



### Introduction

The following document provides a detailed overview of the project's objectives and scope. It outlines the key areas of focus and the expected outcomes of the initiative.

- The primary goal of this project is to enhance the efficiency of our internal processes.
- A secondary objective is to improve the quality of our customer service.
- The project will also aim to reduce operational costs and increase overall productivity.

### United Nations

The United Nations is an international organization that promotes peace, security, and cooperation among its member states. It was established in 1945 and has since played a central role in global affairs.

The organization's main purpose is to maintain international peace and security, to develop friendly relations among nations, and to promote economic and social progress. It achieves these goals through various mechanisms, including the Security Council, the General Assembly, and the Secretariat.

Mr. Chairman,



I have the honour to speak on behalf of the European Union and its Member States

The Candidate Countries the Republic of North Macedonia\* Montenegro\* Serbia\* and Albania\* the



arbitration support for consultants and individual contractors, noting that OLA considers remedies available to non-staff members are sufficient.

Mr. Chairman,

4. We thank the Secretary-General for his report on the activities of the Office of the United Nations

~~Ombudsmen and Mediation Services. We wish to state in our report that the Office's~~

crucial element of the system of administration of justice since all possible use should be made of the informal system in order to avoid unnecessary, costly litigation. We emphasise again the principles of independence, neutrality, confidentiality and informality which must guide the work of the Office. We stress the importance of multilingualism within the Office's ombudsmen and mediators which