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Multilingualism

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Report of the Secretary-General

Summary

The present report is submitted pursuant to General Assembly resolution [76/268](#), in which the Assembly requested the Secretary-General to submit to it at its seventy-eighth session a comprehensive report on the full implementation of its resolutions on multilingualism.

The report reaffirms the Secretary-General's vision for a multilingual and client-oriented United Nations and announces the issuance of the United Nations Strategic Framework on Multilingualism.

The report also presents the challenges faced by Secretariat entities in the execution of multilingualism-related mandates. It provides an update on the progress made, since the submission of the previous report ([A/75/798](#)), towards the achievement within the United Nations of a coherent approach to multilingualism, a core value of the Organization, and towards the mainstreaming of multilingualism in the activities of all Secretariat entities, as a means of improving the Organization's efficiency, performance and transparency.



I. Introduction

1. Unless otherwise indicated, the present report provides a summary of action taken from January 2021 to December 2022. Where relevant, updates from 2023 were also included. An updated version of the review of the status of multilingualism on United Nations websites and social media accounts included in the previous report (A/75/798) is presented in the supplementary information to the present report.¹

II. Coordination of multilingualism

A. Coordinator for Multilingualism

2. In its resolution 54/64, the General Assembly requested the Secretary-General to appoint a senior Secretariat official as coordinator of questions relating to multilingualism throughout the Secretariat. In 2019, the Secretary-General appointed the Under-Secretary-General for General Assembly and Conference Management as Coordinator for Multilingualism. The terms of reference for the Coordinator (A/71/757, annex II), endorsed by the General Assembly in its resolution 71/328, remain unchanged.

B. Coordination within the Secretariat

1. Network of focal points for multilingualism

3. The Coordinator for Multilingualism and his staff support and engage with the network of multilingualism focal points, which serves as a liaison between the Coordinator and the focal points' respective entities and plays a key role in disseminating information and good practices.

4. The network has continued to expand, in line with the delegation of authority, from 103 focal points representing 72 entities as at December 2020 to 124 focal points representing 81 entities as at December 2023. A record-high number of entities (72)² contributed to the present report.

¹ Available at https://www.un.org/dgacm/sites/www.un.org.dgacm/files/supplementary_information_to_sgs_report.pdf.

² Counter-Terrorism Committee Executive Directorate, Development Coordination Office, Department of Economic and Social Affairs, Department for General Assembly and Conference Management, Department of Global Communications, Department of Management Strategy, Policy and Compliance, Department of Operational Support, Department of Peace Operations, Department of Political and Peacebuilding Affairs, Department of Safety and Security, Economic Commission for Africa (ECA), Economic Commission for Europe (ECE), Economic and Social Commission for Asia and the Pacific (ESCAP), Economic and Social Commission for Western Asia (ESCWA), Executive Office of the Secretary-General, International, Impartial and Independent Mechanism to Assist in the Investigation and Prosecution of Persons Responsible for the Most Serious Crimes under International Law Committed in the Syrian Arab Republic since March 2011, Joint Inspection Unit, Office of Administration of Justice, Office for the Coordination of Humanitarian Affairs, Office of Counter-Terrorism, Office for Disarmament Affairs, Office of the United Nations High Commissioner for Human Rights (OHCHR), Office of Internal Oversight Services (OIOS), Office of Legal Affairs, Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States, Office for Outer Space Affairs, Office of the Special Envoy of the Secretary-General for the Horn of Africa, Office of the Special Envoy of the Secretary-General on Myanmar, Office of the Special Envoy of the Secretary-General for Yemen, Office of the Special Representative of the Secretary-General for Children and Armed Conflict, Office of the Special Representative of the Secretary-General on Sexual Violence in Conflict, Office of the Special Representative of the Secretary-General on Violence against Children, Office of the Victims' Rights Advocate, Ethics Office, United Nations Mission for the Referendum in Western Sahara (MINURSO), United Nations Multidimensional Integrated

5. In 2023, in accordance with resolution 76/268, the Coordinator invited all entities to establish objectives for their designated focal points. In collaboration with the Office of Human Resources, a suggested template goal for the individual workplans of focal points was developed based on the list of their responsibilities.³ Of the 46 entities that reported on this topic, 31 entities⁴ reported that objectives had been assigned to their focal points.

2. Raising awareness of multilingualism

6. Multilingualism remained a priority of the Secretary-General during his second term. He continued to deliver statements, record video messages, including for language days, conduct bilateral meetings and accept interviews in various languages (English, French, Spanish and Portuguese). Multilingualism was taken into consideration in the processes related to Our Common Agenda, the Secretary-General's vision of a United Nations 2.0, and all related policy briefs were issued simultaneously in the six official languages. The 2022 United Nations Secretary-General Awards included an award to honour best practices and innovative approaches in fostering a multilingual work environment.

7. In recognition of the role of senior leaders in setting the tone for the achievement of multilingualism within the Organization, information about language skills continued to be included in notices of senior appointments.

Stabilization Mission in the Central African Republic (MINUSCA), United Nations Multidimensional Integrated Stabilization Mission in Mali (MINUSMA), United Nations Organization Stabilization Mission in the Democratic Republic of the Congo (MONUSCO), United Nations Assistance Mission in Afghanistan (UNAMA), United Nations Assistance Mission for Iraq (UNAMI), United Nations Conference on Trade and Development (UNCTAD), United Nations Disengagement Observer Force (UNDOF), United Nations Office for Disaster Risk Reduction, United Nations Environment Programme (UNEP), United Nations Peacekeeping Force in Cyprus (UNFICYP), United Nations Human Settlements Programme (UN-Habitat), United Nations Interregional Crime and Justice Research Institute, United Nations Integrated Transition Assistance Mission in the Sudan, United Nations Interim Force in Lebanon (UNIFIL), United Nations Interim Security Force for Abyei (UNISFA), United Nations Mission to Support the Hudaydah Agreement (UNMHA), United Nations Interim Administration Mission in Kosovo (UNMIK), United Nations Mission in South Sudan (UNMISS), United Nations Military Observer Group in India and Pakistan (UNMOGIP), United Nations Office to the African Union, United Nations Regional Office for Central Africa (UNOCA), United Nations Office on Drugs and Crime (UNODC), United Nations Office at Geneva, Office of the United Nations Ombudsman and Mediation Services, United Nations Office at Nairobi, United Nations Office for Partnerships, United Nations Office at Vienna, United Nations Office for West Africa and the Sahel (UNOWAS), United Nations Regional Centre for Preventive Diplomacy for Central Asia, United Nations Representative to the Geneva International Discussions, Office of the Special Coordinator for the Middle East Peace Process, Office of the United Nations Special Coordinator for Lebanon, United Nations Support Mission in Libya (UNSMIL), United Nations Assistance Mission in Somalia (UNSOM), United Nations Support Office in Somalia (UNSOS), United Nations Truce Supervision Organization (UNTSO) and United Nations Verification Mission in Colombia.

³ Available at https://www.un.org/dgacm/sites/www.un.org.dgacm/files/pdf/Multilingualism/multilingualism_sg_report_supplementary_info_75th_session.pdf.

⁴ Development Coordination Office, Department for General Assembly and Conference Management, Department of Global Communications, Department of Management Strategy, Policy and Compliance (Office of Human Resources), Department of Operational Support, Department of Peace Operations, Department of Political and Peacebuilding Affairs, ECA, ESCAP, ESCWA, Ethics Office, Office of Administration of Justice, Office for the Coordination of Humanitarian Affairs, OIOS, Office of the Special Envoy for the Horn of Africa, Office of the Special Envoy for Yemen, Office of the Victims' Rights Advocate, Office of the Special Representative on Sexual Violence in Conflict, UNAMI, UNDOF, UN-Habitat, United Nations Office to the African Union, UNOCA, UNODC, United Nations Office at Geneva, Office of the United Nations Ombudsman and Mediation Services, United Nations Office at Nairobi, United Nations Office at Vienna, UNOWAS, United Nations Regional Centre for Preventive Diplomacy for Central Asia and United Nations Representative to the Geneva International Discussions.

8. To raise awareness among leadership, the Coordinator periodically briefed senior managers in the Secretariat, including on the status of multilingualism in staff selection, in collaboration with the Assistant Secretary-General for Human Resources.

9. Heads of several entities leveraged their language skills, including when engaging with national authorities or the media, and encouraged their staff to avail themselves of language training opportunities, as relevant, in order to foster multilingualism.

10. Language-related celebrations continued to serve as a means to celebrate multilingualism across all duty stations and field locations, to encourage language learning and to highlight the rich linguistic diversity of the Organization. Throughout the reporting period, these celebrations were held in virtual, in-person and hybrid formats with the participation of senior managers and staff, and often in collaboration with the diplomatic community and other partners. Language-day activities were consistently promoted across different platforms, internally and externally, by the Coordinator and the Department of Global Communications.

11. In addition, several entities led awareness-raising activities. With the support of the Coordinator, in 2023 the Dag Hammarskjöld Library released *Multilingualism at the United Nations*,⁵ a publication that documents how multilingualism has evolved from a founding principle to a core value of the Organization. The United Nations Office at Geneva established the Multilingualism Action Team, which developed a toolkit that offers useful resources to staff for promoting multilingualism in their work. The United Nations Office at Vienna organized the sixteenth edition of the Saint Jerome Translation Contest, an annual competition celebrating linguistic diversity and translation skills that is open to all United Nations personnel, personnel of permanent missions, and students at partner universities of the Department for General Assembly and Conference Management. To promote the use of diverse languages, the Department also encouraged staff to indicate their language proficiencies in their email signature blocks. In 2021, the Economic and Social Commission for Western Asia (ESCWA) launched the ESCWA Digital Arabic Content Award to promote digital Arabic content relating to sustainable development in the Arab region.

3. Development of the United Nations Strategic Framework on Multilingualism

12. Under the guidance of the Coordinator, and in accordance with the relevant provisions of the most recent resolution of the General Assembly on multilingualism⁶ and the recommendation of the Joint Inspection Unit,⁷ development of the United Nations Strategic Framework on Multilingualism concluded in 2023, and the Framework was issued in the six official languages in March 2024.⁸

13. The Framework was developed based on the work carried out by a working group established for that purpose by the Management Committee in 2022. The working group comprised 63 representatives from 49 Secretariat entities⁹ and held

⁵ Available at <https://www.un.org/en/library/whyitmatters>.

⁶ Resolution 76/268.

⁷ See A/75/960.

⁸ Available at https://www.un.org/dgacm/sites/www.un.org.dgacm/files/english_un_strategic_framework_on_multilingualism_web.pdf.

⁹ Counter-Terrorism Committee Executive Directorate, Development Coordination Office, Department of Economic and Social Affairs, Department for General Assembly and Conference Management, Department of Global Communications, Department of Management Strategy, Policy and Compliance, Department of Operational Support, Departments of Peace Operations and Political and Peacebuilding Affairs, Department of Safety and Security, ECA, ECLAC, Executive Office of the Secretary-General, ESCAP, ESCWA, Ethics Office, MINURSO, MINUSMA, Office of Administration of Justice, Office for the Coordination of Humanitarian Affairs, Office of Counter-Terrorism, OHCHR, Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States,

meetings between April and November 2022. Insights and input were collected in 2022 through a desk review of relevant documents and publications,¹⁰ consultations with entities, and a staff survey.¹¹ In 2023, extensive consultations involving key Secretariat entities took place to ensure full alignment of the Framework with the goals, values, administrative frameworks and current realities of the Organization.

14. The Framework, the first of its kind within the Secretariat and system-wide, presents broad goals, as well as recommended next steps, and reaffirms the Organization's commitment to multilingualism by promoting the integration of language considerations into every aspect of the Secretariat's work. The Framework is expected to contribute to the further mainstreaming of multilingualism, both internally and externally, in an accountable and data-driven manner, while taking into account operational needs, budgetary constraints and resource requirements.

C. Outreach to Member States and other stakeholders

15. Outreach to Member States and other stakeholders, including international organizations and academia, continued during the reporting period. On several occasions, the Secretary-General and the Coordinator met separately with interested Member States, groups of Member States and relevant international organizations to address issues related to multilingualism specifically. The Coordinator and his staff also coordinated the participation of relevant Secretariat departments in such meetings, as appropriate.

16. The International Annual Meeting on Language Arrangements, Documentation and Publications, which is chaired by the Under-Secretary-General for General Assembly and Conference Management, brings together conference service managers from over 80 intergovernmental organizations to share knowledge and discuss strategies for supporting the multilingual proceedings of their member States and stakeholders. The strategic conclusions of the Meeting for 2021, 2022 and 2023 include practical recommendations for upholding multilingualism in conference service operations, as well as calls for the adequate resourcing of multilingual meeting and documentation services.

17. The Coordinator also continued to explore partnerships with civil society and academia in order to strengthen multilingualism at the United Nations. In 2021, ESCWA hosted the seventh conference of the network of universities that signed a memorandum of understanding with the United Nations on cooperation in preparing candidates for competitive examinations for language positions.

OIOS, Office for Outer Space Affairs, Office of the Special Envoy for the Horn of Africa, Office of the Special Envoy for the Great Lakes, Office of the Special Envoy for Yemen, Office of the Special Representative for Children and Armed Conflict, Office of the Special Representative on Sexual Violence in Conflict, Office of the Special Representative on Violence against Children, UNAMA, UNAMI, UNCTAD, UNDOF, UNEP, UNFICYP, UNIFIL, UNISFA, UNODC, United Nations Office at Geneva, Office of the United Nations Ombudsman and Mediation Services, United Nations Office at Nairobi, United Nations Office at Vienna, UNOWAS, United Nations Regional Centre for Preventive Diplomacy for Central Asia, United Nations Representative to the Geneva International Discussions, Office of the United Nations Special Coordinator for Lebanon, UNSOM/UNSOS and UNTSO.

¹⁰ In 2022, an extrabudgetary contribution from the International Organization of la Francophonie allowed the recruitment of a consultant for that purpose.

¹¹ The survey was conducted by the Coordinator, with the support of the Office of Human Resources, the Department of Operational Support and the United Nations Office at Geneva. A total of 3,476 Secretariat staff members, representing 9.5 per cent of the workforce, participated in the survey.

III. Integrating multilingualism into the Secretariat: status of implementation and key findings

A. Information and communications

1. Cross-cutting measures

18. Multilingualism remained a central guiding principle and operational priority, even as Secretariat entities reported challenges related to resource constraints, the liquidity situation, growing mandates and limited staffing capacity.

19. Secretariat entities aligned, to the extent possible, their information and communications activities with their clients' language needs. Many Secretariat entities continued to provide communication materials in languages other than the six official languages of the United Nations.

20. While several entities used various language-disaggregated metrics for their information and communications activities, many, especially smaller entities, continued to report difficulties in compiling such data. Further efforts will be pursued in this regard, in keeping with the Data Strategy of the Secretary-General and his "quintet of change" initiative.

21. Entities generally relied on the language skills of their staff, partnerships and extrabudgetary funding to achieve their multilingualism-related objectives. Efforts were made in some entities to mainstream multilingualism from the planning stage of their work in order to ensure the equitable allocation of budgetary resources across languages.

22. Several entities reported using machine translation tools to provide multilingual online content. Given the communication and reputational risks of the errors inherent to unedited machine translation, even as the associated technologies improve, adequate human oversight and appropriate quality control will be needed to effectively leverage the benefits that they might offer.

2. Websites and social media

23. Secretariat entities expanded their multilingual online presence, as reflected in the updated comprehensive review available in the supplementary information to the present report.

24. Promulgated in 2022, administrative instruction [ST/AI/2022/2](#) stipulates that United Nations websites shall reflect core United Nations values, including multilingualism. According to the instruction, author entities should incorporate adequate budgetary provisions for online publishing activities into their work programmes and proposed programme budgets, including for the translation and maintenance of content in all six official languages of the United Nations. Entities requesting new websites on the un.org domain must commit to adhering to multilingualism standards before being granted access to the domain and must request a waiver¹² from the Department of Global Communications if their websites are not established and maintained in the six official languages. Ensuring ongoing compliance, however, does not rest with the Department.

25. Application of the minimum standards for multilingualism on United Nations websites¹³ remains inconsistent across Secretariat entities. Understanding also varies

¹² Eighteen temporary waivers were granted between 2021 and 2023.

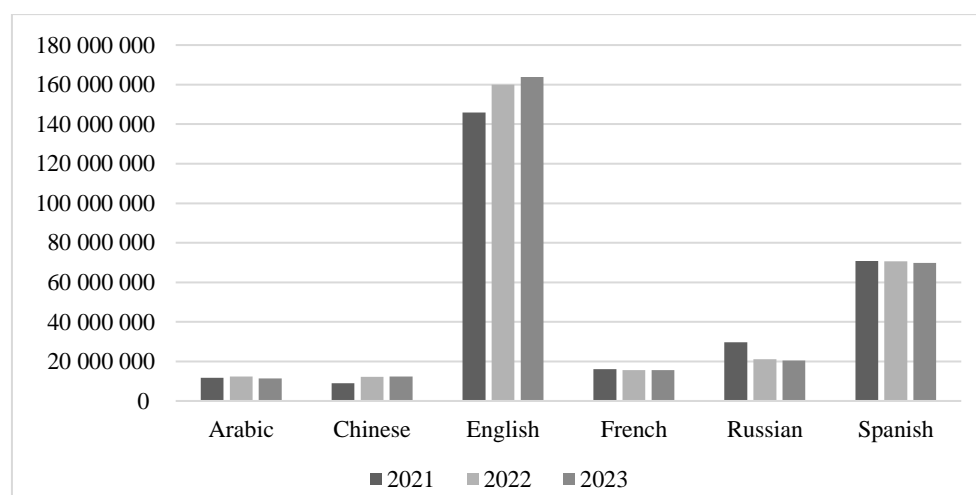
¹³ Available at <https://www.un.org/en/sections/web-governance/minimum-standards-multilingualism-united-nations-websites/index.html>.

as to how the standards should be applied, with websites being maintained in anywhere from one to six (and sometimes more) language versions, depending on whether they are considered to cater to the needs of global or local audiences. Some entities¹⁴ also reported maintaining websites in non-official languages. A few indicated that the scope of the standards did not match their local realities.

26. Compliance with the principle of parity between official languages is very high in the case of the websites under the purview of the Department of Global Communications, which include 260 websites on the un.org domain, United Nations News and several niche websites: 94 per cent are available in the six languages, with similar content available in each language. The page views by language from 2021 to 2023 are shown in figure I.

Figure I

Website reach of the un.org domain as measured by page views, 2021–2023



Source: Department of Global Communications.

27. Targeted action was taken by some entities to make web content available in multiple languages. The Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States allocated extrabudgetary resources from the planning stage for the website of the Fifth United Nations Conference on the Least Developed Countries to be available in the six official languages. The Office of the United Nations High Commissioner for Human Rights appointed a coordinator for its multilingual website in 2023 and allocated resources for the translation of essential pages into the six official languages.

28. For other entities, especially smaller ones, the absence of dedicated budgetary or human resources to enable the translation and uploading of web content posed considerable challenges to maintaining several language versions simultaneously. While core content was generally available in multiple languages, news and other content with a short lifespan were often published predominantly in English.

29. Entities adopted several strategies to address these challenges. The Department of Global Communications partnered with universities, including through the Academic Impact initiative, to translate some web content but reported that the

¹⁴ ESCAP, ECE, ECLAC, Development Coordination Office, Department for General Assembly and Conference Management, Department of Global Communications, Office for the Coordination of Humanitarian Affairs, OHCHR, UNAMI, United Nations Office for Disaster Risk Reduction, UNEP, UNMIK, UNSOM, UNODC and United Nations Office at Vienna.

solution was not sustainable and underscored the need to prioritize the hiring of multilingual staff, including possibly freelance staff, and investments in advanced technology to enhance content creation and dissemination. The Development Coordination Office attempted to compensate for the loss of professional language support generated by budget cuts in 2022 by engaging United Nations Volunteers to perform some translation work, but producing the volume of multilingual content required at the speed required proved challenging. Several entities reported planning to update their websites to support or expand multilingual content when resources become available, and highlighted the importance of having structures that can technically support multiple languages. Some entities integrated automated translations into certain websites, such as the Sharing Electronic Resources and Laws on Crime (SHERLOC) knowledge management portal maintained by the United Nations Office on Drugs and Crime (UNODC), in which, in the absence of quality control, a disclaimer is displayed at the top of each page.

30. In accordance with Secretary-General's bulletin [ST/SGB/2019/5](#), the Department of Global Communications maintains a database of all accounts managed by Secretariat entities, which includes information on the language(s) of operations. The use of social media as channels for communication with broader audiences continued to grow in all languages.

31. The United Nations flagship social media accounts disseminated original content in all six official languages, as well as in Hindi, Kiswahili and Portuguese. The number of followers across platforms in all languages experienced steady growth, increasing from 56 million in January 2021 to 70 million by December 2023. Amid numerous global crises, these accounts served as vital sources of information.

32. Several other field and non-field entities reported organizing their public information campaigns and outreach efforts with multilingualism and the languages of their target audiences in mind, adapting their approach to meet the demand for agile content creation by, for instance, maintaining separate accounts by language, as exemplified by the Department for General Assembly and Conference Management, alternating between working languages, as seen in the case of the United Nations Assistance Mission for Iraq, using local languages, as exemplified by United Nations country teams, or occasionally posting multilingual content in addition to their English content. Some entities relied on the language skills of their staff, while others, such as UNODC, relied on their regional offices to provide multilingual content.

33. To increase impact and make the best use of limited resources, the social media team of the Department of Global Communications continues to serve as a central hub across entities and languages, enabling field entities to further enhance engagement with their constituents, including in the language(s) of the host country, especially in the case of official languages of the United Nations.

3. Audiovisual and multimedia services

34. Audiovisual and multimedia services remained pivotal in facilitating outreach to linguistically diverse audiences around the world.

35. In 2022, the United Nations News team received the United Nations Secretary-General Award in the category of multilingualism. Despite the challenges related to the pandemic and resource constraints, United Nations News continued to produce original content daily in nine languages¹⁵ and to report in real time on the work of the principal organs of the United Nations. An online presence was also established in Urdu, but additional extrabudgetary funding is needed to achieve the same volume and level of content production as in the other nine languages. The latest version of

¹⁵ The six official languages, in addition to Hindi, Kiswahili and Portuguese.

the United Nations News application, launched in 2023, features an updated design and enhanced functionalities, such as automatic translation and text-to-speech capabilities, seamlessly merging diverse linguistic content including field-based narratives and stories capturing United Nations meetings, as well as audio, video and archival content. In 2022, United Nations News and United Nations Video promoted the launch of the International Decade of Indigenous Languages. United Nations News teams increased their cooperation with the Development Coordination Office and the United Nations resident coordinator offices to produce multimedia stories in multiple languages, showcasing innovative initiatives at the country and regional levels. United Nations News was also instrumental in promoting linguistic diversity at the United Nations, disseminating stories, podcasts and videos on language-related celebrations. Partnerships were also established with media entities to amplify content across languages: for example, 30 agreements were concluded with Kiswahili-speaking media outlets in 2021 and 2022; and from January 2023 to mid-February 2024, over 50 partnership agreements were concluded with multimedia news outlets.

36. Following the launch in 2021 of the English version of the new United Nations Web TV website, the Department of Global Communications launched the versions in the other five official languages in early 2023. Since then, live multilingual streaming coverage has been provided of United Nations meetings and events, held in virtual, hybrid or in-person format in various locations, including New York, Geneva, Rome and The Hague. In addition, archived webcasts with searchable metadata in all six official languages are available for open, numbered General Assembly, Security Council and Economic and Social Council meetings held from January 2022 onward, when the Department received funds to cover the cost of recruiting one General Service staff member per language and one P-3 coordinator position. In Geneva, the number of webcasts continued to increase. Webcast services were provided in the official languages for meetings of the Human Rights Council and the human rights treaty bodies. Metadata for treaty body meetings were generated daily in Arabic, English, French and Spanish. In Vienna, United Nations Web TV, having been successfully piloted in 2023, will henceforth be accessible for mandated meetings and provided on a cost-recovery basis for extrabudgetary meetings.

37. Several entities produced video materials to support mandate delivery or for training purposes. In 2021–2022, ESCWA produced 369 videos in Arabic and 126 in English, and the United Nations Office at Geneva collaborated with various media outlets to create multilingual videos. Videos produced by field missions, such as the Office of the United Nations Special Coordinator for Lebanon, helped to enhance interaction with national stakeholders by being produced in the local languages.

38. Radio programmes continued to be broadcast in a wide range of official and local languages at the main duty stations and in field locations, with the aim of reaching the most isolated areas and overcoming connectivity and literacy barriers. In 2021–2022, United Nations News produced 8,484 audio programmes of various lengths and formats in nine languages, which were played 1.12 million times and downloaded 195,315 times. The United Nations Mission in South Sudan reported that its mainly English-speaking radio station Miraya has occasionally broadcast programmes in Arabic and, in fewer instances, in Azande, Bari, Dinka, Nuer and Shilluk. At the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo, Radio Okapi aired programmes in Kiswahili, Kituba, Lingala and Tshiluba, in addition to French. At the United Nations Multidimensional Integrated Stabilization Mission in Mali,¹⁶ Mikado FM aired programmes either in French or in Arabic, Bambara, Dogon, Fulani, Songhai and Tamashek.

¹⁶ The Security Council, in its resolution [2690 \(2023\)](#), terminated the mandate of MINUSMA in 2023.

4. Library services and publications

39. Publications and library services at the various duty stations contributed to the mainstreaming of multilingualism at the United Nations.

40. The Dag Hammarskjöld Library in New York maintains 113 research guides in the six official languages. The Library made further progress with the digitization of historic documents in all languages. In collaboration with ESCWA and the Department of Economic and Social Affairs, the Library coordinated a review and expansion of Arabic terms in the Sustainable Development Goals ontology. The United Nations Digital Library saw over 25 million unique downloads of digital content, with a significant increase in content downloaded in all official languages. The Sustainable Development Goals Book Club, which aims to engage children aged 6 to 12, curated reading lists in all six official languages, as well as in Bahasa Indonesia, Dutch, German, Kiswahili, Norwegian and Portuguese.

41. The print and electronic collections of the Library at the United Nations Office at Geneva offer access to resources in 136 languages. Archival descriptions of materials are available in English and French. The Library produced a French version of its online research guide on multilingualism at the United Nations. Multilingualism considerations were integrated into the acquisitions policy and collection of statistics, and language skills were an important factor in the selection of staff and interns. In 2021–2022, 79 events were held by the Library in English, while 65 events were held in 27 other languages.¹⁷

42. The Library at the United Nations Office at Vienna endeavoured to build a multilingual collection in all official languages, with English being predominant followed by French, due to budgetary constraints. Multilingualism was also considered in the selection of subscription-based electronic resources and databases and in the provision of training.

43. Numerous entities also reported seeking to broaden the multilingual scope of their publications and non-parliamentary reports, including in non-official languages, through various means, such as partnerships, extrabudgetary contributions or the recruitment of interns or volunteers, to better meet the needs of their audiences. In several cases, the English version was released first, and other linguistic versions became available once sufficient funding was secured. The United Nations information centres collectively produced 125 publications in 22 languages¹⁸ in 2021–2022.

5. United Nations information centres and visitor centres

44. The 59 operational United Nations information centres around the world continued to play an instrumental role in conveying the Organization's messages in the six official languages and various local languages. The centres coordinate communication activities at the country level and support resident coordinators, including by facilitating interview requests and preparing multilingual speeches. Information centres maintain websites in 35 languages¹⁹ and social media accounts in

¹⁷ Arabic, Armenian, Bengali, Chinese, Croatian, Dutch, Estonian, French, Greek, Hebrew, Icelandic, Kiswahili, Korean, Latvian, Malay, Maltese, Norwegian, Portuguese, Romani, Russian, Serbian, Slovak, Spanish, Swedish, Thai, Turkish and Vietnamese.

¹⁸ Arabic, Armenian, Azerbaijani, Bemba, English, French, Fulfulde, German, Japanese, Kaonde, Kiswahili, Lozi, Lunda, Luvale, Nyanja/Chinyanja, Persian, Portuguese, Russian, Sinhala, Spanish, Tamil and Tongan.

¹⁹ Armenian, Azerbaijani, Bahasa Indonesia, Belarussian, Bengali, Burmese, Czech, Danish, Dutch, Finnish, Georgian, German, Greek, Hungarian, Icelandic, Italian, Japanese, Kazakh, Norwegian, Persian, Polish, Portuguese, Slovak, Slovenian, Swedish, Turkish, Ukrainian, Urdu and Uzbek, in addition to the six official languages.

31 languages.²⁰ Content was versioned in at least 52 languages. The centres also disseminate messages in local languages on popular digital platforms to mobilize support for the work of the United Nations at the local level. For example, the website of the information centre in Warsaw added more than 200,000 new users with a total of over 430,000 views in 2021–2022, while the centre in Dakar produced multimedia material in Fulani and Wolof to reach the non-French speaking population. The programme of educational outreach on the transatlantic slave trade and slavery of the Department of Global Communications supported the outreach activities organized by the centres to promote the International Day of Remembrance of the Victims of Slavery and the Transatlantic Slave Trade by providing multilingual outreach materials in Arabic, English, French, Kiswahili, Portuguese, Russian and Spanish.

45. In 2021–2022, United Nations information centres organized 23 outreach events in 30 languages to celebrate the official languages of the Organization. Activities included translating and disseminating the Secretary-General's message relating to the day and offering both virtual and in-person briefings for students and guided tours in the celebrated language. Several centres actively promoted endangered languages within the framework of the International Decade of Indigenous Languages. The information centre in Asunción promoted events related to the official launch of the Decade in Paraguay. The centre in Bogotá produced and broadcast radio messages and published videos related to the coronavirus disease (COVID-19) in 14 Indigenous languages.

46. Visitor centres developed multilingual presentations, online tours, photomontages and films to promote the work and priorities of the Organization. Between 2021 and 2023,²¹ 418,010 visitors joined on-site guided tours offered in 21 languages²² in the four main duty stations, and 19,581 visitors were hosted online in New York and Nairobi. Some 58 per cent of visitors in Vienna participated in tours offered in German.

6. Communication with Member States and internal communications

47. When responding to written communications from Member States, many entities use the language of the incoming correspondence, provided it is an official language of the United Nations. In outgoing correspondence, Secretariat entities generally use the language specified in the Blue Book as the language of correspondence. At the local or regional level, depending on the context, some entities use the language of recipients whenever feasible. To ensure a smoother workflow and more effective use of the Organization's limited resources, staff at all entities are encouraged to operate directly in the target language, especially when it is a working language of their entity.

48. Within the Organization, multilingualism continues to be mainstreamed in internal communications. The iSeek team of the Department of Global Communications, which is responsible for the dissemination of broadcast messages, encourages author entities to submit their drafts in the two working languages of the Secretariat.

49. While disparities were observed on the intranet sites of Secretariat entities, all stories published on iSeek for a global audience (approximately 1,300 stories per year) are available in both English and French. Data provided by the Department of

²⁰ Arabic, Armenian, Azerbaijani, Czech, Danish, Dutch, English, Finnish, French, Georgian, German, Greek, Hindi, Icelandic, Indonesian, Italian, Japanese, Kazakh, Kiswahili, Norwegian, Persian, Polish, Portuguese, Russian, Sinhala, Spanish, Swedish, Tamil, Turkish, Ukrainian and Urdu.

²¹ On-site tours were suspended for most of 2021 and early 2022 due to the COVID-19 pandemic. In Geneva, the strategic heritage plan resulted in a reduced number of visitors permitted entry.

²² Arabic, Chinese, Czech, Dutch, English, French, German, Greek, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Portuguese, Russian, Slovak, Spanish, Swedish, Tagalog, Ukrainian and Urdu. Languages are offered based on demand and guide availability.

Global Communications revealed, however, that less than 1 per cent of the monthly views were of content in French.

50. While most entities reported using only English during staff-management meetings, a few²³ offered interpretation services or alternated between English and French or other languages during their town hall meetings.

B. Management

1. Cross-cutting measures

51. Since 2018, pursuant to General Assembly resolution [71/328](#), senior managers' compacts, including those of special representatives of the Secretary-General in field missions, have included a generic performance indicator related to multilingualism and/or language considerations (under the section on commitment to diversity until 2021 and the section on managing resources since 2022). The indicator is self-assessed by managers at the end of the compact period. Additional objectives in support of multilingualism were included in the compacts of the senior managers of eight entities.²⁴

52. Of the 63 entities that submitted input on this topic, 50 field and non-field entities²⁵ reported integrating multilingualism into their workplans and/or divisional workplans, where applicable and subject to their needs and the availability of resources.

53. The Office of Internal Oversight Services uses markers to track and report on oversight work related to organizational priorities, including gender, disability and multilingualism.

54. The Secretariat ensures, to the extent possible, that personnel have access to comprehensive multilingual support services. For example, informal conflict resolution services offered by the Office of the United Nations Ombudsman and Mediation Services are readily accessible to all Secretariat personnel in the six official languages, facilitating a more inclusive and supportive work environment.

²³ ECA, Executive Office of the Secretary-General, MINUSCA, MINUSMA, MINURSO, MONUSCO, UNCTAD, UNOCA, United Nations Office at Geneva, UNOWAS and United Nations Regional Centre for Preventive Diplomacy for Central Asia.

²⁴ Department for General Assembly and Conference Management, Department of Global Communications (2021, 2023), Department of Operational Support, Office of Legal Affairs (2023), Office of the Special Representative for Children and Armed Conflict (2021) and United Nations Offices at Geneva, Nairobi and Vienna.

²⁵ Counter-Terrorism Committee Executive Directorate, Development Coordination Office, Department of Economic and Social Affairs, Department for General Assembly and Conference Management, Department of Global Communications, Department of Management Strategy, Policy and Compliance (Office of Human Resources), Department of Operational Support, Department of Peace Operations, Department of Political and Peacebuilding Affairs, ECA, ECE, ESCAP, ESCWA, Ethics Office, International, Impartial and Independent Mechanism to Assist in the Investigation and Prosecution of Persons Responsible for the Most Serious Crimes under International Law Committed in the Syrian Arab Republic since March 2011, MINURSO, Office of Administration of Justice, Office for the Coordination of Humanitarian Affairs, Office of Counter-Terrorism, Office for Disarmament Affairs, OHCHR, OIOS, Office of Legal Affairs, Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States, Office for Outer Space Affairs, Office of the Special Envoy for Yemen, Office of the Special Representative on Sexual Violence in Conflict, Office of the Special Representative on Violence against Children, Office of the Victims' Rights Advocate, UNCTAD, United Nations Office for Disaster Risk Reduction, UNDOF, UNEP, UNFICYP, UN-Habitat, UNISFA, UNMHA, UNMISS, UNMOGIP, United Nations Office to the African Union, UNOCA, UNODC, United Nations Office at Geneva, Office of the United Nations Ombudsman and Mediation Services, United Nations Office at Nairobi, United Nations Office at Vienna, UNOWAS, United Nations Regional Centre for Preventive Diplomacy for Central Asia and UNSMIL.

55. Measuring progress towards multilingualism requires access to language-disaggregated metrics to support data-driven decision-making, in line with the Data Strategy of the Secretary-General and the policy brief on UN 2.0. While several Secretariat entities have developed tools for this purpose, many reported difficulties in providing accurate and comprehensive data for the present report, and not all entities currently maintain language-disaggregated metrics. It will remain a priority of the Organization to further harness the potential of data in the area of multilingualism.

2. Conference management

56. An update on innovations made in conference management at the four main duty stations can be found in the reports of the Secretary-General on the pattern of conferences ([A/77/91](#) and [A/78/96](#)).

57. During the reporting period, full compliance with the simultaneous issuance of documents in the mandated official languages, one of the pillars of multilingualism, was maintained (100 per cent since 2017).

58. In 2021, pandemic-related restrictions resulted in even more meetings being held in virtual or hybrid format than in 2020. Although hybrid and virtual meetings are key tools for ensuring business continuity in emergency situations, they pose logistical, procedural, capacity and technical challenges. In addition, the platforms used for remote participation cannot ensure equal access for all Member States. Notwithstanding the efforts to raise awareness among remote participants of the importance of having the recommended equipment and connectivity, including through visuals and videos produced in the six official languages, poor sound quality and Internet connectivity problems persisted when remote meeting platforms were used, negatively affecting the ability of interpreters to do their work. As restrictions from the pandemic were incrementally lifted in 2022, the number of virtual and hybrid meetings decreased and conference services gradually returned to a “normal” mode of operations, with valuable lessons learned about the tools and arrangements needed to uphold multilingualism in intergovernmental processes should similar situations arise in the future.

59. The in-house online language tools of the Department for General Assembly and Conference Management are instrumental in ensuring the delivery of high-quality multilingual content at the global level. eLUNa continues to play a crucial role in facilitating the translation of official documents into all official languages. UNTERM, the official multilingual terminology portal of the United Nations, is actively used across the United Nations system, as well as by the general public, contributing to the quality and consistency of multilingual documentation across the system and beyond. In addition to the four main duty stations and the regional commissions, several organizations host and share their terminology on UNTERM.²⁶ The portal is constantly updated and now contains over 650,000 records in the six official languages, German and Portuguese.

60. The Department has also expanded the number of multilingual products available to Member States. Static text on the e-deleGATE platform was made available in all six official languages of the United Nations at the end of 2023, in keeping with resolution [75/325](#). The meeting management platform Indico.UN supports multilingualism by allowing language-specific event descriptions and back-end interfaces in multiple languages. The production of machine-readable documents

²⁶ International Civil Aviation Organization, International Fund for Agricultural Development, International Maritime Organization, International Telecommunication Union, United Nations Educational, Scientific and Cultural Organization, World Health Organization and World Meteorological Organization. These organizations also use or will soon use eLUNa.

and development of data visualization services²⁷ continued, enabling the automated production of the volumes of General Assembly and Economic and Social Council resolutions and decisions in all six languages and hence their publication several months earlier than usual. General Assembly decisions are also now converted into machine-readable format and can be viewed in multilingual interactive reports prior to publication. The calendar of conferences and meetings of the United Nations became available in all six official languages in September 2022 through a dedicated website²⁸ that is linked from the *Journal of the United Nations*.

61. Searchable machine-generated transcriptions, in English, French and Spanish, of all public calendar meetings held with interpretation at the United Nations Office at Geneva became available in 2022. These are not meant to replace summary records or verbatim records, which are the only official records of meetings of the United Nations, but to assist delegates, secretariats and staff with capturing content and drafting such records and other reports. The service, which is powered by World Intellectual Property Organization speech-to-text as part of a partnership with that Organization, is trained on a curated collection of United Nations-specific audio and text files to handle the richness of regional accents, dialects and varieties in the six official languages. The soft launch of the Arabic, Chinese and Russian versions was announced in September 2023.

62. Providing simultaneous interpretation in six languages for the complex and often technical deliberations of Member States and producing high-quality translations of official documents on wide-ranging and sometimes sensitive topics require language professionals of the highest calibre. Finding such language professionals is often a challenge, particularly for certain language combinations and in a context of growing demand for services. Recent improvements in language technologies offer potential benefits that need to be explored, but they are expected to have a negative impact on the pool of language professionals the Secretariat requires to deliver on its multilingualism mandate. The Department for General Assembly and Conference Management has therefore continued to actively engage with universities and other training institutions, as well as professional associations and entities, such as the Universities Contact Group of the International Annual Meeting on Language Arrangements, Documentation and Publications, to promote multilingualism and language careers in general, and language careers at the United Nations specifically, with a view to ensuring adequate core and supplementary temporary capacity to deliver high-quality language services now and in the future. As noted in the strategic conclusions of the Meeting in 2023, “parliamentary documentation and the communications used in intergovernmental deliberations and negotiations will require human oversight of machine-generated outputs. Organizations will accordingly continue to need a steady flow of talented linguists with the ability to develop the contextual knowledge and judgment required to ensure the mandated level of accuracy”.

63. As observed in the previous report, entities in general face several challenges with regard to the provision of translation and interpretation services, with resource availability being the main challenge. Those that rely heavily on extrabudgetary funding reported that securing voluntary contributions for translation, especially in the six official languages, was particularly difficult, which made it necessary to be selective and to prioritize. Other entities pointed out the limits of partnerships, internships and pro bono arrangements as mechanisms for meeting translation and interpretation needs. Several entities reported a continued lack of dedicated human or budgetary resources for the translation of unofficial documents and materials, in

²⁷ See <https://www.un.org/dgacm/en/content/visualizations-and-machine-readability>.

²⁸ <https://www.un.org/calendar/en>.

particular web content, which resulted in priority being given to the languages considered most relevant for communication purposes.

3. Human resources management

Policies

64. In all areas, staff are central to the mainstreaming of multilingualism throughout the Organization. Moreover, staff buy-in fosters the collective development of an organizational culture that nurtures multilingualism as a core value. Multilingualism is also an important element of workforce diversity, enabling the Organization to fulfil its mandate and effectively address the language needs of its constituencies.

65. The International Civil Service Commission decided in 2022 to revisit the issue of language incentives in the next comprehensive review of the compensation package²⁹ and to include multilingualism in the current review of its framework for human resources management.

66. The Office of Human Resources of the Department of Management Strategy, Policy and Compliance and the Human Resources Services Division of the Department of Operational Support, with the support of the Coordinator for Multilingualism, continued to mainstream multilingualism into several strategic human resources projects.

67. Multilingualism was integrated into the United Nations Values and Behaviours Framework, issued in 2021 in the six official languages. Accordingly, it is also integrated into the strategic action plan on addressing racism and promoting dignity for all in the United Nations Secretariat and the United Nations Secretariat learning strategy 2021–2025. Multilingualism will also be essential for the implementation of the new mobility policy ([ST/AI/2023/3](#)).

68. The United Nations Language Framework was formalized in Secretary-General's bulletin [ST/SGB/2023/2](#). It is aimed at building consistency in the way in which languages are learned, assessed and certified across the Secretariat. The adoption of the Framework is intended to support a more efficient management of staff language skills in all aspects of talent management (e.g. workforce planning, recruitment, learning and career development) by providing a common language learning model for personnel, as well as by allowing common assessment criteria for a more reliable and valid assessment and certification process that enhances the equal treatment of languages and stronger recognition of staff language skills in the Secretariat. The Secretariat will continue to embed the Framework in all corresponding human resources management processes.

69. Building on the pilot project initiated by the Department of Management Strategy, Policy and Compliance to develop a tool to obtain data on staff language skills at the entity level, the Department of Operational Support incorporated additional functionalities aligned with the Language Framework. The tool will be tested and further refined based on the feedback received, before being finalized for use at the entity level.

70. In the same vein and as part of the staff selection 2.0 programme, the Office of Human Resources is leading a project to align language requirements and assessments with the Language Framework, with a view to contributing to a more effective, fair and efficient staff selection system. The project's objectives are to ensure that language requirements are determined based on job functions and aligned with the

²⁹ Language incentives for the Professional and higher categories were discontinued as from 1 January 2017, in accordance with General Assembly resolution [70/244](#). Language allowances for the General Service and related categories remain in place.

Framework, to appropriately verify language skills of applicants against the Framework and to enable applicants to accurately indicate their language skill levels using the Framework.

Recruitment and placement

Language requirements

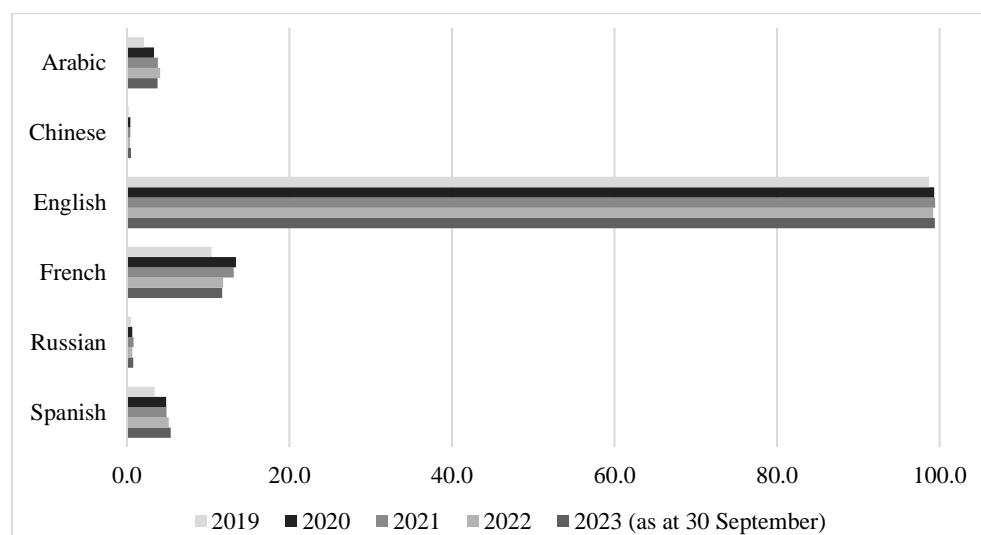
71. Recruitment and staff development are essential instruments for nurturing a multilingual workforce fit for the twenty-first century. In the 2022 staff survey on multilingualism, for example, more than 200 distinct mother tongues were reported. Over half of the respondents claimed to speak at least three languages confidently, and an additional third (39 per cent) reported speaking at least two languages confidently, while only 9 per cent reported speaking only a single language with confidence.

72. Language requirements in job openings remain a useful indicator for assessing the status of multilingualism in the Secretariat and the progress made towards building a multilingual workforce. As shown in figure II, disparities across working or official languages persist. Approximately 99 per cent of all openings³⁰ between 2020 and 2023 required English. Only a minority of vacancy announcements required either English or French (2.61 per cent of all openings published between 2020 and 2023, 1.13 per cent in 2019). Based on the information collected, knowledge of the official language(s) spoken in host countries of field entities was not always required at the time of hiring and requirements varied considerably between entities depending on the job family. In several cases, however, language requirements reflected the specificities of duty stations: for example, 47 per cent of openings at the Economic Commission for Latin America and the Caribbean during the aforementioned period required Spanish.

Figure II

Language requirements in job openings published between 2019 and 2023, by official language required

(Percentage)



Source: Inspira.

Note: The percentages reflect the total number of distinct job openings published, where job openings that required competence in more than one language were counted under each of the required languages.

³⁰ Including job openings, temporary job openings, competitive examination announcements and internship announcements.

73. Most Secretariat entities reported that job functions are the primary criteria when setting language requirements, alongside the needs of the entity and the duty station. Hiring managers rely on and act in line with the guidance received from the Office of Human Resources and the Department of Operational Support through the Staff Selection System Manual and administrative instruction [ST/AI/2010/3/Rev.2](#). Efforts have been made in several entities to raise awareness of the United Nations Language Framework. The continued integration of the Framework into human resource processes, along with the forthcoming guidelines from the Office of Human Resources, as described in paragraphs 68 and 70, are expected to further support hiring managers in setting language requirements.

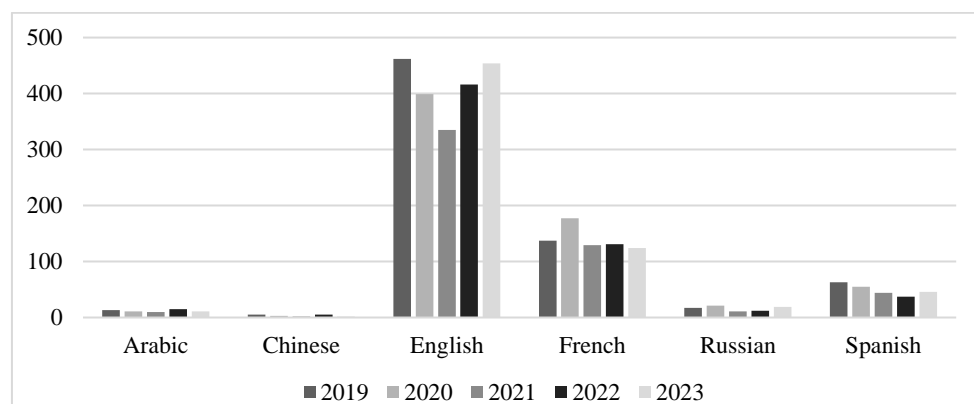
Language assessments

74. Secretariat entities have continued to use various methods to assess language competence in staff selection processes. As previously observed, the inclusion of one or more questions in the required languages during the competency-based interview is the most used method. With the exception of entities whose sole working language is English, responding entities emphasized the importance placed on the composition of interview panels to ensure that they consist of members who are either native speakers or demonstrate proven proficiency in the language(s) being assessed. Some entities also require a written assessment. Certain entities, such as the United Nations Office at Geneva and the United Nations Mission to Support the Hudaydah Agreement, reported collaborating with language professionals for language assessment purposes.

75. Since the issuance of Secretary-General's bulletin [ST/SGB/2023/2](#), an increasing number of entities have begun to align themselves with the United Nations Language Framework when assessing the required language skills of applicants. The Office of Human Resources and the Department of Operational Support will be expected to continue to provide guidance in this area.

76. Language proficiency examinations, the internal language proficiency tests designed to assess staff members' knowledge of an official language other than their mother tongue, continued to be conducted online, enabling a significant number of staff, including those stationed in remote areas, to participate. Despite the discontinuation of language incentives for Professional staff in 2017, the examination maintained its appeal among Secretariat staff members, as shown in figure III. Since 2021, all candidates for the language proficiency examinations have access to an online preparation course in the six official languages.

Figure III
Number of candidates for language proficiency examinations, by language



Source: Department of Operational Support.

Career outreach

77. Multilingualism was mainstreamed into the career outreach activities led by the Office of Human Resources. The revamped United Nations Careers portal, launched in 2023, is available in English and French, with staff videos in all six official languages. Partnerships were established with resident coordinators and United Nations information centres to support talent outreach, including through multilingual and local outreach campaigns to attract new staff members.

Training

78. Training and capacity-building also serve as significant means for nurturing a multilingual workforce.

Substantive and mandatory training

79. Multilingualism continued to be increasingly mainstreamed in substantive training. The Office of Human Resources has ensured that most mandatory learning courses are available in the six official languages, with all courses available in English and French. The Office has collaborated with the United Nations System Staff College to expand the availability of learning materials and resources in the two working languages and to develop, with the financial support of the International Organization of la Francophonie, a toolkit and guide on linguistic bias. Additional modules, such as the competency-based interview course, have become available in French on the Blue Line learning hub. The Department of Operational Support has launched the hiring manager e-certification course in English and French. It has also developed, with the financial support of the International Organization of la Francophonie, a set of samples illustrating oral and written French use at different United Nations levels of competence. The Department's internal Knowledge Gateway operational guidance page is available in English and French.

80. UNODC provided numerous training modules, workshops and e-learning tools in a diverse range of official and non-official languages by leveraging the skills of the staff or through translation and interpretation services funded through extrabudgetary resources. At ESCWA, Arabic is used in all capacity-building and in training materials requested by Member States. The Manual for Child Protection Staff in United Nations Peace Operations of the Departments of Peace Operations and Political and Peacebuilding Affairs and accompanying training materials were translated into French, while the core predeployment training materials were translated into French and Spanish. Training sessions offered by the United Nations Conference on Trade and Development and the Office of the United Nations High Commissioner for Human Rights were conducted, wherever possible, in local languages.

Language training

81. Language learning is pivotal in nurturing a multilingual workforce. The United Nations Values and Behaviours Framework encourages staff to demonstrate a commitment to language learning and multilingualism and to take advantage of language skills to deliver results and maximize impact.

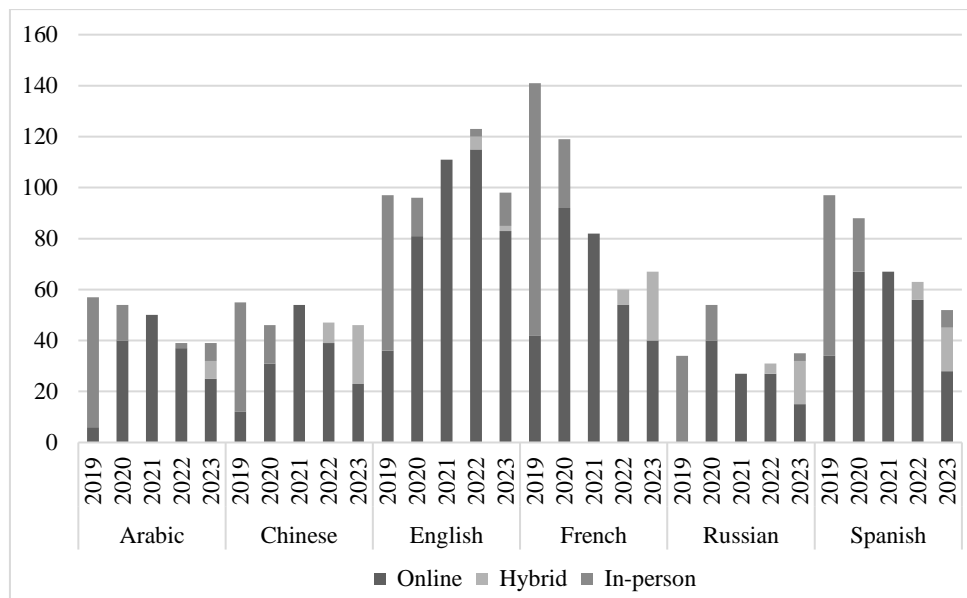
82. As a consequence of the COVID-19 pandemic and in alignment with the United Nations Language Framework, the Secretariat's language training programmes underwent further changes in 2021–2023, as follows:

- All courses offered at the four main duty stations were aligned with the United Nations Language Framework.

- The Department of Operational Support spearheaded the advancement of training in language and communication skills both at Headquarters and globally, in alignment with the levels defined in the United Nations Language Framework. Training was delivered in various formats. Courses varied in type and length to better meet learning needs and preferences and were delivered using online, hybrid and in-person modalities, in accordance with Headquarters guidance to ensure a safe return to premises. In addition to training facilitated in the six official languages and the online language learning licences programme that supported managers in providing language learning for staff in remote duty stations, the Department offered a growing catalogue of online self-study courses available to all staff all year round. Online training on writing for the United Nations was offered to enhance written communication skills in both English and French. In cooperation with the language training programme at the United Nations Office at Geneva, online pilot examinations aligned with the United Nations levels were developed. Resources were designed to harmonize language skills assessment across the Secretariat, including an online, in-depth training of trainers for Language Framework users.
- Since the COVID-19 pandemic, several entities, such as the United Nations Offices at Nairobi and Vienna and the United Nations Office for West Africa and the Sahel, have shifted exclusively to online courses. The language training programme in Geneva conducted a survey in 2022 that revealed a strong preference among participants for continued online training over in-person courses. In response, the programme adapted its offerings to focus on enhancing virtual courses while reintroducing in-person options. In Vienna and Nairobi, courses in non-official languages – German, and Kiswahili and Portuguese, respectively – were also offered. Courses in Amharic, Arabic, Chinese, English and French were offered at the Economic Commission for Africa. The United Nations Support Mission in Libya initiated an English language programme for national staff and plans to establish an Arabic language programme for international staff and non-Arabic speakers, while the United Nations Regional Centre for Preventive Diplomacy for Central Asia introduced French language classes. The United Nations Global Service Centre in Brindisi, Italy, offered 11 virtual instructor-led courses and distributed 155 online licences in 2021–2022. Some entities reported constraints related to resources and other difficulties stemming from the geographical context in which they operate.

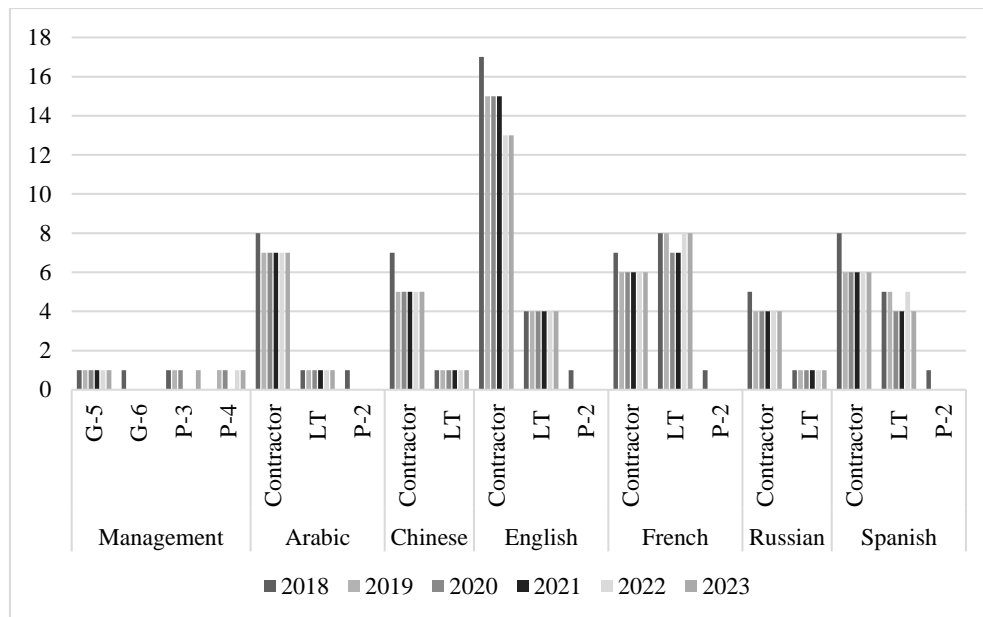
83. Statistical information about language learning activities at Headquarters and at the United Nations Offices at Geneva, Nairobi and Vienna since 2019, and about associated resources, is presented in figures IV to XI.

Figure IV
Number of language training activities offered at Headquarters, by language



Source: Department of Operational Support.

Figure V
Number of personnel assigned to conduct language training at Headquarters, by language and category or grade

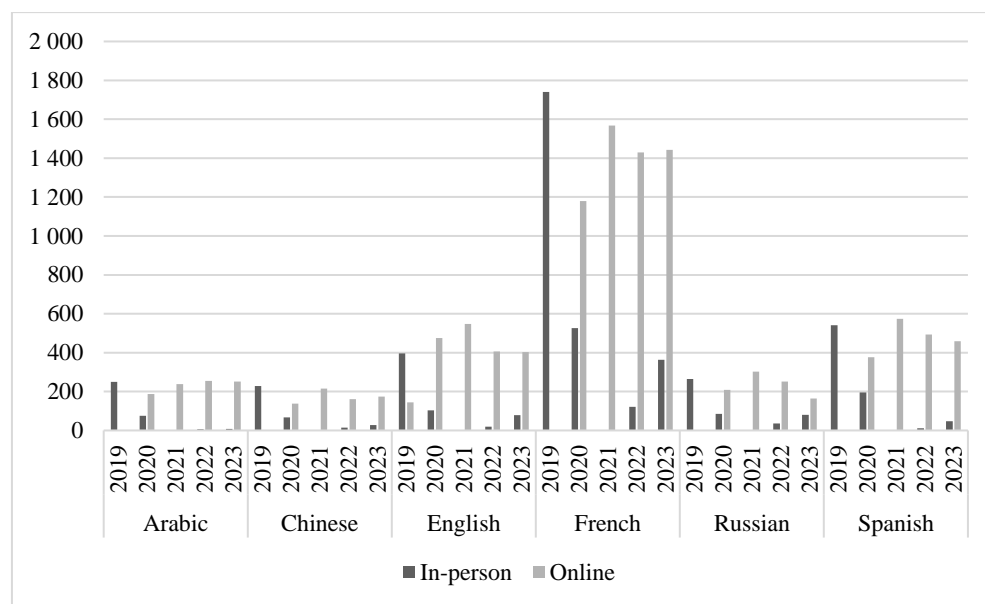


Source: Department of Operational Support.

Note: Under management, the P-3 position was temporary or vacant until July 2023, and the P-4 position was vacant for half a year during 2021 and 2022.

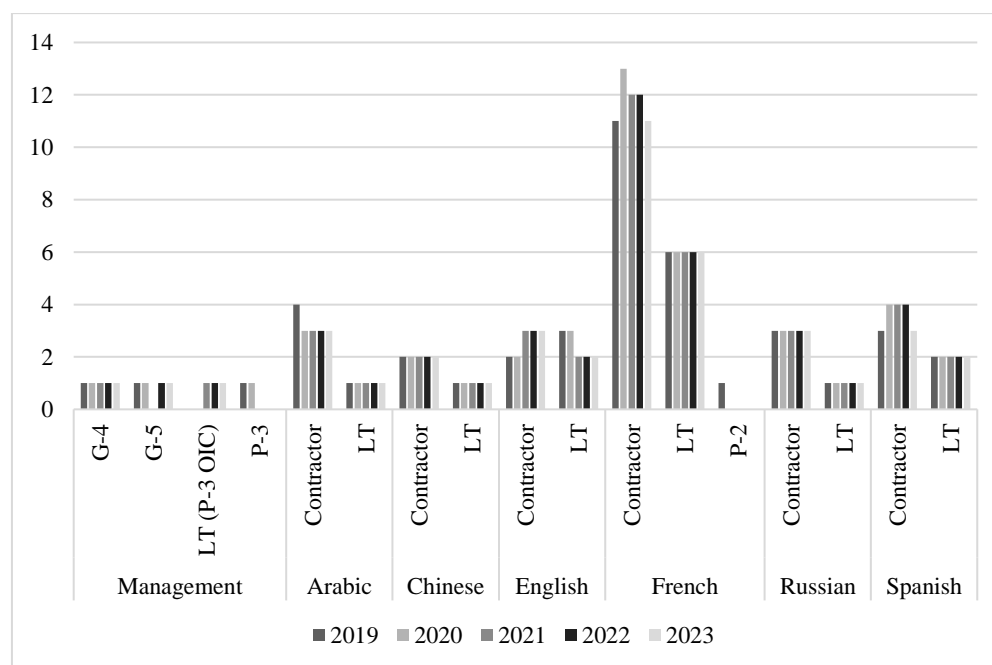
Abbreviation: LT, Language Teacher.

Figure VI
Total number of participants in language learning activities hosted by the United Nations Office at Geneva, by language



Source: United Nations Office at Geneva.

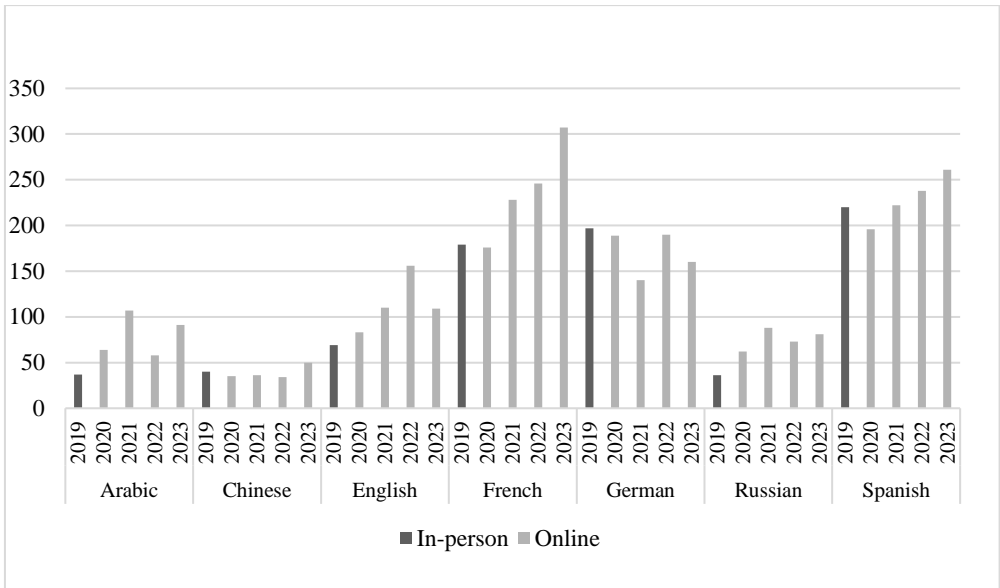
Figure VII
Number of personnel assigned to conduct language training at the United Nations Office at Geneva, by language and category or grade



Source: United Nations Office at Geneva.

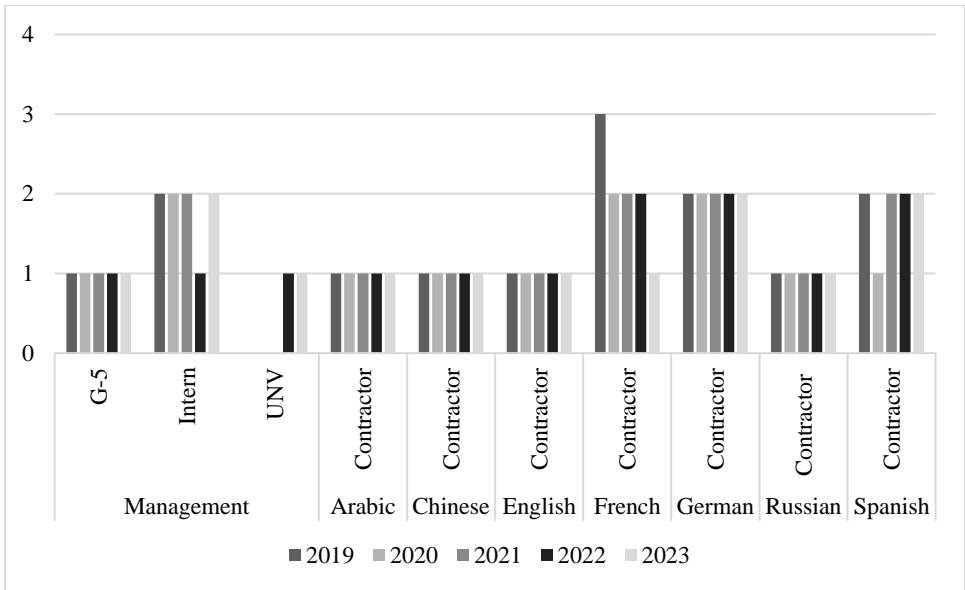
Abbreviations: LT, Language Teacher; OIC, officer-in-charge.

Figure VIII
Total number of participants in language learning activities hosted by the United Nations Office at Vienna, by language



Source: United Nations Office at Vienna.

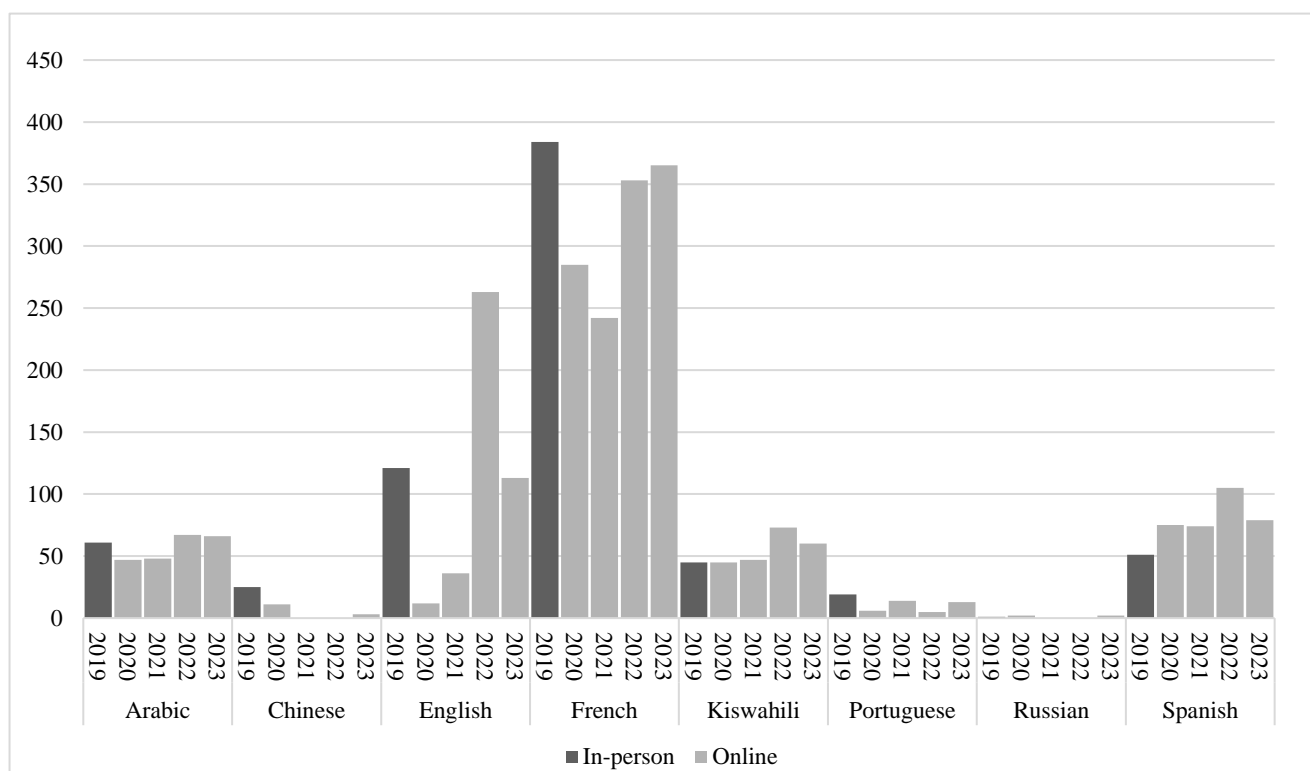
Figure IX
Number of personnel assigned to conduct language training at the United Nations Office at Vienna, by language and category or grade



Source: United Nations Office at Vienna.
Abbreviation: UNV, United Nations Volunteer.

Figure X

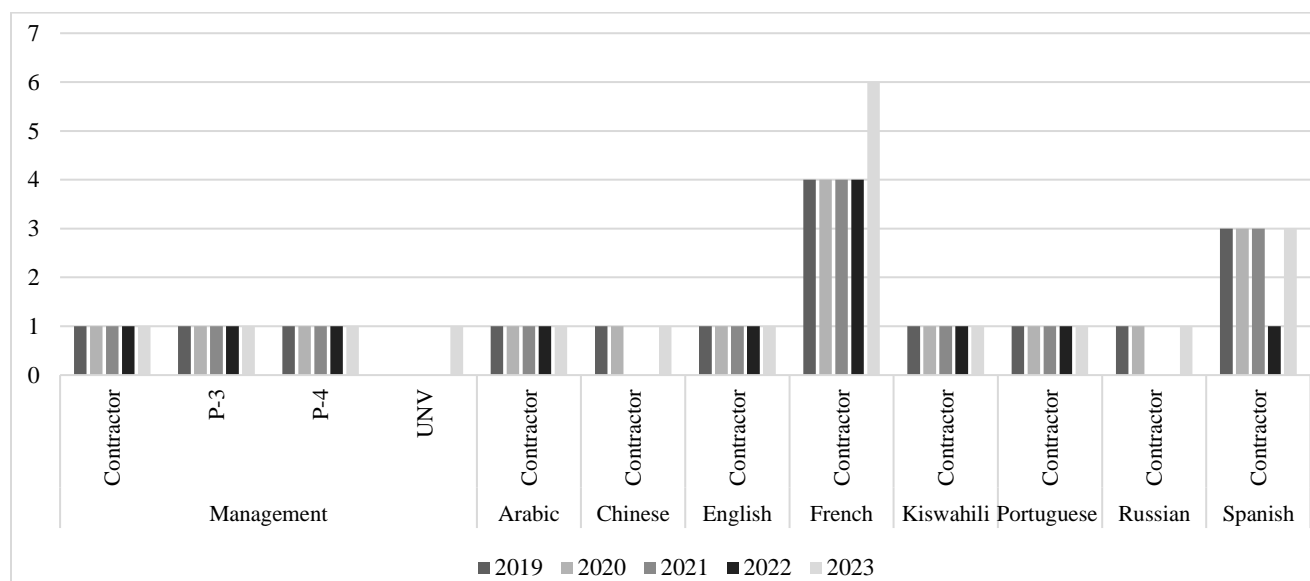
Total number of participants in language learning activities hosted by the United Nations Office at Nairobi, by language



Source: United Nations Office at Nairobi.

Figure XI

Number of personnel assigned to conduct language training at the United Nations Office at Nairobi, by language and category or grade



Source: United Nations Office at Nairobi.

Abbreviation: UNV, United Nations Volunteer.

4. Procurement

84. The Procurement Manual, updated in 2020, became available in all six official languages. The Department of Operational Support updated the Procurement Training Campus, a platform with online courses for procurement practitioners at Headquarters and field locations, in English and French. In 2021 and 2022, 134 procurement business seminars were conducted in Chinese, English, French, German, Japanese, Portuguese, Russian and Spanish. Pending the necessary testing, Ariba, the new e-tendering system, will support multiple languages.

85. The Development Coordination Office maintained a roster of local vendors and encouraged offices across the resident coordinator system to develop multilingual content and ensure equitable participation in the bidding process. The United Nations Development Business (Department of Global Communications) published 30,425 procurement notices in Arabic, French, English, Portuguese, Russian and Spanish in 2021 and 2022. Procurement units in several entities strived to translate documents into local languages as part of efforts to reach out to local vendors, while other entities reported difficulties due to resource constraints.

IV. Recommendations

86. **The Secretariat recommends that the General Assembly:**

- (a) **Take note of the present report;**
- (b) **Support the approach presented by the Secretary-General in the report to mainstream multilingualism, as a core value of the Organization, into the activities of the Secretariat, using available resources, on an equitable basis and in compliance with existing mandates.**
