

**THIRTY-SEVENTH SESSION OF THE IPCC
Batumi, Georgia, 14 - 18 October 2013**

IPCC-XXXVII/Doc. 7
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Agenda Item: 3.3
ENGLISH ONLY

IPCC PROGRAMME AND BUDGET

Matters related to travel by participants and arrangements for meetings

(Submitted by the IPCC Secretariat)

IPCC PROGRAMME AND BUDGET

Matters related to travel by participants and arrangements for meetings

1. Background

Over the past years complaints by individual travellers participating in IPCC meetings and in receipt of Trust Fund support were brought to the attention of the IPCC Secretariat, the IPCC Bureau and the Panel. These complaints were in turn communicated to the attention of the WMO management through the IPCC Chair and the Secretary, and discussed repeatedly by the IPCC Secretariat with the WMO Travel Unit.

At its 34th Session (18-19 November 2011), the Panel noted in particular that in a number of cases travel plans and other arrangements are imposed on travellers without apparent optimization other than cost and that little consideration seems to be given to the particular constraints of travellers or their commitments. Considering that most contributors to the IPCC are working on a voluntary basis, the Panel endorsed concern by travellers and asked that this concern be relayed to the Secretary-General of WMO. The IPCC Chair did so soon after the Session.

At its 35th Session (6-9 June 2012), the Panel reiterated the concerns and requested the IPCC Secretariat to conduct a survey to assess the level of satisfaction regarding travel-related services and present its findings to WMO Travel. The survey, conducted starting in September 2012, covered meetings that are representative of IPCC user groups and took place in different regions of the world; namely, lead authors' meetings of each IPCC Working Group and two plenary sessions. 133 travellers responded to the survey, whose results are attached in **Annex 1**.

In 2013, the WMO internal auditors carried out an audit of IPCC meetings. Overall, the audit report provided positive feedback regarding the management of meetings by the IPCC Secretariat. The WMO internal auditors welcomed the survey and made some recommendations mostly of relevance for WMO Travel. They raised the following issues, among others: (i) the risk of overestimating the IPCC budget that may require a review of the standard cost estimate for travel to minimize the gap between planned and actual expenditures; (ii) the reasonable and admissible expenditure incurred in holding IPCC meetings hosted by organizations and institutions with support from the IPCC Trust Fund; (iii) the eligibility of travellers funded by the IPCC Trust Fund; and (iv) the need for a reduction of the environmental impact of IPCC travel. The report was reviewed by the IPCC Executive Committee (ExCom) at its 20th Meeting (Oslo, Norway, 12 June 2013). The ExCom decided to bring to the attention of the Financial Task Team (FiTT) for guidance in particular the following issues highlighted in the audit report: (i) allowable costs of meetings to be funded by the IPCC Trust Fund; and (ii) eligibility of experts to the travel support provided by the IPCC Trust Fund.

Please note that issues related to the environmental impact of the IPCC meetings are addressed under agenda item 10.

2. Results of the travel survey

Responses to the survey initiated by the IPCC Secretariat indicate some dissatisfaction with the services of the individual travel consultants in terms of response time, as well as clarity of information provided in the invitation letter, request for financial assistance (RFA) form and other communication. Dissatisfaction was expressed about the quality of services of American Express (AMEX), i.e. the contractor that provides travel services to WMO. Main concerns expressed by respondents related to whether the best, most direct and most economic routing was provided; long stop-over time; and consideration of specific needs of travellers for personalized itineraries due to other commitments.

The results of the travel survey were shared with WMO so that they can be taken into account when reviewing the current contractor's performance and selecting travel agencies in the future.

The internal audit confirmed that the results of the survey indicated a need to improve the quality of the service by the travel agent, which is critical for the Secretariat's ability to carry out its function of organizing travel and meetings. Their recommendation is that efforts should be made to build performance parameters related to IPCC travel into any new contract entered into by WMO with a travel agent.

The IPCC Secretariat is seeking the guidance of the Panel on whether a margin of discretionality can be allowed to the Secretary to ensure that the specific needs of travellers are given due consideration when making travel arrangements.

In order to fulfil its function related to travel, the IPCC Secretariat also needs a more active response from participants in requesting their travel arrangements well in advance and in supplying the IPCC Secretariat with the information and documents necessary to process their requests for funding. The IPCC Secretariat is looking into reviewing its invitation letters to provide clearer information to participants, if necessary.

3. Criteria used for identifying eligible experts for IPCC Trust Fund support to cover their travel costs

The IPCC Secretariat solicited responses from the Technical Support Units (TSUs) of the three Working Groups as well as TFI and SYR on the criteria that they use in identifying developing country/EIT experts to participate in IPCC meetings with the support of the Trust Fund. The responses have been summarized under two main categories, i.e. criteria elements and "grey areas".

The elements of the criteria used by TSUs were as follows: (a) country of citizenship; (b) country of primary residency; and (c) country of affiliation. Examples of "grey areas" where these criteria may be not clearly defined or conflicting include: (a) experts who are citizens of developing countries/EIT but who are resident in a developed country and/or affiliated with an institution in a developed country; (b) discrepancy between nominating country and country of citizenship when one of the two is a developed country and the other a developing country/EIT; and (c) experts nominated by international organizations, who are usually not considered eligible to receive IPCC Trust Fund support regardless of their nationality. In some of these cases, the lack of clarity may have a negative impact on the affected experts' participation in the IPCC work.

The IPCC Secretariat seeks, therefore, the guidance of the Panel on the criteria to be used in ascertaining the eligibility of experts for travel support from the IPCC Trust Fund.

Recent experience has shown that it has become increasingly difficult also for authors from developed countries to mobilize the resources that are necessary for their participation in the work of the IPCC (this is especially true towards the end of the IPCC assessment cycle) and in particular in events communicating IPCC reports. As indicated in document IPCC-XXXVII/Doc. 2, Corr.1 entitled "IPCC Trust Fund Programme and Budget", the IPCC Secretariat wishes to bring this matter to the attention of the Panel, so that it may provide further guidance on the option to allow the use of Trust Fund resources to support the travel of speakers from developed countries, in exceptional cases and in consultation with the relevant Working Group Co-Chairs (or IPCC Chair for the Synthesis Report), to be fully documented and reported to subsequent sessions of the IPCC. The Bureau, at its 46th Session (28 February-1 March 2013), noted on this issue that exceptional use of funds in these circumstances should only be granted in consultation with the Working Group Co-chairs and the Chair for the Synthesis Report.

4. Standard cost for travel used in the budget preparation

The WMO internal audit recommended that "the IPCC Secretariat should review the standard cost estimates for travel and support for meetings used in preparation of budget with a view to minimize the gap between planned and actual expenditures". Their analysis was based on a sample of IPCC meetings. On an average, it was discovered that, against a standard cost estimate for travel

currently standing at CHF 4,500, the actual cost of travel “is less by about 25%”. In an effort to comply with the WMO internal audit recommendation the current level of the travel cost estimate, is being presented for consideration towards a review. A snapshot of recent key IPCC meetings, covering the main geographical meeting locations is attached as **Annex 2**.

5. Description of allowable costs for meetings to be funded by the IPCC Trust Fund

The allowable costs for meetings include: meeting facilities, audio/visual equipment, technicians and general staff support, office equipment rental, office supplies, reception (hospitality) and coffee breaks, local transportation, miscellaneous (banners/signage) and administrative costs. This list can further be expanded to suit the specific needs of the TSU for a particular meeting. Any costs outside the above-mentioned allowable costs require prior approval from the IPCC Secretariat. It should be noted that costs considered hospitality expenditure require prior and separate approval in accordance with WMO rules and regulations.

The IPCC Secretariat has discussed in several instances with WMO the application of their service notes governing administrative arrangements for meetings. It has been emphasized that such notes may require a revision to make them more relevant and responsive to the particular nature of the IPCC activities. Of particular importance is also the need for a clear definition of the categories of partner institutions that are eligible to enter into an agreement with WMO to host an IPCC meeting and of applicable procurement processes. The IPCC Secretariat will continue its dialogue with WMO Resource Management Division on this matter.

6. Issues for the Panel’s consideration and decision

The Panel is asked for guidance on the following issues:

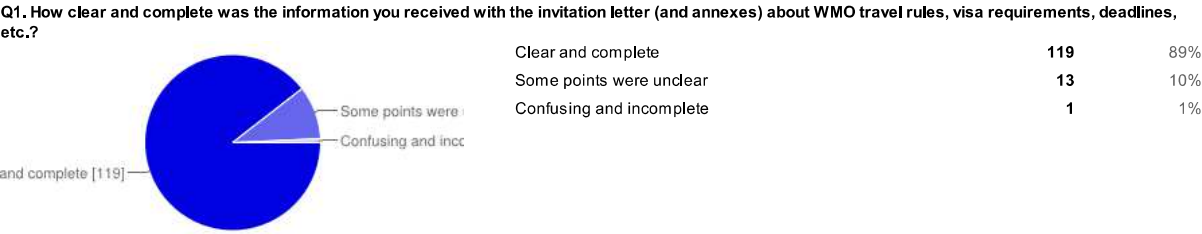
- To provide a formal definition of the criteria for selecting experts eligible to receive travel support funded by the IPCC Trust Fund.
- To decide on the exceptional use and circumstances in which travel of experts from developed countries may be funded by the IPCC Trust Fund.
- To decide on the revised standard cost estimate for travel to be applied for budget preparation.
- To establish guidelines for admissible items of expenditure and administrative fees for financial support to organizers, their reasonable limits, and their maximum relative weight on the budget of the meetings supported by the IPCC Trust Fund.

133

responses

Summary

See complete responses



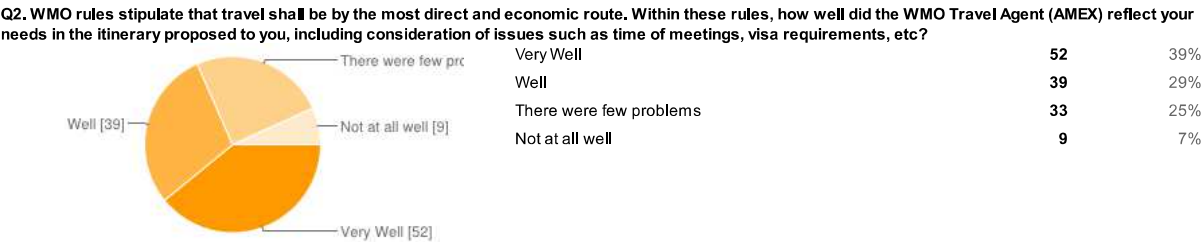
Question 1 (cont...)

Please tell us what was not clear and how the information can be improved:

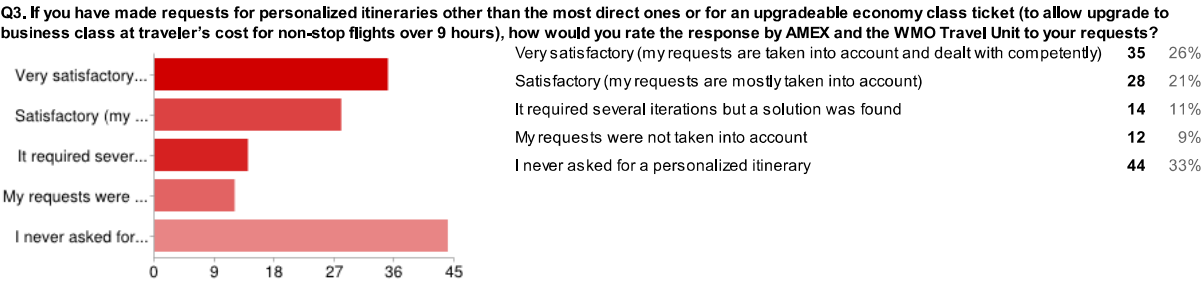
There were no recommendations for hotels in Geneva as per typical invitations to IPCC meetings. Everything is clear Every information was clear

Some countries have their AMEX representative. Why sometimes we are requested to book our ticket through the designated representative respectively, but sometimes we are asked (through the invitation letter) to only book our ticket directly from the AMEX Geneva? It would be easier for us to deal with our own AMEX representative to arrange for the booking as the representative understand better our travel requirement and we can discuss the best possible ...

Question 2



Question 2 (cont...)

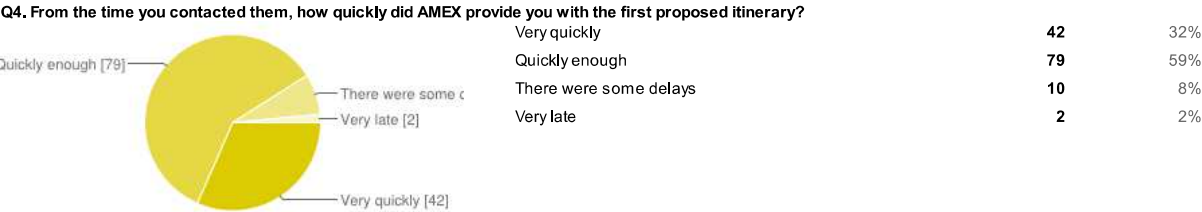


No problems N/A i wasnt sure whether the route they gave me was the most economical one becoz there are a lot of options now that many flights fly into lusaka, my home town...i thought there were better connections i could have been given thank what i had no problems Waiting time between air scales sometimes is too much AMEX and WMO travel Unit offer always the most economic but not most direct itinerary. AMEx offers very restricted tickets which put us mostly in critical situations when face some inconvenience and AMEX not always find satisfied solution This could be better dealt with by planning ...

Question 3 (cont...)

Comments:
N/A no comment My last trip to Geneva took me through Atlanta, London then Geneva when I am sure there are flights directly from Miami to Geneva or Atlanta to Geneva. It wasn't the most direct route. Everything was timely No further comment.... No question The attention hay received by IPCC Travel was very efficient. It is better to provide options for consideration. Sometimes travelling through the USa is cheaper, but for Mexican there are visa difficulties Not applicable N/A no comment, else for the third question no problem with this n/a I have to wait at Dubai on return trip for 17 hours!! IPCC has n ...

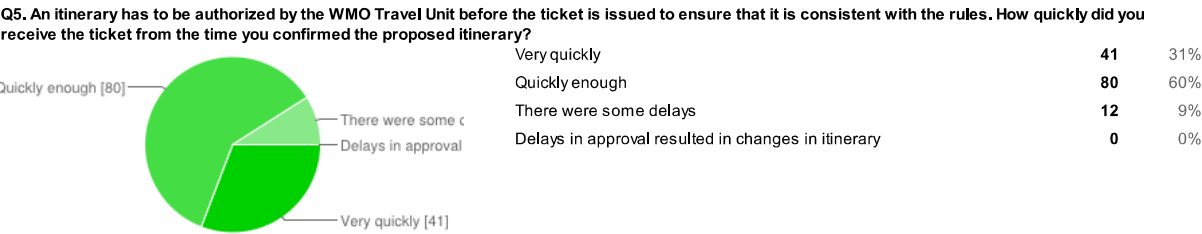
Question 4



Question 4 (cont...)

Comments
None I had to made some changes due to the late arrival of my visa but the re booking for another flight was timely enough for me to travel Speed is not the problem, but the best itinerary option is not satisfactorily give to us from AMEX Geneva. Note, our long hours flights should be planned properly to enable our healthy arrival for our meetings. Very good. Normally they answer very quickly Not applicable N/A no comments no problem with that I did propose the itinerary. No probelem except when I changed my proposed itinerary they send after 2-3 days... as mentioned earlier, it took 7 days to respon ...

Question 5



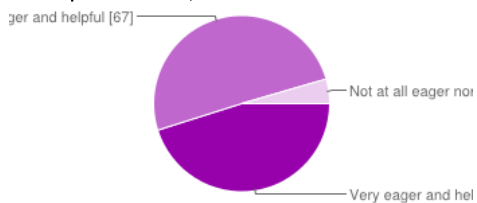
Question 5 (cont...)

Comments

no comment None everything was on time Speed is not the problem.....but the most satisfactory itinerary is necessary for the reason given earlier (personalised itinerary and considering our long distant flight which need some comfort to be considered - to ensure our healthy arrival for meetings) Some times the ticket proposed by WMO may not be the most direct. The policy is "most direct and economic". But sometimes it happens to be the most economic route chosen rather than the direct. Some times we have to choose the most direct or non direct route depending on the time of departure (to all ...

Question 6

How helpful were AMEX, WMO Travel Unit and IPCC Secretariat staff in responding to questions and solving problems?



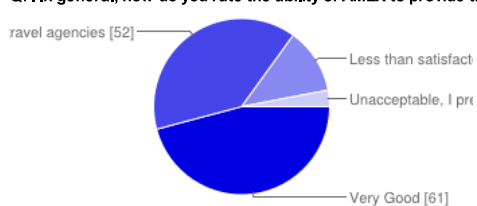
Very eager and helpful	60	45%
Eager and helpful	67	50%
Not at all eager nor helpful	6	5%

Question 6 (cont...) Please comment on the helpfulness of Amex, WMO Travel Unit and IPCC Secretariat Staff specifically**Comments**

None They were helpful to respond to our problems They are helpful, but sometimes we need to send a reminder email for their prompt action, especially for our DSA to be transferred (via tt) earlier to our local bank rather than at last minute (sometimes we receive only in less than a week from our departure - only after reminder!). They always try to provide a solution. Providing the tickets fairly quickly Whenever I sent an email requesting information I got a response within 24 hours (there is a 6 hour time difference). I did have a problem with reclaiming visa costs from the Africa authors mee ...

Question 7

Q7. In general, how do you rate the ability of AMEX to provide the best option within applicable rules (in terms of travel duration and ticket price)?

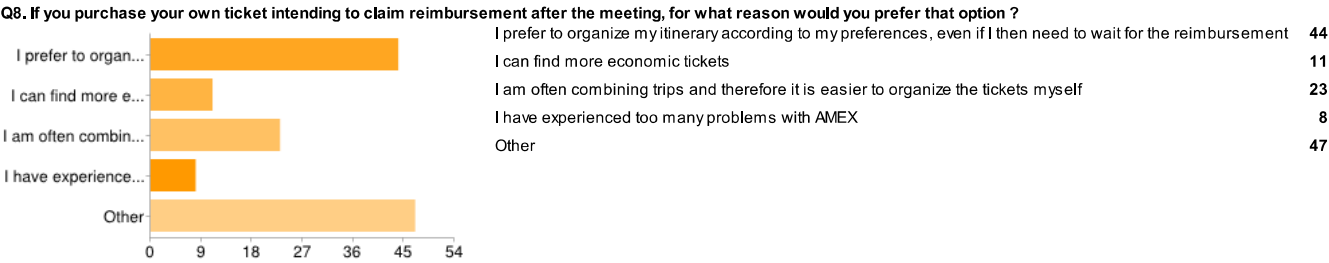


Very Good	61	46%
About as good as other travel agencies	52	39%
Less than satisfactory	16	12%
Unacceptable, I prefer to make my own booking in the future	4	3%

Question 7 (cont...)**Comments**

None They are good (Repeat): Local AMEX Representative could usually handle better for our itineraries! I don't want to take Royal air maroc because of bagages lost Only provided one itinerary. No flexibility. I always prefer to book the itinerary myself as a lot time I could not make the travel arrangement that early as the WMO request. They normally find good routes at accessible prices no comment N/A no comments See comments to previous questions. no complaints Good service No major problem with timeliness but prefer a different itinerary have said it all before Note that my arrangements have been m ...

Question 8



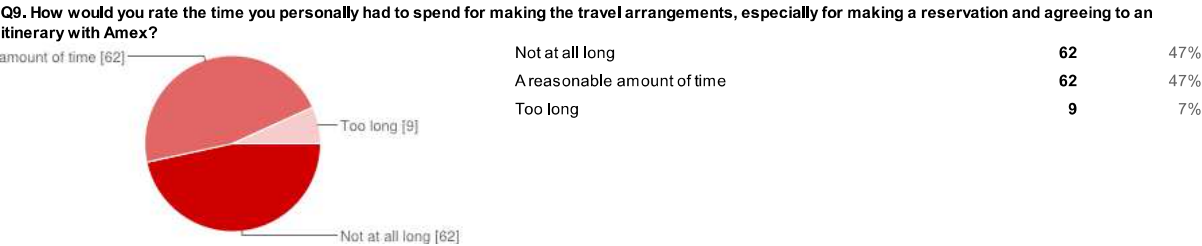
Question 8 (cont...)

Please describe

I never use this option This happened in few cases when I had to combine different business trips. i had never asked requested to make my own booking... None AMEX is fine for me. I prefer AMEX to do every thing I never intended to purchase ticket myself. It would be better to deal with the local AMEX representative. Haven't arrange any itinerary or purchase travel ticket. Although the form doesn't allow for it, I would also have ticked "I am often combining trips and therefore it is easier to organize the tickets myself"

I did not buy my own ticket. I usually agree with what AMEX offered. Not only ec ...

Question 9



Question 9 (cont...)

Comments

None I think AMEX will do it right Local AMEX representative (when available in a country) should be utilized better for the booking arrangement to be finalised satisfactorily. I have a admin assistant to help me, so if I had to do it all myself, I would consider the time taken as too long. It is fine for the time. To many times requesting for aisle seats, receiving assurance that they are and finding out that they ARE NOT and having such a long journey (24 hours) was very frustrating. This is a SIMPLE REQUEST and yet it could not be handled professionally. My office has a trael desk that does t ...

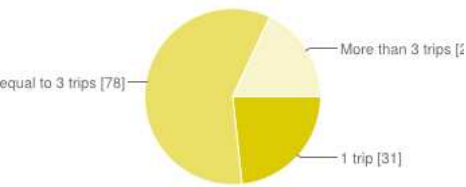
Question 10

Q10. Have you experienced other problems that you want to bring to our attention?

Yes, but linked to this meeting. I had made a trip to New Zealand and Come across visa problems and was refused boarding. It was not easy to contact AMEX as it was a weekend. I contacted my Office in dar es Salaam and they bought a ticket for me. I submitted a refund for this and up to now my office have no been refunded nor have heard from AMEX nor WMO travel unit no No. IPCC can follow the UNFCCC practice for arranging the itinerary. NO. None You have no choice with the itinerary proposed by AMEX. If you want an alternative, you have to pay the extra cost No Sometimes itineraries given by Genev ...

Question 11

Q11. How many trips have you made for IPCC in the past 12 months?

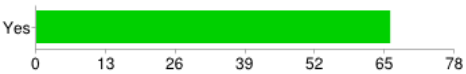


1 trip	31	23%
Less than or equal to 3 trips	78	59%
More than 3 trips	24	18%

Summary

Name
Ramaz Chitanava Dr Emmanuel J. Mpeta Martiros Tsarukyan Andrej SUM Thy angela katongo Álvaro Zopatti Natasa Markovska Roberto Villalobos kongit Haile Gabriel Bernard Edward Gomez Dennis Gonguez Cherif DIOP Semen ...

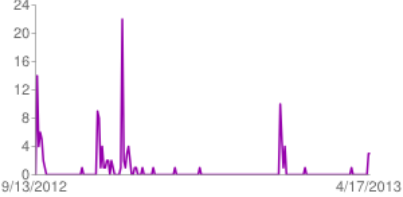
I wish to share my response



Yes	66	100%
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People may select more than one checkbox, so percentages may add up to more than 100%.

Number of daily responses



Analysis of Travel Costs for Various IPCC Meetings (2011-2013)

Meeting	Tickets	DSA	Total	Number Participants	Average Cost
Kampala, Uganda: 14-17 November 2011	191,233	139,977	331,210	102	3,247
Marrakech, Morocco: 16-19 April 2012	88,291	64,827	153,118	59	2,595
Geneva, Switzerland: 6-9 June 2012	115,016	199,025	314,041	86	3,652
Buenos Aires, Argentina: 22-26 October 2012	181,010	200,664	381,674	94	4,060
Vigo, Spain: 3-9 November 2012	179,717	133,381	313,098	108	2,899
Hobart, Tasmania: 13-19 January 2013	178,012	141,304	319,316	64	4,989