internal justice processes, with the aim of allowing staff to choose their legal counsel freely and without restriction.	Under consideration	Not started		Subject to the availability of funds for the implementation of Recommendation 3	HR, LAIS

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	Implemented	UN Tourism has nominated a representative to serve in the Implementation Board of the UN System Mental Health Strategy.		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	Accepted	In progress	UN Tourism 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

	management process, their occupational health and safety framework and their human resources strategies.					
3	Legislative and/or governing bodies of United Nations system organizations should request that executive heads 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.	Accepted	In progress	UN Tourism Governing Bodies are regularly informed of the achievements in the area of health and well-being, in accordance with the relevant action plan.	The information provided to the UN Tourism Governing Bodies will be further developed to include evidence-based and data-driven organizational approaches.	HR, DAFN
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	UN Tourism 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
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 the evidence-based and data-driven approach of the organization to mental health and	Under consideration	Implemented	UN Tourism regularly monitors health and well-being programmes and activities. Considering the stretched resources, it is considered that this recommendation is met.		HR, DAFN

	well-being defined for the organization, and are routinely monitored and assessed.					

JIU/REP/2023/3: Review of accountability frameworks 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.
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	Accepted	Not started		Bring the issue for discussion to the different UN networks	DAFN, OFSG, LAIS, BDFN, HR

	updated JIU reference accountability framework.					
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 UN Tourism.	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	Accepted	In progress	UN Tourism has conducted several trainings partially addressing these issues.	UN Tourism will, in consultation with other UN agencies, formalize the	HR, DAFN

	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.				delivery of a training on racism and racial discrimination in the workplace.	
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 UN Tourism, 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 UN Tourism.	Further inter-agency discussions are required.	HR, DAFN
5	The executive heads of United Nations system organizations should establish, by 2024, an accountability	Accepted	In progress	UN Tourism is developing a policy on this topic and will report on its progress to the		HR, DAFN

	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.			governing bodies once the policy is implemented and appropriate results and outcomes are available.		

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 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.	Under consideration	Not started			HR, DAFN, OFSG

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	Ethics Officer

					all the other personnel.	
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 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.	Under consideration	Not started			Ethics Officer, OFSG, DAFN

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	In progress		Cybersecurity is a major risk in UN Tourism. The Cybersecurity Framework is being developed and will be released between 2026-2027 due to resource constraints, so a report can be achieved by then.	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	Accepted	Not started			DAFN, OFSG

	the executive heads and provide strategic guidance on further improvements to be implemented in their respective organizations, as necessary.					

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

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 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	In progress	IRPA is the Focal Point	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.	IRPA/OFSG
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	In progress	IRPA coordinates the input to UN SG report on implementation of Awaza Programme of Action for LLDCs 2024–2034 - **using the templates provided by OHRLLS and/or UNDESA**	Creation of clear results framework for support for landlocked developing countries.	IRPA/OFSG (internal coordination)
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	Accepted	In progress	Note: IRPA coordinates the input to UN SG report on implementation of Awaza Programme of Action for LLDCs 2024–2034	Debriefing sessions on Awaza PoA, for relevant technical and regional departments.	IRPA

	organizations report periodically on its implementation.					

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 First pilot of the internal Document Management System, including the application of the Data Retention SG Bulletin to this new technology.	Deploy the system organization-wide by 2026.	ICT, COMM, DAFN

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.	Accepted	In progress	UN Tourism has been calculating its GHG emissions since 2009 and offsetting them since 2015.		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	Under consideration	Not started			HR

	sustainability understanding and behaviours, and report on the implementation to their legislative organs and governing bodies from 2023.					
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	In progress	Environmental considerations are included in the agreement with host countries for statutory meetings.		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.	Accepted	In progress	Improve energy efficiency with virtualization, include sustainability in procurement, and extend device lifespan through maintenance and upgrades.		ICT

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 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.	Accepted	In progress	UN Tourism is seeking resources to prepare and implement such strategic policy framework.	TRAD to develop a strategic policy framework for multilingualism.	COSE, TRAD
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	See above	Management to appoint a senior official as coordinator for multilingualism.	COSE, TRAD
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	Accepted	Not started		This recommendation is outside the sole remit of the organization. UN Tourism would support this initiative in coordination with	HR

	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.				other UN system organizations	
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.	Accepted	Not started		This recommendation is outside the sole remit of the organization. UN Tourism would support this initiative in coordination with other UN system organizations	COSE, TRAD

JIU/REP/2020/5: Enterprise risk management

Nº	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	Under consideration	Not started			DAFN, OFSG

	organization's mandate, field network and risk exposure.					
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 benchmarks 1 to 9, as outlined in the present report.	Under consideration	Not started			DAFN, OFSG

JIU/REP/2020/2: Policies and Platforms in support of learning

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, 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. UN Tourism will aim at including appropriate indicators.	HR
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 UN Tourism Online Academy (https://www.unwto-tourismacademy.ie.edu/) is currently offering around 40 courses within the framework of the SDGs, in collaboration with 20 academic partners, and has nearly 60,000 registered students, with a total of 23,683 scholarships distributed. Our work has been focused on expanding course offerings aligned with the 2030 Agenda for Sustainable Development, including the integration of AI tutor/feedback tools and additional languages introduced in 2024. The thematics of the new courses included Sustainable Destination Management, More sustainable energy usage, food and water	Increase number of people trained in the use of TIPs, both internally, at UN Tourism Secretariat, and externally: Member States and partners.	HR, IEI, IRPA

				management, and more sustainable community engagement. The mission is to add further new online content aimed at the contribution of the SDG goals.		
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 UN Tourism 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

Nº	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	In progress	No internal oversight unit at UN Tourism. 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.	A revision of the Internal Oversight Charter is to be undertaken in 2026-2027, taking into account the agreements concluded with OIOS (2019) and UNESCO (2025) for audit and investigation services respectively, and the broader review of the Organization's	Ethics Officer (EO), OFSG HR

					accountability and governance arrangements. Agreement with OIOS Investigation in place.	
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.	Accepted	~~Not started/~~ In progress	No internal oversight unit at UN Tourism.	Agreement with UNESCO-OIS Investigation in place.	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 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.	Accepted	Implemented		Intake and preliminary assessment are partially covered by the Ethics Function. Agreement with an external UNESCO-OIS body for investigation has been concluded.	EO, OFSG, HR
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	Accepted	~~Not started/~~ In progress		Agreement with UNESCO-OIS Investigation in place	EO, OFSG , HR

	investigations without the approval of the executive heads.					
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	Implemented	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.	Agreement with UNESCO-OIS Investigation in place	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, including details on the number, type and nature of the complaints and investigations and trends in this regard.	Accepted	Implemented	Information about complaints and investigations is provisionally included in the annual report of the Ethics Officer.	Agreement with UNESCO-OIS Investigation in place Reports contain required information as and when necessary.	EO, OFSG, HR
10	The legislative bodies of United Nations system organizations should review the adequacy of resources and staffing of the investigation function,	Accepted	Implemented		Agreement with UNESCO-OIS Investigation in place	OFSG, EO, HR

	taking into consideration the recommendations of the respective audit and oversight committees, where available.					

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, LAIS (procurement)
4	The executive heads of United Nations system organizations should encourage all offices to ensure that, by 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-	Under consideration	Not started			DAFN, LAIS (procurement)

	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, LAIS (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, LAIS (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 clearly detailed	Under consideration	Not started			DAFN, LAIS (procurement)

	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.					

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 UN Tourism 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	Accepted	Not started			HR

	resources management objectives and to the delivery of programmatic results. Such a business case could usefully 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.	Not applicable	Not applicable			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	UN Tourism 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	Under consideration	Not started			HR

	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 the context of the annual report of the Secretary-General on the work of CEB.					

JIU/REP/2019/5: Managing cloud computing services 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.
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	In progress	Redundancy and backup services with regular testing, along with data replication, are being set up. In the early stage of establishing SLAs with external providers.		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.	Accepted	In progress		IT costs will be managed through multi-year funding, aiding cost optimization and forecasting. This strategy will cover operational expenses and identify projects needing extra budget.	ICT
3	The executive heads of the United Nations organizations should put in	Accepted	Not started			ICT

	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.					
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

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	Accepted	Implemented	Change management approaches are being carried out and appropriately reported in relevant reports. For example, for the		HR

	reforms and report thereon to their governing/legislative bodies.			implementation of the FWA policy and parental leave policy, assessments were properly carried out and employee feedback was taken into consideration.		
4	Executive heads should ensure that resources allocated to change management are clearly earmarked and the intended results are measured, tracked and evaluated.	Under consideration	Not started			HR, OFSG
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

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	Accepted	Implemented	The assessment is carried out on an annual basis, within the limited resources of UN Tourism. The last report to the UN-SWAP includes already various improvements in the indicators.		HR, ECSR

	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.			The organization undertook a peer review for its 2019 reporting with another UN agency to further improve on the indicators.		
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 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.	Accepted	Not started	Overtaken by events, UN Tourism implemented and reported on achievements during UN SWAP 2.0 and is integral part of implementation and reporting on UN SWAP 3.0.		HR, ECSR
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.	Accepted	Implemented			HR, ECSR
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	Accepted	Not started			HR, ECSR

	mainstreaming to promote gender equality and the empowerment of women within their organization, using the Action Plan as a benchmark, as applicable.					

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

Nº	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	UN Tourism 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.	DAFN

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,	Accepted	In progress	Basic accessibility specifications are included, on an ad hoc basis, in the agreements for the principal statutory meetings (Executive Council and General Assembly) which are	UN Tourism to consider adopting an Action Plan on Disability Inclusion with a chapter on meetings and conferences, in alignment with the UNDIS framework recommendations. Given the size of UN Tourism and operational constraints, UNDIS	OFSG, COSE, LAIS, ICT, ECSR

	should the endorsement of those bodies be required for the policy to take effect.			always held off-the HQ premises given the size of the current HQ: “The venues and offices will be accessible, adapted for people with disabilities. If the entrance is via a staircase, there must be an access ramp, the slope of which allows its use by people in wheelchair, who must also be able to have access to the meeting room (stand included), to the catering area, toilets, elevators or parking spaces without any physical obstacles.” Accessibility requirements clauses have been included, on an ad hoc basis, in Agreements for Regional Commission meetings (Americas and Europe Regions so far). Accessible rooms at the recommended hotels for the statutory events are requested to be available for participants. During inspection visits to the potential venues	recommended developing an Action Plan if a proper overarching disability inclusion policy was not deemed feasible. The Action Plan could be submitted to UN Tourism GA in 2027 for adoption, in case the Organization secures sufficient financial resources. UN Tourism to consider producing a user-friendly booklet to inspire its Member States to make their own meetings more inclusive of participants with disabilities, functional diversity and specific access requirements. The new building to house UN Tourism HQ as from 2026, will include and new professional conference premises and will be furnished in strict compliance of the Spanish standards on Accessibility UN Tourism to revise the template agreements for hosting conferences and events to incorporate accessibility, among other key components. This revision will follow the current revision of the Organization Policy on Agreements (SGB-17-25). Any formal amendment to include accessibility requirements in the template agreements would need to be submitted to the Executive Council and subsequently to the General Assembly for approval.	

				for events, the accessibility to the conference room is part of the final decision to select the venue for the event A contract with a specialized supplier was signed in 2025 for the delivery of captioning and provision of the international sign language (ISL) services for the Conference on Accessible Tourism and Inclusive Employment at ITB Berlin 2025. ICT also provides technical advice to event organizers, when requested so, to ensure that digital components of conferences and meetings are accessible, complementing the logistical and contractual accessibility measures already in place.		
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	Accepted	In progress	Preliminary list of requirements has been already elaborated between key departments to	UN Tourism to mainstream accessibility criteria in all co-hosting agreements meetings not necessarily related neither to statutory meetings nor accessible	LAIS, COSE, ECSR

	accessibility requirements are clearly stipulated in individual agreements concluded with the hosting entity for specific conferences and meetings.			mainstream these requirements to all hosting agreements. The list is currently under discussion. As outlined above, some specifications related to the accessibility to the premises have been included, on an ad hoc basis, in the agreements for the organization of the statutory meetings as from 2023 (Executive Council. General Assembly and some Regional Commissions). Events focused on accessible tourism held at major tourism fairs in Madrid (FITUR, January 2025) and Berlin (ITB, March 2025) or, in collaboration with Member States as conference hosts, had International Sign Language Interpretation and live captioning service available to all participants, beside the physical access criteria.	tourism conferences, but any event held off the HQ premises. UN Tourism to revise the template agreements for hosting conferences and events to incorporate accessibility, among other key components. This revision will follow the current revision of the Organization Policy on Agreements (SGB-17-25). Any formal amendment to include accessibility requirements in the template agreements would need to be submitted to the Executive Council and subsequently to the General Assembly for approval.	

				The agreements for the organization of those events focused on accessible tourism, featured a detailed list of accessibility requirements in the Annex of the agreement.		
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	In progress	The Technical Coordinator of the UN Tourism Department of Ethics, Culture and Social Responsibility and UN Tourism specialist on accessible tourism and an official with a disability, has been appointed focal point for UNDIS.	UN Tourism to develop the ToR for the focal point of UNDIS that would contain also focal point's role in advocating for enhancing the accessibility of conferences and meetings. This task needs to be fully coordinated with all key departments in charge of conferences, legal affairs, ICT and logistics given the structure and chain of command within the Organization. UN Tourism cannot designate a separate focal point only for the accessibility of conferences and meetings for persons with disabilities as it has 100 civil servants in total.	ECSR, COSE, LAIS, ITC, HR
4	The executive heads of United Nations system organizations should instruct relevant offices that address accessibility-related matters to develop, by December 2021, standard operating procedures with regard to their operational responsibilities to	Accepted	In progress		This action should be developed in conjunction with the inclusion of the accessibility checklist in co-hosting agreements as guidelines may be similar.	ECSR, COSE, ITC

	improve the accessibility of conferences and meetings for persons with disabilities.					
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	In the registration form of the statutory meetings and some other events, especially those focused on accessible tourism and catering to audience with disabilities, there is a field to include any specific access requirements i related to transportation, transfers accommodation and access to the conference venue. 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, ITC, COMM, 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	In progress	Webinars dedicated to accessible tourism and conferences on the same topic, with hybrid participation options, generally include accessibility criteria (captioning service and sign language). ICT staff supports the accessibility of	UN Tourism to consider enhancing its outreach to virtual audience through accessible digital channels for end-user with specific access requirements. ICT services to support in particular, the development of basic technical guidelines for accessible online and hybrid events, to be applied	COSE, ICT, COMM,ECSR

				conferences and events by enabling and configuring accessibility features in online and hybrid meeting platforms, including live captions, transcripts and accessible participation tools.	systematically across UN Tourism meetings.	
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	In progress	ICT has drafted an Internal Guidance on Accessible Digital Documents and Presentations that needs to be adopted.	UN Tourism to consult DPOs in the drafting process of its Internal Guidance on Accessible Digital Documents and Presentations, that should be finally approved by the Secretary-General and distributed internally.	ITC, 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	In progress	UN Tourism is currently in the process of a general revision of the Procurement Manual. At this point in time, it is still an ongoing exercise. The UN Tourism Procurement Request Form (PRF) has been modified in 2026, When completing the form, initiating officers of all departments now must specifically indicate whether they have included accessibility	UN Tourism to consider drafting an updated version of the procurement manual containing the inclusion of accessibility provisions and requirements in the organization's procurement processes. UN Tourism to submit the proposed amendments to its governing bodies.	LAIS, ECSR

				requirements in the technical specifications/terms of reference prepared for the tender. The updated form is uploaded in the Organization's intranet		
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 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.	Accepted	In progress	UN Tourism, through its Ethics, Culture and Social Responsibility and HR Depts. has already implemented basic disability inclusion trainings (virtual), as well as a hands-on interactive training "Overcoming barriers", in cooperation with the UN Tourism Staff Association. The trainers came from the UN Tourism main DPO partners which has set up demos. The attendees representing different departments learned how to use disability aids, mobility devices and have been exposed to real-life situations within the office environment. Information and Communications Technology Department distributed in 2026 the ICT Accessibility Training presentation,	UN Tourism to organize similar training sessions on disability-inclusion once the staff moves into the new HQ. UN Tourism to consider setting up a specialized training on disability-inclusion and accessibility to conferences and events at the new Headquarters based on UNDIS training material and delivered by DPO partners based in Madrid.	, HR, ECSR, COSE

				aligned with UNDIS requirements and based on the materials developed within the UNDIS Focal Point. It provides a short overview of key concepts and practical steps to help make UN Tourism digital content more inclusive, while containing elements for meetings.		
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	In progress		UN Tourism to consider submitting a general report on its disability inclusion activities to its governing bodies, that would also contain a chapter on conferences and events. This action should be carried out once the governing bodies approve the inclusion of accessibility clauses in the list of logistics requirements in co-hosting agreements both for statutory and technical meetings. The new Headquarters should have professional convention premises which can be evaluated only once the UN Tourism staff moves in, in collaboration with the host country and DPO partners.	ECSR, COSE, OFSG, LAIS

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

Nº	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 UN Tourism'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. The revised policy has remained pending final approval; issuance is scheduled for 2026 in alignment with the broader review of ethics and accountability arrangements. In parallel, arrangements are being finalised with an external partner for a third-party anonymous reporting channel (see recommendation 8 below).	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	Accepted	In progress		Ethics Officer to consult with UN system organizations and propose an appropriate alternative option for an external and	Ethics Officer

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.				independent mechanism to address such appeals.	
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. Finalisation is scheduled for 2026 alongside the related work referenced under recommendation 1 above.		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 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.	Accepted	In progress	Since its establishment in May 2018, the in-house Ethics Function is the only independent internal function at UN Tourism. It reports to the governing bodies on an annual basis.	The degree of independence of the Ethics Function still needs be to clearly defined. Work to clearly define the degree of independence of the Ethics Function, in line with the recommendations referenced above and as part of the broader review of the Organization's accountability framework, is to be taken forward in 2026-2027.	Ethics Officer
5	By the end of 2019, executive heads of United Nations system organizations should develop comprehensive communications	Accepted	In progress	A policy on addressing discrimination, harassment, including sexual harassment, and abuse of authority is	Communication tool to be developed.	Ethics Officer

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.			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.		
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 specific checklists and protocols for investigation, support services and communication.	Accepted	In progress		Consult with UN Ethics system. No internal investigation function in place at UN Tourism . External investigation options to be arranged.	Ethics Officer
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)	Accepted	In progress	Discussions are under way with an external partner concerning the provision of a third-party anonymous whistleblowing platform for	Finalisation of the contractual arrangements and operationalisation of the platform are	Ethics Officer

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.			UN Tourism, addressing recommendation 8(a)-(e). The contractual arrangements to formalise this are currently being finalised.	scheduled for 2026, in coordination with the issuance of the revised whistleblower policy referenced under recommendation 1 above.	
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, 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	Accepted	In progress	Systematic tracking of information related to internship is being done. The report will be developed, to be presented to the governing and/or legislative bodies	Develop this report upon implementation of HR IT tool.	HR

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	report should be presented for information to the governing and/or legislative bodies of the organizations at their next sessions.					
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

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

Nº	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	Accepted	In progress	The review exercise of the financial disclosure		HR, Ethics officer

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	request the executive heads of the 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			programme was initiated in 2017. In 2019, the UN Tourism 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	LAIS, 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)	Accepted	In progress	a) All UN Tourism 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.
	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.					
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.
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	UN Tourism works with UN Global Compact on profiles and performance of the business before engaging with such. UN Tourism established a database in 2011 of all tourism enterprises and trade associations that have voluntarily signed the Private Sector Commitment to the		AM, ECSR

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				UN Tourism 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.		
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 and implementation of partnerships with the private sector.	Accepted	In progress		Elaborate guidelines for due diligence based on common standards and procedures available so far for UN Tourism.	LAIS, DAFN, HR, AM

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

Nº	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 regularly update guidance on donor reporting and put in place measures for the professional skills development and	Accepted	Not started		Relevant guidance on donor reporting and measures for professional skills development and training for improved	HR, BDFN, IRPA, IDC (+ any department implementing VCs) / OFSG (internal coordination)

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	training needed to improve reporting to donors, for personnel at headquarters and in the field.				reporting to donors under consideration. Additional implementation is contingent to resources.	
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	In progress	UN Tourism 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 UN Tourism . UN Tourism financial reports are in line with other UN organizations.	Attendance of HLCM and relevant discussion to be followed up.	OFSG (internal coordination) / IRPA/BDFN / IDC

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

Nº	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	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	IRP/OFSG (internal coordination)

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.				relevant JIU recommendations to be considered.	

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

Nº	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	The Travel Policy specifies that, in order to benefit from better airline fares and to enable due approval process, travel requests should reach the Travel Department as early as possible and at least 10 working days before the date of departure. A KPI monitors this aspect.	New/consolidated Travel Policies are being currently prepared with the expectation to come into force on 01/01/2025. Implementing a tool, integrated in the central administrative system, that would serve as Travel Planning and would considerably reduce	TRAVEL

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
					the length of various administrative circuits, is being considered, The date of the implementation is not set yet, however, the interest is to adapt the system ASAP.	
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 analysed and lessons learnt extracted to identify issues for further improvement. As to the DSA, travellers are informed and requested to keep all the invoices and travel related documentation for at least 4 years for auditing purposes. UN Tourism is trying to see if we can benefit from the Global Deal Scheme managed by the UN (benefit from the cooperation agreements that the UN and other UN agencies and programmes have with the different airlines) since, given the small size of the organization, many airlines do not want to sign any special discount agreement	New/consolidated Travel Policies are being currently prepared with the expectation to come into force on 01/01/2025.	TRAVEL

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				with UN Tourism (given low expenditure levels). Agreements for the special prices and discounts with the hotels are negotiated trying to reduce the expenses.		

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 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.	Accepted	Not started	UN Tourism encourages a high-level strategic dialogue with the donors fully convinced of the importance of ensuring transparency, trust and confidence, while endeavouring to reduce the transactions costs related to donor reporting.	Build capacity to unlock aid at country and global level with Member states	IRPA/ IDC / LAIS / BDFN
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	Accepted	In progress	Senior Management of UN Tourism 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	DAFN, IRPA, OFSG

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	taking these elements into account in their risk assessments and work plans, in order to avoid potential duplication and overlap.				bodies with independent and impartial roles.	
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	UN Tourism 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	DAFN/LAIS/OFSG /IRPA

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 the high-impact model and use it within their respective organizations, taking into account the progress already achieved and organizational specificities.	Accepted	Not started		Requires an inception and analysis phase to identify gaps and current challenges for complying with RBM	OFSG, DAFN
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

Nº	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 UN Tourism e-library is currently the repository of all data, reports and official UN Tourism documents. In 2022, UN Tourism has created an internal Research Committee to ensure coordination and alignment and maximize the Organization Research Agenda	Consider the development and implementation of a system for both data and research management.	OFSG, DAFN, ICT, MIPC, COMM
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

Nº	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

Nº	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 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 UN Tourism is following developments on SIDS and tourism IRPA is the Focal Point UN Tourism provides inputs to the report of the UN SG to the UNGA on the implementation of The Antigua and Barbuda Agenda for SIDS 2024-2034 (ABAS)	Consider appropriate actions in UN Tourism's POW, due to the specificities of SIDS, high vulnerability to shocks and socio-economic dependency on tourism.	IRPA, with support of relevant technical and regional departments

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 encourage the allocation of predictable multi-year funding to facilitate the effective implementation of programmatic activities in support of the small island developing States, based on needs assessments prepared by the United Nations system organizations in consultation with SIDS and their relevant partners.	Accepted	In progress	The UN Tourism is following developments on SIDS and tourism and gives special attention to this group of countries as much as possible and appropriate,	Consider appropriate actions in UN Tourism's POW, due to the specificities of SIDS, high vulnerability to shocks and socio-economic dependency on tourism	all departments
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	UN Tourism is following developments on SIDS and tourism. the SF-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. 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.	Consider appropriate actions in UN Tourism's POW	SSD

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				The following SIDS have been engaged in the process of developing MST and related SDG indicators: Cabo Verde, Fiji, Grenada, Jamaica, Samoa, and Trinidad and Tobago. UN Tourism contributed a specific chapter on tourism and its statistics in the UNCTAD "Development and Globalization: Facts and Figures 2021 – SIDS".		
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 UN Tourism is following developments on SIDS and tourism. The SF-MST partly responds 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 UN Tourism's POW	SSD

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)

Nº	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 2025 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 fraud s 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

Nº	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	Accepted	In progress	UN Tourism adopted the United Nations Framework against Fraud and Corruption through SGB/06/19.	Further report to Governing Bodies	DAFN, HR, OFSG, EO

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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 proportionate anti-fraud controls based on fraud risk assessments, and that appropriate fraud prevention, detection, response and data collection procedures and processes exist.			UN Tourism secretariat applies a zero tolerance policy against Fraud and Corruption.		
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 UN Tourism'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	Accepted	Not started			DAFN, OFSG, EO

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	fraud exposure, status of compliance with anti-fraud policies, fraud statistics, sanctions imposed, fraud losses and recovery of assets, and lessons learned.					
11.	The legislative and governing bodies of the United Nations system organizations should: place on their respective agendas a permanent or 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.	Accepted	In progress		To be included in the agendas of the Governing Bodies, as part of internal audit. SG will report on the progress in the establishment of an anti-fraud strategy, policy and measures.	DAFN, OFSG, EO

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

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 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	Accepted	In progress	In November 2025, the Interinstitutional Working Group on Tourism and Climate Action became operational under the authority of UN Tourism's Executive Council representing a pioneering	Pending approval of a long term UN-system-wide climate change strategy	IRPA

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.			governance mechanism to advance climate action in the tourism sector.		
2	The governing bodies of the United Nations system organizations should support and endorse the 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).	Accepted	In progress	The UN Tourism Executive Council in its 116th Session held in June 2022 endorsed the Glasgow Declaration on Climate Action in Tourism as a voluntary commitment launched by UN Tourism in November 2021 at the UN Climate Change Conference COP26 to accelerate climate action in tourism and encouraged all UN Tourism Member States to promote the Declaration. In November 2023, the Glasgow Declaration was recognized by UNFCCC as a Global Climate Action Initiative. The initiative is implemented within the framework of the One Planet Sustainable Tourism Programme, in collaboration with UNEP. https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2022-06/CE116_Decisions_En_4.pdf?VersionId=_acWSB6ge.5MRO5t9w6lpa60.vOsGIB7	Pending approval of a long term UN-system-wide climate change strategy.	IRPA

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				UN Tourism is a climate-neutral Organization for its operations since 2015.		
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 context of the climate change regime methodologies.	Accepted	In progress	The Glasgow Declaration Initiative on Climate Action in Tourism, led by UN Tourism in collaboration with UNEP within the framework of the One Planet Sustainable Tourism Programme supports cooperation between stakeholders for the development of climate action plans aligned with the following strategic pathways: measure, decarbonize, adapt, regenerate, collaborate, finance.		IRPA
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	The Glasgow Declaration Initiative on Climate Action in Tourism, led by UN Tourism in collaboration with UNEP within the framework of the One Planet Sustainable Tourism Programme supports cooperation between stakeholders for the development of climate action plans aligned with the following strategic pathways: measure, decarbonize, adapt, regenerate, collaborate, finance.		IRPA, OFSG

JIU/REP/2015/4: Public information and communications policies and practices in 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 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 promoting global support for their organization.	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. • Benchmarks 8 and 9 are being implemented gradually since 2018. • Regarding benchmark 8, the Organization has provided training to several colleagues in the communication team to refine their competencies. Some of the trainings are still ongoing at present 2024. • In 2023, the COMM department delivered a training for Communications Officers of Member States in Africa, in order to support their efforts to disseminate the priorities and goals of the Organization. • In 2024 the department launched a Communications handbook in order to share with all staff members guidelines to communicate the messages of the	To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the communication strategy	COMM

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				Organization in the different channels available. • The COMM department expects to keep Organizing this kind of trainings in the coming years. • Concerning Benchmark 9, in the last three years, the COMM department has tried several tools to monitoring and oversight the impact of the Communications actions and activities. The results are used to identify good practices and identify areas of improvement.		
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	The COMM department is expected to be reinforce in the coming cycle by incorporating two new staff members in order to support the public information actions. In addition to this, since 2022, the Organization is making important efforts to update the Website and improve the navigation, as one of the main tools to communicate UNWTO messages.	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	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.	To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the	COMM

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	and frameworks/strategies for public information and communications.			• 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. • The social media guidelines have been included and updated in the UNWTO Communication Handbook launched in 2024.	communication strategy	

JIU/REP/2014/9: Contract management and administration 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 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 2024 training plan.	LAIS, HR

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
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. The initiating officer is requested to complete a Vendor Performance Evaluation when the provision of goods/services of high value contracts are completed.	To develop a specific system for reporting on contractor´s performance and a registry containing contractors with unsatisfactory performance.	LAIS

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

Nº	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	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	DAFN, OFSG

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	of the results-based management (RBM).				programme of work and its implementation (ii) new approaches to formulating, implementing and reporting/evaluating the programme of work could be explored	

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

Nº	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 2024 will include appropriate allocation of resources for training of staff on ethics and integrity at work.	HR, Ethics officer