Office of the Ombudsman

Key Information for UNOPS Visitors

Provided for information purposes only. All UNOPS visitors are strongly encouraged to review the information available on the UNOPS Integrity Portal, which includes more detailed information about the resources and reporting mechanisms available to all personnel.

Office of the Ombudsman

For all personnel. 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

People and Culture

For all personnel. People and Culture Group is responsible for HR management, policy, and practices across UNOPS and supports all personnel. It manages:

- People Policy, Transactional HR and Delegation of Authority Management
- Central Review Bodies
- Staff Council and Personnel Representation Engagement
- Talent acquisition and talent management
- Senior leadership support
- Culture and engagement
- Navigation support & Well-being
- Career development
- Performance management and rebuttal mechanisms
- Learning and development

Phone: +45 4533 7500 (Headquarters)

Website

Website **for managing performance appraisal rebuttal process.**

Workplace Adjustments and Accessibility Support

For all personnel. UN City Copenhagen is generally accessible to persons with disabilities and strives to provide an inclusive environment for personnel and visitors.

Should you require workplace adjustments, accessibility support, or other reasonable accommodations during your stay or participation in UNOPS-related activities, you may submit a request through the Workplace Adjustment process using this **form**.

For questions or additional support, please contact the UNOPS HQ Diversity, Equity and Inclusion (DEI) team at: **dei@unops.org**.

Workplace Counsellor

Well-being support provides confidential psychosocial support to all personnel and eligible family members. It offers:

- Free individual counseling
- Crisis interventions
- Mental health and well-being support
- Workshops and trainings

Email: **wellbeing@unops.org**

Phone: +45 4533 7500 (HQ)

Website

UNDSS Team of Critical Incident Stress Management Section (CISM)

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 counselling, referrals to external mental health professionals, and support following critical incidents.
- **Recovery:** Follow-up care and development of reintegration plans.

CISM 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 929609 7357 (English)
- West & Central Africa: Mr. Janvier Rugira (English,French)
- MENA: Mr. Mohammad Zaman Rajabi (English, French, Arabic)

Website

Prevention of Sexual Exploitation, Abuse and Harassment Team

For all personnel. Coordinates UNOPS efforts on prevention and protection against sexual exploitation, abuse and harassment.

- Lead UNOPS strategic and operational efforts on PSEAH including, policy and guidance, training and awareness, complaint and reporting mechanisms, project risk assessments, monitoring compliance across agencies and missions
- Provide expert technical advice and support to all teams on how to integrate a zero tolerance approach
- Raise awareness around the organization's policy and help prevent sexual exploitation and abuse from happening, through dedicated training sessions and other efforts
- Clarifies organizational roles and responsibilities on prevention and responses systems to sexual misconduct

For support, contact **PSEAH@unops.org**

If you witness or experience sexual exploitation or abuse, or sexual harassment, you should report this to IAIG as soon as possible after the event through the webform "**Report sexual misconduct**".

Website

Performance Management Function

For all personnel. Coordinates UNOPS efforts to strengthen organizational performance, accountability and continuous improvement through the implementation of the performance management framework.

- Lead UNOPS strategic and operational efforts on performance management
- Facilitate the 360 feedback mechanism for leaders to support leadership accountability and development
- Drive and coordinate the annual performance management cycle across the organization
- Manage the rebuttal function related to performance assessments and outcomes
- Advise managers and personnel on underperformance cases, complex performance matters and performance-related disputes
- Promote awareness and understanding of UNOPS performance management policies, processes and responsibilities through guidance and support

To learn more about the rebuttal process and how to submit a case, please visit the **Integrity Portal**

For support with a complex performance case or dispute, please contact **nodirag@unops.org**or **olesyar@unops.org**

Navigation and Support Team

Offers personalized, confidential guidance to all UNOPS personnel (including reporters, whistleblowers, and victims/survivors) on reporting alleged misconduct and/or experiencing workplace conflict. It provides details on what to expect throughout the process, outlines and mobilizes available support services as needed, and explains the relevant policies and procedures underpinning whistleblowing. Support is available before, during, and after a report is made—even if the individual chooses not to participate in an investigation or informal resolution mechanism.

- Provides victim-centred support for all SEAH (Sexual Exploitation, Abuse, and Harassment) victims and survivors.
- This team is equipped to support personnel in personal crisis situations, including domestic or intimate partner violence, bereavement, etc.

Email: navigationandsupport@unops.org

Website

Workplace Conduct Team (WCT)

For all personnel. The Workplace Conduct Team (WCT) supports colleagues and managers in addressing and resolving workplace concerns through informal conflict resolution and administrative, management-led interventions. Their role is focused on early, constructive resolution of issues that do not rise to the level of misconduct. The WCT is organizationally located within the People and Culture Group (PCG).

- Provides confidential guidance, support, and practical assistance on workplace concerns, including inappropriate behaviour, interpersonal conflict, and strained working relationships.
- Receives referrals from IAIG in cases they determine do not rise to the level of misconduct.
- Recommends and implements non-disciplinary interventions.
- Refers suspected misconduct directly to IAIG.
- Prioritizes confidentiality and seeks consent before contacting other parties.

Email: workplaceconduct@unops.org

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 eligible personnel (staff members) in the UN internal justice system. It supports individuals in:

- Analyzing the legal framework to challenge administrative decisions
- Disciplinary cases
- Appeals before the UN Dispute 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

UNOPS Staff Association

For all personnel. The personnel and staff associations support personnel by advocating for their working conditions.

- Promote the professional and personal well-being of every UNOPS personnel by working to promote fair working conditions
- Independent and confidential space to voice concerns and suggest ideas for improvement
- Communication channel between the personnel and UNOPS management, seeking to foster a culture of partnership with management

Email: gsc.pa@unops.org

Phone: +45 4533 7500 (HQ)

Website

The Joint Staff Council (UNDP, UNFPA, UNOPS and UN Women)

For all personnel. The Joint Staff Council supports the interests of personnel and provides:

- Advice and support on workplace concerns
- Advocacy on working conditions
- Dialogue with management

Website (under reconstruction)

Intranet

Internal Audit and Investigations Group (IAIG)

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

- Investigations into 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: investigations@unops.org

Phone: +45 4533 7500 (HQ)

Website

Ethics Office

The Ethics Office supports all UNOPS personnel – 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: Ethicsofficer@unops.org

Phone: +45 4533 7500 (HQ)

Website

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; unjspf.gva@unjspf.org (Geneva)
Phone: +1 212 963 6931 / +41 022 928 88 00
Website

Management Evaluation Request

For all personnel (excluding partner personnel). A management evaluation request ('MER') is usually the first formal step that you, as a personnel member, must take to contest an administrative decision that directly affects the terms and conditions of your contract with UNOPS. At UNOPS, management evaluation is carried out by the Executive Director with the assistance of the Legal Group.

Management evaluation involves an objective review of a contested administrative decision. If the decision is found to be unlawful, you will be provided with an acceptable remedy. If it is found that the decision was lawful, you will be provided with a reasoned explanation as to why it was considered lawful.

UNOPS specific process: To submit a request for management evaluation, fill out and send the completed Request for Management Evaluation form to aoj.notices@unops.org.

⏱️ Deadline

Submit within 60 days of notification of the contested decision

📋 Process

- Upon receipt of your request, you should expect to receive a response within 30 calendar days if you are stationed in New York, or 45 calendar days if you are stationed outside of New York.
- Possible outcomes: uphold decision, overturn it, or declare it not receivable/moot
- Refer to the UNOPS Integrity Portal for information about options available to UNOPS individual contract holders and staff members who are unsatisfied with the MER outcome.

Email: aoj.notices@unops.org

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 Dispute 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 Dispute 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)

Compensation for Injury, Illness, or Death

For staff members and non-staff if their specific contract explicitly includes Appendix D coverage. 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 Advisory Board on Compensation Claims (ABCC) manages these claims as follows:

01

Submission of Claims

Staff go through either their organizational focal point (HR/administration), or contact ABCC@un.org directly

02

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

03

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 or authorized depending on the entity's arrangements.

Service Incurred Injuries, Illness or Death for ICA Personnel

ICA personnel with ongoing contracts are eligible for long-term sick leave for up to six months at 100 percent of the fee, followed by six additional months at 50 percent when UNOPS determines the absence was caused by a service incurred injury or illness.

- UNOPS provides sick leave entitlements under "fee protection" for durations of absence which exceed the limits of certified sick leave
- UNOPS insures all ICA holders (both local and international) for death and permanent disability as a consequence of illness or injury attributable to the performance of official duties as detailed in Annex A of the contract.
- The form to request service incurred absence must be completed and submitted to the HR focal point.

More information is available on the following UNOPS Policy and Process Portal page.