



GERMANY 2015  
39TH SESSION OF THE WORLD HERITAGE COMMITTEE  
39E SESSION DU COMITE DU PATRIMOINE MONDIAL  
ALLEMAGNE 2015

# RESULTS ONLINE EVALUATION

39th Session of the World Heritage Committee  
28<sup>th</sup> June – 8<sup>th</sup> July 2015 in Bonn, Germany

Berlin, September 2015



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## **INTRODUCTION**

The 39<sup>th</sup> session of the World Heritage Committee met in Bonn, Germany, from 28 June to 8 July 2015. The agenda of the session included – among others – the protection and state of conservation of World Heritage sites in danger, the inscription of new sites on the World Heritage List and the World Heritage sustainable development strategy. The session was organised by UNESCO and the Federal Foreign Office in cooperation with the German Commission for UNESCO. Minister of State Prof. Dr. Maria Böhmer chaired the 39th session.

### **Figures and Highlights of the 39th Session:**

- ⌚ More than 1,900 participants from 127 countries participated in the 39th session of the World Heritage Committee.
- ⌚ 181 press and media representatives attended the 39th session in Bonn.
- ⌚ [24 new properties were inscribed](#) on the World Heritage List, and extensions of three properties were approved.
- ⌚ The Committee took [decisions](#) on the state of conservation of 141 World Heritage properties.
- ⌚ 3 properties were added to the List of World Heritage in Danger, 1 property was removed from the Danger List.
- ⌚ 60 Side Events took place within and outside the WCCB.
- ⌚ A special issue of the World Heritage Review – [World Heritage in Germany](#) was published on the occasion of the 39th session.

### **Aim of the Participants' Evaluation:**

The organisers' objective was

- ⌚ to plan, to prepare, to implement and to follow up the committee session
- ⌚ in a successful, professional, and sustainable way.

The participants' evaluation aims at giving an impression on how the participants perceived the 39th session and to see in how far the organisers' objective was achieved. Furthermore, logistics were evaluated in order to facilitate the organisation of future committee sessions.

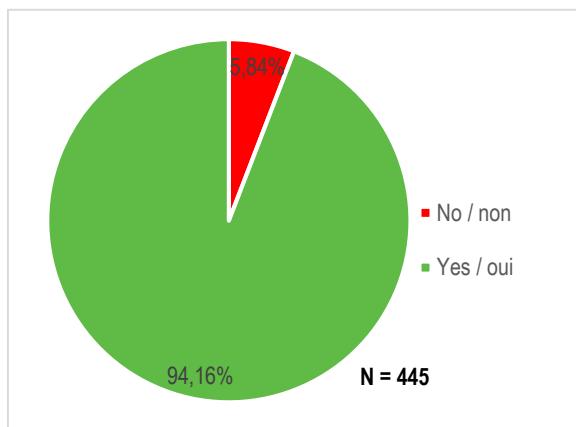
### **Important Note:**

- ⌚ All quotes listed in this document are taken verbatim from the survey.



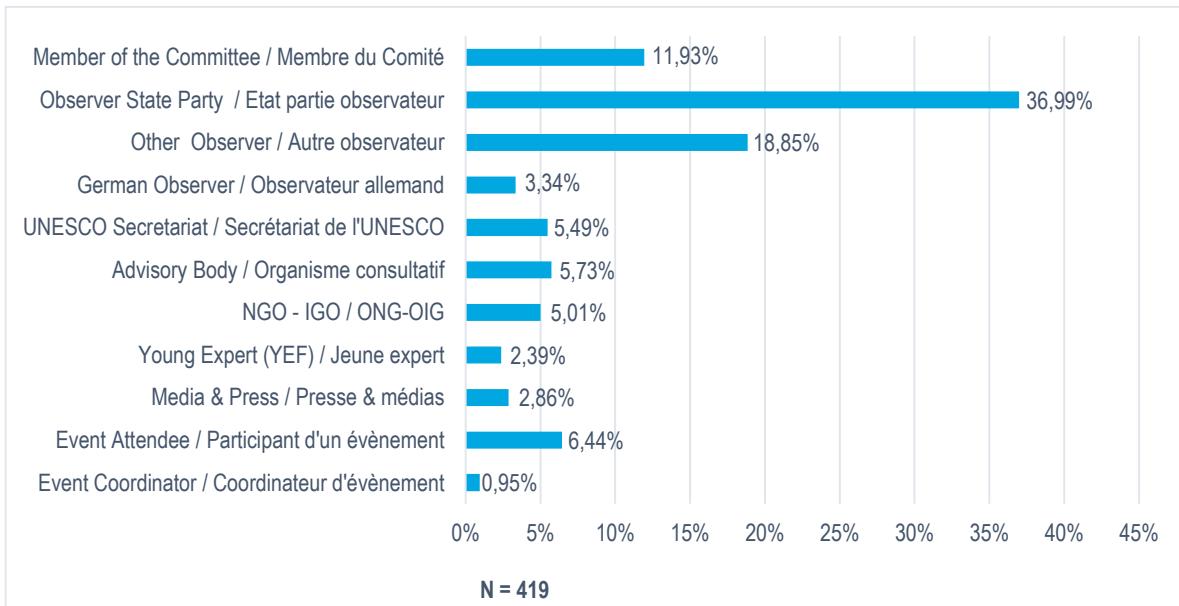
## 0. WELCOME

**Q:** You've subscribed online for the 39 COM in Bonn from 28 June to 8 July 2015.  
Please let us know if you have attended the conference.



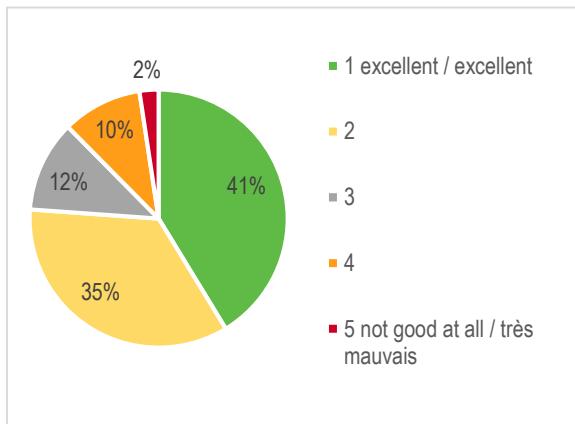
- ⌚ The evaluation invitation has been sent to all 2,825 persons who had registered online
- ⌚ 445 persons out of 2,825 participated in the online evaluation
- ⌚ 419 persons out of 445 actually participated in the conference
- ⌚ This represents 19% of the conference's participants (2,234 excl. Local Staff, Organisers, Service Providers))
- ⌚ TOP 3 reasons for non-participation:  
Financial reasons, Busy with other projects/tasks, Illness

**Q:** What was your role at the 39 COM?

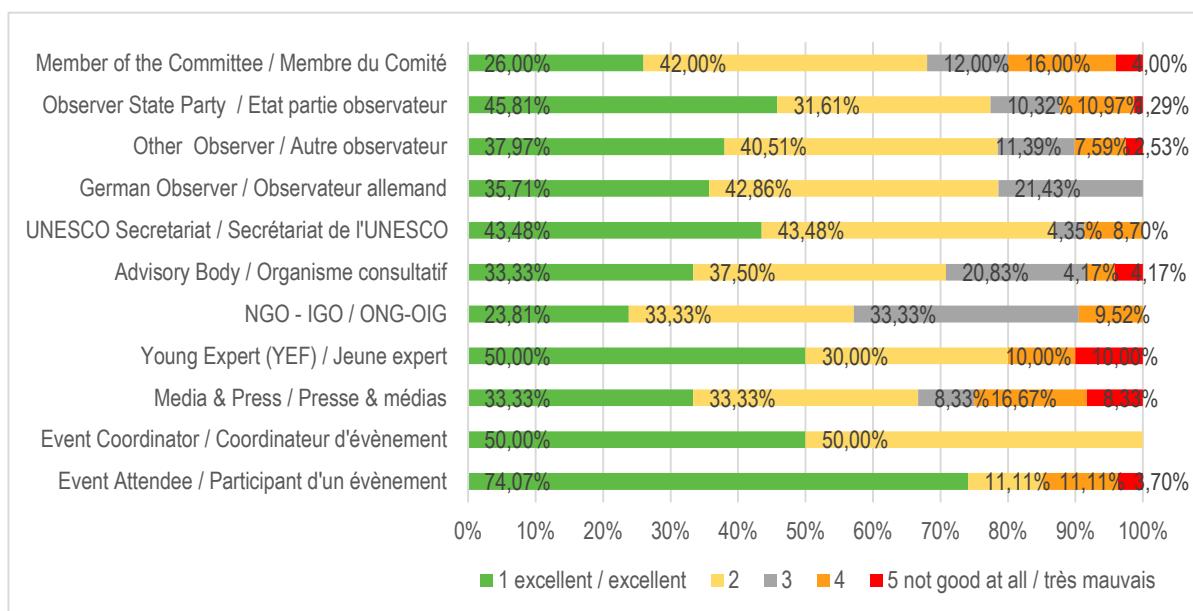




**Q: Overall, how would you rate the event? (overview)**

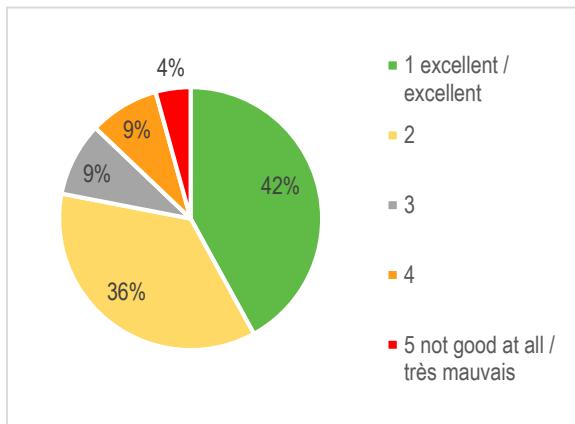


**Q: Overall, how would you rate the event? (per group)**

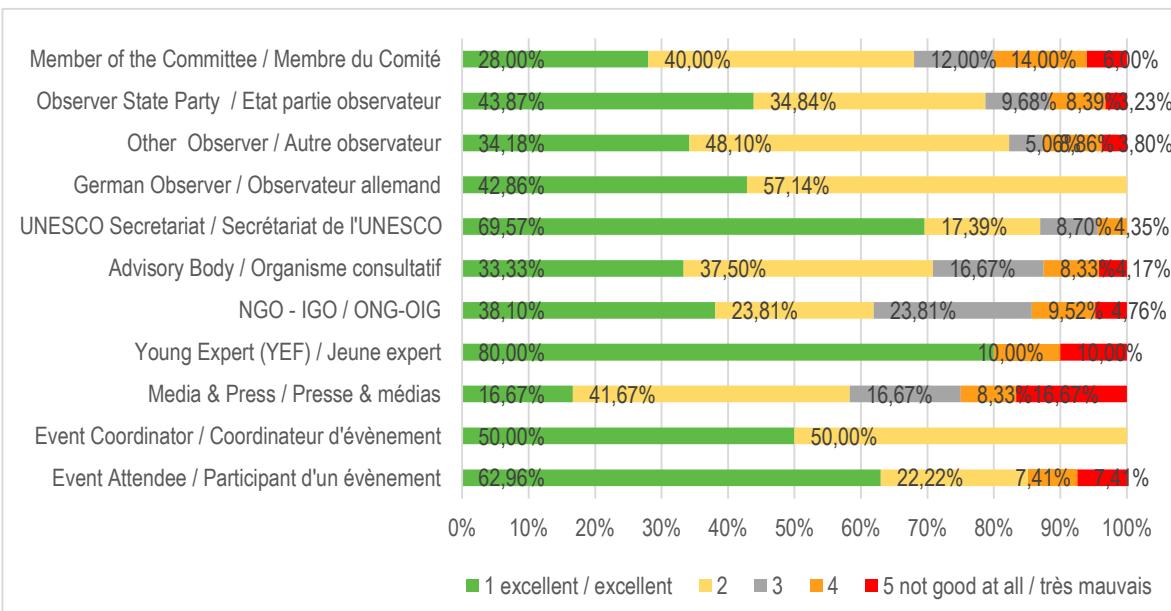




**Q: How well structured would you rate the event?(overview)**



**Q: How well structured would you rate the event?(per group)**





## TOP 3 TOPICS | QUOTES

### ① CATERING

"Food/coffee breaks were off: limited options, high prices, lack of sitting capacity, to name a few. The whole idea that coffee was charged when the plenary sessions were not taking place makes no sense."

*Advisory Body*

"La nourriture disponible était étai chaire et mauvaise. Même le café, qui était gratuit, à l'heure des repas, nous étions obligés de payer pour le même café 2 euros. Je considère que de ce point de vue l'organisation n'était pas bonne."

*Committee Member*

"I thought that the German Government could have assisted more especially with transport to and from the venue as well as snacks and drinks at the venue."

*Observer State Party*

### ② ACCESS PLENARY ROOM

"The WCCB could have provided an excellent venue. However, all "other observers" were prohibited from entering the main meeting room, which made effective engagement of NGOs and civil society with Committee members and State Party representatives impossible. In previous WHC sessions, all participants shared the main room and could interact with one another. One would have hoped that Germany as organizer would enhance possibilities for civil society to participate, not restrict them even further."

*Other Observer*

"The physical separation between observers (balcony) and delegations (plenary floor) allowed for less interaction than at other sessions which was detrimental to conservation outcomes from some decisions where last minute changes, of which observers had no sight or pre-knowledge, were debated on the floor without any opportunity for observers to input perspectives."

*NGO-IGO*

"The venue was excellent, with natural light and comfortable seating. One regret is the separation of the States Parties from the other participants. This meant that it was difficult to exchange opinions and views."

*Other Observer*

### ③ PARTICIPANTS' SHUTTLE

"Compte tenu des expériences passées en terme d'accueil dans les autres pays, nous étions surpris de constater que certaines dispositions prises telles que les navettes dans les hôtels recommandés ont été supprimés sans prévenir les participants."

*Observer State Party*

"Même si le transport est gratuit, nous devrions avoir une navette entre l'hôtel et le centre de conférence."

*Committee Member*

"The session itself was structured, with all issues regarding registration, the flow of the meetings themselves and translation taken care of. However, the logistics of getting to and from the event was not effectively handled."

*Committee Member*



## OTHER RECOMMENDATIONS

- ⌚ Better air-conditioning
- ⌚ Missing welcome desks at train station, airport and hotels
- ⌚ Mediocre hotel standards
- ⌚ Conference held during Ramadan
- ⌚ Press Lounge too small and not air-conditioned
- ⌚ Side Events: rooms not adequate, weak signage, "potpourri" of topics, not adequately announced, too many interesting side events at a time

## POSITIVE FEEDBACK

"The conference was well organised. It was a wonderful event taken at a very cool site. I do thank all the organisers of the conference and the German people as a whole. It was a great pleasure for me to attend such a big event in Bonn where the peoples' culture are very friendly. I did enjoy the experience of contributors from different parts of the world and the way where different situations of the world heritage sites were shown and expressed. Keep it up UNESCO!!!"

*Observer State Party*

"All information was available good in advance, conference service and staff was sufficient, all people very helpful, always pleasant even during the horribly hot days, madam prof. Böhmer was absolutely excellent Chair and WHC Members well prepared, many side-events and informations concerning them perfect."

*Observer State Party*

"Event was organised perfectly. All services were OK. All your staff was really kind and stayed at participants disposal. We didn't feel any kind of inconvenience at the conference. Thanks for all!"

*Observer State Party*

"It was very well organised thank you. I would have rated it higher if there were a few more restaurants or coffee shops in the vicinity, but this is not a 'big deal'. Otherwise the venue was great. I greatly appreciated the host (Germany) organisation and consistency in the planning and running of the event. Very well done!"

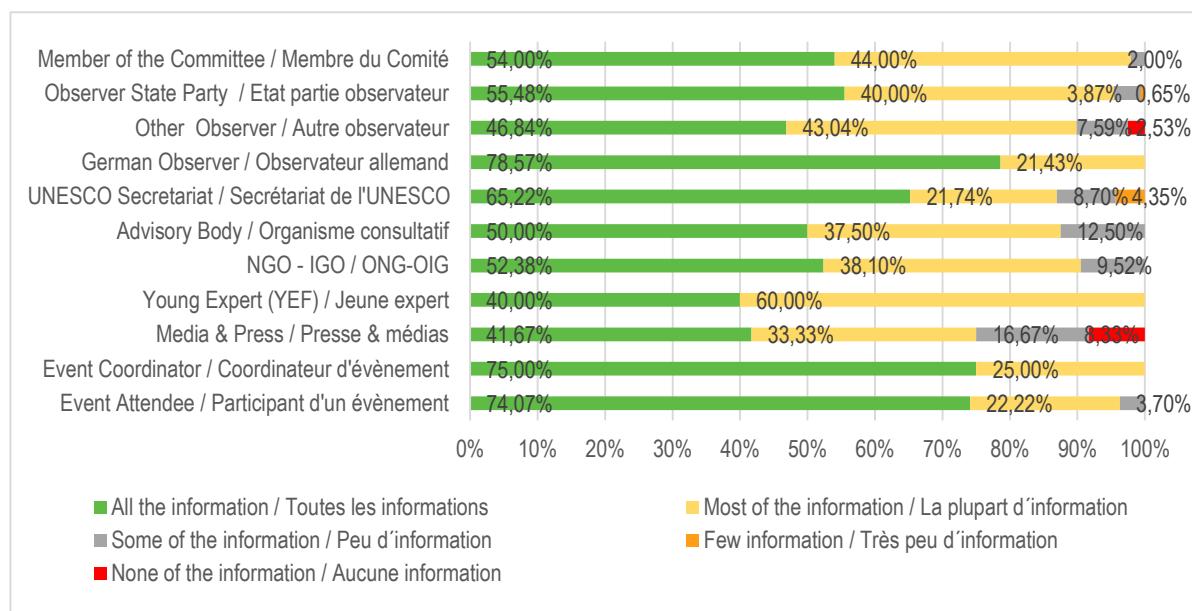
*Observer State Party*



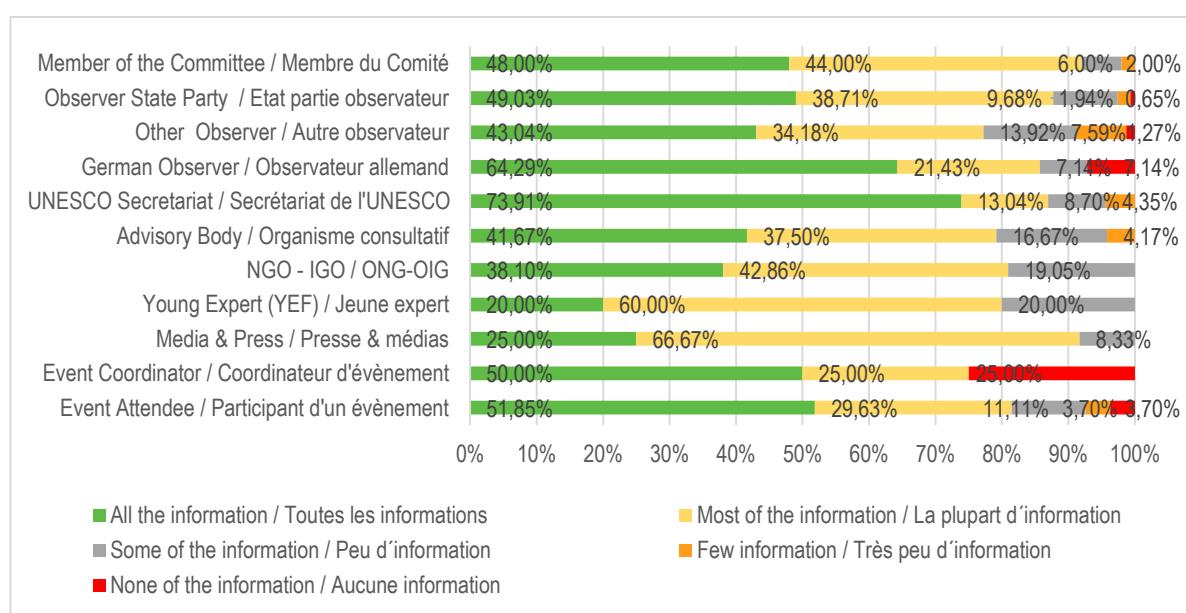
## 1. INFORMATION

### **Prior to the event**

**Q: Prior to the event, did you receive the information you needed?**  
via [www.39whcbonn2015.de](http://www.39whcbonn2015.de)



**Q: Prior to the event, did you receive the information you needed?**  
via [whc.unesco.org](http://whc.unesco.org)

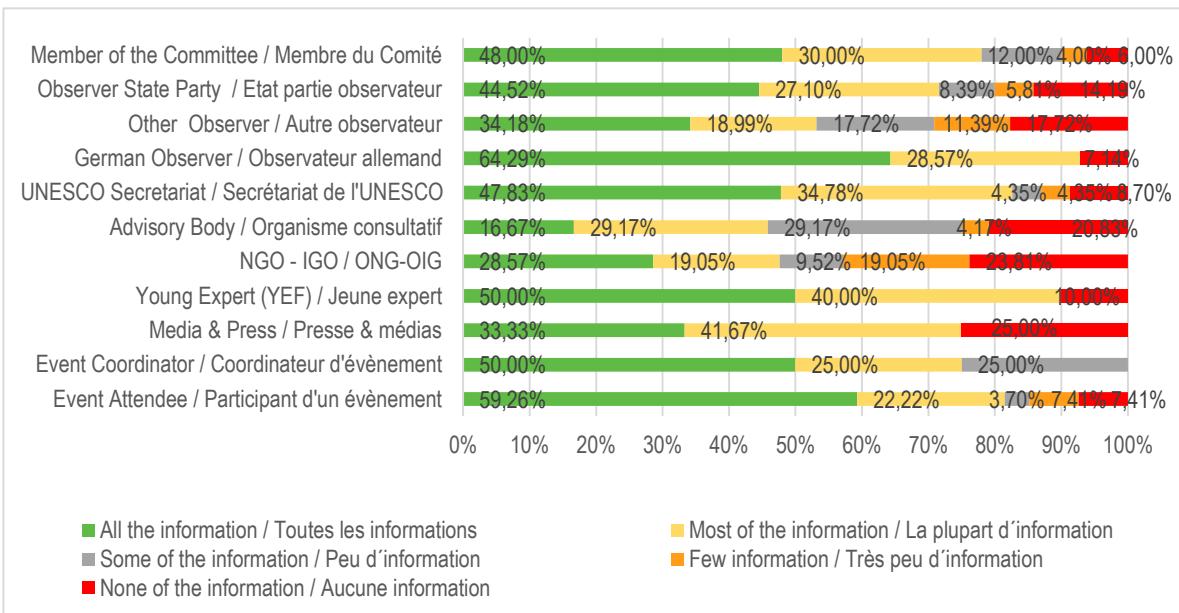




## 1. INFORMATION

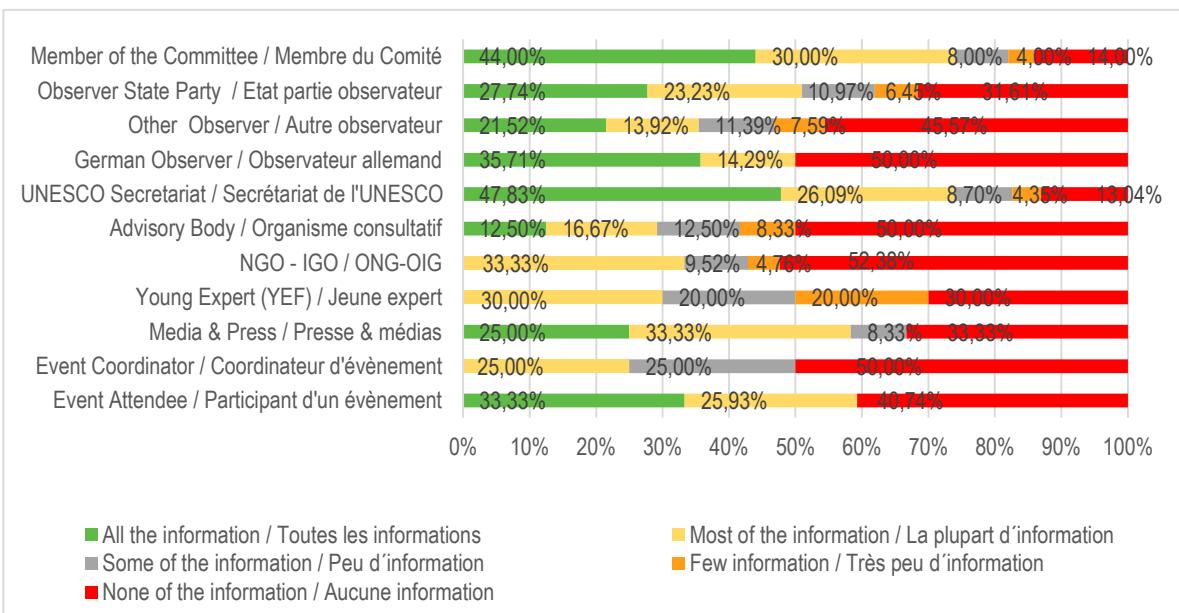
**Q: Prior to the event, did you receive the information you needed?**

via e-mail of the German Commission for UNESCO



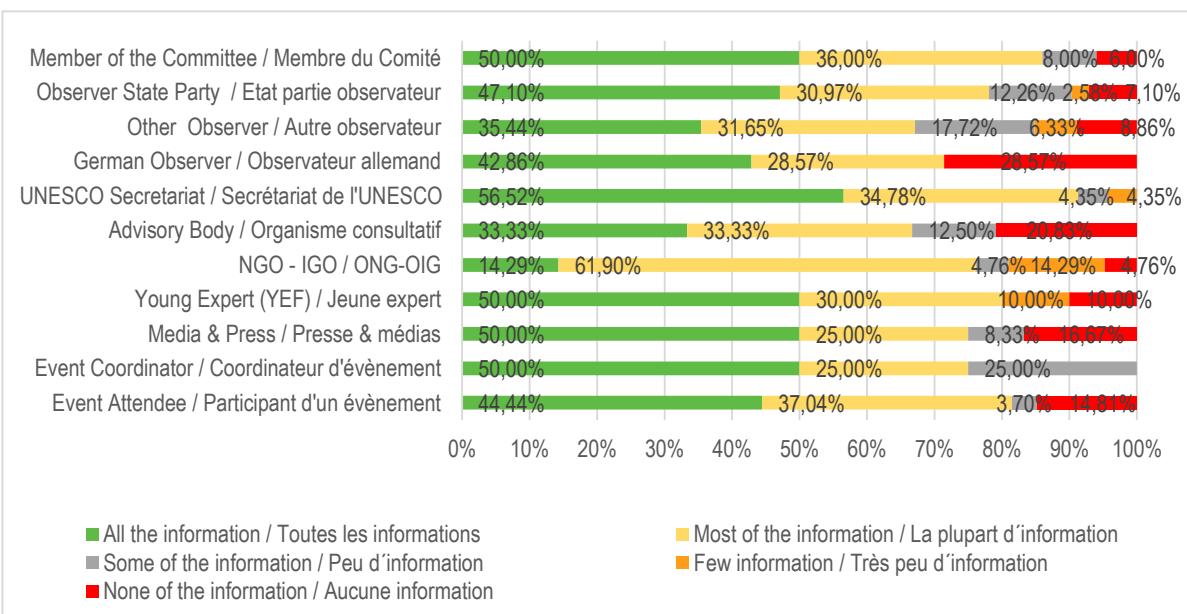
**Q: Prior to the event, did you receive the information you needed?**

via information session in Paris





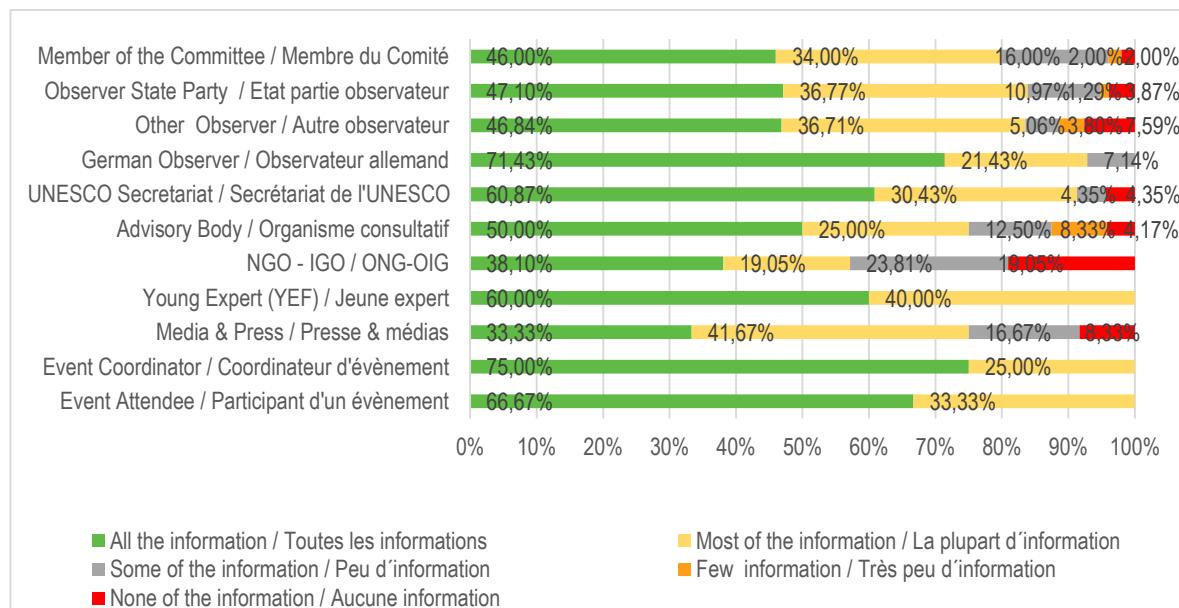
**Q: Prior to the event, did you receive the information you needed?**  
via information document



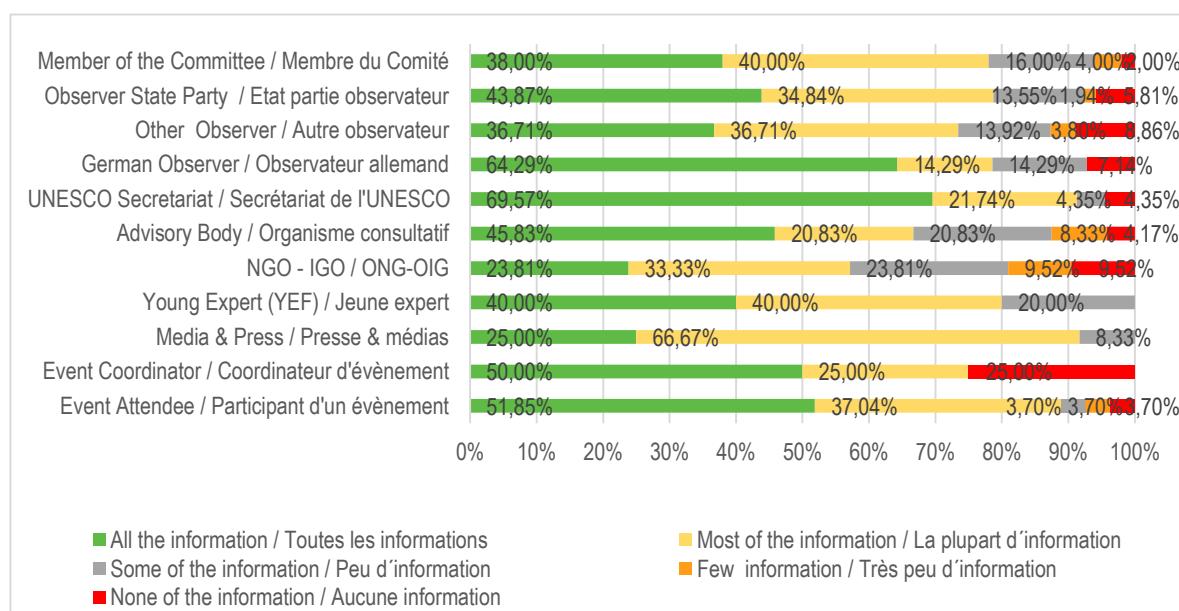


**During the event**

**Q: During the event, did you receive the information you needed?**  
via [www.39whcbonn2015.de](http://www.39whcbonn2015.de)



**Q: During the event, did you receive the information you needed?**  
via whc.unesco.org

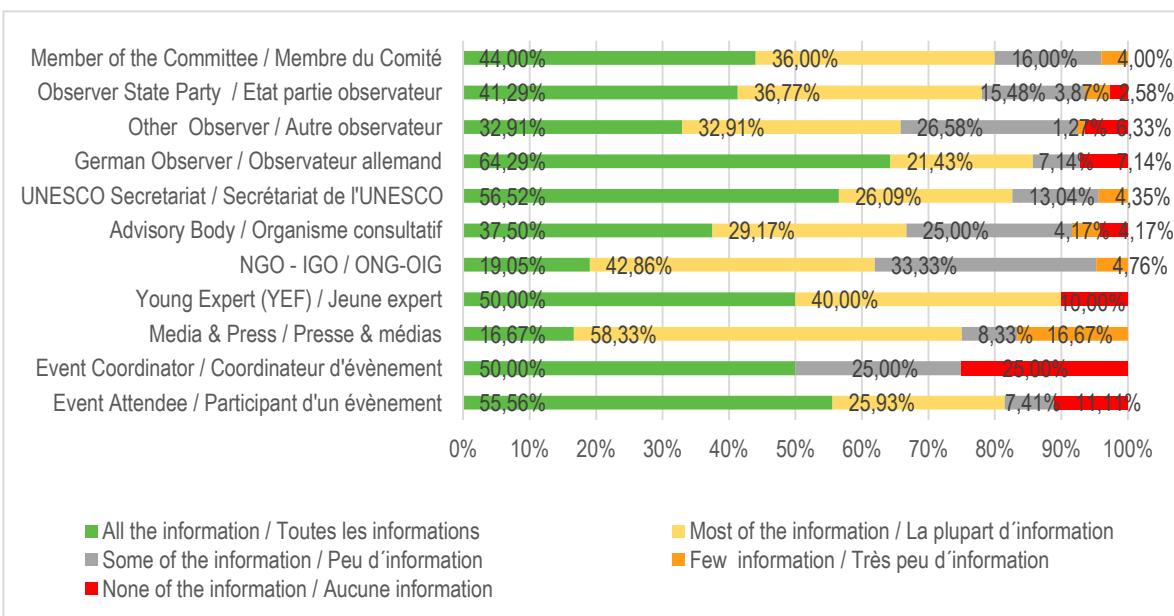




## 1. INFORMATION

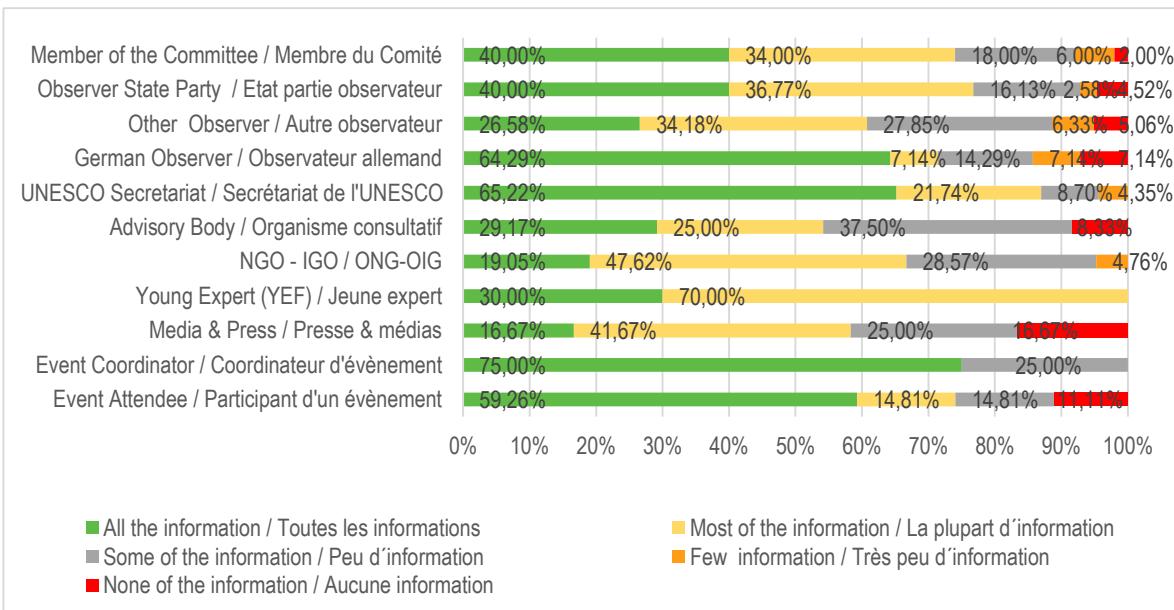
**Q: During the event, did you receive the information you needed?**

via announcement at the end of each session



**Q: During the event, did you receive the information you needed?**

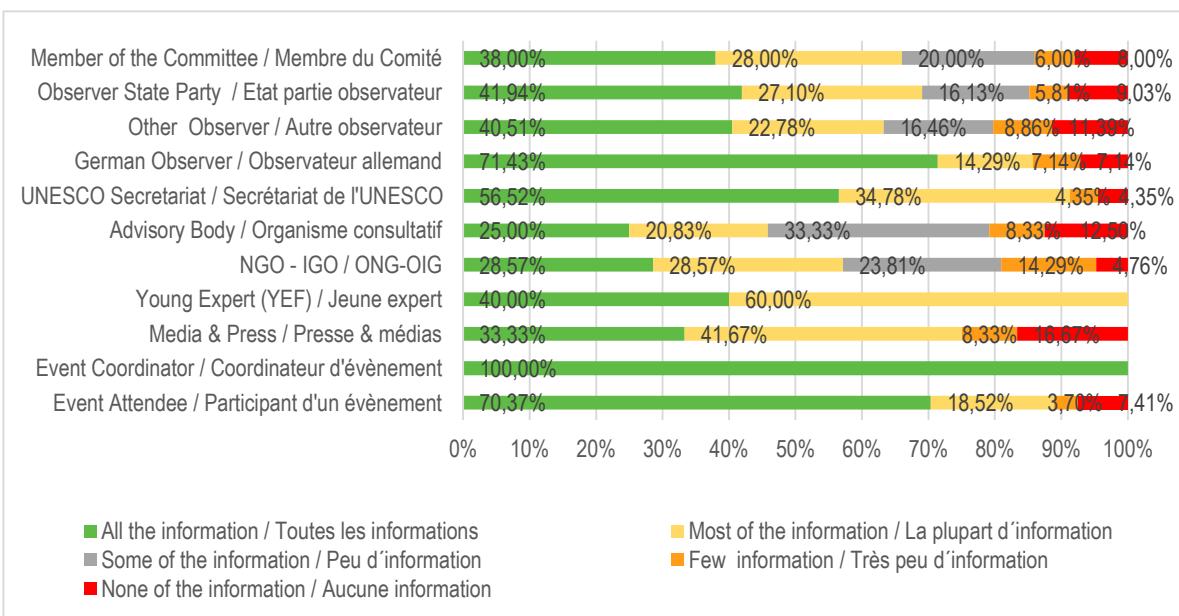
via information screens





## 1. INFORMATION

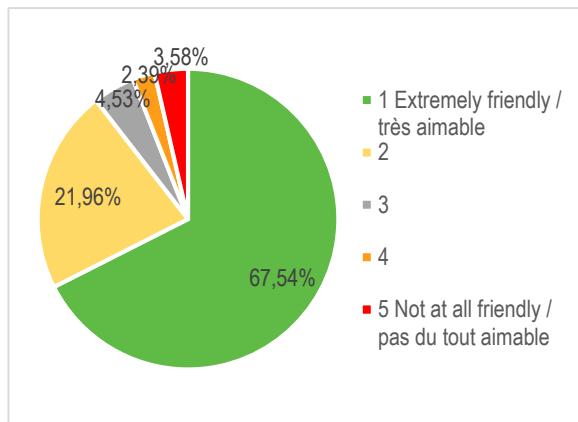
**Q: During the event, did you receive the information you needed?  
via information desk**





## 2. LOCAL STAFF

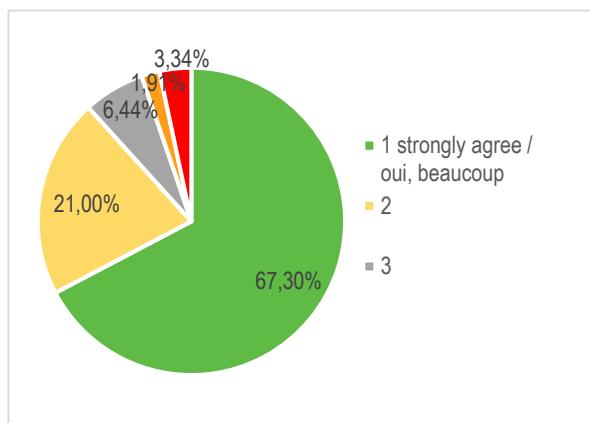
**Q: How friendly was the local staff?**



"I am very impressed with the working spirit of the local staff. They are very friendly and always provide information correctly and timely"  
*Committee Member*

"The local staff was kind, cooperative, eager to help with warm smile. Have my frank compliments to the local staff."  
*Observer State Party*

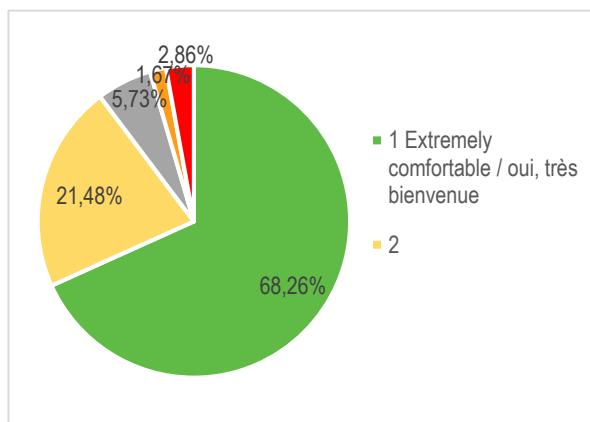
**Q: Did you feel welcome and well looked after by the local staff?**



"Staff well trained and with a very good attitude."  
*Committee Member*

"We found the local staffs much better than our thoughts before arriving in Bonn, as in usual in many of the European countries that could not be found such a hospitality and friendly treatment to the guest."  
*Observer State Party*

**Q: How comfortable did you feel asking the local staff questions at this event?**



"Plenty of multi-lingual staff around, particularly near the entrance."  
*Committee Member*

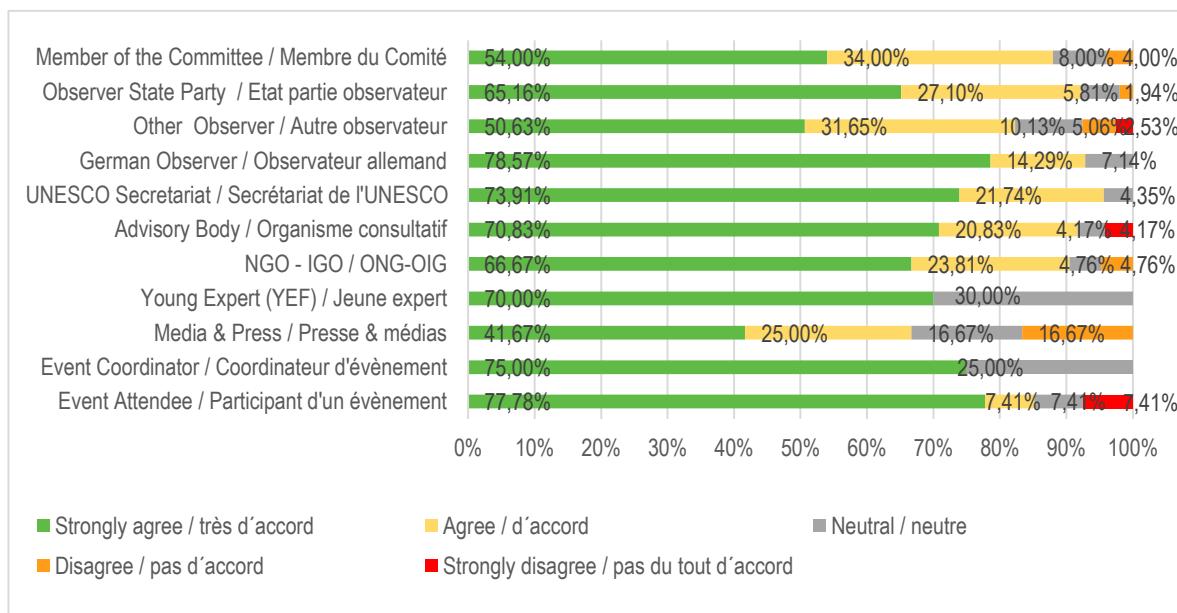
"le personnel était agréable, souriant, accueillant. Il était très bien informé et faisait l'effort que ce soit de langue ou pour donner la bonne information."  
*Observer State Party*



### 3. REGISTRATION

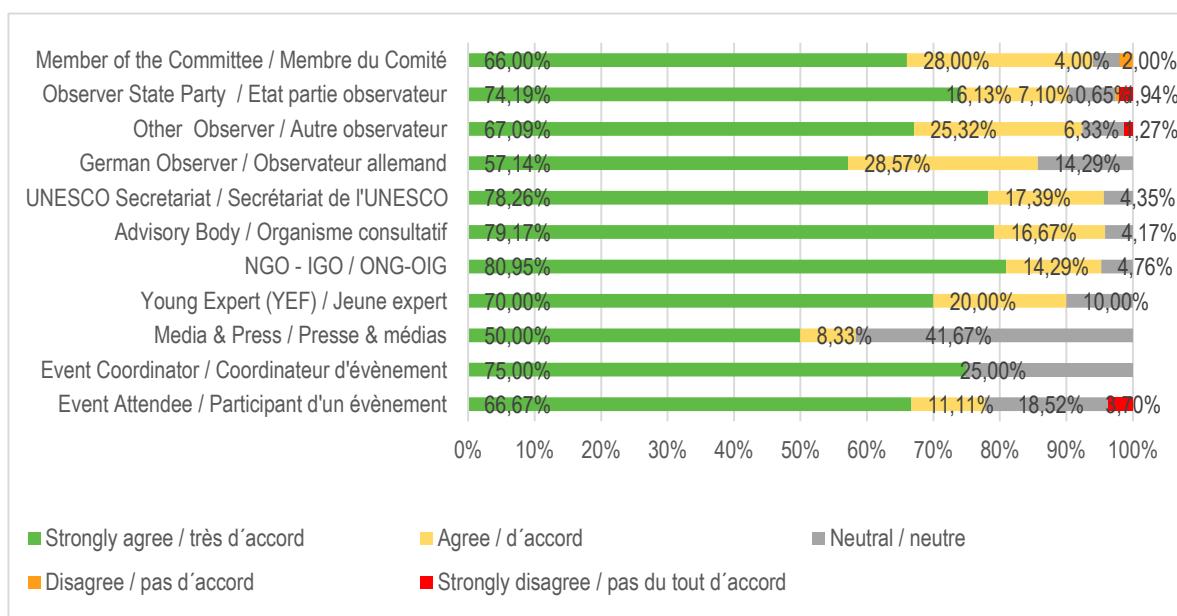
**Q: Please say to what extent you agree that the registration was an easy process**

Online Registration



**Q: Please say to what extent you agree that the registration was an easy process**

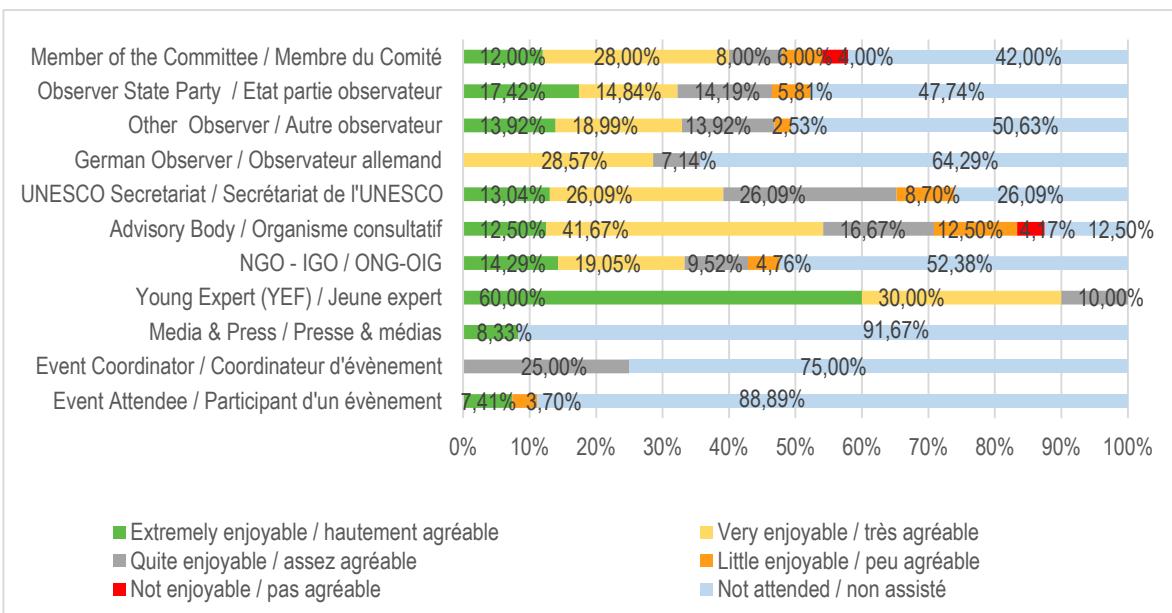
On-Site Registration



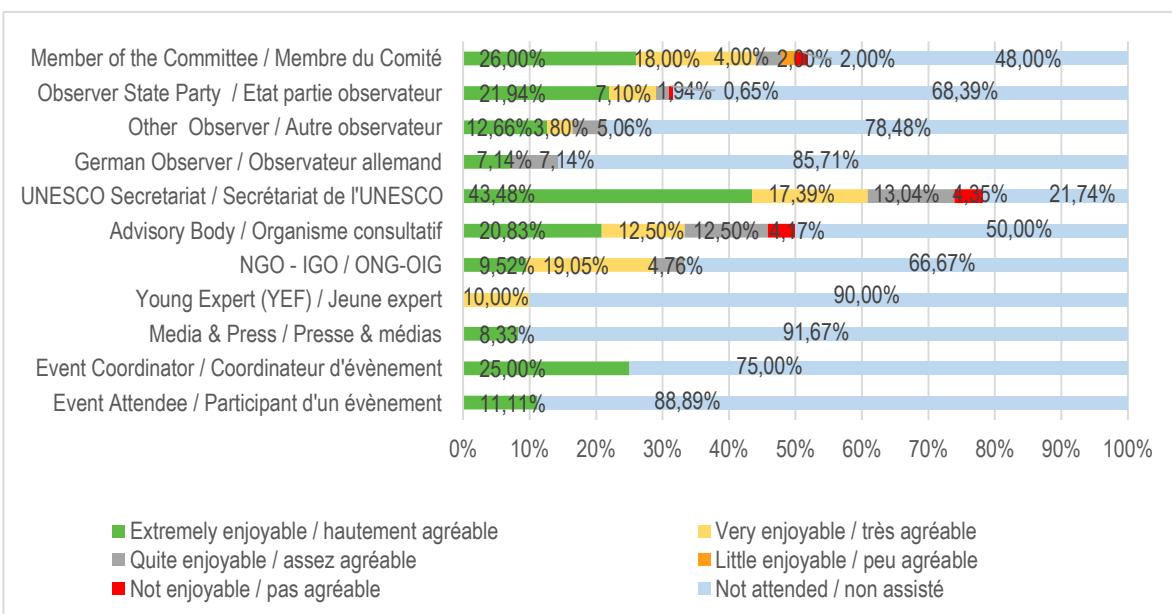


## 4. EVENTS

**Q: How enjoyable did you find the Opening Ceremony?**

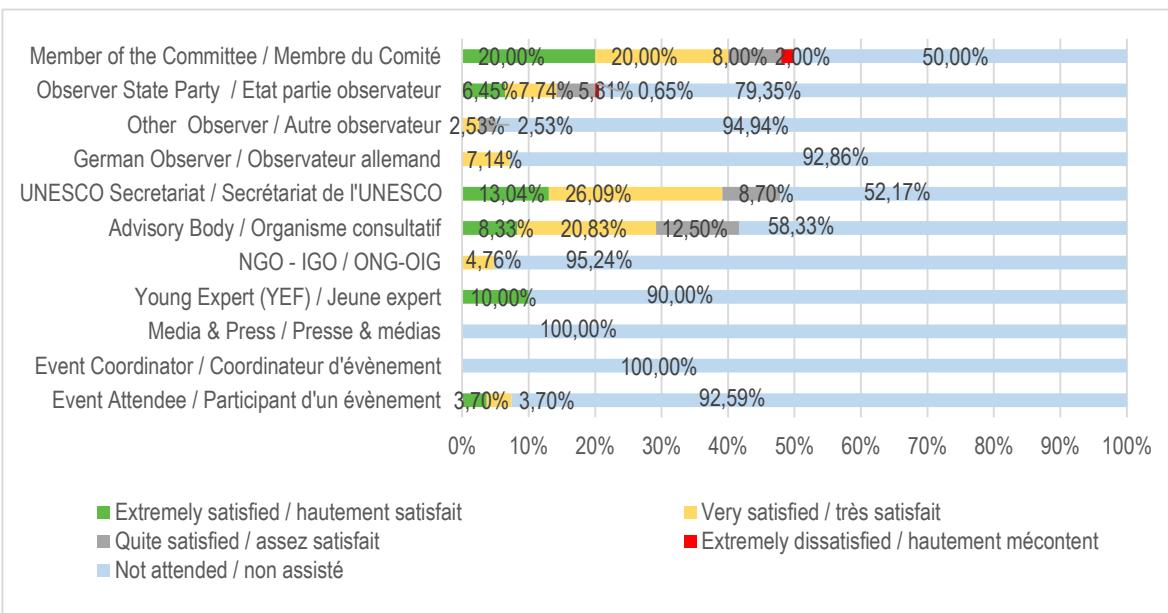


**Q: How enjoyable did you find the Closing Ceremony?**

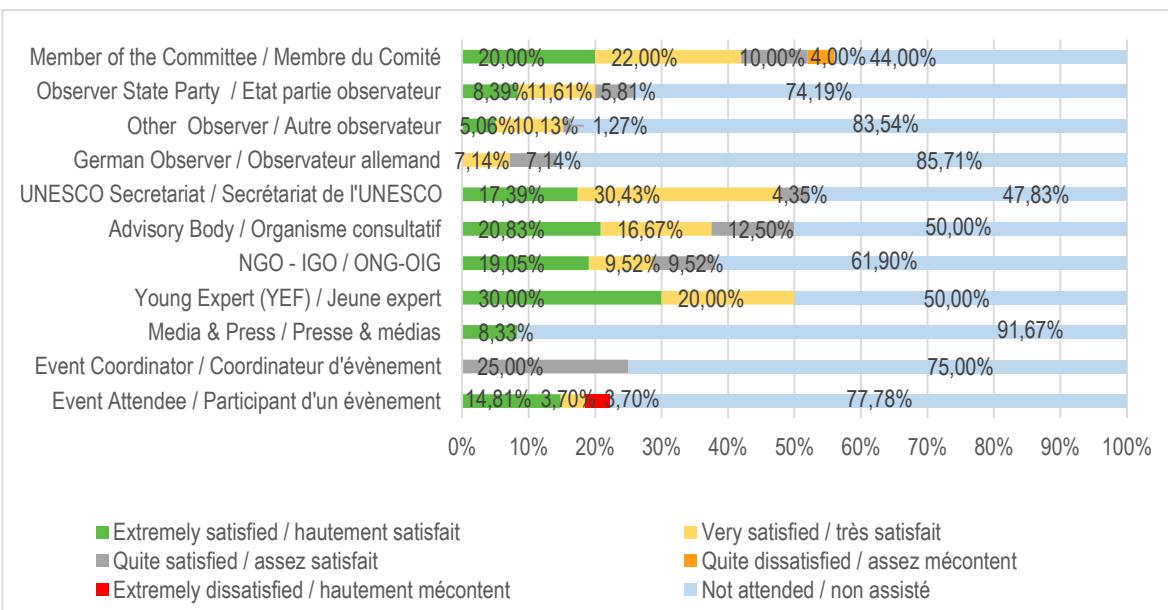




**Q: Which of the following events did you attend and how would you rate these events?**  
**Bureau Meeting**

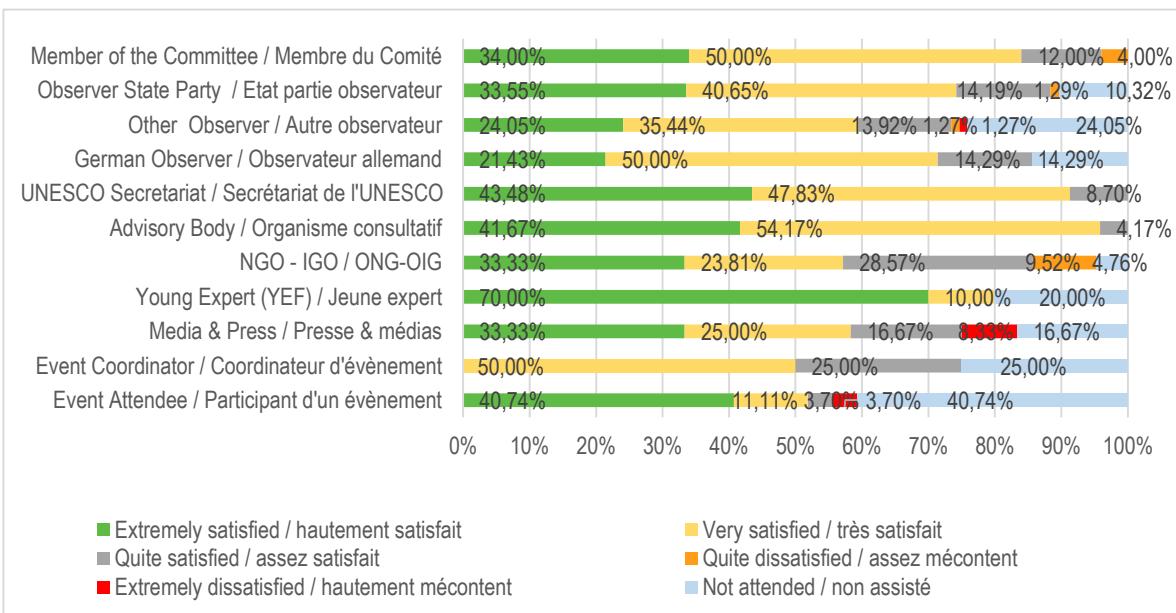


**Q: Which of the following events did you attend and how would you rate these events?**  
**Orientation Session**

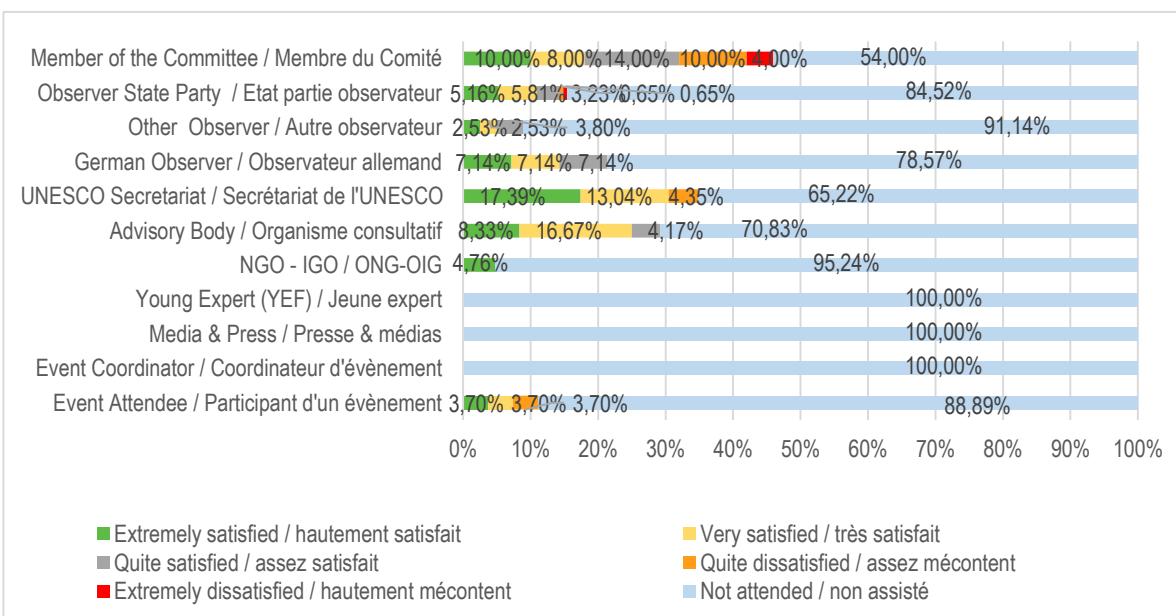




**Q: Which of the following events did you attend and how would you rate these events?**  
Plenary Session

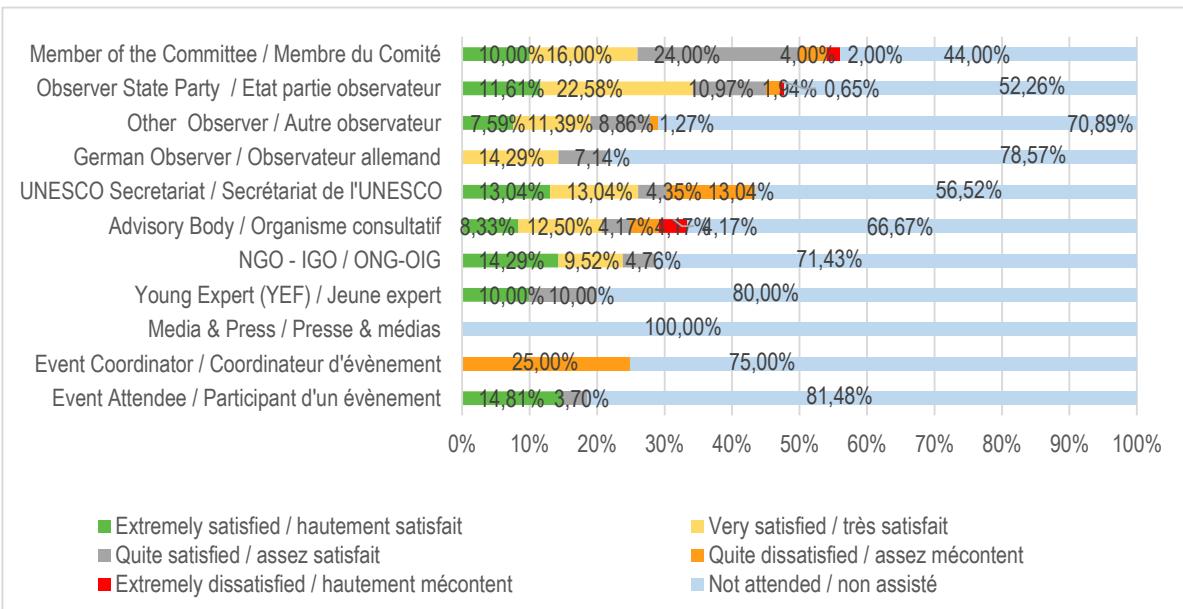


**Q: Which of the following events did you attend and how would you rate these events?**  
Budget Working Group

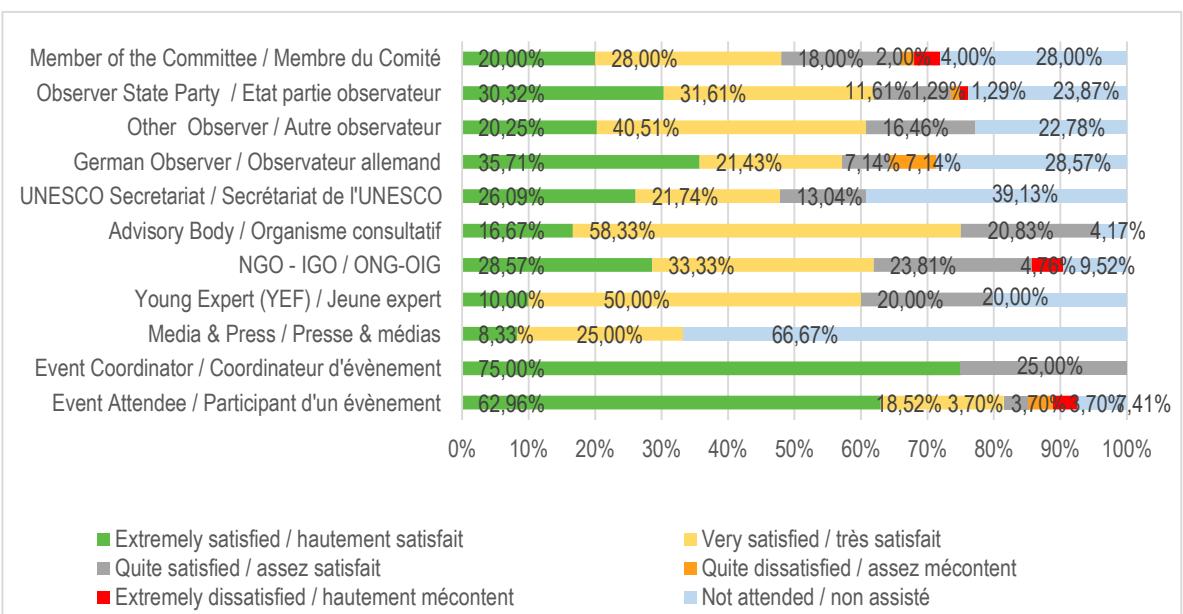




**Q: Which of the following events did you attend and how would you rate these events?**  
Operational Guidelines Working Group

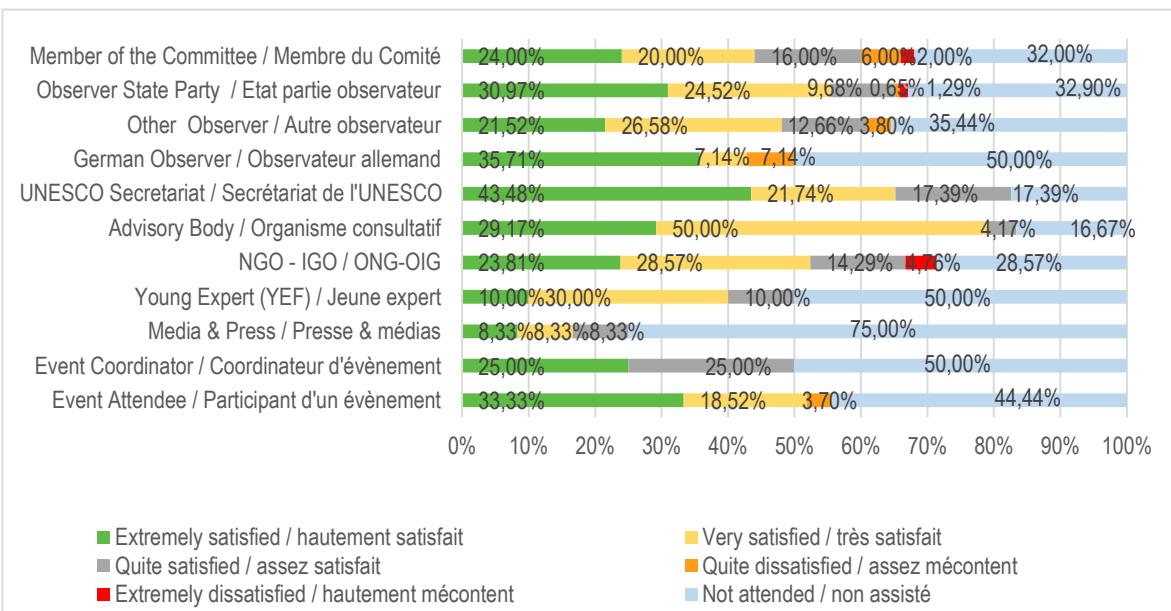


**Q: Which of the following events did you attend and how would you rate these events?**  
Side Events at Lunchtime

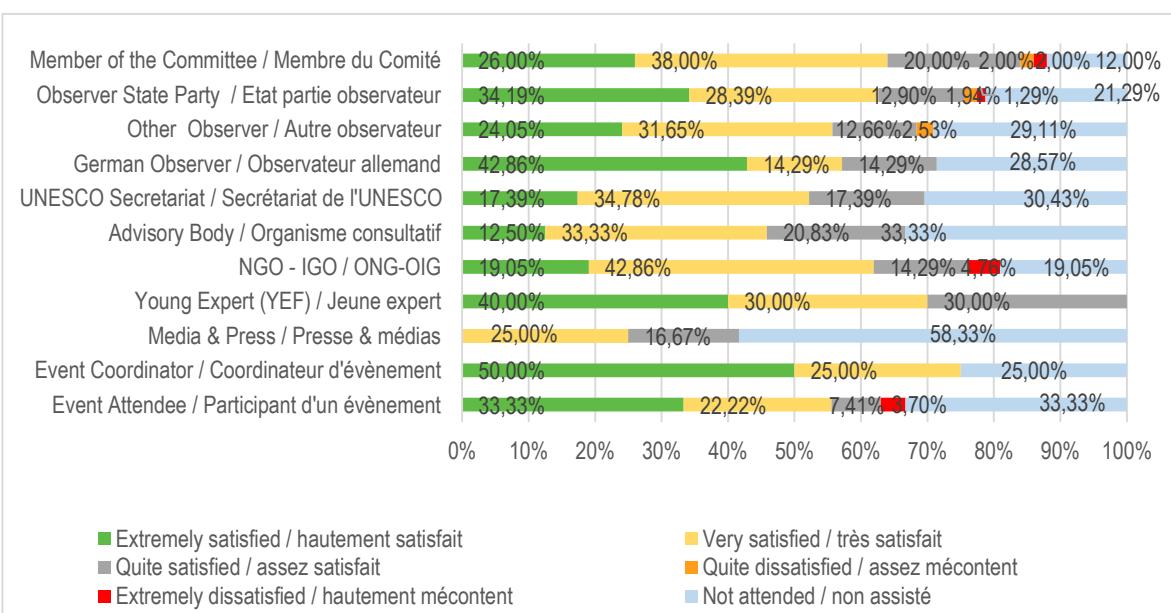




**Q: Which of the following events did you attend and how would you rate these events?**  
**Side Events in the Evenings**

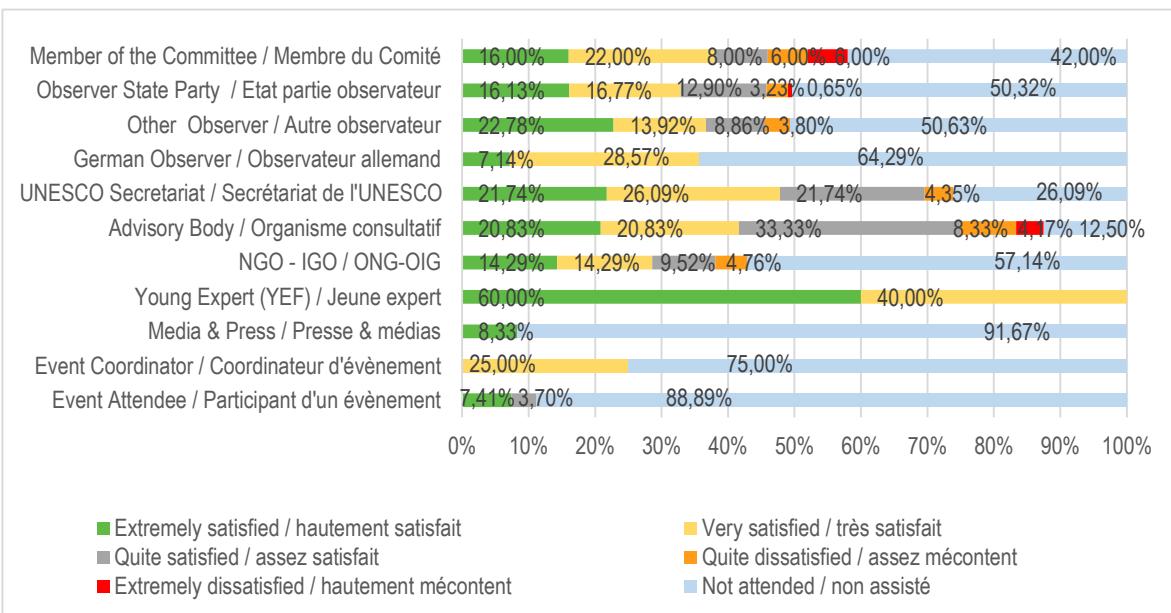


**Q: Which of the following events did you attend and how would you rate these events?**  
**Exhibitions**

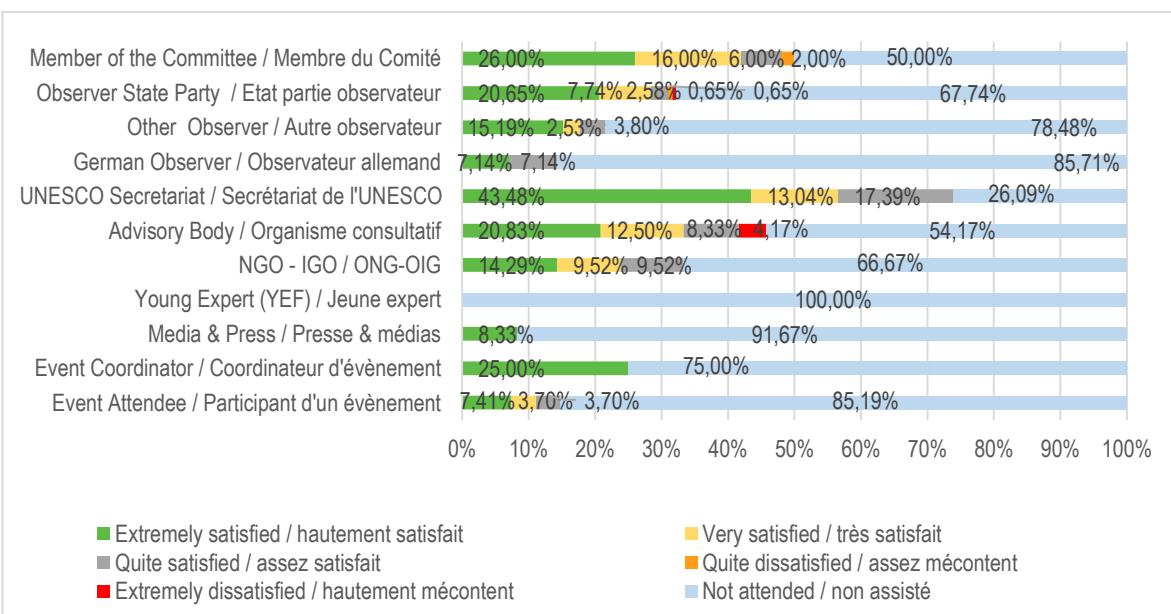




**Q: Which of the following events did you attend and how would you rate these events?**  
**Opening Ceremony**

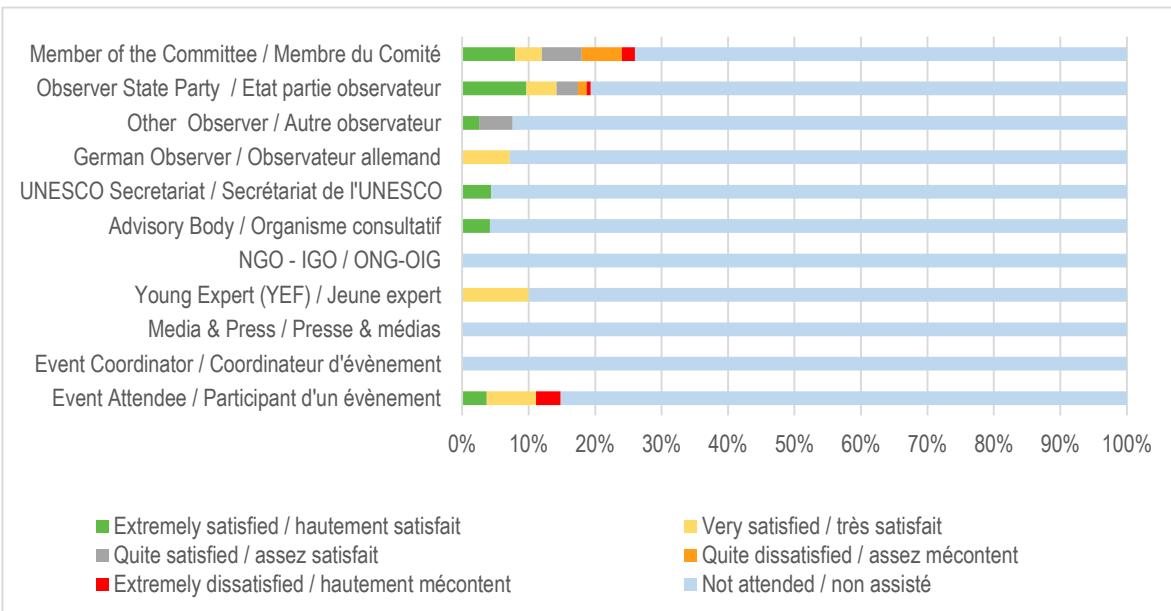


**Q: Which of the following events did you attend and how would you rate these events?**  
**Closing Ceremony**



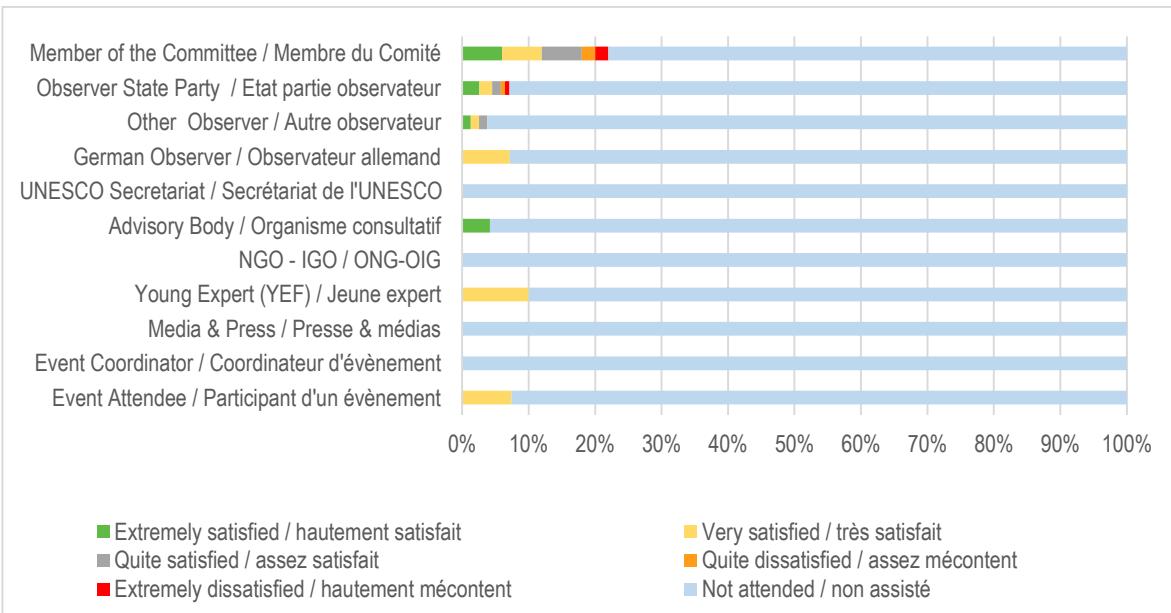


**Q: Which of the following events did you attend and how would you rate these events?**  
**Excursions (half-day/day)**



Note: Due to a very low response rate this graphic does not contain data labels.

**Q: Which of the following events did you attend and how would you rate these events?**  
**Excursions (2-4 days)**

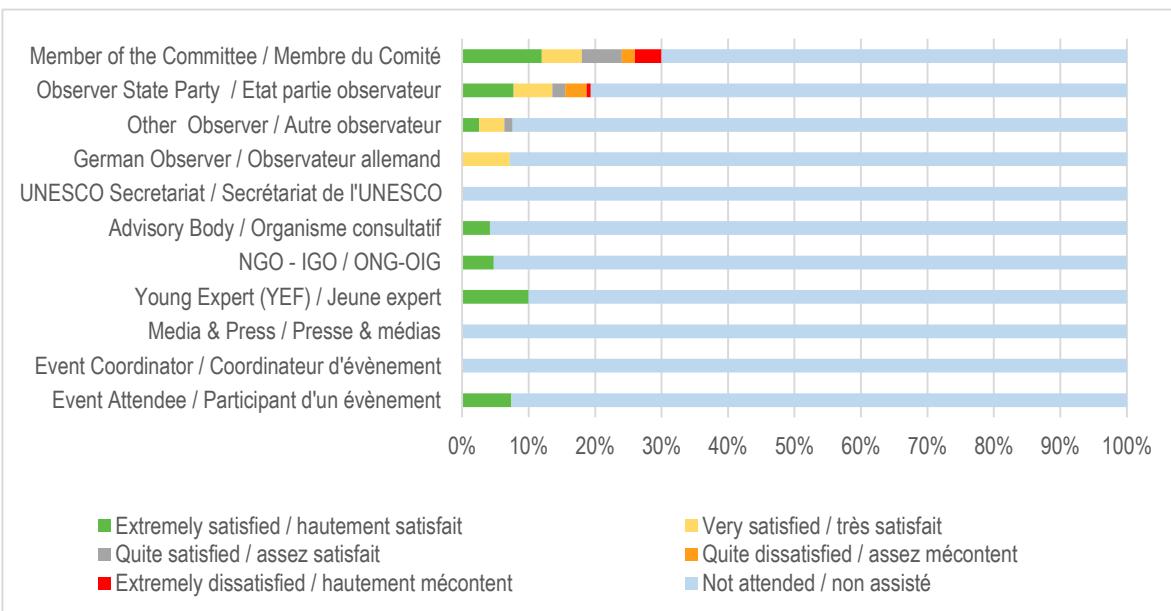


Note: Due to a very low response rate this graphic does not contain data labels.



**Q: Which of the following events did you attend and how would you rate these events?**

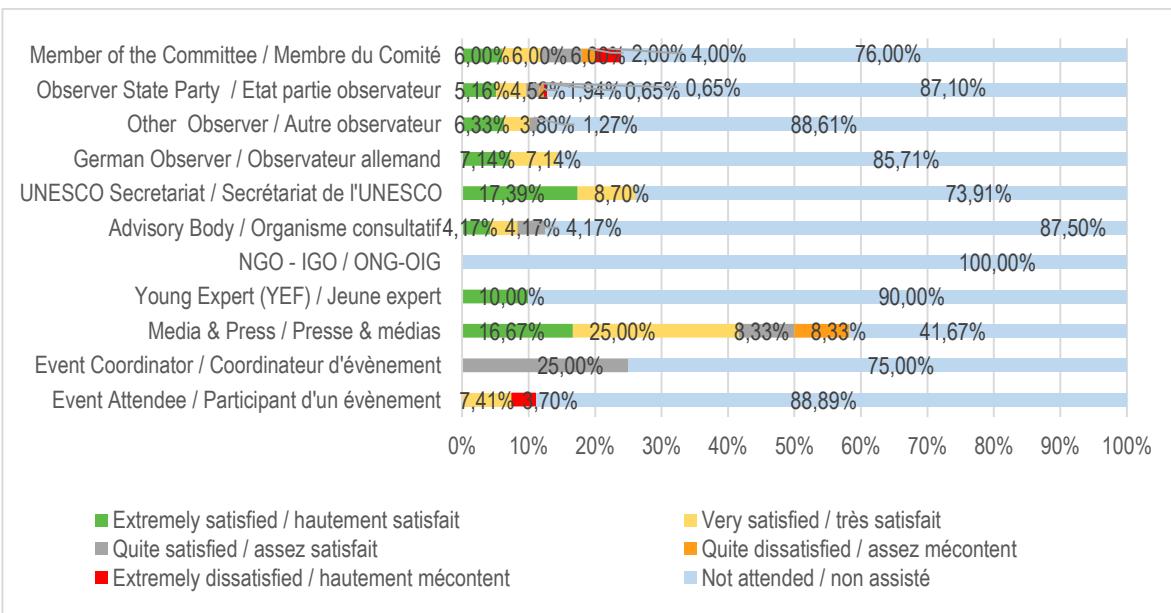
Bonn Guided Tours



Note: Due to a very low response rate this graphic does not contain data labels.

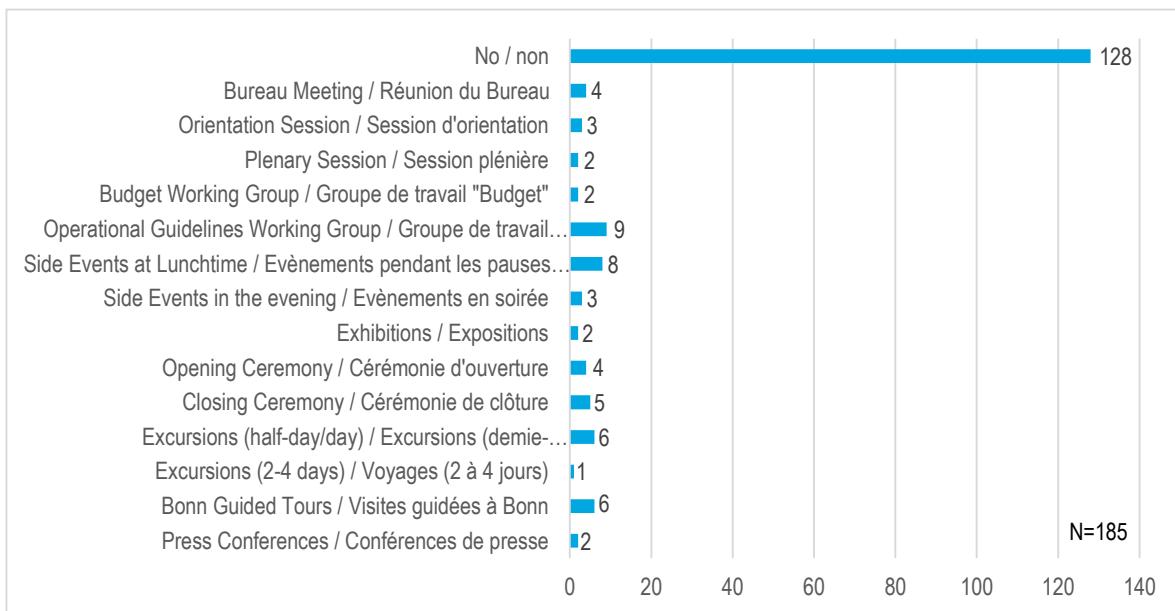
**Q: Which of the following events did you attend and how would you rate these events?**

Press Conferences





**Q: Where there events at the 39 COM that you did not attend but that you wish you had attended?**





## TOP 3 TOPICS | QUOTES

### **(1) AVAILABILITY**

"The session is too long for one to attend from the beginning to the end. Also the living costs for independent observers are high and some could not afford excursions."

*Observer State Party*

"I was extremely busy with the works of the Committee itself. »  
*Committee Member*

"I wished to attend more but I did not have sufficient time because I had to travel back home earlier"

*Observer State Party*

### **(2) OVERLAPSING EVENTS**

"Too much going on during the lunch break and one had to sacrifice some events in order to go to others and often just had to have a sandwich so as not to miss events."

*Other Observer*

"I was involved in side events at lunchtimes so was unable to see how the Operational Guidelines WG worked. My time was also quite busy so unfortunately I didn't have a chance to see any exhibitions or attend excursions off site."  
*NGO-IGO*

"Although I could attend the first meeting of the Operational Guidelines Working Group, the working room was already packed when I arrived at the second meeting. Seeing presence of representatives from my country, I left for a side event. In some lunchtime and evening side events, I had to make a choice between two or three events of interest."

*Committee Member*

### **(3) COSTS**

"Any of the excursions. Unfortunately one had to pay for the excursions. In developing countries some of the excursions are offered free of charge."

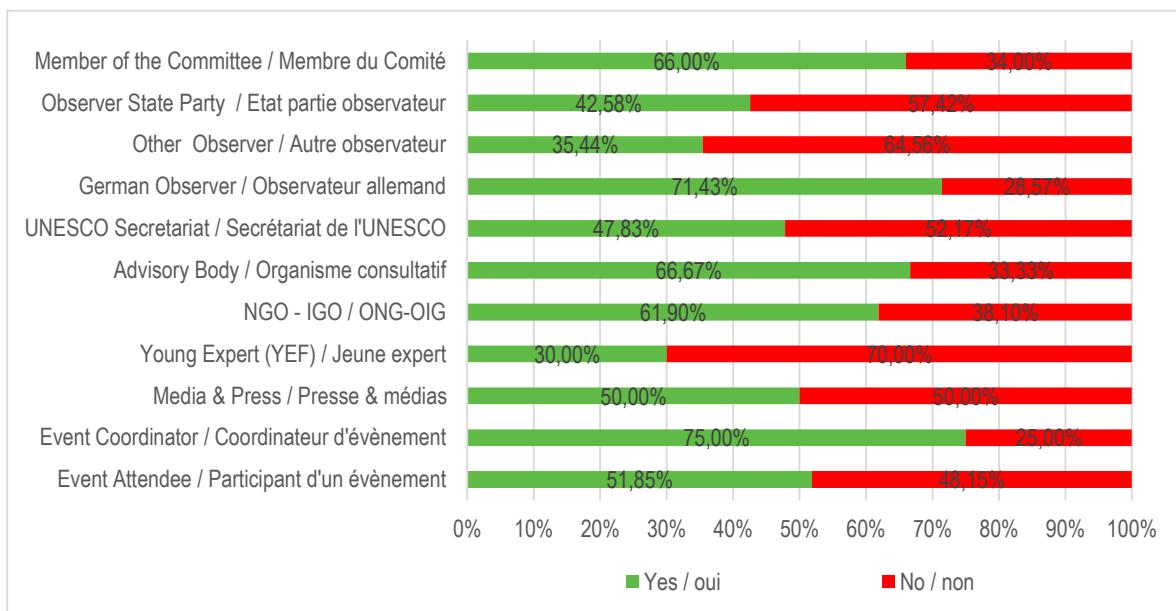
*Observer State Party*

"There was no time for the excursion as the programme was tight. Besides the excursions tickets were a bit expensive"  
*Observer State Party*

"I wish there had been more opportunities for the tours and excursions because I wanted to participate in them. Some of the excursions were quite expensive, however and I was not able to afford these."  
*Other Observer*



**Q: Did you feel invited to organise and run a side event?**



**TOP 3 REASONS NOT TO RUN A SIDE EVENT | QUOTES**

**① LACKING INFORMATION**

"It is not clear for me who to contact about this."

*Observer State Party*

"I was involved in several side events that had been planned in advance - but the possibility of doing this is not clear, and there were too many events popping up without much notice."

*Other Observer*

"Contacts insuffisants avec les participants et les organisateurs"

*Other Observer*

**② NO INTEREST / NOT RESPONSIBLE**

"Our delegation had held events at the two previous annual meetings and so we did not see the need to do so at this one."

*Observer State Party*

"I did not want to run a side event."

*Advisory Body*

"There were opportunities to organise something but we did not take it up."

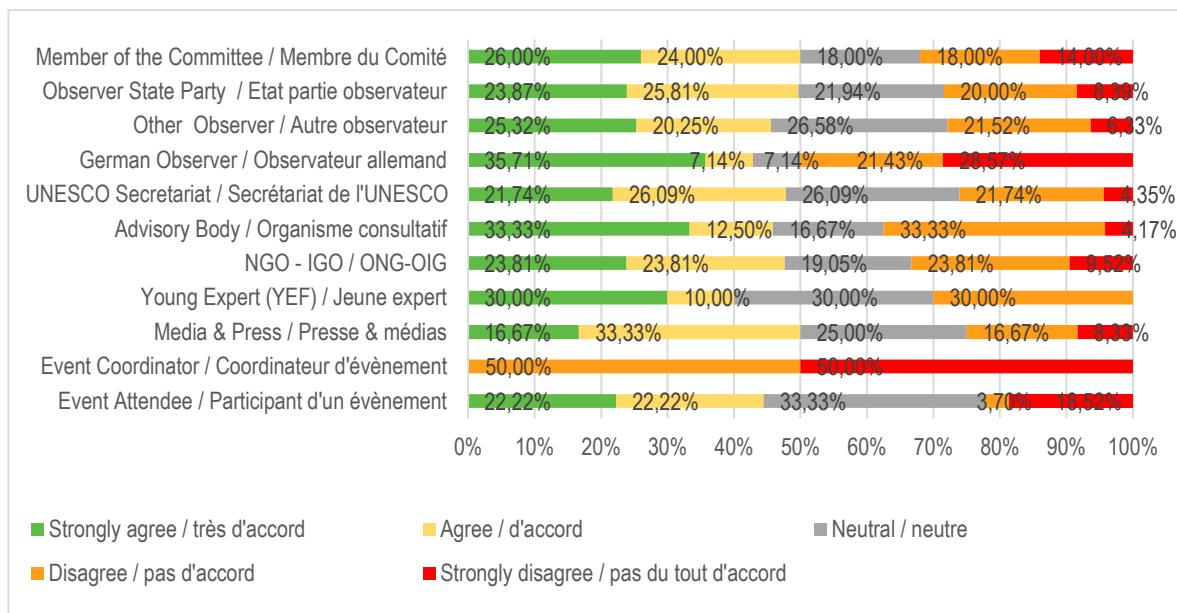
*Observer State Party*

**③ --**

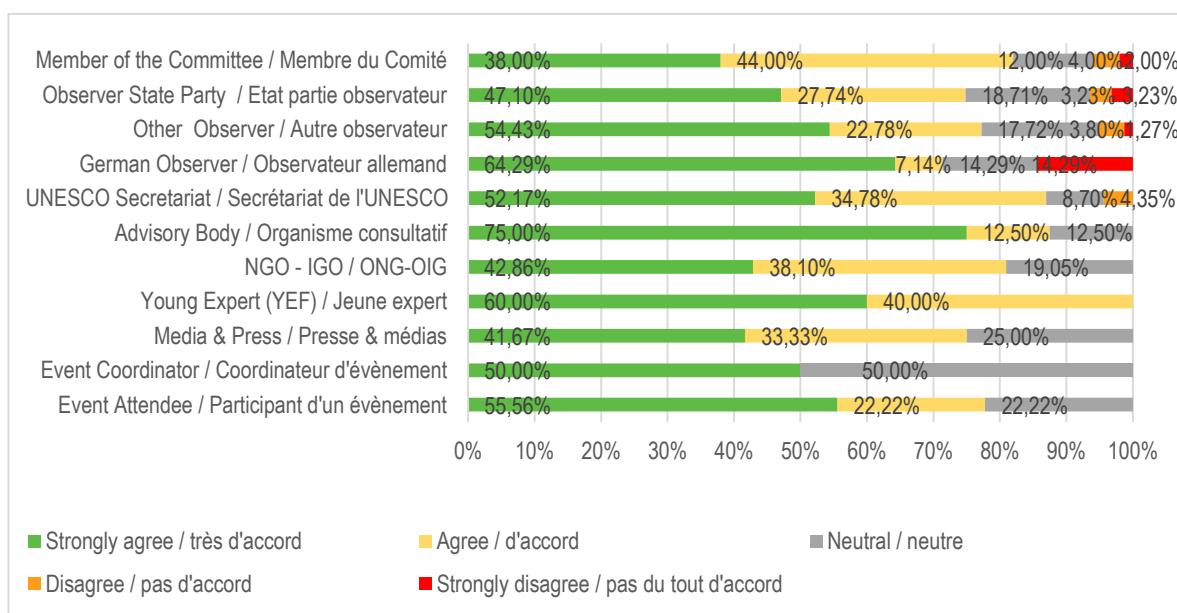


## 5. SUSTAINABILITY

**Q: I could do without the desk of printed publications and would prefer electronic publications**

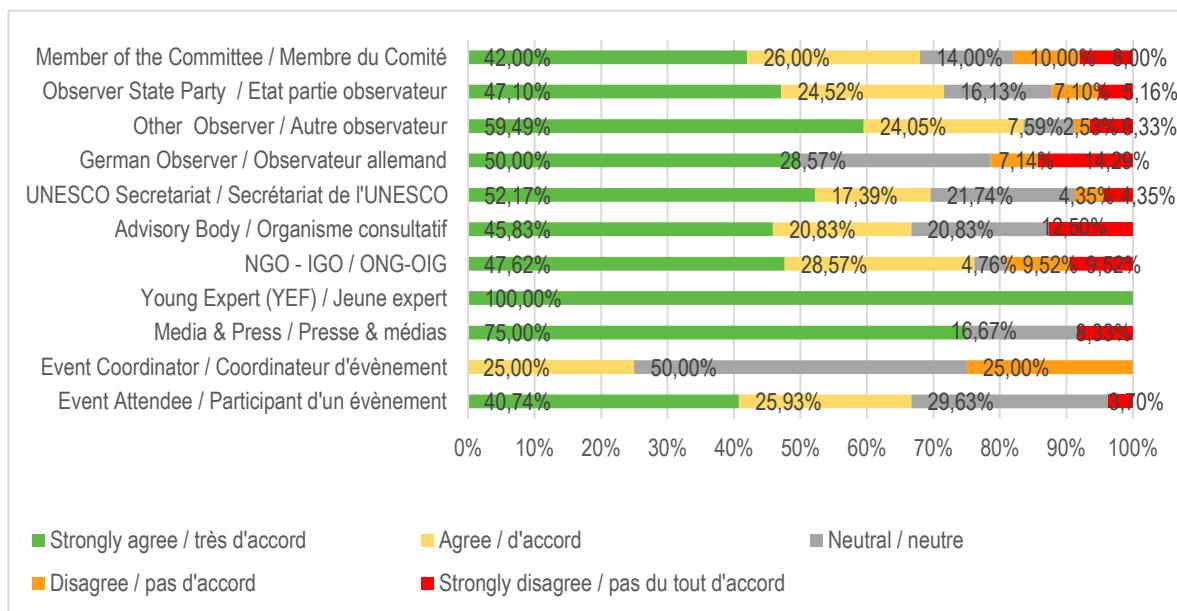


**Q: I liked the idea having a fair trade conference bag**

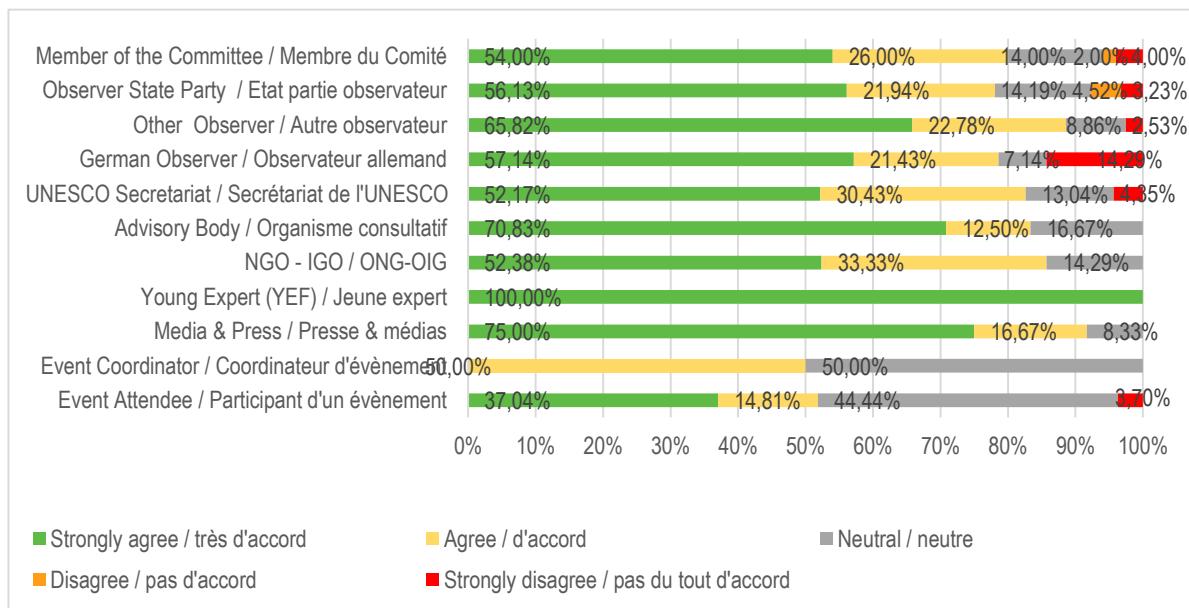




**Q: I used the water bottle regularly**



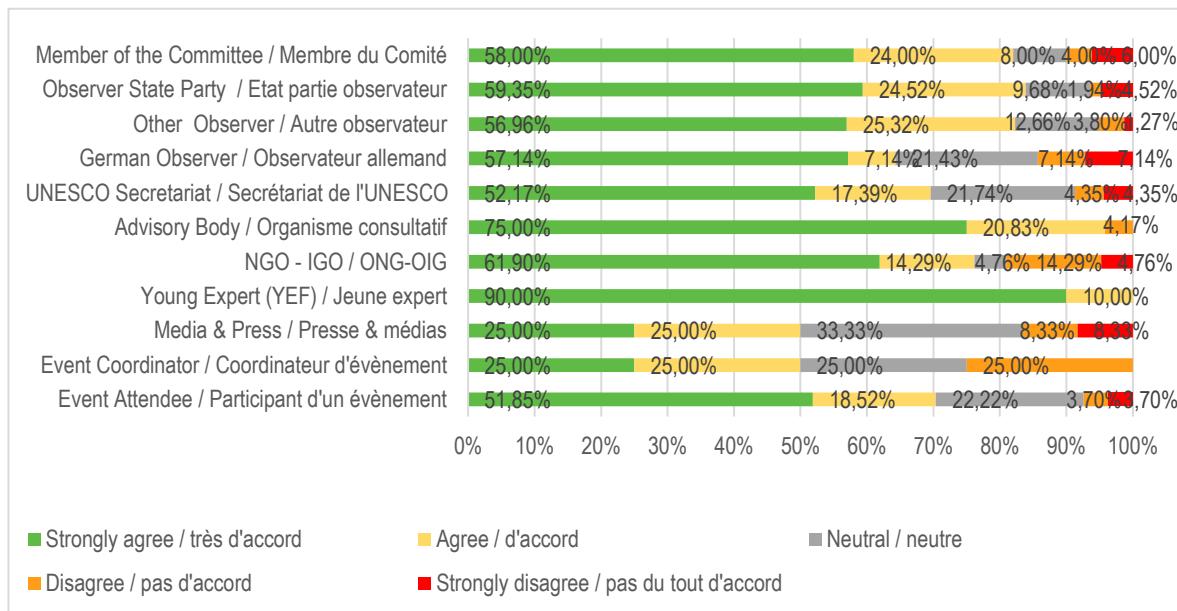
**Q: I will keep the water bottle in use in future**



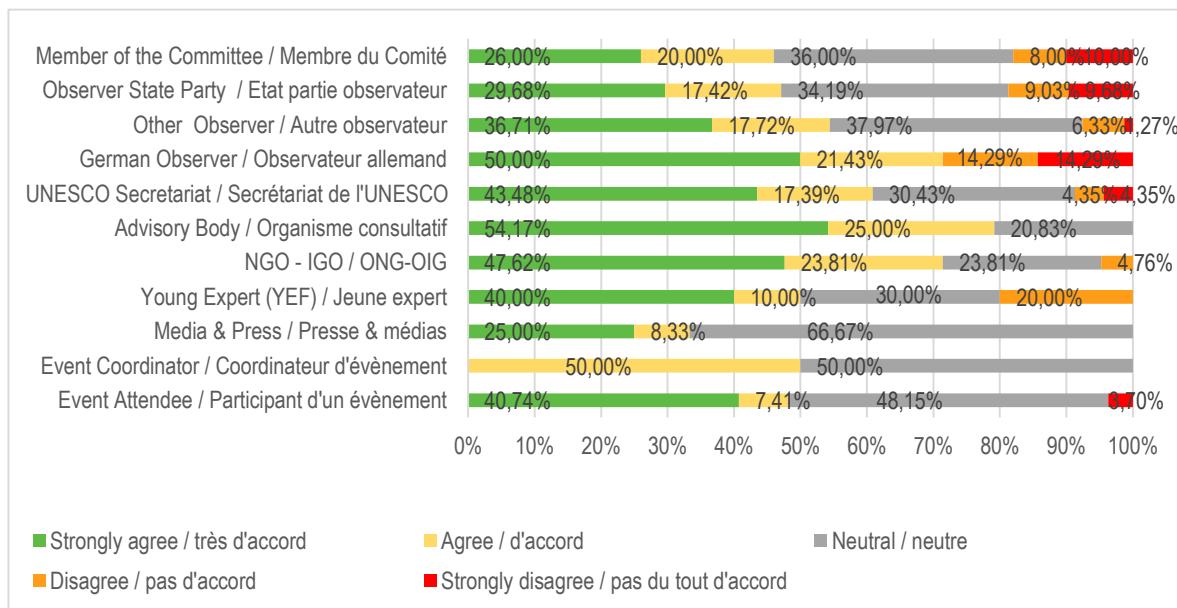


## 5. SUSTAINABILITY

**Q: I liked to use the public transport in Bonn**



**Q: I liked the idea of the “veggie day” during the conference**





### TOP 3 TOPICS | QUOTES

#### ① CATERING

"Dans la conférence on pourrait voir un peu plus de produits écologiques et durables et aussi des produits artisanales locales qui nous donnent une idée sur l'histoire et les traditions du lieu d'organisation."

*Young Expert*

"There could be less packaging for the side event meals - no need for bags and plastic bottles of water - e.g. could have cups of drink provided instead."

*NGO-IGO*

"I really missed fresh vegetables and salads, not only cooced ones."

*Committee Member*

#### ② PROMOTION OF VEGGY DAY

"I was sorry, but I did not notice the publicity of "veggie day". I think that it is a very good idea. Why don't you inform it more?"

*Observer State Party*

"I didn't feel the food on offer took into account halal or other diets; nor was the veggie day advertised adequately."

*Observer State Party*

"Raise the awareness of such actions. The "veggie day" was not promoted/publicized."

*UNESCO Secretariat*

#### ③ LIMIT PARTCIPANTS PER DELEGATION

"I do not have really an scpecific idea, probably limitations of number of delegates per a country might be a way, but this really needs a wider discussion."

*Observer State Party*

"Limit the number of participating delegation members in order to decrease travel volume, costs and CO2-emmission"

*Media & Press*

"Reduce frequency of the Committee meetings to once every two years (cuts back lots of air traffic, thus carbon). Limit the number of Committee members per country (some countries had over 15 'members') with a minimum of 1 (or 2) and a maximum of 4 or 5."

*Committee Member*

#### ③ FREE TICKET FOR PUBLIC TRANSPORT

"Public transport in Bonn should have bee free of charge for anybody who registered for the conference. Not only for those people who booked their hotel through the tourist information, because there were also cheaper hotel options if you booked on your own, but then you didn't get the ticket for public transport."

*Other Observer*

"public transport should be for free when there is a such meeting. It is usual standard."

*Observer State Party*

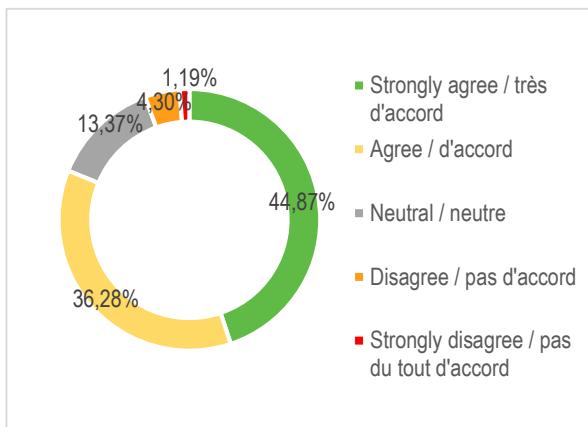
"could not book the hotel through bonn anzmore - therefore did not get free publi transport. perhaps better to provide the free public transport through the entry registration of the conference (if possible)"

*Other Observer*

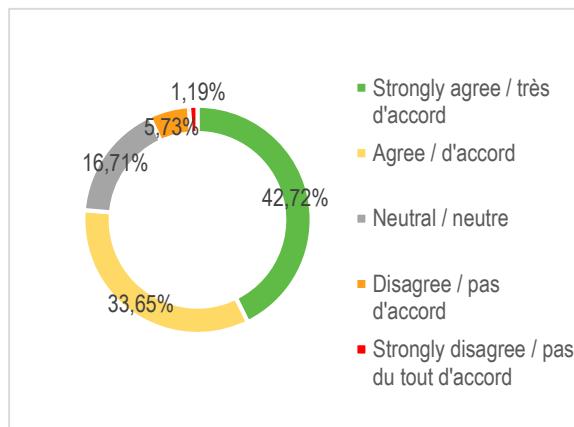


## 6. LOGISTICS

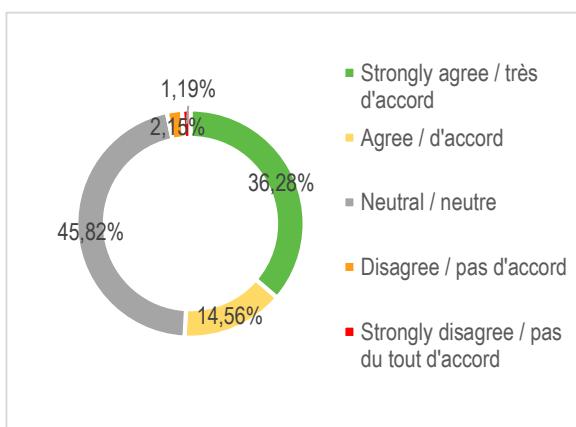
**Q: Travel arrangements to Bonn were easy to plan**



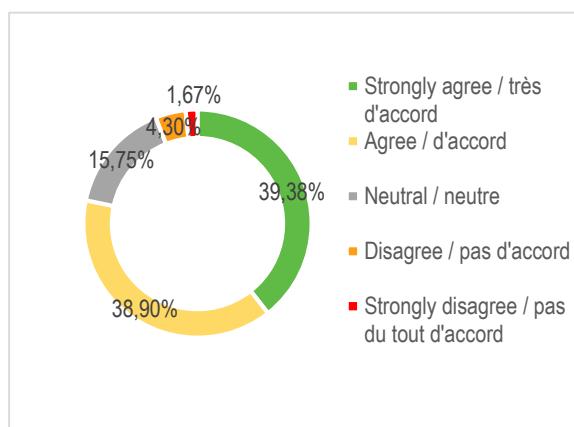
**Q: Hotel booking was easy to arrange**



**Q: The visa process was comfortable**

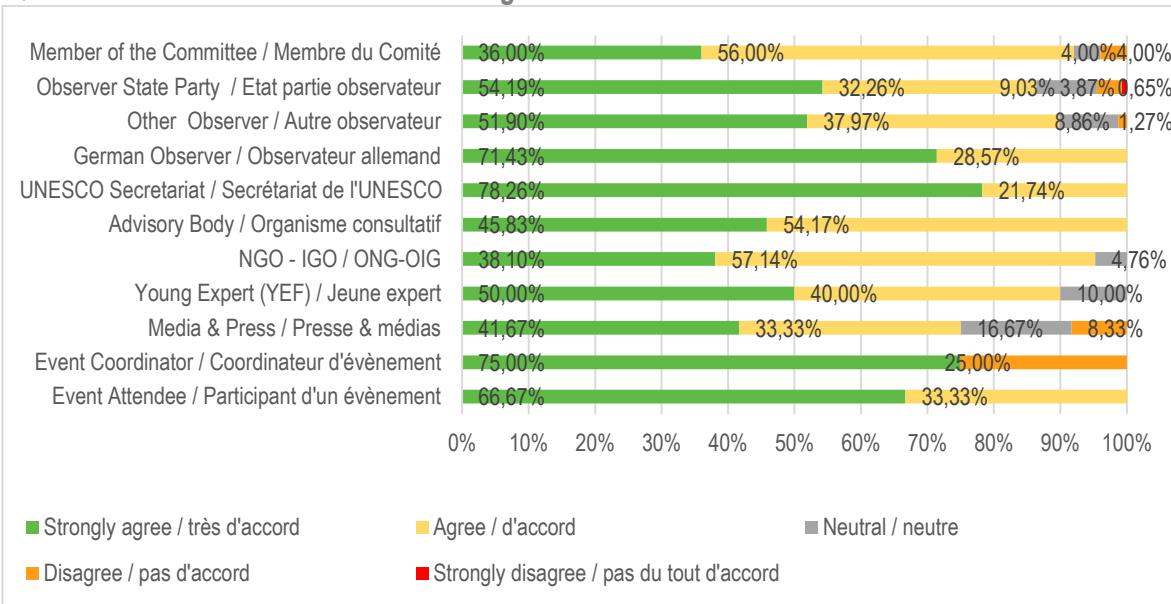


**Q: Bonn was a stimulating conference location**

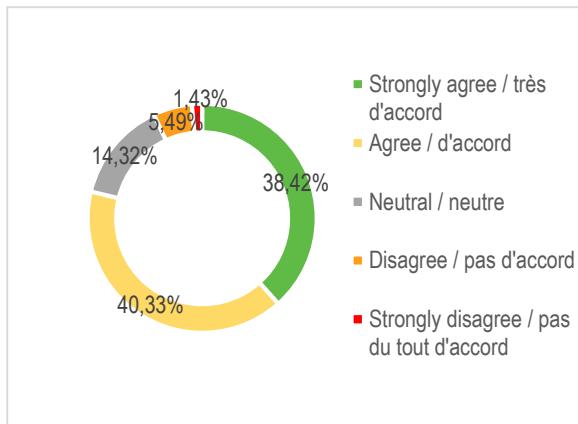




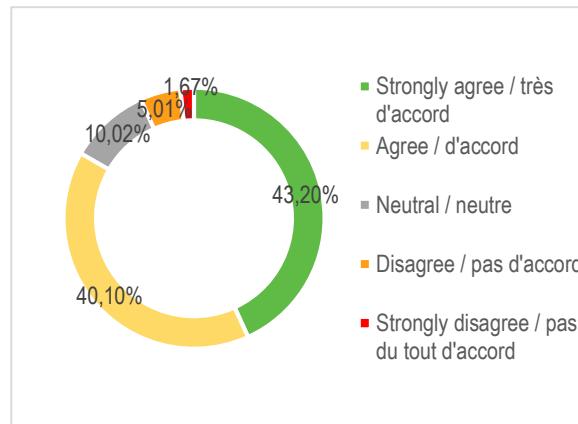
**Q: The World Conference Center was a good conference site**



**Q: The meeting rooms were comfortable**

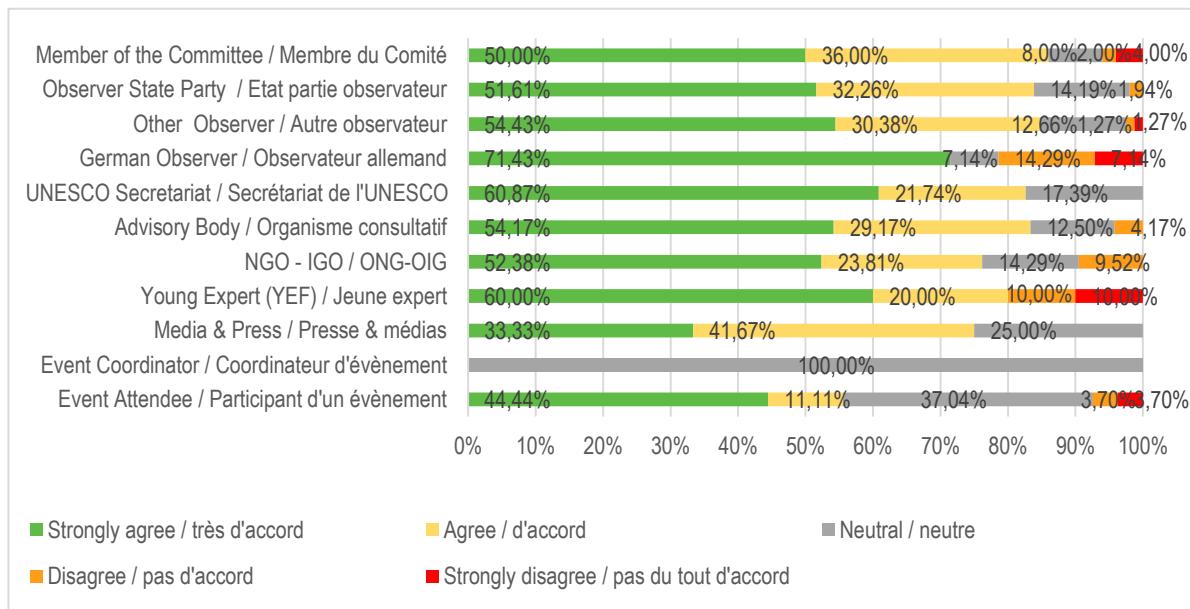


**Q: Audio-visual needs were met effectively**

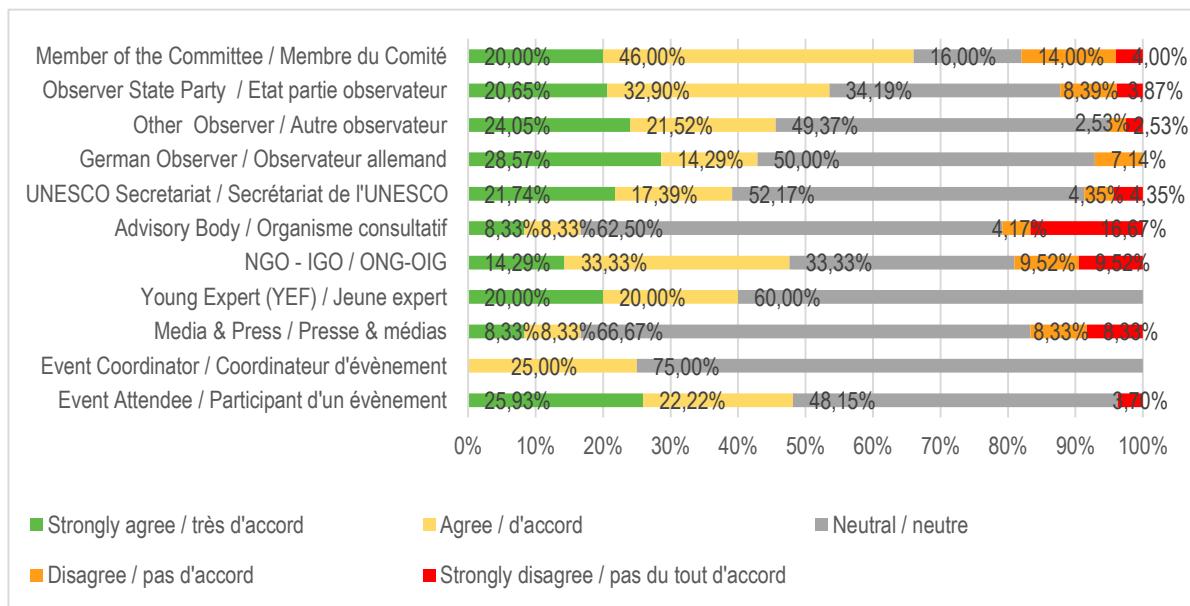




**Q: The flash drive was convenient to use**

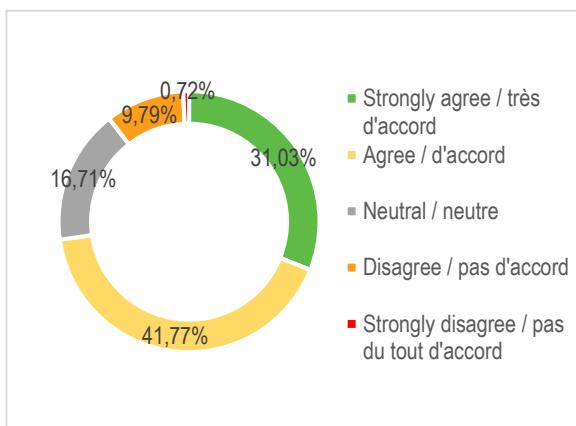


**Q: The Delegates' Lounge was useful to me**

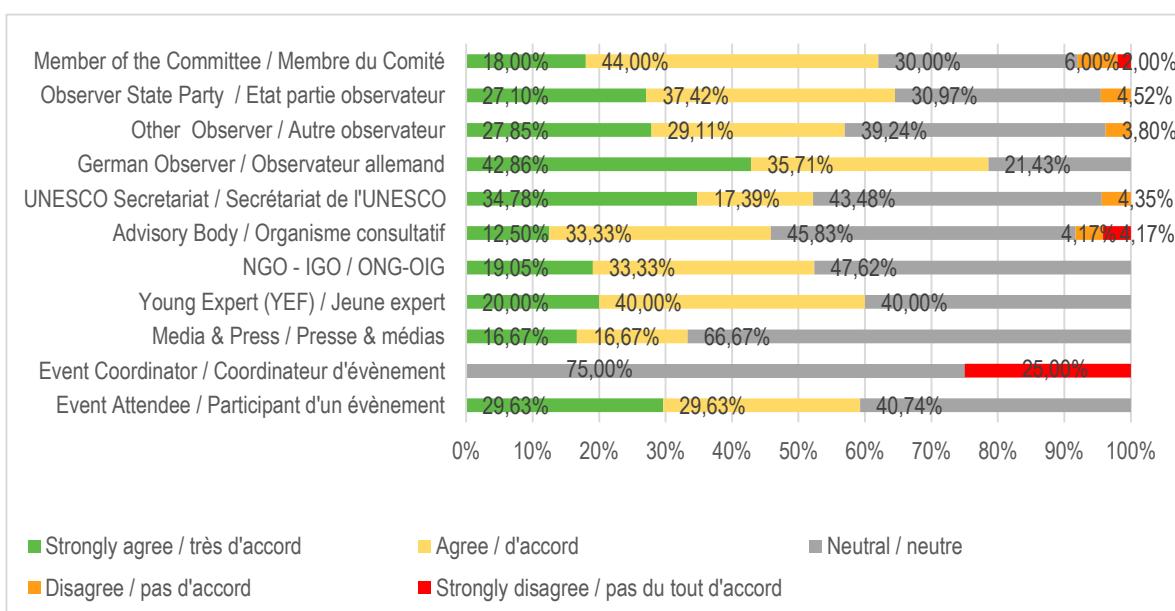




**Q: The signage made it easy to orientate in the building**

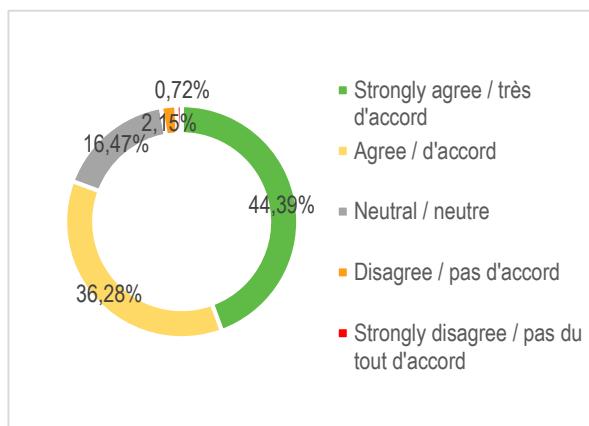


**Q: The meeting booths facilitated multilateral meetings**





**Q: Security measures made me feel safe at the conference center**





**TOP 3 | WHAT DID YOU LIKE MOST?**

**(1) VENUE**

"The organization was excellent; I enjoyed the venue very much, it was pleasant be inside and have the chance of enjoying natural light and seeing the sky and the trees."

*Advisory Body*

"Good location, plenty of space, beautiful weather, lovely garden."

*Observer State Party*

"Architecture of the WCCB with a lot of daylight"

*Committee Member*

**(2) ORGANISATION**

"J'ai apprécié l'organisation de la session et l'accueil chaleureux des allemands."

*Committee Member*

"Very well organised and easy event to attend."

*Other Observer*

"La parfaite organisation de la session, le personnel qui était très aimable, la conduite très efficace de la session par le Président."

*Observer State Party*

**(3) CHAIRING THE COMMITTEE**

"It was well organized in terms of the Committee meetings. Excellent chairmanship of the meetings"

*Committee Member*

"The leadership of the Chair I liked most and the time allocated for the agenda and its completion."

*Observer State Party*

"The way the sessions were chaired. Very professional. The location of the conference room/hall."

*NGO-IGO*



## TOP 3 | WHAT DID YOU MISS?

### ① CATERING

"No free food during the meeting not refreshments. No shuttle service either as it is customary. Ambassadors and heads of delegations were quite surprised."

*Committee Member*

"Au niveau logistique, la qualité et la variété de la nourriture proposée pour les déjeuners n'étaient pas au niveau du reste."

*Observer State Party*

"I did have a problem with having to buy everything at the venue. Coming from the developing world it would have been nice to have had a few light eats during the coffee breaks and to have had a simple and inexpensive cafe option that was open all the time. The catering at the venue, while good is not affordable for many delegates."

*Advisory Body*

### ② ACCESS TO PLENARY ROOM

"Not being allowed as other observers to enter the room with the committee members and observers hindered meeting people as now you were depended on lunchbreaks to try and catch people. I understand not being able to sit in that room due to space restrictions, but the strict rules stood networking / meeting of people in the way which is also one of the components of committee meetings."

*Other Observer*

"Access to observers from non-governmental organizations was horrible, and unpleasant. I hope it is not repeated at 40COM. The "gallery" area was inconvenient, and provided no access to governments or committee members prior to or after the close of sessions. (...) I realize this was due to space limitations, but it created an unwelcome feeling."

*NGO-IGO*

"I thought it was a bit harsh to prevent NGOs from even entering the main conference area."

*Observer State Party*

### ③ PARTICIPANTS' SHUTTLE

"Definitely transport/shuttles to and from hotels to the conference centres as well as teas and coffees provided throughout the session."

*Observer State Party*

"No free food during the meeting not refreshments. No shuttle service either as it is customary. Ambassadors and heads of delegations were quite surprised."

*Committee Member*

"Logistics surrounding transportation. We anticipated a shuttle service between the hotel and conference venue."

*Committee Member*