



OIG



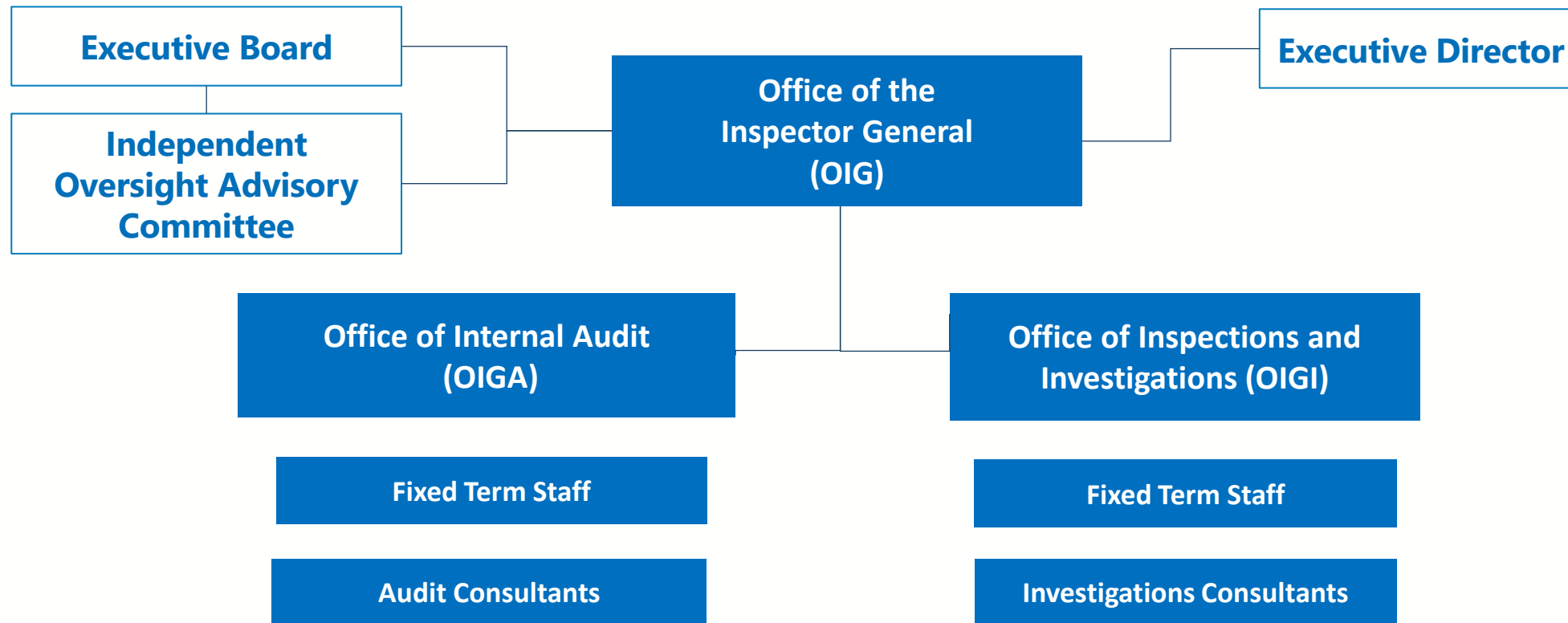
Independent Oversight

The Office of the Inspector General

19 September 2023

Office of the Inspector General

An independent function, operating free of management influence or interference



The OIG Charter describes our function and responsibilities

- Is approved by the Board
- Describes the mission, responsibilities, reporting structure, authority, independence and objectivity of OIG.
- OIG's mission is
 - **To provide WFP's stakeholders assurance on the adequacy and effectiveness of WFP's governance, risk management, and control processes aimed to detect and deter fraud, waste and abuse through the conduct of independent and objective oversight activities;**
 - **To conduct inspections and investigations into allegations of wrongdoing and misconduct; and**
 - **To facilitate the adoption and implementation of United Nations, humanitarian agency and private-sector best practices related to assurance and oversight.**
- The Charter provides that OIG has **full, free and unrestricted access to any and all WFP records, physical properties and personnel and access to vendors, cooperating partners and other third parties in a contractual agreement.**

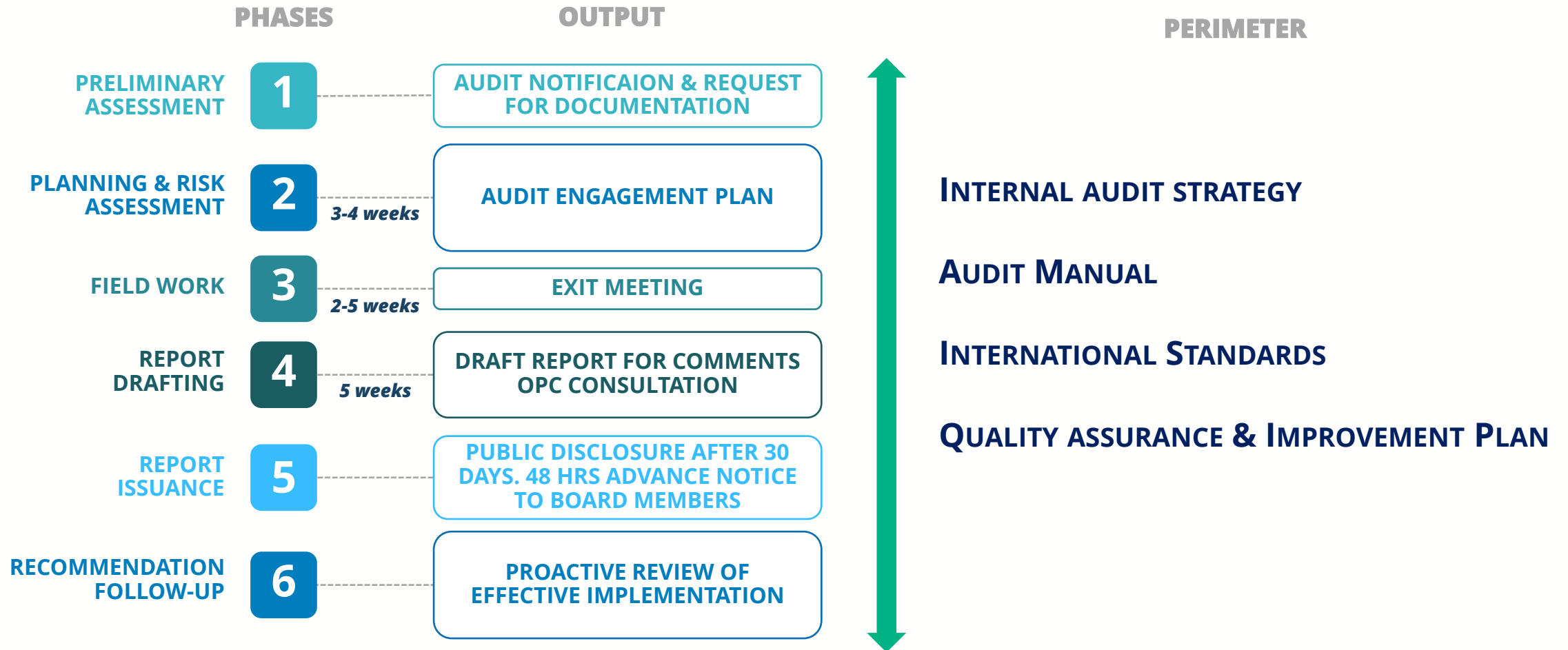
Internal Audit Services and Products

OIGA delivers different assurance and advisory products

- **Internal Audits:** A systematic, disciplined, risk-based approach to assessing the effectiveness, adequacy and application of WFP's governance, risk management, and control processes as well as the quality of performance with respect to the achievement of WFP's stated goals and objectives.
- **Consolidated Insights:** Analyses of common themes identified across previously issued internal audit reports
- **Proactive Integrity Reviews (PIRs):**
 - Formal reviews of anti-fraud controls based on fraud risk assessments.
 - Matters identified for follow-up resulting from a PIR are referred to the Hotline for possible investigation.
- **Advisory Services:** Aimed at improving the management of risks, adding value and strengthening WFP's operations.



The six steps of the internal audit process



Overall timeline phases 1 - 5:

4 months

OIGA - Organizational Structure to deliver on internal audit

WIP

OIGA

DELIVERY TEAM 1

RBD | RBC | PA | PD | Emergencies

Meth: CO/Emergencies, budget

DELIVERY TEAM 2

RBN | RBJ | SE | WP

Meth: Thematic Communication / Engagement pillar, staffing coordinator

DELIVERY TEAM 3

RBP | RBB | MD | INK | GPO

Meth: PIR; Data protection and privacy

PROFESSIONAL PRACTICES & AUDIT INNOVATION

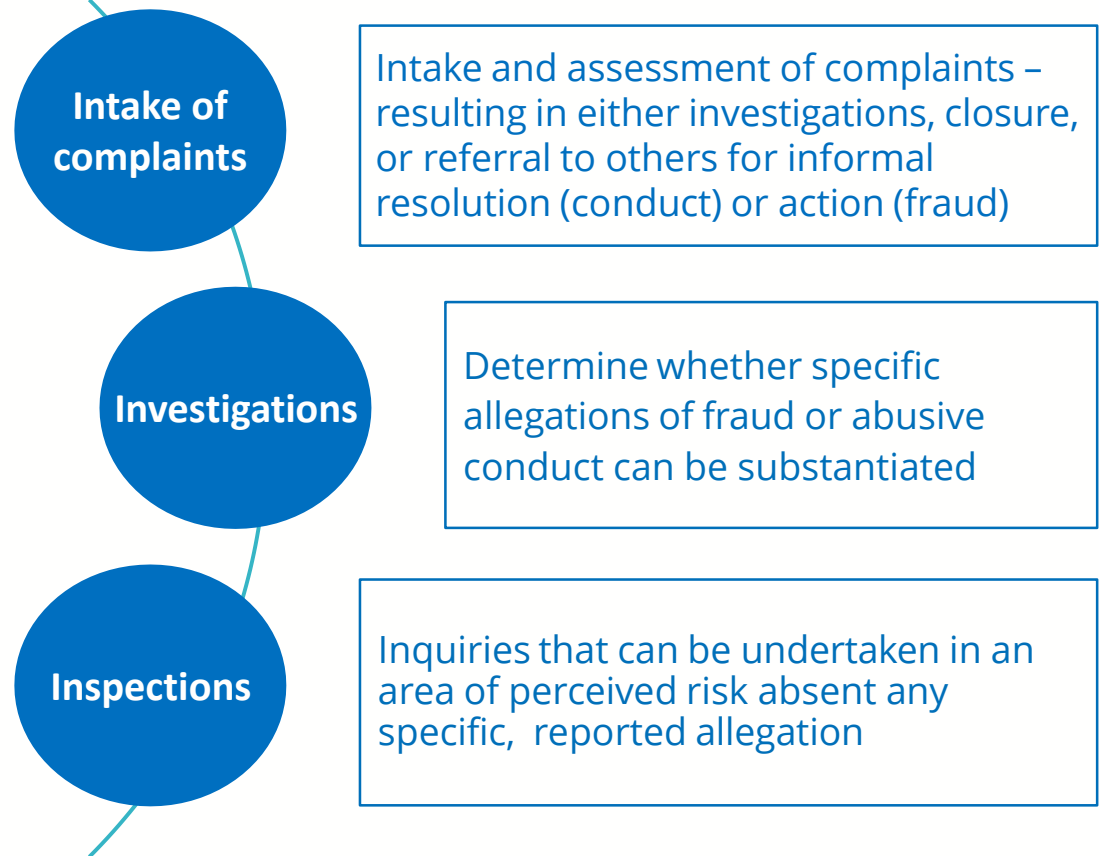
DATA ANALYTICS TEAM	QUALITY ASSURANCE & INNOVATION
----------------------------	---

AUDIT SUPPORT TEAM

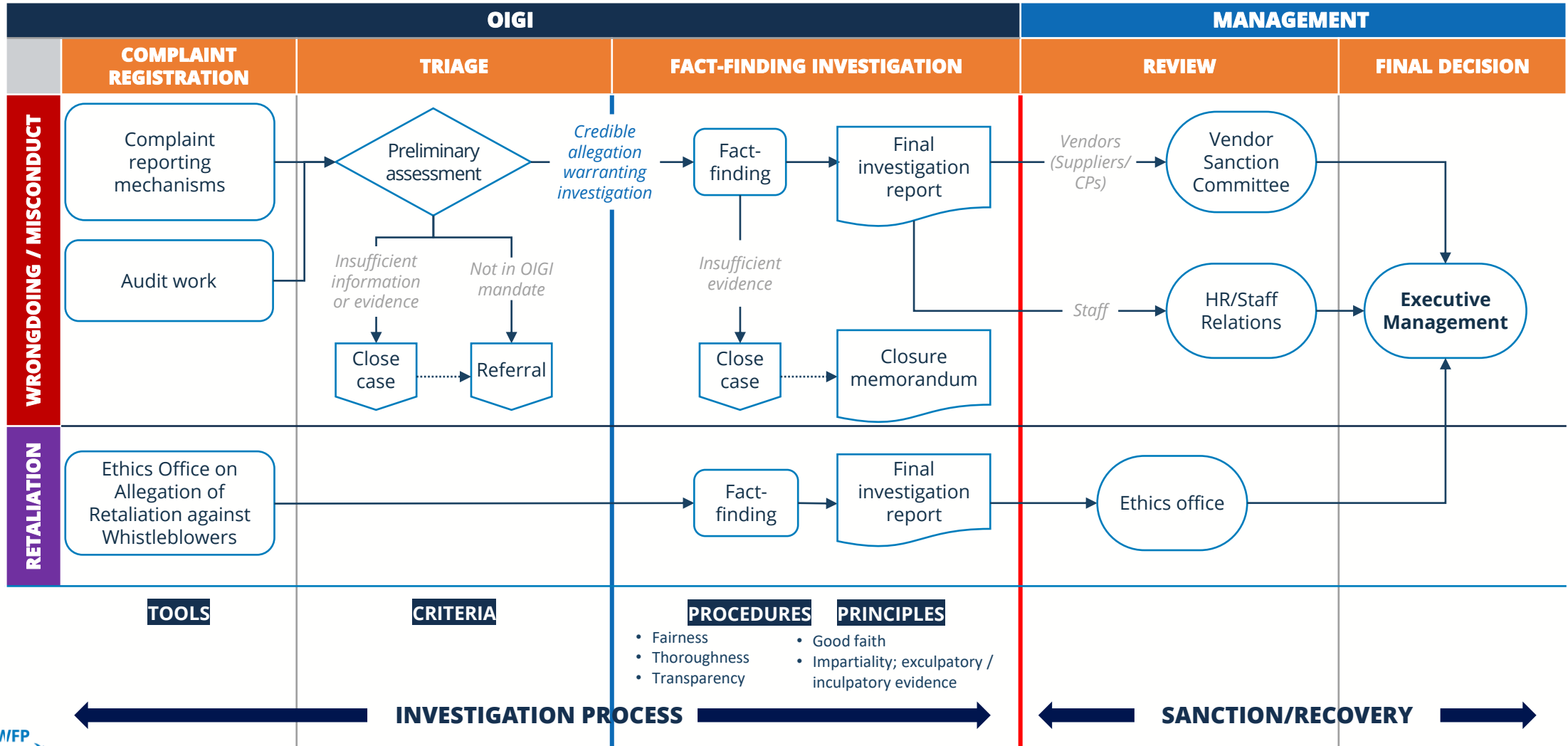
Inspections and Investigations Services and Products

OIGI

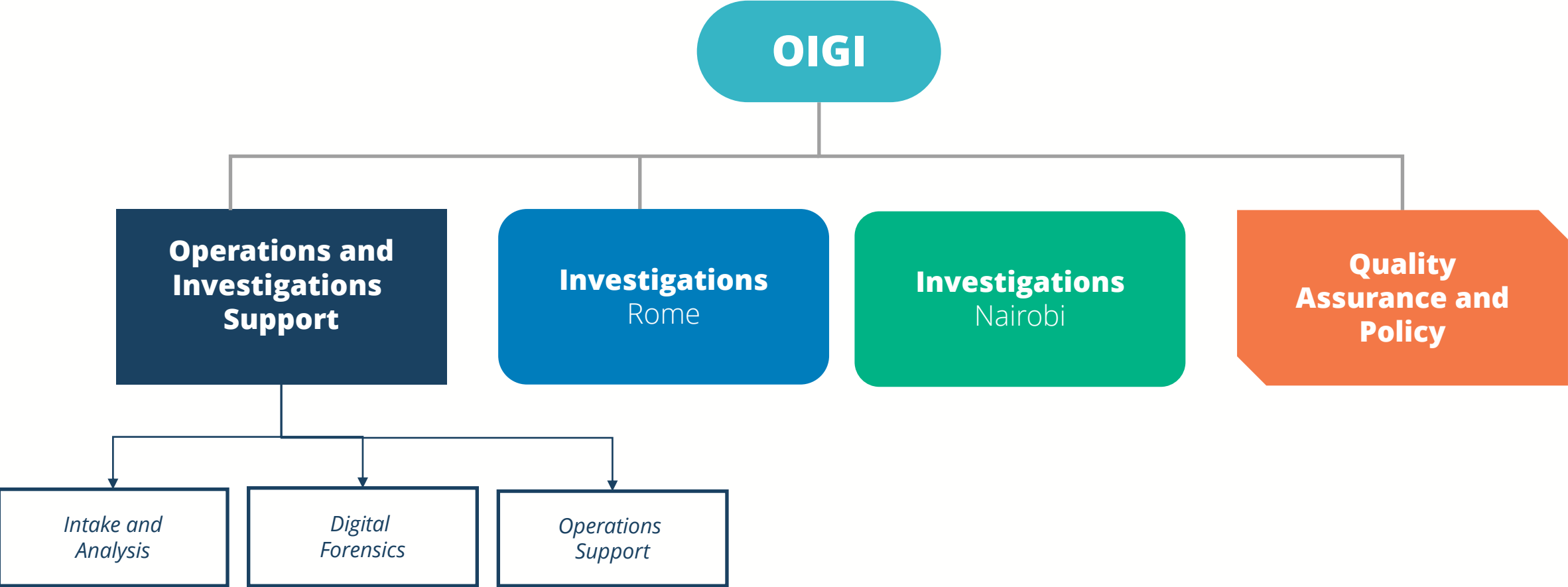
- Receives complaints & manages the Complaint Reporting Mechanism
- Conducts **administrative investigations** into
 - allegations of misconduct, including alleged fraud and corruption, against WFP and its programmes
 - reported violations of Staff Rules and Regulations, policies, procedures, and other administrative matters
- Scope of Investigations cover:
 - **Internal investigations:** All types of staff misconduct
 - **External investigations:** Wrongdoing by vendors, cooperating partners and contractors
- Performs **Inspections**
 - An inquiry as a means of proactive investigation in areas of perceived risks - absent a specific reported allegation
 - Findings are referred to the Investigations Line for review, and possible investigation, when appropriate



Simplified Overview of the Investigation Process



OIGI - Organizational Structure to deliver on investigations and inspections



Reporting Obligations

ED Circular on Protection from SEA

OED2023/001

- The Bulletin **obliges all employees to report concerns or suspicions of SEA** and places the responsibility on managers at all levels to support and develop systems that maintain an environment that prevents SEA

ED Circular on Abusive Conduct

OED2022/004

The Bulletin **obliges all employees to report concerns or suspicions of abusive conduct** (abuse of authority, discrimination, harassment and/or sexual harassment) and places the responsibility on managers at all levels to support and develop systems that maintain an environment that prevents Abusive Conduct

WFP AFAC Policy

OED2021/012

- **WFP employees [...] will [...] promptly report** any **reasonably suspected** case of fraud and corruption, or any attempts thereof, to the Office of the Inspector General, which may be done anonymously. WFP employees are *strongly encouraged* also to report to their Office/Division Director as appropriate.
- In cases where the WFP Office/Division Director receives a report [...] **the WFP Office/Division Director must:**
 - a) Firstly, **ensure the matter has been duly reported to the Office of the Inspector General** as required [...].
- If allegations have been reported to OIGI and not to the Office/Division Director, OIGI will, at the earliest reasonable time after completion of its preliminary assessment, inform the Office/Division Director(s) affected [...] of allegations of fraud and corruption deemed credible enough to warrant investigation

OIG Complaint Reporting Mechanism

Our Investigations Line provides anonymous reporting of fraud, wrongdoing and misconduct on a 24/7 basis.

It is available in English, French, Arabic, Spanish and Portuguese:

EthicsPoint - United Nations World Food Programme



Live Operators most users can reach the in-house operators, free of charge, from almost any location and in the language of the country of location you choose.



Voice Message users can talk with external Operators, or leave a voice message detailing their concerns.



Online Reporting using a customized web portal. The portal is secure, multilingual and compatible with most devices and browsers.



Email Reporting for situations where technology limitations or network connectivity demand greater flexibility.

investigationline@wfp.org

Disclosure of Reports - Overview

	Public Website	EB Restricted Portal	Request through Note Verbale	Internal to WFP Not publicly available
Office of the Inspector General (OIG)	<ul style="list-style-type: none"> • OIG Annual Report 	<ul style="list-style-type: none"> • OIG Quarterly Report • EB Consultations 		
Office of Internal Audit (OIGA)	<ul style="list-style-type: none"> • Internal Audit Reports 	<ul style="list-style-type: none"> • Annual Assurance Plan • Consolidated Insights • Proactive Integrity Review (PIR) Reports 		<ul style="list-style-type: none"> • Advisory Reports • Information Notes
Office of Inspections and Investigations (OIGI)		<ul style="list-style-type: none"> • Inspection Reports 	<ul style="list-style-type: none"> • Anti-Fraud Anti-Corruption Violation [Fraud] Reports - Substantiated 	<ul style="list-style-type: none"> • Harassment, Sexual Harassment, Abuse of Authority, Discrimination (HSHAAD) and SEA Investigation Reports (all) • AFAC Violation [Fraud] Reports - unsubstantiated
UN Secretary General	<ul style="list-style-type: none"> • Sexual Exploitation and Abuse (SEA) Reporting 			<ul style="list-style-type: none"> • Management memos

How to request Reports by Note Verbale

OIGI

Anti-Fraud /Anti-Corruption Violation [Fraud] Investigations – substantiated)

EB Secretary announces list of completed reports to the EB Bureau after notification from OIGI that reports are available to request

Permanent
Representatives
accredited to WFP

Prepare Note Verbale to request reports

Send request listing report title and number to the Inspector General (wfp.inspectorgeneral@wfp.org) with copy to the Executive Director edcorrespondence@wfp.org

Inspector
General

Reviews request

Determines if report can be issued as is, issued redacted, or must be withheld due to confidentiality or security concerns (rare)

Office of the IG

Responds to Request

Sends report to member state (as is or redacted) or notifies member state of the reasons the report is being withheld (rare). OIG notifies the Regional Director, Country Director, Chief of Staff and ED that the report has been issued (or withheld)

The Note Verbale

All Permanent Representatives accredited to WFP may request copies of Substantiated Fraud Investigations Reports through Note Verbale.

The following is an example of this request:

NOTE VERBALE

The Permanent Mission of (Country) to the Rome-based Food and Agriculture Agencies of the United Nations presents its compliments to the World Food Programme (WFP) and would like to inform that, in accordance with the revised Anti-Fraud and Anti-Corruption Policy approved by the Board at its Annual Session of 2021 and the revised Policy for Disclosure of Oversight Reports approved by the Executive Board at its Annual Session of 2021, the Government of (Country) requests the disclosure of the following report:

- ***Provide Name(s) of Report(s) requested and Reference Number***

The Permanent Mission of (Country) to the Rome-based Food and Agriculture Agencies of the United Nations avails itself of this opportunity to renew to the World Food Programme the assurances of its highest consideration.

Helpful References

- How to access an audit report online: <https://www.wfp.org/audit-inspection-reports>
- How to make a Hotline Report online: <http://www.wfphotline.ethicspoint.com>
- How to make a Hotline Report by email: investigationline@wfp.org
- Contacting the Office of Inspector General: wfp.inspectorgeneral@wfp.org
- Contacting the Inspector General (secure email): Fabienne.lambert@wfp.org
- How to Request substantiated Anti-Fraud Anti-Corruption Violation [Fraud] Investigation Reports: wfp.inspectorgeneral@wfp.org

**Thank you
for your attention**

