Independent Oversight: Office of the Inspector General
Office of the Inspector General

Charter

• Defines the mission, responsibilities, reporting structure, authority, independence and objectivity of the division.

• OIG’s mission is to provide assurance to the ED and WFP stakeholders on the efficiency and effectiveness of WFP’s governance, risk management and control processes through the performance of internal audits.

• OIG also conducts objective and independent investigations to support WFP in addressing unethical behaviour, abusive conduct, sexual exploitation and abuse, and other forms of misconduct.

• The Charter provides full, free and unrestricted access to any WFP records, physical properties and personnel and access to vendors, cooperating partners and other third parties in a contractual agreement.

The Annual Report of the Inspector General includes a Statement of Independence
Our Activities Focus on the Following Areas

- Investigations
- Inspections
- Proactive Integrity Reviews (PIRs)
- Internal Audits (External Audits)
- Undetected Fraud, Errors or Compliance Matters
- Internal Control Activities, Business Processes and Policy Compliance
- Advisory Consulting Services
OIGA Services and Products

OIGA conducts internal audits and other assurance reviews using a risk-based approach.

Services provided by OIGA include:

• **Internal Audits**: Publicly reported, systematic evaluations of the operating effectiveness of governance, risk management and internal controls.

• **Proactive Integrity Reviews**: Formal evaluations of anti-fraud controls based on fraud risk-assessments. Matters identified for follow-up resulting from a PIR are referred to OIGI for possible investigation. These reports are available to member states, but are not publicly reported.

• **Advisory Services**: Consulting activities aimed to improve the management of risks, add value, and strengthen WFP’s operations. These projects are wide-ranging and are not publicly reported.
Internal Audit – Audit Coverage, Planning and Reporting

Internal Audit Strategy
WFP Risk Universe
Annual Risk Assessment / Fraud Risk Assessment

Audit Reports – Publicly Disclosed
https://www.wfp.org/about/oversight/audit-inspection-reports
OIGI Services and Products

OIGI manages the WFP Hotline and conducts administrative investigations into allegations of misconduct, including alleged fraud and corruption against WFP and its programmes.

Investigations are also performed on 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

OIGI also performs inspections as another means of proactive investigation when fraud or misconduct is likely to be present. Inspections are pre-assessments to investigations and are expected to follow investigative reporting protocols.

- **Investigations**: Determine whether specific allegations of wrongdoing can be substantiated.
- **Inspections**: Inquiries that can be undertaken in an area of perceived risk absent any specific, reported allegation.
- **Hotline Management**: Intake and assessment of complaints of wrongdoing – resulting in a formal investigation or referral to others for informal resolution.
EthicsPoint (Navex) selected to host and manage our platform. Our new Hotline will improve current processes to allow for the anonymous reporting of fraud and misconduct on a 24/7 basis with all six UN languages available for all modalities:

- **Live Operators** most users can reach the in-house operators, free of charge, from almost any location.
- **Online Reporting** using a customized web portal. The portal is secure, multilingual and compatible with most devices and browsers.
- **Call Routing** option lets callers select their preferred language upfront and listen to pre-recorded content in their chosen language.
- **Voice Message** users can talk with ExpoLink Operators, or leave a voice message detailing their concerns.
- **Mobile App** users can respond to feedback and report hotline matters anywhere, and at anytime, from their smartphone.
- **Email Reporting** for situations where technology limitations or network connectivity demand greater flexibility.
Disclosure Protocol for Fraud-Related Investigation, Inspection and PIR Reports

Note: Inspection Reports have been redefined in the new OIG Charter and are expected to follow the same reporting protocol as PIR reports.