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## About EthicsPoint

### What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by Navex to assist WFP and its employees work together in addressing fraud, abuse, and other misconduct in the workplace, all while cultivating a positive work environment.

### Why do we need a system like EthicsPoint?

- Reporting misconduct and wrongdoing helps promote the accountability and transparency of the organization. At WFP, we are committed to providing a safe and respectful work environment for all our employees as well as detecting and deterring fraud, waste and abuse.
- WFP has adopted a zero-tolerance approach to addressing:
  - Fraud, corruption and collusive practices which are contrary to its core values;
  - Sexual harassment, harassment, abuse of authority and discrimination in the workplace; and
  - Sexual exploitation and abuse (SEA) as part of the continued efforts of all humanitarian, development and peacekeeping missions of the UN and non-governmental organizations.
- An effective reporting system augments WFP's other efforts to foster a culture of integrity and ethical decision-making. EthicsPoint provides an additional way to confidentially report your concerns about misconduct at WFP.
- Your report will be assessed by the Office of Inspections and Investigations (OIGI). A decision will be made by the OIGI intake team as to the recommended course of action to best address your complaint. This may include opening a formal investigation or referring the matter to the department or person(s) who can best address the issue. In all cases, you will be informed of the intake team's decision on how your complaint will be handled and consulted by OIGI before action is taken.

# Reporting – General

## May I report using either the Internet or the telephone?

Yes. With EthicsPoint, you can file a confidential, anonymous report by telephone or the Internet. All UN languages are supported, and the telephone operators can accommodate calls in multiple languages.

- By internet: <http://www.wfphonenumber.ethicspoint.com>

By phone: Phone numbers are toll free and shown on the NAVEX web page when you select the country from where you are reporting. Note that this country is where you are located when you make the complaint, not the country where the incident occurred.

You can also contact OIGI directly using one of the options mentioned below:

- In person in OIGI'S Rome or Nairobi offices
- FoodSat: 1301.3663
- By phone: +39 066513 3663
- By email: [investigationline@wfp.org](mailto:investigationline@wfp.org)

## Can I report using a mobile app?

The EthicsPoint Mobile App is currently under development. We expect this option to be available soon.

## What type of situations should I report?

The EthicsPoint system is designed for employees to report misconduct involving WFP personnel, vendors, cooperating partners and other contracted parties, including but not limited to reports of fraud and corruption, sexual exploitation and abuse and harassment, sexual harassment, abuse of authority and discrimination. Other misconduct, such as undisclosed conflicts of interest, misuse of WFP assets, and standards of conduct violations, can also be reported here.

## If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

When you observe some behavior that you believe constitutes misconduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, or other member of WFP's management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such situations that we have partnered with EthicsPoint.

## Why should I report what I know? What's in it for me?

We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone

is not acting appropriately. By working together, we can maintain a respectful and productive environment.

It is the duty of all WFP personnel to report alleged fraud, corruption or other wrongdoing. This obligation means that staff who report misconduct in good faith and/or cooperate in duly authorized investigations, have the right to be protected against retaliation. Retaliation against individuals who have reported or provided information concerning acts of misconduct violates the fundamental obligation of all employees to uphold the highest standards of efficiency, competence and integrity and to discharge their functions and regulate their conduct with only the best interest of the Programme in view.

If you believe you are being retaliated against as a result of reporting misconduct you should report this to the Ethics Office. If an allegation of retaliation is received via the Ethics Point system, it will be referred to the Ethics Office. They will discuss with you and may recommend that OIGI open an investigation. The Ethics Office can also help the organization determine how best to protect you from retaliatory actions.

### **Does management really want me to report?**

They certainly do. In fact, we need you to report. You know what is going on in WFP - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on WFP, our people and our beneficiaries.

### **Where do these reports go? Who can access them?**

Reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals within the Office of Inspections and Investigations who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

## Reporting Security & Confidentiality

**It is my understanding that any report I send from a WFP computer generates a server log that shows every web-site that my PC connects with, and won't this log identify me as a report originator?**

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available. In fact, EthicsPoint is contractually committed not to pursue a reporter's identity that is not voluntarily disclosed.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside our work environment (such as one located at an Internet café, at a friend's house, etc.) through the EthicsPoint secure website. Many people choose this option, as EthicsPoint's data shows that fewer than 12% of reports are generated during business hours.

**Can I file a report from home and still remain anonymous?**

Any report you make will remain secure and, if you choose, anonymous. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

**I want to make an anonymous report and I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can you assure me that will not happen?**

The EthicsPoint system is designed to protect your anonymity. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith..." or "In my 33 years...". Please keep in mind that:

- Any anonymous complaint must contain enough information to allow OIGI to obtain independent corroboration of the facts, and to assess the gravity of the allegation. If there is no way to independently corroborate the information provided by the anonymous source, OIGI will not be able to investigate the complaint and may be required to close the case.
- Those reporting anonymously are strongly encouraged to ensure they regularly check EthicsPoint for communications from OIGI seeking clarifications or further details. Since we don't know who you are, you have the obligation to check in on your case to answer our questions. We cannot progress an anonymous complaint without your help.
- You are encouraged to report as early as possible after an incident and to identify yourself, as that may significantly contribute to WFP's ability to address the alleged abusive conduct. OIGI can take steps to protect the identity of a reporting person even if the identity of that person is known to OIGI.

If you prefer to remain anonymous, please understand that there may be circumstances in which OIGI may not be able to pursue appropriate action on the matter.

**Is the telephone toll-free hot line confidential and anonymous too?**

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the EthicsPoint Web site. If you want to remain anonymous, you can advise the trained professional who answers your call. These reports have the same security and confidentiality measures applied to them as reports made through the Internet.

**What if I want to be identified with my report?**

There is a section in the report for identifying yourself. In some cases, it will be imperative for you to identify yourself so that an investigation can be conducted. Most persons who report do identify themselves. While you do not have to, identifying yourself can help with starting or moving an investigation along.

## Tips & Best Practices

**I am aware of some individuals involved with abusive or unethical conduct, but it doesn't affect me. Why should I bother reporting it?**

- WFP chooses to promote ethical behavior in an environment free of abusive conduct. All abusive or unethical conduct, at any level, ultimately hurts WFP, our beneficiaries and all employees, including you. It is also the duty of all WFP personnel to report alleged fraud, corruption or other wrongdoing, including violations of WFP policies.

**I am not sure if what I have observed or heard is a violation of WFP policy, or involves abusive or unethical conduct, but it just does not look right to me. What should I do?**

File a report. EthicsPoint can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible abusive or unethical behavior go unchecked because you weren't sure.

**What if my supervisor or other managers are involved in a violation? Won't they get the report and start a cover-up?**

The EthicsPoint system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named. If an investigation is opened, the investigation process is designed to gather as much information about the complaint before the implicated party is contacted. This helps to preserve evidence and avoid a cover-up.

**What if I remember something important about the incident after I file the report? Or what if OIGI has further questions for me concerning my report?**

When you file a report at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique user name and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and access the original report to add more detail or answer questions posed by an OIGI representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer OIGI's questions. You and OIGI have now entered a dialogue, where situations are not only identified, but can also be resolved, no matter how complex. Keep in mind that if you choose to report anonymously, OIGI will have no way of contacting you outside of the EthicsPoint platform.

**Are these follow-ups on reports as secure as the first one?**

All EthicsPoint correspondences are held in the same strict confidence as the initial report.

### **Can I still file a report if I don't have access to the Internet?**

You can file an EthicsPoint report from any computer that can access the Internet. You can file from home and soon, from your cellphone on a mobile app. Many public locations, including the public library, have Internet computers. If you don't have access to or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.

You can also still contact OIGI directly by email at [investigationline@wfp.org](mailto:investigationline@wfp.org). However, if you choose to make an anonymous report, we suggest using the EthicsPoint platform.

### **What if my complaint involves my performance review or rating? Should I report this through the EthicsPoint system?**

Disagreements regarding a WFP performance appraisal comment or rating should first be reported through Human Resources. Your Human Resources representative is best suited to advise you in handling these matters.

### **What information should I report? Am I responsible for gathering evidence before I report?**

It is OIGI's job to determine the facts and reach conclusions on the basis of information we gather during an investigation. However, if you have information or evidence that supports your complaint (i.e. text messages, emails, WhatsApp messages, or other documents), it will be helpful for you to include them in your report. Just make sure you are not violating any rules or policies in obtaining this information. All information received by the OIGI intake team helps them to determine how best to handle your case.

More information about the WFP Office of the Inspector General, Office of Inspections and Investigations is available via the following links:

- WFP employees: <https://newgo.wfp.org/about/office-of-inspections-and-investigations>
- External parties: <https://www.wfp.org/oversight>