



## Records Retention Policy Department of Global Communications (DGC)

Version: May 2023  
[valid until April 2028]

Schedule No.	Record Series Title	Description	Total Retention	Disposition	Vital	Office of Record	Notes
<b>Office of the Under-Secretary-General (OUSG)</b>							
DGC-OUSG-001	USG Records	Records relating to the Under-Secretary-General's meetings, trips, events and committees (e.g.: talking points, background notes, bios, scenarios, messages, speeches, statements, presentations and meeting notes)	P	A		DGC / OUSG	
DGC-OUSG-002	OUSG Departmental Records: Correspondence	Records relating to the correspondence prepared by the Office of the Under-Secretary-General (e.g.: notes, memos, letters, note verbales, routing slips)	P	A		DGC / OUSG	
DGC-OUSG-003	OUSG Departmental Records: Programmatic Work	Records relating to the work of the Department of Global Communications, requiring approval from the Office of the Under-Secretary-General, i.e. all records related to the implementation of DGC mandates and programme of work.	P	A		DGC / OUSG	
DGC-OUSG-004	OUSG Departmental Records: Strategy	Records relating to the Department of Global Communications strategy and priorities (e.g.: strategy and planning documents and communication priorities)	P	A		DGC / OUSG	
DGC-OUSG-005	OUSG Departmental Records: Administration	Records relating to the administration and management of the Department of Global Communications (e.g.: policy, guidance, guidelines, work plan, human resources, committees, business continuity, contracts, agreements, work space arrangement and procurements)	P	A		DGC / OUSG	
DGC-OUSG-006	OUSG Departmental Records: Budget and Finance	Records relating to budget and finance of Department of Global Communications (e.g.: submissions to OPPBA, ACABQ, 5th Committee, XB documents)	P	A		DGC / OUSG	
DGC-OUSG-007	OUSG Departmental Records: Oversight	Records relating to monitoring, reporting and oversight of Department of Global Communications (e.g.: internal and external audits, committees reporting, inputs to SG's reports, and SWAPs)	P	A		DGC / OUSG	
DGC-OUSG-008	OUSG Departmental Records: Special Projects	Records relating to the implementation of Department of Global Communications special projects (e.g.: verified, code of conduct, Awake at Night, etc.)	P	A		DGC / OUSG	
<b>Executive Office (EO)</b>							
DGC-EO-001	Project Initiation Documents	Record of the scope of work, costs recovered, for each website project	P	A		DGC / EO / WSS	Digital form/data kept in Indico System.
<b>Strategic Communications Division (SCD)</b>							
DGC-SCD-001	Information Campaigns Relating to Peace and Security	Records relating to information campaigns on peace and security.	C + 10	D		DGC / PSS	
DGC-SCD-002	Information Campaigns Relating to Development	Records relating to information campaigns on development.	C + 10	D		DGC / SDS / CCS	
DGC-SCD-003	Information Campaigns Relating to Palestine	Records relating to information campaigns on Palestine.	P	A	Yes	DGC / PDHRS / PSS / CSS	
DGC-SCD-004	Information Campaigns Relating to Africa	Records relating to information campaigns on Africa.	C + 10	D		DGC / AS / CCS	

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DGC-SCD-005	Promotion of Special Conferences and Major Events	Records relating to the promotion of special conferences and major events.	C + 10	D		DGC / CCS	
DGC-SCD-006	Administrative and Programme Support to United Nations Information Centres, Regional Centres, Information Services and Information Components of United Nations Offices	Records relating to administrative and programme support to United Nations Information Centres, Regional Centres, Information Services and the information components of United Nations offices.	C + 10	D		DGC / PSS / ICS	
DGC-SCD-007	Centres Operations	Operational records relating to United Nations Information Centres.	C + 10	D		DGC / COS / ICS	
DGC-SCD-008	Committee on Information	Records relating to the Committee on Information.	C + 10	D		DGC / SCD Office of the Director	
DGC-SCD-009	United Nations Communications Group	Records relating to the United Nations Communications Group.	C + 10	D		DGC / SCD Office of the Director	
DGC-SCD-010	Organization and Functions Related to SCD Work Programme	Records relating to the organization and functioning of the SCD work programme	P	A	Yes	DGC / SCD Office of the Director	
<b>News and Media Division (NMD)</b>							
DGC-NMD-001	Organization and Functions Related to NMD Work Programme	Correspondence, memoranda, e-mail, faxes and cables dealing with the news and media functions with a wide range of clients, including accredited correspondents, broadcasters, multimedia producers, member states, publishers, UN family organizations, among others. These records also relate to NMD business units their daily work at UNHQ and eventually at international conferences.	C + 10	D		DGC / NMD	Mostly e-mail records and related attachments maintained in Outlook and/or SharePoint. No paper/physical records are maintained by NMD offices.
DGC-NMD-002	Media Accreditation Activities	Application for UNHQ correspondents done via online form in Indico System (Meetings, Conference and Lectures Management System by CERN). Correspondents personal data is kept in Indico's DBMS. They include classified information i.e. copies of passports, IDs, and other personal information	P	A		DGC / NMD/ MALU	Digital form/data kept in Indico System.
DGC-NMD-003	License Agreements, MoUs, LoAs.	Signed agreements with external media partners, broadcasters, independent producers, governments, publishers, academia, NGOs, and other institutions licensing DGC/NMD multimedia products, as well as raw footage, photographs, music used by third party productions as well for promotional purposes. These records may include MoUs, LoAs, and other legal records.	P	A		DGC / NMD	Licensing is through OLA, however, NMD is the Office of Record for final agreements.
DGC-NMD-004	Scripts, Shortlists, Synopsis, and Other Feature Documentaries Production Records.	Scripts, shot-lists, synopsis and other TV, Radio, News and feature documentary programmes produced in the six official languages, as well as ad hoc languages and/or translations. These records may be produced weekly, monthly or ad hoc. They include current productions or series episodes (i.e. features - long and short, magazines, edited interviews with Senior Officials, Unifeed, UNSG Message, curtain raisers, Global Lens, Explainers, etc.), as well as ceased programmes and series (UN in Action, 21st Century, Year in Review, etc.)	P	A		DGC / NMD	Produced for web publishing, traditional media distribution, and social media. Therefore, they are also maintained in the respective websites, CMS and non-UN external platforms. Records may also be maintained in SharePoint, Outlook and local hard drives.

Schedule No.	Record Series Title	Description	Total Retention	Disposition	Vital	Office of Record	Notes
DGC-NMD-005	Daily News Records, Transcripts and Translations.	Daily news records produced by NMD News, Radio, TV in the six official languages, as well as other mandated languages and/or translations. These may include weekly reviews, multimedia compilations, vox pops, slide shows, social media features, and other news stories.	C + 5	D		DGC / NMD	Produced for web publishing and social media platforms and maintained in their respective websites, CMS and non-UN external platforms.
DGC-NMD-006	Requests for Audio-visual and other Services	Clients requests, background information. Clients information, request history, support information, letter head, address, telephone, FedEx account numbers, etc.	C + 1	D		DGC / AVSS	Current records are maintained in SharePoint. These records have no long term value.
DGC-NMD-007	Summaries of Official Meeting and other Events	Summaries, in English and French, of official meetings and other United Nations events at Headquarters and at overseas conferences.	P	A		DGC / NMD / MCS	Both web (HTML) and MS/Word electronic versions are produced, distributed and kept in the files. Covers and summarizes all open, official meetings held at Headquarters by the main UN bodies — General Assembly, Security Council, Economic and Social Council — and their subsidiary organs, such as the General Assembly's Main Committees. Cover open special meetings, events and conferences held under the auspices of the main bodies. When requested they also cover and issue meeting summaries and press releases from major UN conferences held away from Headquarters.
DGC-NMD-008	Press Releases, Note to the Correspondents	Remarks and statements by the Secretary-General and the Deputy Secretary-General. Press releases on behalf of other offices and departments of the Secretariat, as well as biographies of new permanent representatives and senior United Nations officials (English/French).	P	A		DGC / NMD / MCS	Both web (HTML) and MS/Word electronic versions are produced, distributed and kept in the files. Kept SharePoint.
DGC-NMD-009	Transcripts of Noon briefings	Transcripts in English and French of the daily briefing by the Spokesperson for the Secretary-General.	P	A		DGC / NMD / MCS	Both web (HTML) and MS/Word electronic versions are produced, distributed and kept in the files.
DGC-NMD-010	Summaries of Press Conferences	Summaries in both languages of press conferences by SG and the President of the SC (English/French).	P	A		DGC / NMD / MCS	Both web (HTML) and MS/Word electronic versions are produced, distributed and kept in the files.
DGC-NMD-011	Global Governance Standards Documents	Website standards for branding, accessibility	T	A		DGC / NMD / WSS	

Schedule No.	Record Series Title	Description	Total Retention	Disposition	Vital	Office of Record	Notes
DGC-NMD-012	Planning Documents	Working documents including lists of websites and their status including multilingual availabilities, lists of focal points for UN observances pages, etc.	P	D		DGC / NMD / WSS	
DGC-NMD-013	Website Design/Creation Requests	Completed forms (DGC.7, DGC.8, DGC.9) with parameters set by requesting office for the website to be created.	P	A		DGC / NMD / WSS	
<b>Outreach Division (OUTR)</b>							
DGC-OUTR-001	Management of the Office of the Outreach Division Director	Office strategic documents, policies, procedures, external relations and operational documentation.  Key Points/Minutes from regular Outreach Division Chiefs meeting; Office of the Director regular meeting; Meetings with Member States; Meetings with United Nations system entities; official correspondence emanating from the Office; SC press coverage.	P	A		DGC / OUTR / OD	Restricted distribution
DGC-OUTR-002	Budget Preparations and Questions by Intergovernmental Bodies (ACABQ, 5 <sup>th</sup> Committee, CPC)	Outreach Division's proposals (RB, income section) for the yearly budget fascicle, answers to questions.  Final document from Outreach Division, list of answers.	C + 5	D		DGC / OUTR / ODD / OHR / OPPBA	Unclassified
DGC-OUTR-004	Staffing Issues: Background Information	Background information including key documents and e-mails.	C + 5	D		DGC / OUTR / ODD / OHR / OPPBA	Restricted distribution
DGC-OUTR-005	Staffing Issues: Historical Records	Historical records including IS3 related documentation	C + 5	D		DGC / OUTR / SMS	Unclassified
DGC-OUTR-006	Budget documentation: General	Administrative, Budget and Property Management	C + 10	D		DGC OUTR KSDS	Unclassified
DGC-OUTR-007	Budget documentation: IS3	IS3 related documentation	C + 10	D		DGC / OUTR / SMS	Unclassified
DGC-OUTR-008	Dag Hammarskjöld Library. Administrative Management of Campaigns, Advocacy, Partnerships, Special Events and Library Sections	Office strategic plan, guidance documents (HR, Finance, Administration), office work plan, meeting minutes, records related the risk management and business continuity.  Strategic Outlook 2020-2025; DHL Annual Action Plans (final versions); DHL Annual Budget (final version plus updates); Minutes from meetings with Unit Managers, UN entities, external entities and from Steering Committee for UN Secretariat Libraries; DHL project registry; DHL Rules of Engagement for Hybrid and Remote Work; DHL Disaster Response Plan; DHL Fundraising Proposal for Mass Preservation; UN Gray Literature, Websites & UN Publications Process; Digital Repository Content Policy; UN Knowledge Network related documentation;	C + 10	D		DGC / OUTR / DHL / SMS	Unclassified
DGC-OUTR-009	Functional Policies, Procedures, and SOPs: Dag Hammarskjöld Library	Final version of policy/procedure document and related correspondence; guidelines related to the office specific functions.  Collection Development Policies, ICT SOPs, Metadata Policies, etc.	P	A		DGC / OUTR / DHL	Unclassified
DGC-OUTR-010	Functional Policies, Procedures, and SOPs: Knowledge Solutions and Design	Final version of policy/procedure document and related correspondence; guidelines related to the office specific functions.  Graphic Design Unit, iSeek - SOPs, Manual, Policy, Retention Schedule, etc. Web - Project documentation	P	A		DGC / OUTR / KSDS	Unclassified

Schedule No.	Record Series Title	Description	Total Retention	Disposition	Vital	Office of Record	Notes
DGC-OUTR-011	Functional Policies, Procedures, and SOPs: Knowledge Solutions and Design: Visitors Services	Final version of policy/procedure document and related correspondence; guidelines related to the office specific functions.  Guided tours policies, procedures and training material. Policies on media coverage of tours, emergency evacuation, SOPs and manuals for the public website and use of social media accounts, authorizing the release of PIAs on TJOs, agreement with DGACM and DSS to access the Kids Corridor, training material for tour guides.	P	A		DGC / OUTR / VSU	Unclassified
DGC-OUTR-012	Functional Policies, Procedures, and SOPs: Knowledge Solutions and Design: Visitors Services: UN Exhibits	Final version of policy/procedure document and related correspondence; guidelines related to the office specific functions.  Exhibit Guidelines. Guidelines for public exhibits; SOPs for installation/dismantle and openings	P	A		DGC / OUTR / PBEC	Unclassified
DGC-OUTR-013	Functional Policies, Procedures, and SOPs: Knowledge Solutions and Design: Publications Board	Final version of policy/procedure document and related correspondence; guidelines related to the office specific functions.  Publications Board policy manual and guidelines. ST/AIs pertaining to the Publications Board, advisory on special problems. UN emblem	P	A		DGC / OUTR / PBEC	Unclassified
DGC-OUTR-014	Functional Policies, Procedures, and SOPs: Knowledge Solutions and Design: Sales and Marketing	Final version of policy/procedure document and related correspondence; guidelines related to the office specific functions.  Policies regarding UN Publications digital products. UN library. UN Comtrade	P	A		DGC / OUTR / SMS	Unclassified
DGC-OUTR-015	Developing and Maintaining Campaigns and Advocacy: Outreach	Records relating to Holocaust and the United Nations Outreach Programme (UNHOP); United Nations Transatlantic Slave Trade and Slavery Outreach Programme (TST); Model United Nations: UNAI.  MOUs, Final concept notes and / or final scenarios, official guidance, final campaign materials	C + 10	D		DGC / OUTR / EOU	Unclassified
DGC-OUTR-016	Developing and Maintaining Campaigns and Advocacy: Graphic Design	Graphic design items. Posters, brochures, pamphlets, flyers for brand/marketing campaigns.	C + 10	D		DGC / OUTR / VSU	Unclassified
DGC-OUTR-017	Developing and Maintaining Campaigns and Advocacy: Social Media campaigns: Visitors Services	Social media campaigns, marketing campaigns and promotional events.  Photo and video content of social media campaigns and artwork for advertisements and promotional events	C + 10	D		DGC / OUTR / VSU	Unclassified
DGC-OUTR-018	Developing and Maintaining Campaigns and Advocacy: Social media Campaigns: Sales and Marketing	Social media campaigns, marketing campaigns, "Meet the Author" events; communication initiatives SDG Book Club and SDG Publishers Compact.  Photo and video content of social media campaigns and artwork for promotional events	C + 10	D		DGC / OUTR / SMS	Unclassified
DGC-OUTR-019	Developing and Maintaining Associations, Partnerships, and Collaborations: Education Outreach	Civil Society Organizations, UNAI; Holocaust and the United Nations Outreach Programme (UNHOP); United Nations Transatlantic Slave Trade and Slavery Outreach Programme (TST); MUN. CSO Profiles, Issues & Evaluation Reports.	C + 10	D		DGC / OUTR / EOU	Unclassified

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DGC-OUTR-020	Developing and Maintaining Associations, Partnerships, and Collaborations: Civil Society	MOU with the Hiroshima Peace Memorial Museum for 5-day briefing programme in Japan on impact of nuclear weapons	C + 10	D		DGC / OUTR / VSU	Unclassified
DGC-OUTR-021	Developing and Maintaining Associations, Partnerships, and Collaborations: Visitor Services Contract	Contract with ticketing vendor (currently FareHarbor) for the online sale of guided tour tickets and briefings	C + 10	D		DGC / OUTR / VSU	Confidential
DGC-OUTR-022	Developing and Maintaining Associations, Partnerships, and Collaborations: Branding and Merchandise Licensing	Branding and merchandise licensing arrangements. Licenses for Hello Kitty, Rubik's Cube and other merchandise and branding collaborations	C + 10	D		DGC / OUTR / SMS	Confidential
DGC-OUTR-023	Developing and Maintaining Associations, Partnerships, and Collaborations: RAF Programme	RAF Programme (mandated). Programme final report, list and biographies of fellows, selection criteria, etc.	C + 10	D		DGC / OUTR / VSU	Unclassified
DGC-OUTR-024	Developing and Maintaining Special Events and Exhibits: Education Outreach	Education Outreach Section mandated events for UNHOP (27 January) & TST (25 March); UNAI; IDP. Final Scenarios, MOUs, Speakers; Notes from Steering Committee Meetings	C + 10	D		DGC / OUTR / EOU	Unclassified
DGC-OUTR-025	Developing and Maintaining Special Events and Exhibits: Visitor Services	Guided tours and anniversaries. Event programme, invitation and scenario, press release, speeches from senior officials, photos and videos, UN News and other media articles	C + 10	D		DGC / OUTR / VSU	Unclassified
DGC-OUTR-026	Developing and Maintaining Special Events and Exhibits: UN Exhibits	Exhibit materials. Portfolios, Committee approvals, legal agreements, year-end calendar.	C + 10	D		DGC / OUTR / PBEC	Confidential
DGC-OUTR-027	Developing and Maintaining Special Events and Exhibits: Sales and Marketing	Meet the Author events. Records/templates for the past and upcoming events	C + 10	D		DGC / OUTR / SMS	Unclassified
DGC-OUTR-028	Reports, Workplans, Retreats; Leadership Programs	Knowledge Solutions and Design - Generic Knowledge Solutions and Design Report, Retention Plan.	C + 10	D		DGC / OUTR / KSDS	Unclassified
DGC-OUTR-029	Communication/marketing products: Knowledge Solutions and Design	Knowledge Solutions and Design - UN Cards, UN System Chart, etc.	C + 10	D		DGC / OUTR / KSDS	Unclassified
DGC-OUTR-030	Communication/Marketing Products: Graphic Design	Graphic Design Unit - UN brand guidelines, files and templates, project graphic design files, client information, project information, and product specifications.	C + 10	D		DGC / OUTR KSDS / GDU	Unclassified
DGC-OUTR-031	Communication/Marketing Products: iSeek	iSeek - products (infographics; communications/marketing material; surveys; training programmes; UNHQ Calendar, Master list - thematic contribution to USG's / OD Office; SG Awards; Nielsen Norman Group Award/Intranet Design Annual Report)	C + 5	D		DGC / OUTR / KSDS / iSeek	Unclassified
DGC-OUTR-032	Apps./ CMS Related Issues (coding, etc.)	Web - Source code of web applications	C + 10	D		DGC / OUTR / KSDS	Unclassified

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DGC-OUTR-033	NGO Applications	Civil Society Unit (CSU) within the Outreach Division of the Department of Global Communications (DGC), manages and maintains digital records related to the Associations of NGOs with DGC. This includes the digital records and any other digital files and folders related to all NGO applications for formal Association with DGC, as well as records and files relating to NGOs that have been approved or declined as DGC-Associated NGOs.	P	A		DGC / OUTR ASES / NGO-RS	Unclassified
Retention codes:		C=Current Year; P=While needed to conduct UN business; T=Termination or completion of programme or project					
Disposition codes:		A=Review for Archival (permanent); D=Destroy					