



UNOMS Work

Who? Where? What?

Overview

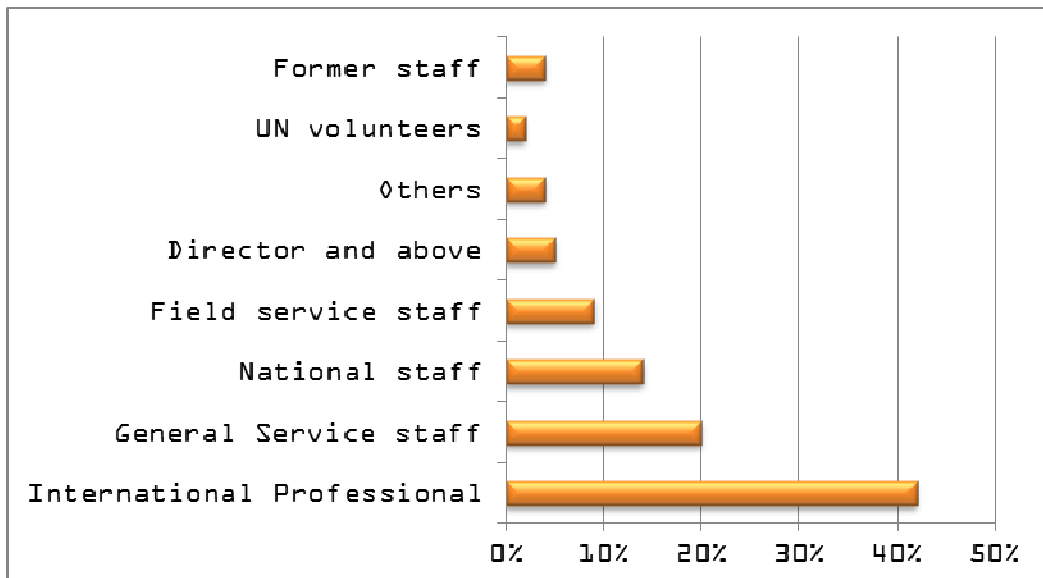
Our international team of ombudsmen and mediators assist UN employees to address their work-related concerns and help to resolve conflict through informal means.

In 2015, our office received over 2500 cases from staff in the Secretariat, Funds and Programs (UNDP, UNICEF, UNFPA, UNOPS and UN-Women), and UNHCR. Since our office was established in 2002, we have handled over 10,000 cases, brought by Secretariat staff.

Who do we serve?

We serve supervisors and supervisees alike. All staff members, no matter their level or function, can make use of our services.

In 2015, as in previous years, staff in the Professional category constituted our largest group of visitors.



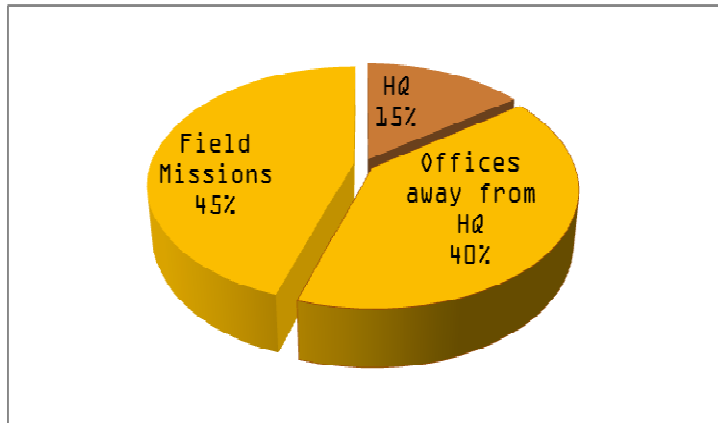


Where do we provide services?

We provide informal conflict resolution services through our headquarters in New York and our seven regional branches, located in Bangkok, Entebbe, Geneva, Goma, Nairobi, Santiago and Vienna.

Stress factors particular to service in the field often trigger or contribute to additional work-related conflict.

To respond to the needs of staff in far-flung locations, we have offered in-person services in over 100 offices and sub-offices, including in remote locations such as Tindouf, Algeria, and Rumbeck, South Sudan.



In 2015, **85%** of cases brought forward by Secretariat staff came from locations away from Headquarters and field missions.

What type of issues do we handle?

We handle a wide array of issues pertaining to employment at the United Nations. There is no issue too big or too small.

Over the past four years, the main issues of concern raised by visitors to the Office have remained the same, with “job and career”, “evaluative relationships”, “compensation and benefits” topping the list.

Organizational, leadership and management
Job and career
Peer and colleagues relationships
Compensation and benefits
Evaluative relationships
Legal, regulatory, financial and compliance
Safety, health, wellbeing, stress and work/life
Services/administration
Values, ethics and standards