

MODEL UNITED NATIONS OF MUNICH
2025
TWENTY SECOND ANNUAL SESSION



DELEGATE GUIDE

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Welcome to MunomM!

This is a comprehensive guide that brings you through what MunomM (Model United Nations of Munich) entails and what your role as a delegate is in the conference.

All delegates should read this guide before the conference.

More information can be found on the official MunomM website: www.munom.eu

Structure of Munom

What is MUN?

Model United Nations is a simulation of the UN General Assembly and other UN bodies. In MUN, students take on the role of delegates from UN member states and NGOs to debate current issues on the conference agenda. During the conference delegates make speeches, write resolutions, and debate with others in an attempt to resolve conflicts.

Committees

In Munom there are three groups of councils:

- The General Assembly (GA)
- The Economic and Social Council (ECOSOC)
- The Security Council (SC)

There are 5 GA committees, 3 ECOSOC committees and one Security Council. These committees each have a general topic which they focus on. Based on this general topic, each committee is assigned three specific issues, which can be found on the Agenda and which will be debated by the respective committees. On the last day the councils merge to form the Forum Assembly. The 5 GA councils will form the GA Forum Assembly and the 3 ECOSOC councils merge to form the ECOSOC Forum Assembly. The merged councils discuss resolutions that the individual committees have passed, but taking into account the overall theme of the conference and bringing the expertise from different committees to discuss the resolution from a different point of view (e.g. a resolution about human rights could be looked at from a sustainable development point of view). More information on the Forum Assembly can be found on page 14.

Delegations

Munom invites many different schools to participate in the conference. Every school/delegation is assigned one or more countries to represent. These countries are present in all or some of the committees. Every delegation is led by one or more MUN Directors, teachers from the respective schools.

Student Officers

Student Officer is the general word for Chairs and Presidents. Each council is led by two chairs. The GA and ECOSOC as a whole are each led by a President and a Vice President. The Chairs of the Security Council are also called Presidents.

Preparation

Individual research

Once you are assigned a country and a topic you should start researching the country's government, political culture and most importantly its standpoint on the topic in question.

Research report

The Chairs of your committee will write a research report on the topic prior to the conference, this will be made available to you and you should read it before the conference.

Position paper

Once you have done your research you will write a position paper. This is a brief description of your country's stance on the topic and what your country wants to achieve during the conference. You should answer the following questions:

1. Is the topic affecting your country? If so, how?
2. Has your government done anything about this topic in the past? If so what?
3. What does your country think about the problem?
4. What does your country wish to achieve during the conference?

Example

Country: Vietnam

Topic: Cyber Governance

Vietnam's airports have been victim to a cyber-attack in 2016 when hackers took control of airport intercom and information screens causing a number of flight delays. Furthermore, a study showed that the percentage of companies who release information about internet security measures in Viet Nam went from just above 44% in 2012 to just below 28% in 2013. This clearly shows how vulnerable the economy is to cyberattacks and disturbances.

Viet Nam had written new legislation in 2016 concerning cyber-information security. Using this new law, Viet Nam aims to combat cyber disturbances by requiring email and similar service providers to have malware-filtering systems, by requiring individuals and organisations to prevent and identify the sabotage of information and report about such things to the appropriate state organisations.

Unfortunately, identifying and locating cybercriminals is a great challenge. It is because of this that criminals aren't afraid to commit crimes online. We must make it clear that we intend to keep people safe online in the same way we keep people safe offline.

In conclusion, battling this problem both within our own countries and internationally will be a challenge for us all but in cooperation and proper identification and punishment of cybercriminals we can come to a better future where cyberspace is a friendly environment without hackers causing disturbances.

Resolution Writing

As preparation for the conference, each delegate must write a draft resolution for each topic in their committee, that means three draft resolutions in total. A draft resolution should have at least 1 pre-ambulatory clause and 3 operative clauses. During lobbying time, the delegate should try to expand and better their draft resolutions by working together with other delegates, after which they will have their final resolutions ready for debate. Security Council delegates do not need to write a resolution, must however come up with at least 3 operative clauses per issue.

Each delegate should bring a digital or physical copy of these draft resolutions to the conference. The same applies to the operative clauses prepared by the Security Council delegates.

The following example shows the layout of a resolution. Please note it is merely an example of layout, *not* content. The standard MunoM resolution template must be used! It can be found on the website (www.munom.eu) and in the MunoM app.

The resolution is a full sentence with a full stop only at the end.

This is where the delegate indicates their **committee**, the **topic**, their **country** (the main submitter) and the **co-submitters** (the countries supporting the resolution). During lobbying time, the delegate will need to find at least five co-submitters.

These are the **pre-ambulatory clauses**, where the delegate explains why the issue is of importance. It is the introduction to the resolution. Security Council delegates do not need to make pre-ambulatory clauses.

These are the **operative clauses**. This is the main part of the resolution. It states how the submitting countries want to solve the issue.

General Assembly 3 rd Committee	
FORUM:	General Assembly 3 rd Committee
QUESTION OF:	Discussing the global recognition and protection of transgender individuals
SUBMITTED BY:	Sweden
CO-SUBMITTERS:	Brazil, France, Germany, Israel, Vietnam, United Kingdom

THE GENERAL ASSEMBLY,

Recalling the Universal Declaration of Human Rights, which affirms that all individuals are entitled to the full enjoyment of their rights without discrimination,

Recognising the stigma and discrimination faced by transgender individuals globally, including barriers to legal recognition, healthcare, education, employment, and housing, as well as an elevated risk of violence,

Noting with deep concern the dire need for legal protection and social support systems that protect and uphold the human rights of transgender individuals,

1. Calls upon member states to implement and strengthen anti-discrimination laws that explicitly protect transgender individuals from discrimination in all areas of life, including but not limited to,
 - a) healthcare, through,
 - i. the establishment of equal access to public health services,
 - ii. the training of medical staff on gender sensitivity and trans-inclusive practices,
 - b) education,
2. Encourages member states to introduce and enforce legislation providing legal recognition of gender identity without invasive or coercive requirements,
 - a) ensuring that name and gender marker changes can be made through administrative rather than judicial processes,
3. Supports the inclusion of transgender-specific data in national health and social surveys to better understand and address the needs of transgender individuals.

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Pre-ambulatory Clauses

Pre-ambulatory clauses are clauses that refer to previous actions taken on the topic, and reasons why the resolution is necessary. It indicates the reason behind the resolution. They must start with one of the following words/phrases and write these words/phrases in italics. End each clause with a comma.

Acknowledging	Deeply disturbed	Having adopted	Observing
Affirming*	Deeply regretting	Having considered	Realising
Alarmed	Desiring	Having considered	Reaffirming*
by	Emphasizing	further	Recalling
Anxious	Encouraging	Having denoted attention	Recognising
Approving	Endorsed	Having examined	Referring
Aware of	Expressing its	Having heard	Recalling
Believing	appreciation	Having received	Regretting
Bearing in mind	Expressing its satisfaction	Having	Seeking
Confident	Fulfilling	studied	Stressing
Contemplating	Fully aware	Instructing	Taking into account
Convinced	Fully	Keeping in mind	Taking into
Declaring*	believing	Noting	consideration
Deeply concerned	Fully bearing in mind	Noting with approval	Taking note
Deeply conscious	Further deploring	Noting with deep concern	Viewing with
Deeply convinced	Further noting	Noting with	appreciation
	Further recalling	regret	Welcoming
	Guided by	Noting with satisfaction	

Operative Clauses

Operative clauses are action verbs that show what action will be taken, or what action is recommended to be taken. They must start with one of the following words/phrases and underline these words/phrases. End each clause with a comma and the very last clause with a full stop.

Accepts*	Decides	Expresses its hope	Reminds
Adopts	Declares accordingly*	Further invites	Regrets
Affirms*	Deplores	Further	Requests
Approves*	Demands*	reminds	Repeats
Authorises*	Designates	Further recommends	Solemnly affirms*
Calls upon	Draws the attention	Notes	Strongly
Calls for	Emphasizes	Notes with	condemns*
Condemns*	Encourages	approval	Supports
Congratulates	Endorses	Notes with	Trusts
Confirms*	Expresses its	interest	Takes note of
Considers	appreciation	Notes with satisfaction	Urges
	Expresses its sympathy	Proclaims	
		Reaffirms	
		Recommends	

**Security Councils only*

MUN Resolution rules

The following are Model United Nations rules that resolutions must abide:

1. Only the clauses written in the Information Booklet as well as the Delegate Guide and the Student Officer Guide can be used and the ones marked with an asterisk only in the Security Council.
2. A resolution cannot ask for a country to be thrown out of the UN, however it can recommend to take this procedure into consideration.
3. No resolution should contain any clear budgetary information, this means it cannot be debated how much and where from the funds for a certain operation should come.
4. The GA and ECOSOC cannot enforce any sanctions on countries not abiding, it can however contain a clause suggesting the SC do so.
5. The GA and ECOSOC cannot decide on any offensive military actions, it can only allocate peacekeeping forces.
6. A resolution is one sentence, separate operative and pre-ambulatory clauses with a comma and end the last operative clause with a full stop.

Outline of Days

Day 1

Lobbying

Lobbying is the first step of the conference.

During lobbying, delegates are to move freely around the room to talk to different delegates and find delegates who have the same goals as them. They will then proceed to share their ideas and create a resolution together. They should work towards combining their prepared resolutions to create a resolution that their group agrees on. A resolution needs one main submitter, who needs to find at least five co-submitters for the resolution.

Day 2

Lobbying

On the second day delegates will start with lobbying once again.

When they have finished a resolution, they will send their resolution to the Approval Panel (AP) to be checked. Further instructions and information about the AP can be found in the Information Booklet or on the website.

Debate

After delegates, according to the programme of events, have finished the process of lobbying and creating resolutions, and after the Chairs have decided which resolutions to debate, the actual debate will begin. This debate, which follows the rules of the United Nations as closely as possible, must be performed according to the rules outlined on the following pages.

Day 3

On the third day you continue with the debate. At the end of the day when the resolutions are passed/failed in your committee, your Chairs will decide which of the passed resolutions will be discussed at the Forum Assembly the following day.

Day 4

On the last day the councils merge to form the Forum Assembly. The 5 GA councils will form the GA Forum Assembly and the 3 ECOSOC councils merge to form the ECOSOC Forum Assembly (more information can be found on page 14) Additionally, a Crisis will take place (more information can be found on page 15).

Rules of Procedure

Course of Debate

1. The Chairs will open the debate by giving the **floor** to the main submitter. They will start by reading all the operative clauses of the resolution, in order to allow all other delegates to have a clear idea on what they are debating. They will then proceed to **address the house**, hold their **speech**, followed by any **points of information** (see P.9). After points of information are exhausted, or after the Chairs decide not to entertain any more, the delegate will return the floor to the Chairs.
2. After the floor has been returned to the Chairs, they will set either **closed or open debate** (see P.9) for a certain time. They will then ask delegates whether anyone is willing to take the floor, respecting the form of debate that is being entertained. Delegates should raise their placard if they wish to take the floor. They should only do so **once the chair has finished their sentence**.
3. The delegate that has been picked by the Chairs will then proceed to address the house, hold their speech, followed by any points of information. After points on information are exhausted, or after the Chairs decide not to entertain any more, the delegate will yield the floor back to the Chairs.
4. This procedure will continue until either debate time runs out, or if delegates perform a successful motion to move into voting procedure. Any of these conditions will lead to a voting procedure. The voting procedure is what decides whether a resolution has passed. For anything to pass a simple majority of more than 50% is sufficient. When the Chairs ask delegates to vote, they have the following 3 choices:
 1. To vote in favour
 2. To vote against
 3. To abstain (can only be used when voting on a resolution as a whole)

Delegates will raise their placards when their vote of choice is named. After the votes have been counted, the resolution will either pass or not pass, and the committee will move on to debate another resolution.

Point of information

Points of information are an opportunity for delegates to ask questions to the delegate holding the floor. After his/her speech the Chairs will ask the delegate to how many points of information he/she is open to. His/Her possible answers are:

1. “Any and all”, meaning the delegate opens themselves to an unlimited number of points of information.
2. “None”, meaning the delegate does not wish to answer any questions.
3. “The delegate is open to x points of information”. After the number of points decided by the delegate the Chair will ask them whether they are open to any more points of information, leaving the delegate with the same 3 choices.

The Chair will then ask for delegates wishing to make a point of information. Delegates should answer by raising their placard, again only once the Chair has finished their sentence. After the usual phrase “The delegate of ... has been recognized”, the recognized delegate is to stand up and make their point of information. It is very important never to forget that a point of information is not a speech. Delegates therefore must formulate their point as a question and should try to keep as short and focused as possible. The delegate is then to remain standing until the delegate holding the floor has answered. If the delegate that is being asked the question did not fully understand the question they may ask the Chair, "Could the Chair please ask the delegate to repeat/rephrase their question?"

If a delegate is not satisfied with the answer received, they ask the Chairs for a follow-up question, by saying “motion to follow up” or “permission to follow up?”. The Chair can answer by saying “granted” which, would allow the delegate to ask a second point of information. If the Chair does not allow a motion to follow up, they will respond by saying “denied”.

After a point of information has been made and answered, the delegate who made the point is to sit down and let the Chairs proceed with the course of debate.

Closed and Open Debate

After the first speaker has yielded the floor back to the Chairs, they set a debate time for the resolution. For doing this they have the following options:

1. **Open debate:** Allows for delegates with any opinion regarding the resolution to take the floor.
2. **Closed debate for:** Only delegates in favour of the resolution can take the floor to support it.
3. **Closed debate against:** Only delegates against or unsatisfied with the resolution can take the floor.

Chairs will often entertain all 3 of these forms of debate while debating a resolution, and they have the authority to change the times they had set.

Amendments

Amendments are proposed changes to the resolution being debated. They may be submitted by delegates at any time during the debate using the delegates' notepaper. Amendments can either delete, add or change an operative clause or sub-clause. If a delegate feels the need to change the amendment that is being debated, he or she can propose an 'amendment to the second degree' (so basically an amendment to the amendment), which will be debated just like the normal amendment (speeches followed by a voting procedure) after which the debate on the original amendment, be it with some changes, continues.

If a delegate has submitted an amendment, they should raise their placard when the Chair asks for delegates wishing to take the floor. If the delegate is called upon, he or she will then take the floor. The delegate now has 2 options:

1. The delegate can present their amendment straight away by saying: "The delegate has submitted an amendment".
2. However, the delegate can also choose to first speak on the resolution. He or she then first gives an opinion on a certain operative clause, followed by the sentence: "Therefore the delegate of ... proposed an amendment."

Following both options, the chair will say, "That is in order", after which the delegate will read out the amendment. The chair will then set the debating time on the amendment, which does not count as time on the resolution. The delegate will then have the floor to make a speech about the amendment, after which a debate as usual takes place on the amendment (speeches with points of information).

After the debating time for the amendment has elapsed, the voting procedure will take place. Delegates can only vote in favour or against an amendment. They cannot abstain. Following this, the debate on the resolution and the debating time on the resolution will commence.

Friendly amendment

Delegates also have the option to propose a friendly amendment. This is a change to the amendment that is being debated. A friendly amendment can not change the content/meaning of the amendment but can make it clearer for example. There is no debate on the friendly amendment. Instead, the friendly amendment can be either approved or denied by the submitter of the original amendment.

A friendly amendment can be submitted by either proposing it to that delegate in a point of information and asking for the delegate's approval. The delegate can then either deny the proposal or accept it and ask the chair to change it.

Or it can be proposed by sending a note with the proposed friendly amendment to the delegate. If they accept the friendly amendment, they can send a note to the chair with the change they would like to make to their original amendment.

Floor

The floor is always held by the Chair, unless they explicitly decide to temporarily give it to a delegate. Having the floor is what allows a delegate to address the whole committee, and the only person talking in the whole committee should be the person holding the floor, except during points of information. If delegates feel the need to communicate with fellow delegates, they will have to do so by passing notes through the Administrative Staff.

A delegate will receive the floor by the Chair through a phrase such as: “The delegate of Germany has been recognized” or “Germany, you have been recognized”. Following that phrase the delegate is to stand in front of the committee.

After a delegate has finished their speech and has answered any points of information they will return the floor to the Chair with the following phrase: “I yield the floor back to the Chair”. This is the only instance where a delegate can refer to him or herself with “I”.

Speech

After a delegate has received the floor they will hold a speech. Before starting their speech they will have to address the house, which includes the Chairs, delegates, Administrative Staff, members of the Executive Staff, the Press Team and any other guests.

A simple way to introduce a speech by addressing the house is to use a phrase such as: “Honourable Chairs, fellow delegates, hardworking Ad-Staff, lovely press, etc...”

After addressing the house, the delegate will proceed to give their speech, in which he will try to convince other delegates of their arguments. While giving speeches and in any situation except for the yielding of the floor, delegates will not be allowed to refer to themselves in first person. Instead, they should use manners such as the following:

1. The delegate/delegation of ...
2. We
3. Germany (or other country name)

This is because they are representing the views of not themselves but their country or organisation. Furthermore, delegates will have to refer to other delegates as “The delegate of ...” or “France” (or other country name).

It is also very important that the speech is relevant to the topic and since debate in MunoM is often under heavy time pressure, delegates going off topic will be asked by the Chairs to end their speech and yield the floor back to them.

After a delegate has finished their speech, they will move on to points of information.

Points and motions

During the debate, various points and motions can arise. These concern the flow of the debate or can draw attention to a particular problem. Most points or motions cannot interrupt the speaker.

If a delegate wishes to make a motion they should raise their placard and state it. It is up to the chairs to accept or deny the motion. If other delegates agree with the motion they may shout “second!”. If not, they may shout “objection!”. One objection is often enough for the chair to deny the motion. There can be no seconds or objections to points, only to motions.

Here are the main points and motions used during debate:

Point of order

If a mistake is made during debate by either the chair or a delegate concerning the course of debate or running of the committee, it is in order for a delegate to use this point.

Point of information to the chair

If something is unclear during debate, a delegate may direct a question to the chair using this point.

Point of parliamentary inquiry

If there is some sort of confusion during the debate concerning the rules of procedure, and a delegate is unsure of what to do next, he or she may use this point to ask the chair a question.

Point of personal privilege

This point is used to draw attention to either the discomfort of a delegate, or when a delegate is not able to hear what is being said. In the latter case, a delegate would say: “Point of personal privilege; could the delegate please speak up?” This is the only point of personal privilege that may interrupt a speaker.

Point of information

A point of information is a question to the delegate who has the floor. Points of information always concern the resolution or the amendment being discussed. This point is explained in detail on page 9.

Right to reply

If a delegate feels their country has been insulted during another delegate's speech, they may raise their placard and state "Right to Reply" immediately after the speaker finishes. The Chair will decide whether the request is granted or denied. If granted, the delegate may briefly explain why they believe a formal apology is warranted. The delegate who originally spoke may then justify their statement. After this exchange, the Chairs will confer and decide whether a formal apology should be issued. This procedure should be used respectfully and only for serious offences.

Motion to move into voting procedures

This motion is used if a delegate feels that there is no more to say about the resolution being debated, however debating time has not elapsed yet.

Motion to extend debating time

When debating time has elapsed, but a delegate feels that the resolution has not been debated long enough, this motion may be used.

Motion to table the resolution

This motion can be used when delegates feel that it would be better to continue debate on a certain resolution at a later point in time. For example, delegates feel that they should do more research before they will be able to properly debate the issue at hand. Or a resolution can be tabled in order for a committee to be able to go to lunch and continue afterwards or go home and continue the next day. Also, when the main submitter of a resolution has to leave, this is a reason to table the resolution. To table the resolution simply means that the resolution will be put aside for the moment. There can also be a motion to un-table a resolution; obviously this motion is one that is used during a session but not during actual debate.

Motion to split the house

This motion can be used after a voting procedure. If this motion is successful the resolution is being voted on again, but abstaining will no longer be an option, forcing delegates to pick a side.

Ambassadors

Every country needs two ambassadors, one for the General Assembly and one for the ECOSOC. One of the delegates in one of the GA committees is ambassador for the GA. One of the delegates in one of the ECOSOC's is ambassador for ECOSOC. The ambassadors are usually the more experienced delegates.

The ambassadors have two tasks. The first is to hold a speech at the "Ambassador Speeches" on the first day. This gives them the opportunity to address the General Assembly or ECOSOC on behalf of their delegation. The speech can be either of a general or a specific nature; it must, however, represent the country's opinion on the addressed subject. Opening speeches should not exceed 1 minute.

The second task is to ensure that their country is always represented in the Security Council. This means that if the Security Council delegate from their country is absent, they must contact the other members of their delegation and find someone who can (temporarily) take over the role.

Forum Assembly

The Forum Assembly refers to the joint body of all GA committees or all ECOSOC committees.

Both the GA Forum Assembly and ECOSOC Forum Assembly meet on the last day to debate Resolutions together. One passed Resolution from each committee is selected by the Chairs and used during the debate in the Forum Assembly. The debate is led by the respective Chairs.

During the debate the delegates of each country are expected to sit and work together on writing amendments and drafting speeches and points of information. All delegates are allowed to speak on all resolutions (eg. a delegate from GA 6 may take the floor during a resolution from GA 2).

On the last day of the conference there is also a Crisis that takes place in both Forum Assemblies. To find out more about the Crisis please read the information on the next page.

Security Council (SC)

How it differs from the GA and ECOSOC

In the Security Council, the whole procedure differs from the ECOSOC and GA. The most crucial difference is that there is no lobbying time as no resolutions are written by individual delegates. Also, these resolutions only have one perambulatory clause, added by the president, which reads something like “Concerned with the issue of...”. There is no set debating time, enabling more freedom in discussion and the SC is more informal than the GA and ECOSOC. The President of the Security Council will start off with a speech on the issue and then the 15 delegates will start making a resolution together by submitting amendments. These amendments are then voted on separately, just like in the other committees. Countries such as USA, UK, France, China and the Russian Federation (the permanent members) possess so-called “Veto votes” granting them more power; if even one of them is against and uses their veto-vote, the resolution or amendment cannot pass. For amendments, permanent members can abstain from voting. The SC normally consists of experienced delegates who are confident debaters.

Crisis

Overseen by the Chief of Protocol, the Security Council also presents a crisis in both Forum Assemblies on the last day. Together with the Chief of Protocol, the SC President and Vice President come up with an extreme situation that all delegates of all councils and committees need to discuss. For example: building of a border wall between the USA and Canada, approaching of a meteor or declarations of war. The crisis is mainly made for entertainment and improvisational debating and not to be taken too seriously.

In the event of a crisis, the Security Council goes to the GA FA and ECOSOC FA where the President and Vice President explain the crisis to all delegates. Then all SC delegates will present their country’s view on the Crisis in a short speech. Once the SC have finished their speeches, the Presidents of the Forum Assembly will give a reasonable amount of time for lobbying as well as submitting amendments. Since the Forum Assembly now finds itself in a crisis, a Security Council style Resolution will be used (which will be provided by either the COP or SC President). This means that the debate starts with a blank Resolution, to which amendments are added to make up the operative clauses. Additionally, Security Council Phrases and language may be used to write and present said clauses.

Information on the conference

Dress code

Being a serious simulation of the United Nations, delegates are expected to be dressed appropriately. All participants are expected to either wear a formal suit, with an appropriate shirt and tie or bowtie (jeans are not allowed), or formal trousers, dresses or skirts. Dresses and skirts can't be shorter than just slightly above the knee. Revealing tops are not allowed. Shoes also must be formal (wearing trainers is not permitted). Delegates may be denied access to the conference when appearing dressed inappropriately.

Badges

All participants will receive their badge when they register. You will need it to enter the conference buildings. If you lose your badge, you will have to obtain a new one from the Conference Manager or in the Executive Staff room for a fee of € 5.

Computer and printing facilities

No Laptops will be provided by MunoM during the Conference. All Delegates are expected to bring their own device to work and do research on. Delegates wishing to print documents are highly encouraged to bring a USB stick to give to a member of the Ad-staff with a piece of notepaper explaining which documents they would like to have printed.

Executive Staff and Board of Directors

The Executive Staff organise the conference together with the Board of Directors. The Executive Staff is a group of 12 students each with their own position and the Board of Directors is a group of teachers.

The MunoM newspaper

The MunoM Press Team consists of journalists, photographers, a film crew led by the Head and Deputy Head of Press and Media, who will be responsible for publishing a daily newspaper. The MunoM newspaper will not necessarily include real news headlines, but rather reports on the issues being debated, the progress made and other happenings in the committees. Short 'press conferences' held in the committee rooms will allow the Press Team to ask delegates questions concerning the debate and their opinions on the issues.

Administrative Staff

The Administrative Staff (Ad-Staff for short) support with the preparations needed to ensure the conference runs smoothly. For delegates they are primarily there to pass notes during the debate and provide assistance when needed. They are not there to buy you food, bring you coffee, etc. Please treat them with the respect they deserve.