Office of the Ombudsman

Key Information for UNICEF Visitors

Office of the Ombudsman

The Office of the Ombudsman provides confidential, impartial, independent, and informal support to all personnel experiencing workplace concerns. It offers:

- A safe environment for a confidential discussion and exploration of options
- Conflict Coaching
- Shuttle Diplomacy
- Mediation services
- Learning sessions and e-courses

Email: ombudsmediation@fpombudsman.org
Phone: +1 212 963 1530
Website

Division of People and Culture (former Office of Human Resources)

The Division of People and Culture is responsible for HR management, policy, and practices across UNICEF and supports all personnel. It manages:

- Policy, compensation and social benefits
- Talent management
- Senior leadership support
- Culture and wellbeing
- Human Capital Intelligence and Organizational Design and Development
- People in Humanitarian Action

Email: Contacts can be found here in this site.

Intranet

In this division, other resources can be found:

Disability Inclusive Workplaces aims to provide clear and practical understanding of neurodivergence - what is means, how it presents, and why it matters in today's diverse and inclusive workforce.

Contact: Ms. Zoe Gan, Disability Inclusion Manager, zgan@unicef.org

Intranet

Staff Counsellors

UNICEF's Global Staff Wellbeing Programme is focused on the psychosocial wellbeing of all staff. Through evidence-based approaches and best practices, the Staff Wellbeing Team aims to build personal resilience, alleviate traumatic stress, prevent burnout, and enhance mental health.

- Confidential counseling for staff and dependents
- Conduct wellbeing missions and facilitate psychosocial trainings
- Refer to local resources within the UN or with external mental health providers

Email: staffcounsellor@unicef.org.

Find Staff Counsellors in all regions in the following link: **About us**

Intranet

UNDSS Team of Critical Incident Stress Management Section (CISMS)

For all UN personnel. The UNDSS team coordinates the global psychosocial response. CISMS counsellors at HQ and in the field deliver psychosocial services to all UN personnel across three phases:

- **Preparedness:** Psychosocial needs assessments, tailored trainings and managerial consultations.
- **Response:** Individual counseling, referrals to external mental health professionals, and support following critical incidents.
- **Recovery:** Follow-up care and development of reintegration plans.

CISMS counsellors:

- Chief: Mr. **Muhammad Sohail Ali**, +1 917 367 8557 (English, Urdu)
- Asia-Pacific & Russophones countries: Ms. **Madhubhashini Hewage**, +1 212 963 6432 (English and Russian)
- Europe & Americas and Equatorial Guinea: Ms. **Anne-Marie Serrano**, +1 212 963 1369, (English, French, and Spanish)
- East & Southern Africa: Ms. **Patricia Martins**+1 929 609 7357 (English)
- West & Central Africa: Mr. **Janvier Rugira** (English, French)
- MENA: Mr. **Mohammad Zaman Rajabi** (English, French, Arabic)

Website

Office of Staff Legal Assistance (OSLA)

For staff members (including former staff members and affected dependents). The Office of Staff Legal Assistance (OSLA) provides confidential and independent legal advice and representation to staff in the UN internal justice system. It supports individuals in:

- Analyzing the legal framework to challenge administrative decisions
- Disciplinary cases
- Appeals before the UN Disputes Tribunal (UNDT) and UN Appeals Tribunal (UNAT)

An online form should be submitted online using the OSLA case management application OSLAW (go to the **website**, create an account and submit your request for assistance. A **User Manual** is available to guide you through the steps.

Email: osla@un.org,

Phone: +1 212 963 3957 (New York office) or +254 20 762 6734 (Nairobi Office)

Website

UNICEF Global Staff Association

The UNICEF Staff Association is committed to representing UNICEF staff in all aspects of the development, management, and fulfillment of UNICEF's work, as an active and equal partner, while promoting the active participation, involvement and empowerment of staff in a fair, equitable and just manner, and upholding the dignity of staff members, in furthering of UNICEF's mission for improving the lives of children and women world-wide.

Email: gsa@unicef.org.

Additional contacts can be found **here.**

Intranet

Office of Audit and Investigations (OAI)

For all personnel. OIAI is UNICEF's independent internal oversight body and the primary formal channel for reporting misconduct. It conducts:

- Investigations into potential misconduct (fraud, corruption, harassment, retaliation, abuse of authority, sexual misconduct)
- Internal audits and assurance activities

Disciplinary measures may be appealed before the UN Disputes Tribunal.

Email: integrity1@unicef.org

Website

Ethics Office

The Ethics Office supports all UNICEF employees – including staff, consultants, volunteers, interns and other non-staff personnel – to help them better understand and apply the organization's ethical standards and expectations, and equip them to make ethical decisions that are aligned with our rules, standards of conduct and Core Values.

- Confidential ethics advice and guidance
- Whistleblower protection (protection against retaliation for reporting misconduct or cooperating with an audit or investigation)
- Training and outreach
- Policy input
- Financial disclosure programme

Email: ethics@unicef.org

Website

Management Evaluation

For staff members. Management Evaluation is a mandatory step before filing an application with the UN Dispute Tribunal (with some exceptions). Important requirements:

⏱️ Deadline

Submit within 60 days of notification of the contested decision

📋 Process

- Submission of the Request for Management Evaluation (RME)
- Possible outcomes: uphold decision, overturn it, or declare it not receivable/moot
- If unsatisfied, the staff member may appeal to the UN Dispute Tribunal within 90 days of receiving the RME outcome

📁 Important

Filing an RME does not suspend the decision automatically. Suspension is only possible in limited urgent cases (e.g. risk of irreparable harm) or via the UN Dispute Tribunal (UNDT)

UNICEF specific process: Staff of UNICEF may request a management evaluation by sending the request to the UNICEF Executive Director at executivedirector@unicef.org. The management evaluation will then be conducted by the Deputy Executive Director, Management, on behalf of the Executive Director.

You can also learn more about formal and informal processes (also UN tribunals) to resolving disputes and timelines in this guide.

Website

Additional information:

See Staff Rule 11.2 - Management evaluations (ST/SGB/2023/1)

Administration of Justice at the United Nations: A Staff Member's Guide to Resolving Disputes

UN Disputes and Appeals Tribunals

For staff members. The United Nations Disputes Tribunal (UNDT) is the court of first instance in the UN's internal justice system for staff members. If a staff member is not satisfied with the outcome of a management evaluation, they may appeal the decision with the UNDT. The appeal must be made within 90 days of the staff member being notified of the outcome of the management evaluation. The UNDT conducts hearings, issues orders, and renders binding judgments.

Staff members may file an application directly with UNDT without first seeking a management evaluation when:

- The contested decision is the imposition of a disciplinary or non-disciplinary measure following the completion of a disciplinary process
- The contested decision is taken based on the advice of Medical boards or independent medical practitioners duly authorized to review medical decisions or medical recommendations, including reconsiderations referred to in article 5.1 of appendix D to the Staff Rules.

Both staff members and the Administration have a right to appeal the judgments of the Disputes Tribunal to the United Nations Appeals Tribunal (UNAT).

Email: undt-newyork@un.org (New York), undt.geneva@unog.org (Geneva), undtnairobi@unon.org (Nairobi), unat1@un.org (Appeals Tribunal)
Website

Policies:

Statute of the United Nations Dispute Tribunal

Statue of the United Nations Appeals Tribunal (A/RES/63/253)

UN Joint Staff Pension Fund (UNJSPF)

For staff members enrolled in the pension scheme. UNJSPF provides retirement, death, disability and related benefits for staff upon cessation of their services with the United Nations, and the other organizations admitted to membership in the Fund.

Email: unjspf@un.org
Phone: +1 212 963 6931 / +41 022 928 88 00
Website

Worker's Compensation under Appendix D to the Staff Rules

For staff members. Appendix D to the Staff Rules sets forth the rules which govern compensation in the event of injury or illness or death which is found to be attributable to the performance of official duties on behalf of the United Nations (service-incurred). The UN Advisory Board for Compensation Claims *(*ABCC) manages these claims as follows:

1

Submission of Claims

When a staff member dies, sustains an injury, or contracts an illness attributable to the performance of the staff member's official duties for UNICEF, the staff member, or their (surviving) recognized dependent, with the assistance of the staff member's local HR focal point, as appropriate, must:

- *Report the incident/accident/onset of symptoms* (the "event") as soon as possible to the staff member's supervisor, Head of Office, UNICEF's Operation Centre (OPSCEN) and the UN Department of Safety and Security (UNDSS). As appropriate, the event should also be reported to the UN Division of Healthcare Management and Occupational Safety and Health (DHMOSH); and
- *File a claim with the Secretariat of the ABCC* as soon as possible, but no later than twelve months after the date of the event, by completing the **P.290 form** and enclosing the required supporting documentation, and submitting it via email to either:

i. **socialbenefits@unicef.org** (a mailbox set up in the Division of People and Culture to receive and manage these claims). The Social Benefits Section of the Division forward the claim to the ABCC Secretariat, and manage the process thereafter; or

ii. directly to the UN ABCC Secretariat (via mail: Room FF-0035, United Nations, New York, NY 10017, USA; via e-mail: **abcc@un.org**)

Claimants are encouraged to submit the P.290 Form and supporting documentation to **socialbenefits@unicef.org** rather than directly to the ABCC Secretariat, to correct any errors/omissions as well as manage follow-ups.

2

Processing of Claims

- ABCC Secretariat: checks completeness and requests missing information if needed
- The Division of Healthcare Management and Occupational Safety and Health (DHMOSH): determines whether the incident is work-related
- Delegated authority: handles minor cases
- ABCC Board: reviews other cases and makes recommendations
- Controller: takes the final decision on compensation eligibility
- Secretariat: communicates the decision

3

Payment of Benefits (if approved)

- Medical expense reimbursement
- Sick leave credit
- Lump sum for permanent loss of function (after medical stabilization)
- Disability and dependent-related benefits

Compensation is calculated by the Secretariat (e.g. medical, disability, survivor benefits). Payment is processed by the Social Benefits Section, DPC and the GSSC

Compensation under the UN Malicious Acts Insurance Policy (MAIP)

UNICEF staff members and consultants are eligible to financial compensation under the United Nations' Malicious Acts Insurance Policy (MAIP) for permanent disability, death (surviving dependents) and limited medical expenses that are the result of a malicious act against UNICEF/the UN.

Financial compensation under the MAIP is separate from workers' compensation awarded under Appendix D to the Staff Rules.

The staff member's office shall immediately contact the Policy, Compensation and Social Benefits team in Division of People and Culture when any covered person is the victim of a malicious act; the Policy, Employee Relations, Compensation and Social Benefits team shall thereafter liaise with the United Nations Insurance and Disbursement Service to submit the case for consideration by the underwriters.

All staff members and consultants are automatically covered under the MAIP at no cost.
Email: socialbenefits@unicef.org
Intranet