Any person, whether internal or external to the WTO, willing to report misconduct to – or obtain advice from – the OIO.

HOW TO CONTACT US?

Email: internal.oversight@wto.org
Telephone: +41 (0)22 739 5077
Skype: internal.oversight@wto.org
Visit our internet site: http://www.wto.org/english/thewto_e/secre_e/div-oio_e.htm
The OIO provides for a professional, independent, objective and documented assessment of management practices, expenses, budgetary control and allegations of misconduct in all its forms.

WHAT THE OIO CANNOT DO FOR YOU?
The OIO cannot take administrative or management decisions on your behalf.

WHAT THE OIO CAN DO FOR YOU?
Promote transparency and accountability;
Provide objective and independent assessments, as well as advice or insight of your operations;
Help identifying and mitigating risks;
Investigate reports of misconduct.

WHAT DOES THE OFFICE OF INTERNAL OVERSIGHT (OIO) DO?

WHAT IS AN INTERNAL AUDIT?
Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

WHAT IS AN EVALUATION?
Evaluation is a systematic, objective and impartial assessment focused on whether expected accomplishments and results have been achieved. It aims at determining the relevance, impact, effectiveness, efficiency and sustainability of objectives, programmes and activities.

WHAT IS AN INVESTIGATION?
Investigation is a formal fact-finding administrative inquiry. The purpose of an investigation is to examine and determine the veracity of allegations of misconduct and to report thereon to the Director-General.

WHAT IS A MISCONDUCT?
Misconduct is a failure by staff member to observe the rules of conduct or the standards of behaviour prescribed by the WTO (i.e. Regulations, Rules, Administrative memoranda, etc.).

WHAT ARE THE KEY STANDARDS FOLLOWED BY THE OIO DURING AN INVESTIGATION?
Strict standards of confidentiality, impartiality, objectivity and fairness are applied throughout the investigation process.