

**POUR DÉCISION**

Point 7 de l'ordre du jour

**Réforme de l'Organisation : état d'avancement des suites données aux recommandations du CCI**

A/23/7

Madrid, 21 août 2019

Original : anglais

**Résumé**

Depuis le 1<sup>er</sup> janvier 2018, le Secrétaire général a engagé un certain nombre de réformes structurelles et organisationnelles au secrétariat, pour renforcer la conformité avec les normes des Nations Unies et donner suite aux recommandations du Corps commun d'inspection (CCI).

Le CCI a fait paraître sept rapports en 2018, dont quatre qui intéressent l'OMT, contenant 33 recommandations pour examen et/ou application. Le secrétariat propose, pour chacune des recommandations, un statut d'acceptation et de mise en œuvre, pour approbation par l'Assemblée générale. Le secrétariat de l'OMT s'emploie aussi à donner suite aux 70 recommandations formulées par le CCI jusqu'à la fin 2017 et informe les Membres des réalisations obtenues et des étapes ultérieures.

Le secrétariat a estimé que le plus urgent était de se concentrer d'abord sur la mise en application des recommandations essentielles du point de vue du contrôle budgétaire et de l'optimisation des coûts pour l'Organisation.

Le secrétariat a mis à jour ses politiques en matière de voyages (au 1<sup>er</sup> juin 2018) pour les harmoniser davantage avec les politiques des Nations Unies en la matière, obtenir des gains d'efficacité et réduire les coûts.

Diverses mesures ont aussi été prises pour accroître la responsabilité environnementale à l'OMT.

Dans le domaine des ressources humaines, il n'est plus dérogé aux dispositions du Règlement du personnel relatives à la prorogation de contrats au-delà de l'âge de la retraite. Le plan d'évolution professionnelle a été interrompu. Quant au Directeur des Membres affiliés, il a été nommé conformément au Règlement du personnel de l'OMT, comme recommandé par le CCI.

Le Secrétaire général a réduit de plus de moitié (de 9 à 4) le nombre de postes de direction au plus haut niveau de l'Organisation, compte tenu de la petite taille de l'Organisation et de la recommandation du CCI à ce sujet.

Afin de prendre en compte les recommandations du CCI pour le contrôle interne, le Secrétaire général propose d'externaliser ces services au Bureau des services de contrôle interne du Secrétariat de l'ONU (BSCI).

Le secrétariat de l'OMT a adopté un Dispositif de lutte contre la fraude et la corruption, lequel a reçu l'aval du Conseil exécutif. Le personnel de l'OMT a été formé aux questions de déontologie et des mesures ont été prises concernant d'éventuels conflits d'intérêt du personnel clé.

## Suite à donner par l'Assemblée générale

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### PROJET DE RÉSOLUTION<sup>1</sup>

L'Assemblée générale,

Ayant examiné le rapport sur la réforme de l'Organisation : état d'avancement des suites données aux recommandations du CCI,

1. *Accueille favorablement* les réformes structurelles et organisationnelles du secrétariat engagées par le Secrétaire général pour renforcer la conformité avec les normes des Nations Unies, prend note des rapports publiés par le Corps commun d'inspection (CCI) en 2018 tels que référencés dans le document et remercie le CCI pour ses analyses ;
2. *Approuve* le statut d'acceptation et de mise en œuvre pour chacune des recommandations, comme proposé à l'annexe I du document, et prie le Secrétaire général d'en rendre compte au CCI en conséquence ;
3. *Note avec satisfaction* les progrès accomplis, en particulier depuis janvier 2018, concernant les recommandations émises par le CCI jusqu'en 2017 qui étaient en attente d'application ;
4. *Note tout particulièrement* la confirmation par le Gouvernement de la République de Corée que la Fondation ST-EP est en cours de dissolution conformément à son ordre juridique interne et que, jusqu'à la conclusion de la procédure, elle demeure inactive et a cessé toutes ses opérations ;
5. *Considère closes* les recommandations ayant été appliquées à 100 % ; et
6. *Prie* le Secrétaire général de faire rapport sur ce sujet aux prochaines sessions du Conseil exécutif.

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<sup>1</sup> Ceci est un projet de résolution. Pour la résolution finale adoptée par l'Assemblée, veuillez vous reporter au document des résolutions publié à la fin de la session.

## Introduction

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1. Le présent rapport fait suite à celui ayant été soumis au Conseil exécutif à sa cent neuvième session tenue à Manama (Bahreïn) [CE/109/3(c)].
2. Le Corps commun d'inspection du système des Nations Unies (CCI) est l'organe du Secrétariat de l'Organisation des Nations Unies créé en 1966 chargé d'apporter un point de vue indépendant par le moyen d'inspections et d'évaluations visant à améliorer la gestion et les méthodes et à assurer une plus grande coordination entre les organisations (Statut du CCI, article 5.2).
3. Comme elle fait partie du système des Nations Unies, l'OMT se doit d'examiner les rapports du CCI et de les soumettre à ses organes directeurs. Dans ce but, depuis 2012, des rapports sont soumis chaque année au Conseil exécutif ou à l'Assemblée générale.
4. Jusqu'en 2017, le rapport sur la mise en œuvre des recommandations du CCI s'effectuait dans le contexte du Livre blanc. Sachant que le Livre blanc a été clos à la vingt-deuxième session de l'Assemblée générale, il est proposé de rendre compte de l'état d'avancement des suites données aux recommandations du CCI dans un rapport sur le plan de réforme de l'Organisation contenant des annexes spécialement consacrées aux recommandations du CCI.
5. La partie I du rapport porte sur les rapports du CCI parus en 2018 pour lesquels le secrétariat a indiqué, s'ils sont pertinents, leur statut proposé d'acceptation et de mise en œuvre.
6. La partie II traite des recommandations émises par le CCI jusqu'à la fin 2017 et toujours en cours d'application, pour information et commentaires éventuels de l'Assemblée générale.

### I. Statut proposé des rapports publiés par le CCI en 2018

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7. Au cours de l'année 2018, le CCI a publié les sept rapports suivants :
  - [JIU/REP/2018/7](#) : Renforcer l'exploitation de la recherche sur les politiques dans le cadre du Programme de développement durable à l'horizon 2030
  - [JIU/REP/2018/6](#) : Améliorer l'accessibilité des personnes handicapées aux conférences et réunions des entités du système des Nations Unies
  - [JIU/REP/2018/5](#) : Possibilités d'améliorer l'efficacité et l'efficience des services d'appui administratif par le renforcement de la coopération interorganisations (pour information seulement de l'OMT)
  - [JIU/REP/2018/4](#) : Examen des politiques et pratiques relatives à la dénonciation des abus dans les entités du système des Nations Unies
  - [JIU/REP/2018/3](#) : Examen de la gestion et de l'administration du Bureau des Nations Unies pour les services d'appui aux projets (UNOPS) (pour information seulement de l'OMT)
  - [JIU/REP/2018/2](#) : Rapport sur l'état d'avancement des suites données aux recommandations figurant dans l'examen de la coopération Sud-Sud et de la coopération triangulaire dans le système des Nations Unies (pour information seulement de l'OMT)
  - [JIU/REP/2018/1](#) : Examen des programmes de stages à l'échelle du système des Nations Unies
8. Sur ces sept rapports, quatre intéressent l'OMT, comprenant 33 recommandations pour examen et/ou mise en œuvre. Le secrétariat propose, pour chacune des

recommandations, un statut d'acceptation et de mise en œuvre, pour approbation par l'Assemblée générale.

## II. Suites données aux rapports que le CCI a fait paraître jusqu'à la fin 2017

9. Dans le prolongement du rapport CE/109/3(c), le secrétariat de l'OMT s'emploie à donner suite aux 70 recommandations formulées par le CCI jusqu'à la fin 2017. L'annexe II passe en revue celles dont l'application est toujours en cours.
10. Depuis le 1<sup>er</sup> janvier 2018, le secrétariat a fait porter l'effort sur la mise en œuvre de diverses recommandations du CCI, en particulier celles contenues dans le rapport 2014/5 « Suivi de l'examen de 2009 de la gestion et de l'administration de l'Organisation mondiale du tourisme », en donnant la priorité aux recommandations qui :
  - a. ont un impact sur le contrôle budgétaire et l'optimisation des coûts pour l'Organisation, et
  - b. renforcent la conformité avec les normes et les politiques des Nations Unies.
11. Par conséquent, les mesures suivantes ont été mises en place, dont il a déjà été rendu compte, pour certaines d'entre elles, au Conseil exécutif :
  - **Voyages** : Le secrétariat de l'OMT a mis à jour ses politiques en matière de voyages (au 1<sup>er</sup> juin 2018) pour les harmoniser davantage avec les politiques des Nations Unies en la matière, obtenir des gains d'efficacité et réduire les coûts.
  - **Responsabilité environnementale** : Le secrétariat poursuit ses efforts en faveur d'une plus grande responsabilité environnementale. Les émissions de gaz à effet de serre 2018 ont été compensées et, pour la quatrième année consécutive, l'Organisation est climatiquement neutre.
  - **Ressources humaines** :
    - i) Il n'est plus dérogé aux dispositions du Règlement du personnel relatives à la prorogation de contrats au-delà de l'âge de la retraite, conformément aux recommandations du CCI.
    - ii) Le plan d'évolution professionnelle a été interrompu. Les conditions pour les recrutements, les promotions, les mutations et les reclassements resteront régies par le Statut et le Règlement du personnel et par les circulaires correspondantes.
    - iii) Structure aux plus hauts niveaux de la direction : Le Secrétaire général a réduit de plus de moitié (de 9 à 4) le nombre de postes de direction au plus haut niveau de l'Organisation.
    - iv) Le Directeur des Membres affiliés a été nommé conformément aux dispositions du Règlement du personnel de l'OMT, ainsi que l'avait recommandé auparavant le CCI.
  - **Contrôle interne** : Comme indiqué dans la Vision de la direction du Secrétaire général qui a été entérinée par le Conseil exécutif à sa cent huitième session tenue à Saint-Sébastien (Espagne), le Secrétaire général a analysé les recommandations faites par KPMG à l'issue de son examen des mécanismes de contrôle interne conduit en 2018 et de précédentes recommandations du Corps commun d'inspection en matière de contrôle interne. Compte tenu des contraintes financières de l'Organisation, le Secrétaire général propose que les services de contrôle interne liés à l'audit soient externalisés au Bureau des services de contrôle interne du Secrétariat de l'ONU (BSCI). Dans ce but, un accord a été préparé recouvrant la conduite d'un plan d'audit sur trois ans (y compris la mise au point d'un plan de travail annuel d'audit interne d'après les risques et la

réalisation d'une mission approuvée d'audit interne et d'une estimation initiale des risques), pour un montant de 60 000 EUR.

- **Entités externes** : Le Gouvernement de la République de Corée a confirmé que la Fondation ST-EP est en cours de dissolution conformément à son ordre juridique interne et que, jusqu'à la conclusion de la procédure, elle demeure inactive et a cessé toutes ses opérations.
- **Rapport hiérarchique direct** du point focal désigné pour être l'interlocuteur du CCI avec la haute direction de l'OMT, qui fait maintenant partie du Cabinet du Secrétaire général.
- **Lutte contre la fraude** : Le Secrétaire général a promulgué un Dispositif de lutte contre la fraude et de lutte contre la corruption.
- **Déontologie** : Tout le personnel de l'OMT a suivi une formation intitulée « Déontologie et intégrité aux Nations Unies » au premier semestre 2019. En outre, certains membres du personnel désignés par le Secrétaire général sont tenus de remplir un formulaire de déclaration de conflit d'intérêt, comme recommandé par le CCI.

## Annex I: JIU recommendations issued in 2018 and relevant to UNWTO

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

N°	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The Executive Heads of the United Nations system organizations that do not have research guidelines and policies in place should consider establishing, as appropriate, a minimum set of standard on research production and uptake by the end of 2021.	Accepted	In progress		Publications Policy Guidelines in preparation to be presented to Management by end of 2019. These would replace the existing Publications Committee Guidelines	TMIC supported by SDT, STTC, ECSR, IRP, TECO
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	Not started			BDFN, TMIC
4	The Executive Heads of United Nations system organizations should carry out periodic assessments of specific research needs and of potential suppliers of research products and associated costs, with the long-term objective of strengthening internal capacities for research, as appropriate, and making systematic use of research produced by academia.	Accepted	Not started		Conduct survey on priority research among members	OFSG, TMIC, supported by SDT, STTC, ECSR, IRP, TECO
6	The Secretary- General of the United Nations, in his capacity as Chair of the United Nations System Chief Executive Board of Coordination,	Not relevant				

	should consider calling on the Executive Heads of United Nations system organizations who have not yet done so to establish a system-wide policy on open data access, supporting software and research-sharing among the United Nations system organizations.					
7	The Secretary-General of the United Nations and the Executive Heads of other United Nations system organizations should review the level of involvement of researchers from the South and adopt policies and frameworks that will stimulate capacity-building for all dimensions of the policy research functions, including research uptake and the national level, and report thereon to the General Assembly and to the governing bodies, respectively, by the end of 2020.	Not relevant				
9	The governing bodies of the United Nations system organizations should take measures to ensure that commitments to inter-agency collaboration, including through the establishment of a global data knowledge platform and the facilitation of academic exchanges, as stipulated in the Global Compact for Safe, Orderly and Regular Migration, are implemented by the end of 2020.	Under consideration	Not started			TMIC, STTC, SDT, AMD, IRP
12	The Secretary-General of the United Nations, in consultation with all Executive Heads of the United Nations System organizations, should encourage long-term partnerships with academic communities at the global, regional and national levels, and establish basic guidelines for such	Not relevant				

partnership.					
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### JIU/REP/2018/6: Enhancing accessibility for persons with disabilities to conferences and meetings on the United Nations system

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations should task the relevant offices with developing, by the end of 2020, a draft policy on the accessibility of conferences and meetings for persons with disabilities, as well as guidelines for policy implementation, and present them to their respective legislative bodies, should the endorsement of those bodies be required for the policy to take effect.	Under consideration	Not started	Comment: The rules of the Depository Libraries have such a provision for easy access through inter library loan. 2018 UNWTO Smart destinations conference (Oviedo) met accessibility criteria.		ECSR, COSE
2	For all major conferences that are hosted off the premises of United Nations system organizations, the executive heads of these organizations should ensure that accessibility requirements are clearly stipulated in individual agreements concluded with the hosting entity for specific conferences and meetings.	Accepted	Not started			ECSR, COSE, LGCO
3	The executive heads of United Nations system organizations that have not yet done so should appoint, by December 2021, a focal point on accessibility within their organization under terms of reference that clearly define the focal point's role and responsibilities as regards enhancing the accessibility of conferences and meetings for persons with disabilities.	Accepted	Not started		ToRs to be defined	ECSR
4	The executive heads of United Nations system organizations should	Accepted	Not started			ECSR, COSE

	instruct relevant offices that address accessibility-related matters to develop, by December 2021, standard operating procedures with regard to their operational responsibilities to 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	Not started			COSE, ECSR, LGCO
6	The executive heads of United Nations system organizations should, by December 2021, provide the option for remote participation in all meetings and conferences that they organize, with no prejudice to the efforts to make attendance at meetings and conferences accessible to persons with disabilities.	Accepted	Not started			COSE, ICT, ECSR
7	The executive heads of United	Accepted	Not started		High accessibility	DAFN, HR,

	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.				standards to be applied in the forthcoming new UNWTO HQ (date tbc)	COSE, ECSR
8	The executive heads of United Nations system organizations should task procurement offices with drafting, by December 2021, provisions for incorporating accessibility checks and/or requirements into procurement policies and guidelines for consideration and adoption by the relevant decision-making authority.	Accepted	Not started			LGCO, ECSR
9	The executive heads of United Nations system organizations should develop and implement through relevant inter-agency mechanisms, by December 2021, a common system-wide mandatory specialized training module on disability inclusion and accessibility for personnel involved directly or 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.	Under consideration	Not started			ECSR, HR
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	Accepted	Not started		To be conducted in the framework of the present yearly report	COSE, OFSG

	and meeting facilities and services for persons with disabilities, including the state of progress of actions to address accessibility deficits.					
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**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.
<b>JIU/REP/2018/4: Review of whistle-blower policies and practices in United Nations system organizations</b>						
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			Ethics Officer, LGCO
2	In United Nations system organizations that do not have an external and independent mechanism for appeals when a prima facie case of retaliation is not determined, the executive head should instruct the relevant office(s) to develop, by 2020, appropriate options to address this deficiency for his or her timely consideration, and to outline any agreed-upon mechanisms and processes in updates to protection against retaliation policies.	Accepted	In progress			Ethics Officer, LGCO
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	Accepted	Not started			Ethics Officer, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	ratings.					
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			Ethics Officer, LGCO
5	By the end of 2019, executive heads of United Nations system organizations should develop comprehensive communications tools for all personnel on what, how, where and to whom to report misconduct/wrongdoing, including harassment and retaliation, in all the working languages of the organization.	Accepted	In progress			Ethics Officer, LGCO
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			Ethics Officer, LGCO
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			Ethics Officer, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
8	Executive heads of United Nations system organizations should ensure that, by 2020, anonymous channels to report misconduct/wrongdoing are: (a) developed and operational; (b) available in all the working languages of the organization; (c) accessible to all personnel, vendors and beneficiaries; (d) reflected in their relevant policies; and (e) widely communicated.	Accepted	In progress			Ethics Officer, LGCO
9	By the end of 2019, executive heads of United Nations system organizations should ensure the public posting of an annual report, with all due consideration to confidentiality, on misconduct/wrongdoing and retaliation cases. The report should specifically include the allegations, findings and outcomes, including administrative actions taken.	Accepted	In progress		The Ethics Officer submits annual reports to governing bodies	Ethics Officer
10	By the end of 2019, executive heads of United Nations system organizations should ensure that all supervisors and managers are required to complete specific training on whistle-blowing policies and on how to appropriately respond to and handle misconduct/wrongdoing and retaliation reports.	Accepted	Implemented	All UNWTO personnel took the "Ethics and integrity at the UN" training during the first semester of 2019		Ethics Officer, HR
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	Not started			Ethics Officer, HR

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2018/1: Review of internship programmes in the United Nations system</b>						
2	Executive heads of the United Nations system organizations, under the leadership of the Secretary-General as the chair of the United Nations System Chief Executives Board for Coordination, should work together towards the establishment of more coherent internship programmes for the United Nations system, taking into account the benchmarking framework for good practices in internship programmes.	Accepted	Not started			HR
3	The executive heads of JIU participating organizations should consider updating their internship policies, taking into account the proposed JIU benchmarking framework for good practices in internship programmes and identifying those benchmarks to be streamlined in the policies of their respective organizations.	Accepted	in progress	Internship policies (AI/912/19) and Internship Agreements have been updated to reflect good practices		HR
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 report should be presented for information to the governing and/or legislative bodies of the organizations at	Under consideration	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		HR

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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, LGCO, BDFN, IRP
7	Executive heads of the organizations of the United Nations system should establish a collaboration mechanism between the public information services of the organizations and the permanent representatives of Member States to facilitate outreach to their capitals on a worldwide basis so as to attract young candidates for internships from diverse educational backgrounds from all recognized educational entities, based on the World Guide to Higher Education published by the United Nations Educational, Scientific and Cultural Organization.	Under consideration	Not started			HR

## Annex II: Monitoring of the implementation of JIU reports issued until end 2017

## 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.
<b>JIU/REP/2017/9: Review of mechanisms and policies addressing conflict of interest in the United Nations system</b>						
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			Ethics officer, LGCO, HR
2	Executive heads of the United Nations system organizations, who have not yet done so, should direct their human resources services to introduce a mandatory conflict of interest disclosure form that should be signed by staff members, along with their declaration of office, by all staff members and other types of personnel joining an organization, whether in a short- or long-term capacity. The form should be developed with the assistance of the ethics function of the respective organization and with other functions, as appropriate, and in consultation with any future inter-agency forum.	Accepted	Implemented	Personnel designated by the Secretary-General (see AI/915/19) to fill a Confidential Declaration of Interest Statements Forms by 30 September 2019		HR, Ethics officer, LGCO
3	The governing bodies of the United Nations system organizations should 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	Accepted	In progress	The review exercise of the financial disclosure programme was initiated in 2017.		HR, Ethics officer, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	programmes that are needed to increase their effectiveness					
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	Not started			LGCO, HR, Ethics officer
5	Executive heads of the United Nations system organizations, who have not yet done so, should take the necessary steps, no later than the end of December 2019, to: (a) ensure that all staff members, irrespective of their level and grade, successfully complete the initial and periodic mandatory ethics training course and obtain the respective certification; (b) link certification of the required ethics training course to the annual staff performance appraisal cycle; (c) include ethics training in the induction training of non-staff, including refresher courses after service intervals, as appropriate.	Accepted	In progress	a) All UNWTO personnel took the "Ethics and integrity at the UN" training during the first semester of 2019.  c) Ethics training is now included in the induction training of both staff and non-staff		HR, Ethics officer
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,	Accepted	Not started			DAFN, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	including updates to relevant policies, administrative instruments and mechanisms.					

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2017/8: The United Nations system – Private sector partnership arrangements in the context of the 2030 Agenda for Sustainable Development</b>						
5	The heads of United Nations organizations should enhance the role and responsibilities of the Private Sector Focal Points Network with regard to sharing knowledge, promoting good practices and finding innovative solutions to problems related to partnerships with the private sector, including by entrusting them with specific tasks and agenda items on which to report.	Accepted	Not started	The UNWTO Affiliate Membership Department, the Institutional Relations and Partnership Department, as well as other technical departments that are working with the support of the legal and financial departments are working on partnership arrangements with the private sector.	Raise awareness on sharing knowledge and promoting good practices within the Organization.	AM, IRP
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	Not started	UNWTO works with UN Global Compact on profiles and performance of the business before engaging with such.	UNWTO follows CEB guidance	AM, ECSR , IRP, BDFN, LGCO
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	Accepted	In progress	UNWTO has set up a working group on due diligence issues for internal elaboration of standards and procedures.	Elaborate guidelines for due diligence based on common standards and procedures available	LGCO, BDFN, DAFN, HR, AM

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.				so far for UNWTO and await UN SG corresponding instructions.	

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2017/7: Review of donor reporting requirements across the United Nations system</b>						
1	The governing bodies of the United Nations system organizations should encourage the Secretary-General and executive heads of other organizations, in the framework of the United Nations System Chief Executives Board for Coordination, to develop a common position and pursue a high-level strategic dialogue with donors, in order to address the challenges posed by the current funding models and practices and the impact of strict earmarking of voluntary contributions and reporting to donors.	Accepted	Not started	Proposal to include in future HLCM Meetings that this recommendation is being included as an agenda item accordingly.	Under consideration by HLCM focal points at UNWTO	IRP, BDFN, LGCO
2	The executive heads of the United Nations system organizations that have not yet done so should put in place measures for ensuring that partnership agreements, concluded at the corporate level with the donors and at the corporate and field levels for individual programmes and projects, spell out the needs and requirements of the donors	Accepted	In progress	<ul style="list-style-type: none"> <li>Donee's financial reporting including donor commitment in regards to funding: UNWTO template agreements include clauses on financial reporting and even some of them include financial reporting templates;</li> </ul>	Tools are considered to be implemented but clauses/ reports/ standardization of agreements etc. can always be subject to improvement	IRP, TECO, LGCO, BDFN

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	and the mutual commitments of the organizations and the donors, with respect to the details of reporting on the use of funds provided.			<ul style="list-style-type: none"> <li>Consistent implementation of the said reporting. May vary according to the discussions with donors</li> </ul> <p>In addition, as a practice, UNWTO Secretariat informs on projects in Statutory documents, as well as through UNWTO website and newsletters</p>		
3	The executive heads of the United Nations system organizations should encourage better access to, and dissemination and exchange of, information concerning donor reporting among the member States and should ensure that every organization maintains a corporate repository for all contribution agreements and donor reports.	Accepted	In progress	UNWTO keeps all contribution agreements and donor reports stored in digitalized format.		IRP, TECO, BDFN, LGCO
4	The executive heads of the United Nations system organizations that have not yet done so should regularly update guidance on donor reporting and put in place measures for the professional skills development and training needed to improve reporting to donors, for personnel at headquarters and in the field.	Accepted	Not started	Relevant guidance on donor reporting and measures for professional skills development and training for improved reporting to donors under consideration.	Relevant discussions to take place	, HR, BDFN, TECO,IRP
5	The executive heads of the United Nations system organizations that have not yet done so should work systematically with donors to include in donor agreements the costs associated with preparing donor reports.	Accepted	Not started	Relevant discussions with donors on this aspect to take place accordingly.	Under discussion	IRP, TECO, LGCO, BDFN
6	The Secretary-General and executive heads of other United Nations system	Accepted	Not started	UNWTO supports the development and adoption of a	Attendance of HLCM and relevant	IRP BDFN, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.			common report template to be used across the UN system as a basis for negotiations with donors to reduce the complexity and multiplicity of reports and thus reduce reporting costs – aspect of high relevance especially for smaller agencies such as UNWTO.	discussion to be followed up.	
7	The governing bodies of the United Nations system organizations should request the executive heads to task, and adequately support, the internal audit and evaluation offices of their respective organizations with ensuring that the relevant oversight reports provide the required levels of assurance that would help minimize reporting to individual donors on the use of their earmarked contributions.	Accepted	In progress	UNWTO uses standard financial reports for financial reporting.		DAFN, LGCO, IRP, BDFN

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

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

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2017/3: Review of air travel policies in the United Nations system: achieving efficiency gains and cost savings and enhancing harmonization</b>						
4	The executive heads of the United Nations system organizations, that have not yet done so, should ensure by 2019 that effective measures are taken to enforce and monitor compliance with an advance purchase policy, including incorporation of advance planning rules and key performance indicators in travel policies that are regularly measured.	Accepted	In progress	Under implementation UNWTO has developed for the past 10 years a Travel Planning mechanism to ensure the advanced planning of the official missions.	In view of better evaluating the efficiency of the Travel Management and identifying sources of possible savings, UNWTO is currently evaluating the possibility of implementing several Key Performance Indicators (KPI) and Key Program Metrics (KPM) that would also allow defining certain standards and objectives.	TRAVEL
5	The executive heads of United Nations system organizations should schedule periodic monitoring and assessment to ensure conformity with their own air travel policies, conduct periodic risk assessments and identify measures for further efficiency gains by their next budgetary cycle.	Accepted	In progress	Annually, back to office reports are analyzed and lessons learnt extracted to identify issues for further improvement. After the implementation of the new UNWTO Travel policies UNWTO increased the monitoring of expenses by requesting the corresponding invoices from the traveler, the DSA payable also has to be justified,	In view of better evaluating the efficiency of the Travel Management and identifying sources of possible savings, UNWTO is currently evaluating the possibility of implementing several Key Performance Indicators (KPI) and Key Program Metrics (KPM) that would also allow defining certain	TRAVEL

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
					standards and objectives.	
6	The executive heads of the United Nations system organizations, if they have not already done so, should encourage the use of online booking tools for air travel, update their travel policies with guidelines for optimal use of such tools, and consider integrating them with their existing systems by 2020.	Accepted	Not started	As of today, UNWTO travel policy does not allow travellers to book their own trips. Only exceptionally, travellers may book their own trips, requiring specific approval from the Secretary-General. It has to be noted that due to the small size of the organization and the limited number of missions per year, the OBT would not yield meaningful cost savings for the Organization and involve significant costs in ensuring compliance.	Evaluate costs of OBT	TRAVEL

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2017/2: Donor-led Assessment of the United Nations system organizations</b>						
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	Accepted	Not started	UNWTO 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.		BDFN, LGCO, IRP, TECO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2017/2: Donor-led Assessment of the United Nations system organizations</b>						
	Nations for that purpose not later than 2018.					
3	The executive heads of the United Nations system organizations should designate, on the basis of the volume and variety of donor reviews, an appropriate central function in their respective organizations for coordinating the multiplicity of donor assessments, managing the information provided to donors, standardizing communications, ensuring consistency and tracking the follow-up action on findings and recommendations by the responsible organizational units.	Accepted	In progress	UNWTO has a relevant department managing the information provided to donors, namely the Institutional Relations and Partnerships Department.		OFSG, IRP
4	The executive heads of the United Nations system organizations should engage with donors to determine the key elements in their assessments and should encourage their audit and evaluation bodies, with due regard for their independence, to consider taking these elements into account in their risk assessments and work plans, in order to avoid potential duplication and overlap.	Accepted	Not started	Senior Management of UNWTO committed to engage in such discussions with donors on these key elements for avoiding duplication and overlap.		DAFN, IRP
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	Under consideration	Not started			DAFN, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2017/2: Donor-led Assessment of the United Nations system organizations</b>						
	duplication and overlap with external reviews, verifications and assessments conducted by third parties.					
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.	IRP, BDFN, LGCO

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/NOTE/2017/1: Results-based management in the United Nations system: description of a high-impact model for managing for achieving results</b>						
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	Accepted	Not started		Requires an inception and analysis phase to identify gaps and current challenges for complying with RBM	OFSG, DAFN

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/NOTE/2017/1: Results-based management in the United Nations system: description of a high-impact model for managing for achieving results</b>						
	specificities.					
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 (HLCP and HLCP)	OFSG, DAFN

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2016/10: Knowledge Management in the United Nations System</b>						
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	Knowledge management is handled in an ad hoc manner		OFSG, TMIC, DAFN, COMM

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
3	The executive heads of the United Nations system organizations, if they have not already done so, should take incremental measures aimed at embedding knowledge management skills and knowledge-sharing abilities in their respective staff performance appraisal systems, annual work plans, job descriptions and organizational core competences, by the end of 2020.	Accepted	In progress	Knowledge management is handled in an ad hoc manner		OFSG, HR

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2016/9: Safety and Security in the United Nations System</b>						
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 address in performance assessments of managers	Consider inclusion of safety and security assessment at managerial levels	HR, SECU

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2016/7: Comprehensive Review of United Nations System Support for Small Island Developing States: Final Findings</b>						
1	The governing bodies of the United Nations system and of the multilateral environment agreements, taking into account the findings of the comprehensive review, should give precise system-wide coordinated guidance to the organizations so as to ensure that the priorities of the SAMOA Pathway are mainstreamed in the strategic plans, within the realm of the organizations' mandates, and should encourage all stakeholders to make sufficient and predictable resources available for the effective and accelerated implementation of the Pathway.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism. Its work on tourism and climate change includes a specific focus on SIDS.	Consider appropriate actions in UNWTO's POW	SDT, RDs, IRP
2	The governing bodies of the United Nations system should ensure that the strategic plans and work programmes of the system organizations include specific objectives related to the implementation of the SAMOA	Accepted	In progress	The UNWTO is following developments on SIDS and tourism	Consider appropriate actions in UNWTO's POW	SDT, RDs, IRP

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	Pathway, within the realm of their respective mandates, to be measured against a set of established key performance indicators to monitor and report on the achievements.					
3	The governing bodies of the United Nations system, in adopting the strategic plans and work programmes of the organizations, should encourage the organizations to ensure that the activities in support of sustainable development of SIDS, within the realm of the mandate of each organization, are aligned with the regional and national priorities identified by the Governments of those States, regional organizations and SIDS development partners, so as to foster the implementation of the SAMOA Pathway as the blueprint of the 2030 Agenda for Sustainable Development of SIDS.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism	Consider appropriate actions in UNWTO's POW	SDT, RDs, IRP
4	The governing bodies of the United Nations system should request the organizations to coordinate the	Accepted	In progress	The UNWTO is following developments on SIDS and tourism	Consider appropriate actions in UNWTO's POW	SDT, RDs, IRP

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	planning and implementation of their capacity-building activities in close consultation with the small island developing States and all partners for development so as to strengthen effectiveness and efficiency in providing support to achieve the goals defined in the SAMOA Pathway, while avoiding saturation of the absorptive capacity of SIDS at the country level.					
5	The executive heads of the United Nations system should ensure the participation of their organizations in the process led by the Inter-Agency Task Force on Financing for Development to actively contribute to addressing the specificity of SIDS as a special case with tailor-made solutions, and should also ensure that new parameters of eligibility are designed for better access to financing for development for SIDS.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism	Consider appropriate actions in UNWTO's POW	SDT
6	The governing bodies of the United Nations system organizations	Accepted	In progress	The UNWTO is following developments on SIDS and tourism	Consider appropriate actions in UNWTO's	SDT, IRP

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.				POW	
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	Accepted	In progress	The UNWTO is following developments on SIDS and tourism. Initiatives such as INSTO or MST partly respond to this recommendation.	Consider appropriate actions in UNWTO's POW	STTC, RDs, SDT

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

#### JIU/REP/2016/4: Fraud Prevention, Detection and Response in United Nations System Organizations

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	<b>JIU/REP/2016/4: Fraud Prevention, Detection and Response in United Nations System Organizations</b>					
1.	The executive heads of the United Nations system organizations, if they have not already done so, shall develop a corporate anti-fraud policy for their respective organizations or update an existing one, taking into account leading	Accepted	Implemented	UNWTO adopted the United Nations Framework against Fraud and Corruption. UNWTO secretariat applies a zero tolerance policy against Fraud and Corruption.	Provide training to personnel.	DAFN, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	practices in the public and private sectors. The policy should be presented to the legislative and governing bodies for information, adoption and/or endorsement and should be reviewed and updated regularly.					
2.	The executive heads of the United Nations system organizations should take expeditious action to designate an overall corporate manager or entity at senior level to be the custodian of the anti-fraud policy and be responsible for the implementation, monitoring and periodic review of the policy.	Accepted	Implemented	Mr Musallim Afandiyev, Senior Business Transformation and Reforms Officer, is designated as the custodian of this policy (see SGB/06/19)		DAFN, LGCO
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	Accepted	In progress	The Secretary-General has issued a bulletin on this issues (SGB/06/19)	A training on fraud should be delivered to all personnel	HR, DAFN, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	field environments.					
4.	The executive heads of the United Nations system organizations should, if they have not already done so, conduct a comprehensive corporate fraud risk assessment, as an integral part of their enterprise risk management system or as a separate exercise, addressing frauds at all levels of their respective organization, including headquarters and field offices, as well as internal and external fraud risks. Such assessments shall be conducted at least biennially at the corporate level, and more frequently, based on need, at the operational level.	Accepted	Not started		Include in next internal audit to be conducted.	DAFN, LGCO
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 implementing their respective fraud policies. Such anti-fraud strategies should be based on the	Accepted	Not started			DAFN, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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. 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, LGCO
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	Accepted	In progress	UNWTO adopted the United Nations Framework against Fraud and Corruption. UNWTO secretariat applies a zero tolerance policy against Fraud and Corruption.	Further report to Governing Bodies	DAFN, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	controls, in accordance with good practices and applicable international standards. In the absence of a formal statement of internal controls, executive heads should certify in their annual reports to legislative and governing bodies that their organization has in place proportionate anti-fraud controls based on fraud risk assessments, and that appropriate fraud prevention, detection, response and data collection procedures and processes exist.					
8.	The executive heads of the United Nations system organizations should instruct their legal offices to review and update the legal instruments for engaging third parties, such as vendors and implementing partners, with particular attention to anti-fraud clauses and provisions.	Accepted	Implemented	UNWTO adopted the United Nations Framework against Fraud and Corruption. UNWTO secretariat applies a zero tolerance policy against Fraud and Corruption.	Enforce UNWTO's framework..	DAFN, LGCO
9.	The executive heads of the United Nations system organizations, if they have not already done so, should revise their whistle-blower	Accepted	In progress		Revise UNWTO existing whistle-blower policy to include third parties	DAFN, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.				and implementing partners.	
10.	The executive heads of the United Nations system organizations should present to their legislative and governing bodies on an annual basis a consolidated and comprehensive management report on the performance of anti-fraud activities, based on key performance indicators. The report shall include, inter alia, the level of fraud exposure, status of compliance with anti-fraud policies, fraud statistics, sanctions imposed, fraud losses and recovery of assets, and lessons learned.	Accepted	Not started			DAFN, LGCO
11.	The legislative and governing bodies of the United Nations system organizations should: place	Accepted	In progress		To be included in the agendas of the Governing Bodies, as	DAFN, LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.				part of internal audit. SG will report on the progress in the establishment of an anti-fraud strategy, policy and measures.	

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2015/5: Review of activities and resources devoted to address climate change in the United Nations Organizations</b>						
1	The executive heads of United Nations system organizations should present to the governing bodies of their organizations a long-term United Nations system-wide climate change strategy responsive to the outcome of the twenty-first session of the Conference of the Parties to the United Nations Framework Convention on Climate Change, and request its	Accepted	Not started	Due to its cross-sectorial nature, tourism can contribute to a more resource efficient value chain and stimulate behavioural change towards low-carbon destinations.  UNWTO is working on an analysis and policy recommendations in tourism and climate change, to be presented in the framework of the 23 <sup>rd</sup> General Assembly.	Pending approval of a long term UN-system-wide climate change strategy. Issue to be taken into account by UNWTO	SDT

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	endorsement and the support necessary for its effective implementation, in order to achieve measurable interim results by 2020.					
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	UNWTO has implemented climate change related projects and activities which reflect a “quadruple bottom line” of environmental, social, economic and climate responsiveness. The Sustainable Tourism Programme of the 10-Year Framework of Programmes on Sustainable Consumption and Production Patterns (10YFP), led by UNWTO, supports cooperation between stakeholders to advance resource efficiency and low-carbon practices in the tourism sector. UNWTO is a climate-neutral Organization for its operations since 2015.	Pending approval of a long term UN-system-wide climate change strategy. Issue to be taken into account by UNWTO	SDT
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	Accepted	Not started	The Programme on Sustainable Tourism of the 10-Year Framework of Programmes on Sustainable Consumption and Production Patterns (10YFP STP), led by	Assess the involvement of UNWTO as this initiative progresses	SDT

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	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.			UNWTO, supports cooperation between stakeholders for the development and implementation of innovative projects and good practices in resource efficient and low-carbon tourism planning, improving sustainable livelihoods and adapting to the reality of a changing climate.		
4	Executive heads of the member organizations of the CEB, under the leadership of the Secretary-General in his capacity as Chair of the CEB, should promote the development of a common information-sharing system for the measurement and monitoring of the United Nations system activities and resources aimed at addressing climate change, by sector and type of funding, so as to ensure the most cost-efficient and effective delivery of activities to tackle climate change.	Accepted	In progress	UNWTO continues participating in the UNCC Learn, a collaborative initiative involving more than 35 global organizations, which supports countries, among others, on sustainable learning to address climate change. The initiative responds to the COP22 Decision on improving the effectiveness of the Doha Work Programme on the Article 6 of the UNFCCC Convention, which seeks to reduce the impact of climate change by enabling society to be a part of the solution, through education, training and public awareness and also to Article 12 of the Paris Agreement during COP23	Assess the involvement of UNWTO in the initiative under the CEB as it progresses	SDT, IRP

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				on the same issue.		

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2015/4: Public information and communications policies and practices in the United Nations system</b>						
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	<ul style="list-style-type: none"> <li>The nine benchmarks have been assessed and factored into the UNWTO Communication Strategy.</li> <li>The majority of applicable benchmarks (1, 2, 3, 4, 5, 7) are now active components of the UNWTO Communication Strategy.</li> <li>Benchmarks 8 and 9 are expected to be incorporated end of 2019 and during 2020.</li> </ul>	To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the communication strategy	COMM
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	Accepted	In progress		To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the communication strategy	COMM

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	communications function within their organization, by adhering to the nine benchmarks proposed in the present report, as applicable.					
5	The executive heads of the United Nations system organizations that have not yet done so should develop an effective social media strategy that is based on updated guidelines and is properly aligned with the other respective policies and frameworks/strategies for public information and communications.	Accepted	In progress	<ul style="list-style-type: none"> <li>• Social media guidelines for contributions by personnell while on mission/excternal events are being developed and a first one has been disseminated.</li> <li>• Guildelines for the use of personal SoMe accounts by personnell (in coordination with HR) have been developed and disseminated.</li> <li>• The UNWTO Communications Department has now dedicated social media profiles among its team. The newly developed SoMe strategy will be incorporated in the Communictaions Strategy.</li> </ul>	To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the communication strategy	COMM

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2014/9: Contract management and administration in the United Nations System</b>						
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.	Provide training on contract management.	LGCO, HR
8	The executive heads of the United Nations system organizations should ensure that a system exists in their organizations for documenting and reporting on a contractor's performance in meeting contract requirements, and assign responsibility and management accountability for completeness of the contractor's performance reporting.	Accepted	In progress	Certification of delivery is made for each contract. Each manager monitors performance of the contractor.	To develop a specific system for reporting on contractor's performance and a registry containing contractors with unsatisfactory performance.	LGCO

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.	
	<b>JIU/REP/2014/5. Follow-up inspection of the 2009 review of Management and Administration in the World Tourism Organization</b>						
	The Secretary General should develop modalities of cooperation with the respective foundations and offices and submit them to the 2011 UNWTO General Assembly for consideration and approval, together with the outcome of the mentioned JIU investigation on the subject	Accepted	In progress	<p>A new arrangement is being developed for the Nara office. A new agreement with the Government of Andorra for the Themis Foundation was signed in 2014 clarifying the responsibilities of the parties towards the Foundation and discussions have been engaged on the possibility to convert the Foundation into a fully integrated UNWTO Office.</p> <p>The Government of the Republic of Korea has confirmed that the ST-EP Foundation is under dissolution in accordance with its domestic legal system and, until completion of the proceedings, it remains inactive and has ceased all its operations.</p>		LGCO, DAFN	
	The Secretary General should ensure that written summary records/minutes of the governing body meetings are duly produced	Accepted	Implemented	Partially accepted, electronic records of Governing Bodies discussions to be kept by Secretariat Each governing body meeting has a	Further use available technology to reduce costs	COSE	

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

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
					work could be explored	
	It is suggested that the Secretary General review the functions, staffing (with status and grades), costs (gross and net from any compensation of services with the UN Women Fund) of the UNWTO New York Liaison Office and submit a report thereupon to the Executive Council (item newly raised)	Accepted	Implemented	UNWTO office in NY has been closed.  The Geneva Liaison Office is hosted free of charge since 2015 in the ITC premises and has one Representative, supported by one person. The importance of this liaison office is significant, in particular to ensure the further inclusion of tourism in the development and trade agenda in general and in the 2030 Agenda.		OFSG, IRP
	The Secretary General could, in the context of the appointment of the EDs, formulate and publish formal job descriptions and inform the UNWTO governing bodies on measures to enhance the transparency of their grade, selection and appointment process (item newly raised)	Accepted	In progress	Partially accepted, The Secretary-General informs the Executive Council of the structure of the Secretariat and of his choice and terms of EDs		HR
	The Inspector is of the view that the Secretary General could take	Accepted	In progress	4 of the 12 staff at grades P5 and above are female.	<b>Comments:</b> Vacancies at senior	HR

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	measures to improve the gender balance at the senior grade level (item newly raised)				levels provide opportunities to improve gender balance.	

#### JIU/REP/2014/4: Post-Rio+20 review of environmental governance within the United Nations system

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	<b>JIU/REP/2014/4: Post-Rio+20 review of environmental governance within the United Nations system</b>					
5	The Secretary-General as the Chair of CEB should prepare where necessary, under the appropriate guidance of the General Assembly, a common policy and related guidelines to prevent the conflict of interest of any members and experts participating in technical and scientific panels and committees in the field of environment, to be followed by all United Nations system organizations and by multilateral environmental agreements.	Not relevant				
11	The Secretary-General, after	Not relevant				

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	consultation with the executive heads of member organizations of CEB in his capacity as its Chair, should submit to the UNEA of UNEP and the high-level political forum on sustainable development, for approval, proposals for a system-wide framework of measuring and monitoring resources required for the implementation of environment protection and sustainable development within the United Nations system organizations.					

### JIU/NOTE/2013/1: Reference Checks in the United Nations System Organizations

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	<b>JIU/NOTE/2013/1: Reference Checks in the United Nations System Organizations</b>					
1	JIU invites the executive heads of the United Nations system organizations to adopt the benchmarks set out in the present note with a view to ensuring that	Accepted	Implemented	Accepted and implemented except benchmark 5, not accepted.  While the UNWTO does conduct reference checking, its mechanism		HR

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	their respective organizations have sound reference checking procedures, and to report progress made to the legislative/governing bodies.			<p>does not comply with all the benchmarks of the report.</p> <p>(i) Procedure for checking references is in place</p> <p>(ii) Reference check to all externally recruited staff is applied</p> <p>(iii) Reference checks for selected candidate only is performed</p> <p>(iv) HR is developing written guidelines to establish the mechanism for conducting reference checks</p> <p>(v) Reference checks are conducted in writing using appropriate templates and within an established means of communication</p> <p>(vi) All reference checks are documented, reviewed and certified prior to concluding the recruitment process; verification of original passports and original educational credentials of the selected candidates is also carried out</p>		

**JIU/REP/2009/1 REVIEW OF MANAGEMENT AND ADMINISTRATION AT UNWTO**

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
<b>JIU/REP/2009/1 REVIEW OF M&amp;A AT UNWTO</b>						
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			HR, Ethics officer
19	The UNWTO General Assembly should provide the required resources to permit the use of the Chinese language as an official language of the Organization in accordance with UNWTO General Assembly resolution 521 (XVII).	Accepted	In progress	Implementation requires entry into force of the amendment to Article 38 of the Statutes. This amendment has not been yet ratified by two-thirds of the Members and is therefore not enforceable.	(i) Remind Members who have not yet ratified amendment of the Statutes to do so, (ii) seek voluntary contributions to enable interim implementation of the recommendation (iii) prepare a plan for the gradual introduction of the Chinese language in the Organization. Comments: In 2017, the General Assembly, resolution	LGCO

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
					<p>694(XXII), requested the Executive Council to prepare and implement a plan for the gradual introduction of the Chinese language in the Organization, following the practice on the introduction of new languages in the Organization, with the aim of the establishing Chinese as an official language of UNWTO at the 23rd session of the General Assembly subject to its entry into force in accordance with Article 33 of the Statutes and urged Member States to ratify all the amendments (including that of Article 38) to the</p>	

N°	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
					Statutes and Financing Rules as soon as possible.	
22	The UNWTO General Assembly should in-source the internal audit, inspection, evaluation, investigation and monitoring functions to any other organization in the United Nations system that has the capacity to respond. Alternatively, The UNWTO General Assembly should provide the necessary resources, three positions, for the abovementioned functions for the 2010-2011 biennium.	Accepted	In progress	As stated in the Management Vision of the Secretary-General endorsed by the 108th session of the Executive Council in San Sebastian, Spain, the Secretary-General has analyzed the recommendations made by KPMG in its review of internal control mechanisms conducted in 2018 as well as previous recommendations of the Joint Inspection Unit on internal oversight. Taking into account the financial constraints of the Organization, the Secretary-General proposes that internal oversight services related to audit be outsourced to the United Nations Office for Internal Oversight. For this purpose, an agreement has been prepared that would include the conduct of a three year audit plan (including developing an internal audit risk based annual work plan and implementing an approved internal audit assignment and an initial risk assessment) for an amount of 60,000 EUR.		DAFN, LGCO