

UNITED NATIONS ENVIRONMENT PROGRAMME

Programme des Nations Unies pour l'environnement Programa de las Программа Организации Объединенных Наций по окружающей среде

Programa de las Naciones Unidas para el Medio Ambiente кружающей среде برنامج الأمم المتحدة للبيئة



联合国环境规划署

Second Meeting of the Issue Management Group on Sustainability Management

26-27 May 2010, Arkadin on-line meeting

DRAFT REPORT

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I Background

 The 15th senior officials meeting of the Environment Management Group (EMG) held in New York 23 September 2009 considered the ongoing and future work related to moving UN towards climate neutrality, sustainable procurement and a coherent approach to sustainable management in the United Nations system. The meeting decided to extend the mandates of the Issue Management Groups on climate neutrality and sustainable procurement, and to merge them into a joint Issue Management Group on sustainability management.

- 2. A First Meeting of the Issue Management Group on sustainability management (IMG) took place at the Palais des Nations in Geneva on 9-10th February 2010. At this meeting IMG adopted a work plan with specific milestones and outputs for 2010, including work on the annual greenhouse gas inventory, development of emission reduction plans for each UN organization, recommendations on procurement of offsets, and proposal for a sustainability management system in UN¹.
- 3. The second meeting of the IMG was held on 26 and 27 May 2010 as an on-line event. It was attended by approximately 50 persons all connected through telephone and internet. The meeting agenda, briefs related to each agenda item and the presentations delivered are on the web site of the Environment Management Group². The final work plan agreed by the IMG is contained in Annex I of this report.

First day : 26 May 2010 14:00 - 16:30

II Agenda item 2: Review of IMG work plan

Presenter: Niclas Svenningsen

- 4. The agenda of the meeting was presented and adopted by IMG.
- 5. The work plan agreed in Geneva was revisited as a reminder to IMG participants about the work agreed. The plan defines tasks and deadlines for the IMG Focal Points specifically.

III Agenda item 3: Presentation of IMG Help desk

Presenter Claudia Heberlein

- Claudia Heberlein from Zoï-net outlined how the IMG Help Desk will support IMG members in the development of their greenhouse gas (GHG) inventories and in the drafting of their emissions reduction (ER) plans. The Help Desk will provide advice and training on both. She stressed the following:
 - a. Agencies are invited to respect the timelines agreed with the group and to develop internal work plans to ensure they meet the deadlines. Respect of the work plan will be particularly important for agencies that have to collect data from a number of field offices.

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http://www.unemg.org/MeetingsDocuments/IssueManagementGroups/SustainabilityManagement/IMGMeetings/SustainabilityManagement2010IMG1/tabid/4008/language/en-US/Default.aspx

http://www.unemg.org/MeetingsDocuments/IssueManagementGroups/SustainabilityManagement/tabid/3971/languag e/en-US/Default.aspx

- b. The work related to GHG inventories and ER plans will be carried out over the summer. By involving other colleagues in the completion of the GHG inventories and ER plans, the IMG Focal Points will ensure that someone in the agency will be able to devote time to these tasks during the summer holiday period.
- c. The Help Desk will organize two on-line training sessions in June, focusing respectively on ER plans and the preparation of GHG inventories. For the training on ER plans, the Help Desk will explain the process and template for preparing the plans, introduce resources, and walk the audience through examples of existing ER plans. For the training on inventories, the Help Desk will show, with examples, how the inventory tool and flat file work, and also introduce the back-end tool for calculating and uploading the files.
- d. The Help Desk will conduct reviews of the aggregated results of the inventories and analyze recurrent trends in ER plans. However, the responsibility for the accuracy of the inventories rests with each agency. For this reason 'internal' quality reviews are strongly recommended before uploading the data.
- e. The first entry point of agencies looking for advice will be the on-line FAQ section on Greening the Blue³. This section will be progressively updated to include answers to questions that will be relevant for several or all the IMG Focal Points. Agencies are invited to look at the FAQ area before sending questions to the Help Desk.
- 7. Claudia Heberlein concluded by stressing the importance for IMG Focal Points to consider the close link between GHG inventories and ER plans. The GHG inventory will be the tool for agencies to identify where emissions reductions can/should be made and whether they have been achieved.

IV Agenda item 4: GHG Inventory

Presenters Shoa Ehsani and Ted Thrasher

8. Shoa Ehsani presented the updated data collection and inventory management tools.

a. Status of flat file and back-end tool

The data related to the agencies Green House Gas (GHG) emissions will be collected and processed using three complementary tools: the flat file, the ICAO air travel calculator and the back-end tool (office calculator and database). The first is a light spreadsheet with some minimum functionality that will be used for storing all data from travel and office related GHG emissions sources. The ICAO air travel calculator is used to calculate emission from business travel. The summaries from the travel calculator are entered into the flat file for upload to the back-end tool where all agency GHG data will be processed. The main difference between the first and second generation of data collection and management tools is that the flat file is now

³ www.greeningtheblue.org

decoupled from the calculator. This separation was necessary for two reasons: a) to reduce the size of the document and be able to send around the flat file with the information and b) to allow Focal Points to familiarize themselves with the flat file and start data collection as soon as possible even if the back-end tool will be available in August only. The complete and reviewed flat files can be uploaded directly on the UN data center in Brindisi where the back-end tool calculator will process data for both air travel and office emissions based on the flat file information. This system will immediately show the total emission inventory for each organization.

b. Update on ICAO calculator

The ICAO calculator will be used to calculate emissions from air travel only. Agencies will be requested to collect all their travel data, and include them first in the ICAO calculator. This will elaborate the data and allow agencies to include information related to their travel emissions as aggregated values into the flat file.

Version 2 of the ICAO calculator contains a few enhancements requested by EMG and IMG. The use of city codes as well as airport codes will be enabled to show departure, transit and destination points; an additional sheet will allow for the calculation of emissions from charter flights and UN operated fleet, lastly, if the exact routing of air travel is unknown, the calculator will suggest possible likely connections and the margin of error inherent in each choice. Nevertheless, to avoid important errors agencies are encouraged to introduce correct data and add their transit points. The direct use of city codes should make the data input more flexible and easier.

In the case of UN operated aircraft fleets where there are no airport codes (peace keeping operations, emergencies etc.) agencies can enter their fuel consumption as a means of calculating their emissions from these flights in the ICAO calculator.

c. Deadlines for delivery

Once Focal Points have finalised their flat file, they are given one week to upload it. Shoa Ehsani underlined that timelines agreed for the inventories are tight. He advised IMG members to start collecting data rapidly and be ready to upload the information when the back-end tool will be available. The ICAO calculator being available in the second half of June, agencies can already advance on their travel data collection. The back-end tool is now able to send an e-mail message to agencies if data have been entered wrongly. Agencies are given a period of two weeks to address potential errors. For assistance related to the inventories the agencies can contact the Help Desk. All deadlines related to the preparation of the inventories are illustrated in annex I.

d. Peer review process

In a change to what was agreed at the February 2010 IMG meeting in Geneva, SUN and the Help Desk will not arrange for external verification of inventories, partly because of lack of funding for this purpose, and partly because inventory management plans need to be established before a meaningful verification process can be proposed. Agencies are instead invited to organize internal quality controls of the data and compare them with the data from last year's inventory.

e. Translation of tool

The tool and the related Guidelines will be available in three languages. UNEP has provided for English and Spanish. UNV volunteered to assist in organizing translation into French.

f. On-line training dates

The on-line training for the GHG inventory will be organized on 15 June. The training will focus on the use of the flat file and will provide hands-on instructions on how to populate it.

g. Boundary issues:

The group discussed various issues related to the boundaries of the data to be entered in the flat file:

- i. <u>DPKO's travel data.</u> DPKO travel related emissions have two main sources. One is the travel of staff for missions and the other is the travel related to the transport of peacekeeping military forces. The latter constitutes the vast majority of DPKO travel associated GHG footprint. DPKO reported that at the moment it is technically difficult to disaggregate the two data but in the future they would like to be able to do this. Hence, they shared with the group their decision to continue reporting on the two together until a methodology is available to separate the data on the movement of staff from the one related to the travel related to military operations. This decision will need to be validated by the EMG as military travel goes beyond the boundaries agreed by UN agencies for the GHG inventories.
- ii. <u>Freight and transport</u>. Freight for UN includes everything from individual parcels to large humanitarian assistance shipments. Freight is considered scope 3 in the Greenhouse Gas Protocol and so it does not have to be reported unless the equipment is leased or owned by the UN agency (in this case it is reported directly in the flat file).
- iii. <u>Frequency of reporting</u>. The issue was discussed to respond to the UNESCO proposal to reduce the frequency of the inventories from annual to biannual. According to SUN experience and experts in the field, biannual GHG inventories are not a common practice and the UN Climate Neutral Strategy demands annual inventories. For this reason the group agreed to defer the discussions and a possible decision in this regard to the next EMG meeting in November 2010.
- iv. <u>Large duty stations</u>. In large duty stations energy purchasing is managed by one central body (like UNON, UNOG etc.). In these cases the question arises as to whether the data should be collected by the central purchasing entity or divided proportionally among the users. The group concluded that reporting has to be made by each agency, reporting on their proportional share. However care should be taken that the reporting of shared utilities should not be made by both agencies and the central body to avoid double-counting. In the case of the Nairobi duty station for instance, reporting is made by UNON for all Nairobi based agencies but each of these is provided with its proportional share.
- v. <u>Inclusion of gas boilers</u>. IFAD requested advice on where in the flat file combustion from bas boilers should be included. Niclas Svenningsen explained that any heat that the

agency produces on its own will be called 'stationary combustion'. Alternatively agency can include the gas boilers under the category of 'purchased steam', and choose natural gas as fuel of choice/ default if the type of fuel used is unknown.

vi. In regard to <u>Refrigeration and Air Conditioning</u> (RAC) proxy, UNDP asked whether a proxy for RAC gases for the office will be available. Shoa Ehsani explained that proxy is already included in the flat file and uses the "area of premises" as input. Nonetheless UNEP will make the proxy available

h. Verification of inventories

The original plan of the Climate Neutral IMG in 2009 (this has now become the Sustainability Management IMG) was to assure the credibility of the inventories by hiring a verifier in charge of auditing the data from randomly chosen agencies. This solution is not practicable at the moment for lack of funds. Shoa Ehsani proposed that a first viable step for agencies to move towards verification would be for each agency to draw an Inventory Management Plan (IMP). An IMP defines (and helps report) how the inventory data are collected, what boundaries have been observed, what should be done in case of missing data etc. The group agreed that before the end of the year, all agencies should have communicated their IMP. To help agencies in this, the UNEP IMP will be put on-line as an example.

i. Report from Radiating Force Index (RFI) workshop

Emissions from aircraft at altitudes have impacts on the climate based on two factors: clouds/contrails and gaseous emissions of GHGs. The effect of these is complicated and difficult to model: for example clouds/contrails are known to cool during the day and heat at night. These additional effects from the operation of aircraft transport has been captured as a Radiating Force Index the phenomenon is more accurately referred to as "non-CO2 effects" from air travel. Depending on the situations, these effects can more than double the emission calculations of a flight. The EMG has requested UNEP, ICAO, IPCC and a group of world class scientists to look into non-CO2 effects and to suggest whether or not they should be taken into account while calculating the UN inventories. Given the political and scientific implications of UN making such a choice and the lack of mature science behind this phenomenon, several options will be presented to the EMG to make a decision on this issue. SUN expects that in the next few years the UN will not make use of a multiplier for its flight emissions until the science behind these issues is clearer.

V Agenda item 5: Emissions reductions

Presenter: Inhee Chung

- 9. Inhee Chung presented the latest version of the draft Emission Reduction (ER) Plan template. According to the template the key elements an ER plan should include are as follows:
 - a. Statement from the head of the organisation
 - b. Introduction/background

- c. Environmental governance in the organisation
- d. Overview of current emissions (2008 baseline) and forecast of emissions based on planned activities
- e. Emission reduction target (based on per capita reductions or KPI)
- f. Organisation's approach to reducing emissions (include table of top five actions add more details)
- g. Measures to reduce other sustainability impacts (link to UN Global Compact and MEAs)
- h. Resourcing /funds
- i. Communications
- 10. Focal Points are requested to provide details under each key activity. Inhee Chung highlighted how the template has space to describe measures to reduce other sustainability impacts such as water, waste, or procurement. She stressed that while links to procurement are necessary, this is a very sensitive issue. It will therefore be up to each organization to determine how to approach procurement as a component of the ER plan.
- 11. The group discussed the need for targets or performance indicators to be provided by the ER plans. No decision however was made on whether or not all agencies should define specific emission targets or what should their level of ambition be and so this issue is left to each agency to define.
- 12. The group also agreed on the importance of the inclusion of financial and human resources needed to achieve the targets. ER plans should include this kind of data (including expected savings) as this will help the ER plan to be well received by management and ultimately approved.
- 13. Organizations are expected to develop ER plans during July and August and to submit them to the Help Desk for a peer review process. In practice, each ER Plan will be reviewed by two IMG members. The Help Desk will give advice on such process and help in 'matchmaking' if needed.
- 14. Inhee Chung clarified that by 15 August the draft ER plans have to be submitted to the Help Desk. After a first review, the Help Desk will hand the ER plans to UNEP on 1st September. The overall purpose of reviewing draft documents so early is to enable the Help Desk and SUN to analyze overall trends and challenges in agencies' emissions reduction efforts in view of a report to be presented at the sixteenth Conference of the Parties (COP) under the United Nations Framework Convention on Climate Change (UNFCCC) which will take place in Mexico in early December 2010 (see point XII, b.).
- 15. The group requested that examples of ER plans are made available. So far the only plan available is UNEP's which can be downloaded from the Greening the Blue website⁴. UNFPA's climate neutral strategy is available can be shared once it is cleared by their

⁴ http://www.greeningtheblue.org

management. UN FCCC may approve its plan before December. Others will be made available as they appear.

- 16. Inhee Chung talked the Focal Points through the SUN tools and information available. These include:
 - a. Kick the Habit
 - b. Moving Towards a Climate Neutral UN
 - c. Guide to Emissions Reductions in UN organizations
 - d. Greening the Blue (case studies)
 - e. Energy efficiency in buildings
 - f. Climate friendly buildings and offices
 - g. Green meeting guide
 - h. Distance working Sustainable procurement resources
 - i. Sustainable travel

All these publications are available on the Greening the Blue website.

Second day : 27 May 2010 14:00 - 16:00

VI Agenda item 6: Communications and outreach

Presenter: Imogen Martineau

- 17. Imogen Martineau went through the Greening the Blue (GtB) website which will be formally launched on 4 June 2010⁵. The content of the website will be varied. It will showcase the work that's already going on across the UN to make it more sustainable, advises staff on how they can be more sustainable in their work and sets out the UN's sustainability ambitions for the future.
- 18. The audience for the website is all UN staff, as well as external audiences with an interest in the UN's sustainability performance. The GtB contains a Focal Point area with information about the IMG (ToR, List of members etc.). Full details of all the IMG meetings will remain on the EMG website⁶. The Sustainable UN pages of the EMG website have been shut down.

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⁵ http://www.greeningtheblue.org

http://www.unemg.org/MeetingsDocuments/IssueManagementGroups/SustainabilityManagement/tabid/3971/languag e/en-US/Default.aspx

- 19. GtB is where IMG Focal Points can get inspiration and showcase their work as part of a big green team. Focal Points are invited to contribute and also to ensure the information related to their respective agencies is correct.
- 20. In anticipation of the imminent launch, Imogen Martineau invited all Focal Points to contribute to the dissemination of the site and ensure the web-site is widely communicated within their agencies. She indicated that all necessary information, posters, screen savers and other communication material would be on the web site. Focal Points committed to support the launch of the website and agreed to implement the launch plans proposed by SUN. Focal Points also agreed to report back to Imogen Martineau the launch activities undertaken in their organization.
- 21. Imogen Martineau also informed the group that SUN applied to the UN 21 Award on behalf of the IMG members.

VII Agenda item 7 Offsets

Presenter: Lova Andre'

- 22. Lova Andre' illustrated the concept of offsets and presented the main conclusions of the working group on offsets:
 - a. Emissions reductions and offsets can be practiced at the same time but emission reductions should be the priority in each organization.
 - b. Offsets procured by the UN should meet at least the criteria of the Clean Development Mechanism (CDM); be independently priced; be delivered and retired within no more than 12 months from signing the contract; be provided from older vintage (generated no earlier than 2 years before issued) or be provided with an insurance; be registered CER retirement with CDM.
 - c. There is no evidence that central purchasing of offsets would be a good option. Nonetheless it could bring to some time and resources saving and may be worth looking into more closely. Those organizations interested in jointly procuring offsets can already do so under UN procurement rules.
 - d. The group recommends that all UN organisations start offsetting by 2013, but that flexible approach is accepted, e.g. that an organisation may choose to offset only for emissions related to its headquarters.
 - e. The working group on offsets will present to EMG a document summarising its recommendations to be forwarded to EMG/CEB.

23. Some agencies asked for examples of offsetting tenders and Lova Andre' confirmed that a guide for offsetting with examples from some agencies will be made available at the EMG website.

VIII Agenda item 8. Sustainability Management Systems

Presenter: Niclas Svenningsen

- 24. Niclas Svenningsen updated IMG members on the working group on Sustainability Management Systems (SMS). The working group defined its Terms of Reference and analysed the UN Global Compact principles and the reporting standards from the Global Reporting Initiative (GRI) to extract elements that might be included in a simple model for UN organizations to use.
- 25. Although the EMG requested to put forward a recommendation for a UN model of SMS by 2011 only, the working group is committed to advance some preliminary conclusions to the EMG meeting in November 2010 already.

IX Agenda Item 9 Sustainable Procurement

Presenter: Isabella Marras

- 26. Isabella Marras summarised the work carried by the Sustainable Procurement (SP) working group chaired by Ms Caroline Lepeu. Currently a small group of UN agencies are working with the High Level Committee on Management (HLCM) Procurement Network on SP. These include: UNOG, ITC, ILO, UNOPS, UNDP and UNEP.
- 27. The work has focused on practical guidance such as training and production of sustainable products/services criteria. She highlighted that the biggest challenge in this field is the need to convince the General Assembly (GA) to approve the concept of SP. A number of member states are not in favour of SP in the UN because they fear developing countries suppliers would no longer be competitive in the UN market if strict SP policies are adopted. Agencies that do not depend directly from the GA and whose governing bodies have encouraged corporate sustainability do not have these limitations. Nonetheless a negative GA decision on SP risks having negative consequences on all other agencies.
- 28. For the moment, the working group advances on development of practical guidance. A number of guidelines are available on the Greening the Blue website and more are being developed. Future plans for the SP working group include monitoring SP efforts in the UN, and finalising an online SP training module. Ms Marras invited IMG members interested in taking part in SP work and in hosting a SP training to contact her.
- 29. Inspector Inomata from the Join Inspection Unit shared with the group the findings related to SP contained in the JIU report on *Environmental profile of the United Nations System of Organisations* ⁷. According to the report notwithstanding some objections within the

⁷ http://www.unjiu.org/en/reports.htm

General Assembly - the GA Decision No. 54449 on 22nd December 1999, gives a clear mandate to international organizations to undertake SP for their own operations. The JIU report highlights however the fact that the impact of Sustainable Procurement on international trade has yet to be determined.

X Agenda item 10. Update from the EMG Secretariat

Presenter: Ingunn Lindeman

- 30. Ingunn Lindeman informed the group that the EMG has initiated a consultation process looking at ways of implementing a UN-wide common approach to environmental and social safeguards. The main difference between the work on sustainability management in UN and environmental and social safeguards is that the former focuses on the internal operations of UN (i.e. how we go about business within UN), while the safeguards are normally applied in UN's external policy making and projects. She announced that a consultative EMG workshop will be held on 24-25 June 2010, World Bank Group, Washington DC⁸.
- 31. Ingunn Lindeman also informed the group that the next EMG Senior Officials meeting will take place on the 3rd week of November, at a venue yet to be decided. The event will be close in time with the Committee of the Executive Board (CEB) meeting. The agenda will focus on the UN Climate Neutral Strategy and on the consultation process on environmental safeguards.

XI Agenda item 11: JIU Report on Environmental Profile of UN

Presenter: Isabella Marras

- 32. The UN Joint Inspection Unit report on *Environmental profile of the United Nations System* of Organisations⁹ was released in 2010 and provides an analysis of the current environmental practices in the UN. The report addresses a number of policy recommendations to the GA, to the CEB and to Heads of Agencies. The CEB asked EMG to collect comments from the IMG members to inform its reaction to the report.
- 33. Isabella Marras reported on the process of comments collection from the IMG members. These all included an appreciation of the report's recommendations. In particular:
 - a. Need for high level official support (Secretary General and CEB).
 - b. Need for Heads of Agencies to put in place minimum common norms, standards and administrative and financial procedures that favour sustainability and to develop a common approach to sustainability management across the UN system.

⁸ http://www.unemg.org/Cooperation/EnvironmentalandSocialSafeguards/tabid/2895/language/en-US/Default.aspx

⁹ http://www.unjiu.org/en/reports.htm

- c. Allocation of further resources for sustainability within UN.
- d. Need for agencies to focus their efforts on emissions reduction and opt for offsets only as a second choice. The IMG also stressed that the joint purchasing of offsets by a central body as proposed by the report, would need a careful analysis.
- 34. Inspector Inomata from the JIU invited IMG members to read the full report and not focus on the recommendations only. In response to point d above, he underlined that using a central body for the purchase of offsets could save on broker fees and offsets costs.
- 35. Because of the limited amount of feedback received (14 comments) the deadline for feedback on the JIU report was extended to 4 June.

XII Agenda item 12: Any other business

Presenter: Niclas Svenningsen

a. Next IMG meeting

- 36. Niclas Svenningsen explained that IMG meeting venues are Geneva and New York, as these locations are where most UN organizations have their headquarters/ representation. The next IMG meeting will take place in NY before the EMG and CEB.
- 37. Confirmed dates: 28 29 Oct. 2010 (venue to be determined).

b. Input to COP16

38. The IMG agreed to present at the COP 16 (Mexico, November 2010) a report including overall data on inventories and UN Emissions Reduction plans. Compared to the 2009 report presented at COP 15, *Moving towards a Climate Neutral UN*, the 2010 report will focus on emission reductions and feature a trend analysis on where agencies will focus their emission reduction efforts. The 2010 report will be shorter and be complemented by a web section with more details of agencies' emission inventories.

c. Staff Changes

Niclas Svenningsen communicated to the IMG the forthcoming changes in the composition of the SUN team: Inhee Chung is leaving and will be replaced by Dominique Brief, Lova Andre (the Focal Point for UNEP) will also be leaving and Jacob Kurian will start focussing more on the GHG inventory.

d. IMG timelines and deadlines

Before closing the meeting, Niclas Svenningsen summarized the timelines and responsibilities agreed by the IMG for the forthcoming months. The complete work plan is available as Annex II

XIII Agenda item 13 Conclusions/highlights

Presenter: Niclas Svenningsen

Agenda item 2:	IMG Work plan confirmed.
Agenda item 3:	Trainings to take place on 14 June (ER) and 15 June ¹⁰ (Inventories). Zoï net will contact Focal Points right after the trainings.
Agenda item 4:	UNEP to send flat file and ICAO calculator in mid June with instructions and back-bnd tool in August.
Agenda item 5:	Agencies to draft Emissions Reduction plans early enough to go through a peer review and to deliver to Help Desk by 15 ^t August.
Agenda item 6:	Greening the Blue to be launched on 4 June: Focal Points to assure widest possible dissemination in their agencies.
Agenda item 7:	Working group continues to elaborate a recommendation on the purchase of offsets.
Agenda item 8:	Working group to continue to develop a common model for SMS
Agenda item 9:	Need to address questions from member states Focal points can express interest for training and participation in tools development
Agenda item 10:	Next EMG meeting will focus on Sustainability Management and environmental and social safeguards and will take place around 3 rd week of November
Agenda item 11:	Deadline for comments postponed to 4rth July.

¹⁰ This date has been confirmed after the meeting

Annex 1: Work plan

IMG on Sustainability Management

Tasks & Timelines for 2010

What	When	Who
IMG.2 meeting (on-line)	26-27 May	All
Launch of Greening the Blue	4 June	All
FAQ section posted on website (will be updated regularly)	8 June	SUN/Helpdesk
Flat file available	1 June (English) 15 June (French & Spanish)	SUN/Helpdesk
Online training session on emission reduction (ER) plans	14 June (14:00-16:00 CET)	All
On-line training session on GHG inventory	22 June (14:00-16:00 CET)	All
Time for elaborating ER plans and working on GHG Inventory	June-July-mid August	IMG members
Peer review of ER plans	First half of August	Selected IMG members
Draft ER plan submission to Helpdesk	15 August	IMG members
Helpdesk ER review period	August	Helpdesk
Internal review of inventory	16-31 August	IMG members
Inventory tool available	1 September	SUN
Time to check inventory errors electronically	8-22 September	IMG members
Helpdesk review of files that have been approved by the system	23 September – 7 October	Helpdesk