

**Chief Executives Board
for Coordination**

5 April 2018

HIGH-LEVEL COMMITTEE ON MANAGEMENT (HLCM)**Survey on Existence and Features/Characteristics
of Helplines/Hotlines
and Related Applications against Sexual Harassment
and other Types of Misconduct***(in yellow, no helplines/hotlines)*

ORG	NAME and TITLE	EMAIL
FAO	Mr. Pablo Fonte Senior Investigator	Pablo.fonte@fao.org
	Ms. Bernardin Ndashimye Ombudsman and Ethics officers	Bernardin.Ndashimye@fao.org
IAEA	Ms. Peri Lynne Johnson Director and Legal Advisor, Office of Legal Affairs	P.Johnson@iaea.org
IMO	Ms. Linda Ryan Director, Administrative Division	LRyan@imo.org
IOM	Mr. Philip Simon Ethics Officer	psimon@iom.int
ITU	Ms. Tracy Tuplin Gender Coordinator	tracy.tuplin@itu.int
UNAIDS	Mr. Lord Dartey Senior Ethics Officer	darteyl@unaids.org
UNDP	Ms. Jenny Mohamedhosein Investigations Specialist, OAI	jenny.mohamedhosein@undp.org
UNICEF	Mr. Miles Hastie Administrative Law Specialist, and Coordinator for Improving UNICEF's Response to Sexual Harassment	mhastie@unicef.org
UNIDO	Ms. Beatrice Rossi y Costa HR Specialist	B.Rossi-y-Costa@unido.org
UNOPS	Mr. Alejo Eiriz HR Specialist, Policy	alejoe@unops.org
UNRWA	Ms. Roopa Rangaswami HR Policy and Legal Officer	R.RANGASWAMI@UNRWA.ORG
UPU	Mr. Marc Dettmar Chef de Programme Planification des ressources humaines	marc.DETTMAR@upu.int
WFP	Mr. Davide Marzano Chief, Staff Relations Branch	davide.marzano@wfp.org
WHO	Mr. Andreas Mlitzke Director, Compliance, Risk Management and Ethics	mlitzkea@who.int
WORLD BANK	Ms. Jodi T. Glasow Manager, Business Integrity Review	jtglasow@worldbank.org
UN-OHRM	Ms. Elizabeth Edelstein Programme Officer	edelstein@un.org
UN-OCT	Ms. Valeria de Campos Mello Chief, Integrated Assistance for Countering Terrorism	mello@un.org

1. Does your organization have a Helpline/Hotline and/or related applications for reporting Sexual Harassment and other types of misconduct?

YES	NO
WHO, UPU, OHRM, WFP, WBG, UNOPS, UNICEF, IOM, FAO, UNIDO, UNDP, UNRWA, UNAIDS	IMO

- UNDP: but it is referred to as the third-party phone line

2. What kind of means is it based on?

Phone	WHO, UPU, OHRM, WFP, WBG, FAO, UNIDO, UNDP, UNRWA, UNAIDS
Email	WHO, UPU, OHRM, WFP, WBG, UNOPS, UNICEF, IOM, FAO, UNIDO, UNDP, UNRWA, UNAIDS
Fax	WFP, FAO, UNIDO, UNDP
Social Media	IOM

Other, please elaborate on any of those

- **WHO:** Direct Web Access
- **UPU:** it is NOT a hotline, it is a helpline
- **WFP:** possibility to send via regular mail
- **WBG:** We have both a phone Ethics helpline and an email, Ethics helpline. The phone based ethics Helpline is a 1-800 telephone number.
- **IOM:** ECO has several reporting pathways, including walk-in, email, Skype, phone numbers, links on its internal and external internet sites as well as a downloadable social media application (MigApp). This response focuses on the MigApp.
- **FAO:** General Skype Account currently being initiated
- **UNIDO:** Website
- **UNDP:** Online Web Form
- **UNRWA:** Agency intranet – online complaint form
- **UNAIDS:** Direct Web Access

3. How many hours does the Helpline/Hotline or any other related applications cover?

- **WHO:** 24 days / week, 7 hours / day
- **UPU:** during working hours
- **OHRM:** 24 hours
- **WFP:** Communications can be sent at any time. However, the messages/ emails/ faxes/ mail are checked during normal business hours at Headquarters in Rome, Italy.
- **WBG:** The phone based Ethics helpline is available 24/7 all year round. Emails are received through the email ethics help line which are reviewed and responded to during business hours.
- **UNOPS:** It is an email account and therefore emails can be addressed there 24/7.
- **UNICEF:** Not specified (staffed in NYC)
- **IOM:** MigApp is available for reporting 24/7. ECO coverage is 7 days/week, more than 80 hours/week.

- **FAO:** Hotline (phone (with voicemail after hours), email, fax) - monitored weekdays during hours 8am-5pm; OIG (Office of Inspector General) Management email account - monitored 7 days week/24 hours for critical matters; Ombudsman (8h30 to 17h30)
- **UNIDO:** 24 hours
- **UNDP:** 24 hours/day
- **UNRWA:** 24/7
- **UNAIDS:** 24 hours a day, 7 days a week

4. How many languages is the Helpline/Hotline or any other related available?

- **WHO:** UN Official languages
- **UPU:** French, English, German
- **OHRM:** Three
- **WFP:** There is coverage of English, French, Spanish, Arabic, and Russian. However, if another language is used, translation is sought. This includes messages received by phone, as the system records a message that is then sent to the email account.
- **WBG:** The phone based Ethic helpline provides services in 150 languages. The email based Ethics helpline responds primarily in English.
- **UNOPS:** Personnel managing the email account are proficient in English, French, and Spanish.
- **IOM:** MigApp is currently in English. Coverage for reports is available in IOM's three formal languages (English, French and Spanish) as well as translating tools.
- **FAO:** Hotline (phone: 6 Official UN language spoken by OIG staff); Hotline (email/fax: any language is accepted); Ombudsman (English French and Spanish)
- **UNIDO:** English
- **UNDP:** 45 languages available to fill out an incident report on the UNDP website via the Web Form; Live telephone language interpretation is available in 150+ languages.
- **UNRWA:** Two – Arabic and English
- **UNAIDS:** All 6 Official UN languages (English, French, Russian, Spanish, Arabic and Chinese)

5. Is it an internally developed tool?

YES	NO
OHRM, WFP, UNICEF, IOM, FAO, UNIDO, UNRWA	WHO, UPU, UNOPS, IMO, UNDP, UNAIDS

- **WBG:** The phone based helpline is not, the email based helpline is.

6. How many staff are assigned to it?

- **WHO:** Two staff members in WHO's Ethics team
- **UPU:** It is an outsourced team of 2 to 3 persons working with our external partner, the Swiss Post
- **OHRM:** Approximately 15
- **WFP:** One staff member regularly checks the messages. Two other senior staff members have access, as well.
- **WBG:** The phone based Ethics helpline is manned by the two investigations staff and the investigations manager i.e. 3 staff are assigned. The email based helpline is

manned by three Ethics Advisory staff. 2 staff from the Business Integrity team act as back up. In total, the email helpline is reviewed by 5 staff from EBC.

- **UNOPS:** Two are the primary responsible.
- **UNICEF:** 7 (expanding to 11)
- **IOM:** The Ethics & Conduct Office staff, 4 in total at present, monitor reports. Other IOM IT staff members help maintain and enhance the application.
- **FAO:** Phone – 4 dedicated lines for Hotline; Email/Fax – 2 staff members with access; Ombudsman – 2 staff members
- **UNIDO:** Two - Internal Oversight Assistants
- **UNDP:** The hotline is managed by an independent third party, NAVEX GLOBAL, that manages the Web Form, and two staff members of the Information Analysis Team (IAT) within OAI monitor the email, fax and regular mail.
- **UNRWA:** Three
- **UNAIDS:** One - the Senior Ethics Officer

7. Is it outsourced to an external provider?

YES	NO
WHO, UPU, WBG, UNDP, UNAIDS	OHRM, WFP, UNOPS, UNICEF, IMO, IOM, FAO, UNIDO, UNRWA

- **WBG:** The phone based helpline is outsourced to Navex. (Global Compliance)
- **IOM:** The application was developed 50% internally and 50% by a partner. The application is maintained internally.

8. What was the set-up price and the ongoing maintenance price?

- **WHO:** US\$ 35,000 annually
- **UPU:** 190.-CHF par hour, invoiced in number of hours
- **OHRM:** \$0
- **WBG:** Current maintenance price: \$9,700.04 (price reviewed annually)
- **IOM:** The set-up price was not for an application, but for a platform that will allow IOM to develop multiple applications. The platform also provides connectivity to our internal systems. IOM purchased ten internal and 3 external application licenses. The pricing depends on the number of applications an organization wants to develop. Internal applications are for staff members and external applications will be for the use of both staff and public.
- **UNPD:**

Services	Annual fee	One Time fee	Total
Third-party phone line	\$13,541.32	\$10,575.00	\$24,116.32
EthicsPoint Incident Management Enterprise system	\$25,000.00	\$46,500.00	\$71,500.00
Total	\$38,541.32	\$57,075.00	\$95,616.32

Note: one-time fee such as set up services for Third-party phone line and EthicsPoint Incident Management Enterprise system, legacy data migration service for EthicsPoint Incident Management Enterprise system, translation upload services (Web Intake) for Third party phone line services.

- **UNAIDS:** US\$35,000 annually (this amount is paid by WHO which contracted the third-party entity - Expolink)

9. What is the basis of the maintenance price?

Flat fee per year	WHO, WBG, IOM, UNDP, UNAIDS
Size of organization	

Other criteria, please specify

- **UPU:** there is a yearly flat price of 3000.- CHF for administrative work
- **IOM:** IOM has taken a maintenance fee for the applications that it has created. This maintenance ensures that if there are new devices on the market, the maintenance contract will cover the changes to the code. Criteria also include factors such as internal and external applications, hosting of applications, number of screens available and the number of devices the application can support.

10. What is the name of the external provider?

- **WHO:** Expolink
- **UPU:** Service social de la Poste Suisse
- **WBG:** NAVEX (Global Compliance)
- **IOM:** Kony
- **UNDP:** NAVEX GLOBAL
- **UNAIDS:** Expolink

11. Is this hotline open to staff members only?

YES	NO
UPU, OHRM	WHO, WFP, WBG, UNOPS, UNICEF, IOM, FAO, UNIDO, UNDP, UNRWA, UNAIDS

12. Is it open to non-staff and to the public?

YES	NO
WHO, WFP, WBG, UNICEF, IOM, FAO, UNIDO, UNDP, UNRWA, UNAIDS	UPU, OHRM, UNOPS

- **OHRM:** Please note, however, that it is open to former staff members.

13. What is the governance/ management of the tool?

HR Office	OHRM, UNOPS
Internal Audit	UNIDO
Investigation	WFP, WBG, UNICEF, FAO, UNIDO, UNDP, UNRWA

Others, please specify

- **WHO:** Office of Compliance Risk Management and Ethics / Ethics Team
- **UPU:** the outsourced service publishes for HR and general management a yearly anonymous report on the number of cases dealt by it (number of hours spent, of appointments, of contacts, of staff members, nature of misconduct -until now no sexual misconduct)
- **IOM:** The Ethics and Conduct Office monitors reports from MigApp. IOM IT is responsible for developing and maintaining the application.
- **FAO:** Ombudsman and Ethics Office
- **UNDP:** Director of OAI, Mr. Helge Osstveiten
- **UNAIDS:** The UNAIDS Senior Ethics Officer

14. Can you provide the statistics of cases reported by channel per year, in the last three years?

ORG.	Phone			Email			Fax			Other Channel		
	2017	2016	2015	2017	2016	2015	2017	2016	2015	2017	2016	2015
WFP	0	0	No data available	Hotline			0	0	No data available	7	9	No data available
				52	54	No data available						
				Regular investigations email								
				127	73	No data available						
WBG	3	2	2015: 0 2014: 5	8	4	2015: 6 2014: 7				2 Letters in 2014		
FAO	Both hotline and OIG general numbers – 2% of complaints			Both Hotline email and OIG Office email/s- 83% of complaints			1% of complaint			- Internal Mail 7%; In person 3%; Others 4% -For the last 7 years, complaints received through		
UNDP	Please note, this is understood to be office desk phone or mobile phone, NOT third-party phone line											
	2017: A total of 255 cases that were all reported via Web Form and OAI email reportmisconduct@undp.org											
	2016: A total of 205 cases of which 200 cases reported via Web Form and OAI email reportmisconduct@undp.org ; 4 cases reported via third-party phone line; and 1 case reported via fax											
	2015: A total of 370 cases of which 367 cases reported via Web Form and OAI's former email hotline@undp.org; 1 case reported via fax; and 2 cases reported via third-party phone line											
UNRWA	6	2	5	76	53	29						
UNOPS	An average of 27 cases of harassment per year. Only one of these allegations (in 2017) had a sexual harassment component											
WHO	Most cases are reported through the web intake form, 61 cases altogether as at 31 December 2017 (the Hotline was established in June 2016)											
IOM												MigApp statistics are not available at this point since the application was recently deployed
UNRWA												Intranet: online complaint form
										3	8	1
UNAIDS												All cases reported using the Direct Web Access. 7 cases altogether since hotline was launched (for UNAIDS) in November 2017.

- UNIDO:

	2015	2016	2017
Dedicated email (hotline)	16	9	7
Dedicated web tool	0	2	0
Dedicated phone (hotline)	2	1	0
Email / telephone to Director IOE	2	5	8
Detected by IOE	6	0	1
Visit in person	5	0	0
Postal mail	2	0	1
Referral from HRM, LEG, ODG, UNIDO official mailbox	14	8	6
Referral from United Nations organization	0	1	0
Total	47	26	23

15. In the case of an external provider, would their services be extendable to other UN system organizations?

YES	NO
WHO, WBG, IOM, UNAIDS	UPU, UNDP, UNRWA

- **WHO:** In theory, upon agreement of and negotiation with the provider
- **UNDP:** It will not be possible to use UNDP LTA contract with NAVEX GLOBAL for Investigations Sections of other UN Agencies as OAI's TOR is very specific and unique and based on UNDP Investigations Policy and procedures. All specific requirements of Investigations Sections of other UN Agencies could be addressed to NAVEX GLOBAL directly.
- **UNAIDS:** UNAIDS is using a service procured by WHO.

16. Could you share the Terms of Reference and/or any other shareable information related to procurement process of the external provider?

YES	NO
WHO, WBG, UNDP	UPU, UNRWA, UNAIDS

- **IOM:** IOM is consulting about sharing the TORs and will supplement this response. If yes, please indicate:
- **WHO:** Possible with agreement from Expolink
- **WBG:**
 - The external provider shall provide a toll-free hotline: Ethics Helpline and report all of the information that it receives to the Bank's designated point of contact;
 - Assistance in 150 languages.
 - The external provider shall conduct intake for anonymous and confidential reporting, 24 hours a day, 365 days a year;
 - The external provider shall have secure reporting lines;
 - The external provider shall customize responsiveness to callers;
 - The external provider shall report all information it receives to the Bank with the generation of a reference number;
 - The external provider shall allow for complainants to follow-up on complaints with response from the Bank's designated department on the status of their allegations;
 - The external provider shall continue to provide complainants with a private mailbox address for them to send supplemental information, which is forwarded to the Bank.
- **UNDP:** Submitted - OAI complete filled out Survey on Existence and Features Characteristics of Helplines-Hotlines UNDP- 16.03.2018; RFP for CMS and Hotline services to OAI; Signed Evaluation form for Direct Contracting
- **UNAIDS:** All documents to be shared by WHO as applicable.

17. Could you briefly outline the process of reporting a case through each of the channels indicated above?

- **WHO:** Expolink refers case to WHO through the Ethics Team /Office of Compliance Risk Management and Ethics who handles and refers cases for action internally as appropriate: the Integrity Hotline is not a "complaint hotline" which means in practice that people can call it to express their "concerns" that something may not be correct (that is, in adherence to the ethical principles of the Organization), they may need informal confidential advice, or may be actually referring an urgent case that warrants immediate investigation. CRE refers cases to Internal Oversight Services if about SEA, fraud, corruption, systematically, other cases may be handled by another level of senior management, Human Resources, Ombudsman Services,

medical counselling, as appropriate. CRE will always consider possible retaliation, and ensure confidentiality, always keeping the reporter informed of next steps.

- **OHRM:** The Secretariat “Speak Up” helpline provides information on reporting procedures and services related to sexual harassment, but is not a reporting mechanism. Separately, there are various Secretariat reporting mechanisms on sexual harassment and other types of misconduct. The “Conduct in UN Field Missions” website highlights ways in which misconduct can be reported, which includes sexual harassment as well as other types of misconduct (<https://conduct.unmissions.org/report-misconduct>). The site provides a Conduct and Discipline Unit (New York) reporting email address and telephone number, as well as email addresses and telephone numbers for missions that have conduct and discipline teams. It also provides a number and email address for the Office of Internal Oversight Services, which itself has a website page that provides a reporting form, phone number and mail address by which to report (<https://oios.un.org/page?slug=Contact-US>). In addition, the Ethics Office has a helpline telephone number and email address on which to report complaints of retaliation stemming from protected activity (<http://www.un.org/en/ethics/>). It should also be mentioned that the Office of Ombudsman and Mediation Services (OMS) has a generic email and phone number, where staff can access OMS support, although like the Speak Up helpline, this is not a reporting mechanism. Considering the expanded scope of these various helplines/hotlines, for the purpose of this survey, we have focused our responses on the Speak Up helpline which is limited to sexual harassment.
- **WFP:** A person may call the number, which then records a message which is sent to the hotline email address. Alternatively, a person may write an email, fax or write a message and mail it. When a message is received by any of the methods, it is first logged in the system. Then it is screened by the intake committee of the Office of Inspector General, Investigations, which determines whether the complaint warrants formal investigation.
- **WBG:** Phone based Ethics Helpline: This is a – 24/7, 1-800 telephone number operated by Navex. Reports can be made anonymously. Reports from clients (bank staff and third parties) who contact the Ethics Helpline are sent to EBC (the BIR intake team and the Manager, BIR). • Email based Ethics Helpline email account: Emails are sent to this account from staff and third parties. Emails are reviewed by EBC staff who then channel the report to the EBC intake team, who contact the reporter and deal with the report as appropriate. • This email account is manned by 3 EBC staff with 2 back up members (Ethics Advisory Team staff with two staff from BIR as back up).
- **UNOPS:** Allegations are submitted by email. The information is shared with the legal office for an initial determination of whether the behaviour described in the allegation could amount, if proven to be true, to discrimination, harassment, sexual harassment, or abuse of authority. If the legal office advises that the allegation fits under the definition of any of the referred instances of prohibited conduct the hr office (People and Change Group) initiates the process (it may be a formal or informal intervention depending on the circumstances and wishes of the victim).
- **UNICEF:** https://www.unicef.org/auditandinvestigation/index_65761.html

- **IOM:** For MigApp (as well as IOM’s internal and external website reporting channels), the reporter or complainant completes an on-line form that is automatically sent to ECO. ECO manages the complaint intake system to ensure the ability of the Administration to track, manage, and report on misconduct and unethical behaviour. ECO receives referrals concerning allegations of misconduct and unethical behaviour in compliance with the IOM Standards of Conduct and related policies. ECO forwards allegations of misconduct to the Office of the Inspector General.
- **FAO:** a) Phone – Details from complainant are obtained and sent to OIG Investigations unit/OIG Hotline for appropriate intake (receipt, logging and acknowledgment); b) Emails – Hotline Email monitored and forwarded to OIG INV Chief/Senior Investigator, Complaint logged in secure database and acknowledgement dispatched to complainant; Intranet form sent to Chief/Senior Investigator for Intake action; c) Fax - Same process as with emails; d) Internal mail – Complaint logged in secure database and acknowledgement dispatched to complainant (where contact details are known); e) In person – Information/complaint details obtained and logged; f) Ombudsman – no specific reporting process
- **UNIDO:** Complainants may send a message through the published e-mail, fax, or telephone number or complete the complaint form found on UNIDO’s website - <https://www.unido.org/data1/iosform.cfm>. Complainants who call the published phone hotline will receive an audio recording in English, after which, the complainant may leave a message. The audio recording of the message will be forwarded to the official oversight hotline email address for review and then to the investigator for evaluation. The complaints are registered in the official oversight registry and forwarded to the investigator for preliminary evaluation and investigation, if warranted.
- **UNDP: Phone line and Web Form:** As indicated on the investigations webpage <http://www.undp.org/content/undp/en/home/accountability/audit/office-of-audit-and-investigation.html>, the investigations third-party phone line is managed by an independent service provider and can be directly accessed worldwide and free of charge. If complainants report via the Online Referral Form “web form,” they can do so by clicking on the link on the page above. They will then be taken to a page with 45 different languages they can choose to report in. By clicking on a language, the complainant enters the Incident Report page, where they can enter the allegation information. Once the complainant submits the report, it is transmitted via the third-party provider to OAI’s case management system for assessment by OAI. If complainants report via the third-party phone line, the call center will transfer the complainant to a call center agent who speaks the complainant’s preferred language (if it is one of the 150 languages available). The call center agent will ask the caller questions similar to the web form to gather relevant information. The call center agent fills out and submits a report that is uploaded to OAI’s case management system. Webform complainants can follow-up via the online system as they are given a case number and password. If they report anonymously, they can still follow-up via this method. They can also choose to leave contact information for OAI to communicate with them. Callers can leave

the same sort of contact information with the call center or follow-up anonymously using their case number by phoning the call center back.

Fax: Complainants can locate OAI's fax number on the webpage above and submit complaints via fax. If they choose to provide contact information in their message, OAI can follow up with them. The fax number may not always be the person's individual contact information.

Email: reportmisconduct@undp.org: Complainants can locate this email address on the webpage or in various documents, brochures and policies. They can email OAI to submit their allegations. OAI will attempt to follow-up via email or with any other contact information provided.

For email and the webform, complainants can attach supporting documentation.

- **UNRWA**: Phone: Voicemail linked to email address; Email: email address; Intranet: online complaint form linked with email
- **UNAIDS**: Callers may contact the hotline by calling local toll-free telephone numbers or sending an email to a dedicated email address or completing an intake form through the Direct Web Access portal. The UNAIDS Senior Ethics Officer is immediately notified by email with a link. Using credentials provided by Expolink, the Senior Ethics Officer accesses the report in pdf format. Subject to the consent of the person filing the report, the Senior Ethics Officer may refer the issues to the most appropriate office where the issue may be resolved, including referral to most immediate management level, the Ombudsman, Human Resources, Finance. Callers who may wish to trigger formal investigations will be guided to file the requisite written formal reports to the Internal Oversight Services. The provisions for protection against retaliation included in the Whistleblowing and Protection Against Retaliation: Policy and Procedures will be applied, where warranted, by the Senior Ethics Officer. Any necessary communication with anonymous callers are done through the Direct Web Access portal where the caller can obtain or provide information without disclosing their identity using a code provided by the service provider.

18. Can you briefly describe what interest would you have from participating in this group, and what would be the expected outcome of this work?

- **WHO**: WHO is happy to share experience with the establishment and use of the Integrity Hotline
- **OHRM**: I am already a participant.
- **WFP**: WFP is in the process of exploring a new centralized hotline and is looking at options, including a possible external hotline system. WFP would benefit from learning of the experiences of other entities/organizations, which may assist in the internal discussions on the new centralized hotline.
- **WBG**: We are interested in learning best practices from other organizations with the aim of improving our internal processes and mechanisms regarding the prevention and review of sexual harassment.
- **UNOPS**: We can share information as required but we are not in a position to make further commitments of resources right now.

- **UNICEF:** We would very much like the information above, and to know whether other entity had true “success stories” associated with a hotline.
- **IMO:** As a part of the UN family addressing matters of sexual harassment and other types of misconduct, IMO is keen to contribute to the discussion in the best way possible. IMO would also be keen to follow and implement the best practices including utilising the tools available. One of the expected outcomes is a UN wide common approach and implementation of a robust tool (possibly a dedicated help line, covering all aspects, not just reporting itself, in a stress free environment to include counselling and victim support).
- **IOM:** IOM has developed and deployed what we consider to be a powerful downloadable application tool and we are ready to share technical and substantive information with other organizations in order to improve reporting pathways. At the same time, IOM also has an interest in learning about other effective reporting options that have been implemented within the UNCS.
- **FAO:** FAO OIG is interested to ensure that Hotline initiatives/best practices may be learned from UN counterparts to enhance reporting capabilities and provide a robust reporting mechanism which is easily accessible, convenient, and leads to increased reporting outputs.
- **UNDP:** To standardize the forms of reporting sexual harassment among UN agencies.
- **UNRWA:** Better understanding of how reporting mechanisms are working across other UN agencies and to share successful practices.
- **UNAIDS:** UNAIDS is interested in learning how to improve the use of hotlines as a tool for reporting misconduct and the management of cases received through hotlines.

OTHERS:

- **OCT:** As part of the UN Secretariat, the hotline available is the one recently launched by the Secretary-General. We do not have any other additional information
- **ITU:** ITU does not have a help/hotline.
- **IAEA:** We do not have either a helpline or hotline but staff are informed where to report complaints of misconduct by phone, fax or email in the Agency Whistle Blower Policy. Therefore, we will not complete this Questionnaire as we have nothing to contribute.