

**OIGI**

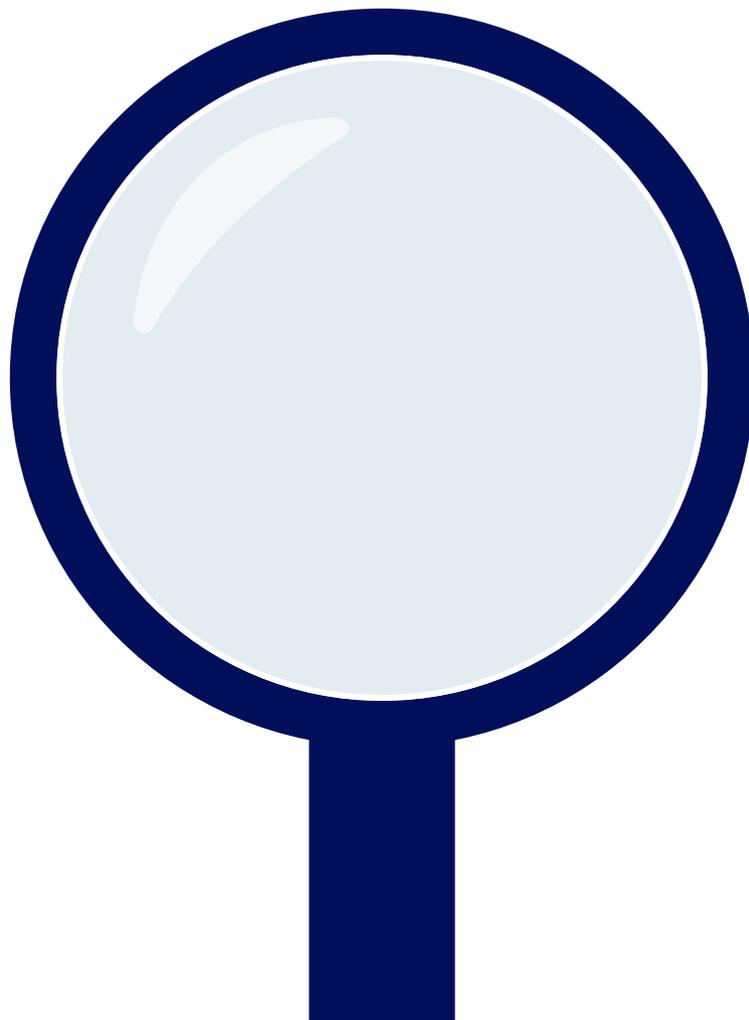
Office of Inspections and Investigations



World Food Programme

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# Your Questions Answered



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### Glossary

What are the key terms I should understand?

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- i. **Affected Person:** someone personally affected by the alleged misconduct (also referred to as a victim or survivor).
- ii. **Reporting Person:** someone reporting the alleged conduct.
- iii. **Subject:** someone being investigated for allegedly engaging in the conduct. A **Subject** can be a **WFP Employee**, a **WFP Partner** or the employee of a **WFP Partner**.
- iv. **Witness:** someone with relevant knowledge or information.
- v. **Investigator:** a representative of OIGI.
- vi. **WFP Partner:** Vendors, Cooperating Partners or other entities contracted by WFP.
- vii. **WFP Employee:** someone employed by WFP, including professional or general service staff; consultants; service contract holders; special service agreement holders; volunteers; and interns. A **WFP Employee** may be an **Affected Person**, Reporting Person, **Witness**, or **Subject**.
- viii. **Evidence:** information collected by OIGI during the investigation to establish what happened.
- ix. **Preliminary Assessment:** following receipt of an allegation, the process of collecting, preserving and securing basic Evidence that might otherwise be lost, and the evaluation of that evidence to determine whether an investigation is warranted.

<sup>1</sup> This document provides guidance. It is not a policy document and does not provide any rights or obligations. For more information, please read all the relevant policies, including the [Investigation Guidelines](#)

# 1 What is the Office of Inspections and Investigations (OIGI)?

OIGI is responsible at WFP for investigating alleged misconduct involving **WFP Employees** or **WFP Partners**. Investigations are conducted in a fair and impartial manner, competently and with the highest levels of integrity.

The purpose of an investigation is to fact-find and gather **Evidence**:

- to determine IF the conduct occurred and who is responsible;
- to allow WFP management to act against those responsible.

OIGI has the authority to obtain **Evidence** including through:

- » interviews of **WFP Employees** and **WFP Partners** and any relevant third party like a beneficiary.
- » reviewing documentary **Evidence** such as procurement or HR records; digital data (like emails, messages, images or videos), including those stored on WFP networks, WFP-issued IT devices, or private devices connected to the WFP network.

# 2 What does OIGI investigate?

OIGI investigates misconduct. This includes violations of the [WFP Code of Conduct](#) and policies such as **Anti-Fraud and Anti-Corruption Policy** (OED2021/012) (**AFAC Policy**), **Protection from Sexual Exploitation and Abuse Policy** (OED2023/011) (**PSEA Policy**), and the **Abusive Conduct Policy** (OED2022/004).



## Some examples of misconduct:

### Breaches of the AFAC policy:

- i. a **WFP Employee** submitting false claims for medical expenses;
- ii. a **WFP Employee** taking something that belongs to WFP without authorization, for example food from a WFP warehouse or fuel intended for a WFP vehicle;
- iii. a **WFP Partner** offering services to **WFP Employees** in procurement to obtain a contract with WFP.

### Breaches of the PSEA policy:

- A WFP Employee or an employee of a WFP Partner;**
- iv. having sexual activities with children;
  - v. promising assistance to beneficiaries in exchange for sex;
  - vi. paying someone for sex (for example prostitution).

**If you think a WFP Employee’s behaviour is inappropriate or abusive (such as harassment, abuse of authority or discrimination), you can also inform your manager, Human Resources or the Office of the Ombudsman for their action. Further information can be found in the [Speak Up Toolkit](#) and the [Abusive Conduct policy](#).**

# 3 What does OIGI not investigate?

OIGI **does not investigate** matters that do not constitute misconduct such as performance management issues, interpersonal issues and matters that do not involve WFP Employees or WFP Partners.

**4 What should I do if I experience, witness or hear about an incident of misconduct?**

**WFP Employees and WFP Partners** should report all incidents of misconduct **as soon as possible** either using the online form via the **OIGI Portal** or via email to **investigationline@wfp.org**

**5 What should I include in my report to OIGI?**

The report should include key information where you can such as:

- i. What happened?
- ii. Who is involved? - Include information on the **Subject, Affected Person** and **Witnesses**
- iii. When and where did the conduct occur?

If you have documentation or **Evidence** that supports your allegation, you should provide it to OIGI.



**6 Are Investigations confidential?**

The investigation process is confidential, and all investigative participants have an obligation to keep confidential all information known to them by reason of their interactions or cooperation with OIGI.



**7 Can I report anonymously?**

**Yes**

Reports can be made anonymously by indicating that you want your identity to be kept anonymous; you can also choose to use an anonymous email address.

**But**

If your anonymous report does not include sufficient information, and OIGI has no means to contact you or you do not respond to its requests for further information, OIGI may be unable to progress the matter.

**8 I am afraid of something happening to me if I speak up.**

OIGI takes seriously the impact of investigative processes on the wellbeing of participants. If you are concerned about reprisals, psychosocial impact and/or your safety and security resulting from your engagement with OIGI, please raise these with OIGI directly.

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**I have reported something to OIGI. What happens next? Do all reports result in an investigation?**

**Preliminary Assessment**

- Once you report, you will be provided with a case number. OIGI may also reach out to you to request further information to assist with its **Preliminary Assessment. This does not mean OIGI has opened an investigation.**
- **Preliminary Assessment:** OIGI will review your report and will decide whether to open an investigation, based on:
  - » Does OIGI have mandate to investigate? OIGI can only investigate **WFP Partners** and **WFP Employees**;
  - » Is it misconduct?
  - » Is there sufficient information?
  - » Can the matter can be resolved more effectively by WFP management or another WFP function?
- **Outcome of Preliminary Assessment:** You will be informed whether an investigation has been opened on your report, referred to management or another function or closed.

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**What happens if an investigation is opened on my report?**

**Fact finding activities**

- If an investigation is opened, the assigned **Investigator(s)** will fact-find and gather **Evidence** as set out in question 1. You may be contacted during this period.

**Allegation Substantiated**

- If the investigation finds enough **Evidence** to support that misconduct occurred, the facts obtained are shared with management for their action.

**Allegation Unsubstantiated**

- If the investigation does not find sufficient **Evidence** to determine that misconduct occurred, the case is closed.
- OIGI can refer relevant information to management for managerial action.

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**How long does an investigation take?**

- On average, cases may take a year to conclude. Cases involving sexual exploitation and abuse, sexual harassment and significant fraud, and those involving senior management are prioritised. Cases that are not among these categories may take longer to be progressed.
- **As the Reporting Person**, you will be informed of the results once the investigation is concluded.

**12 I am an Affected Person. What should I expect?**

- Rights: OIGI applies a victim/survivor-centred approach. As an **Affected Person**, you have the right to:
  - » Be informed of how the information you provide to OIGI, will be used, and have an opportunity to raise any concerns about your protection and safety and discuss ways to mitigate risks.
  - » Be provided with information on the support services available to you.
  - » Be accompanied by a trusted support person for emotional support during the interview;
  - » Be kept informed of the progress and expected timelines of conclusion for your case.
- Protection: OIGI will also take reasonable measures to protect **Affected Persons** from re-traumatization and re-victimization including by conducting interviews in a respectful and empathic manner.

**14 I am a Witness. What should I expect?**

If you are identified as a **Witness**, OIGI will contact you to obtain information, most likely through an interview. If you are a WFP employee, you have an obligation to cooperate with OIGI, including by providing information. You will be informed of how the information you provide to OIGI will be used, and have an opportunity to raise any concerns about your participation in the process. Due to the confidential nature of investigations, you will normally not be advised of the outcome of the investigation.

**13 I am the Subject of an OIGI investigation. What should I expect?**

Due process:

- » If OIGI decides to investigate allegations against you, and there is reasonable **Evidence** to support the allegations, you will be notified of the allegations against you in writing. You will then be given an opportunity to respond to the allegations and provide any **Evidence**.
- » You are not entitled to any legal representation (as this is an administrative fact-finding process) but you can be accompanied by a trusted support person in investigations under the Abusive Conduct policy, such as cases involving allegations of harassment, sexual harassment, abuse of authority and discrimination.

