

PROCEDURES FOR WHISTLE-BLOWER REPORTING TO THE IAEA BY EXTERNAL PERSONS

Overview

1. The International Atomic Energy Agency (IAEA) has zero tolerance for fraud, corruption or related forms of misconduct in its programmes and activities. External persons who wish to convey a concern, allegation or information that such action is occurring or has occurred, may submit a whistle-blower report to the IAEA. External whistle-blowers are any persons such as consultants, vendors, contractors or others who convey this information with the knowledge or belief that it is true.
2. This Annex sets out how information from external whistle-blowers may be reported to the IAEA and how such reports will be handled.

How to Report

3. Whistle-blowers may use any of the following options to make a report:
 - **Telephone** – A dedicated telephone line (+43-1-2600-26111) has been set up in the Office of Director, Internal Oversight Services to receive telephone reports and messages and will only be accessible to authorized OIOS staff.
 - **Email** – A dedicated email account (whistleblower@iaea.org) has been set up and will only be accessible to authorized OIOS staff..
 - **Facsimile** – A dedicated fax machine (+43-1-2600-29126) has been set up in the office of Director, Office of Internal Oversight Services and will only be accessible to authorized OIOS staff.
 - **External Mail** – Written reports should be placed in an envelope, sealed, and marked “*Confidential to be opened by the addressee only*”. The envelope should be addressed to Director, Office of Internal Oversight Services, P.O. Box 6, Vienna Austria

What to Report

5. The report should provide as much detail as possible concerning the information on fraud, corruption or related forms of misconduct. The whistle-blower is encouraged to include his/her contact details (name, address and/or phone number) so that clarifications may be sought, if necessary. However, the whistle-blower may also remain anonymous. The identity of a whistle-blower will be kept confidential and only disclosed with the consent of the whistle-blower or when extraordinary circumstances exist. In the latter case, the decision to disclose the identity of whistle-blowers rests with DIR-OIOS.

OIOS Review of Reports

6. OIOS will receive, log and take action on all incoming reports. Each report will be screened to assess its reliability and whether there is sufficient information to warrant an investigation or a need to contact the whistle-blower, if contact information has been provided.

OIOS Investigation

7. Should DIR-OIOS determine that a whistle-blower report warrants an investigation, OIOS will conduct the investigation in accordance with its investigation procedures. All investigations will be carried out with complete independence and confidentiality. DIR-OIOS will make all efforts to ensure that investigations are conducted in the most efficient and effective manner and are completed in the shortest possible time, given the resources available.

8. OIOS will be responsible for safeguarding all information received from a whistle-blower. The knowing unauthorized disclosure of whistle-blower information or the identity of a whistle-blower by any staff member, and in particular OIOS staff, who has been provided with such information for official purposes, may constitute misconduct for which, if established, disciplinary measures may be imposed.

Reporting Whistle-blower Results

9. DIR-OIOS, at his/her discretion, may provide an update on the outcome of an investigation to a whistle-blower if requested, without disclosing confidential information.

10. DIR-OIOS will report periodically to the Director General on the volume and nature of the whistle-blower reports and the results of investigations undertaken.