

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MEMORANDUM INTERIEUR

INTERNAL AUDIT DIVISION I
OFFICE OF INTERNAL OVERSIGHT SERVICES

To: Mr. Zbigniew Wlosowicz
A: Special Representative of the Secretary-General and
Chief of Mission
United Nations Peacekeeping Force in Cyprus
(UNFICYP)

Date: 25 October 2005

From: Patricia Azarias, Director
De: Internal Audit Division I
Office of Internal Oversight Services

Ref: AUD-7-5:2 (/05)

05-00192

P. Azarias

SUBJECT: **OIOS Audit No. AP2005/654/01: Review of the state of discipline in**
OBJECT: **the United Nations Peacekeeping Force in Cyprus**

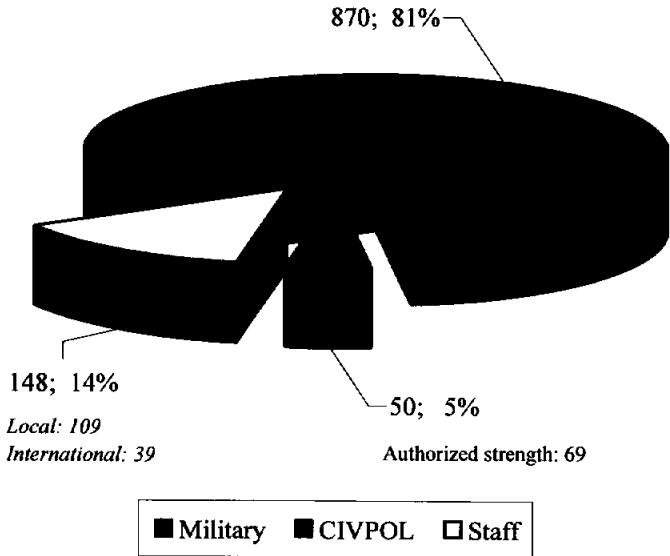
1. I am pleased to present herewith our final report on the above-mentioned audit, which was conducted in May 2005.
2. Based on your response, we have closed the recommendations 2, 5 and 8 in the OIOS recommendation database. In order to close the recommendations 1, 4, 7, 9 and 10, we request that you provide us with the additional information as discussed in Annex 1. OIOS is reiterating recommendations 3 and 6 and requests that you reconsider your initial response concerning these recommendations. Please note that OIOS will report on the progress made to implement its recommendations, particularly those designated as critical, i.e. recommendations 1, 2, 3 and 10, in its annual report to the General Assembly and semi-annual report to the Secretary-General.
3. IAD-I is assessing the overall quality of its audit process and kindly requests that you consult with your managers who dealt directly with the auditors and complete the attached client satisfaction survey form.

I. INTRODUCTION

4. OIOS conducted a review of the state of discipline in the United Nations Peacekeeping Force in Cyprus (UNFICYP). The audit was conducted in accordance with the standards for the professional practice of internal auditing in United Nations organizations.
5. Due to widespread allegation of sexual exploitation and abuse in some missions, which undermines the significant contributions the United Nations has made in the field of peacekeeping, the Department of Peacekeeping Operations (DPKO) has sought a broader understanding of the

overall state of discipline in all DPKO missions and requested OIOS to conduct a review of the subject. A series of meetings was held between OIOS, DPKO and the Office of Human Resources (OHRM), which resulted in establishing the terms of reference for the review and the development of an agreed audit programme.

Exhibit 1: UNFICYP PERSONNEL



6. As of May 2005, the Mission had human resources strength of 1,068 uniformed and civilian personnel as shown in Exhibit 1 and an approved budget of US\$50.69 million for the period 1 July 2004 to 30 June 2005.

7. The number of discipline cases in UNFICYP for the period 2002 to 2004 is shown in Table 1. Four complaints related to civilian staff members were referred to UNHQ for review and disciplinary measures. Four military personnel have been repatriated through contingent decision. The rationale of the repatriation was as follows: driving under the influence of

alcohol (3) and immigration violation (1). Except for the three repatriation cases on account of careless driving, the table does not include discipline cases related to traffic incidents.

Table 1: Discipline cases recorded by UNFICYP from 2002 to 2004

	Complaints received	Under investigation	Closed without referral to HQ	Dismissed	Referred to HQ	OHRM actions imposed or repatriation
Uniformed personnel	80	0	80	0	0	4
Staff	5	0	1	0	4	0
TOTALS	85	0	81	0	4	4

8. Comments made by UNFICYP Management on the draft report have been included in the report as appropriate and are shown in italics. Additional information OIOS needs to close the recommendations in its recommendation database is shown in Annex 1.

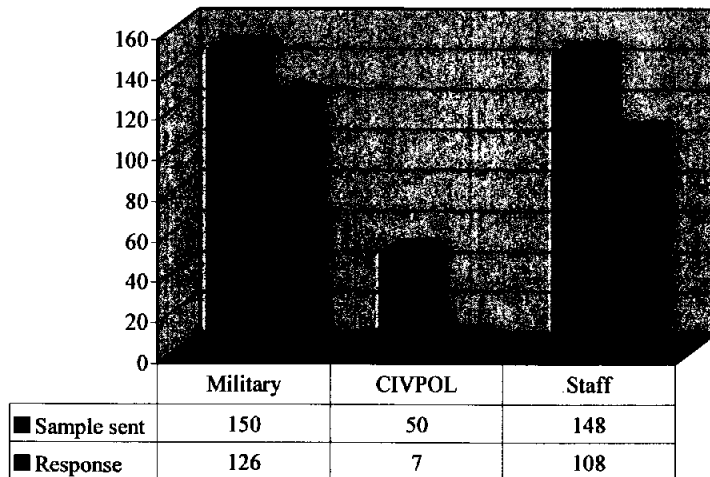
II. AUDIT OBJECTIVES

9. The major objectives of the review were to:
- a) Assess the state of discipline in the mission;
 - b) Identify gaps in existing policies and procedures on discipline; and
 - c) Identify tools that the Mission requires to maintain an environment of good order and adherence to the UN standards of conduct.

III. AUDIT SCOPE AND METHODOLOGY

10. The review included an assessment of the Mission's operations and environment as well as an analysis of data and statistics on cases of misconduct for the past three years 2002, 2003 and 2004. The audit reviewed all relevant policies and guidelines on discipline, including selected case files on misconduct. In addition, discussions and one-on-one interviews were held with management and relevant civilian and military personnel involved in the Mission's disciplinary mechanism and enforcement.

Exhibit 2: SURVEY RESULTS



11. The review also included a confidential survey on the state of discipline in the Mission covering all categories of personnel. The number of survey respondents and responses by personnel category that resulted in an overall response rate of 69% are shown in Exhibit 2.

12. The survey methodology can be summarized as follows:

(a) Civilian personnel and civilian police were wholly surveyed and their replies were

received directly by OIOS;

(b) The Chief Military Personnel Officer (CMPO) sent questionnaires to the military troops to cover all contingent locations and ranks with special consideration to gender representation; their replies were also received through the CMPO; and

(c) No alternative survey procedures have been undertaken, since the response rate was deemed satisfactory, given a percentage surveyed of 33% from the total population.

IV. OVERALL ASSESSMENT

13. The overall state of discipline in UNFICYP was found to be generally good based on OIOS' analysis of facts and perceptions (as indicated by the survey results), and consideration of the impact on discipline of the local environment in which the Mission was operating. The review also identified some areas in the subject of discipline that needed improvement, as set out in the report.

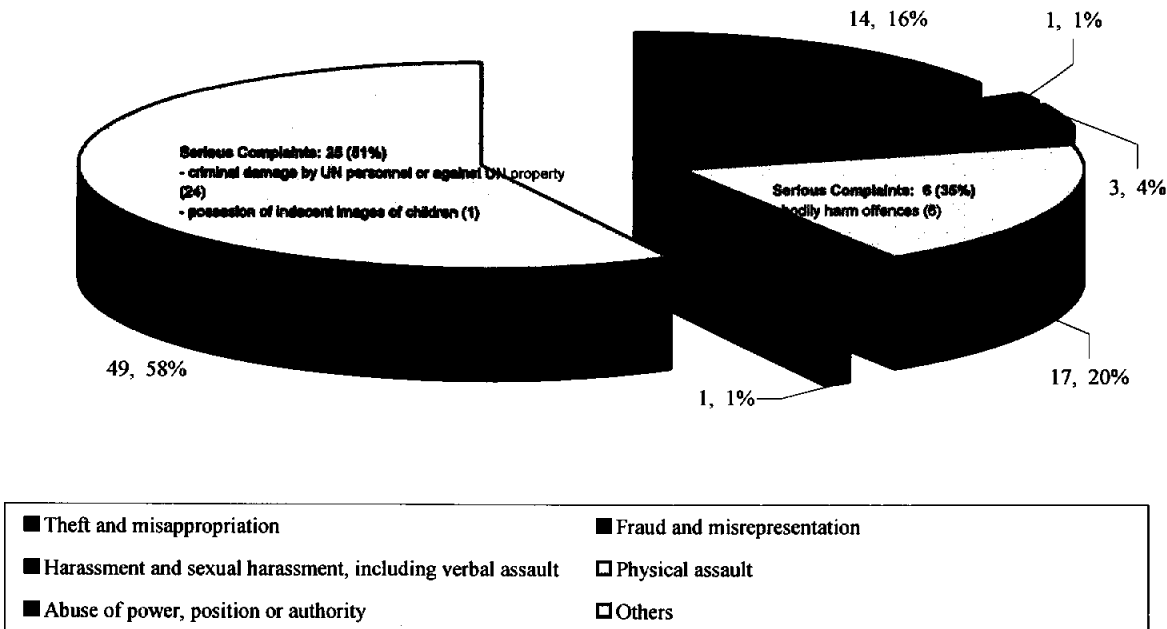
V. AUDIT FINDINGS AND RECOMMENDATIONS

A. The state of discipline in the Mission

Reported cases of misconduct

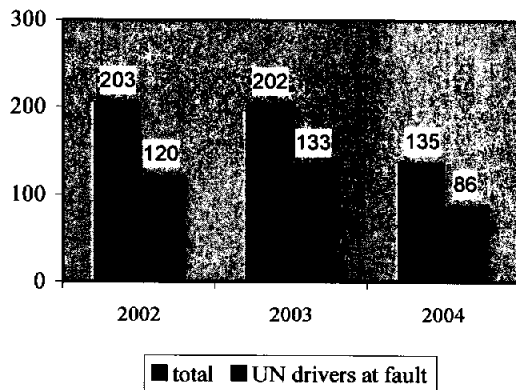
14. Over the past three years, there were approximately 85 misconduct complaints in UNFICYP as shown in Exhibit 3. Fifty-one (or 60 percent of the total) misconduct complaints could be considered minor¹ in nature; 34 (or 40 percent of the total number of cases) were serious misconduct complaints. There were no complaints on sexual abuse and exploitation, except for one case of possession of indecent images of children investigated by the Force Military Police Unit (FMPU) in 2004 and referred to the relevant authorities in the alleged perpetrator home-country.

Exhibit 3: THE NATURE OF DISCIPLINE CASES IN UNFICYP



¹ Minor complaints – Any act, omission, or negligence that does not result in or likely to result in major damage or injury to an individual or the mission (per DPKO's Directive Disciplinary Matters).

Exhibit 4: Traffic incidents in UNFICYP



15. Twenty-eight out of a total of thirty-seven Boards of Inquiries (BOI) convened during the period from 2002 to date were related to investigation of major traffic accidents. From 2002 to 2004, UNFICYP recorded a total number of 540 traffic incidents, as shown in Exhibit 4. An overall number of 339 incidents were directly attributable to UN drivers. According to the FPMU yearly report "Traffic Incidents and Crime Statistics", the prevailing cause for the traffic incident is "not wholly connected to speed, but due to complacency and careless driving and maneuvering at slow speeds".

16. The Mission's disciplinary systems and processes are functioning, but they lack mission-wide coordination as well as key oversight controls. We found that information systems for recording, tracking, and regular reporting of the misconduct complaints relate to the FPMU only. The civilian related misconduct complaints representing a small segment of the overall complaints are disparately dealt with by various Mission offices. Only FPMU is using a database for tracking complaints and investigations conducted, including a logging system for rumors and other intelligence tips.

17. We also found no mission-wide comprehensive reporting provided to senior management to enable them to monitor the state of discipline in the Mission. However, FPMU is providing management with quarterly reports on misconduct statistics and analysis of the investigation conducted, including recommendations.

Recommendation 1

UNFICYP Management should develop, in consultation with DPKO, a mission-wide tracking system of misconduct complaints and disciplinary cases complete with disciplinary actions taken, to monitor the status of individual cases, as well as the overall state of discipline in the Mission (AP2005/654/01/01).

18. *UNFICYP accepted recommendation 1 and stated that a similar database that is already maintained for the Mission's military component by the FPMU will be established and managed for the civilian/civilian police components by the Chief Civilian Personnel Officer. OIOS will leave this recommendation open until it can be confirmed that the recommendation has been implemented.*

Perceptions of the state of discipline

19. OIOS conducted a survey of Mission personnel to obtain their perception of the state of discipline in the Mission. The detailed results of the survey are shown in Annexes 2 and 3.

20. Ninety-five per cent of the respondents rated the overall state of discipline as satisfactory to good. Survey results indicate a slightly higher confidence among the uniformed personnel as opposed to the civilian personnel. As regards Mission's handling of misconduct cases, the rating dropped to 91 per cent. The percentage of the respondents who indicated that the Mission's attitude on misconduct, overall and specific, is between normal and strict (answers ranging from 3 to 5) is shown in Table 2.

Table 2: Percentage of personnel who had a positive perception of the Mission's attitude on dealing with misconduct

Type of Misconduct	Civilian	Uniformed personnel
Overall	92%	95%
Theft and misappropriation	93%	92%
Fraud and misrepresentation	94%	93%
Harassment and sexual harassment	91%	94%
Physical assault	94%	95%
Sexual exploitation and abuse	95%	92%
Others	92%	92%

21. A significant number of the military respondents indicated a perceived "lack of parity among mission components" and that "different contingents seem to have applied rules differently", even though both management and staff acknowledged that discipline matters should be consistent throughout the mission. Furthermore, the survey also showed that there was a need for the Mission to have a standard approach to ensure consistency in disciplinary action.

22. Overall, 14 per cent of respondents say misconduct is occurring and going undetected and unpunished. The breakdown by category was 18 per cent civilian staff and 11 per cent uniformed personnel. In addition, undecided respondents ("do not know" answer) represent 27 per cent for civilian as opposed to 13 per cent for uniformed personnel. High incidence of respondents believing or not knowing whether misconduct is occurring do not correlate with the positive appraisal of the state of discipline and might be somewhat explained by the environmental apathy of the long-established missions. The survey results also revealed a certain level of distrust in the disciplinary system that might also account for the gap.

23. Eighty per cent of respondents would report a suspicion of misconduct; equally 80 per cent of staff members are aware of their duty to report concerns or suspicions of SEA by a colleague. Comments provided by the respondents indicated, however, that they would only report "evidenced rather than suspicious cases".

24. Overall, 85 per cent of respondents say they do not fear reporting misconduct; however, some uncertainties in the fairness of disciplinary mechanisms persist. Only 66 per cent of respondents perceived disciplinary mechanisms as fair, with an additional 21 per cent being undecided. Of concern was the number of comments from respondents who indicated "serious concerns about anonymity and confidentiality within the UN system", or disciplinary action inconsistently applied and perceived lack of due process. Other comments indicated that reporting

“proved to be no help in the past; some senior members intimidate staff or play down incidents instead of being supportive”.

25. Eighteen per cent of respondents indicated that they did not know how to file a formal misconduct complaint.

26. Eighty-five per cent of the respondents were aware of the UN standards of conduct. Survey results showed that 94 per cent of uniformed personnel received briefing on UN standards of conduct as opposed to 74 per cent of civilian staff. However, around 90 per cent of the civilian respondents were familiar with the basic rights and duties of UN staff members.

27. Eighty-two per cent of respondents believe the Mission is implementing measures to prevent SEA. Comments provided by the survey respondents indicated that measures “can only be effective if it can be seen they are carried out with impartiality”.

28. OIOS also noted some of the respondents’ specific suggestions to improve the state of discipline in the Mission such as:

- (a) Emphasis on procedures related to workplace bullying, intimidation, bad attitude, coercive management, personality clashes, or poor style management;
- (b) Need for supervisors to take responsibility, be fair and lead through example;
- (c) In a small mission, staff should be offered more than one channel of recourse;
- (d) Different method to promote awareness – e.g. video rather than lectures, and more briefings rather than a cascade of paperwork;
- (e) Groundless reporting should be also sanctioned and a genuine reporter should indeed be protected;
- (f) Establishment of permanent review panel and measures to protect confidentiality of individuals involved in a case;
- (g) Senior staff should be more approachable and sensitive to the needs of their staff;
- (h) If it is shown that any type of misconduct will not be tolerated by the Mission and that it would be dealt with seriously, individuals would think twice about committing misconduct;
- (i) Upon arrival sign a declaration in the native language acknowledging the awareness of the UN standards of conduct.

B. Policies and procedures on discipline

Policies and procedures on discipline

29. The Mission's senior leadership has promoted ethical conduct and developed policies and procedures on discipline that adequately define misconduct since 2004. UN Standing Operating Procedures (SOP) were supplemented by explanatory military directives on gender, trafficking and sexual exploitation or by various administrative information circulars. However, UNFICYP does not have a main policy document in the form of a mission-wide Code of Conduct.

30. Off limits lists updated on a two-month basis were introduced since May 2005. However, the provisions apply only to one out of three military contingents. During interviews, personnel expressed concern that although policies and procedures are adequate, there is no consistent approach throughout the mission, since the implementing responsibilities rest mainly with the commanding officers.

31. In OIOS' opinion, there is a need for consistent enforcement of the UN policies and procedures within the Mission whereby, through strict follow-up and monitoring procedures, all UNFICYP personnel are aware of the consequences of ignoring the UN rules and host countries laws. Stronger coordination between various components of the Mission would improve the consistency of applying the Mission's disciplinary policies. This could be accomplished by appointing an officer who would be responsible for overseeing the Mission's disciplinary framework. This office should be located at a high level within the Mission's organizational structure.

Recommendations 2 and 3

UNFICYP Management should:

- (i) Appoint a high-level officer who would oversee the disciplinary framework, including coordinating a mission-wide approach for the prevention, detection and monitoring of misconduct (AP2005/654/01/02); and
- (ii) Develop a unified, mission-specific Code of Conduct specifying all types of misconduct (AP2005/654/01/03).

32. *UNFICYP accepted recommendation 2 and stated that the Field Security Officer is appointed to oversee an overall mission disciplinary framework for the prevention, detection and monitoring of misconduct. It should be noted that a budgeted post of Conduct Officer has been approved for the mission's next budget period and it is expected that most duties related to the mission's disciplinary framework will be subsumed under this position. Based on the additional clarifications provided, OIOS has closed this recommendation in its database.*

33. *UNFICYP did not accept recommendation 3 stating that the UN Standards of Conduct, Staff Rules and Regulations and other mission specific circulars, which are distributed to all mission personnel, provide sufficient guidelines on acceptable forms of conduct. However, in OIOS'*

opinion, a unified, mission-specific Code of Conduct will ensure a consistent enforcement of these policies and procedures throughout the mission, and will provide a system-wide tool aligned to the best practices already applied in other peacekeeping missions. In view of this, OIOS requests that UNFICYP reconsider its reply to recommendation 3.

Roles and responsibilities of UNFICYP officials on discipline

34. The roles and responsibilities of supervisors, military and other UN officials in UNFICYP for the enforcement of policies on misconduct in the mission have been defined. OIOS could not determine whether the performance of managers and officers in preventing or enforcing misconduct is being evaluated to assess effectiveness. Furthermore, it was not possible to determine whether managers and officers are held responsible for preventing misconduct and enforcing UN standards of conduct.

35. Perception that management will fail to act appropriately on a reported misconduct, and distrust in current processes appear to have deterred some reporting. Surveyed personnel expressed concerns about the negative impact on morale when appropriate action was not taken to correct unacceptable behavior of colleagues, including supervisors. A system is needed to encourage the reporting of suspected misconduct. In addition, there is absence of information on past administrative corrective action and disciplinary measures imposed. Having a Mission focal point for receiving complaints would simplify the process for all categories of personnel and enable the Mission to have a complete record of misconduct complaints. The OIOS survey indicated that many Mission personnel were not aware of how to file complaints of misconduct. With the exception of SEA cases, there is no focal point for receiving complaints.

Recommendations 4 to 6

UNFICYP Management should:

- (i) Establish a programme to review section chief's performance in preventing misconduct and enforcing UN ethical standards. These responsibilities should be formalized in annual objectives through the PAS system (AP2005/654/01/04);
- (ii) Appoint a focal point for receiving misconduct complaints and inform all personnel of the appointed focal person and on how to file a formal complaint (AP2005/654/01/05); and
- (iii) Provide, regularly, all personnel with information on disciplinary matters occurring in the Mission including disciplinary actions taken (AP2005/654/01/06).

36. *UNFICYP accepted recommendation 4 and stated that the performance of Section Chief's in preventing misconduct and enforcing UN ethical standards will be included as a goal in future PAS reports.* OIOS will leave this recommendation open until it can be confirmed that it has been implemented.

37. UNFICYP accepted recommendation 5 and stated that the Chief Civilian Personnel Officer is appointed as the focal point for receipt of misconduct complaints. Based on the clarifications provided, OIOS has closed this recommendation in its recommendation database.

38. UNFICYP did not accept recommendation 6, commenting the issue of confidentiality as concern. Whilst identifying civilian staff members by name is not an issue, the public reporting of cases and their outcomes would, in most instances, be sufficient to identify the staff member involved, thereby causing unnecessary embarrassment to those concerned with little, if any, value or benefit to the mission. The OIOS survey highlighted genuine expressions of misgivings within the respondents about reporting on perceived incidents of misconduct. While noting your concerns regarding the ease of identification of individuals in small missions, in OIOS' opinion, an appropriate information strategy, including the dissemination of information on disciplinary action taken on completed investigation, will enhance UNFICYP personnel's confidence in the investigation procedures and will instill their confidence to report incidents of misconduct. In addition, DPKO supported OIOS recommendation for the need to inform mission personnel on administrative or disciplinary action taken in misconduct cases. DPKO advised OIOS that *this obligation will be communicated to senior mission leadership in an upcoming Mission Directive on Sexual Exploitation and Abuse*. In view of this, OIOS proposes that UNFICYP reconsider this recommendation.

C. Misconduct prevention programmes

SEA awareness and prevention programmes

39. The geographic location of Cyprus and its economic environment contribute to certain levels of crime and corruption, including trafficking in human persons. These environmental and operational risks require a sound disciplinary framework including taking a proactive role on SEA. However, question of discipline is not discussed with the UN Country Team in Cyprus and the SEA focal point is only in the process of developing an in-country network in order to foster a working relationship between the Mission, NGOs and other UN agencies within the mission area.

40. SEA awareness has been included in the Mission personnel induction packages. Effective May 2005, UNFICYP introduced "off limits" policy and required all service contractors to sign a statement of awareness and obligation to adhere to the UN standards on SEA. In OIOS' opinion, the limited scope of applying the "off limits" rule to one contingent is in conflict with the underlying principle behind the "off limits" policy in the first place. Consequently, the "off limits" policy should apply to all categories of Mission personnel, not to one military contingent only. In addition, all levels of management should review the Secretary-General Bulletin, ST/SGB/2003/13 Special Measures for Protection from SEA, with their staff to ensure they understood their responsibilities, including their obligation to report suspected SEA.

Recommendations 7 and 8

UNFICYP Management should:

- (i) Enforce the “off limits” policy to all categories of Mission personnel, uniformed and civilian (AP2005/654/01/07); and
- (ii) Ensure that all section chiefs and commanders review ST/SGB/2003/13 Special Measures for Protection from SEA, with their staff to ensure they understood their responsibilities, including their obligation to report suspected SEA (AP2005/654/01/08).

41. *UNFICYP accepted recommendation 7 and promulgated the Information Circular “Off-Limit Premises” (No. 2005-56). OIOS will leave this recommendation open until it can be confirmed that the provision of the Information Circular has been implemented.*

42. *UNFICYP accepted recommendation 8 and stated that the Section Chiefs and military commanders will be requested to review ST/SGB/2003/13 with their staff by 1 September 2005. Based on the clarifications provided, OIOS has closed this recommendation in its database.*

Training and information on the UN standards of conduct

43. Even though survey respondents indicated that most of the UNFICYP personnel were familiar with the staff rules and regulations relating to discipline, some of them indicated that training on an ongoing basis would reinforce issues relating to the UN standards of conduct. Since the Mission has limited resources to develop and implement comprehensive prevention programmes, the induction training should provide more focus on code of conduct.

44. Furthermore, there is a need for UNFICYP to conduct regular refresher courses on conduct and discipline policies and to hold regular awareness programmes, including town hall meetings/seminar to discuss disciplinary issues and concerns.

Recommendation 9

UNFICYP Management should provide new personnel with comprehensive training on UN and UNFICYP values and standards of conduct. Refresher training should be provided to all personnel at appropriate intervals (AP2005/654/01/09).

45. *UNFICYP accepted recommendation 9 and the Chief Civilian Personnel Officer will ensure new personnel are informed of UN values and standards of conduct and follow ups to be conducted on a semi-annual basis. OIOS will leave this recommendation open until it can be confirmed that the recommendation has been implemented.*

Traffic incidents

46. The number of traffic incidents directly attributable to UN drivers' fault is following a decreasing trend compared to the previous years, but remains high in absolute terms. Despite periodic Lotus Notes reminders on driving policies as well as specific recommendations from BOIs or FMPU, we found no mission-wide strategy to address the high incidence rate. Moreover, disciplinary measures to be taken against drivers in case of violation are not known.

Recommendation 10

UNFICYP Management should develop a strategy to address the high incidence rate of traffic incidents together with relevant performance indicators to evaluate its effectiveness (AP2005/654/01/10).

47. *UNFICYP accepted recommendation 10 and stated that it believes it has taken strong proactive measures to reduce traffic incidents. These measures include: frequent radar speed checks, Master Driver briefings and training courses on safe driving; Master Driver sponsored competitions; mission circulars on safe driving and; a rigorously enforced speeding policy through the use of CarLog devices. The Mission is seized with reducing RTAs to the extent possible and will intensify its efforts with more stringent sanctions against repeat offenders.* However, OIOS points out that the prevailing cause for the traffic incident is "not wholly connected to speed, but due to complacency and careless driving and maneuvering at slow speeds", as stated in the FPMU report. OIOS will leave this recommendation open until it can be confirmed that the recommendation has been implemented.

VI. ACKNOWLEDGEMENT

48. We wish to express our appreciation to the management and staff of UNFICYP for the assistance and cooperation extended to the auditors during this assignment.

Copy to: Mr. Jean-Marie Guéhenno, Under-Secretary-General for Peacekeeping Operations
Ms. Jane Holl Lute, Assistant Secretary-General, DPKO
Ms. Donna Marie Maxfield, OIC, ASD/DPKO
UN Board of Auditors
Programme Officer, OIOS
Mr. Cristian Lisov, Auditor-in-Charge

CLIENT RESPONSE AND IMPLEMENTATION OF RECOMMENDATIONS
Assignment no. AP2005/654/01 – Review of the state of discipline in UNFICYP

No.	Recommendation/No.	Required evidence of implementation
01	UNFICYP Management should develop, in consultation with DPKO, a mission-wide tracking system of misconduct complaints and disciplinary cases complete with disciplinary actions taken, to monitor the status of individual cases, as well as the overall state of discipline in the Mission.	Confirmation that the database "discipline" tracking system has been developed.
02	UNFICYP Management should appoint a high-level officer who would oversee the disciplinary framework, including coordinating a mission-wide approach for the prevention, detection and monitoring of misconduct.	Recommendation closed.
03	UNFICYP Management should develop a unified, Mission-specific Code of Conduct specifying all types of misconduct.	As stated in the recommendation.
04	UNFICYP Management should establish a programme to review section chief's performance in preventing misconduct and enforcing UN ethical standards. These responsibilities should be formalized in annual objectives through the PAS system.	Confirmation that preventing misconduct and enforcing UN ethical standards have been included as a goal in future PAS reports.
05	UNFICYP Management should appoint a focal point for receiving misconduct complaints and inform all personnel of the appointed focal person and on how to file a formal complaint.	Recommendation closed.
06	UNFICYP Management should provide, regularly, all personnel with information on disciplinary matters occurring in the Mission including disciplinary actions taken.	As stated in the recommendation.
07	UNFICYP Management should enforce the "off limits" policy to all categories of Mission personnel, uniformed and civilian.	Evidence that provisions of the Information Circular No. 2005-56 have been implemented.
08	UNFICYP Management should ensure that all section chiefs and commanders review ST/SGB/2003/13 Special Measures for Protection from SEA, with their staff to ensure they understood their responsibilities, including their obligation to report suspected SEA.	Recommendation closed.
09	UNFICYP Management should provide new personnel with comprehensive training on UN and UNFICYP values and standards of conduct. Refresher training should be provided to all personnel at appropriate intervals.	Confirmation that training efforts for the next fiscal year will cover all UNFICYP staff and include induction and refresher courses.
10	UNFICYP Management should develop a strategy to address the high incidence rate of traffic incidents together with relevant performance indicators to evaluate its effectiveness.	As stated in the recommendation.

UNFICYP - SUMMARY OF SURVEY RESULTS: PART 1

Are you aware of the UN code of conduct?	94%	5%	1%
Are you aware of what constitutes misconduct or prohibited conduct?	95%	4%	1%
Are you aware that involvement with a prostitute is prohibited under UN standards of conduct?	95%	3%	2%
Do you know that sexual activity with a person under the age of 18 is prohibited?	95%	2%	2%
Do you think that the mission is implementing measures to prevent SEA?	82%	4%	14%
Do you know how to report or file a formal complaint?	77%	18%	5%
Would you report a suspicion of misconduct?	80%	7%	13%
Did you receive briefing or information on UN standards of conduct?	85%	13%	2%
Do you think that misconduct is occurring and going undetected and unpunished?	14%	67%	19%
Do you consider the disciplinary mechanism to be fair?	66%	13%	21%
Do you fear reporting cases of misconduct?	9%	85%	6%
Are you familiar with the status, basic rights and duties of UN staff members? (for civilian personnel only)	91%	6%	3%
Are you aware that you have a duty to report concerns or suspicions regarding SEA by a fellow worker? (for civilian personnel only)	80%	15%	5%

UNFICYP - SUMMARY OF SURVEY RESULTS: PART 2

How do you feel about the overall state of discipline in the mission?	1%	4%	24%	27%	44%
What is your perception of how misconduct cases are handled in the Mission?	2%	7%	28%	26%	37%
How would you characterize the Mission's attitude on dealing with misconduct/disciplinary issues: overall?	3%	3%	37%	29%	28%
How would you characterize the Mission's attitude on dealing with misconduct/disciplinary issues: theft and misappropriation?	4%	4%	38%	20%	35%
How would you characterize the Mission's attitude on dealing with misconduct/disciplinary issues: fraud and misrepresentation?	3%	4%	35%	19%	39%
How would you characterize the Mission's attitude on dealing with misconduct/disciplinary issues: harassment and sexual harassment?	5%	2%	29%	18%	45%
How would you characterize the Mission's attitude on dealing with misconduct/disciplinary issues: physical assault?	3%	2%	36%	23%	36%
How would you characterize the Mission's attitude on dealing with misconduct/disciplinary issues: SEA?	4%	2%	29%	17%	48%
How would you characterize the Mission's attitude on dealing with misconduct/disciplinary issues: others?	4%	4%	38%	25%	29%

ANNEX 4

Cases of misconduct in UNFICYP involving international staff as the alleged offender

	Complaints received			S T A T U S												Cases that resulted in OHRM sanction			
				Under investigation				Closed without referral to HQ				Dismissed							
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	
1 Theft and misappropriation																			
2 Fraud and misrepresentation			1															1	
3 Harassment and sexual harassment, including verbal assault		1							1										
4 Physical assault																			
5 Sexual exploitation and abuse																			
6 Abuse of power, position or authority, including inappropriate superior-subordinate relationship			1															1	
7 Misuse of UN resources																			
8 Others																			
TOTALS	0	1	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	

LEGEND: (1) Dismissed because case could not be substantiated; (2) Dismissed due to false allegation

ANNEX 4

Cases of misconduct in UNFICYP involving national staff members

	Complaints received			S T A T U S										Cases that resulted in OHRM sanction		
	Under investigation			Closed without referral to HQ			Dismissed				Referred to HQ					
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	
1 Theft and misappropriation																
2 Fraud and misrepresentation																
3 Harassment and sexual harassment, including verbal assault		2											2			
4 Physical assault																
5 Sexual exploitation and abuse																
6 Abuse of power, position or authority, including inappropriate superior-subordinate relationship																
7 Misuse of UN resources																
8 Others																
TOTALS	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0

LEGEND: (1) Dismissed because case could not be substantiated; (2) Dismissed due to false allegation

ANNEX 4

Cases of misconduct in UNFICYP involving members of the military contingents

	Complaints received			S T A T U S								Cases that resulted in repatriation						
	Under investigation			Closed without referral to HQ		Dismissed				Referred to HQ			Cases that resulted in repatriation					
	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004	2002	2003	2004			
1 Theft and misappropriation	3	3	8				3	3	8									
2 Fraud and misrepresentation																		
3 Harassment and sexual harassment, including verbal assault																		
4 Physical assault	3	7	7				3	7	7									
5 Sexual exploitation and abuse																		
6 Abuse of power, position or authority, including inappropriate superior-subordinate relationship																		
7 Misuse of UN resources																		
8 Others	11	21	17				11	21	17									
TOTALS	17	31	32	0	0	0	17	31	32	0	0	0	0	0	0	2	2	0

LEGEND: (1) Dismissed because case could not be substantiated; (2) Dismissed due to false allegation

* Case resulted in UNMO repatriation in 2005 (included for the purposes of the review in the statistics)