

**UN**   
environment  
assembly

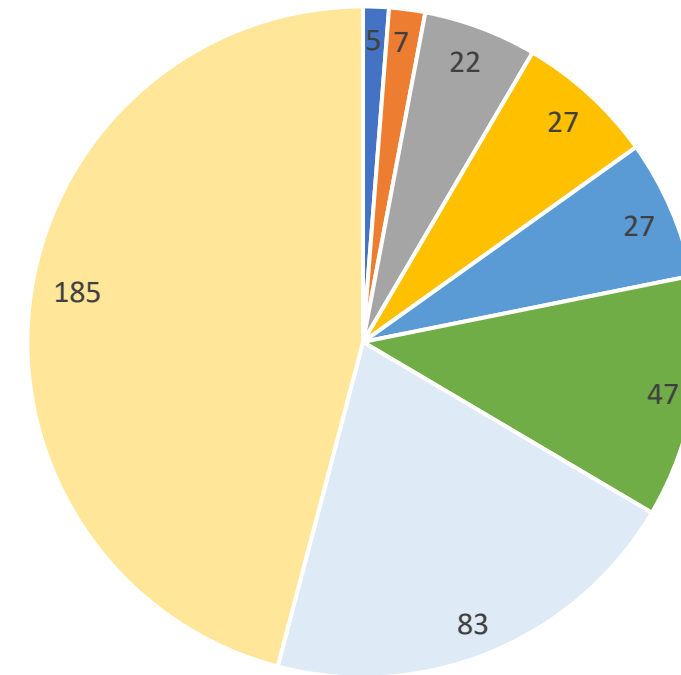
Act #ForNature

# Results: UNEA-5.2 Feedback survey





Sent to **5,000 registrants**  
Responses **411 (8.22 %)**  
Period: **11 – 18 March 2022**

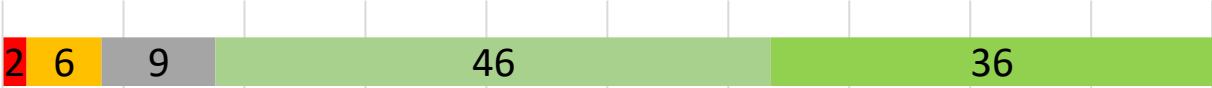


- Other UN system Agency Representatives
- Invited Speakers
- Inter Government Organizations
- UNEP Staff members
- Media
- Others
- Major Group representatives
- Delegate/ Member state representatives

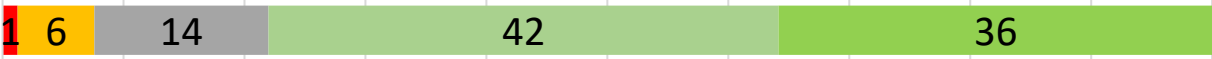


# UNEA-5.2 and its outcomes (%)

Parliamentary documents (i.e. agendas, reports, draft resolutions and decisions, etc.) were issued on time



The negotiations of the Committee of the whole were well organized in terms organization of clusters, time and facilities.



The negotiations during the OECPR week were well organized in terms organization of clusters, time and facilities.



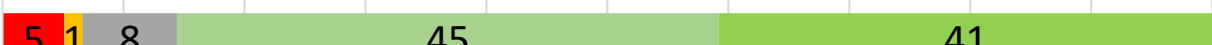
The Multi-stakeholder dialogues were interesting and useful.



The flagship side events were interesting and useful.



The Leadership Dialogues were interesting and useful.



I will recommend attending UNEA to a colleague.



UNEA carried out its mandate effectively



0 10 20 30 40 50 60 70 80 90 100

Strongly Disagree Disagree I don't know Agree Strongly agree



## UNEA 5.2 and its outcomes (comments)

### POSITIVES

1. The agenda was clear
2. The events were handled in a time conscious manner
3. The event was well organized / Planned
4. Online / Virtual attending was on point
5. Security was on point

### POINTS TO IMPROVE

1. There was change in some agendas and/ or competing agenda issues
2. Too many parallel meetings
4. Need for more engagement from Major Groups
5. There were not enough floating badges issued

*“The conference was well organized under the circumstances. The infrastructure needs an upgrade, and this was evident during the meeting. It is time to upgrade”.*

*“The rules for in-person attendance were not adequately communicated. The confusion around issuance of floating badges to major group groups meant that many participants could not access plenary and other crucial side events in-person”.*

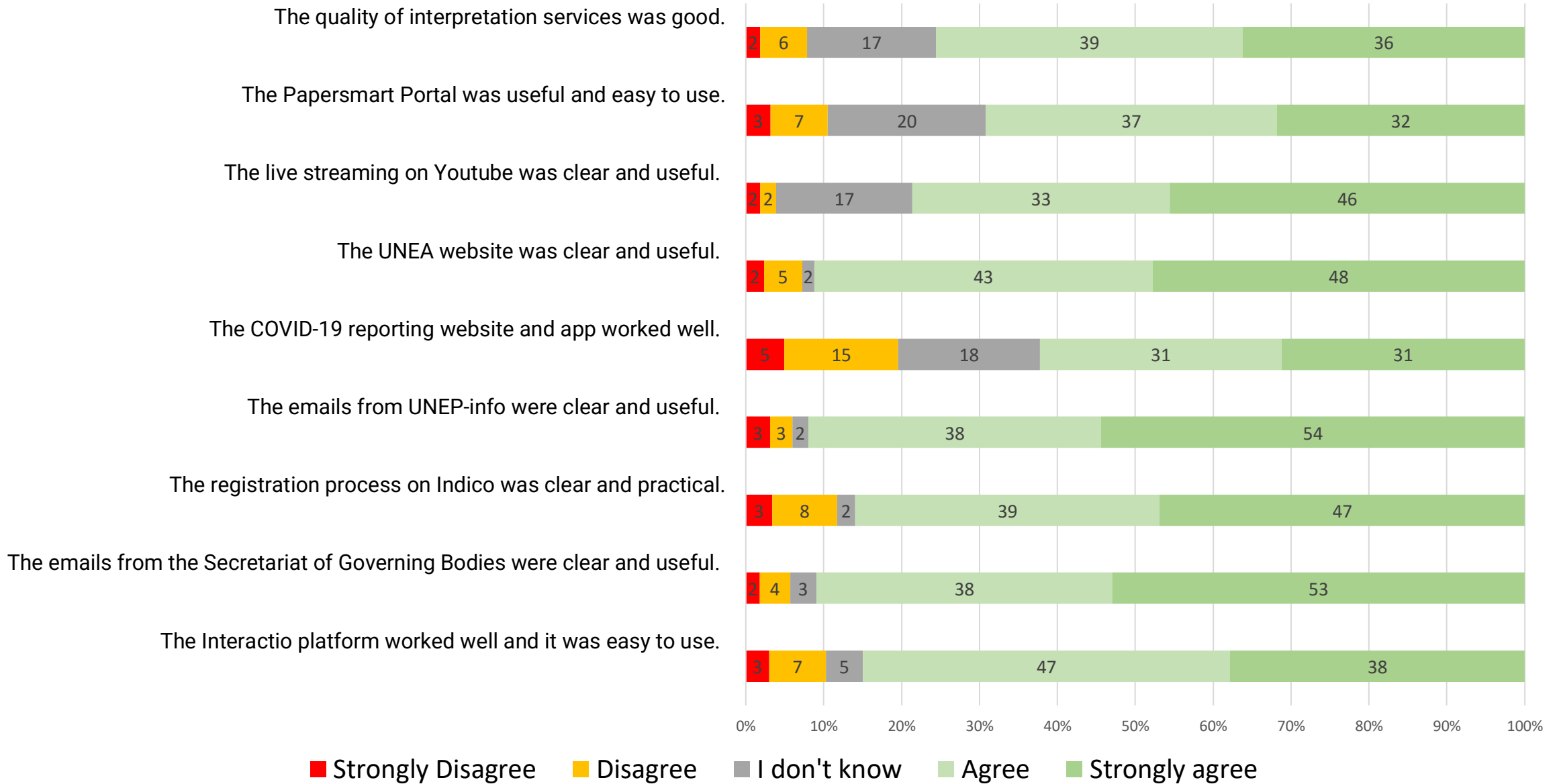
*“overall satisfied with the timeliness and degree of organization of the OECPR and CoW (and compliments for the enormous amount of work done!), but at times still messy and confusing, not always necessary”.*

*“No opportunity for stakeholder engagement online”*

*“I took part in the meeting remotely and having attended international negotiation in person in the past, the meeting felt very much like we were in the room. I thought that the way people were able to intervene virtually was seamless to these in-person only meetings. Definitely a model to follow for future international negotiations as it seems to be much more inclusive”.*



# Platforms & Channels (%)





## Platforms and channels (comments)

### POSITIVES

1. The hybrid format was on point
2. COVID-19 protocol was on point
3. Excellent Livestream
4. Impressive interpretation
5. Virtual platform was easy to use
6. The website was useful and a key tool

### POINTS TO IMPROVE

1. Repetitive and outdated emails
2. Simplify the registration process
3. COVID-19 app had some issues
4. Interpreters left early in some events
5. PaperSmart platform had some issues for some users

*“Way too many emails! Total chaos”*

*“Live stream was excellent when the main venue could not accommodate all stakeholders”*

*“It could be helpful to have a participant connect chat function available, since we have the hybrid meeting style, to connect with those online”*

*“Major problems with the testing app”*

*“Information on proceedings and procedures were very efficient and prompt, short, clear and precise, straight to the point It's commendable”*

*“The hybrid format of UNEA5.2 worked well, the Interactio supported it properly. The go-to-meeting solution used for the informal contact groups also fulfilled its function. Being an official member of our delegation, I was provided direct connection links therefore no impression about the Youtube channel. Indico registration worked basically well, just some extra clarification was needed because of the "one stop" registration surface for all the events. The required response from the contacted secretariat member was clear and arrived quickly”.*

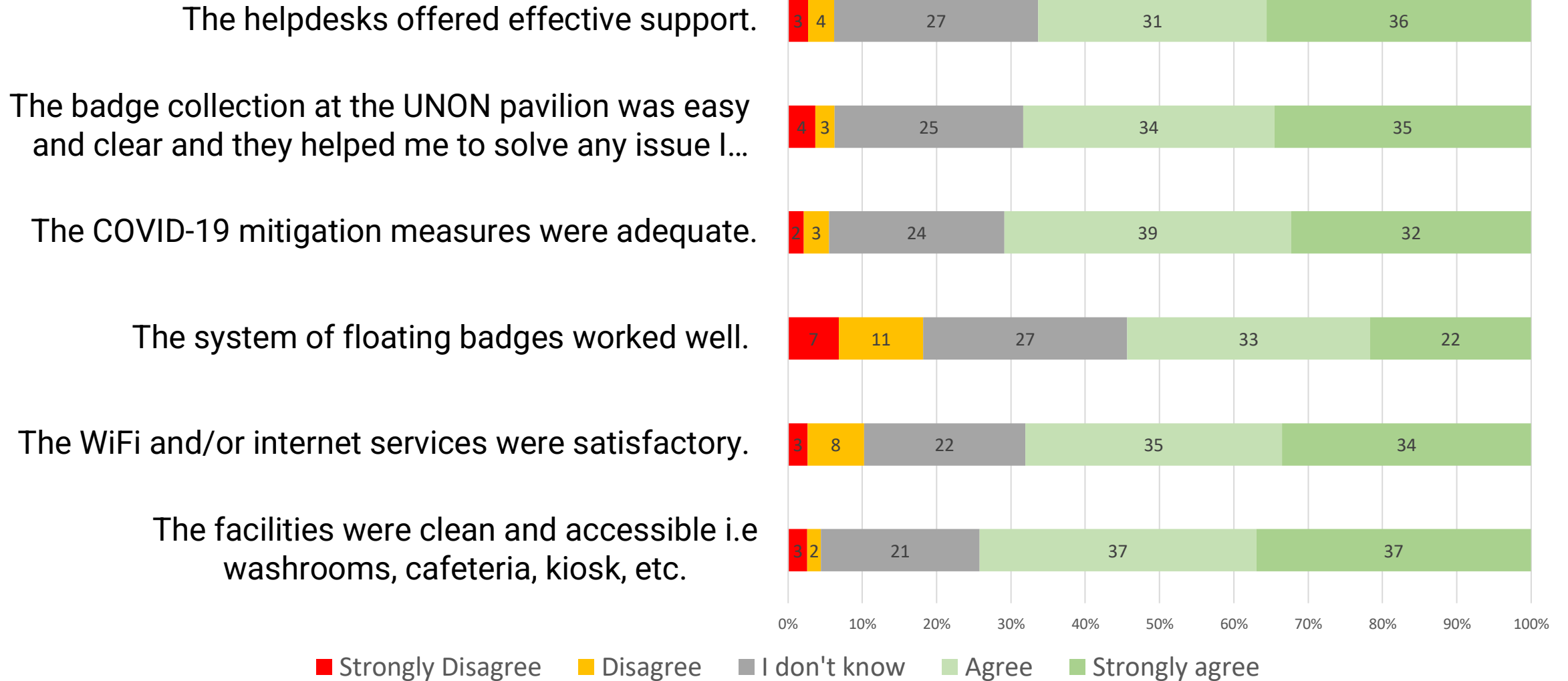
*“Interactio does not always work on mobile phones (sound not audible on some phones) and it would be practical to use a platform that could be used on any device and browser.*

*However, the possibility to follow all the session online, was very appreciated and useful even for delegates present on the compound !*

*The PaperSmart portal is not very intuitive at first, but really useful ! “*



## Facilities & Services (%)



## Facilities & Services (comments)

*“There was prompt response from the help desk”*

### POSITIVES

1. Help desk was on point
2. Facilities were clean.
3. Internet was on point

*“In regard to the collection of badges at UNON Pavilion was so cruddy and there are lot of unclear problems at the pavilion”.*

*“It would be good in the cafeteria to have vegetarian meals that include protein (beans, dairy) every day. Sometime the vegetarian option is only vegetables and rice. This is not balanced, compared with the many meat options available”.*

### POINTS TO IMPROVE

1. Cafeteria didn't cater for all classes
2. The floating badges were limited
3. The cafeteria was too small

*“There was a big support at the gate from this young man known as ISAIAH who i saw worked tirelessly making sure no delay of badge issuance. “*

*“Personally, I had a problem with my badge that had mistakenly gone to the wrong group. On enquiring the staff at the pavilion very good and took it seriously and sorted it out with much zeal. A commendable workforce. Excellent”*

*“It was so annoying to always pass the floating badges to the persons how needed it, especially because of "spontaneous" changes of rooms, agendas, timeslots. Why floating badges in Room 1 and 2, but not in Room 3 or Room 10 etc.?! That seemed arbitrary.”*





# Is there any issue or comment you would like to share with UNEP Secretariat?

*“Kudos to the organizers!”*

*“Registration was difficult. The infrastructure needs urgent upgrades”*

*“Really a model for future negotiations. It shows that decisions can be made without everyone needing to be in the room every time although face to face engagement is also an important element of multilateral efforts”.*

*“The challenges of managing a meeting during COVID notwithstanding, there was real effort in ensuring the online platforms worked well which was really helpful “*

*“Communication work was brilliant. For those not actively engaged in UNEA it was very simple to get up-to-date at the end of the day. Also, to learn what would happen next day and the following days. Videos, highlights, etc. circulated every morning and at night were great. Dialogues under the Special Session on UNEP@50 although insightful, at some point became repetitive. It was impressive the work, efforts and commitment from UNEP colleagues”.*

*“The possibility to rent small workspaces for MS was very helpful and all people, especially the staff all over the compound were very friendly!  
The compound is a wonderful green oasis, even if the conference area urgently needs to be restored and no longer corresponds to the state of the art technically and in size. I enjoyed to be there”.*

*The involvement of youth should be encouraged to higher level, because we are the champions of today and nations of tomorrow.*

*“My high appreciation and sincere congratulation only to the Secretariat for tireless, professional and flexible if needed work :) “*



## Summary of results

<https://forms.office.com/Pages/AnalysisPage.aspx?id=2zWeD09UYE-9zF6kFubccKReSi2Gd9NEgHvYSeih5zBUNFIESkVRWERJU1NTTjA1RDZVUk0xWjNLSC4u&AnalyzerToken=RmturRyoLknumQ944bMQ1MNpi3cOtTeL>

