



United Nations Educational, Scientific and Cultural Organization  
Organisation des Nations Unies pour l'éducation, la science et la culture

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**The Assistant Director-General  
for External Relations and  
Cooperation**

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Sir/Madam,

The use of information and communication technologies in UNESCO has grown considerably in recent years, both within the Secretariat and among the permanent delegations of the Member States. The Administration has endeavoured to facilitate and coordinate that growth by providing users with the necessary tools, coordinating them as required and ensuring that they function smoothly. We have thus far tried to ensure that the permanent delegations benefit widely from the facilities that have been installed and developed within the Secretariat, particularly electronic mail facilities and access to the Internet and Intranet.

As a result of the development of these tools and their role in everyday work, the Organization, like many other agencies, has had to draw up directives for staff on their use. Rather than administrative rules, these are primarily ethical standards that are recommended for implementation. A "code of conduct" (Directives for the use of information and communication technologies in UNESCO) was thus published in March 2004 (<http://intranet/ict>). You will certainly consider it useful to read those directives: they do in fact constitute a useful frame of reference for the permanent delegations regarding the use of the technologies that the Organization places at their disposal, it being understood that all users must observe the standards governing the use of those technologies and facilitate optimum network administration.

In this regard, allow me to draw your attention to the electronic mail facilities in particular. In a diplomatic and multicultural organization like UNESCO, messages exchanged among permanent delegations and between them and the Secretariat must be guided above all by the principles of care and discretion to avoid making the Organization legally accountable to third parties for information disseminated through its network, for which the issuing delegation alone is responsible. Such messages must, of course, be consistent with the Organization's ideals: that is the guarantee of the respect that the States' representatives owe to each other.

... / ...

To all Permanent Delegates to UNESCO

These principles must particularly apply to **messages that a delegation sends simultaneously to a large number of UNESCO users (distribution list)**. The content should relate to the Organization's action, the Member States' activities in the Organization's fields of competence or activities carried out within the purview of the Organization by representatives of Member States. Lastly, care must, of course, be taken to ensure that messages for dispatch are compatible (length, format, number of simultaneous addressees, etc.) with the Secretariat's technical capacity, as messages overloading the network cannot be processed.

Should any problems arise concerning the application of the directives by the permanent delegations, the Sector for External Relations and Cooperation might have to contact the delegations concerned in order to find appropriate solutions. I am sure that I can rely on your cooperation in this regard, for which I thank you in advance. Our joint efforts will benefit the entire Organization. My colleagues and I are, of course, at your disposal for any improvement that might prove useful in the light of your experience.

Please accept, Sir/Madam, the assurances of my highest consideration.

A handwritten signature in black ink, consisting of a series of loops and curves, positioned above the name Ahmed Sayyad.

Ahmed Sayyad