





























Inter-American Institute for
Cooperation on Agriculture

Process Manual 13 Specialized Services for Institutional and
Diplomatic Relations

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Macroprocess

13 Specialized Services for Institutional and Diplomatic Relations.

Objective

Ensure the provision of effective support to specialized, technical services associated with diplomatic management, protocol assistance and Governing Bodies.

Scope

Hemispheric level.
Technical-regulatory actions and execution of rendered services.
Centralization at strategic levels and at Headquarters.
Decentralization at operational levels per country.

Inputs	Process	Outcomes
<p>Law No.29 Convention on IICA, Law N° 6459 Requests made by IICA organizational units. International Law and applicable local regulations. IICA Regulations, Policies and Guidelines IICA Framework Convention and Agreement on Privileges and Immunities of the Organization of American States (OAS) Guidelines on immunities and privileges of the IPP Convention and Rules of Procedure of the Inter-American Board of Agriculture, Executive Committee and General Directorate. Statute and Rules of Procedure of the Special Advisory Committee on Management Issues. Resolutions by Governing Bodies. Minutes and records of Governing Bodies. Documents from meetings held by Governing Bodies, committees and working groups. Requests made by Governing Bodies, Member States, commissions and subcommissions, and the General Directorate. Documents for editing/proofreading. Auxiliary documents. Documents used for technical consultations (dictionaries, glossaries, etc.).</p>	<p>Management of Diplomatic Rights and Immunities of IICA international professional personnel.</p>	
	<p>Protocol assistance</p>	<p>Diplomatic privileges and immunities of IICA's international professional personnel (IPP), effectively managed.</p>
	<p>Technical Secretariat of Governing Bodies.</p>	<p>Timely and effective protocol assistance. Timely and effective services rendered by the Technical Secretariat to Governing Bodies.</p>
	<p>Official Events.</p>	<p>Effective organization of official meetings and events of the Institute's Governing Bodies and Headquarters.</p>
	<p>Languages</p>	<p>Timely, effective and high-quality language services (translation, editing and interpreting) in the four official languages.</p>

Proceso

13.1 Management of diplomatic rights and immunities of IICA international professional personnel.

Objective	Ensure timely and effective services associated with diplomatic rights and immunities, the process of accreditation (DID), exemptions, official vehicles and diplomatic visas.
Scope	Hemispheric level. Technical-regulatory actions and execution of rendered services. Centralization at strategic levels and at Headquarters. Decentralization at operational levels per country.
Specific policies and rules	<ol style="list-style-type: none"> 1. Approval of agreement to create the Inter-American Institute of Agricultural Sciences, Law n°29 from December 22nd, 1942. 2. Ratification of the Convention on the Inter-American Institute for Cooperation on Agriculture, Law N° 6459 from September 11th 1980. Article 26 sets forth that the Institute shall enjoy, in the territory of each of its Member States, the legal capacity, privileges, and immunities necessary for the exercise of its functions and the accomplishment of its purposes. 3. Agreement on Privileges and Immunities of the OAS. 4. IICA Regulations, Policies and Guidelines. 5. International Law. 6. Applicable local regulations.(regulations on privileges and immunities). 7. Regulations of the Member States applicable to the received request. 8. Provisions set forth in the Guide on Privileges and Immunities for International Professional Personnel (IPP), for internal use within IICA.
Information Systems	Master Lex-SINALEVI.
Indicator	<p>Effective, timely procedures at the different agencies, yielding positive results for IICA international professional personnel (IPP) within the established time frames.</p> <p>Timely renewal of 100% of official documents prior to their expiration.</p> <p>15 days: after entry of accredited IPP to Costa Rica</p> <p>22 to 30 days processing time: For tax exemptions, in the event that there are no errors at Customs.</p>

Process	Subprocess
13.1 Management of diplomatic rights and immunities of IICA international professional personnel	13.1.1. Diplomatic Identification and Accreditation.
	13.1.2. Management of OAS official travel documents.
	13.1.3. Import tax exemptions.
	13.1.4. Handling of Diplomatic Visas.

Subprocess

13.1.1 Diplomatic Identification and Accreditation.

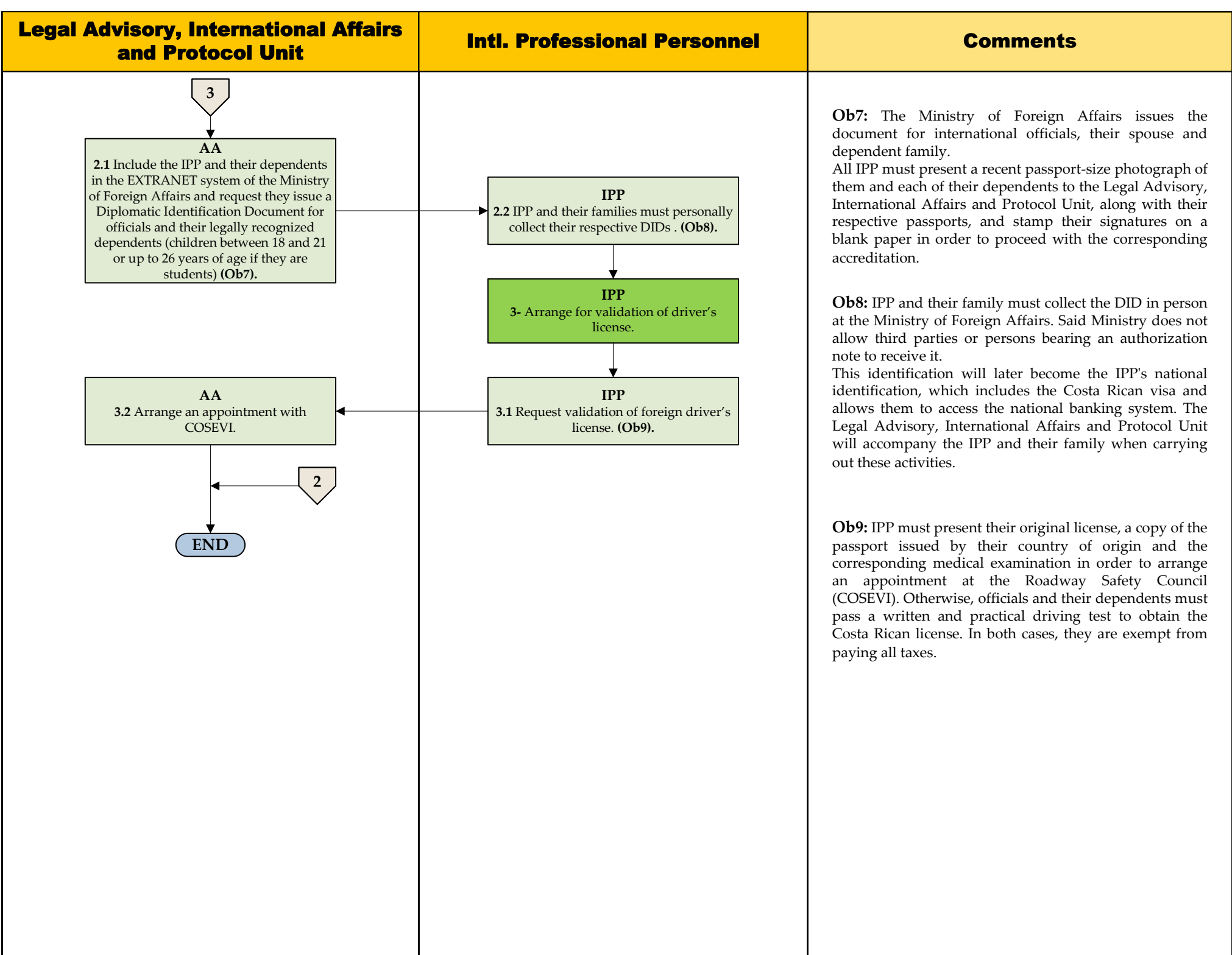
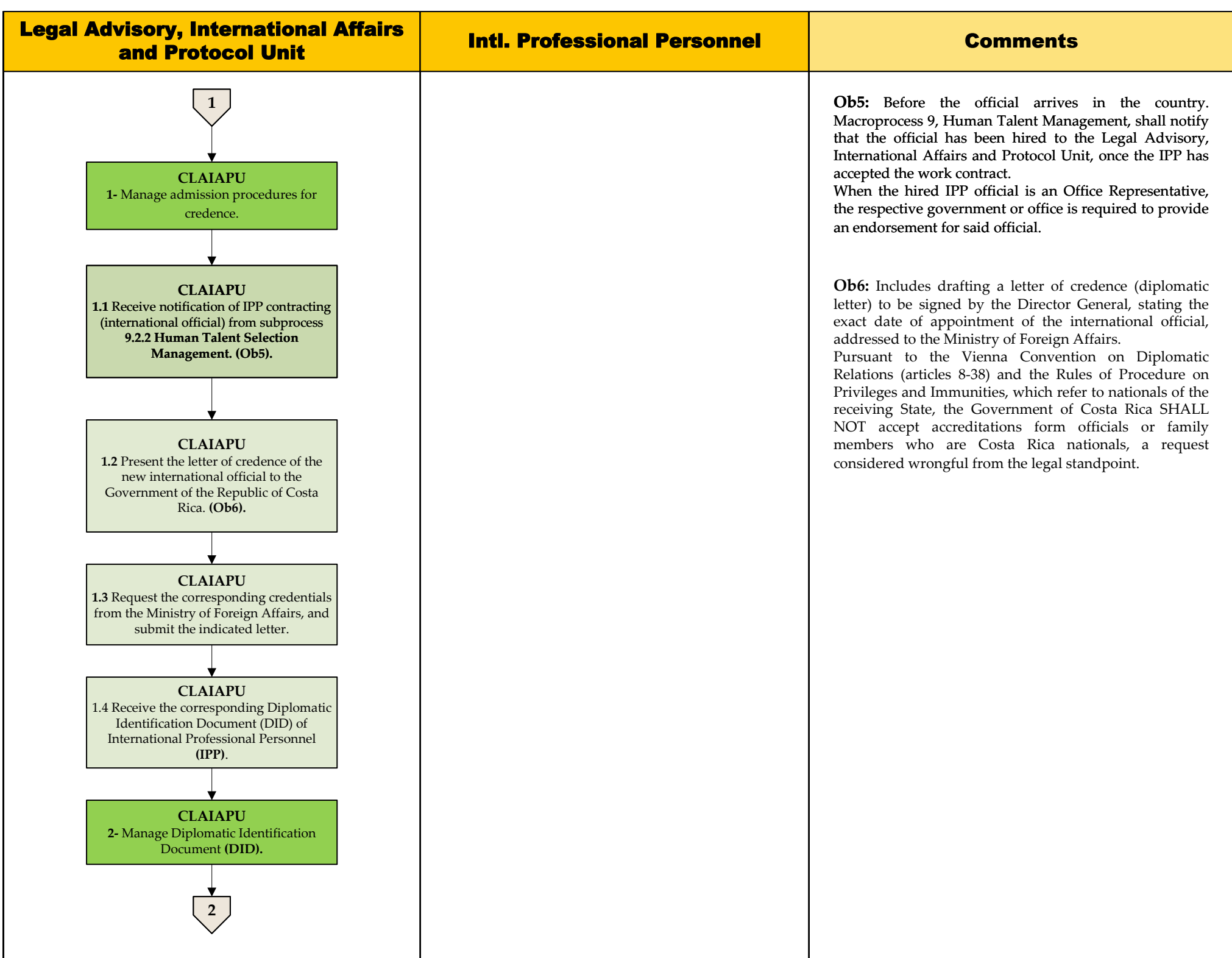
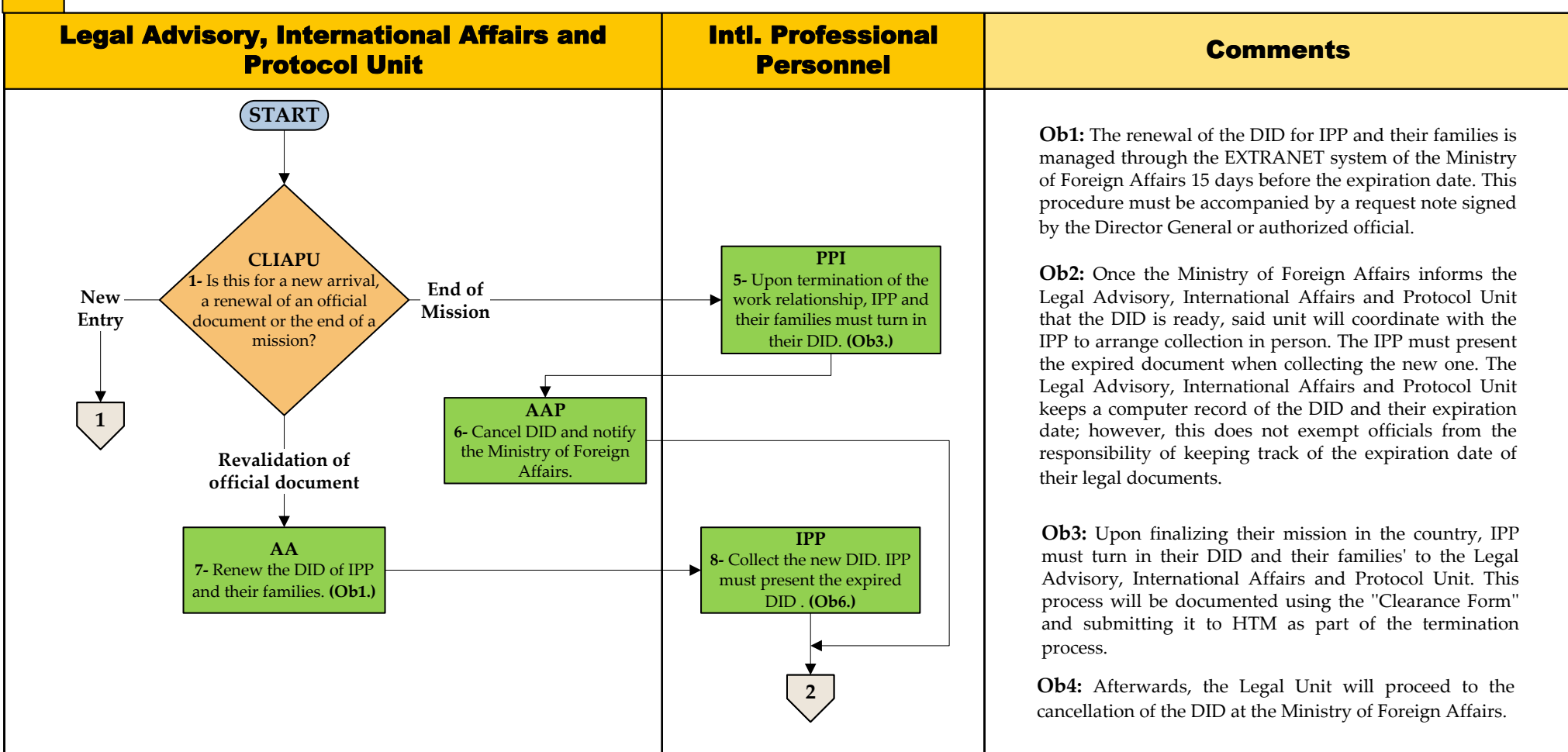
Objective	Effectively manage the accreditation of international professional personnel and obtain diplomatic identification documents.	
Inputs	Background Information	Reference Material
	<ul style="list-style-type: none"> Request made by International Professional Personnel. Requests made by organizational units. 	<ul style="list-style-type: none"> Law N° 29 from December 22nd, 1942. Law N° 6459 from September 11th, 1980. IICA Framework Convention and Agreement on Privileges and Immunities of the OAS. Guide on Privileges and Immunities of IPP. Letter of Credence presented to the Ministry of Foreign Affairs. Communication note (Work contract)
Products	Diplomatic privileges and immunities of International Professional Personnel (IPP), effectively managed. Diplomatic Identification Document (DID). Diplomatic visas.	

13.1 Management of diplomatic rights and immunities of IICA IPP.

13.1.1 Diplomatic identification and Accreditation.

INVOLVED

Coordinator of the Legal Advisory, International Affairs and Protocol Unit (CLAIPU)
Protocol Assistant (PA)
Administrative Assistance (AA)
International Professional Personnel (IPP)



Subprocess

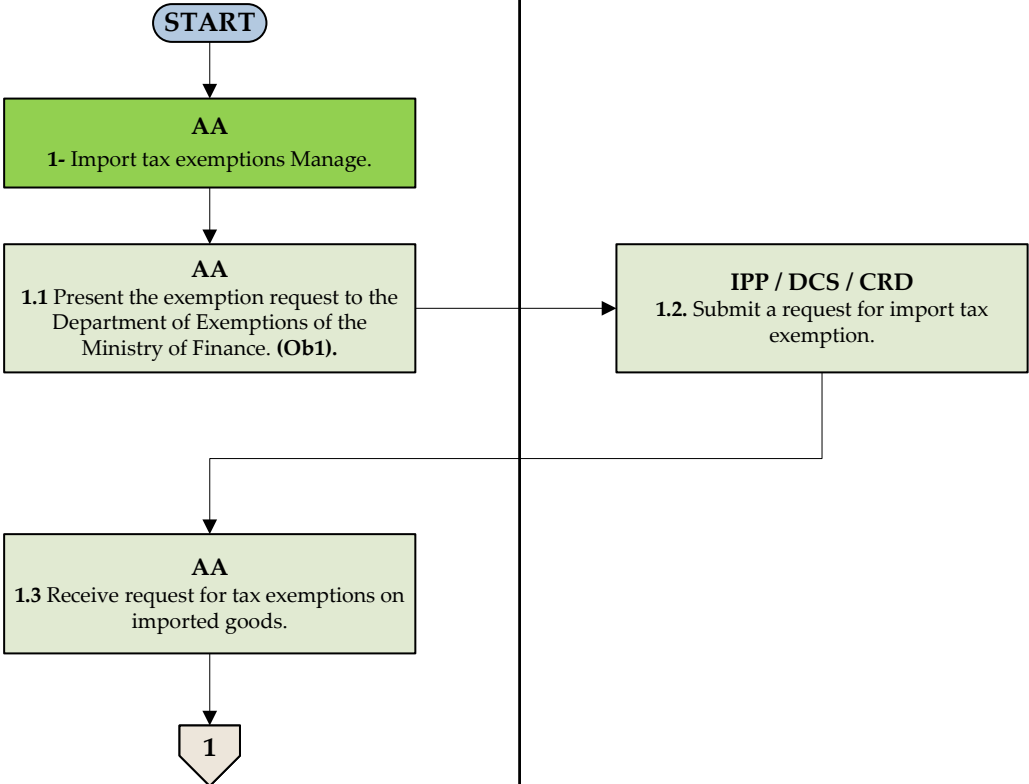
13.1.2 Import tax exemptions.

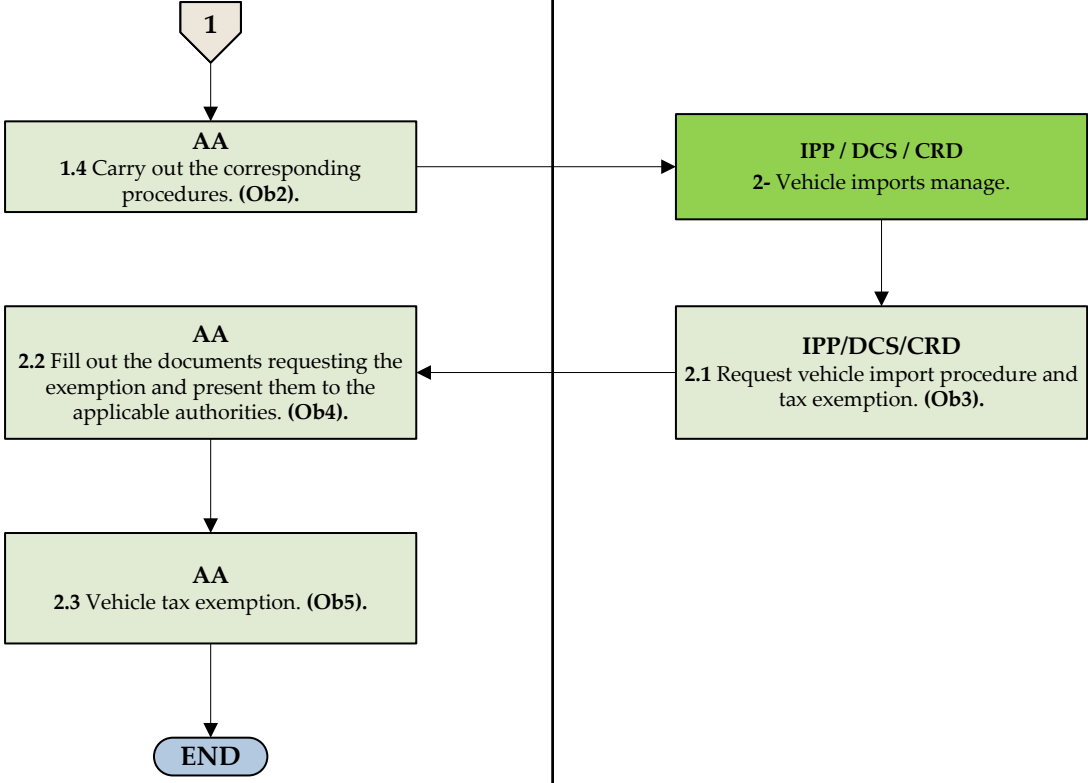
Objective	Effectively manage tax exemptions of the Institute and the IPP based in Costa Rica	
Inputs	Background information	Reference Material
	<ul style="list-style-type: none"> Request made by International Professional Personnel (IPP). Request made by Corporate Services Directorate. Request made by Costa Rica Delegation. 	<ul style="list-style-type: none"> Law Nº 29 from December 22nd 1942. Law Nº 6459 from September 11th 1980. IICA Framework Convention and Agreement on Privileges and Immunities of the OAS. Guide on Immunities and Privileges of IPP. Letter of Credence presented to the Ministry of Foreign Affairs. Communication Note (Work contract).
Products	Diplomatic privileges and immunities of IICA International Professional Personnel (IPP), effectively managed accredited in Costa Rica Tax exemption procedure for the Institution and International Professional Personnel (IPP).	

13.1 Management of diplomatic rights and immunities of IICA IPP.

13.1.2 Import tax exemptions.

INVOLVED	<p>Coordinator of the Legal Advisory, International Affairs and Protocol Unit (CLAIAPU) Administrative Assistant (AA) Directorate Corporate Services (DCS) International Professional Personnel (IPP) Costa Rica Delegation (CRD)</p>
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Legal Advisory, International Affairs and Protocol Unit	IPP/ Directorate Corporate Services / Costa Rica Delegation	Comments
 <pre> graph TD START([START]) --> AA1[AA 1- Import tax exemptions Manage.] AA1 --> AA2[AA 1.1 Present the exemption request to the Department of Exemptions of the Ministry of Finance. (Ob1).] AA2 --> IPP[IPP / DCS / CRD 1.2. Submit a request for import tax exemption.] IPP --> AA3[AA 1.3 Receive request for tax exemptions on imported goods.] AA3 --> 1{1} </pre>		<p>Ob1: Once International Professional Personnel (IPP) have been given their DID, the Legal Advisory, International Affairs and Protocol Unit shall register it in the EXONET online system of the Ministry of Finance. This ministry will issue a form that must be signed by the beneficiary and accompanied by a notarized registration request, to be presented to the Department of Exemptions of the same Ministry. This registration validates the legitimacy of the transaction so that exemption requests can be processed by the Department of Exemptions of the Ministry of Finance.</p>

Legal Advisory, International Affairs and Protocol Unit	International Professional Personnel	Comments
 <pre> graph TD 1{1} --> AA1[AA 1.4 Carry out the corresponding procedures. (Ob2).] AA1 --> IPP1[IPP / DCS / CRD 2- Vehicle imports manage.] IPP1 --> IPP2[IPP/DCS/CRD 2.1 Request vehicle import procedure and tax exemption. (Ob3).] IPP2 --> AA2[AA 2.2 Fill out the documents requesting the exemption and present them to the applicable authorities. (Ob4).] AA2 --> AA3[AA 2.3 Vehicle tax exemption. (Ob5).] AA3 --> END([END]) </pre>		<p>Ob2: The request is entered into the EXONET system (Specific Import Tax Exemption Request) to be approved and submitted to the applicable customs authorities.</p> <p>Ob3: To initiate the exemption procedure, officials must submit the following documents: a) E-mail addressed to the Legal Advisory, International Affairs and Protocol Unit requesting them to initiate the procedures needed to import a vehicle. b) Updated original version of the vehicle's technical revision document and the Single Customs Declaration (DUA, in Spanish), presented to the car dealership agency.</p> <p>Ob4: Officials must: a. Complete Form-A3 "Franchise" online, using the EXONET system, with the information included in the proforma invoice and the quote of the vehicle to be imported. b. Fill out Form-A15 "Request and Authorization for Transactions with Exempt Vehicles to be Presented to the National Registry of Movable Assets" online using the EXONET system with the required information. The form must include the signature of the requesting party and of IICA's legal representative. c. Obtain a certification from the National Registry indicating that the international official does not possess an exempt vehicle with an international license plate under his name. d. Draft a letter to be signed by the requesting party addressed to the National Registry to register the vehicle. This note must be authenticated by a notary public, with its respective security copy. e. Obtain a certified authentication of the vehicle registration document with its respective security copy. f. Obtain a copy of the customs declaration (DUA). g. Obtain a certification from the National Registry indicating all personal vehicles owned by the international official and whether the tax payments for their nationalization have been made.</p> <p>Ob5: At the request of the Ministry of Foreign Affairs, an updated list of IICA and international officials' vehicles is sent to the Ministry of Finance, so that the vehicle tax exemption can be applied. This list must then be entered into the EXONET system.</p>

Subprocess

13.1.3 OAS official travel document.

Objective	Effectively manage the official travel documents of international professional personnel and others.	
Inputs	Background Information	Reference Material
	<ul style="list-style-type: none"> Request from International Professional Personnel (IPP). Requests from authorized organizational units. 	<ul style="list-style-type: none"> Law N° 29 from December 22nd 1942. Law N° 6459 from September 11th 1980. IICA Framework Convention and Agreement on Privileges and Immunities of the OAS. Guide on Immunities and Privileges of IPP. Letter of Credence presented to the Ministry of Foreign Affairs. Communication note of work contract.
Products	Diplomatic privileges and immunities of IICA International Professional Personnel (IPP), effectively managed. OAS official travel documents.	

13.1 Management of diplomatic rights and immunities of IICA IPP.

13.1.3 OAS Official Travel Documents.

INVOLVED	<p>Coordinator of the Legal Advisory, International Affairs and Protocol Unit (CLAIAPU) Administrative Assistant (AA) Requesting Unit (RU)</p>		
Legal Advisory, International Affairs and Protocol Unit	Requesting Unit	Comments	
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <pre> graph TD START1([START]) --> RU[RU 1- Request the Official Travel Document (OTD) from LIAPU.] RU --> CLAIAPU[CLAIAPU 1- Request the Official Travel Document (OTD) from the OAS office.] CLAIAPU --> AA1[AA 2- Receive OTD] AA1 --> AA2[AA 3- File the OTD.] AA2 --> AA3[AA 4- Provide to the requesting unit or IPP with the OTD in the event of an official trip. (Ob1).] AA3 --> END1([END]) </pre> </div> <div style="width: 30%;"> <pre> graph TD START2([START]) --> RU[RU 1- Request the Official Travel Document (OTD) from LIAPU.] </pre> </div> <div style="width: 35%;"> <p>Ob1: Once the official mission is completed, the OTD must be returned to the LAIAPU for safekeeping.</p> </div> </div>			

Subproceso

13.1.4 Handling of diplomatic visas.

Objective	Effectively manage diplomatic and official visa arrangements for staff and authorities from the Member States.	
Inputs	Background Information	Reference Material
	<ul style="list-style-type: none"> • Requests from organizational units. • Requests from the Director General. 	<ul style="list-style-type: none"> • Ministry of Foreign Affairs visa regulations. • Law No. 29 of 22 December 1942. • Ley No. 6459 of 11 September 1980. • Ministry of Foreign Affairs Regulations on Privileges and Immunities (1984). • IICA Framework Convention and Agreement on Privileges and Immunities of the OAS. • Guide to the Privileges and Immunities of IPP.
Productos	Effective handling of diplomatic or official visa arrangements.	

13.1 Management of diplomatic rights and immunities of IICA's IPP.

13.1.4 Handling of diplomatic visas.

INVOLVED

Coordinator of the Legal Advisory, International Affairs and Protocol Unit (CLAIAPU)
Protocol Administrative Assistant (PAA)
Administrative Assistant (AA)
Requesting Units (RU)

Legal Advisory, International Affairs and Protocol Unit

Requesting Unit

Comments

CLAIAPU
2- Arrange for diplomatic or official visa. (Ob1).

AA
2.1 Upload the completed form to the EXTRANET of the Ministry of Foreign Affairs.

CLAIAPU
2.2 Send visa requests to the Ministry of Foreign Affairs for delegates visiting on official missions.

CLAIAPU
2.3 Follow up requests and send the visas to the relevant delegates upon receipt.

END

START

RU
1- Submit a request for a diplomatic or official visa. (Ob1).

Ob1: Diplomatic or official visas are issued for the following reasons:
-Official travel.
-Due to visa restrictions, based on nationality.



Process

13.2 Protocol Assistance.

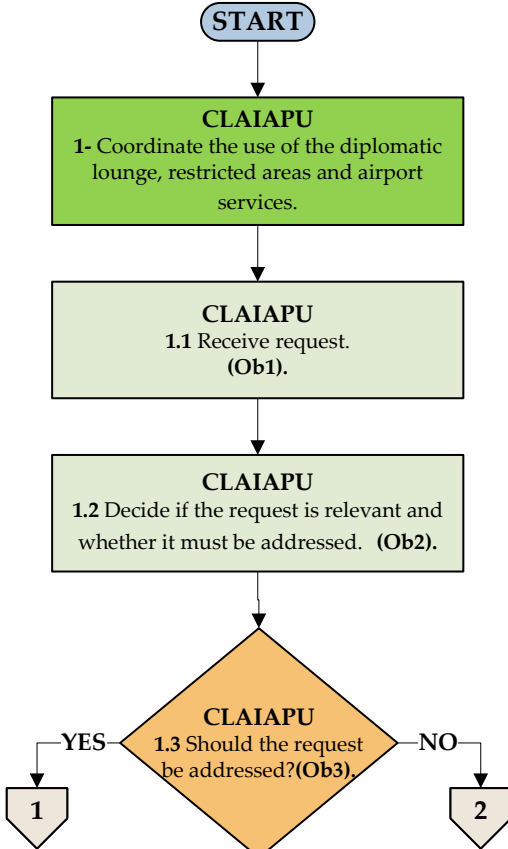
Objective	Ensure effective support in the application of and compliance with diplomatic and protocol standards applicable to the Institute, its Governing Bodies, Delegations, international professional personnel, and Associated staff.
Scope	Hemispheric level. Technical-regulatory actions and execution of rendered services. Centralization at strategic levels and at Headquarters. Decentralization at operational levels per country.
Specific policies and rules	<ol style="list-style-type: none"> 1. Approval of agreement to create the Inter-American Institute of Agricultural Sciences, Law n°29 from December 22nd, 1942. 2. Ratification of the Convention on the Inter-American Institute for Cooperation on Agriculture, Law N° 6459 from September 11th 1980. Article 26 sets forth that the Institute shall enjoy, in the territory of each of its Member States, the legal capacity, privileges, and immunities necessary for the exercise of its functions and the accomplishment of its purposes. 3. Regulations on Diplomatic Privileges and Immunities. 4. Agreement on Privileges and Immunities of the OAS. 5. Convention and Rules of Procedure of the Inter-American Board of Agriculture, Executive Committee, Special Advisory Committee on Management Issues and the General Directorate. 6. IICA Regulations, Policies and Guidelines. 7. International Law.
Information Systems	Exonet-Extranet (Forms).
Indicators	Effective and timely management of requests according to defined deadlines. (maximum 8 days from communication to the LIAPU)

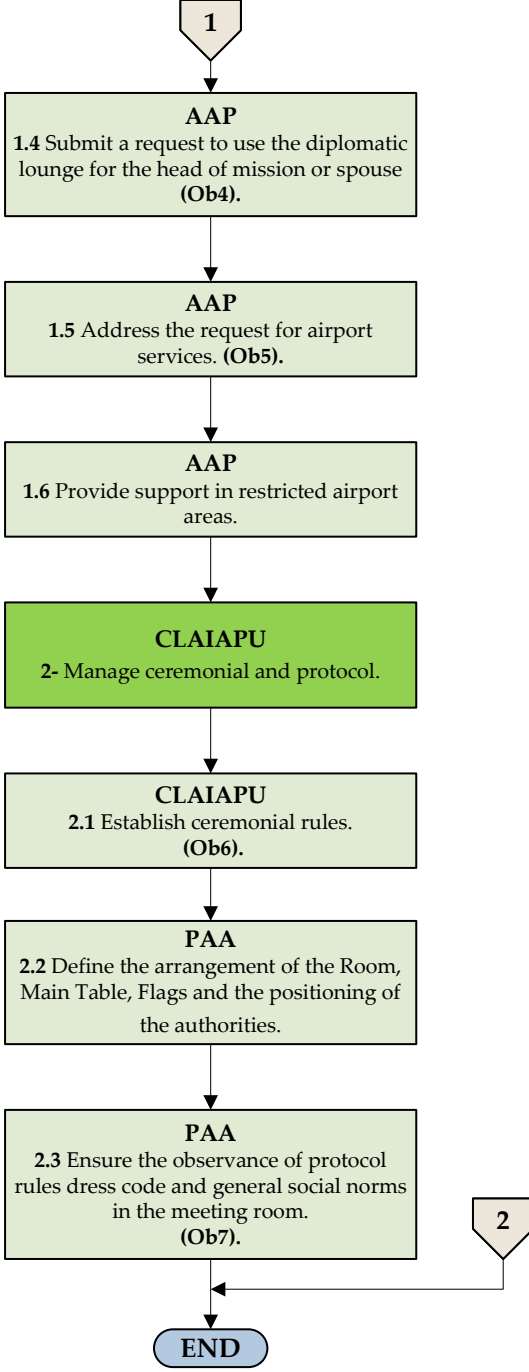
	Background information	Reference Material
Inputs	<ul style="list-style-type: none"> • Requests made by Government Bodies, General Directorate, Foreign Affairs Division, IICA organizational units and Delegations. 	<ul style="list-style-type: none"> • Convention and Regulations of the Inter-American Board of Agriculture, Executive Committee, Special Advisory Committee on Management Issues and the General Directorate. • Regulations on Diplomatic Immunities and Privileges. • Agreement on Privileges and Immunities of the OAS.
Products	Effective and timely management of requests, pursuant to institutional rules and international standards (diplomatic and protocol assistance).	

13.2 Protocol assistance.

INVOLVED

Coordinator of the Legal Advisory, International Affairs and Protocol Unit (CLAIAPU)
Protocol Administrative Assistant (PAA)
International Professional Personnel (IPP)

Legal Advisory, International Affairs and Protocol Unit	International Professional Personnel	Comments
 <pre> graph TD Start([START]) --> CLAIPU1[CLAIAPU 1- Coordinate the use of the diplomatic lounge, restricted areas and airport services.] CLAIPU1 --> CLAIPU11[CLAIAPU 1.1 Receive request. (Ob1).] CLAIPU11 --> CLAIPU12[CLAIAPU 1.2 Decide if the request is relevant and whether it must be addressed. (Ob2).] CLAIPU12 --> CLAIPU13{CLAIAPU 1.3 Should the request be addressed?(Ob3).} CLAIPU13 -- YES --> 1{{1}} CLAIPU13 -- NO --> 2{{2}} </pre>		<p>Ob1: Requests made by Government Bodies, General Directorate, Foreign Affairs Division, IICA organizational units and Delegations in general.</p> <p>Ob2: Coordinate this activity with Official Events (MPR 13.4 Official Events) and the Technical Secretariat of the Governing Bodies, when applicable.</p> <p>Ob3: -No: Fails to meet requirements - Process ends. Requesting unit is notified.</p> <p>-Yes: Meets the requirements of the Ministry of Foreign Affairs. Continues to activity 1.4. Requesting unit is notified.</p>

Legal Advisory, International Affairs and Protocol Unit	International Professional Personnel	Comments
 <pre> graph TD 1{{1}} --> AAP14[AAP 1.4 Submit a request to use the diplomatic lounge for the head of mission or spouse (Ob4).] AAP14 --> AAP15[AAP 1.5 Address the request for airport services. (Ob5).] AAP15 --> AAP16[AAP 1.6 Provide support in restricted airport areas.] AAP16 --> CLAIPU2[CLAIAPU 2- Manage ceremonial and protocol.] CLAIPU2 --> CLAIPU21[CLAIAPU 2.1 Establish ceremonial rules. (Ob6).] CLAIPU21 --> PAA22[PAA 2.2 Define the arrangement of the Room, Main Table, Flags and the positioning of the authorities.] PAA22 --> PAA23[PAA 2.3 Ensure the observance of protocol rules dress code and general social norms in the meeting room. (Ob7).] PAA23 --> 2{{2}} 2 --> End([END]) </pre>		<p>Ob4: Applicable to IICA Official Events. Use is restricted to the Director General and Deputy Director General, their respective spouses and Heads of Mission.</p> <p>Ob5: Submitted by the Director General. If this is the IPP official's first visit to the country, the request is made by Human Talent.</p> <p>Ob6: Include the master of ceremonies of the meeting or conference.</p> <p>Ob7: This activity includes Protocol standards applicable to receptions, lunches, dinners, positioning at the table.</p>

Process

13.3 Technical Secretariat of Governing Bodies

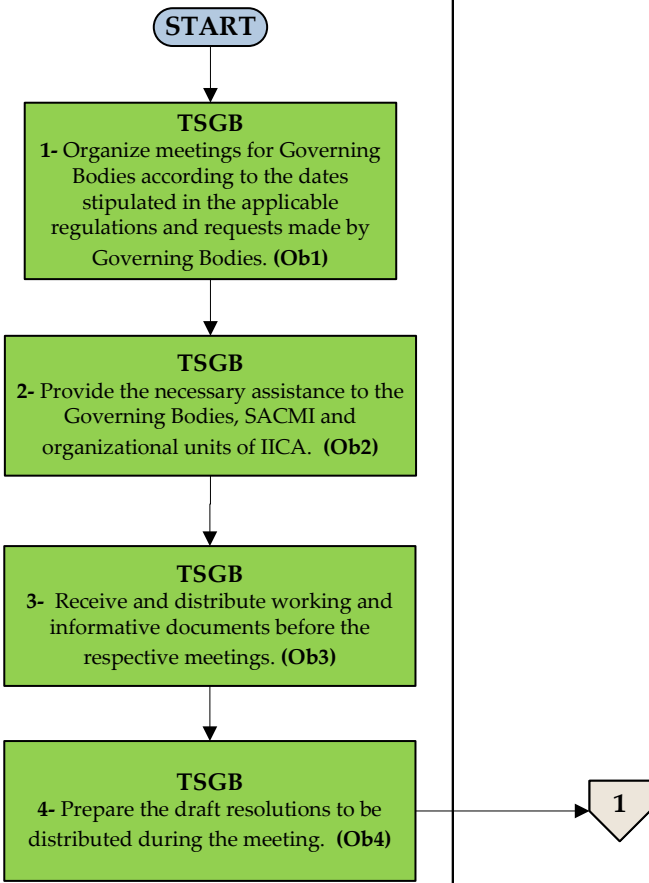
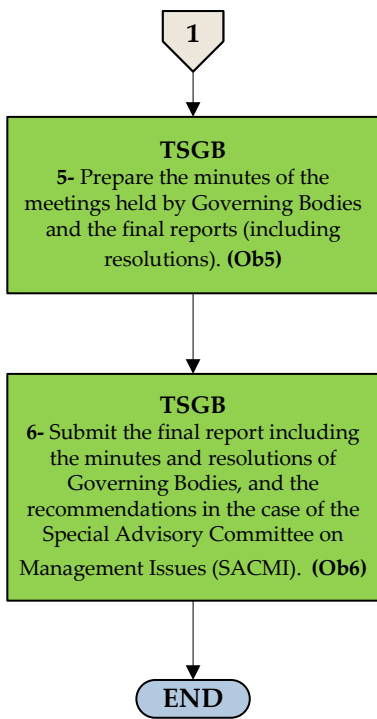
Objective	Ensure timely and effective services provided by the Technical Secretariat to IICA's Governing Bodies and the Special Advisory Committee on Management Issues (SACMI).
Scope	Hemispheric level. Technical-regulatory actions and execution of rendered services. Centralization at strategic levels and at Headquarters.
Specific policies and rules	<p>1. Includes services provided to both Governing Bodies of IICA:</p> <p>a) Inter-American Board of Agriculture (IABA): Highest Governing Body of IICA, consisting of the 34 Member States. The Board meets regularly every two years to adopt policies and actions defined by the Institute. It is governed by the provisions set forth in the Convention on IICA and its respective Rules of Procedure. b) Executive Committee(EC); one of the Institute's governing bodies, consisting of 12 Member States, elected for a two-year period, based on the principles of partial rotation and equitable geographical distribution. The EC holds annual regular meetings, and is governed by the provisions set forth in the Convention on IICA and its respective Rules of Procedure. The Committee, pursuant to the stipulations of the Convention, shall act on behalf of the Board as its executive body, adopting decisions on matters not exclusively within its scope.</p> <p>2. Pursuant to Article 91 of the Rules of Procedure of the Inter-American Board of Agriculture (IABA), The Director General of the Institute shall be ex-officio Secretary of the Board and of such committees and working groups as it may establish. The minutes and files of the Board shall be kept in his/her custody, and these duties may be delegated to a Technical Secretary.</p> <p>3. Pursuant to Article 92 of the Rules of Procedure of the Inter-American Board of Agriculture (IABA), the General Directorate of the Institute shall serve as the Secretariat of the Board and of its committees and working groups. In this capacity, it shall be responsible for organizing the meeting, providing such advisory services as may be required; receiving, translating and distributing the documents, reports and resolutions of the meeting, its committees and working groups; preparing the minutes of the discussions and carrying out any other task that may be entrusted to it by the meeting, its committees and working groups</p> <p>4. Pursuant to articles 100 and 101 of the Rules of Procedure of the Executive Committee, The Director General shall be ex-officio Secretary of the Committee and of such committees and working groups as it may establish. The minutes and files of the Committees shall be kept in his/her custody. The Director General may delegate these duties to a Technical Secretary selected for this purpose. The General Directorate of the Institute shall serve as Secretariat of the Committee, as well as of its committees and working groups. In that capacity, it shall be responsible for organizing meetings, providing such advisory services as may be required, receiving, translating and distributing documents, reports, and resolutions of the meeting, its committees and working groups, preparing the minutes of the discussions, and performing such other tasks as may be entrusted to it by the meeting, its commissions and working groups.</p> <p>5. There are two special mechanisms created by the Inter-American Board of Agriculture (IABA): The Special Advisory Committee on Management Issues (SACMI) and the Audit Review Committee (ARC). SACMI is a permanent special committee of the Executive Committee under Article 60 of the Executive Committee's Rules of Procedure, the purpose of which is to facilitate more regular discussion between the Director General and the member States on administrative, financial and strategic initiatives and issues in order to facilitate the process of reaching consensus on those issues and initiatives in the Executive Committee and in the Inter-American Board of Agriculture (IABA). The Advisory Commission shall hold at least one regular meeting per year, which may be on site or on line.</p> <p>6. Pursuant to article 7.1 of the Statute of the Special Advisory Committee on Management Issues (SACMI), the General Directorate shall provide secretariat services to the Advisory Committee.</p>

Information Systems	Language system (translation and editing) - SAP System (Processes: Request Order and Reservation) - Room request system - Meeting Information System . Event Management System - MS Office (Excel, Word, Power Point)-E-mail-Dropbox-Institutional repository-Institutional website.
Indicators	• Percentage of final reports (records, resolutions, annexes and agreements) formally adopted by Governing Bodies in all four official languages of the Institute.

	Background information	Reference Material
Inputs	<ul style="list-style-type: none"> • Informative and working documents. • Resolutions of IABA and Executive Committee meetings. • Requests made by Governing Bodies, Member States, committees and subcommittees. 	<ul style="list-style-type: none"> • Convention and Rules of Procedure of the Inter-American Board of Agriculture, Executive Committee and the General Directorate. • Statute and Regulations of the Special Advisory Committee on Management Issues • Resolutions of Governing Bodies. • Minutes and records of Governing Bodies. • Technical documents to be discussed at meetings of Governing Bodies.
Products	<p>Timely and effective services provided by the Technical Secretariat to Governing Bodies and SACMI.</p> <p>Effective compliance with the mandates of IICA's governing bodies.</p> <p>Final reports from regular and special meetings of the Governing Bodies and the Special Advisory Committee on Management Issues.</p>	



13.3 Technical Secretariat of Governing Bodies.

INVOLVED			
Technical Secretariat of Governing Bodies	Official Events	Mixed	Comments
<p>Technical Secretariat of Governing Bodies (TSGB) Official Events (OE) Languages (L)</p>			
<p>Technical Secretariat of Governing Bodies</p> 	<p>Official Events</p>	<p>Mixed</p>	<p>Comments</p> <p>Ob1: The General Directorate shall define the dates based on a draft proposal from the Technical Secretariat. This process must take place in coordination with the Official Events Unit, specifically process 13.4, Official Events, in charge of organizing the logistics.</p> <p>Ob2: Before, during and after the meetings. No specific time frame. Keep a record of compliance with the agreements.</p> <p>Ob3: Includes the translation of the documents, reports and resolutions for discussion during the meetings. Also applies for commissions and working groups. Official Events will coordinate with the Language Unit in process 13.5, Language Management.</p> <p>Ob4: In some cases, the organizational units prepare their corresponding draft resolutions and coordinate the revision, editing and distribution in the meeting room with Official Events. The Language Unit shall be in charge of the translation and editing.</p>
<p>Technical Secretariat of Governing Bodies</p>	<p>Official Events</p>	<p>Mixed</p> 	<p>Comments</p> <p>Ob5: Revision, editing, translation, design and printing. Coordinated with the Language Unit - Process 13.5, Language Management, for translation and editing into all four IICA official languages. The design of the documents must be coordinated with Macroprocess 2, Communication and Image. A limited number of copies are printed for the Official Events Unit library and the main organizational units, The printing process is coordinated with Macroprocess 12, Management of Contracting and Services.</p> <p>Ob6: All correspondence addressed to the Ministers of Agriculture or Foreign Relations of the Member States, and to participants in general, must be submitted for signature by the Director General. Includes annexes.</p>

Process

13.4 Official Events.

Objective	Ensure the provision of timely and effective services for official events of IICA's Governing Bodies and the Special Advisory Committee on Management Issues (SACMI), as well as meetings at Headquarters and the Delegations.
Scope	Hemispheric level. Technical-regulatory actions and execution of rendered services. Centralization at strategic levels and at Headquarters. Decentralization at operational levels per country.
Specific policies and rules	<ol style="list-style-type: none"> Article 92 of the Rules of Procedure of the Inter-American Board of Agriculture (IABA) states that the General Directorate of the Institute shall be responsible for organizing the meeting and carrying out any other task that may be entrusted to it by the meeting, its committees and working groups, for which it will entrust the Official Events Unit with the logistics of the meeting. Article 16 of the Rules of Procedure of the IABA states that the Board shall hold one regular meeting every two years, preferably in the second half of the second year of the Institute's biennium. The date and site of the following meeting shall be determined in accordance with written offers addressed to the Director General by the governments of the Member States. Pursuant to Article 101 of the Rules of Procedure of the Executive Committee, the General Directorate shall be responsible for organizing the meeting and carrying out any other task that may be entrusted to it by the meeting, its committees and working groups, for which it will entrust the Official Events Unit with the logistics of the meeting. Pursuant to Article 22 of the Rules of Procedure of the Executive Committee, the Committee shall hold one regular annual meeting. If desired, it may also hold a special meeting during the year. In both cases, the meetings shall generally take place at Institute Headquarters. If it deems necessary, the Committee may also meet immediately prior to the regular meeting of the Board, in the same location as the Board meeting. Article 7.1 of the Statute of the Special Advisory Committee on Management Issues states that the General Directorate shall provide secretariat services to the Advisory Committee, for which it will entrust the Official Events Unit with the logistics of the meeting.
Information Systems	Language system (translation and editing) - SAP System (Processes: Request order and Reservation) - Room Request Service - Meeting Information System - Event Management System -MS Office (Excel, Word, Power Point)-E-mail-Dropbox-Institutional Repository-Institutional website.
Indicators	<ul style="list-style-type: none"> Degree of satisfaction with the services rendered by the Official Events Unit at Headquarters, according to the established standards.

Process	Subprocess
13.4 Official events.	13.4.1. Events held by the Governing Bodies and the Special Advisory Committee on Management Issues (SACMI).
	13.4.2. Meetings at Headquarters and Delegations.

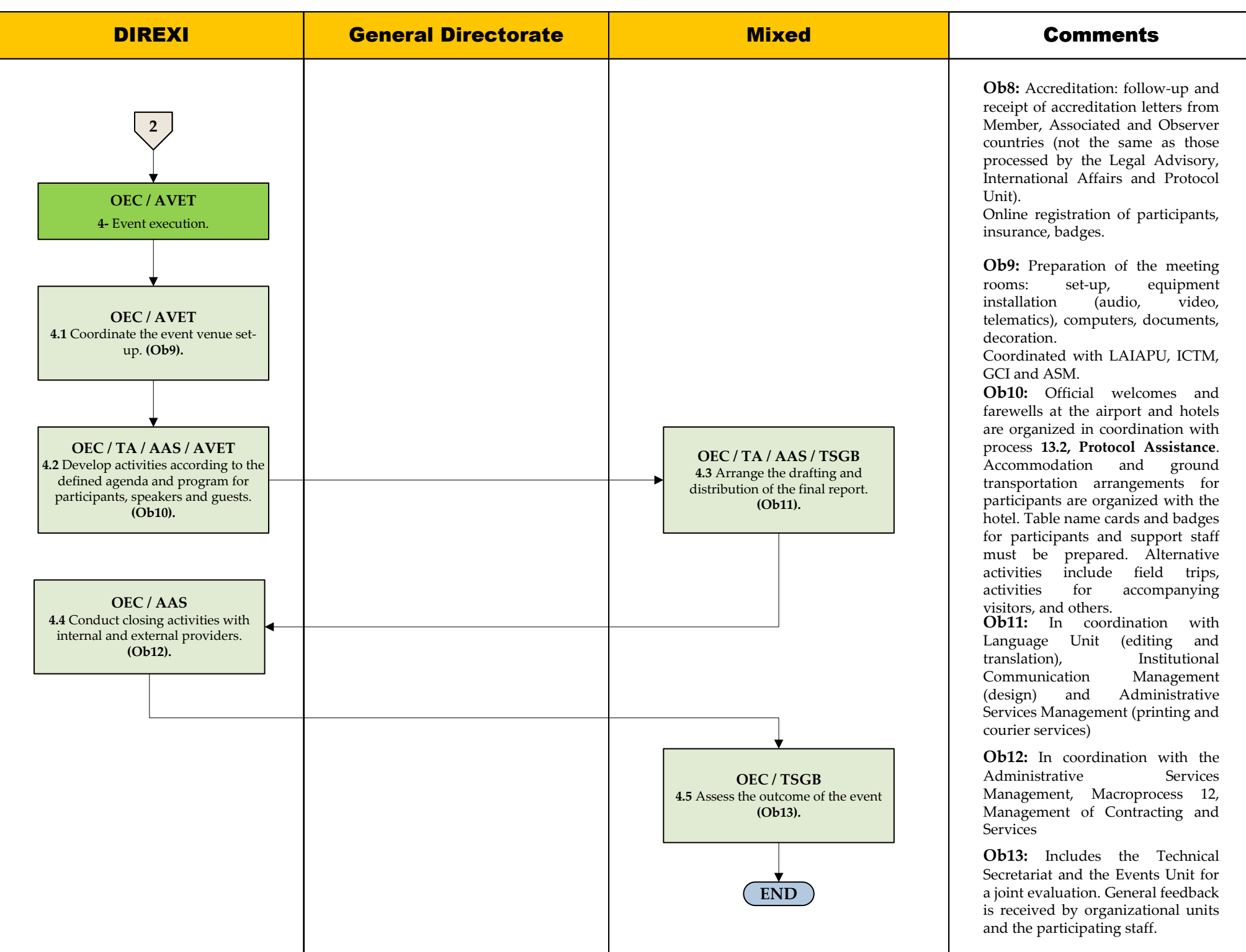
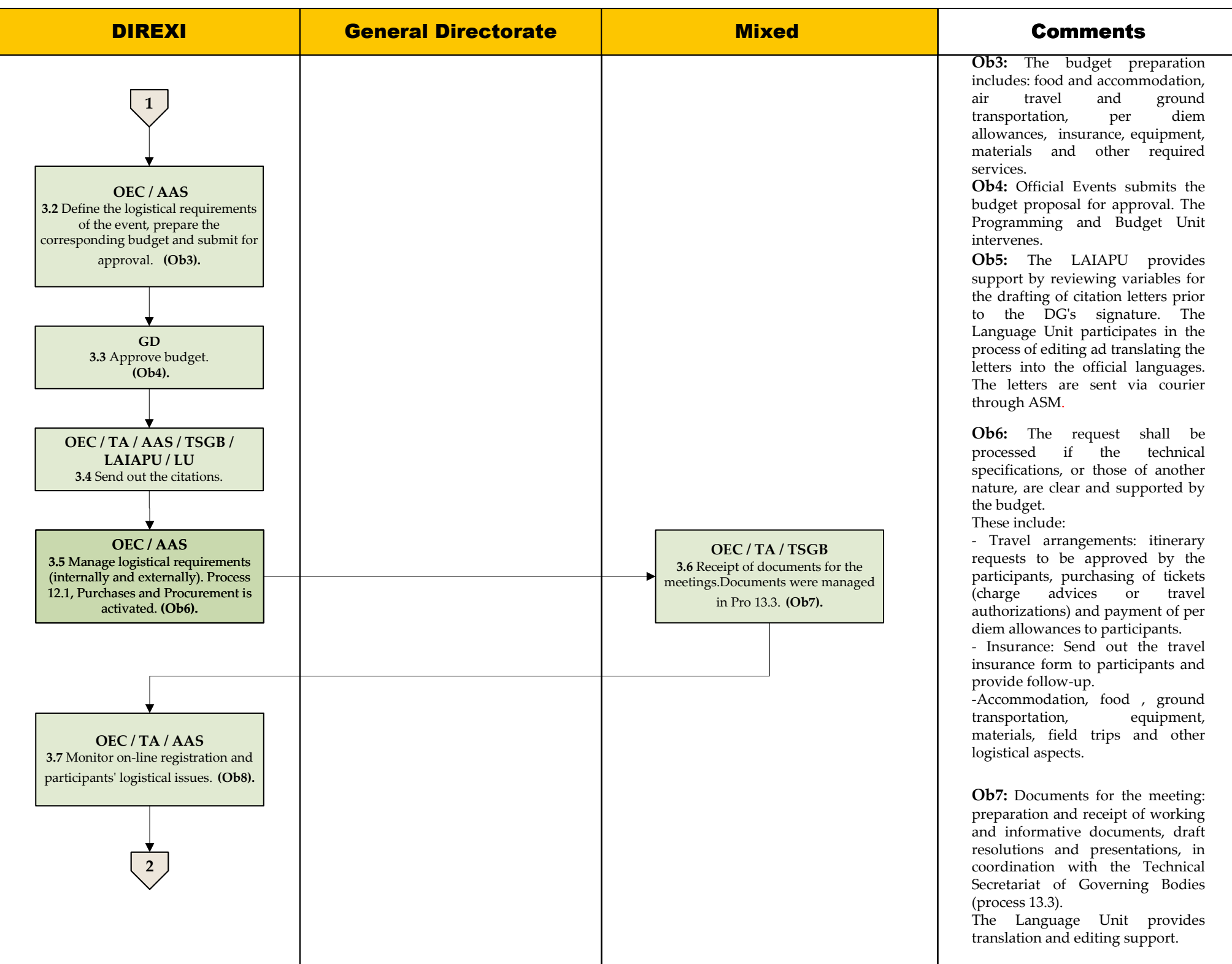
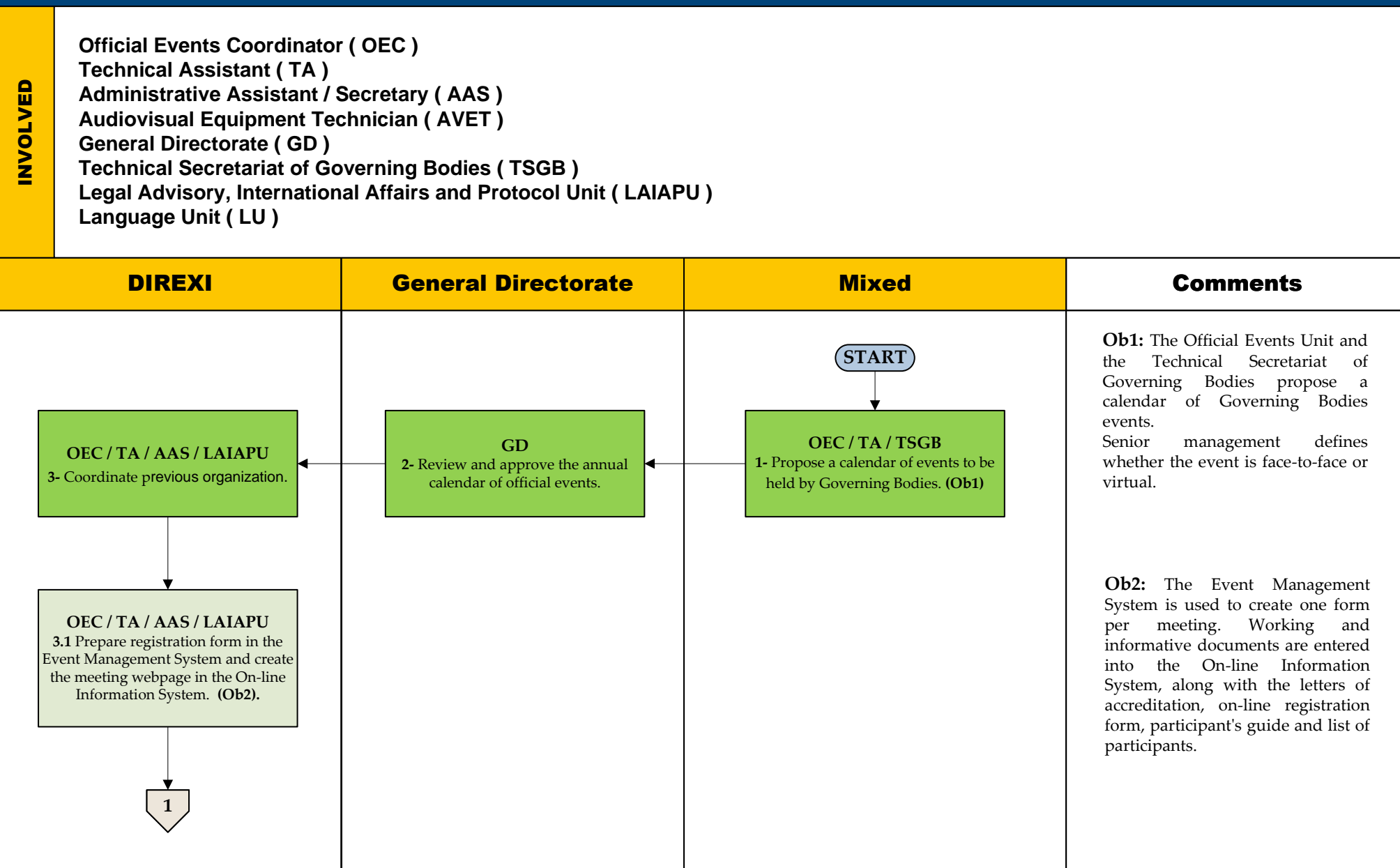
Subprocess

13.4.1 Events held by the Governing Bodies and the Special Advisory Committee on Management Issues (SACMI)

Objective	Ensure the provision of timely, efficient services for official events of IICA's Governing Bodies and the SACMI.	
Inputs	Background information	Reference Material
	<ul style="list-style-type: none"> Working and informative documents. IABA and Executive Committee resolutions. Recommendations of the Special Advisory Committee on Management Issues. Requests made by Governing Bodies, Member States, committees and subcommittees and the General Directorate. 	<ul style="list-style-type: none"> Convention and Rules of Procedure of the Inter-American Board of Agriculture, Executive Committee and the General Directorate. Statute and Regulations of the Special Advisory Committee on Management Issues. Resolutions of Governing Bodies. Minutes and records of Governing Bodies. Technical documents to be discussed at meetings of Governing Bodies and SACMI.
Products	Timely and effective logistical organization of official events held by IICA's Governing Bodies and the Special Advisory Committee on Management Issues (SACMI).	

13.4 Official Events.

13.4.1 Events held by the Governing Bodies and the Special Advisory Committee on Management Issues (SACMI).



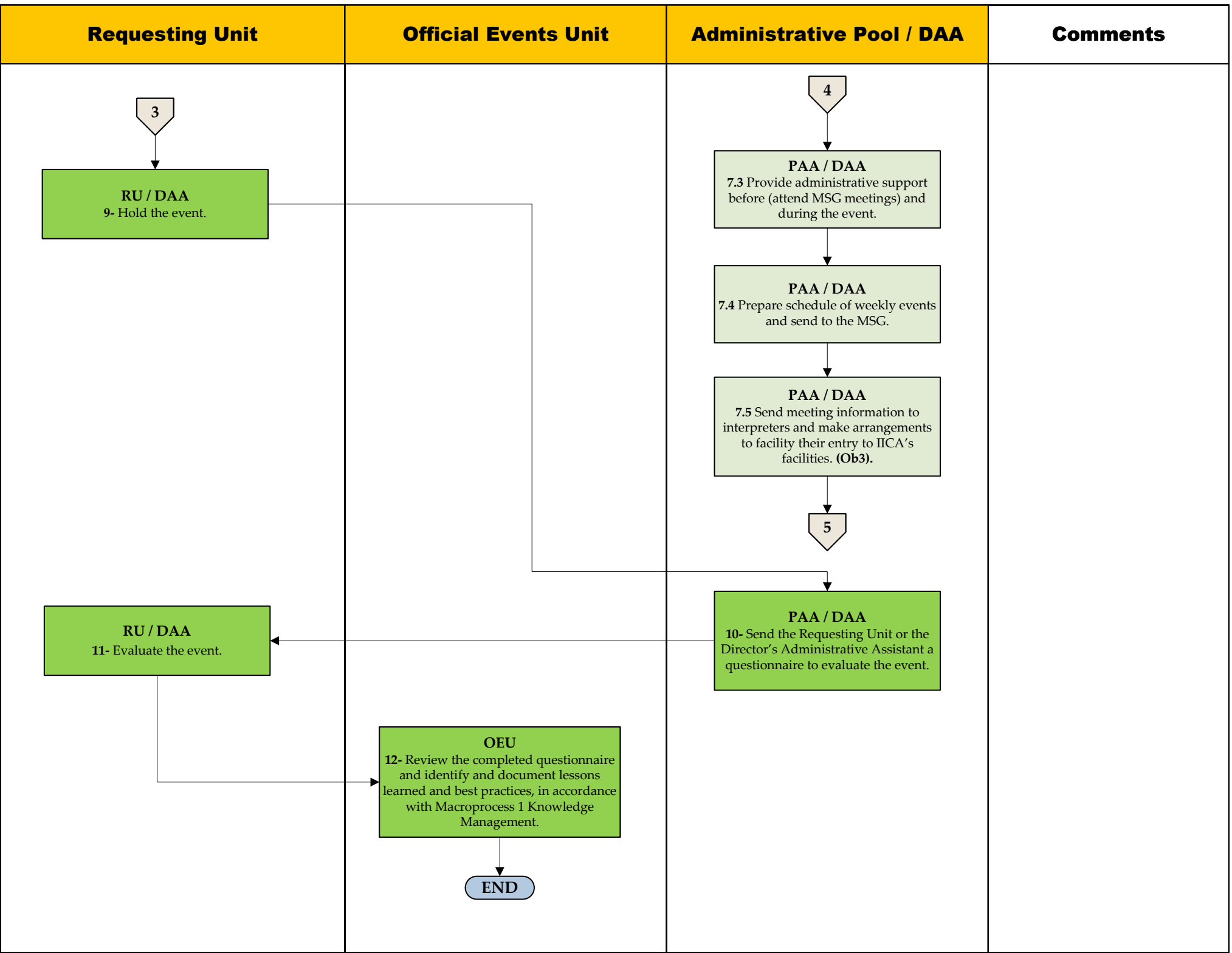
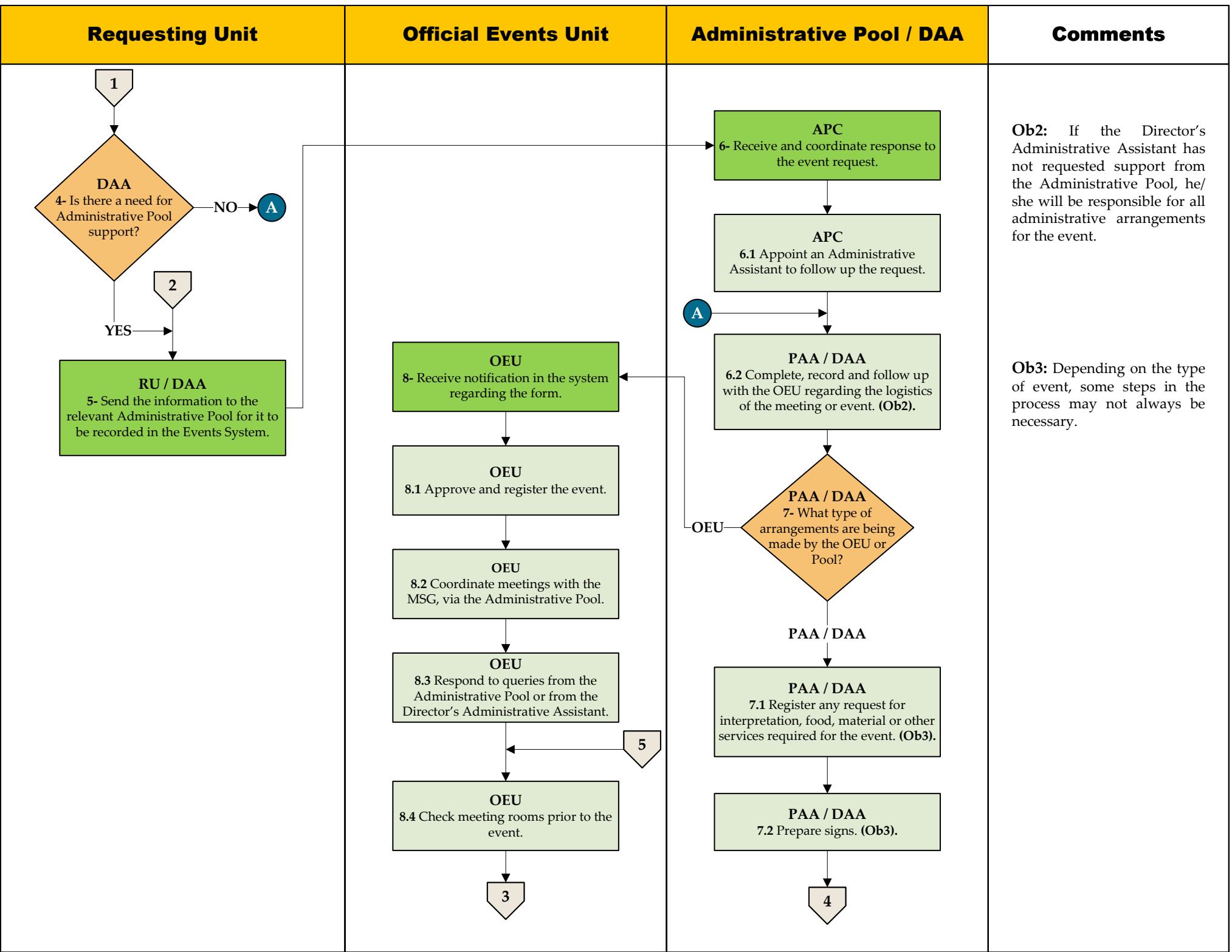
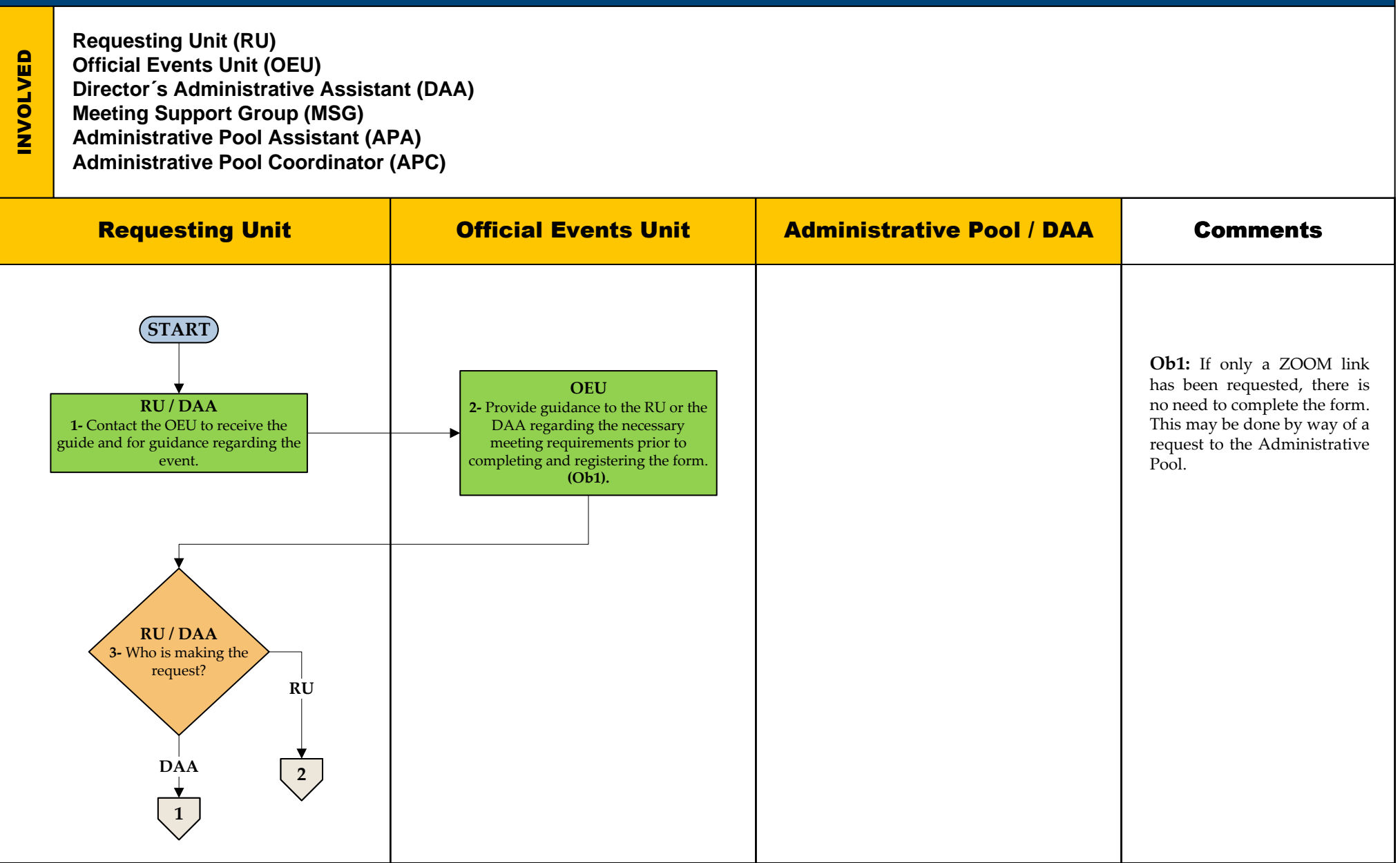
Subprocess

13.4.2 Meetings at Headquarters and Delegations.

Objective	Ensure the provision of timely and effective logistical services for events held at Headquarters and the Delegations.	
Inputs	Background information	Reference Material
	<ul style="list-style-type: none"> • Requests made by organizational units at Headquarters and the Delegations. 	<ul style="list-style-type: none"> • Room Request System. • External support requests.
Products	Timely and effective logistical organization of events and meetings held at Headquarters and the Delegations.	

13.4 Official Events.

13.4.2 Meetings at Headquarters and Delegations.



Process

13.5 Language Management.

Objective	Ensure the timely and effective provision of language services (translation, editing and interpreting) in keeping with the linguistic rules of the four official languages.
Scope	Hemispheric level. Technical-regulatory actions and execution of rendered services. Centralization at strategic levels and at Headquarters. Decentralization at operational levels per country.
Specific policies and rules	<ol style="list-style-type: none"> Pursuant to Article 31 of the Convention on the Inter-American Institute for Cooperation on Agriculture, the official languages of the Institute are Spanish, French, English and Portuguese. Grammar rules applicable to each of the official languages. For editing and proofreading of texts in Spanish, the following guidelines must be followed: Royal Spanish Academy. Spanish Language Dictionary. Royal Spanish Academy. Spanish Language Orthography. Royal Spanish Academy. New Spanish Language Grammar. IICA, CATIE. Citing bibliographic references: technical standards for agricultural sciences. For text editing and proofreading in the English Language, the basic reference document is the Chicago Manual of Style of the University of Chicago.
Information Systems	Institutional website - e-mail-online system of the Language Unit-SAP System.
Indicators	<ul style="list-style-type: none"> Number of words translated per day: 2000. Number of words edited per day: 2500.

Process	Subprocess
13.5 Language Management.	13.5.1 Translation
	13.5.2 Editing
	13.5.3 Interpreting

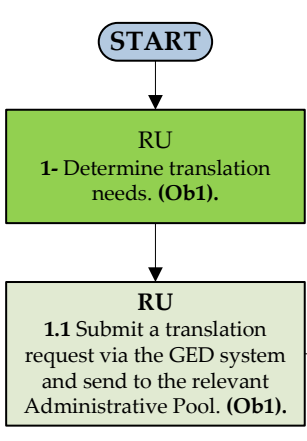
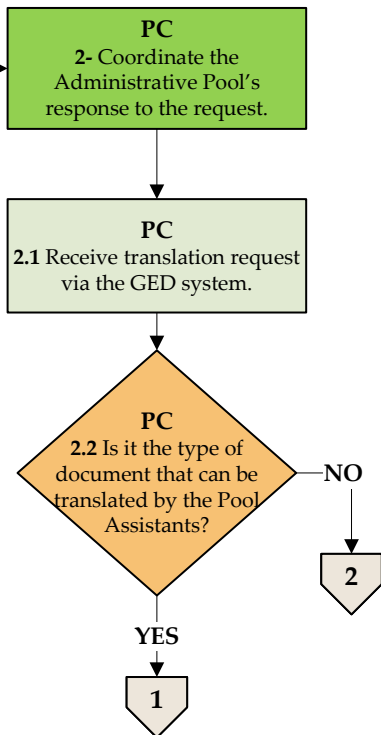
Subprocess

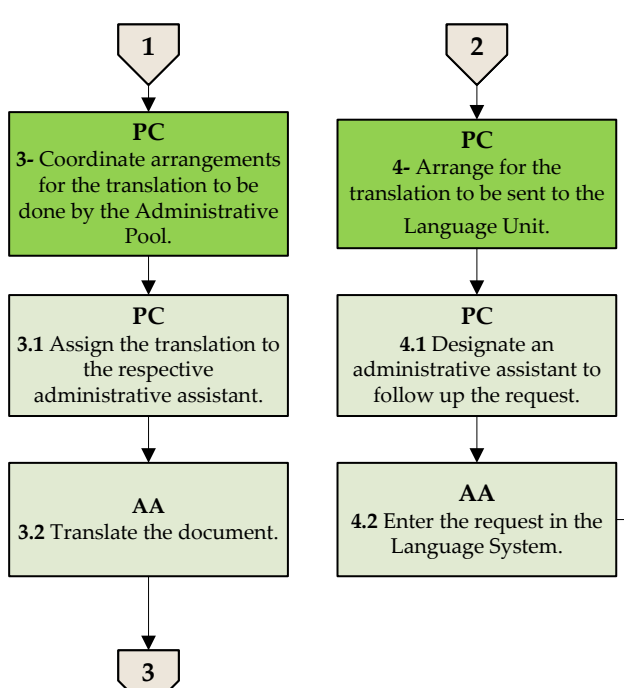
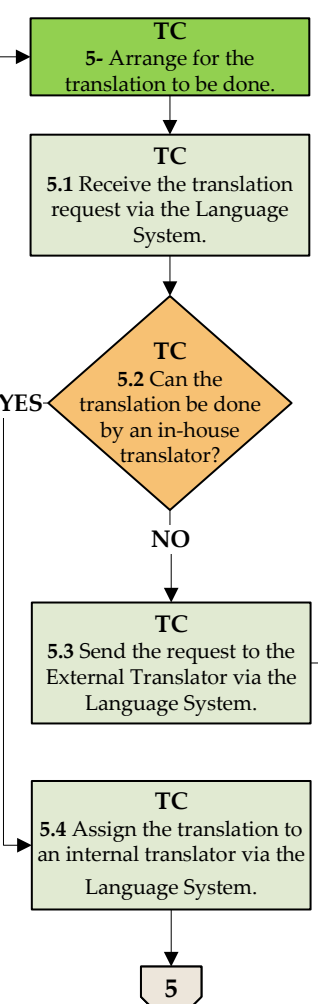
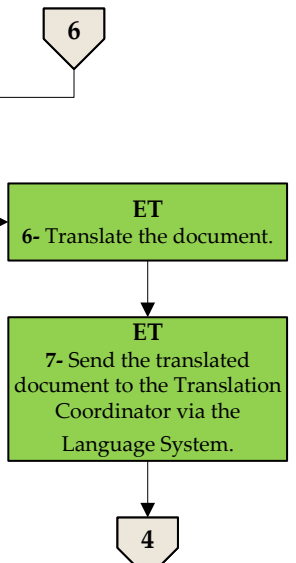
13.5.1 Translation

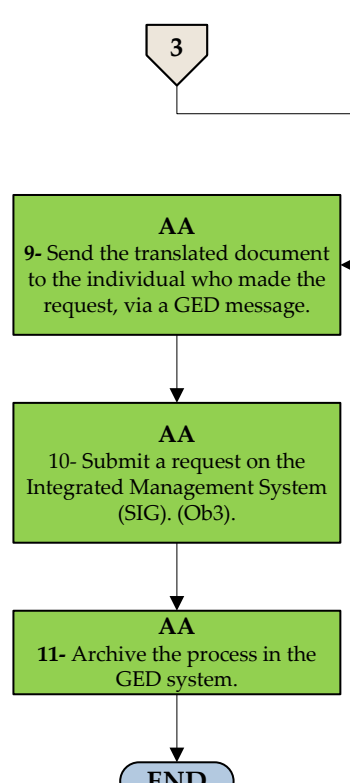
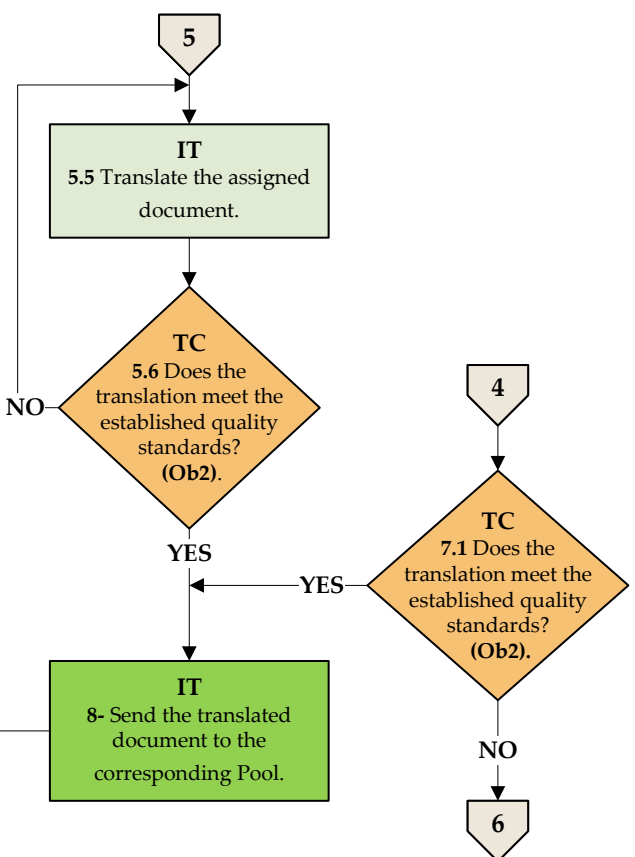
Objective	Provide the organizational units and Delegations of IICA with timely, high-quality translation services, which will enable them to reach their target audience with clear, precise, coherent and well-structured messages.	
Inputs	Background information	Reference Material
	<ul style="list-style-type: none"> Request for Original Documents to be translated. 	<ul style="list-style-type: none"> Documents for technical consultation (dictionaries, glossaries, etc.) Auxiliary documents.
Products	Timely, effective, high-quality translations.	

13.5 Language Management.

13.5.1 Translation.

INVOLUCRADOS	Requesting Unit	Administrative Pool	Language Unit	External Translator	Comments
<p>Requesting Unit (RU) Pool coordinator (PC) Administrative assistant (AA) Language coordinator (CI) Translator (T) External Translator (ET)</p>					<p>Ob1: In the request to the Administrative Pool, indicate if the translation can be done by an Administrative Assistant.</p>

Requesting Unit	Administrative Pool	Language Unit	External Translator	Comments
				

Requesting Unit	Administrative Pool	Language Unit	External Translator	Comments
				<p>Ob2: When the translation is done by an internal translator, the document is sent to another in-house translator or editor to undertake the applicable quality review. If the document is not acceptable, it is returned to the individual that provided the original service so that he/she may make the relevant adjustments.</p> <p>Ob3: External translators must submit their translation invoices to IICA, via the Administrative Services Division, which will then forward them to the Institutional Management Pool to process the payment. The request that is entered into the SIG system must be accompanied by the corresponding invoice for the service that was provided.</p>

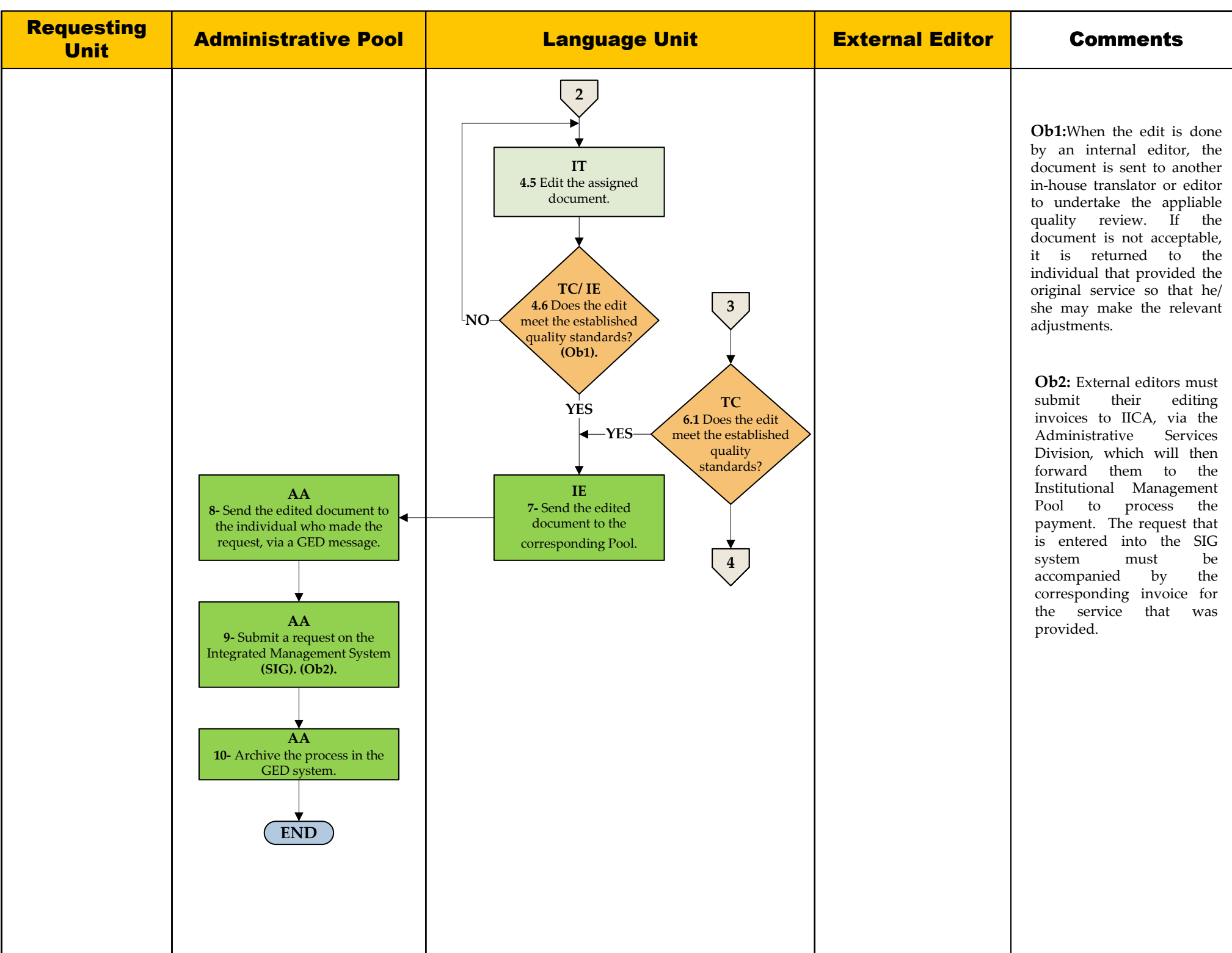
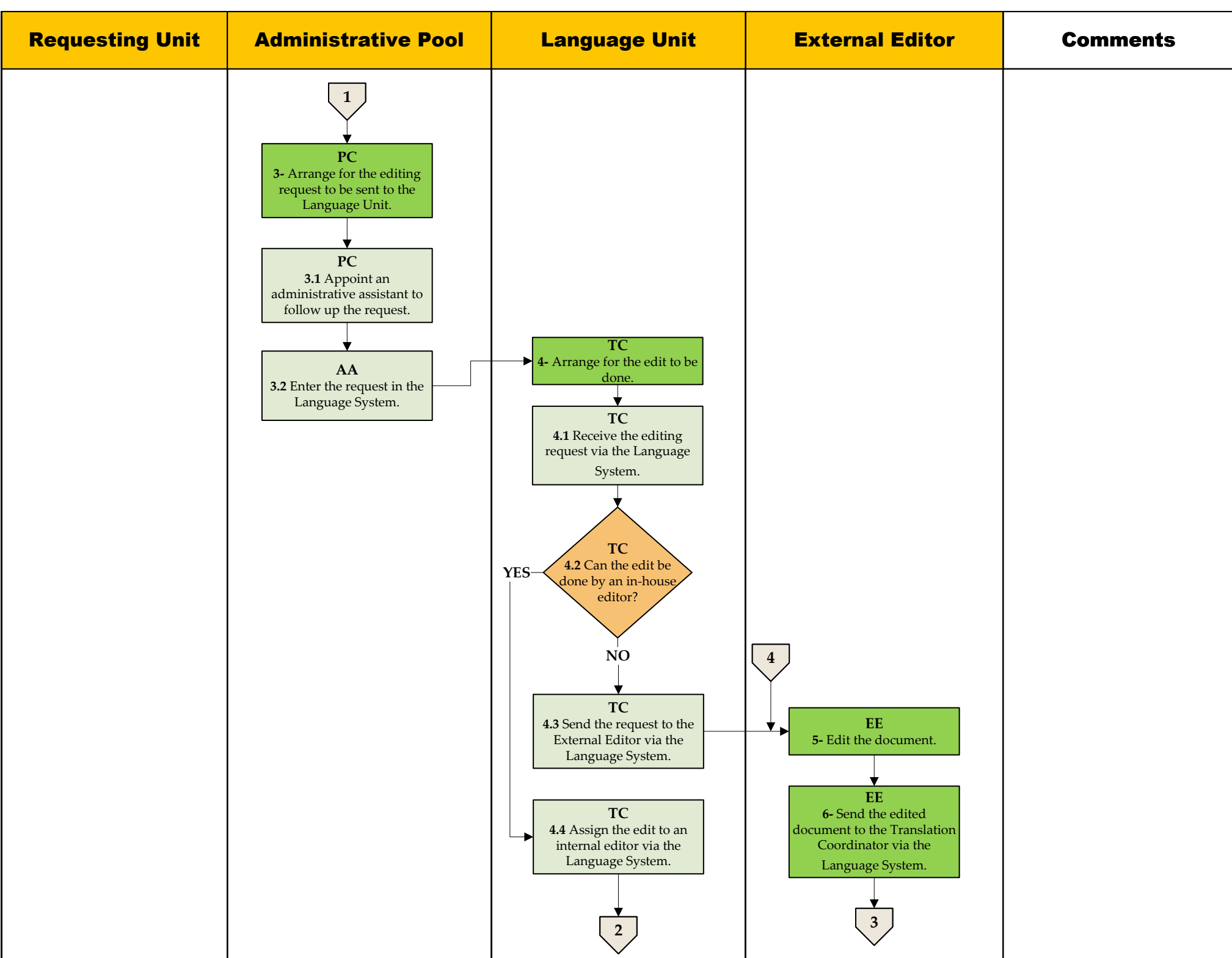
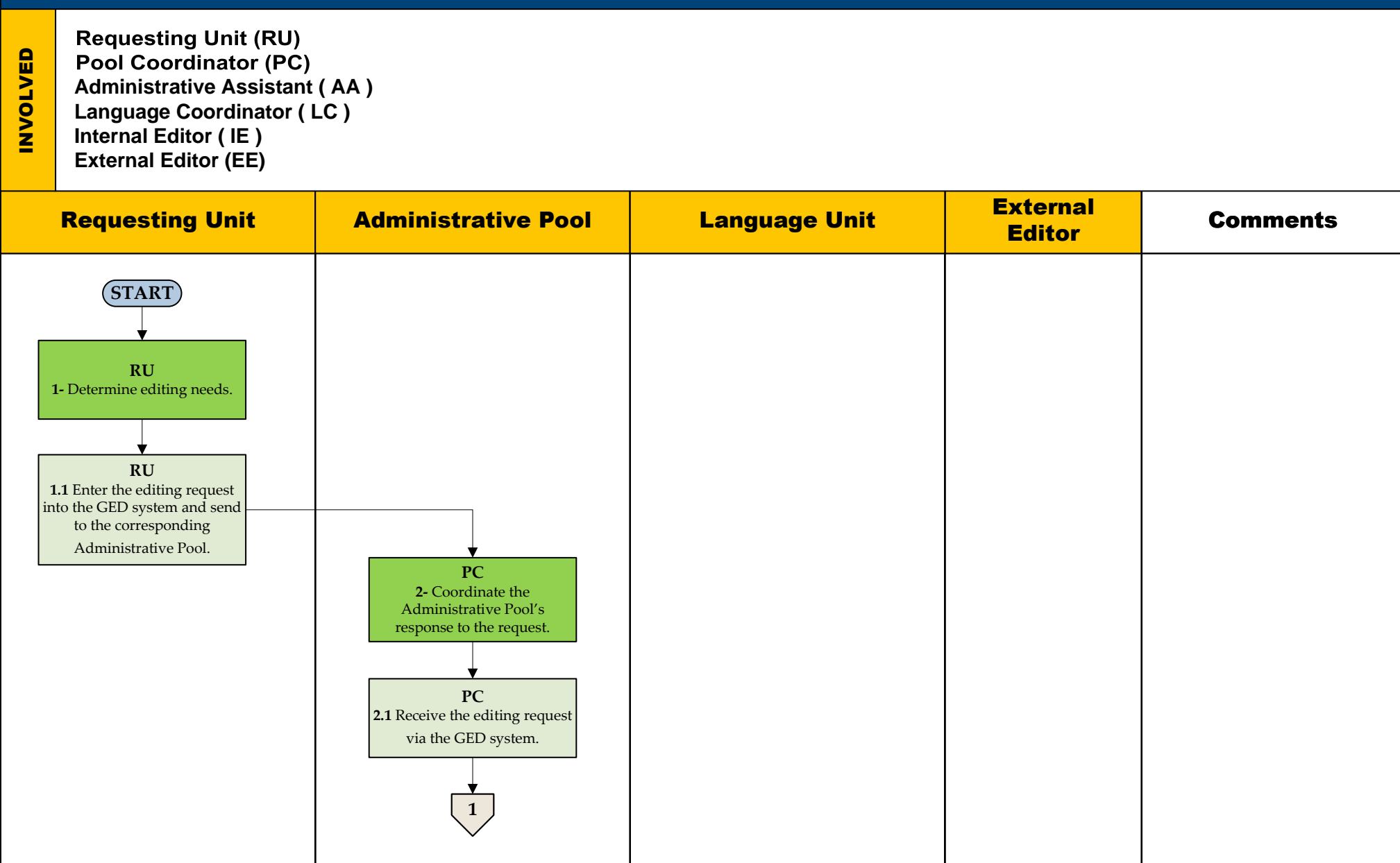
Subprocess

13.5.2 Editing

Objective	Provide the organizational units and Delegations of IICA with timely, high-quality editing and proofreading services.	
Inputs	Background information	Reference Material
	<ul style="list-style-type: none"> • Requests for documents to be edited/proofread. 	<ul style="list-style-type: none"> • Documents for technical consultations (dictionaries, glossaries, etc.) • Auxiliary documents.
Products	Timely, effective and high-quality edited documents.	

13.5 Language Management.

13.5.2 Editing



Subprocess

13.5.3 Interpreting

Objective	Provide the organizational units and Delegations of IICA with timely, high-quality interpreting services in the four official languages.	
Inputs	Background information	Reference Material
	<ul style="list-style-type: none"> Request for interpreting services. 	
Products	Timely, effective and high-quality interpreting services.	

13.5 Language Management.

13.5.3 Interpreting

INVOLVED
 Requesting Unit (RU)
 Coordinator Technical Cooperation Pool (CTCP)
 Coordinator Corporate Services Pool (CCSP)
 Technical Cooperation Administrative Assistant (TCAA)
 Corporate Services Administrative Assistant (CSAA)
 Procurement Officer (PO)
 External Interpreting Coordinator (EIC) / Interpreter (I)

