

# Division <sup>Of</sup> Conference Services

Services Manual

**UNON** First Edition

## Foreword

This manual has been prepared by the Division of Conference Services (DCS), UNON, as a guide for users and potential users of DCS services, not only in the selection of services, but also in the manner in which they may be contracted and provided.

# Division Of Conference Services

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## Introduction

DCS was established as a separate financial entity of the United Nations Office at Nairobi in September 2000 through the consolidation of the regular budget conference servicing activities and resources previously allocated to the budget sections of UNEP, UN-Habitat and UNON. It comprises the Office of the Chief of Division, the Planning and Coordination Section, the Translation and Editorial Section, the Interpretation Section and the Publishing Services Section.

The Division provides a full range of conference services to the United Nations programmes located in Nairobi, in particular UNEP, UN-Habitat and their subsidiary organs, as well as to meetings and conferences of other intergovernmental organizations held at and away from Nairobi. A substantial number of the Division's programmes are financed on a reimbursable basis. In all, there are approximately 119 professional and support staff employed in various specialized areas such as editing, translation, interpretation, terminology, text processing, conference organization, design and desk-top publishing, printing, documentation control, distribution and so on.

It is worth noting that the Division was one of the first offices within the United Nations System to introduce remote translation in six languages through the Internet for meetings organized outside headquarters.

Since launching the remote transmission system in Nassau, Bahamas at the first Conference of the Parties of the Convention on Biological Diversity, in November 1994, DCS has serviced meetings at venues in all five continents. The United Nations and host Governments have thus made millions of dollars in savings resulting from the reduced teams travelling on missions.

## Location

The Division of Conference Services is currently housed in five buildings on the Gigiri compound: language staff in Blocks CE, CW and S; administrative staff in Block R and publishing, document reproduction and distribution staff in Block DP.

## Office of the Chief

The Office of the Chief of the Division of Conference Services has overall responsibility for the provision of conference services (meetings support, interpretation, report writing, editing, translation, text processing, printing and reproduction) for meetings held at UNON and elsewhere under the responsibility of UNON.

It is also responsible, among other things, for formulating work programmes and forecasting workload and capacity, providing guidance and implementing the conference-servicing programmes of the client offices to ensure the most efficient and cost-effective use of available resources and facilities and adherence to General Assembly resolutions on the organization and servicing of conferences and meetings.

The Office of the Chief manages the conference facilities at UNON in consultation with major users of conference resources at Nairobi as to their most effective utilization. In cooperation with the Division of Administrative Services of UNON, it ensures improvements to existing facilities.

The Office of the Chief also ensures effective coordination between the services, sections and units of DCS and initiates both technical and procedural innovations to improve the efficiency of the services provided by DCS.

The responsibility of developing innovative programmes to improve the utilization rate of the conference facilities at UNON and increasing the cost-efficiency of DCS also lies with this office.

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## Planning and Coordination Section

### A. Services provided

The various services provided by the Planning and Coordination Section (PCS) include provision of the following:

- Premises and facilities such as meeting rooms
- Conference equipment
- Conference officers
- Information technology coordination of related functions
- Room attendants and messengers
- Activity statistics
- Assistance in organizing catering services during meetings.

The main services are listed on a meetings request form (a model of which is attached as annex I), which is available online.

PCS not only plans and services meetings held in Nairobi but also coordinates the servicing of meetings at other locations. PCS also maintains statistical records of conference-servicing activities. In addition, PCS provides substantive and technical secretariat services for meetings.

### B. Procedures

#### 1. Services relating to meetings

Clients and potential clients are advised to follow the procedures set out below:

1. Obtain a meetings request form either from the PCS offices located in Block R or from the DCS web site, [www.unoncs.org](http://www.unoncs.org). (For the processing of requests relating to editing, translation and reproduction work, please refer to the section on the Documents Control Unit below.)
2. Select from the form those services of interest to you, indicating such relevant information as the period of the meeting, the necessary staff complement, the expected volume of work to be handled (specifying separately pre-, in- and post-session work), the venue, etc.
3. Submit the request form to PCS for consideration and processing (bearing in mind the need to adhere to the rule established by the General Assembly that pre-session documents for an official meeting must be submitted for processing at least 10 weeks before the meeting and distributed to meeting participants at least six weeks prior to the meeting).
4. PCS will process the request by consulting all the various providers of the required

services within and outside the Division before returning the form to the client with a cost estimate of the services selected. At this juncture, the client may negotiate with PCS on some of the items under consideration (cost, number of staff, deadlines, dispatch dates, etc.).

5. On the basis of the services selected and costed, PCS will also prepare a draft service level agreement or memorandum of understanding stating all the services that the Division will render to the client, ranging from resource persons to equipment.
6. Once agreement has been reached by both parties (client and PCS) on the provision of selected services and their related cost, both the cost estimate schedule and the memorandum are signed by all parties and returned to PCS for action to be taken at the appropriate time.

## 2. Services relating to processing of documentation

### Documents Control Unit

The Documents Control Unit (DCU) is the focal point for all matters involving all steps in the processing of documentation. All manuscripts, if they are to become official documents, must pass through DCU for the sake of recording and tracking. DCU is responsible for the following:

- Acting as the intermediary between submitting offices and the Translation and Editorial Section as well as the Publishing Services Section
- Establishing clear guidelines for documentation submission
- Receiving and verifying document forecasts and preparing production statistics; negotiating with author departments on their documentation requirements, which must be balanced against workload and availability in downstream sections
- Receiving all manuscripts from originating departments to ensure that they meet approved editorial and technical standards and approving manuscripts for processing
- Registering and transmitting manuscripts to appropriate units for processing
- Monitoring the processing of all documents and publications in order to ensure timely and simultaneous distribution
- Establishing word and page counts on the basis of which charges for document related services are computed
- Providing remote transmission services for meetings held outside Nairobi

## Documentation forecasting

Forecasting is the necessary first step in the documentation process. The purpose of forecasting is for DCU to know a client's future service requirements. Because it turns on the submitting office's needs, forecasting is of necessity the responsibility of the submitting office. DCU, however, is always available to consult with and advise the submitting office, thus providing the client with the benefit of DCU's long experience.

To be effective, a forecast should provide:

- A complete list of documents to be submitted for processing during the period concerned, including their titles
- The estimated total number of pages of the documents
- The original language of each document and the languages into which it is to be translated
- The estimated date on which each document will be submitted to DCS and the date it is to be issued
- The title and dates of the meeting for which the documents are required
- A list of any pre-existing documents to be reproduced and referenced by DCS
- Any special instructions

## Types of forecasts

- **Documentation workload forecast:** submitted twice a year, this covers the periods January-June and July-December and contains global information on submission of documents prepared for the consideration of intergovernmental bodies and publications in a specific sector for a six-month period.
- **Documentation checklist and forecast form:** contains specific and detailed information on the pre-session documentation for one meeting, seminar, workshop or conference. It should be submitted three months in advance of the opening of the meeting.
- **In-session documents forecast:** contains a list of documents to be submitted during a meeting, indicating, where possible, an order of priority.
- **Publications programme:** this includes various types of material such as periodicals, brochures, pamphlets and studies that are designed to inform the public on specific issues or United Nations activities.

**NB** While it is understood that needs may change with time, any serious deviation from a forecast – submission of documents that have not been projected or that are substantially longer than indicated – will have consequences not only for the document in question but for all documents to be processed. For this reason, forecasts must be as accurate and as complete as possible.

Upon receipt of a forecast, DCU will review it with a view to balancing the stated requirements against its projected workload capacity in all document processing areas. Once finalized, the forecast serves as a service agreement between the submitting office and DCU on their future work.

### Actual submission process

All requests for iDCPMS processing of documents (editing, translation and reproduction work) must be submitted to DCU in both electronic (Word and PDF format) and hard copy versions. They should be submitted by means of a D-1 "Request for Document Services" form (a model of which is attached as annex II), which may be generated from iDCPMS<sup>1</sup> or from the DCS web site or obtained in hard copy format from DCU. The form should indicate all relevant information pertaining to the work submitted for processing, including the name of the submitting office, the substantive officer to contact in case of any queries, the deadline, the languages to be used, the number of copies needed and the dispatch date(s). A certified account number to be charged should also be provided.

Documents to be processed by DCU should be prepared using Microsoft Word 2000 or XP and PDF Acrobat and Excel only.

Graphic material (graphs, charts, maps, photographs, etc.) that forms part of a document should be submitted in digital form in a format that can be imported by Microsoft Word. It is absolutely essential, especially when a document is to be translated, that background data used to create graphic material is provided.

It is the responsibility of DCU to forward the work to the appropriate department or unit for action. The steps in the procedure are as follows:

The submitting office submits the documents it needs processed to DCU, along with a D-1 form with all relevant details indicated.

DCU ascertains whether the work can be done within the proposed deadline and, once a date has been agreed with the submitting office, forwards the documents to the relevant section or unit for translation, revision or editing.

Once the documents have been edited, they are returned to the submitting office for

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**NB** Officers in submitting departments are requested to refrain from contacting translation and text-processing units or the reproduction section directly. Similarly, submitting offices are requested not to submit corrections directly to translation and text-processing units or the reproduction section. Further, corrections to documents after they have been submitted to DCU could result in higher charges and will be reflected in the submission date. Alternately the document will be corrected by the issuance of a corrigendum.

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<sup>1</sup> Integrated Documents Control and Performance and Monitoring System.

clearance, after which any mutually agreed changes are incorporated and the document is finalized and sent for translation, where applicable, and for distribution.

DCU then establishes an invoice on the basis of a word or page count and notifies the submitting office of the same for payment.

## C. Contact persons

**For any inquiries or further information, contact the following:**

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# Translation and Editorial Section

## A. Services provided

The Translation and Editorial Section (TES) provides the following services:

### 1. Translation and editing

The following types of text are translated and edited:

- Documents produced at the request and for the use of Governing Councils (in the case of UNEP and UN-Habitat) and intergovernmental bodies: pre-session, in-session, post-session documents, restricted documents such as conference room papers, miscellaneous documents such as vacancy announcements and meeting records
- Publications: These include material outside the United Nations definition of the term, such as studies on specific UNEP or UN-Habitat related topics.

### 2. Provision of report writers and editors to service the following types of meetings:

- Regular and special sessions of the Governing Councils of UNEP and UN-Habitat
- Regular and special sessions of convention bodies
- Open-ended working group meetings of convention secretariats
- Ad-hoc meetings of organs of either UNEP or UN-Habitat, as well as of other United Nations agencies.

### 3. Terminology and reference services

The Reference and Terminology Unit provides reference services and information on the United Nations and other bodies in all subject areas covered by UNEP, UN-Habitat, convention secretariats and other user entities to editors, translators and interpreters.

It monitors the documentation and other materials of UNEP, UN-Habitat, convention secretariats and other user entities in order to identify changes, developments, linguistic inconsistencies and variations in the areas of terminology used in the United Nations.

The unit also maintains a specialized reference library consisting of documents emanating from DCS, Headquarters and other United Nations agencies, mainly in electronic format. It also maintains a specialized collection of dictionaries, glossaries and manuals.

In addition, the unit establishes and maintains contacts with reference and terminology

sections at other duty stations and, where appropriate, with specialized agencies and international organizations in order to exchange information on terminology with a view to avoiding duplication and eliminating gaps.

Part of the unit's responsibility is to answer terminology queries from the governing bodies of UNEP and UN-Habitat, other departments at UNON, convention secretariats and other user entities. It also supervises the posting of pre-, in- and post-session meeting documents on the web, enabling a worldwide audience to access meeting documentation. Identifying documents for insertion into the Official Document System (ODS) is also one of its functions.

## B. Procedures

As stated above, all requests for work (translations, editing, report writing) as well as completed work must be channelled through DCU.

Once a job has been edited, DCU will forward it to the submitting office for clearance. Should the submitting office wish to make any changes of substance, they should be mutually agreed by the submitting office and TES before incorporation in the text.

**NB** As the official United Nations translation and editorial organ at UNON, TES has at its disposal a team of UN-accredited editors, translators and revisers, working both internally and externally. In order to maintain United Nations standards, therefore, it is highly recommended that all UNEP or UN-Habitat related agencies, departments and secretariats should submit any translation or editorial work to TES. In the event that TES is unable to undertake work submitted owing to lack of capacity, it will indicate this in writing so that the substantive office can have recourse to other service providers.

## Deadlines for submission

In accordance with General Assembly resolution 34/50 of 23 November 1979, documentation for any United Nations meeting should be made available in all six official languages at least six weeks prior to the meeting.

At least 10 weeks before the opening of a session, all documents to which the six-week rule applies (i.e., all material to be translated) must already have been submitted to DCU.

At least eight weeks before the opening of a session, the department or office concerned must circulate, with the provisional agenda of the session, a report on the state of preparation of the necessary documentation in all required languages, with a full explanation of any delays.

At least four weeks before the opening of a session, all documents to which the six-week rule does not apply must be submitted to DCU.

For purposes of the present rules, the date of submission of a document is that on which the complete and final text reaches DCU.

**NB**

Pre-session and in-session documents take priority over all other documentation. In addition, because DCS provides services to many convention secretariats and other bodies, it has introduced a slotting system by which each client is allocated a period during which documentation for a particular meeting should be submitted. Any document submitted outside of that slot will not be given preferential treatment unless the client has given prior notification of the late submission to DCU.

### **Length of submissions**

Reports of subsidiary organs or of expert groups or other reports not originating in United Nations bodies are to be as brief as possible and are not to exceed 10,700 words (around 20 physical pages).

Reports originating in United Nations bodies must not exceed 8,500 words (around 16 physical pages), in pursuance of General Assembly resolution 52/214 of 22 December 1997.

### **Quality of manuscripts submitted for processing**

Manuscripts must always be typed on one side of the paper only. Handwritten texts will not be accepted.

### **Rates currently applicable (as from 1 April 2004)**

For the full list of standard rates applicable to translation, revision and editing services, please contact DCU. Rates may vary (and may even be scaled down) depending on the complexity, urgency and volume of the work.

## C. Contact persons

For any further information, please contact:

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Translation and Editorial Section

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Documents Control Unit

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# IV

## Publishing Services Section

### A. Services provided

In preparing documents and other materials for printing and dissemination (using text-processing or desktop publishing methods), the Publishing Services Section (PSS) offers the following services:

- Production of CDs
- Photocopying (both black and white and colour)
- Modern exhibition display panels and accessories
- Offset printing
- Binding and finishing
- Banner printing
- Pre-press services
- Documents distribution
- Preparation of diplomatic correspondence

### B. Procedures

#### Administrative

For practical purposes, PSS will provide greater details about its procedures on a client-by-client basis. Nevertheless, all work submitted to PSS must be accompanied by a D-1 generated from iDCPMS. Access to iDCPMS can be requested by contacting DCU on extension 4624 (if the submitting office does not all ready have access). The D-1 form can also be generated by DCU (room R 128) upon receiving a signed "Consultant Officer Copy" form.

In order to complete the financial commitment in IMIS, PSS, upon request, issues a price quotation for the work to be printed to allow the client to commit funds in IMIS to cover the cost of the printing and realization of the D-1 form.

The client is responsible for providing DCU with one hard-copy printout of the work to be undertaken by PSS along with the electronic files for the job at the time they submit their signed Consultant Officer Copy form to DCU.

Work submitted with a D-1 that is completed is invoiced at the end of each month.

**NB** PSS is not responsible for ensuring that the above procedures are undertaken; the responsibility rests with the client requesting the work. Work brought to PSS outside the required parameters for submission will be returned to DCU. In fact, no job is officially logged in PSS unless the above procedures have been followed. Submitting offices should thus understand that the lack of a D-1 may cause delays in the production of printed material.

## Technical submission of materials to PSS for printing

PSS uses three types of printing methods:

- Photocopying
- Ink-jet printing
- Offset printing

For maximum efficiency, all three methods require the submission of electronic files and one hard-copy printout of the files when the printing request is submitted.

## Requirements for submission of electronic versions of files

The document submitted must be complete, i.e., it is not acceptable to provide several separate files that together comprise a single document.

Blank pages must be electronically inserted where they are required.

All type fonts other than the "base fonts", i.e., those which come as standard on all PC systems, must be attached in a separate folder with the files being submitted. PSS will not be responsible for font and layout changes to a document if the type font(s) used to create the document are not attached.

All graphic elements for the document are to be included in a separate folder within the files being submitted. PSS will not be responsible for layout changes that may occur in submitted documents if the graphic files are not included separately.

File linkages between graphics, pictures, etc., must be included. Submitted files without proper links will be returned.

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**NB** It is the responsibility of the submitting office to ensure that the files they submit are correct. Incorrect file submissions will be returned to the client for correction or will be corrected by PSS after consultation with the client, and may lead to further costs in addition to the quoted printing price.

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**NB** If you are requesting PSS to design and lay out your document, please provide the graphic files as mentioned above and the MS-Word file. PSS will insert your text into the document it will create at your request.

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## Responsibility for file building

PSS is not responsible for files that do not work when supplied by graphic designers either internally or externally. When these sorts of files are received in PSS, they are

either sent back to the client for correction or, after consultation with the client, PSS may fix them for a charge in addition to the estimated price originally provided.

## Proofs

PSS requires signed proofs prior to commencing the printing.



**NB**

Please note that proof-reading is the responsibility of the client, i.e., no matter how few or how many words or how much graphical content a print request has, it is the responsibility of the client to ensure that grammar and spelling are correct, page numbers match those of the contents pages, odd number pages start on the right hand side of the document and even numbers on the left, blank numbered pages have been inserted, and all other aspects regarding the material to be printed are correct. Clients are therefore urged to consider having their documents edited by TES before submitting them to PSS.



PSS uses standard graphic arts software, hardware and equipment; similar software, hardware and equipment are used worldwide for print production.

## Standard formats and printing capabilities

### CD production

PSS produces CD discs including printing labels directly onto the CD.

### Photocopying

PSS provides black and white as well as colour photocopying services (both single- and double-sided).

### Average turnaround time for work

Black and white photocopies: 1.5 days per document on average.

Colour photocopies: Average turnaround time is one to three days for small requests and up to five to seven days for larger ones.

Offset printed jobs: Average turnaround times are two to four weeks.

### Planning and cooperation

In order for PSS to provide the level of service expected by clients, planning is required to ensure that both the client and PSS know what is to take place and when and what is expected in the end. All work in PSS is planned, coordinated and scheduled. Clients who "just show up" may be disappointed. On average, PSS has 100 or more print requests in production at any given time and cannot stop the process to focus on one client's request. While PSS tries very hard to accommodate its clients, because of its

heavy workload it must at the same time reluctantly remind them of the old saying: "Poor planning on your part does not necessarily constitute an emergency on our part." Clients are urged to bear this in mind in order to get the most out of their collaboration with PSS.

## Exhibition display panels

There are 800 square meters of modern exhibition panels. Panel sizes are 2 m in height by 1 m in width and feature a velcro receptive surface. Accessories include lighting for the panels along with stands and display racks for publications. Inquiries about panel displays can be made by email to [unonprintshop@unon.org](mailto:unonprintshop@unon.org).

## Distribution services

PSS distributes materials it produces both on the compound and within Nairobi at no cost. A client needing distribution to areas outside Nairobi should specifically note that fact when requesting a price quotation from PSS.

## Pre-press services

PSS offers use of its DTP Unit for United Nations offices that do not have DTP equipment or software. Clients may request this service by contacting the Deputy Chief of Section once the D-1 has been provided.

Clients who use the service must be conversant in DTP and the use of Adobe PageMaker, PhotoShop, Illustrator, etc.

## Other pre-press services

- Scanning of pictures (A4 size) for clients who do not have a scanner or just need correctly scanned pictures for a document they are producing.
- Creation of graphic images using Adobe Illustrator and other design softwares to provide clients with professional graphics specifically tailored to their needs.

## B. Contact persons

For any further information or queries, please contact the following:

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**T**he Division of Conference Services has qualified permanent staff interpreters in all six official United Nations languages (Arabic, Chinese, English, French, Russian, Spanish). If necessary, the permanent staff team can be supplemented by local or international professional free-lance interpreters approved by the interpretation section and experienced in United Nations meetings.

### **A. Services provided**

Staff interpreters provide both simultaneous (real-time) and consecutive (note-taking) modes of conference interpretation to the highest UN standards. The team of interpreters provides services in the official UN languages for meetings in Nairobi as well as UN meeting venues the world over.

### **B. Administrative procedures**

To book the services of the Interpretation Section clients must contact the office of the Chief Interpreter (ext. 2433) or the Meetings Planning Unit. Clients must then fill out a meetings request form, detailing specific information about the proposed meeting, such as dates, schedule, venue and contact person.

Requests must be submitted well in advance of the scheduled meeting to ensure proper planning and availability of staff. Please remember that staff interpreters are regularly sent on mission to service meetings at UN HQ and elsewhere.

Clients are reminded that, once an agreement on the provision of interpretation services has been signed, it is considered binding on all parties. Accordingly, under the established regulations, late cancellations or modifications will not exempt the requesting party from payment of services and clients are therefore urged to ensure any such modifications are made well ahead of time.

### **Conditions of work**

Interpretation work of both kinds (simultaneous and consecutive) involves a high level of stress and fatigue for the interpreter. In order for interpreters to be always able to provide a high quality service, minimum working conditions have been worked out by the professional body, the International Association of Conference Interpreters (AIIC). These conditions are designed to ensure a successful meeting for the client.

- **Meeting duration:** not more than three hours per session, with a break of not less than 90 minutes between morning and afternoon sessions.  
Any extension beyond these established working times should be discussed with the

Chief Interpreter or Team Leader well in advance, in order to provide for additional capacity.

- **Pre-session documentation:** to facilitate preparation by the interpretation team, conference organizers are strongly requested to provide any pre-session documentation, relevant background papers, and other sources of information on the meeting topics well in advance.
- **In-session documents:** speeches, presentations, speaking notes or outlines, etc., should be provided to interpreters as soon as they are available, *before delivery, whether further modifications are made to the text or not.*
- **Contact person:** meeting organizers should appoint a contact person to act as liaison with the interpretation Team Leader, to deal with changes to the scheduled programme, to provide in-session documentation, and handle any other matters that arise during the meeting.
- **Equipment:** for venues outside UN facilities, meeting organizers are reminded that sound and interpretation equipment as well as suitability of physical premises should be verified with interpretation staff beforehand. ISO standards for interpretation equipment and premises can be obtained from AIIC.

## C. Contact persons

**For any further information, please contact the following:**

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## Frequently asked questions



### 1. What is meant by documentation?

The term “documentation” as used in the United Nations signifies a body or accumulation of written material issued for or under the authority of an organ of the United Nations, irrespective of the form in which it is issued or of the process by which it is reproduced.

### 2. What is a document?

The term “document” is used to designate written material officially issued under a United Nations symbol regardless of the form of reproduction. The various types of documents issued for meetings are described below.

### 3. What is the difference between the various types of documents?

- **Substantive documents:** these are issued under the symbol of the meeting and in all the languages of that meeting; the last element of the symbol is the number of that document. Most substantive documents are reports, usually prepared by or under the auspices of the head of the body holding the meeting (e.g., prior to its sessions, UN-Habitat will issue reports of its Executive Director). A document might alternatively be the report of another body or authority, such as the secretariat of the body concerned, and may be issued with a cover page in the form of a note by the head of that body. The provisional agenda of a meeting is often the first substantive document to be issued; thus, the provisional agenda of the eighth special session of the UNEP Governing Council bore the symbol UNEP/GCSS.VIII/1.
- **Background information documents:** these carry the additional notation /INF/, are numbered separately from substantive documents and may include attachments of previously published material or material from outside the United Nations. Information documents are often issued in English only. For example, one background document of the nineteenth session of the UN-Habitat Governing Council bore the symbol:HSP/GC/19/INF/7.
- **Revisions:** if a document is updated or in any way amended before or during a session and is re-issued, it carries the same symbol as the original, but with an extension Rev.1, Rev.2,etc.,depending on how many revisions are issued. Revisions replace the original document, which is no longer considered a document of the session. Thus, document UNEP/GC.22/8/Add.1, which was revised and reissued to include amendments, reappeared with the symbol UNEP/GC.22/8/Add.1/Rev.1.
- **Addenda:** additional information building on a document (substantive or background information) already issued may be issued in the form of an addendum. For example, a report by the Executive Director of UNEP for the eighth special session of the UNEP Governing Council providing an overview of progress on international

environmental governance had four addenda on various aspects of the issue. The report bore the symbol UNEP/GCSS.VIII/5, while its addenda were issued under the symbols UNEP/GCSS.VIII/5/Add.1-4. Addenda always carry the same overall title as the main document which they supplement and are issued under the same agenda item.

- **Corrigenda:** if serious errors – i.e., of a substantive rather than purely editorial nature – are identified in documents, corrigenda may be issued specifying the exact location and substance of the correction. They bear the same symbol as the document being corrected, with the extension Corr.1, Corr.2, etc., depending on the number of corrigenda issued to that document, and may be issued in any or all the languages of the original document.
- **Conference room papers:** these are documents that come into existence during a meeting, often as the result of negotiations among meeting participants, and contribute to its outcome. They are issued under the symbol for the session, with the extension CRP.1, CRP.2, etc.. Conference room papers, or CRPs as they familiarly known, are ephemeral, that is, they are not preserved after the meeting and their symbols are not usually cited in post-session documentation. Conference room papers issued during the Fifteenth Meeting of the Parties of the Montreal Protocol bore the symbol UNEP/OzL.Pro.15/CRP.1, etc.
- **Reissues:** on rare occasions, it may be necessary to reissue a document in one or more languages because of a technical error in its presentation. In such a case, an asterisk is added to the original symbol on the first page only, with a footnote: "Reissued for technical reasons". The reissue replaces the originally issued document, which is no longer considered a document of the session.

#### **4. What is a publication?**

The term "publication" is applied to any material which is issued under the authorization of the United Nations Publications Board. United Nations publications include Official Records, studies and reports and recurrent items such as periodicals, technical journals and bulletins.

#### **5. What is the maximum permitted length of a document?**

- 8,500 words maximum per document (16 physical pages) for reports originating in the Secretariat (reports of the Secretary-General; notes by the Secretary-General transmitting other reports; reports submitted by senior officials, and reports and notes of the Secretariat, including such organizational papers as annotated agendas, information for participants, and studies or research on specific questions carried by the Secretariat at the request of an organ, sometimes with the assistance of consultants or a group of experts).
- 10,700 words maximum per document (20 physical pages) for all the documents that do not fall in the groups mentioned above.

- For those documents that go beyond the stated limits, a waiver must be obtained from the Assistant Secretary-General, Department for General Assembly Affairs and Conference Management, New York, with a copy sent to the Chief, Conference Services Division, Nairobi. This applies mainly to the secretariats to the Governing Councils (UNEP and UN-Habitat).

#### ***6. What is meant by legislative mandate?***

The legislative mandate is the formal starting point for the preparation and issuance of the document. Usually found in a resolution or decision, the mandate represents the request of the intergovernmental body to the secretariat for information on a particular topic.

#### ***7. What is meant by session or meeting?***

“Session” usually refers to the entire series of meetings constituting the convocation of a body, all held under the same agenda. Thus, the General Assembly holds annual sessions, and the governing councils of UNEP and UN-Habitat hold sessions biennially.

“Meetings”, on the other hand, refer to gatherings of two to three hours during which discussions are held and which, in their totality, constitute the session.

Occasionally, bodies convoke meetings (such as the Meetings of the Parties to the Montreal Protocol); in such cases, the separate three-hour gatherings, normally referred to as “meetings”, may be described as “sessions”.

# Annex 1



## UNITED NATIONS OFFICE AT NAIROBI

مكتب الأمم المتحدة في نيروبي • 联合国内罗毕办事处 • OFFICE DES NATIONS UNIES A NAIROBI  
 ОТДЕЛЕНИЕ ОРГАНИЗАЦИИ ОБЪЕДИНЕННЫХ НАЦИЙ В НАЙРОБИ • OFICINA DE LAS NACIONES UNIDAS EN NAIROBI

### MEETINGS/CONFERENCES REQUEST FORM

**To:** Meeting Coordination Unit  
 Tel. (254 2) 623397/623371/623394/62 3391 Fax. (254 2) 623930  
 Room No. P. 109-113 P.O.BOX 67568 Nairobi, Kenya

**Through:** \_\_\_\_\_  
 (Certifying Officer)

**From:** \_\_\_\_\_  
 (Requesting Officer)

**Date:** \_\_\_\_\_

#### 1. MEETING DATA

A.	Title of conference or meeting:	_____		
B.	Allotment/Project account No.	_____		
C.	Officer responsible:	Name:	Room No.	Ext:
		_____	_____	_____
D.	Location of conference or meeting:	_____		
E.	Dates of meeting:	From:	To:	
	Time of opening meeting:	_____	_____	
	Meeting times:	a.m.	_____	
		p.m.	_____	

#### 2. SERVICE REQUIRED

A.	SPACE REQUIREMENTS (if possible attach list of invited participants)	No. of participants	No. of meeting rooms	No. of officers/staff			
		_____	_____	_____			
B.	Simultaneous INTERPRETATION (languages)	A	C	E	F	R	S
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C.	SOUND RECORDING:	Floor	<input type="checkbox"/>	Other	<input type="checkbox"/>		
D.	NUMBER OF MEETINGS PER DAY	Morning	<input type="checkbox"/>	Afternoon	<input type="checkbox"/>		
		Open	<input type="checkbox"/>	Closed	<input type="checkbox"/>		
E.	SIGNS REQUIRED for countries or experts, specialized agencies, NGOs and others participating: (Give exact names) (attach list)						
	OTHER SIGNS REQUIRED: (e.g. for Secretariat)						
F.	SERVICES REQUIRED:						
	Hotel reservations	<input type="checkbox"/>	Transport for delegates	<input type="checkbox"/>	Hospitality	<input type="checkbox"/>	
	Secretarial assistance	<input type="checkbox"/>	Audio-visual equipment	<input type="checkbox"/>	Other	<input type="checkbox"/>	(Please specify)





**DCS**

Division of Conference Services

