# Table of Contents

## INTRODUCTION

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – OBTAINING ADVICE &amp; GUIDANCE</td>
<td>5</td>
</tr>
<tr>
<td>UNDP Ethics Office</td>
<td>7</td>
</tr>
<tr>
<td>Office of the Ombudsman for United Nations Funds and Programmes</td>
<td>9</td>
</tr>
<tr>
<td>Office of Staff Legal Assistance</td>
<td>10</td>
</tr>
<tr>
<td>UNDP/UNFPA/UNOPS/UN Women Staff Council</td>
<td>11</td>
</tr>
<tr>
<td>Counselling Services via the Critical Incident Stress Management Unit</td>
<td>12</td>
</tr>
<tr>
<td>UN Department of Safety and Security</td>
<td>13</td>
</tr>
<tr>
<td>JPO Service Centre</td>
<td>14</td>
</tr>
<tr>
<td>OHR Focal Point on Workplace Harassment</td>
<td>14</td>
</tr>
<tr>
<td>OHR Focal Point on Prevention of Sexual Exploitation and Abuse</td>
<td>15</td>
</tr>
<tr>
<td>2–REPORTING MISCONDUCT</td>
<td>16</td>
</tr>
<tr>
<td>UNDP Office of Audit and Investigations</td>
<td>18</td>
</tr>
<tr>
<td>Addressing and Reporting Alleged Workplace Harassment and/or Abuse of Authority</td>
<td>19</td>
</tr>
<tr>
<td>Reporting Alleged Retaliation - Ethics Office</td>
<td>20</td>
</tr>
<tr>
<td>3 – APPEALING AN ADMINISTRATIVE DECISION</td>
<td>22</td>
</tr>
<tr>
<td>Request for Management Evaluation</td>
<td>23</td>
</tr>
<tr>
<td>United Nations Dispute Tribunal</td>
<td>24</td>
</tr>
<tr>
<td>United Nations Appeals Tribunal</td>
<td>26</td>
</tr>
<tr>
<td>Performance Review and Rebuttal Procedures</td>
<td>27</td>
</tr>
<tr>
<td>Advisory Board on Compensation Claims</td>
<td>28</td>
</tr>
<tr>
<td>United Nations Claims Board</td>
<td>29</td>
</tr>
<tr>
<td>Ad Hoc Medical Board</td>
<td>30</td>
</tr>
<tr>
<td>4 – OTHER RESOURCES</td>
<td>31</td>
</tr>
<tr>
<td>Benefits and Entitlements Services, Global Shared Services Unit</td>
<td>31</td>
</tr>
<tr>
<td>United Nations Joint Staff Pension Fund</td>
<td>32</td>
</tr>
<tr>
<td>UN Health and Life Insurance Section</td>
<td>33</td>
</tr>
<tr>
<td>UN Medical Services Division</td>
<td>35</td>
</tr>
<tr>
<td>UN Medical Clinics in the Field</td>
<td>35</td>
</tr>
<tr>
<td>Obtaining U.S. Visas for Primary Dependents</td>
<td>36</td>
</tr>
<tr>
<td>Other U.S. Visa and Work Permit Matters - UN Visa Committee</td>
<td>36</td>
</tr>
<tr>
<td>UN Income Tax Unit</td>
<td>38</td>
</tr>
</tbody>
</table>
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 regarding the most appropriate place to seek advice or 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 UN/UNDP personnel 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? Where can I file complaints of alleged fraud or abuse of authority?

Under the headings of (1) Obtaining Advice & Guidance, (2) Reporting Misconduct, (3) Appealing a Decision or Filing a Claim, and (4) Other Resources, the guide outlines 25 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 that 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 an international civil servant/UNDP employee, 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?
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 of this guide), 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
» Standards of Conduct for the International Civil Service
» UN Staff Regulations and Rules (ST/SGB/2017/1)
» Regulations governing the status, basic rights and duties of officials other than Secretariat officials, and experts on mission (ST/SGB/2002/9)
» Administrative Instruction, Outside Activities (ST/AI/2000/13)
» UNDP Outside Activities Bulletin 2017
» Administrative Instruction, Reporting, retaining and disposing of honours, decorations, favours, gifts or remuneration from governmental and non-governmental sources (ST/AI/2010/1)
» UNDP Declaration and Registration Form for Gifts/Honours/Decorations/Awards
» The UNDP Legal framework for Addressing Non-compliance with UN Standards of Conduct
» 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 Publications Policy
» UNDP Guidelines for Social Media
» Information Brochure on the Ethics Office
» Information Brochure on Avoiding Conflicts of Interest

CONTACT
Helpline + 1-212-909-7840, New York
Fax + 1-212-906-6153, New York
Email ethicsoffice@undp.org
Website https://intranet.undp.org/unit/office/ethics/default.aspx
Location DC1- 23rd Floor
Mailing address UNDP Ethics Office
One UN Plaza, DC1-23rd Floor,
New York, NY, 10017, USA
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 internal justice system of the UN, 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 make 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 (ST/SGB/2016/7)

Where To Go When  Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org
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 of the guide), 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/SGB/2010/3)
Assistance and representation by counsel in disciplinary and appeal cases (ST/AI/351)
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 regulations.
- 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/2017/1)

CONTACT
Telephone + 1-212-906-6315, New York
Email Registry.staff-council@undp.org
Website http://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
Counselling Services via the Critical Incident Stress Management Unit, UN Department of Safety and Security

During emergencies, the UN Department of Safety and Security’s (UNDSS) Critical Incident Stress Management Unit (CISMU) usually deploys a counsellor(s) to the field to provide counselling support to UN/UNDP personnel and their families. CISMU is additionally available to provide individual or group stress counselling 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 counselling support. CISMU counselling is provided on a confidential basis.

Individual stress counselling 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 counselling 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 counsellors in the field. CISMU also technically supervises DPKO/DPA counsellors. CISMU stress counselling services are provided free of charge to UN/UNDP personnel.

CONTACT

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

- Ms. Djeneba Coulibaly (West Africa): coulibaly45@un.org, +1-212-963-3682.
- Ms. Madhubhashini Kalhari Hewage (Asia Pacific and Eastern Europe): hewagem@un.org, +1-212-963-6432.
- Mr. Abdalla Mansour Amer (MENA): mansouramer@un.org, +1-917-367-6097.
- Mr. Daniele Luzzo (East Africa; Americas and Europe, a.i.): luzzo@un.org, +1-212-963-8706.
POLICIES AND ADMINISTRATIVE DOCUMENTS
See UNDP Staff Well-Being Intranet page

UNDP Office of Human Resources
The Office of Human Resources (OHR) is responsible for HR management, policy, and practices across UNDP, and is available to support and serve 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, may 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

Office location: New York

POLICIES AND ADMINISTRATIVE DOCUMENTS
See Programme and Operations Policies and Procedures (POPP), Human Resources Management

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

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

Page 13
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 SARC. JPOs and SARCs should approach their HR focal point at the JPOSC for any enquiries.

Office location: Copenhagen

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

OHR Focal Point on Workplace Harassment
The OHR focal point on workplace harassment provides advice on UNDP’s policy on workplace harassment and abuse of authority, including: how incidents of harassment and abuse of authority 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 related personnel.

Office location: New York

POLICIES AND ADMINISTRATIVE DOCUMENTS
UNDP HR User Guide: Workplace Harassment & 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 the reporting of specific allegations of workplace harassment and/or abuse of authority, please refer to Section 2 of the guide, Addressing and reporting alleged workplace harassment and/or abuse of authority.

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 sexual exploitation and abuse, 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)
Glossary on Sexual Exploitation and Abuse
Prevention of Sexual Exploitation and Abuse by UN Personnel intranet site
Preventing Sexual Exploitation and Abuse website
www.pseataksforce.org

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

Noting that all UNDP personnel have an obligation to report misconduct, and 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. While you can always report your concerns to your manager, UNDP has established procedures for the reporting of specific types of misconduct to designated units. 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 his or her obligations under the Charter of the United Nations, the Financial and 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, 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)
- 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 investigation. Please keep in mind that reports of misconduct must be made in good faith. Filing a report that is intentionally false or misleading may result in 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 of the guide for information on addressing performance management issues and disputes.

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 mandated to investigate all reports of alleged wrongdoing involving UNDP staff members, and allegations of fraud and corruption against UNDP, whether committed by UNDP staff members or other persons, parties, or entities. OAI is the only office in UNDP mandated to investigate allegations of wrongdoing.

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

- By e-mail (directly to OAI): reportmisconduct@undp.org
- Reversed telephone charges: +1-770-776-5678, worldwide (interpreters available 24 hours/day)
- Calling 1-877-557-8685, within the USA
- By fax: +1-770-409-5008, worldwide
- By mail addressed to: 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 official within an operating unit, who shall report the matter to OAI as appropriate.

POLICIES AND ADMINISTRATIVE DOCUMENTS

Charter of the Office of Audit and Investigations
UNDP Investigation Guidelines (2012)
The UNDP Legal Framework for Addressing Non-Compliance with UN Standards of Conduct
UNDP Policy against Fraud and other Corrupt Practices
UNDP HR User Guide: Workplace Harassment & Abuse of Authority

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org
Addressing and Reporting Alleged Workplace Harassment and/or Abuse of Authority

In December 2016, UNDP announced new procedures for addressing allegations of workplace harassment and abuse of authority. These new procedures are intended to promote greater transparency and accountability in addressing such allegations, as well as facilitate a more effective resolution of issues that give rise to such claims.

Consistent with General Assembly resolutions on the UN’s internal justice system, UNDP strongly 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 individuals who believe they are experiencing harassment or abuse of authority are strongly encouraged to first seek the assistance of 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 and abuse of authority, and explore options for resolution of those issues.

The affected individual will decide how they wish to move forward with their concern, which may include making a formal report to OAI or up the supervisory chain, or consulting with OHR or the Ethics Office. The Ombudsman will work with the affected individual to monitor the progress of their case submitted to the other offices such as OAI, OHR, or the Ethics Office, in order to ensure effective resolution of the issues raised.

CONTACT
Telephone + 1 (646) 781-4302, New York
Fax + 1 (646) 781-4333, New York
Email reportmisconduct@undp.org
Website https://intranet.undp.org/unit/office/oai/default.aspx
Location DC1, 4th Floor
Mailing address One UN Plaza, DC-1, 4th Floor
New York, NY 10017, USA

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

UNDP HR User Guide: Workplace Harassment & 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
       hotline@undp.org (OAI)
       harassment.ohrfocalpoint@undp.org (OHR)
       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:

- Receives and conducts preliminary assessments of retaliation complaints
- Refers prima facie cases of retaliation to OAI for full investigation
- Issues interim protection measure recommendations to the Administrator for referred investigation cases
- Issue 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 formal misconduct allegations are to be submitted to OAI or your management.

Office location: New York
POLICIES AND ADMINISTRATIVE DOCUMENTS

UNDP Policy for Protection Against Retaliation

Informational Brochure on Protection against Retaliation


CONTACT

Telephone + 1-212-909-7840, New York
Fax + 1-212-906-6153, New York
Email ethicsoffice@undp.org
Website https://intranet.undp.org/unit/office/ethics/default.aspx
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.

In regards to 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?

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

**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 of the guide, 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/2017/1)**

**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 calendar 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:

The application concerns the imposition of a disciplinary measure
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/2017/1)
See Staff Rule 11.4 – United Nations Dispute Tribunal (ST/SGB/2017/1)
Organization and terms of reference of the Administration of Justice (ST/SGB/2010/3)

Contact


UNDT Registry in New York
Telephone + 1-917-367-9883, New York
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
Telephone + 41-22-917-2256, Geneva
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
Telephone + 254-20-762-4064, Nairobi

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 the 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/2017/1)
- See Staff Rule 11.5 – United Nations Appeals Tribunal (ST/SGB/2017/1)
- Organization and terms of reference of the Administration of Justice (ST/SGB/2010/3)

CONTACT

UNAT Registry
Telephone + 1-212-963-2293 or 9511, New York
Email unat1@un.org

Fax + 254-762-2781
Email undt.nairobi@unon.org
Mailing Address Registry of the United Nations Dispute Tribunal
United Nations Office at Nairobi UN Avenue, Gigiri
Room CW-202 P. O. Box 67578 (00200), Nairobi, Kenya

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org
Location  DC2 - 2405  
Mailing Address  Registry of the United Nations Appeals Tribunal  
United Nations Secretariat, Room: DC2-2405  
323 East 44th Street, New York, NY 10017, USA  

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 two 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  

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 four 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/2017/1)

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

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

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 sub-
mitted within two months of the relevant incident.

POLICIES AND ADMINISTRATIVE DOCUMENTS
Compensation for loss of or damage to personal effects attributable to service (ST/
Al/149/Rev.4)

Ad Hoc Medical Board
If a staff member disagrees with a received decision concerning any of the below,
they may request that an ad hoc medical board be convened to further review
the matter:
  o Validity of a sick leave claim
  o Eligibility for service incurred injury and illness benefits under Appendix
    D of the Staff Rules
  o Eligibility for a disability benefit
  o Termination of appointment for reasons of health

Staff members should consult the following documents for applicable review re-
ferral information.

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

See Staff Rule 6.2 – Sick leave (ST/SGB/2017/1)
See Staff Regulation 6.2 – Social Security (ST/SGB/2017/1)
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/2017/1)
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
Local staff based in UNDP Country Offices may 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 Find your BES Human Resources focal point at:
http://sas.undp.org/focalpoint/
https://info.undp.org/gssu/SitePages/Home.aspx
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 benefits
○ Early retirement benefits
○ Deferred retirement benefits
○ Withdrawal settlement
○ Disability benefits
○ Survivor benefits

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

Termination of appointment for reasons of health (ST/Al/1999/16)

CONTACT

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

New York
Telephone  +1-212-963-6931, New York
Fax  +1-212-963-3146, New York
Email  unjspf@un.org
Location  1 Dag Hammarskjöld Plaza (DHP) 37th floor
Mailing address  UNJSPF, P.O. Box 5036, New York, NY 10017 USA

No appointments are required in New York. In person visits are from 9:00 am to 5:00 pm, Monday through Friday

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 or e-mail. 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

Where To Go When  Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org
○ After-service health insurance
○ Life insurance
○ Malicious acts insurance

Office location: New York

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 outside 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)

CONTACT
Telephone + 1-212-963-5804, New York
Fax + 1-212-963-4222, 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

Where To Go When Ethics Office: Call +1-212-909-7840 or e-mail ethicsoffice@undp.org
Client service hours: Mondays to Fridays: 1:00 pm - 4:00 pm
Wednesdays: 9:30 am - 4:00 pm

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
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.
CONTACT
UN Medical Clinic location and contact information:

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 U.S. 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/2013/10)
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
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
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

Issued November 2017
Photo Credits:

page 2: UN Photo/Andrea Brizzi
page 5: UNDP/GEF Afghanistan
page 7: UNDPNigeria
page 17: Freya Morales/UNDP
page 22: Freya Morales/UNDP
page 31: UNDP Syria/Lattakia