

Executive summary

The structure of the Secretariat continues to be implemented as laid out by the Secretary-General in his report on Management vision and priorities (document CE/108/5(b) rev.1) within the approved resources and number of staff positions.

Members of personnel were recommended to work from home until the COVID-19 situation was stabilized. Various decisions were taken to ensure the health and well-being of UNWTO personnel and allow the organization to effectively deliver its services to our members during the pandemic, in line with other UN agencies and following the recommendations of the Host Government.

The efficiency of various internal resources is being improved through the implementation of electronic IT systems, contributing to more sustainable approaches.

Improvements have been made in several areas related to health and medical services (especially in relation to the COVID-19 pandemic), talent acquisition and development, induction and onboarding, and gender and diversity. Inter-agency collaboration is also being fostered through formal exchanges and agreements.

To transform the organization's capacity in line with its mandate, a human resources strategy is being developed aimed at aligning the programmatic direction of the organization in the years ahead.

The independent report of the Ethics Officer for the period of 1 May 2020 to 30 April 2021 is annexed to this document (Annex I).

The Staff Pension Committee is composed of members and alternate members chosen by the General Assembly from among the Member States, by the Secretary-General and by the officials of the Organization who are participants of the Fund. Any Member State wishing to present its candidature to the Committee for 2022-2023 may do so in writing to the Secretary-General. The deadline for the submission will remain open until the corresponding agenda item is discussed at the General Assembly (see Annex II).

Action by the General Assembly

DRAFT RESOLUTION¹

The General Assembly,

Having examined the report,

1. *Takes note* of the information provided on the human resources of the Organization;

¹ This is a draft resolution. For the final decision adopted by the Assembly, please refer to the Resolutions document issued at the end of the session.

2. *Expresses* its satisfaction at the work currently being carried out by those persons in service of the Organization and their contribution to the Programme of Work, especially in view of the rising demands on the Organization with its limited resources and the extraordinary circumstances deriving from the COVID-19 pandemic;
3. *Takes note* of the exceptions to Staff Rules 16(1)(d), 21(1)(a)(iii), 21(2)(a) and 31, in view of the exceptional circumstances created by the COVID-19 pandemic, for decision by the Executive Council at its next session;
4. *Approves* the exception to Staff Regulation 28, on the mandatory age of retirement, as endorsed by the Executive Council at its 112th session, in the interest of the Organization;
5. *Takes note* of the decision of the Secretary-General to uphold the post adjustment rates resulting from the 2010 place-to-place survey conducted by the ICSC for the Organization's staff in Geneva, in view of the relevant ILOAT ruling and notes that the decision may have an impact on staff based at other duty stations;
6. *Encourages* Member States to send concrete proposals to the Organization for the financing of Junior Professional Officers at UNWTO;
7. *Encourages* Member States to send to the Organization, Officials on Loan, especially in view of the rising demands on the Organization with its limited resources and to ensure additional human resources for the newly established UNWTO Regional Office for the Middle East in Riyadh, Kingdom of Saudi Arabia;
8. *Thanks* the Ethics Officer for her report on the activities carried out from 1 May 2020 to 30 April 2021.
9. *Thanks* India and Spain for their contribution to the UNWTO Staff Pension Committee for 2020-2021; and
10. *Decides* to elect the following members to the UNWTO Staff Pension Committee for the biennium 2022-2023:
 - (a) Two members, and
 - (b) Two alternate members.

I. Reporting on the human resources situation of the Organization

1. This document contains updated information on the human resources situation of the Organization as of 1 May 2021. As in previous reports on human resources, it provides updated personnel statistics and information on personnel matters. Furthermore, it includes the annual report of the Ethics Officer for the period of 1 May 2020 to 30 April 2021, as Annex I of this document.
2. The document also contains information on the Staff Pension Committee as Annex II. The Committee is composed of members and alternate members chosen by the General Assembly from among the Member States, by the Secretary-General and by the officials of the Organization who are participants of the Fund.

II. Budget authority and organizational structure

3. The introduction of management changes communicated by the Secretary-General in his report on the Management Vision and Priorities (document CE/108/5(b) rev.1) continues to be undertaken with the approved resources and number of staff positions, which remain at 106, while maintaining the possibility to allow financing of additional posts using extra-budgetary funds.

Breakdown of actual personnel data

4. Information on the number of staff and their distribution by grade, gender, nationality and age as of 1 May 2021, is contained in Tables 1, 2, 3 and 4 below. As in previous reports to the General Assembly, the relevant breakdown has been made by category of staff within the UN common system: Professional category and above (with grades ranging from P.1 to ASG) and General Services category (with grades ranging from G.1 to G.7) and as indicated in the Organization's Programme of Work and Budget.

Table 1(a): Staff distribution by grade and gender as of 1 May 2021

Grade	P.1	P.2	P.3	P.4	P.5	Above	Total
Female	7	0	4	7	6	0	24
Male	1	2	5	6	3	5	22
Subtotal	8	2	9	13	9	5	46
Grade	G.2	G.3	G.4	G.5	G.6	G.7	Total
Female	0	1	4	1	11	7	24
Male	1	2	0	4	4	2	13
Subtotal	1	3	4	5	15	9	37

Table 1(b): Staff distribution by grade as of 1 May 2021

Grade	P.1	P.2	P.3	P.4	P.5	Above	Total
Subtotal	8	2	9	13	9	5	46
Grade	G.2	G.3	G.4	G.5	G.6	G.7	Total
Subtotal	1	3	4	5	15	9	37

Table 2: Staff distribution by category and gender as of 1 May 2021

Gender	P and Above	GS Category	Total
Female	24	24	48

Male	22	13	35
Total	46	37	83

**Table 3: Staff distribution by category and nationality (including SG and ED positions)
as of 1 May 2021**

Country	GS	P and above	Country	GS	P and above
Algeria	1		Morocco	1	1
Argentina	1	1	Netherlands		2
Austria	1	1	Nicaragua	1	
Bosnia and Herzegovina	1		Niger		1
Cambodia		1	Peru		1
Canada		1	Portugal	2	1
China		1	Republic of Korea		2
Colombia		1	Republic of Moldova	1	
Dominican Republic		1	Romania		1
France		4	Russian Federation		1
Georgia		3	Saudi Arabia		1
Germany	1	2	Seychelles		2
Ghana	1		Spain	20	8
Hungary		1	Switzerland	1	
India		1	United Kingdom		1
Indonesia	1		United States of America	1	
Italy	1	3	Uruguay		1
Lebanon	1	1	Uzbekistan	1	
Lithuania	1				
			Total number per category of staff	38	45
			Total number of staff	83	

5. Thirty-seven (37) nationalities are currently represented in the Secretariat's staff. It is important to reiterate the Organization's commitment to recruiting staff from as wide a geographical basis as possible, while maintaining the highest standards of competence, efficiency and integrity, and taking into account the limited number of staff positions.

Table 4: Staff distribution by category as of 1 May 2021

Age	GS Category	P and Above	Total
30 to 39	3	10	13
40 to 49	20	19	39
50 to 54	5	8	13
55 to 59	5	3	8
60	2	1	3
61	0	0	0
62 or more	2	2	4
Total	37	43	80

6. Staff members holding a managerial fixed-term appointment and the Secretary-General are not included in Table 4 above.
7. As previously presented in the Human Resources report to the 103rd Executive Council, a new scheme was implemented on 1 January 2016 for personnel not subject to the UNWTO Staff Regulations and Rules. The scheme was developed pursuant to recommendations of the JIU draft report A.385. The General Assembly is presented, in Tables 5 and 6 below, with information on the number of Service Contract holders, who are part of this scheme, and their distribution by gender, nationality and age, as of 1 May 2021.

Table 5: Service Contract holders' distribution by nationality and gender as of 1 May 2021

Country	Female	Male	Country	Female	Male
Algeria		1	Japan		1
Australia	1		Kenya		1
Azerbaijan		1	Lebanon	1	
Belarus	1		Philippines	2	
Belgium		1	Portugal	2	
Chile		1	Romania	1	
China		2	Slovenia	2	
Colombia	1	1	Spain	20	9
Egypt	2		Syrian Arab Republic	1	
France	3		United Kingdom	2	2
Georgia	1	1	Uruguay	1	
Greece		1	Uzbekistan		1
Iran, Islamic Republic of	1		Venezuela		1
Italy	2	2			
Total				44	26
Total number of Service Contract holders				70	

Table 6: Service Contract holders' distribution by age as of 1 May 2021

Age	SC Holder
29 or less	18
30 to 39	32
40 to 49	19
50 to 54	1
55 to 59	0
60 to 61	0
62 or more	0
Total	70

III. Personnel matters

8. Since its previous reports on personnel matters, several developments have taken place as indicated below.

Decisions of the Secretary-General

9. As a result of the strict travel restrictions and domestic confinements arising from the COVID-19 pandemic in 2020, and in line with other UN agencies, the Secretary-General decided to make an exception to Staff Rules 21(1)(a)(iii) and 21(2)(a) and extend the time limit for travel on separation from service for a separating member of personnel.
10. In view of the current COVID-19 pandemic and as announced in the Human Resources Report to the 112th session of the Executive Council (CE/112/3(d)), members of personnel were recommended to work from home until the situation is stabilized. In view of this, the Secretary-General decided to make an exception to Staff Rule 31 and maintain the current composition of the Joint Appeals Committee beyond the biennial period established under the Staff Rules, until such time that elections can be held at the Secretariat.
11. In the interest of the Organization, an exception to Staff Regulation 28 was made and the Secretary-General decided to extend the appointment of a senior official currently holding a position of Executive Director, beyond the mandatory age of retirement. This decision was endorsed by the Executive Council at its 112th session and is submitted to the General Assembly for approval.
12. As announced in the Human Resources Report to the 23rd session of the General Assembly (A/23/6), a place-to-place survey was conducted by the International Civil Service Commission (ICSC) in October 2016 for the purpose of determining the post adjustment and evaluating expenditure patterns and other characteristics of the household of staff in the Professional and higher categories, in comparison with the cost-of-living in New York. The survey resulted in a negative outcome for Madrid, Geneva and other duty stations, leading to a pay cut for staff in the Professional and higher categories. In a recent series of judgments by the ILO Administrative Tribunal (ILOAT), the pay cut was set aside for Geneva and affected staff members would be paid the difference in remuneration actually paid to them since April 2018 and the remuneration that would have been paid to them during the same period but for the implementation of the ICSC decisions, with interest at the rate of 5 per cent per annum from due dates until the date of final payment. This ruling may also apply to staff in other specialized agencies that are members of the ILOAT, as is the case of UNWTO. The Secretary-General has analysed the impact of this Judgment and decided to uphold the post adjustment rates resulting from the previous place-to-place survey conducted by the ICSC in 2010 for staff serving in Geneva. This ruling may have an impact on staff serving at other duty stations, which is being assessed accordingly.
13. Following the report of the International Civil Service Commission (ICSC) for 2019 which drew the attention to the series of judgments issued by the ILOAT on this matter, the General Assembly of the United Nations requested the UN Secretary-General, in his capacity as Chair of the United Nations System Chief Executives Board for Coordination, to conduct a review of the jurisdictional setup of the common system and submit the findings of the review and recommendations to the General Assembly as soon as practicable. The General Assembly of the United Nations further expressed “concern at the application of two concurrent post adjustment multipliers in the United Nations common system” in Geneva and noted that the “organizations of the United Nations common system face the challenge of having two independent administrative tribunals with concurrent jurisdiction among the organizations of the common system”. Moreover, the General Assembly “reaffirm[ed] the authority of the [ICSC] to continue to establish post adjustment multipliers” [...] under article 11 (c) of [its] Statute.
14. As a result of the strict travel restrictions and domestic confinements arising from the COVID-19 pandemic in 2020 and 2021, members of personnel had accumulated excess annual leave beyond the maximum allowed under the Staff Regulations and Rules for carry over from one calendar year to the next. In line with the practices at other UN agencies and following guidelines from the Chief Executives Board for Coordination (CEB) of the United Nations system, the Secretary-General decided to make an exception to Staff Rule 16 (1) (d)

and exceptionally authorize the carry-over of excess annual leave of up to fifteen days, from 2020 to 2021, to be used by 31 May 2021.

15. In accordance with Staff Regulation 15(b), the Secretary-General decided to appoint Mr. Mikheil Ninua (Georgia) to the post of Director, D.1, Administration and Finance. Considering the recent opening of the UNWTO Regional Office for the Middle East and to ensure the management of the appropriate administrative and financial resources of the office, said post was re-classified from P.5 to D.1.

Selection processes

16. Positions filled following the issuance of vacancy announcements were announced in the Human Resources Report submitted to the 112th session of the Executive Council ([CE/112/3\(e\)](#)) and the report on the Implementation of the Programme of Work and financial situation of the Organization submitted to the 113th session of the Executive Council ([CE/113/3\(b\)](#)).
17. Following the issuance of vacancy announcements, the recruitment and selection process for the following posts is currently being undertaken. The outcome of the selection processes will be communicated in a subsequent human resources report.
 - (a) Manager, P.3, Information and Communication Technologies Department (UNWTO/HHRR/VAC/21/ICTC/2019)
 - (b) Translator (Russian), P.2, Conference Services Department (UNWTO/HHRR/VAC/25/COSE/2020)
 - (c) Senior Programme Officer, P.3, Tourism Market Intelligence and Competitiveness Department (UNWTO/HHRR/VAC/01/TMIC/2021)
 - (d) Senior Assistant, G.6, Communications Department (UNWTO/HHRR/03/COMM/2021)
 - (e) Programme Officer, P.1, Statistics Department (UNWTO/HHRR/VAC/04/STAT/2021)
 - (f) Programme Officer, P.1, Regional Department for Asia and the Pacific (UNWTO/HHRR/VAC/02/RDAP/2021)
 - (g) Chief, P.4, Statistics Department (UNWTO/HHRR/VAC/06/STAT/2021)
 - (h) Coordinator, P.4, Innovation, Education and Investments Department (UNWTO/HHRR/VAC/07/INNO/2021) – *Regional Office for the Middle East*
 - (i) Programme Officer, P.2, Innovation, Education and Investments Department (UNWTO/HHRR/VAC/08/INNO/2021) – *Regional Office for the Middle East*
 - (j) Coordinator, P.4, Tourism Market Intelligence and Competitiveness Department (UNWTO/HHRR/VAC/19/TMIC/2021) – *Regional Office for the Middle East*
 - (k) Programme Officer, P.2, Tourism Market Intelligence and Competitiveness Department (UNWTO/HHRR/VAC/20/TMIC/2021) – *Regional Office for the Middle East*
 - (l) Programme Officer, P.2, Tourism Market Intelligence and Competitiveness Department (UNWTO/HHRR/VAC/25/TMIC/2021)
 - (m) Senior Assistant, G.7, Tourism Market Intelligence and Competitiveness Department (UNWTO/HHRR/VAC/26/TMIC/2021)

Internal administrative processes and HR electronic tools

18. The efficiency of internal resources is gradually being improved through the ongoing implementation of various electronic IT systems, replacing current paper-based systems,

allowing the Organization to provide more efficient customer service-oriented processes, client-responsive communications and data-drive decisions, contributing to a more sustainable approach in line with the UN Sustainable Development Goals.

Staff regulations and rules

19. The UNWTO Basic Documents Volume II – Staff Regulations and Rules has been updated and revised in January 2021, incorporating the approved amendments by the General Assembly and/or the Executive Council from May 2016 to September 2020. This version is available on the UNWTO internet site.

Improved medical services for UNWTO personnel

20. To further improve the conditions of all UNWTO personnel, effective 1 January 2020 and 1 January 2021, various improvements have been made to the medical benefits and coverage in relation to dental treatment and optical care, at no cost to the Organization or its members of personnel.
21. In the framework of offering enhanced health and well-being services to personnel, in 2021 the Organization envisages signing a collaboration protocol with the medical group *QuirónSalud* aimed at providing UNWTO members of personnel with additional assistance and access to medical services, at no cost to the Organization or the member of personnel.

Induction and onboarding of personnel

22. To ensure that newly appointed personnel are prepared for their new role and familiarize themselves with the Organization, thus helping them become effective as soon as possible, an induction and onboarding programme for newly recruited personnel was developed and finalized in 2021. The programme is broadly structured in three main areas: (1) the issuance of an induction booklet to provide practical information for new personnel arriving at the Secretariat, (2) a new intranet site for all members of personnel providing relevant information on administrative procedures and entitlements and (3) a mandatory training for newcomers, prepared in coordination with UNWTO departments, with valuable information regarding the Organization's mission, goals and objectives, values and competencies, internal procedures and activities. This programme is furthermore aimed at continuing to create a positive and welcoming environment for the newly arrived.

Recruitment and selection

23. To continue to position UNWTO as an attractive and competitive employer, the Organization's public employment page was revamped to improve on visibility and access to job postings, and better reflect the attractive working conditions of the Organization. This has resulted in a higher rate of qualified and experienced candidates.

Gender and diversity

24. To further support the Organization's commitment to gender mainstreaming, in the framework of the *United Nations system-wide action plan for mainstreaming gender equality and the empowerment of women (UN-SWAP)*, UNWTO conducted a peer review with another United Nations System Organization at the end of 2020. This will enable the Organization to further improve in this important area and develop related policies on the matter.

Contractual mechanisms for personnel not subject to the Staff Regulations and Rules

25. With the aim of further enhancing the efficiency and improving on retention and mobility of the contractual scheme implemented in 2016 for personnel who are not subject to the UNWTO Staff Regulations and Rules, namely Service Contract holders, Experts, Officials on Loan, Interns and Special Advisers, an improved scheme was implemented in November 2020.

Human resources strategy (2021-2025)

26. The Human Resources Department is developing a human resources strategy for the period 2021-2025. The strategy will be aimed at transforming the Organization's capacity, in line with UNWTO's mandate, to ensure that supervisors and members of personnel understand their responsibilities and effectively contribute to the work of the Organization, to create and foster a sustainable health and well-being environment, and therefore ensuring an appropriate work-life balance, to attract and retain talent to provide the best solutions to our Member States and stakeholders and to provide the Organization with modern tools and policies that will allow us to further improve on the delivery of our mandate. The new strategy is also aimed at aligning the programmatic direction of the Organization in the years ahead, and is based on the following main pillars: (a) foster health and well-being, (b) attract and select top talent, (c) ensure an agile workforce planning, (d) strive for a culture of high performance, (e) enhance learning and career development opportunities, (f) improve on human resources effectiveness and service, (g) foster employee engagement and (h) strengthen diversity.

Inter-agency repository of human resources policies and practices

27. As part of the Organization's efforts to foster inter-agency collaboration with the UN common system, since 2021 the Organization participates in an inter-agency repository of human resources policies. The repository allows collaboration between human resources professionals and across Organizations to adapt functionalities according to needs, encourage discussions and share best practices and policies.

Management of the UNWTO workforce during the COVID-19 pandemic

28. Following the outbreak of a new Coronavirus (COVID-19), the Secretary-General established a working group with the purpose of monitoring the situation and providing advice and guidance to the Secretary-General. Measures to safeguard the health and well-being of all personnel continue to be undertaken in accordance with guidelines provided by the UN and the Host Country. In this context, an internal COVID-19 information page was created for the benefit of our members of personnel, to provide general information and resources. In collaboration with the United Nations Department for Safety and Security (UNDSS), the Organization also offered several webinars on the psychological impact of COVID-19.
29. In view of the exceptional health situation created by the COVID-19 pandemic and to ensure the health and well-being of the Organization's personnel, following negotiations with the Organization's health insurance provider, members of personnel were offered the possibility to voluntarily undergo testing for COVID-19.
30. In line with other UN agencies, the Organization has liaised with the relevant authorities of the Host Country to ensure the availability of COVID-19 vaccines to its personnel, on a voluntary basis. Members of personnel have been encouraged to avail of this option.
31. Following an initiative of the UN Mental Health Team, UNWTO participated in a UN system-wide Staff Health and Risk Assessment Survey with the purpose of building future health and safety strategies, guide policies and measures that improve personnel health and safety, reducing costs of healthcare and absenteeism, invest in future preventive programmes to facilitate post-pandemic recovery and improve on UNWTO's work environment following the pandemic.
32. The Organization continues to closely monitor the situation the situation of the COVID-19 pandemic to ensure the health and well-being of its personnel.

Officials on Loan

33. In 2021, there has been an increasing interest among Member States in the Organization's capacity-building option, whereby tourism experts and officials may be sent by a Member State, on a non-reimbursable basis, to participate in the activities of the Secretariat for a set period of time. This arrangement is formally being done through a Memorandum of Understanding. Member States are particularly encouraged to avail of this option, especially

in view of ensuring additional human resources for the newly established UNWTO Regional Office for the Middle East in Riyadh, Kingdom of Saudi Arabia.

Junior Professional Officers

34. The UNWTO concluded with the UNDP an Agreement concerning the management of the UN-wide Junior Professional Officer programme. Interested Member States may place their young professionals at UNWTO for 1-3 years by financing the post through this framework agreement.

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Annex I: Report of the Ethics Officer on the activities carried out in 2020-2021

On 2 May 2018, the Secretary-General designated Ms Marina Diotallevi, Head of the Ethics, Culture and Social Responsibility Department as the independent in-house Ethics Officer. The appointment was acknowledged by Executive Council (CE/DEC/15(CVIII)). The Ethics Officer reports directly to the Secretary-General and the Executive Council.

Annual Report of the Ethics Officer

The present Report has been prepared by the UNWTO Ethics Officer and is presented to the 114th session of the Executive Council for information and decision, as well as to the 24th session of the General Assembly. The Report covers the period from 1 May 2020 to 30 April 2021.

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I. Introduction

1. Ms. Diotallevi is the first in-house Ethics Officer at the UNWTO Secretariat since the establishment of the Ethics Function in 2013 as a separate and independent entity within UNWTO (CE/DEC/12(XCIV)). The Ethics Function had been previously externalized to UNOPS based in Copenhagen (from 2013 to 2016) and subsequently to a retired UNWTO official based in Chile (from 2017 to 30 April 2018).
2. The decision of the Secretary-General to have an in-house Ethics Officer for the first time (NI/04/18) was taken pursuant to a recommendation from a KPMG audit report on "Quality Review of Internal Policies" (NI/02/18) aiming at strengthening UNWTO's internal governance and enabling the implementation of necessary internal reforms and ethical policies.
3. Due to the small size of the Organization, the responsibilities of the independent Ethics Function at UNWTO were assigned - as a dual function - to the officer in charge of one of the Organization's operational Departments, namely the Ethics, Culture and Social Responsibility Department.
4. The present Report is the third report of the in-house UNWTO Ethics Officer; it is the eighth annual report since the establishment of the Ethics Function in 2013.

II. Background and general information

5. The Ethics Function at UNWTO was established in 2013 by decision CE/DEC/12(XCIV) of the Executive Council.
6. In accordance with the benchmarks applied by the United Nations, the Ethics Function is aimed at promoting an ethical organizational culture based on integrity, accountability, transparency and respect. It is an internal, management system to uphold the integrity of personnel.
7. In the same decision CE/DEC/12(XCIV), the EC approved the terms of reference of the Ethics Function in UNWTO which include the standards suggested by the United Nations Joint Inspection Unit (JIU) in its report "Ethics in the UN System" (JIU/REP/2010/3), with the addition of a number of discretionary functions.
8. The terms of reference approved in the above-mentioned decision remain applicable to the in-house Ethics Function and are as follows:

- **JIU standard functions:**

- (i) Development and dissemination of ethical standards;
- (ii) Development and implementation of mandatory ethics training;
- (iii) Provision of confidential ethics advice and guidance to all personnel of the Organization whatever their contractual status;
- (iv) Administering the organization's policy for the protection of staff against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations (so-called "whistle-blower protection policy");
- (v) Administering the organization's financial disclosure programme.

- **Additional functions agreed by the Executive Council are:**

- (i) Receiving complaints of unethical conduct, including harassment, and advising on whether there appears to be a *prima facie* case thereof, and suggesting to management the best approach for handling the case;
- (ii) Using the ethics hotline to receive not just ethical issues in a narrow sense (i.e. JIU suggested), but to receive all reports or complaints of misconduct, with appropriate referral;
- (iii) Assisting with mediation between staff if requested by the SG; and/or
- (iv) Assisting in the identification of suitable investigators where cases necessitate an investigation.

- **One additional function was agreed by the Executive Council** at its 109th session held in Manama, Bahrain, 30 October-1 November 2018 (CE/DEC/6(CVIX)) and consists in authorizing the UNWTO Ethics Officer to:

- (v) Conduct an initial consideration of complaints concerning allegations of misconduct against the Executive Head of the Organization with a view to recommending actions as appropriate.

III. Activities of the Ethics Officer during the period 1 May 2020 to 30 April 2021

A. Protection of staff against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations

9. On 14 June 2013, the Secretary-General through Circular NS/768 promulgated the UNWTO Protection against Retaliation (PaR) policy for reporting misconduct and for cooperating with duly authorized audits or investigations, for the purpose of:
 - (i) encouraging and protecting staff members who disclose information relating to misconduct that may not otherwise be discovered or cooperate with a duly authorized fact-finding activity;
 - (ii) ensuring the Organization can effectively address such cases and manage risks; and
 - (iii) ensuring the Organization functions in a transparent and accountable manner with the objective of enhancing good corporate governance.
10. The Ethics Office confidentially receives reports of misconduct or complaints of retaliation and conducts a preliminary assessment to determine, *inter alia*, whether there is a sufficient *prima facie* case that may entail the referral of the case for formal investigation.
11. During the period covered by this report, no reports of misconduct or complaints of retaliation have been received by the Ethics Officer.
12. In the absence of an internal oversight office, the Ethics Office is the only independent entity within the Organization. Yet, as the Ethics Officer reports directly to the Secretary-General, in principle, he/she should not deal with allegations of misconduct against the Executive Head of the Organization in order to avoid a real or perceived conflict of interest.
13. However following a complaint presented against Secretary-General in 2018, the Executive Council in its decision [CE/DEC/6\(CVIX\)](#) authorized the Ethics Officer to conduct initial consideration of such complaints. In its decision [CE/DEC/6\(CX\)](#) of 2019, the EC further requested her to review the policies on whistleblowing and protection against retaliation in order to include cases referring to the Executive Head, and to report back thereon.
14. After consultation with the United Nations Ethics Office and the UNWTO Legal Office, the Ethics Officer proposed an adjustment to UNWTO's Policy on Whistleblowing and Protection against Retaliation (NS/768 of 2013) in the form of the inclusion of a new Section 9 dealing with Allegations against the Executive Head of the Organization, as requested by the Executive Council.
15. The proposed text of new Section 9 of UNWTO's PaR Policy was quoted in full in the previous report of the Ethics Officer for the period 2019-2020 (cf. its paragraph 14), and is at present still with the Human Resources Department and awaiting approval by the Secretary-General prior to its submission to the Executive Council for consideration.

B. Outreach, training and education

16. The last mandatory Ethics and Integrity e-learning course was taken by all members of personnel between March and June 2019 (Information Note IC/10/19). Newly recruited personnel are requested to complete this course within the first months of joining the Organization.
17. The Ethics and Integrity e-learning course is a mandatory course that all UNWTO personnel at all levels without exception have to complete. The course is provided through the platform of the United Nations System Staff College and its purpose is to

enhance the awareness about the core values and standards of integrity to be observed within the workplace environment.

18. A refresher course on Ethics and Integrity for all UNWTO personnel including senior management was planned for 2020 with a view to strengthening the ethical culture throughout the Organization but had to be postponed.
19. The outbreak of the COVID-19 pandemic and the resulting period of teleworking for UNWTO personnel which started on 13 March 2020 and is still in effect at the date of the present report have had significant consequences on the originally agreed program of work of the Organization, including on the dedication of the Ethics Officer to the dual function entrusted to her. A special focus on the impact of COVID-19 had to be added to the respective areas of work of all operational departments, including the one on Ethics, Culture and Social Responsibility headed in parallel by incumbent of the Ethics Function, which considerably limited the time that could be dedicated to the Ethics Function due to the lack of human resources.
20. Throughout the period under consideration, the intranet pages of the ethics site have been updated on a regular basis and completed with links to relevant documents of UNWTO's institutional bodies related to the mandate of the Ethics Function, including all internal Administrative Instructions and Secretary-General's Bulletins on organizational cultural ethics and pertinent policies as well as key documents of the Joint Inspection Unit (JIU).

C. Advice and guidance

21. Pursuant to its advisory mandate, the Ethics Office provides independent confidential ethics advice and guidance to UNWTO personnel, management, and departments in order to ensure that decision-making is consistent with the values, principles and rules of the United Nations. Dedicated telephone and email helplines have been made available for confidential advice.
22. During the period under review, the Ethics Officer was directly approached by, or has reviewed requests of nine officials, of whom four were women and five men. Advice and guidance provided by the Ethics Officer included clarification or interpretation of the UNWTO regulations, rules and standards concerning prohibited or restricted activities, such as personal conflicts of interest, outside activities and acceptance of honors.
23. Confidential advice and guidance was provided by the Ethics Officer on workplace harassment, including abusive language and demoralizing style of management (three members of personnel); ill treatment and abuse of authority (one member of personnel); specific clarification on outside activities (one member of personnel) and staff management-related issues (one member of personnel). The number of confidential guidance requests during the period under review is lower than the previous year, mainly due to remote working during the COVID-19 pandemic. Nonetheless, the Ethical Officer notes that the verbal and psychological harassment and discriminatory attitude of a few supervisors which were the subject of the informal advice and support sought by personnel who did not want to file a formal complaint out of fear of retaliation, can seriously put in jeopardy UNWTO's reputation as an international body based on an ethical organizational culture of integrity, accountability, transparency and, above all, respect.
24. Four formal requests for outside activities addressed to the Secretary-General have been channeled, as per established practice, through the Human Resources Department to the Legal Counsel and the Ethics Officer for appropriate advice before their submission to the Secretary-General for final decision.
25. During the period of the COVID-19 pandemic, a number of requests for advice addressed to the Ethics Officer at the beginning of 2021 were related to COVID-19 vaccination procedures for UNWTO personnel, a topic which clearly does not fall under the purview of the Ethics Officer. The Ethics Officer has nevertheless addressed on 2

February 2021 these concerns in writing to the internal COVID-19 Coordination Group, which was established by the Secretary-General on 5 March 2020 and announced to UNWTO personnel on 9 March 2020. A reply was received on 10 February 2021 from the Group's Chairman and the following day a communication on COVID-19 vaccines was circulated to all personnel by the COVID-19 Coordination Group. It should be noted that in 2020 the Ethics Officer had asked the Group's chairman on two occasions to enable her participation in this coordination group in view of the clear ethical component related to personal conduct and behavior in the context of the COVID-19 outbreak, including the relevant prevention and protection measures being considered by the group. However, at the date of this report the Ethics Officer has not been invited to participate in the COVID-19 Coordination group.

26. Finally, as previously mentioned in the 2020 annual report, the Ethics Officer continues to be of the opinion that the new internal procedures on appointments and promotions, although approved by the governing body as an amendment to the UNWTO Staff Rules and Regulations (SGB/08/19), still leave ample scope for improvement --from an ethical perspective-- in terms of transparency and the prevention of potential conflicts of interest. A practical solution suggested last year by the Ethics Officer to the Human Resources Department with a view to improving these shortcomings has not been taken into consideration.

D. Financial Disclosure Programme

27. The UNWTO financial disclosure programme (FDP) of November 2013 (Circular NS/774), has been revised and replaced by Administrative Instruction (AI/915/19) on the Declaration of Interest Statements, as promulgated by the Secretary-General on 9 July 2019.
28. The new Declaration of Interest (DOI) Policy of the Organization sets an obligation for a specific group of UNWTO staff members to file their DOI Statements on an annual basis and submit them to the Ethics Officer.
29. Pursuant to AI/915/19, the following staff members have an obligation to file an annual declaration of interest statement:
- (a) All staff members at the P.5 level and above.
 - (b) The Chief Procurement Officer and all staff members whose principal occupational duties are the procurement of goods and services for UNWTO.
 - (c) The Director of Administration and Finance, the Chief of Budget and Finance, UNWTO's Treasurer and all staff members whose principal occupational duties relate to the investment of the assets of the Organization or of any accounts for which UNWTO has a fiduciary or custodial relationship.
 - (d) Staff members whose direct access to confidential procurement (staff in the General Service or staff in the Office of the Legal Counsel) or investment information, or whose engagement in a procurement activity for a limited duration or under specific exceptional circumstances, warrants the completion of a declaration of interest statement.
 - (e) All staff members serving in the Procurement Review Committee.
 - (f) Other staff members, members of personnel and individuals designated by the Secretary-General, where he or she deems it appropriate and necessary in the best interests of the Organization.
30. The list of staff members required to file a DOI Statement is provided to the Ethics Officer by the Human Resources Department, after approval of the Secretary-General.
31. On 23 June 2020, the Ethics Officer received a list approved containing the names of twenty officials for the purpose of completing the DOI Statement for the year 2019.

32. A personalized communication of the Ethics Officer was addressed on 1 July 2020 to the twenty designated officials, including the Secretary-General, with a request to complete the online DOI form and to submit it by 31 July 2020. All twenty filed their respective Declaration.
33. Of these twenty, there were thirteen staff members (65%) where no actual conflict of interest was found. Six staff members (30%) where there could have been a possible appearance of conflict of interest: two (10%) with a spouse working in the UN System and the other four (20%) owned stock options or have a financial interest in companies which had no relation to UNWTO, for whom after closer review no conflict of interest was found.
34. However, there is one member of personnel who in 2018 disclosed a remunerated outside activity for which no written authorization was previously obtained from the Secretary-General. Yet, the staff member presented retroactively a written authorization from the Executive Head of the Organization dated February 2019, without following the established internal practice which requires the request to be channeled through Human Resources, Legal Counsel and Ethics Officer. The same authorization was also referenced to the Ethics Officer for the outside activity indicated in the 2019 DOI Statement, for which remuneration was received from an entity with whom UNWTO had signed partnership agreements both in 2018 and 2019. Clarification on this case is still being sought.
35. Finally, the Ethics Officer has further noticed that in some cases the annual DOI Statement Forms have not been completed directly by the officially designated persons, but by close collaborators, which is not the purpose of this exercise.

E. Standard setting and policy support

36. Pursuant to the Executive Council decision (cf. paragraphs 13 to 15 of this report), the Ethics Officer proposed in 2020 a revision to UNWTO's Protection against Retaliation (PaR) policy (NS/768) of 2013 by adding a new "section 9 on reporting allegations of misconduct against the Executive Head of the Organization", the text of which was fully quoted in the annual report of 2020. The new Administrative Instruction on PaR expected to replace NS/768, was sent last year to the Human Resources Department and is awaiting approval by the Secretary-General prior to its publication and submission to the Executive Council.
37. Additional updates of this policy will have to be carried out in due course in line with the recommendations of the Joint Inspection Unit (JIU), in particular with regard to the inclusion of an external and independent mechanism for appeal for cases where a *prima facie* is not determined, as well as on standard operating procedures for the protection of those who report misconduct (whistle-blowers) and for handling retaliation cases.
38. The Ethics Officer has been collaborating with the Human Resources Department and the Office of the Legal Counsel in the preparation of UNWTO's future policy on "Addressing discrimination, harassment, including sexual harassment, and abuse of authority" based on UN Secretary-General's bulletin (ST/SGB/2019/8). However according to UN practice, such conduct, also known as "prohibited conduct", normally requires at some stages the intervention of the Office of Internal Oversight Services (OIOS), especially with regards to investigations of such complaints. Ethics Officers in general have no role in these cases except in the event that a retaliation has occurred; in which case the Ethics Officer is notified and would only partially intervene to assess the existence of such a retaliation. In the absence of an internal OIOS, the formulation of UNWTO's policy on these matters had to be deferred until an agreement with an external OIOS body for investigation is signed. Despite constituting at present the only independent function in the Organization, the Ethics Function cannot be considered as a substitute to the OIOS in this domain.

Other policy reviews

39. The Ethics Officer has provided comments to the 2020 UN-SWAP Report for a United Nations system-wide action plan for mainstreaming gender equality and the empowerment of women in UN entities.
40. The Ethics Officer participated in the 2020 Survey conducted by the Joint Inspection Unit (JIU) concerning the review of the current state of the ethics function in the UN System (JIU A455) and has been requested to conduct an interview with JIU inspectors in 2021 on the same topic.
41. The Ethics Officer has also participated in the review of the JIU report entitled "Review of the state of the investigation function: progress made in the United Nations system organizations in strengthening the investigation function" (JIU/REP/2020/1).

IV. The Ethics Network of Multilateral Organizations

42. On 8-10 July 2020, the UNWTO Ethics Officer attended the 12th Conference of the Ethics Network of Multilateral Organizations (ENMO) which was held in virtual format hosted by The World Bank Group.
43. The Ethics Network was founded in 2010 within the framework of the Chief Executives Board for Coordination (CEB) to promote system-wide collaboration and coherence in the field of ethics and integrity, with the participation of ethics officers from the United Nations Secretariat, funds and programs, the United Nations specialized agencies, and international financial institutions. The Ethics Network counted 43 organizations among its Members in 2020.
44. The participation of UNWTO Ethics Officer was a good opportunity to exchange experiences, learn and discuss about issues of general applicability to the Ethics Function, as well as to enhance the professional capacity of the Ethics Function and promote the common standards of practice of this function.
45. Among the various topics discussed during the 3-day virtual meeting were topics such as the management of confidential information and reports; whistle-blower protection and retaliation; practices promoting a respectful environment free of harassment, abuse or intimidation; organizational ethics challenges, such as procedures governing the admissibility of recorded conversations of staff members, amongst others.
46. Full information on the work of the Ethics Network is provided in the Report of the United Nations Secretary-General to the General Assembly of the United Nations on the Activities of the Ethics Office (document [A/75/82](#)).

V. Final considerations

47. The Ethics function in UN organizations is designed to cultivate and nurture a culture of ethics, integrity and accountability, and to promote the development and application of the highest ethical standards by staff members in the performance of their duties.
48. Regrettably, three years after the establishment of the internal Ethics Function no serious attention nor a minimal support has yet been provided to this function by senior management. This absence of commitment is clearly reflected in the persisting lack of resources which are needed to progressively strengthen internal control and promote organizational and individual accountability and integrity.
49. With over 35 years of service under six Secretary-Generals of the Organization of which more than 20 years have been dedicated to Ethics and social responsibility, the in-house Ethics Officer is at present the longest serving official of the Organization. It is therefore with growing concern and sadness that she has observed how transparent

internal practices which were in place in previous administrations, *inter alia* in matters of promotions, post reclassifications and appointments, have suddenly been discontinued leaving ample room to opacity and arbitrary management.

50. In view of the apparent unviability of an adequately functioning internal Ethics Function due supposedly to budgetary constraints, the in-house Ethics Officer strongly suggests a return to the previous formula and the outsourcing of this delicate and complex function to a professional Ethics Officer from a similar body in the UN, while speeding up the conclusion of the agreement for an external oversight office (OIOS) in order to deal with internal investigations.

Marina Diotallevi Ethics Officer, UNWTO

30 April 2021

Annex II: Election of the Members of the UNWTO Staff Pension Committee for 2022-2023

I. Introduction

1. The first Staff Pension Committee of the organization was established for the period 1996-1997. On the basis of a decision taken by the Executive Council at its 53rd session, later ratified by the General Assembly at its 12th session (A/RES/363), the following countries were designated as representatives of the States: Spain and India as Members and Argentina and Côte d'Ivoire as Alternate Members. The General Assembly also decided in said resolution to re-elect those members and alternate members for a further period of two years.
2. The General Assembly, in its succeeding sessions and taking into account of the willingness of these four countries to continue serving on the Staff Pension Committee, decided to re-elect them as representatives of the Member States to the Staff Pension Committee. (General Assembly resolutions A/RES/403(XIII), A/RES/435(XIV), and A/RES/465(XV)).
3. At its 16th, 17th, 18th, 19th, 20th, 21st, 22nd sessions, the General Assembly, decided to re-elect Argentina and Spain for the periods 2006-2007, 2008-2009, 2010-2011, 2012-2013, 2014-2015, 2016-2017 and 2018-2019 (A/RES/499(XVI), A/RES/520(XVII), A/RES/568(XVIII), A/RES/597(XIX), A/RES/626(XX), A/RES/660(XXI) and A/RES/692(XXII) respectively). There were no candidates to alternate membership. At its 23rd session, the General Assembly decided to elect India and Spain for the period 2020-2021 (A/RES/718(XXIII)).

II. Candidatures for the UNWTO Staff Pension Committee

4. The current mandate of the Staff Pension Committee expires at the end of 2021. Once again, the General Assembly is invited to deliberate on this issue and to elect the full and alternate members of this Committee for the period 2022-2023.
5. In this regard, any Member State wishing to present its candidature to the UNWTO Staff Pension Committee may do so in writing to the Secretary-General. The deadline for the submission of candidatures will remain open until the corresponding agenda item is discussed at the General Assembly.