



## Executive Council

Ninety-fifth session  
Belgrade, Serbia, 27-29 May 2013  
Provisional agenda item 3(II)(g)

CE/95/3(II)(g)  
Madrid, 12 March 2013  
Original: English

### Report of the Secretary-General

#### Part II: Administrative and statutory matters

##### (g) Report of the Staff Association

#### I. Introduction

---

1. The following report of the UNWTO Staff Association<sup>1</sup> is intended to give a brief summary of the main items or areas that have been of particular interest and concern to the Organization's staff as well as implications for the successful well-being and harmonious functioning of the Secretariat as a whole, its working environment and its service to Members.

#### II. Advances and priorities

---

2. The World Tourism Organization (UNWTO) will complete its tenth year as a specialized agency of the United Nations (UN) towards the latter half of 2013. During this time and as part of the reform process undertaken by the Secretary-General to bring UNWTO closer to the interests of its Members, the Organization has been gradually harmonizing its working conditions with those of other UN agencies and, in recent years, has moved from a department-based to a more programme-based structure. A number of efforts were made to ensure the transition to be as smooth as possible, including inter alia, the implementation of a Professional Growth Plan and the definition of generic job profiles.

3. However, the policy of zero nominal growth during these difficult economic circumstances, already in effect for six years running, has created challenging working conditions and imposed an overall strain on the staff which, in turn, runs the risk of undermining the quality of services provided to Members. The Staff Association believes that good human resource management, based on transparency, clarity and fairness, is essential to ensure that, despite these difficulties, the staff can continue to develop their work with enthusiasm and efficiency in accordance to the ideals and principles of the United Nations.

---

<sup>1</sup> The UNWTO Staff Association was established in 1977. It represents about 80% of the staff. It is a member of the International Federation of International Civil Servants' Association (FICSA) since 1989.



4. One of the recent and principal advances which the Staff Association notes, appreciates and encourages further development of is the publication of *Guidelines for the implementation of professional growth plan* of the UNWTO by Human Resources. The Guidelines:

- i. set the frequency of updating the list of programmes and positions, the deadlines for submission of applications for promotion and the criteria and procedures for the adoption of relevant decisions; and
- ii. are to contribute to the transparency of the procedures, and full compliance is essential to create an environment of fair and equitable work.

It should be noted, however, that the only job profiles which currently exist are generic and very broad in nature and do not reflect the large variety of expertise (particularly, technical) required to fulfil the Organization's programme of work. In this regard, the Staff Association recommends the development of *post-specific job descriptions* as related to the programme-based structure of the Organization which will have several benefits, such as:

- providing a clearer picture of the Organization's organigramme, the variety of services and areas of expertise which are offered to our Members; and
- facilitating the implementation of the Professional Growth Plan by providing greater clarity of roles and responsibilities of each post with a view to optimizing the use of the human resource potential of the Organization—this is important in view of the current budget constraints of the Organization and would also provide a basis for the rationalized filling of vacancies as well as limiting the recruitment of collaborators to implement the Organization's programme of work.

5. Gender balance continues to be an issue of importance to the Staff Association. Noting that while some women have joined the Organization in recent years, there is still a need for more equitable gender balance within the Organization especially at the senior management level, and the aim of the 50/50 recommended by the ICSC in 1995 is still far from being achieved.

6. An area in which the Staff Association has worked closely with the Management has been work-life balance. This year, in particular, two amendment proposals to the UNWTO Staff Rules have been presented to the Executive Council for approval related to child care leave and adoption leave. Progress in this field is fundamental and the Association welcomes the willingness expressed by the Management to address these issues.

7. The Staff Association continues to place emphasis and importance on the development of a training programme for staff. A proposal for 2013 has been submitted to Management which includes basic guidance on the application, approval and funding of a variety of training programmes on a range of technical and administrative topics. It is hoped that an enhanced training programme for UNWTO staff catered to specific needs of programmes would enable the Organization to provide better service to its Members.

8. Amongst its many functions, the Staff Association strives to assist the Organization to achieve its objectives while ensuring the efficient functioning of the Secretariat. In this regard, the cordiality of relations between staff and Management in the process of reform and restructuring has been noteworthy and the Association is convinced that this collaboration will contribute in the future to enable us to address other issues. The ultimate objective of the Staff Association is to facilitate the creation of a conducive work environment where the staff can provide the best possible services to our Members.

---

**III. Actions to be taken by the Executive Council**

---

9. The Executive Council is requested:
- (a) To recommend to the Secretary-General to continue supporting and collaborating with the Staff Association in its activities, including the formulation of post-specific job descriptions according to the programme-based structure of the Organization so as to ensure the filling of vacancies and promotions in a fair and competence-based manner, in accordance with the Professional Growth Plan and the Staff Rules, as well as to further encourage advances on gender equality issues within the Organization; and
  - (b) To support and encourage the implementation of a phased, yet continuous, training programme for the Staff within the available financial resources so as to enhance their expertise and, thereby, the quality of service to the Members.