

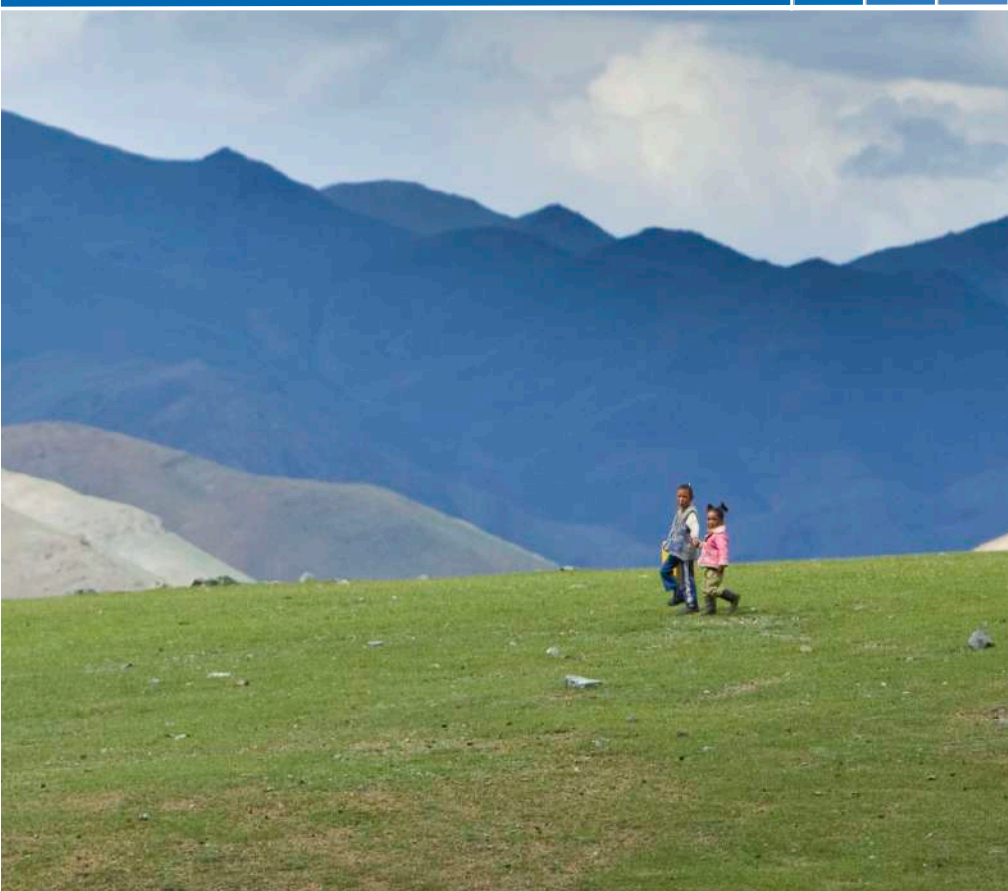
WHERE TO GO WHEN

A Resource Guide for UNDP Personnel



*Empowered lives.
Resilient nations.*

United Nations Development Programme



A Publication of the UNDP Ethics Office
- Second Edition. 2020



Dedicated to Fleur C. Ghirawoo

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INTRODUCTION

Present in approximately 170 countries and territories, and composed of multiple Bureaus, offices, and programmes, the United Nations Development Programme (UNDP) is one of the world's largest multilateral development agencies. Given the size and complexity of UNDP, many of us who work here are sometimes uncertain as to the best place to seek advice, or to raise workplace concerns.

This reference guide clarifies the roles and responsibilities of the various support offices available to UNDP personnel. Whether you seek to obtain ethics advice, file a report of misconduct, or contest a decision concerning the terms and conditions of your employment, the guide will assist you in navigating the various offices and mechanisms available to you.

In enhancing our understanding of relevant UNDP support functions, reporting mechanisms, and appeal procedures, we become a more efficient and accountable organization.

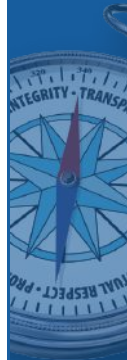
Who does what?

What is the difference between the work of the Ombudsman and the Ethics Office? Whom can I approach to obtain advice about my career? How do I file a complaint of alleged fraud, abuse of authority, or sexual harassment?

Under the headings of (1) Obtaining Advice and Guidance, (2) Reporting Misconduct, (3) Appealing a Decision or Filing a Claim, and (4) Other Resources, the guide outlines 27 available resources which you may approach to address workplace concerns. For each resource, we briefly detail the mandate, key areas of responsibility, related policy documents*, and provide relevant contact information.

Understanding the mandates and functions of each of these resources will help you identify which office is best suited to address your concern.

*While the Ethics Office has sought to ensure all referenced policy documents are current, please note that policies are subject to periodic revision.





1 – OBTAINING ADVICE & GUIDANCE

This section describes the various UN/UNDP offices available to you when you require advice or guidance.

Numerous professional and personal issues can arise in regards to the performance of our official functions and responsibilities. A number of resources are available to provide advice or other assistance, including on matters such as understanding your obligations as a UNDP contract holder, resolving conflicts of interest, addressing interpersonal workplace disputes, understanding legal rights and procedures, and obtaining workplace counselling.

Before seeking advice or guidance, you should ask yourself:

- Can I clearly and concisely describe my question or problem?
- What outcome would resolve my matter to my satisfaction?
- Have I tried to resolve the matter within my work unit?
- Have I identified the correct support office, and read the relevant UN/UNDP policy documents?

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org

UNDP Ethics Office

The mission of the Ethics Office is to assist UNDP personnel to perform to the highest standards of integrity, as required by the Charter of the United Nations. The Office provides ethics education and training, supports ethics standard-setting and policy coherence within UNDP, administers UNDP's financial disclosure programme, protects UNDP personnel against retaliation for having reported wrongdoing (see Section 2), and provides confidential ethics advice and guidance on standards of conduct and conflicts of interest. Ethics advice matters include:

- Maintaining independence and impartiality
- Employment-related conflicts of interest (including questions related to the Financial Disclosure Programme)
- Outside activities, including publications, speaking engagements, and board memberships
- Outside employment
- Acceptance of gifts, honours, hospitality, entertainment, or awards
- Protection against retaliation (whistleblower protection)
- Political activities
- Ethics training and awareness
- Ethics input on policy development
- Anti-corruption, anti-bribery and anti-fraud

Operating on the principles of independence, impartiality, and confidentiality, the Ethics Office seeks to reinforce UNDP values of integrity, transparency, accountability, mutual respect, professionalism, and results orientation through principled performance.

Office location: New York

POLICIES AND ADMINISTRATIVE DOCUMENTS

[UNDP Code of Ethics](#)

[Information Brochure on the Ethics Office](#)

[Standards of Conduct for the International Civil Service](#)

[UN Staff Regulations and Rules \(ST/SGB/2018/1\)](#)

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



[Regulations governing the status, basic rights and duties of officials other than Secretariat officials, and experts on mission \(ST/SGB/2002/9\)](#)

[UNDP Political Activities Bulletin](#)

[UNDP Outside Activities Bulletin](#)

[UNDP Guidance on Writing in a Personal Capacity for External Publications](#)

[UNDP Gifts Policy](#)

[UNDP Declaration and Registration Form for Gifts/Honours](#)

[The UNDP Legal framework for Addressing Non-compliance with UN Standards of Conduct](#)

[United Nations system-wide application of ethics: separately administered organs and programmes \(ST/SGB/2007/11\)](#)

[UNDP Policy for the Financial Disclosure Programme](#)

[Information Brochure on the Financial Disclosure Programme](#)

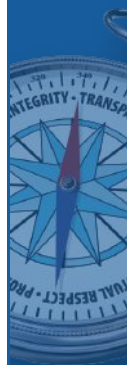
[UNDP Policy for Protection Against Retaliation](#)

[Information Brochure on Protection against Retaliation](#)

[UNDP Policy on Family Relationships](#)

[UNDP Guidelines for Social Media](#)

[Information Brochure on Preventing Conflicts of Interest](#)



CONTACT

Helpline	+ 1-212-909-7840, New York
Fax	+ 1-212-906-6153, New York
Email	ethicsoffice@undp.org
UNDP Intranet	https://intranet.undp.org/unit/office/ethics/default.aspx
Website	www.undp.org/content/undp/en/home/accountability/ethics.html
Location	DC1- 23rd Floor
Mailing address	UNDP Ethics Office One UN Plaza, DC1-23rd Floor, New York, NY, 10017, USA

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org

Office of the Ombudsman for United Nations Funds and Programmes

The Office of the Ombudsman for United Nations Funds and Programmes functions as the informal component of the UN's internal justice system, and has authority to deal with workplace conflict within UNDP, UNFPA, UNICEF, UNOPS, and UN Women.

The Ombudsman works with individuals to confidentially address and informally resolve concerns relating to conditions of employment, administration of benefits and entitlements, application of policies, managerial practices, as well as professional and interpersonal matters, among other matters. An individual who may be experiencing workplace conflict with a manager, supervisor, supervisee, or other colleague can seek the assistance of the Ombudsman to resolve the conflict in an informal, confidential, and mutually acceptable manner. In exploring options to resolve workplace conflict, the Ombudsman engages in:

- Negotiation
- Facilitation of dialogue
- Conflict coaching
- Shuttle diplomacy
- Mediation

The Ombudsman also provides training to functional groups, offices, and business units on effective conflict management. The work of the Ombudsman is based on the principles of confidentiality, neutrality and impartiality, independence, and informality.

Office location: New York

POLICIES AND ADMINISTRATIVE DOCUMENTS

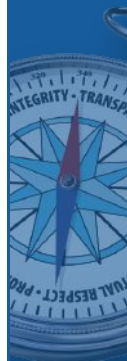
[Administration of Justice at the United Nations \(A/RES/62/228\)](#)

[Terms of Reference for the Office of the United Nations and Mediation Services](#)

[Administration of Justice at the United Nations: A Staff Member's Guide to Resolving Disputes](#)

Where To Go When
ethicsoffice@undp.org

Ethics Office: Call +1-212-909-7840 or e-mail



CONTACT

Telephone	+1 646-781-4083, New York
Fax	+1-212-906-6281, New York
Email	ombudsmediation@fpombudsman.org
Website	http://fpombudsman.org
Location	FF Building-671
Mailing address	304 East 45th Street 6th Floor, Room FF-671 New York, NY, 10017, USA

Office of Staff Legal Assistance

The Office of Staff Legal Assistance (OSLA) provides legal advice and guidance to UN staff members on issues relating to their UN employment, including advice on staff rights, requests for management evaluation (see Section 3), and other appeal procedures. OLSA may additionally represent staff members in disciplinary proceedings, or before the United Nations Dispute Tribunal or the United Nations Appeals Tribunal.

Office locations: New York | Addis Ababa | Beirut | Geneva | Nairobi

POLICIES AND ADMINISTRATIVE DOCUMENTS

[Administration of Justice at the United Nations \(A/RES/62/228\)](#)

[Organization and terms of reference of the Office of Administration of Justice \(ST/ST/SGB/2010/3\)](#)

CONTACT

Telephone	+ 1-212-963-3957, New York
Fax	+ 1-212-963-0252, New York
Email	osla@un.org
Website	www.un.org/en/internaljustice/osla/
Location	DC2-605, 6th Floor
Mailing address	323 East 44th Street DC 2-605, 6th Floor New York, NY, 10017, USA

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



UNDP/UNFPA/UNOPS/UN Women Staff Council

The Staff Council works to promote and safeguard the rights, interests, and welfare of UNDP, UNFPA, UNOPS, and UN Women contract holders. The work of the Staff Council includes the following:

- Developing and improving effective staff participation in the decision-making process by maintaining active and open channels of communication with the Administration
- Engaging with the Administration on matters affecting conditions of service and staff welfare, especially in formulating and implementing policies, guidelines, and rules and regulation.
- Promoting close cooperation among Staff Associations and Unions on matters governing conditions of service with the United Nations and Specialized Agencies
- Defending staff and working to improve terms and conditions of employment

Office location: New York

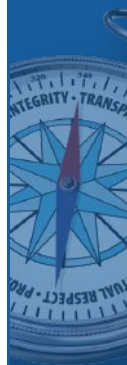
POLICIES AND ADMINISTRATIVE DOCUMENTS

See [Chapter VIII, UN Staff Regulations and Rules \(ST/SGB/2018/1\)](#)

CONTACT

Telephone	+ 1-212-906-6315, New York
Email	Registry.staff-council@undp.org
Website	www.staffcouncil.org
Location	FF Building-834
Mailing address	304 East 45th Street 8th Floor, Room FF-834, New York, NY, 10017, USA

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



UNDP Security Office

The Security Office works within the UN Security Management System, and in coordination with the United Nations Department of Safety and Security (UNDSS), to enable UNDP programmes and activities to operate within an acceptable level of security risk. Providing general security advice, training, and support to UNDP offices, projects and personnel, the Security Office and UNDSS work to ensure there are appropriate response mechanisms in place that are gender-responsive and gender-sensitive when supporting personnel affected by security incidents. When responding to gender-based security incidents, UNDP and UNDSS Security Professionals adhere to core principles: Safe Environment; Confidentiality and Consent; and Respect and Non-Discrimination. Should any UNDP personnel ever feel unsafe, or in need of security advice outside of the national authorities where they reside, they should immediately seek the support of a UNDSS and/or a UNDP Security Office Security Professional, or their appointed UNDP Agency Country Security Focal Point.

Office location: New York

POLICIES AND ADMINISTRATIVE DOCUMENTS

[UNDP Framework of Accountability for Security](#)

[UNDP Security Policy](#)

[Chapter IV, Security Management, SECTION M, Gender Considerations in Security Management](#)

CONTACT

All emergency services phone numbers and relevant UNDSS contacts may be found in the country-specific 'Travel Advisory', accessible through the UN's TRIP system (www.trip.dss.un.org). Further details are provided in mandatory in-country Security Briefings, which UNDP personnel receive upon arriving at their duty station.

Email (general security inquiries) security@undp.org

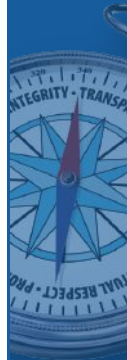
For security support addressed to and only read by UNDP's female security professionals wsat.undp.eg@undp.org

UNDP Intranet <https://intranet.undp.org/unit/oolts/so/SitePages/Intranet.aspx>

Location DC-1 - 23rd Floor

Mailing Address UNDP Security Office
One UN Plaza DC-1 - 23rd Floor,
New York, NY, 10017, USA

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



Counselling Services via the Critical Incident Stress Management Unit, UN Department of Safety and Security (UNDSS)

During emergencies, UNDSS' Critical Incident Stress Management Unit (CISMU) usually deploys a counselor(s) to the field to provide counseling support to UN/UNDP personnel and their families. CISMU is additionally available to provide individual or group stress counseling sessions to UNDP field personnel, their spouses, and dependent children who may have been impacted by a critical incident or who may need urgent short term counseling support. CISMU counseling is provided on a confidential basis.

Individual stress counseling from CISMU will normally be provided through the phone or person-to-person for short-term intervention. Should face-to-face or longer-term stress counseling be needed, CISMU will help the requesting individual and/or their family member to find an appropriate service provider. The CISMU team includes six trained mental health professionals in New York, and 19 staff counselors in the field. CISMU also technically supervises DPKO/DPA counselors. CISMU stress counseling services are provided free of charge to UN/UNDP personnel.

CONTACT

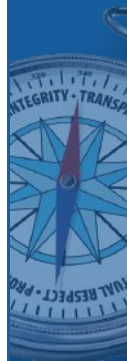
In countries where there is a stress counselor, personnel may contact the counselor directly. If there is no counselor in the duty station, personnel may contact the CISMU HQ regional counselors listed below, who may refer the specific case to the appropriate resource:

- Mr. Sohail Ali (East and South Africa):
ali173@un.org, 1-718-663-1520
- Ms. Djeneba Coulibaly (West and Central Africa):
colibaly45@un.org, +1-646-659-5649
- Mr. Abdalla Mansour Amer (MENA):
mansouramer@un.org, 1-917-402-5182
- Ms. Kalhari Hewage (Asia & Pacific and Russian speaking countries):
hewagem@un.org, 1-917-209-9047
- Ms. Anne-Marie Serrano Banquet (Europe and Americas):
anne-marie.serranobanquet@un.org, +1-917-209-4615

POLICIES AND ADMINISTRATIVE DOCUMENTS

See [UNDP Staff Well-Being intranet page](#)

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



UNDP Office of Human Resources

The Office of Human Resources (OHR) is responsible for HR management, policy, and practices across UNDP, and supports UNDP personnel. OHR can answer questions concerning human resources matters, including contracts, through the HR focal point in your office or the appropriate OHR Business Partner. While OHR is based in New York, OHR team members also serve in Bangkok, Addis Ababa, Amman, and Istanbul.

Self-service personnel information, including the following, can be found on OHR's intranet site:

- UNDP personnel on-boarding
- Performance management
- Career management
- Career transition
- Learning & Development
- Leadership development
- Prevention of Sexual Exploitation and Abuse (PSEA)
- HR policies

CONTACT

Website	https://intranet.undp.org/unit/ohr/SitePages/intranet.aspx
Location	DC1-18th Floor
Mailing address	OHR, One UN Plaza, DC1-18th Floor New York, NY, 10017, USA

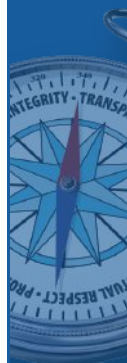
JPO Service Centre

The JPO Service Centre (JPOSC), which is part of OHR, provides end-to-end management and administration of the JPO Programmes of UNDP and several other UN entities, as well as the Special Assistant to the Resident Coordinator (SARC) Programme. JPOSC functions include recruitment, appointment, assignment, learning, career development, and counselling of JPOs and SARCs. JPOs and SARCs should approach their HR focal point at the JPOSC for any enquiries.

CONTACT

Telephone	+ 45-45-33-5000, Copenhagen
Email:	jpo.registry@undp.org
Website	www.undp.org/content/jposc/en/home.html
Location	UN City, Copenhagen, Denmark
Mailing address	JPOSC, UN City, Marmorvej 51 2100 Copenhagen, Denmark

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



OHR Focal Point on Workplace Harassment

The OHR focal point on workplace harassment provides advice on UNDP's policy on harassment, sexual harassment, discrimination, and abuse of authority, including: how such incidents are managed in UNDP; steps that one can take to report such incidents; and available learning and reference resources. The focal point can also provide guidance on how to report incidents of sexual exploitation and abuse (SEA) of local populations by UN staff and associated personnel.

Office location: New York

POLICIES AND ADMINISTRATIVE DOCUMENTS

[UNDP Policy on Harassment, Sexual Harassment, Discrimination and Abuse of Authority](#)

[Update on the Policy on Workplace Harassment and Abuse of Authority and Encouragement of Informal Resolution through the Ombudsman](#)

CONTACT

Email harassment.ohrfocalpoint@undp.org

For information on reporting specific allegations of harassment, sexual harassment, discrimination, and/or abuse of authority, please refer to Section 2, [Reporting Misconduct](#).

OHR Focal Point on Prevention of Sexual Exploitation and Abuse

The OHR focal point on prevention of sexual exploitation and abuse (PSEA) provides advice on PSEA, including guidance on standards of conduct; how to establish prevention and response systems; how to report incidents of SEA; and information on relevant learning and reference resources.

Office location: New York

POLICIES AND ADMINISTRATIVE DOCUMENTS

[Special measures for protection from sexual exploitation and sexual abuse \(ST/SGB/2003/13\)](#)

[Report of the Secretary General: Special measures for protection from sexual exploitation and abuse: a new approach \(A/71/818\)](#)

[United Nations Glossary on Sexual Exploitation and Abuse](#)

UNDP Intranet: [Prevention of Sexual Exploitation and Abuse by UN Personnel](#)

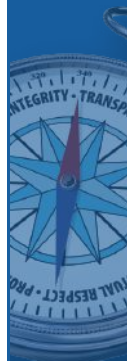
Website: [Preventing Sexual Exploitation and Abuse](#)

Website: [PSEA Task Force](#)

CONTACT

Email psea.focalpoint@undp.org

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org





2 – REPORTING MISCONDUCT

As all UNDP personnel have an obligation to report misconduct, as well as the right not to be retaliated against for doing so, this section explains where you should report suspected misconduct if you see it, or know about it. The reporting of misconduct allows UNDP to investigate and remedy behavior that if otherwise left unidentified and unaddressed could cause significant damage to UNDP's operations and reputation. Such reporting strengthens organizational accountability, and serves to protect the integrity and credibility of UNDP, our personnel, and the resources entrusted to us.

Misconduct is the failure by a staff member or contractor to comply with their obligations under the Charter of the United Nations, the UN Staff Regulations and Staff Rules or other relevant administrative issuances, or to observe the standards of conduct expected of an international civil servant. Misconduct can also be wrongdoing committed by vendors, implementing partners and other third parties against UNDP. Examples of misconduct include fraud, theft, misuse of UNDP resources, sexual harassment, and sexual exploitation and abuse.

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org

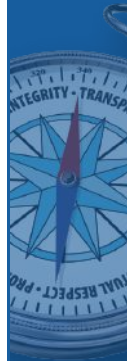
If making a report of misconduct, you should include:

- The type of alleged wrongdoing;
- The name(s) of the alleged offender;
- Date(s), location(s), and description of incident(s); and
- Any other relevant information, including documentary evidence if available

Any UNDP contract holder who makes a report of misconduct, or who cooperates with an official audit or investigation, has the right to be protected from retaliation. Once a report has been made, the reporter's obligation to UNDP has been satisfied, unless they are required to cooperate with an opened investigation. Please keep in mind that reports of misconduct must be made in good faith, and that filing a report that is intentionally false or misleading may result in investigation and disciplinary action.

Please also be aware that concerns regarding management style or performance management may not constitute misconduct if, for example, they do not rise to the level of abuse of authority. While the Ombudsman may be contacted in regards to workplace disputes arising from management style, see Section 3 for information on contesting performance management decisions.

For more information on the various roles, responsibilities, and procedures relating to the reporting of misconduct, UNDP personnel may refer to the [UNDP Legal Framework for Addressing Non-Compliance with UN Standards of Conduct](#).



UNDP Office of Audit and Investigations

The Office of Audit and Investigations (OAI) is the only office in UNDP mandated to investigate allegations of misconduct involving UNDP staff members and other personnel, as well as allegations of fraud and other financial irregularities committed by vendors, implementing partners, and other third parties, deemed detrimental to UNDP.

UNDP personnel can report wrongdoing to OAI via the following channels:

- E-mail: reportmisconduct@undp.org
- [Online OAI referral form](#)
- [24 hours/day worldwide phone numbers](#) (reversed charges, interpreters available), 1-844-595-5206 within the USA
- Regular mail: Deputy Director (Investigations), Office of Audit and Investigations, UNDP, One UN Plaza, DC1, 4th Floor, New York, NY, 10017 USA

Reports of misconduct may also be submitted to an immediate supervisor or other appropriate supervisor within an operating unit, who shall immediately report the matter to OAI.

POLICIES AND ADMINISTRATIVE DOCUMENTS

[Charter of the Office of Audit and Investigations](#)

[OAI Investigation Guidelines](#)

[The UNDP Legal Framework for Addressing Non-Compliance with UN Standards of Conduct](#)

[UNDP Policy against Fraud and other Corrupt Practices](#)

[UNDP Policy on Harassment, Sexual Harassment, Discrimination and Abuse of Authority](#)



CONTACT

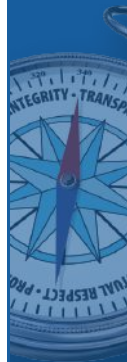
Telephone	+ 1 (646) 781-4302, New York
Fax	+ 1 (646) 781-4333, New York
Email	reportmisconduct@undp.org
UNDP Intranet	https://intranet.undp.org/unit/office/oai/default.aspx
Website	www.undp.org/content/undp/en/home/accountability/audit.html
Location	DC 1- 4th Floor
Mailing address	OAI, One UN Plaza, DC-1, 4th Floor New York, NY 10017, USA

Addressing and Reporting Harassment, Discrimination and/or Abuse of Authority

Consistent with General Assembly resolutions on the UN's internal justice system, UNDP encourages informal resolution of workplace disputes to the fullest extent possible, without prejudice to the rights of individuals to use formal mechanisms. As such, all personnel who believe they are experiencing harassment, discrimination or abuse of authority are encouraged to seek initial advice and guidance from the Office of the Ombudsman for the UN Funds and Programmes. The Ombudsman will examine with the affected individual all the issues underlying their concern of harassment, discrimination or abuse of authority, and explore options for resolution of those issues, including possible mediation. The affected individual will decide how they wish to move forward with their concern, which may include making a formal report to OAI. Should any personnel wish to explore informal resolution, they should contact the Ombudsman as soon as possible after an incident has taken place.

Alternately, any personnel who believe that they have been subjected to harassment, discrimination, or abuse of authority may forgo initial consultation with the Ombudsman and report the matter directly to OIA.

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



POLICIES AND ADMINISTRATIVE DOCUMENTS

[Policy on Harassment, Sexual Harassment, Discrimination and Abuse of Authority](#)
[Update on the Policy on Workplace Harassment and Abuse of Authority and Encouragement of Informal Resolution through the Ombudsman](#)

CONTACT

Email ombudsmediation@fpombudsman.org
reportmisconduct@undp.org
harassment.ohrfocalpoint@undp.org
ethicsoffice@undp.org

Addressing and Reporting Sexual Harassment

Numerous support mechanisms exist for UNDP personnel to address sexual harassment concerns. While formal complaints of sexual harassment may be submitted directly to OAI, UNDP personnel may also seek confidential advice from the Office of the Ombudsman. UNDP also provides the additional support services for affected personnel:

- [Expolink, an independent sexual harassment helpline service provider](#) - the purpose of the Helpline is to provide a safe place - entirely separate from UNDP - for UNDP personnel to ask for guidance, share concerns, and if preferred, to report cases of sexual harassment.
- [The Rome Institute, an independent provider of counselling services](#) for victims of sexual harassment.

More information on all available resources may be found on UNDP's [Prevention of Sexual Harassment in the Workplace](#) intranet page.

POLICIES AND ADMINISTRATIVE DOCUMENTS

[Policy on Harassment, Sexual Harassment, Discrimination and Abuse of Authority](#)

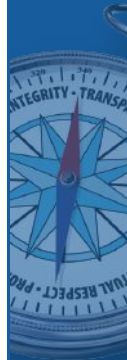
CONTACT

Email reportmisconduct@undp.org
ombudsmediation@fpombudsman.org
harassment.ohrfocalpoint@undp.org
ethicsoffice@undp.org

Reporting Alleged Retaliation - Ethics Office

The Ethics Office administers UNDP's Policy for Protection against Retaliation. This policy applies to UNDP personnel who allege they have been subjected to harmful, retaliatory action, or a threat of retaliation, as a consequence of (i) reporting misconduct against other UNDP personnel, or (ii) for cooperating with an official audit or investigation. Under the policy, the Ethics Office:

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



- Receives and conducts preliminary assessments of retaliation complaints;
- Refers prima facie cases of retaliation of OAI for full investigation;
- Issues interim protection measures recommendations to the Administrator for referred investigation cases; and
- Issues final protection measure recommendations to the Administrator for cases where retaliation has been established post-investigation

Complaints of retaliation for reporting misconduct or cooperating with an audit or investigation are the only misconduct complaints received by the Ethics Office. All other misconduct allegations can be reported directly to OAI.

Office location: New York

POLICIES AND ADMINISTRATIVE DOCUMENTS

[UNDP Policy for Protection Against Retaliation](#)

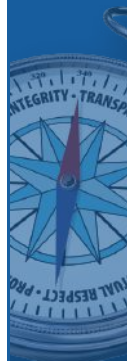
[Informational Brochure on Protection against Retaliation](#)

[United Nations system-wide application of ethics: separately administered organs and programmes \(ST/SGB/2007/11\)](#)

CONTACT

Telephone	+ 1-212-909-7840, New York
Fax	+ 1-212-906-6153, New York
Email	ethicsoffice@undp.org
UNDP Intranet	https://intranet.undp.org/unit/office/ethics/default.aspx www.undp.org/content/undp/en/home/accountability/ethics.html
Website	ethics.html
Location	DC1-23rd Floor
Mailing address	One UN Plaza, DC1-23rd Floor, New York, NY, 10017, USA

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org





3 – APPEALING AN ADMINISTRATIVE DECISION, REBUTTING A PERFORMANCE REVIEW, OR FILING A CLAIM RELATED TO CONDITIONS OF SERVICE

UNDP staff members who consider that their contract of employment or terms of appointment have been violated are encouraged to first attempt to have the matter resolved informally through direct discussions with the relevant supervisor or decision-maker, through their OHR representative, or through the Office of the Ombudsman for United Nations Funds and Programmes.

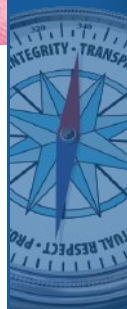
Concerning formal recourse mechanisms, this section describes how UNDP staff members can (i) formally appeal administrative decisions, including appeals within the UN's internal justice system*, or (ii) file a claim related to their conditions of service. The UN/UNDP provides several appeal mechanisms, each having a specific mandate for the type of decision that can be reviewed.

Before formally appealing a decision, you should ask yourself:

- What is the exact decision that I want reversed or changed?
- Is it possible to resolve my matter informally?
- If I decide to formally appeal, have I sufficiently familiarized myself with the relevant appeal procedures?
- Do I know the filing deadlines that apply to my situation?
- Have I assembled the correct information and documents that I need for my application?

*Please be aware that formal appeal mechanisms under the UN's internal justice system are only accessible to UN staff members. Disputes arising from service contracts are to be resolved in accordance with the dispute settlement clause in the relevant service contract.

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



Request for Management Evaluation

If a UNDP staff member believes that an administrative decision is not in compliance with their contract of employment or terms of appointment and is unable to resolve the matter informally, a request for management evaluation (RME) of the decision may be made. Such decisions can concern:

- Non-renewal or termination of appointment
- Non-selection
- Reassignment or transfer
- Entitlements

As a first step in the formal dispute resolution process, an RME can be made by submitting a written request to the UNDP Administrator, with a copy to the Assistant Administrator and Director, Bureau for Management Services (BMS), who holds delegated authority to answer such requests.

An RME must be made within 60 days of the staff member being notified of the decision the staff member seeks to contest. An extension of the 60-day deadline may be granted by the UNDP Administrator, or the Assistant Administrator/BMS, if the Office of the Ombudsman has requested suspension of time-limits to allow for informal dispute resolution efforts.*

Once an RME has been received, the matter is reviewed by UNDP's Legal Office (LO), which researches the circumstances of the decision and prepares a proposed response applying the relevant law and policies. The purpose of this process is to give management an opportunity to correct flawed decision-making, and to reduce the number of cases that proceed to formal litigation.



The Assistant Administrator considers the proposed response prepared by the LO. The Assistant Administrator is required to provide a response to the applicant within 45 days of receiving the RME (or 30 days for staff members stationed at Headquarters). The Assistant Administrator may uphold the contested decision, set it aside, or find the claim not receivable, moot, or no longer relevant.

Requesting a management evaluation does not have the effect of suspending or preventing the contested decision from being implemented. Staff members who seek to suspend implementation of a decision must file a separate suspension of action request with the United Nations Dispute Tribunal (UNDT).

As stated in Section 1, staff members may seek advice on the RME process from the Office of Staff Legal Assistance.

*Please note that seeking informal resolution does not have the effect of suspending the time limits for filing an RME. As these time limits are strictly enforced, staff members should not presume that they have an extension to file unless explicitly told so by the Office of the Ombudsman.

POLICIES AND ADMINISTRATIVE DOCUMENTS

[UNDP Employee Guide to the Request for Management Evaluation Process](#)

See [Staff Rule 11.2 – Management evaluation \(ST/SGB/2018/1\)](#)

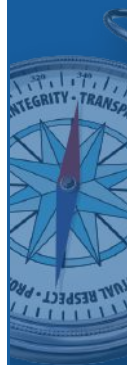
[Administration of Justice at the United Nations: A Staff Member's Guide to Resolving Disputes](#)

United Nations Dispute Tribunal

The United Nations Dispute Tribunal (UNDT) is the court of first instance in the UN's internal justice system. If a staff member is not satisfied with the outcome of a management evaluation, they may appeal the decision with the UNDT. The appeal must be made within 90 days of the staff member being notified of the outcome of the management evaluation.

The UNDT conducts hearings, issues orders, and renders binding judgments. Both staff members and the Administration have a right to appeal the judgments of the Dispute Tribunal to the United Nations Appeals Tribunal (UNAT). Staff members may file an application directly with UNDT without first seeking a management evaluation when:

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



- The application concerns the imposition of a disciplinary measure; or
- The contested decision is based on the advice of an expert or advisory board, such as the Advisory Board on Compensations Claims or a Medical Board.

Registries: New York | Geneva | Nairobi

POLICIES AND ADMINISTRATIVE DOCUMENTS

[Statute of the United Nations Dispute Tribunal \(A/RES/63/253\)](#)

[Rules of Procedure of the United Nations Dispute Tribunal \(A/RES/64/119\)](#)

See [Staff Regulation 11.1\(a\) – Appeals \(ST/SGB/2018/1\)](#)

See [Staff Rule 11.4 – United Nations Dispute Tribunal \(ST/SGB/2018/1\)](#)

[Organization and terms of reference of the Administration of Justice \(ST/SGB/2010/3\)](#)

[Administration of Justice at the United Nations: A Staff Member's Guide to Resolving Disputes](#)

[Toolkit for self-represented litigants before the UNDT](#)

CONTACT

Website <http://www.un.org/en/internaljustice/oaj/>

UNDT Registry in New York (for the Americas and the Caribbean)

Email undt-newyork@un.org

Mailing Address Registry of the United Nations Dispute Tribunal
2 United Nations Plaza, Room DC2-2440
New York, NY, 10017, USA

UNDT Registry in Geneva (for Europe and Asia, including the Pacific)

Email undt.geneva@unog.ch

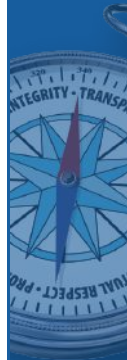
Mailing Address Registry of the United Nations Dispute Tribunal
United Nations Office at Geneva Palais des Nations
Room Office S.1028-14, Avenue de la Paix 1211 Geneva 10,
Switzerland

UNDT Registry in Nairobi (for Africa and the Arabian Peninsula)

Email undt.nairobi@unon.org

Mailing Address Registry of the United Nations Dispute Tribunal
United Nations Office at Nairobi, UN Avenue, Gigiri
Room CW302 P. O. Box 67578 (00200), Nairobi, Kenya

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



United Nations Appeals Tribunal

The United Nations Appeals Tribunal (UNAT) is the court of final appeal that considers appeals against judgments rendered by UNDT. UNAT also hears and passes judgment on appeals from decisions taken by the Standing Committee acting on behalf of the United Nations Joint Staff Pension Board, and by agencies and entities that have accepted the jurisdiction of UNAT.

Appeals are allowed where it is alleged that UNDT:

- Exceeded its jurisdiction or competence
- Failed to exercise jurisdiction vested in it
- Erred on a question of law
- Committed an error in procedure
- Erred on a question of fact

Appeals must be filed with UNAT within 60 days of receipt of a UNDT judgment.

POLICIES AND ADMINISTRATIVE DOCUMENTS

[Statue of the United Nations Appeals Tribunal \(A/RES/63/253\)](#)

[Rules of Procedure of the United Nations Appeals Tribunal \(A/RES/64/119\)](#)

See [Staff Regulation 11.1\(b\) – Appeals \(ST/SGB/2018/1\)](#)

See [Staff Rule 11.5 – United Nations Appeals Tribunal \(ST/SGB/2018/1\)](#)

[Organization and terms of reference of the Administration of Justice \(ST/SGB/2010/3\)](#)

[Administration of Justice at the United Nations: A Staff Member's Guide to Resolving Disputes](#)

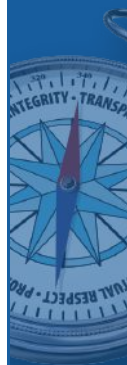
[Toolkit for self-represented litigants before the UNAT](#)

CONTACT

UNAT Registry

Telephone	+ 1-212-963-2293 or 9511, New York
Email	unat1@un.org
Website	www.un.org/en/internaljustice/oaj/
Location	DC 2 - 2409
Mailing Address	Registry of the United Nations Appeals 2 United Nations Plaza, Room DC2-2409 New York, NY 10017, USA

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



Performance Review and Rebuttal Procedures

As part of the Performance Management and Development (PMD) annual cycle, a supervisor completes an annual performance review of a staff member. If a staff member disagrees with the supervisor's assessment*, they may request a review by the Talent Management Review Group (TMRG) through the HR Business Partner or an HR focal point in their office. The TMRG will review the case and will either confirm the supervisor's assessment, or agree to change the provided rating. If the staff member is not satisfied with the outcome of the TMRG review, they may choose to file a formal rebuttal request.

Alternately, a staff member may forgo the TMRG review process and go straight to filing a rebuttal request.

A rebuttal request should be submitted in writing to hq.rebuttal@undp.org, with a copy to the respective HR Business Partner or HR focal point in the office. Each rebuttal request will be considered by a Rebuttal Panel convened by the Director, OHR. Rebuttal Panel reviews will be completed within 2 months of the submission of a rebuttal request. The results of the review by the Rebuttal Panel will be captured in the Panel Report, which constitutes the final outcome of the rebuttal process.

Any administrative decision taken on the basis of the results of a performance review that affects a staff member's conditions of service may be appealed through the UN's internal justice system.

CONTACT

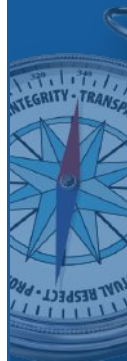
Email pmd.support@undp.org
hq.rebuttal@undp.org

POLICY AND ADMINISTRATIVE DOCUMENTS

[UNDP Policy on Performance Management and Development, including Rebuttal](#)
[UNDP Guidance on Performance Management and Development](#)
[UNDP Competency Framework](#)

*Please be aware that only a performance rating below satisfactory may be contested.

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



Advisory Board on Compensation Claims

The Advisory Board on Compensation Claims (ABCC) reviews claims directly attributable to the performance of official duties on behalf of the United Nations that relate to:

- Injury
- Illness
- Death

Any UNDP staff member, or family dependent, wishing to file a claim with the ABCC should obtain required claim documentation from the relevant HR focal point. Completed documentation will be forwarded by the HR focal point to OHR's Policy and Compensation Unit for review and onward transmission to the ABCC. Please be aware that claims must be received by the ABCC within 4 months of the death, injury, or onset of illness.

POLICIES AND ADMINISTRATIVE DOCUMENTS

See [Appendix D to the Staff Regulations and Rules: Rules governing compensation in the event of death, injury or illness attributable to the performance of official duties on behalf of the United Nations \(ST/SGB/2018/1\)](#)

[Administrative Instruction, Consultants and individual contractors – Service-incurred death, injury or illness \(ST/AI/1999/7\)](#)

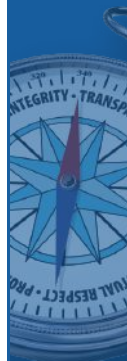
[Procedure and form for submission of compensation claims under Appendix D to the Staff Rules \(Form P.290\)](#)

[Administrative Instruction, Resolution of disputes relating to medical determinations \(ST/AI/2019/1\)](#)

CONTACT

Fax	+ 1-917-367-1998, New York
Location	FF - 335
Mailing Address	Secretary, Advisory Board on Compensation Claims 304 East 45th Street Room: FF-335, 3rd Floor New York, NY 10017, USA

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



United Nations Claims Board

The United Nations Claims Board (UNCB) reviews claims for loss of, or damage to, personal effects, including claims related to personal vehicles, attributable to the performance of official duties.

Any UNDP staff member wishing to file a claim should immediately contact their UNDP HR focal point. The staff member must complete and submit to their HR focal point a UNCB Claim Form, with stipulated supporting documentation. The claim will be forwarded to OHR's Policy and Compensation Unit for review and onward transmission to the UNCB. Please be aware that all claims must be submitted within 2 months of the relevant incident.

POLICIES AND ADMINISTRATIVE DOCUMENTS

[Administrative Instruction, Compensation for loss of or damage to personal effects attributable to service \(ST/ AI/149/Rev. 4\)](#)

Resolution of Disputes Relating to Medical Determinations

Staff members may seek review of UN medical determinations by an independent medical practitioner or a medical board. Staff members should consult the following documents for applicable review request procedures.

POLICIES AND ADMINISTRATIVE DOCUMENTS

[Administrative Instruction, Resolution of disputes relating to medical determinations \(ST/AI/2019/1\)](#)

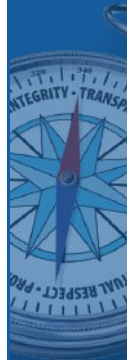
See [Staff Rule 6.2 – Sick leave \(ST/SGB/2018/1\)](#)

See [Staff Regulation 6.2 – Social Security \(ST/SGB/2018/1\)](#)

[Termination of appointment for reasons of health \(ST/AI/1999/16\)](#)

See [Appendix D to the Staff Regulations and Rules: Rules governing compensation in the event of death, injury or illness attributable to the performance of official duties on behalf of the United Nations \(ST/SGB/2018/1\)](#)

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org





4 – OTHER RESOURCES

This section covers additional resources that can assist on matters concerning your employment status and entitlements.

Benefits and Entitlements Services, Global Shared Services Unit

UNDP's Benefits and Entitlements Services (BES) provides support in the areas of benefits and entitlements administration, as well as contract administration and management, for all UNDP international staff members (other than JPOs) and General Service staff based in New York. Entitlements and processes handled by BES include:

- Initial appointment/on-boarding
- Reassignment
- Interagency transfers (loan/secondment and transfer)
- Travel/relocation shipment and assignment grant
- Contract extensions
- Education grant
- Rental subsidy
- Home leave and other entitlement travel
- Dependency-related entitlements
- Separation entitlements
- Extended sick leave audit

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



Local staff based in UNDP Country Offices should contact their local HR focal point on benefits and entitlements matters.

BES further supports staff and human resource practitioners at HQ locations and Country Offices by providing expertise on benefits and entitlements, as well as maintaining various online tools and e-Services modules.

Office location: Copenhagen

POLICIES AND ADMINISTRATIVE DOCUMENTS

See [GSSU intranet site](#)

Also see [Programme and Operations Policies and Procedures \(POPP\)](#), [Human Resources Management](#)

CONTACT

Website	https://info.undp.org/gssu/SitePages/Home.aspx Find your BES Human Resources focal point at: http://sas.undp.org/focalpoint/
Location	UN City, Copenhagen, Denmark
Mailing address	Benefits and Entitlements Services, GSSU, UNDP UN City, Marmorvej 51, 2100 Copenhagen Denmark

United Nations Joint Staff Pension Fund

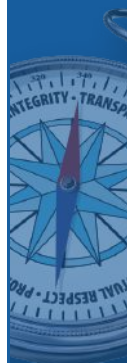
The United Nations Joint Staff Pension Fund (UNJSPF) provides the following benefits:

- Normal retirement benefit
- Early retirement benefit
- Deferred retirement benefit
- Withdrawal settlement
- Disability benefit
- Survivor benefit

Detailed information concerning these benefits may be found on the UNJSPF website.

Office Locations: New York | Geneva

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



POLICIES AND ADMINISTRATIVE DOCUMENTS

[Regulations, Rules and Pension Adjustment System of the United Nations Joint Staff Pension Fund](#)

[Termination of appointment for reasons of health \(ST/AI/1999/16\)](#)

CONTACT

Website www.unjspf.org (access to UNJSPF Member Self-Service)

New York

Telephone +1-212-963-6931, New York/ +1-833-668-6931 (US toll free)

Fax +1-212-963-3146, New York

Email unjspf@un.org

Location 4th floor, 1 Dag Hammarskjöld Plaza, 885 2nd Ave, NY

Mailing address UNJSPF, c/o UN, P.O. Box 5036, New York, NY 10017 USA

No appointments are required in New York. In person visits are daily from 9:00 am to 5:00 pm (except Thursdays)

Geneva

Telephone +41-22-928-88-00, Geneva

Fax +41-22-928-90-99, Geneva

Email unjspf.gva@unjspf.org

Location Du Pont de Nemours, Chemin du Pavillon 2, 1218 Grand Saconnex, Switzerland

Mailing address UNJSPF, c/o Palais des Nations, CH-1211, Geneva 10

Appointments in Geneva should be scheduled by phone. Appointments are held daily from 8.30 am to 5:00 pm (except Thursdays).

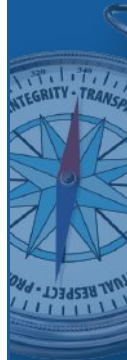
UN Health and Life Insurance Section

The Health and Life Insurance Section (medical, dental and life insurance) provides assistance with:

- Health insurance
- Dental insurance
- After-service health insurance
- Life insurance
- Malicious acts insurance

Office location: New York

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



POLICIES AND ADMINISTRATIVE DOCUMENTS

[Payment of insurance proceeds under the malicious acts insurance policy \(ST/SGB/2004/11\)](#)

[Health and Life Insurance Committee at Headquarters \(ST/SGB/275\)](#)

[Coordination of action in cases of death of staff members: travel and transportation in cases of death or health-related emergency \(ST/AI/2011/9\)](#)

[After-Service Health Insurance \(ASHI\) \(ST/AI/2007/3\)](#)

[Life insurance \(ST/AI/2002/6\)](#)

[Medical insurance plan for locally recruited staff at designated duty stations away from Headquarters \(ST/AI/343\)](#)

[After-service health insurance: eligibility for subsidy to contributions to Medicare \(ST/IC/2011/3\)](#)

[Vanbreda medical, hospital and dental insurance programme for staff members away from Headquarters \(ST/IC/2009/4\)](#)

[United Nations group life insurance plan \(ST/IC/2006/21\)](#)

[New claims administration service from Aetna for medical services rendered out-side the United States of America \(ST/IC/2005/55\)](#)

[United Nations group life insurance plan \(ST/IC/2002/63\)](#)

[United Nations group life insurance plan \(ST/IC/2002/63/Amend.1\)](#)

[Navigating the health-care system in the United States of America \(ST/IC/2018/30\)](#)

[Renewal of the United Nations Headquarters - administered health insurance programme \(ST/IC/2019/14\)](#)

CONTACT

Telephone + 1-212-963-5804, New York

Fax + 1-917-367-1670, New York

Email insurance-unhq@un.org

Website www.un.org/insurance

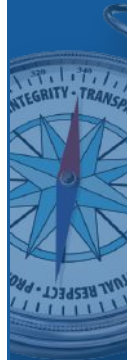
Location FF-300, 3rd floor

Mailing address 304 East 45th Street

Room: FF-300, 3rd Floor, New York, NY, 10017

Client service hours: Mondays to Fridays: 1:00 pm - 4:00 pm

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



UN Medical Services Division

The Medical Services Division (MSD) provides occupational health services for the purpose of reducing health-related risks for staff and the Organisation. MSD services include:

- Walk in clinic (for ill health or travel support)
- Medical clearances (pre-employment, travel, return to work)
- Support for service-incurred illness or injury
- Stay healthy efforts, including worksite flu vaccinations and other health promotion programmes

Office location: New York

CONTACT

Telephone	+ 1-212-963-7080
Email	msdreception@un.org
Website	https://hr.un.org/page/medical-services-new-york
Location	Secretariat-0540
Mailing address	405 East 42nd Street Room: S-0540, 5th Floor, New York, NY, 10017, USA

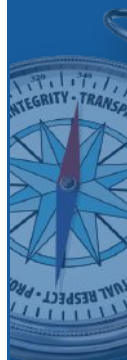
Client service hours Monday through Friday: 9:00 am to 5:00 pm

UN Medical Clinics in the Field

Basic health services are available to all internationally and nationally recruited staff members of the UN system and their recognized dependents at UN clinics established in locations where local health services are found to be inadequate.

Specific hours are set at the local level, with a physician always on call to meet any medical emergencies outside of established patient hours. If necessary, clinic staff can coordinate and/or make arrangements with local hospitals to facilitate admissions of UN staff members.

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



CONTACT

Website <https://hr.un.org/page/medical-services-around-globe>

[UN Medical Services Global Directory of UN Clinics](#)

[UN Chief Medical Officers Directory](#)

[List of UN Examining Physicians Worldwide](#)

Obtaining U.S. Visas for Primary Dependents

The UN Passport and Visa Unit assists staff who are not U.S. nationals in obtaining G-4 visas for spouses and children under 21 years of age.

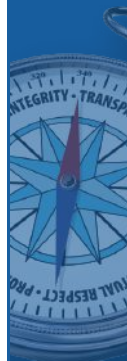
UNDP staff members who seek to acquire G-4 visas for their primary dependents should contact UNDP's Bureau for Management Services Operation Team (BMSOT) via the following e-mail address: ohr.certifications@undp.org. BMSOT will provide relevant G-4 application forms, and certify completed forms prior to submitting them to the UN Passport and Visa Unit on behalf of the staff member.

Other US Visa and Work Permit Matters - UN Visa Committee

The UN Visa Committee is a standing advisory body that assists staff who are not U.S. nationals in obtaining G-4 visas for secondary dependents (children aged 21 and older), G-5 visas for household employees, and U.S. work permits for spouses and eligible children. Other services include:

- Advice on Department of Motor Vehicles issues pertaining to visas
- Advice on obtaining Social Security numbers
- Advice on conversion of status (non-immigrant to and from G-4)
- Advice on requirements for retiring staff (or eligible children of staff) who wish to apply for U.S. Green Cards under U.S. special immigrant provisions

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



POLICIES AND ADMINISTRATIVE DOCUMENTS

[Visa Committee \(ST/SGB/2000/11\)](#)

[Visa status of non-United States staff members serving in the United States, members of their household and their household employees, and staff members seeking or holding permanent resident status in the United States \(ST/AI/2000/19\)](#)

[New procedure for checking the status of United States visa applications \(ST/IC/2014/11\)](#)

[Eligibility requirements for derivative G status for secondary dependents of United Nations staff \(ST/IC/2013/15\)](#)

[Changes to the I-94 form \(arrival/departure record\) for United Nations staff and dependents \(ST/IC/2013/17\)](#)

[Employment of household employees for whom a G-5 visa has been requested or obtained \(ST/IC/2012/7\)](#)

[Hourly wage for household employees on G-5 visas \(ST/IC/2018/12\)](#)

[United States income tax requirements as they relate to employment authorizations for dependent family members \(ST/IC/2012/11\)](#)

[Revalidation of visas \(ST/IC/2008/11\)](#)

[Visa status while on mission service \(ST/IC/2007/43\)](#)

[Licensing procedures for non-United States citizens \(ST/IC/2006/19\)](#)

[Permanent residence in the United States of America – waiver of rights, privileges, exemptions and immunities \(ST/IC/2004/31\)](#)

[United States visitor and immigrant status indicator technology \(ST/IC/2004/8\)](#)

[Visa status in the United States of America \(ST/IC/2001/27\)](#)

CONTACT

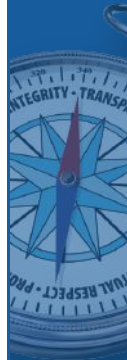
Telephone + 1-212-963-7092, New York

Email Greco1@un.org

Location FF - 656

Mailing address 304 East 45th Street
Room: FF-656, 6th Floor,
New York, NY, 10017, USA

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



UN Income Tax Unit

The Income Tax Unit will assist those staff members whose UN earnings are subject to U.S. income taxes. Services include:

- Filing questions
- Reimbursements
- Advances

Office location: New York

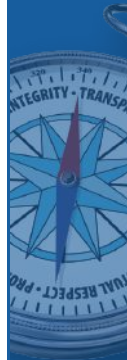
POLICIES AND ADMINISTRATIVE DOCUMENTS

[Payment of income taxes to United States tax authorities \(ST/AI/1998/1\)](#)

CONTACT

Telephone	+ 1-212-963-2949, New York
Fax	+ 1-917-367-1997, New York
Email	tax@un.org
Website	www.un.org/tax
Location	FF-300, 3rd Floor
Mailing address	304 East 45th street Room: FF-300, 3rd floor New York, NY 10017, USA
Client service hours	Mondays and Tuesdays: 1:00 pm to 4:00 pm Wednesday: 9:30 am to 4:00 pm Thursdays and Fridays: 1:00 pm to 4:00 pm

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org



For any questions concerning this guide, or if you remain uncertain as to the most appropriate office to address your concern, please contact the Ethics Office.



UNDP Ethics Office
One UN Plaza, DC1-23rd Flor
New York, NY 10017
Email: ethicsoffice@undp.org
Helpline: +1-212-909-7840
Fax : +1-212-906-6153
Intranet: [Ethics intranet site](#)

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- page 6: UNDP Sierra Leone Twitter
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