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About Integrity Hotline

What is Integrity Hotline?

The Integrity Hotline is a comprehensive and confidential reporting tool managed by a professional independent service provider, NAVEX Global, that was selected competitively. NAVEX Global manages the Integrity Hotline under its platform named “EthicsPoint”.

The Integrity Hotline provides WHO staff members as well as people outside the Organization a confidential free-of-charge channel to report concerns of unethical behaviour involving WHO.

The Integrity Hotline is a key element of the [WHO Policy on Whistleblowing and Protection against Retaliation](#).

Why do we need a system like Integrity Hotline?

- Our workforce is our most important asset. The objective is to promote a positive work environment and foster a culture of integrity and ethical decision-making.
- The Integrity Hotline provides an additional channel to reach out and seek advice on what to do when faced with a matter that cannot easily be discussed. It is equally accessible around the world at anytime, anywhere, by anybody. The Integrity Hotline puts people in touch with the Ethics Unit in Office of Compliance, Risk Management and Ethics (CRE) and guides them to the WHO entity(ies) that can best address the matter at stake.

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How does Integrity Hotline work?

The Integrity Hotline makes available Freephone telephone numbers accessible across the world, a generic email address and a web intake form, which will allow for individuals, be they WHO staff members or not, to report their concerns 7 days a week, 24 hours a day in all WHO official languages.

Reports received through the Integrity Hotline are then transmitted to WHO through the Ethics Unit in CRE. The reports are confidential, and, if desired by the person reporting, anonymous. The provider is contractually bound not to reveal the details of the person submitting a report without their explicit agreement.

How will matters of wrongdoing reported through the Integrity Hotline be dealt with?

After informing the individual who made the report, the Ethics unit in CRE refers the report to the relevant WHO department(s) to address the matter:

- To the extent possible, issues will be treated at the most immediate management level, provided that the report does not raise concerns about that management level.
- Priority will be given to informal solutions. However, where required, the Ethics unit in CRE will refer the issue outside of normal supervisory lines.
- When an investigation is necessary, the report will be referred to Internal Oversight Services (IOS).
- Where warranted by express concerns of retaliation, the WHO policy on Whistleblowing and protection against retaliation will apply, and the Ethics unit in CRE will recommend specific protection measures and will liaise with the department(s) concerned to implement these.
- Existing WHO policies and practices apply.

What types of situations should I report?

The Integrity Hotline system allows you to report any violation of the WHO Code of Ethics and Professional Conduct, related policies, or other concerns you may have.

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 healthy and productive environment.

Why is the Integrity Hotline also available to everyone *outside* WHO?

The Integrity Hotline helps WHO react early to matters that are raised by people who may not be staff members but may work closely with WHO or otherwise be connected to the Organization and suspect that something wrong may have happened. Enabling the outside world to report matters to WHO through the Integrity Hotline fosters accountability and transparency by providing a channel for all individuals to access the Organization in a structured manner which enables WHO to address core issues arising anywhere directly.

Can the Integrity Hotline be used to report positive actions by WHO staff?

Yes. Staff or people outside the Organization can report exemplary behaviour or give suggestions for constructive actions that could potentially improve the performance of the Organization.

How will bogus or malicious reports be filtered out?

Only reports containing substantiated data can be considered. Malicious reporting of wrongdoing without evidence or reasonable suspicions with the intention of harming another person's integrity or reputation amounts to misconduct and is subject to disciplinary action. Likewise, individuals seeking help with a personal health issue is not appropriate use of this line, and the operators are trained to advise callers of this.

Does WHO have the resources and capacity to respond to reports and issues raised through the Integrity Hotline?

The service will be regularly monitored and annually reported on. The Ethics unit in CRE will recommend adjustments, as necessary, based on caller usage, volume and nature of the issues raised, etc.

Where is the service provider NAVEX Global based?

NAVEX Global has main offices in the United States and the United Kingdom. The data storage for WHO is based on EU servers.

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How can you guarantee the confidentiality of staff? Is it anonymous?

NAVEX Global are contractually obliged to ensure confidentiality and cannot share an individual's personal details with WHO without permission from that individual. The Ethics unit in CRE only refers the report to another WHO entity to address the matter with the acknowledgement of the individual concerned.

The Integrity Hotline will accept anonymous reports and make available a reference number for the individual concerned to log back in and review any feedback received. It is particularly important for anonymous reports to provide substantiated supportive evidence to allow independent confirmation of the facts reported and enable any action to be taken.

It is my understanding that any report I send from an Organization computer generates a server log that shows every website that my PC connects with. Won't this log identify me as the report originator?

NAVEX Global does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to the Integrity Hotline is available.

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 or at a friend's house) through the Integrity Hotline secure website.

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 Integrity Hotline Web site. These reports have the same security and confidentiality measures applied to them during delivery.