

# Who to talk to if you experienced or witnessed abusive conduct



## Informal reporting

**Integrity Hotline** – An independent and confidential service available to everyone. If you believe that you have experienced or observed possible misconduct or breach of UNAIDS’ values, contact the Integrity Hotline. The UNAIDS Ethics Office receives reports from the Integrity Hotline, and is responsible for following up on those.

**Contact:** You can find a local telephone number, email or reporting form on the web page [bit.ly/UNAIDS\\_integrity](http://bit.ly/UNAIDS_integrity)



## Mental health & wellbeing support

The Staff Counsellor, Nancy Beaudouin, provides strictly confidential psychosocial support, management consultation, stress management support following critical incidents, individual and group counselling and training. **Contact:** [beaudouinn@unaids.org](mailto:beaudouinn@unaids.org) Tel: +41 795006422



## Mediation

For mediation with the agreement of the parties and upward feedback to senior management on systemic issues. **Contact:** [ombudsman@who.int](mailto:ombudsman@who.int) Tel: +41 227911494



## A colleague or your manager

Managers and staff have the duty to prevent and address abusive conduct. Reach out to a colleague or your 1st or 2nd level supervisor for help.



## General information on resolution mechanisms

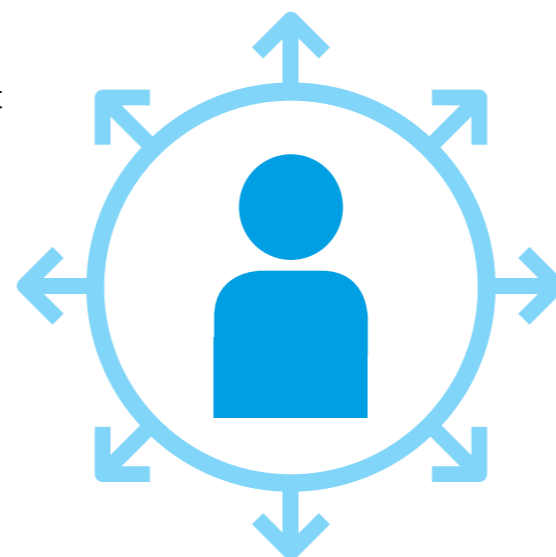
Many services can help with general information and advice. Pick the one you feel more comfortable with:

**UNAIDS Staff Association** – [UNAIDSStaffAssociation@unaids.org](mailto:UNAIDSStaffAssociation@unaids.org) Tel: +41 227915569

**UNAIDS HRM** – Find your focal point on the intranet Tel: +41 227914078

**UNAIDS Ethics Office** – [ethicsoffice@unaids.org](mailto:ethicsoffice@unaids.org) Tel: +41 227915049

**Office of the Ombudsman** – [ombudsman@who.int](mailto:ombudsman@who.int) Tel: +41 227911494



## Formal reporting

**WHO Office of Internal Oversight Services** – When informal means are not appropriate or successful, a formal complaint can be filed with the Office of Internal Oversight Services (IOS) of the World Health Organization. Anonymous complaints are accepted and should include as many details as possible.

**Contact:** [investigation@who.int](mailto:investigation@who.int) Tel: +41 227912919

## Medical support

In case you need medical support, contact the WHO Staff Health service or directly the staff health insurance.

**WHO’s Staff Health and Wellbeing** – service [shws@who.int](mailto:shws@who.int) Tel: +41 227913040

**Staff Health Insurance (SHI)** – [shihq@who.int](mailto:shihq@who.int) Tel: 0800 4141 2222 (toll free) or +41 22 819 9701

## Security and physical safety

For immediate assistance for safety and physical security and documentation of an incident concerning safety and physical security, you can contact Security.

**Contact:** [security@unaids.org](mailto:security@unaids.org)

## Policy guidance

**UNAIDS HRM** – If you have doubts about the WHO/UNAIDS policy on Preventing and Addressing Abusive Conduct, you can contact your HRM focal point. Find the list on the intranet or call. **Contact:** [HRMlegal@unaids.org](mailto:HRMlegal@unaids.org) Tel: +41 227914078