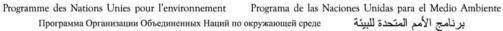


## UNITED NATIONS ENVIRONMENT PROGRAMME





联合国环境规划署

## Third Meeting of the Issue Management Group on Sustainability Management

## 28-29 October 2010, Cornell Club, New York, USA

### **DRAFT REPORT**

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### I. Background

- 1. The Issue Management Group on sustainability management (IMG) was created upon request of the 15th senior officials meeting of the Environment Management Group (EMG) held in New York on 23 September 2009 with the goal of bringing forward the existing work on climate neutrality and sustainable procurement and to develop a coherent approach to sustainable management in the United Nations system<sup>1</sup>.
- 2. A first Meeting of the IMG took place at the Palais des Nations in Geneva on 9-10<sup>th</sup> 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 UN<sup>2</sup>.
- 3. A second meeting of the IMG was held on 26 and 27 May 2010 as an on-line event attended by approximately 50 persons connected through telephone and internet. At this meeting, organisations discussed the timing for the development of the 2009 inventories, agreed on a common model for emissions reduction plans and discussed various other key issues. <sup>3</sup>
- 4. The progress of the IMG and a proposal for a work plan for 2011 and 2012 was discussed by the Senior officials meeting of the EMG on 21 September in NY. The meeting welcomed and commended the progress achieved by IMG, and provided the following directions for its continued work:
  - a. Given the ongoing nature of the work of the IMG, the meeting decided to extend its timeperiod until the end of 2012;
  - b. In view of the need to anchor sustainable management in intergovernmental processes and in the internal management and operational structures of the UN system, the meeting requested the IMG to continue its work and to report this to the Senior Officials EMG meeting in September 2011 as part of a Strategic Plan for Sustainable Management in the UN system;
  - c. The senior officials also noted that the work of the IMG on sustainable management in the UN and the work of the EMG consultative process on environmental and social safeguards framework in UN are complementing each other, and that the two processes should seek to coordinate their input to the UN CSD process.<sup>4</sup>

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/language/en-US/Default.aspx

 $<sup>^1\,</sup>http://www.unemg.org/MeetingsDocuments/EMGSeniorOfficialsMeetings/2009/tabid/1330/Default.aspx$ 

<sup>&</sup>lt;sup>4</sup> http://www.unemg.org/MeetingsDocuments/EMGSeniorOfficialsMeetings/2010/tabid/5027/Default.aspx

- 5. The third meeting of the IMG took place on 28-29 October at the Cornell Club in New York (USA). The meeting gathered over 70 people shared between face to face and on-line participants. The main objectives of the meeting were to:
  - a. Take note of the results of the EMG senior officials meeting and the implications for the IMG:
  - b. Review the work done on the inventories for 2009 emissions of Greenhouse gases (GHG) and consider the challenges of the second generation of inventories that agencies have been requested to implement;
  - c. Present the most recent developments in various IMG streams of work such as E-communications, travel policies, facilities, procurement, communications, the second edition of the "Towards a Climate Neutral UN" and discuss way forward for each stream;
  - d. Provide the group with an overview of the trends emerging from the first Emission Reduction Plans that have been communicated to the SUN team, analyse the difficulties agencies are facing in the drafting of the plans and ways for SUN to help them
  - e. Discuss the recommendations of the Working group on the procurement of offsets and consider whether the guidance materials proposed by the group can be endorsed by the whole group and communicated to the EMG and the CEB;
  - f. Present the Umoja project for the development of the future UN secretariat Enterprise Resource Planning (ERP) system and establish a collaboration between the Umoja team and the IMG for the development of sustainability management systems and the reporting requirements therein;
  - g. Train Sustainability focal points on the basic rules for a successful communications in view of the forthcoming presentations of the Emissions Reduction Plans to high level management and / or possible internal campaigns on sustainable office behaviours and sessions with high level management

This report of the event will focus on the decisions taken by the group. The background materials, agenda, presentations, and other support materials are to be found on the Greening the Blue and on the EMG website<sup>5</sup>. A special table has been made available on the password protected pages of Greening the Blue with all follow up actions decided by the group and the IMG member responsible.

http://www.unemg.org/Meetings Documents/Issue Management Groups/Sustainability Management/IMG Meetings/Sustainability Management 2010 IMG3/tabid/6187/Default.aspx

<sup>&</sup>lt;sup>5</sup> www.greeningtheblue.org and

### First day: 28 October 2010 9:30 - 16:30

# **II.** Agenda item 1: Opening of the meeting, introductions and adoption of the agenda Presenter: Niclas Svenningsen

6. The agenda of the meeting was presented and adopted by the IMG;

# III. Agenda item 2: Update of outcome of EMG Senior Officials Meetings in New York 21 September, and implications for IMG ToR and work program

Presenter Niclas Svenningsen and Ingunn Lindemann

7. **Discussions**: the group discussed in particular the request from the EMG to expand the initial task of delivering a simplified model for sustainability management systems that could be applied to UN organisations to a strategic plan on sustainable management for the UN. Some of the UN organisations have already discussed and piloted environmental management system; however what the EMG is proposing is to seek a wider recognition of the need for the UN to systematically manage its operations, its administrations and buildings in a more sustainable manner. To do that, and to mobilise the necessary resources a clear mandate from member states is needed as well as a well structured strategy on how measures such as environmental management systems, reporting and safeguards for projects can be included in the existing operating structure of the system.

#### 8. **Decisions**:

- a. The IMG will ensure that getting a mandate to continue work on SMS /IMG is part of whichever strategy we develop for the future (training, climate offsets, procurement etc.);
- b. SUN to explore how sustainable management has been introduced in other sectors than UN where this makes sense
- c. In drafting the Strategy, SUN will ensure that a closer collaboration is established with the IMG on safeguards;
- d. A first draft strategy will be presented in March 2011 at the next meeting of the IMG (IMG4).

# IV. Agenda item 3: Feed-back session: review of activities to date and lessons learned Work in groups

- 9. **Discussions**: The aim of this session was to give the IMG Focal Points the opportunity to reflect on the year to date, identify what went well, what could have been better, what lessons have been learnt and what actions (if any) are required. The exercise, ground rules and timings were explained and supervised by the facilitator Imogen Martineau. The delegates worked in groups and presented their main conclusions to the plenary.
- 10. The main points emerging from the working groups were as follow:
- a. The work of SUN and the GHG helpdesk is appreciated, the advice is timely, the guides are useful and the IMG members are grateful with the assistance provided;

- b. The IMG members are pleased with being involved with the inventories a 2<sup>nd</sup> time round, but presented few negative remarks:
  - i. The exercise is very burdensome for large organisations with offices all over the world:
  - ii. Once data is uploaded, they are unable to view the results and identify mistakes immediately.
  - iii. The planning proposed by SUN allows less time for quality checks.
  - iv. The second generation of inventory tools and the ICAO calculator does not fully reflect the inputs given by IMG members after the first years' exercise.
- c. On Emission reduction strategies:
  - a. Most organisations could not deliver their emissions reduction strategy of time. This was because of the overlap with heavy work load imposed by the inventories.
  - b. The acronym of Emission Reduction Plans (ERP) is conflicting with Enterprise Resource Planning. The group agreed on: Emission Reduction Strategies (ERS);
- d. IMG members need senior management involvement and support. While the heads of agencies seem to be interested in honouring the commitments made at the CEB, the senior managers are often not informed or interested enough to devote resources, or simply be morally supportive. Organisations need one senior level champion that takes the challenge on himself.
- e. The Greening the Blue website is an excellent tool to know more about what happens in the system and to work as a group. Updates should be regularly communicated to the group;
- f. More targeted training for different levels and functions is needed. In this regard the groups developed the idea of a mandatory training for UN system staff;
- g. SUN is encouraged to communicate more about its work, the delays, the challenges it faces and the changes in staff; a more regular communication will keep the momentum high in-between meetings and it will also allow IMG members to help the SUN team and the Help desk in case of difficulties;
- h. Increased interaction within the IMG is also needed. SUN has a decisive role in initiating coordination issues and working groups;
- i. The groups proposed also a system to keep track of the suggestions made in the meetings and the actions taken to respond to these,
- 11. **Decisions**: a number of decisions were made in response to the discussion that emerged after the feedback session. These decisions were further developed in the course of the meeting and are reported under the relevant items that follow.

## V. Agenda item 4: Update on GHG inventory & reporting. Outlook for 2011.

Presenter: Jacob Kurian

12. **Discussions**: the group proposed SUN to have a more inclusive consultative process when developing new tools or applications. IMG members offered SUN help in providing experience, sharing practices, helping with difficulties or tools development. IMG members also welcomed the fact that, for 2010 data collection, the same tool as for 2009 will be applied as coming up with new systems every year creates confusion and delays.

#### 13. **Decisions**:

a. For the 2009 inventory, IMG members have time until mid November 2010 to upload data and can then conduct error management until 15 December 2010;

- b. On Inventory Management Plans (IMP), SUN will provide a template for the IMG members. By 30 November 2011 all organisations need to have developed their own IMP;
- c. The group agreed to use the same inventory system until a fully developed web-based system will be proposed by SUN. Hence, the inventory for 2010 data will be done following the same system as for the 2009 inventory;
- d. The ICAO calculator will be updated to provide proxies for non direct flights in case of missing information on the actual route;
- e. ICAO will advice on whether and how the ICAO calculator can be shared with organisations outside the UN:
- f. SUN will upload the report on the workshop on non-CO2 effects and Radiative Force Index (RFI) (Montreal May 2010) for air travel on the password protected pages of Greening the Blue;
- g. Wherever possible, Focal Points will include in the inventories more precise data on business premium class travel including not only the number of flights, but also their share of km and CO2 emissions;
- h. SUN will organise a meeting for the IMG before the 1st of December to
  - i. sort out grey areas in the inventory system (Montreal protocol gases, etc.);
  - ii. Agree on a consultative process for the continuous development of inventory systems.

## VI. Agenda item 5: Linking global sustainability with UN's in-house sustainability work Presenter: Janos Pasztor

The session was cancelled due to a last minute commitment of Mr Pasztor.

# VII. Agenda item 6: Update on work on a common approach to Sustainability Management Systems in UN

Presenter: Niclas Svenningsen

14. **Discussions**: the concept of Sustainability management systems (SMS) is not clear to every member of the IMG and training on SMS may be required to ensure the group has the same understanding of the concept and its applications.

The development of the Strategy for Sustainable management in the UN also offers the occasion to consider the long term sustainability of functions that are today performed by IMG and SUN. IMG members reiterated that without a support system it would be extremely difficult for organizations to go ahead on their own. A possibility is to move towards something such as the HLCM functional networks or –in any event- consider them as an example: being linked to the Chief Executives Board, these networks have top level support.

The SMS to be proposed will also need to be closely linked to the current development of the Umoja system. Whatever indicators of performance the SMS will have, they will have to refer to data that exist in the ERP data collection system that Umoja is about to develop. The group agreed that Global Reporting Initiative and Global Compact provide excellent guidance

While a sustainable management strategy is discussed at higher level, organizations willing to advance on SMS should be very humble with their with the first SMS goals, be very practical and build on small steps.

#### 15. Decisions:

- a. The SUN team will organize an introductory training for IMG FP's on Sustainability Management Systems
- b. The SUN team will revive the Working Group on SMS with a mandate to develop a strategic plan for sustainable management in the UN system. A first proposal for SMS will be shared with the IMG in March 2011, with the aim of presenting the final proposal to the EMG in September 2011.

The group will focus on the following:

- i. Continue and finalize work started on a model for a common sustainable management system itself
- ii. Identify what functions for an SMS are essential in each individual organization and for all organizations jointly
- iii. Propose how (in what form) these can be maintained and how they can be resourced. In relation to this a research on how existing HLCM networks started and are financed will be carried out.
- iv. Suggest practical steps to implement the strategic SM plan

# VIII. Agenda item 7: Sustainable Procurement, Update on General Assembly discussions and next steps

Presenter: Isabella Marras

16. **Discussions**: the discussions revolved around the difficulty to "make the business case" for Sustainable Procurement (SP) and convince government and sceptical managers that SP is good procurement and not a disguised trade barrier. The GA discussion is key to provide SP with a political mandate but it is not critical for other agencies than the UN to go ahead with it.

The group looked at different ways of improving communication about SP and overcoming the misunderstandings that the concept seems to cause sometimes. Ensuring that SP is included in the concept of "Best Value for Money" for instance would allow looking at factors other than cost. Another example is the case of UN Peacekeeping operations: developing country governments raised no objections to the purchase of more environmentally friendly products because the health impacts of the peacekeepers have to be addressed. Safety is also very important, whereas environment alone is not a key driver

JIU is now doing a review of procurement practices. Sustainable procurement will be analysed in this report and this could provide an occasion to look at the concept again with a different angle.

17. **Decisions**: no specific decisions were made. UNEP will keep the IMG informed on the evolution of the discussion within the General Assembly and on the tools available on SP.

Second day: 29 October 2010 9:30 - 17:30

#### IX. Agenda item 8: Updates from working groups and focus areas:

#### A. Facilities

Presenter: Dominique Brief

18. **Discussions**: The discussions on facilities revolved mainly around greening of common premises: many UN offices share premises and yet have to report separately and do Emission Reduction Strategies separately. Some IMG members proposed SUN to look into these cases and find solutions that could reduce the work and facilitate synergies. For many, guidance on Green Leasing would be useful as well as guidance on retrofitting. In the case of Green leasing it is important to involve legal experts from the start.

A coordination group on common premises exists already, it is composed by large field agencies such as WFP, UNFPA, UNDP, UNICEF, and is led by the administrative services division of UNDP. IMG members suggested that SUN connects to this group to capture all the country offices. SUN will be working with DPKO and DFS on the Greening of buildings in peacekeeping operations. The experience gained there (also in relation to common premises) could probably apply to other field operations.

Several IMG members also asked SUN to set up a roster of experts on various areas related to buildings such as energy audits, green building experts, etc. The UN system already benefits from existing rosters of vendors registered on the UN Global Market Place. This provides the possibility for IMG and SUN to create the requested rosters without duplication and within existing tools of information exchange.

#### 19. Decisions:

- a. Continue cooperation with INFM to develop best practice performance guidance for UN facilities (e.g. minimum standards for UN facilities; samples of 'common service' MOUs)
- b. Support common action with Canton of Geneva on greening UN facilities in Geneva
- c. Develop standard Green Lease for rental agreements
- d. Organizations with many field offices to jointly review how inventory data and ERS Implementation can be coordinated in shared offices. Report back to IMG4.
- e. Build rooster on energy efficiency service providers in UN Global Market Place

#### B. Travel

Presenter: Niclas Svenningsen

20. **Discussions**: different opinions on ways to reduce emissions from Travel were shared. Not every participant agreed on what would be the best ways to reduce travel emissions and in particular whether or not business travel should be eliminated, or at least reduced. The group agreed that the issue needs a further analysis and that an analysis on travel policies and acceptable ways to reduce the travel footprint should come from within the UN Interagency Travel Network (IATN). To this end, SUN will see if and how HLCM can

be engaged to make a formal request to IATN to carry out such a study. SUN will also request JIU to make a study on travel since JIU already expressed interest in looking into this subject.

#### 21. Decisions:

- a. Propose HLCM to request IATN to conduct a study on options and needs for reviewing travel policies in light of sustainable travel.
- b. SUN to invite IMG members to define Terms of Reference for such study
- c. Request JIU to undertake an independent study in parallel.
- d. Share good sustainable travel practices on GtB

#### C. ICT and E-communications

Presenter: Shoa Eshani

- 22. **Discussions**: the question analysed was how (and whether) e-Communication can help reduce travel. Video conferencing can and is already being used as an alternative to missions. In most agencies however it also poses some problems related to capacity of staff, it requires important investments, and might not be easy to manage. The ICT community consider the upgrades necessary to ensure that skype- or audio-conferencing can effectively and visibly reduce travel, as matter of management and not as an ICT issue. Presently the use of telepresence, -the e-communication method of choice- is limited to 4 duty stations in the UN: New York, Geneva, Bonn and Nairobi.
- 23. **Decisions**: SUN will share the results of its ICT & e-Communications surveys and the IMG will discuss follow-up actions at its next meeting.

## X. Agenda item 9 : Review of trends and issues in ER plans submitted to date Presenter: Claudia Heberlein

24. **Discussions:** SUN and the group agreed in the course of the May 2010 IMG meeting that a synthesis with a trend analysis of various organizations ERS will be published on the second edition of the "Towards Climate Neutral UN" Report. In this regard, the group discussed the modalities to share their first draft Emissions Reduction Strategies (ERS) on the Greening the Blue site. Some IMG members expressed concern that unapproved documents are made public. SUN therefore will just communicate the trends and give a broad idea of what agencies are considering doing towards reducing emissions, no ERS will be singled out unless the organization approves it.

Many IMG members however are still hesitant to share their plans because they are not final or have not yet been presented to senior managers. In many cases budgets are the issue and IMG members and their managers will need to get the go ahead from member states. Endorsement from senior management or from the governing bodies is nonetheless vital to ensure ERS are appropriately and resourced implemented; the first step for IMG members is therefore to find out what level of endorsement is needed. Ideally the ERS should be finalized by 2011 and approved in 2012; it is however likely that many of the IMG members will need a longer time.

The group also agreed in reiterating in any relevant document that the ERS represent the way forward, and the work on Climate neutrality should not be confused with the inventories exercise and offsets.

#### 25. Decisions:

- a. To avoid confusions with the Enterprise Resource Planning (ERP), from now on the group will refer to ERS (Emission Reduction Strategy);
- Those organizations willing to do so will confirm by e-mail to the Help Desk that their draft ERS can be shared with the rest of the IMG on the password protected area of Greening the Blue;
- c. IMG members will ensure that the necessary strategy and procedures are in place to obtain the endorsement of their ERS by management or governing bodies so as to secure resources/ responsibilities for implementation. SUN will provide whatever support is needed to help agencies within the resources available.

## XI. Agenda item 10. Budgeting for Sustainability Investments

Presenter: Pasi Rinne

- 26. **Discussions**: The GAIA group has been commissioned by SUN to undertake a study of lessons learned from different cases of investments in sustainability in the UN system, to identify best practices, barriers and potential enabling actions. The report was presented with a recommendation to IMG to consider any further work in this area to be conducted in close cooperation with relevant HLCM networks and UN bodies. While IMG agreed that budgeting for sustainability investments is a major issue for IMG to address, it was expressed that IMG need time to digest the full report (which was only shared for the first time at this meeting) before any decisions on follow-up action can be considered.
- 27. **Decisions**: the current work load of the group does not allow for the moment to undertake more work on financing. SUN will share the recently released report "At a glance: Budgeting for Investments in Emission Reductions and Sustainability, Interventions at the United Nations" with the group in the password protected pages of Greening the Blue and the group will consider possible follow up actions at IMG4.

# XII. Agenda Item 11: Offsets: update and formal adoption of recommendations to EMG Presenter: Anne Fernqvist

28. **Discussions**: the IMG considered and commended the work of the Working group on offsets and in particular recommendation on offsets brought forward by the working group. In this regard, participants reiterated the importance to make clear within each agency that offsets are only a second option after emissions reduction and one that might not be acceptable to governing bodies in some organizations. Nonetheless, guidance on offsets is needed so those who can and want offset part or the totality of their GHG emissions can do so in a harmonised manner. The recommendation elaborated by the group includes some elements that are not yet acceptable to all IMG members such as specific deadlines for agencies to start offsetting or the mention that all agencies will do so.

The IMG could not come to an agreement at the meeting on a final text for the recommendation and suggested therefore that SUN proposes an amended version that takes into account the different needs and situation of the IMG members.

29. **Decisions**: SUN to propose slightly modified text for consideration and possible adoption by IMG4.

## XIII. Agenda item 12. Communications: - Greening the Blue and Senior officials involvement

Presenter: Imogen Martineau

- 30. **Discussions**: a number of different issues were discussed:
- a. A formal GA mandate remains a key issue and Rio+20 offers an opportunity to get supporting language into a resolution.
- b. The idea raised during the feedback session (agenda item 3) of a mandatory training on sustainability was further elaborated as well as the idea of creating an award aimed at keeping the interest high for "greening the blue".
- c. Finally, the group looked at the organisation of the UN leaders workshop. An event of this kind is important for most IMG members as a way to get the attention of Senior Mangers focussed on internal sustainability. The original concept has been revised from but SUN still intends to organise a one day discussion on the future of sustainability in the UN prior to the CEB meeting on 1-2 April 2011. Whether or not this will be feasible will be determined with the CEB and EMG in the next few weeks.

#### 31. Decisions:

- a. SUN will aim at organising the Senior officials workshop in Nairobi on 31 March (before CFB)
- b. A Working Group on Training is created with the goal of developing -by the end 2011-training modules for:
  - i. A generic introduction of UN's effort to improve sustainability and reduce climate footprint.
  - ii. A targeted training for decision makers on how to support/implement sustainability activities.

The Working Group will explore the possibility to engage the Advisory Board on Learning to make the two above mandatory training and look into funding options.

- c. SUN will look into criteria and options to establish Green Awards
- d. SUN will provide standard elements for a letter from sustainability focal points to heads of agencies, advocating for the provision of sufficient resources (human and financial) to advance work on inventories and ERS;
- e. SUN will explore the possibility for continuous Help Desk support to IMG members;
- f. The organigramme of SUN will be uploaded and kept up to date on the Greening the Blue website
- g. Each IMG member is responsible for reviewing and updating the information about thier agency on the Greening the Blue website
- h. The "Towards Climate Neutral UN" annual report will be shared with the members of the General Assembly 2nd committee members.

## XIV. Agenda item 13: Preparation of common report on UN's Climate Neutral Strategy Presenter: Imogen Martineau and Claudia Heberlein

32. **Discussions**: the proposed structure of the 2010 edition of the "Towards Climate neutral" Report was agreed by the group. Nonetheless the IMG members requested SUN to be regularly informed and more involved in the drafting of the Report as —even of the final result is excellent- they did not feel very much involved in the development of Greening the blue.

#### 33. Decisions:

- a. The IMG members will provide SUN with their input for the drafting of the report
- b. SUN will prepare a page on on the Greening the Blue website explaining, methodology for preparing inventories
- c. SUN will provide IMG members with a template for voluntary reporting on business class travel
- d. IMG members will update the Greening the Blue pages referring to their organisation. SUN will recycle old content if no new one is provided.

# XV. Agenda item 14: Integrating GHG inventory data collection into UN's ERP systems. Update on the Umoja project

Presenter: Paul van Essche, Ian Divers

34. **Discussions**: The Umoja project provides major opportunity to set the direction for ERP supported sustainability reporting in UN. The Umoja team invited IMG members to join and participate in UMOJA's Community of Practice to improve the sustainability aspect of the forthcoming ERP system. Similarly, the Umoja team invited IMG to provide comments on the "configuration document" which provides a series of sustainability indicators based on indicators provided by the Global Reporting Initiative. It is key that comments are provided within 2 months before the concept phase is closed including the provision of indicators on sustainable procurement. Further inputs would need to go through a formal process of approval, if it need to be considered

The participants' also discussed the opportunity to add the SAP carbon accounting software to the Umoja modules. If the latter is purchased it would be easier for the UN secretariat and peacekeeping to calculate GHG emissions. At the same time however, inventories need to be harmonised all across the system and efforts to have one common methodology have been important and are producing good results such as the work of the IMG and the Report "Towards climate neutral UN".

#### 35. Decisions:

- a. IMG members will engage actively in the Umoja Community of Practice
- b. IMG members will comment as soon as possible and in any case before the end of 2010 on the sustainability reporting requirements document shared by UMOJA in terms of completeness and level of priority for each indicator;
- c. SUN and the IMG will maintain dialogue with Umoja to reach a decision on the selection of carbon accounting software;

d. Identify plans for update/renewal of ERP systems in other UN organizations and propose that sustainability features are included in line with the ones that will eventually be selected for Umoja.

## XVI. Agenda item 15: Revised timetable and next steps, including time and venue for IMG4

Presenter: Niclas Svenningsen

#### 36. Decisions:

- a. The group agreed to hold the next meeting of the IMG (IMG4) on-line
- b. The meeting should allow participants to take stock of progress made of various issues but in particular to discuss the first draft for strategic sustainability plan. A proposed date is 10 March 2011.
- c. The fifth meeting of the IMG (IMG5) will be face-to-face and take place before the summer break to allow IMG members and SUN to finalize whatever materials and recommendations need to be presented to the September 2011 meeting of the Senior official of the EMG.
- d. The proposed venue for the IMG5 is Rome

### XVII. Agenda item 16: Training session on internal communications

Presenter: Imogen Martineau

37. The session focussed on strategies and techniques to communicate in house about sustainability. The key lessons are related to the importance of understanding first and foremost who is the target audience for whatever message the IMG members want to get across and then to adapt the message to the language of this target audience.

### XVIII. Agenda item 17: Summary and closing of the meeting

Presenter: Niclas Svenningsen

38. **Discussions**: the list of action points and decisions emerged from the two days of discussions were presented and accepted by the group.

#### 39. Decisions:

- a. SUN team to send IMG members a report for comments 2 weeks after the meeting
- b. SUN to create an action sheet illustrating all the commitments made in IMG3 meeting and the status of implementation.