

PAN AMERICAN HEALTH ORGANIZATION

APLP

25 March 2010

GENERAL INFORMATION BULLETIN No.: HQ/FO-10-32

DISTRIBUTION: ALL STAFF

SUBJECT: REPORTING SUSPECTED THEFTS, LOSSES OR MISCONDUCT

Everyone who works for the Pan American Health Organization (PAHO) — regardless of position, type of contract or duration of appointment, including interns and volunteers — has the responsibility to report information that may involve possible misconduct, fraud, theft, loss or misuse of resources, or any other activity that could damage the Organization's image or credibility.

Reporting such incidents helps to ensure that appropriate measures can be taken to recover any losses, safeguard resources, hold people accountable for their actions and strengthen internal controls to mitigate future risks. As such, it is important for you to report any loss or theft and to raise concerns whenever improper behavior is suspected, even in cases in which you might not have firsthand information or a complete knowledge of the facts.

You should immediately report all incidents of this nature directly to PAHO's Ethics Office (ETH), which serves as the Secretariat of the [Standing Committee on Asset Protection and Loss Prevention \(APLP\)](#). These incidents include, but are not limited to, the following:

- Theft or loss of petty cash;
- Banking irregularities, including the falsification, theft or loss of checks;
- Health insurance fraud;
- Misuse of purchase or travel cards;
- Theft or loss of office equipment, computers, cellphones, Blackberrys, vehicles and supplies;
- Misuse of PAHO's information and intellectual property, such as PAHO's name, logo and work products;
- Abuse of position for personal benefit;
- Irregularities in procurement or contracting;
- Theft or improper sale of publications, including PALTEX textbooks;
- Theft or loss of vaccines and other pharmaceutical supplies;
- Suspected violations of PAHO's Code of Ethical Principles and Conduct.

You are not required to inform your supervisor before contacting ETH. All information submitted to ETH, along with your identity, will be kept confidential to the extent possible. Depending on the circumstances, ETH may need to notify another office or a specific manager that an issue has been reported, but will protect your identity where necessary.

If you provide information in good faith, you will be protected from retaliation under [PAHO's Code of Ethical Principles and Conduct](#) and [Policy to Protect Against Retaliation for Reporting Wrongdoing or Cooperating in an Investigation or Audit](#). Under these policies, retaliation is expressly prohibited, and disciplinary action, including termination of appointment, can be taken against any person who takes retaliatory action against someone who reports a suspected theft, loss or misconduct.

You should not contact the local authorities without the prior authorization of the Office of the Legal Counsel (LEG).

How to report suspected thefts, losses or misconduct

There are several ways that you can report a suspected theft, loss or misconduct to the Ethics Office:

By Telephone: 1-202-974-3929 or 1-202-974-3270

By Email: macmillp@paho.org; chavarrs@paho.org; ethics@paho.org.

Through the Ethics Help Line: If you prefer, you can remain anonymous by using the Ethics Help Line, located on the web at www.globalcompliance.com or www.pahoethics.org or by toll-free telephone at 1- 888-448-4715.

In Person: Office 604 at PAHO/HQ

By Mail: Ethics Office
Pan American Health Organization
525 23rd St. N.W.
Washington, D.C., 20037-2895
USA