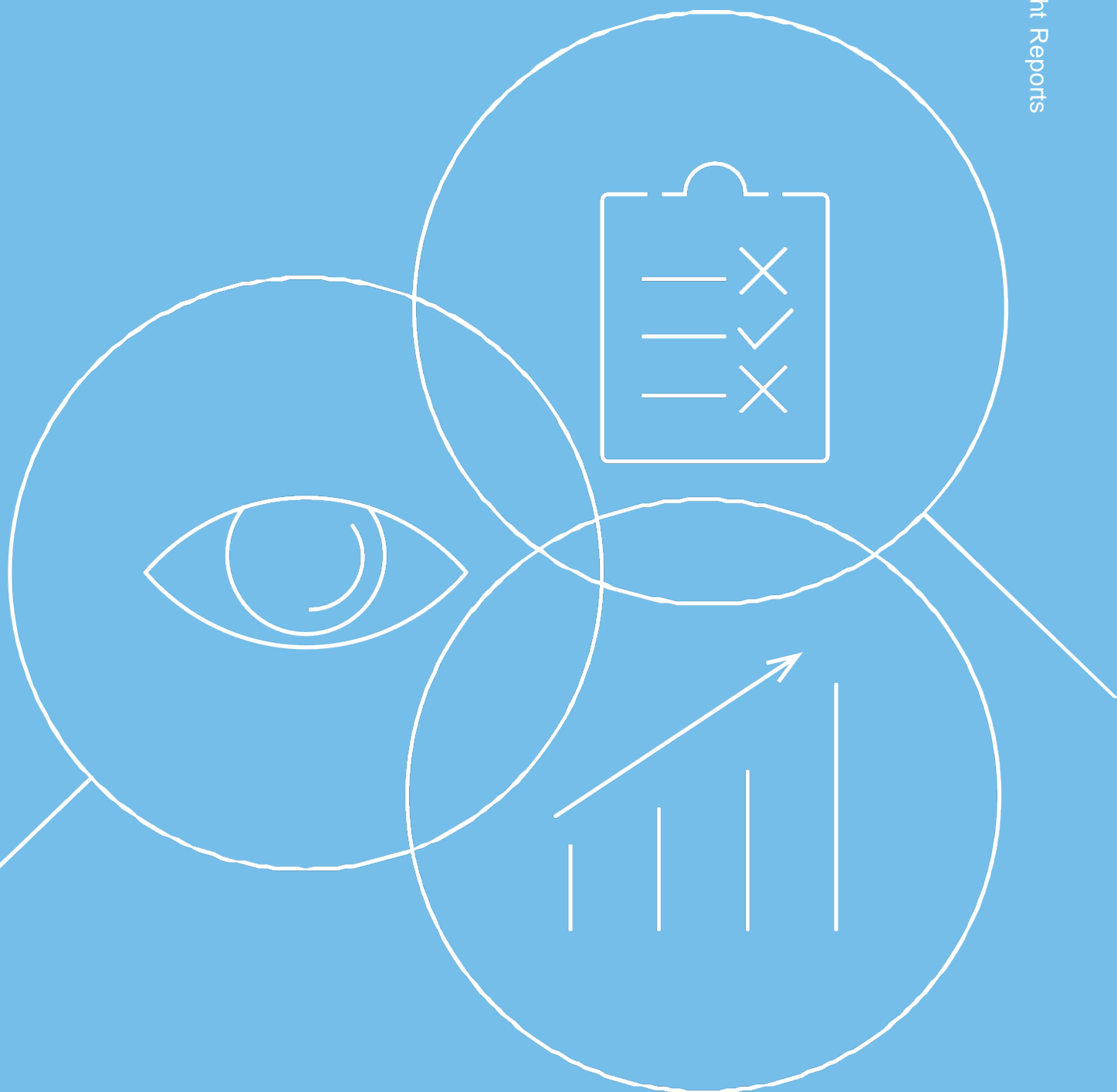


Audit and Integrity Review of Absence Management

Internal Oversight Reports



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TABLE OF CONTENTS

LIST OF ACRONYMS	3
EXECUTIVE SUMMARY	4
1. BACKGROUND	5
2. AUDIT AND INTEGRITY REVIEW OBJECTIVES	10
3. SCOPE AND METHODOLOGY	10
4. AUDIT AND INTEGRITY REVIEW RESULTS – OUTCOME(S)	11
5. AUDIT AND INTEGRITY REVIEW RESULTS - POSITIVE DEVELOPMENTS	12
6. AUDIT AND INTEGRITY REVIEW RESULTS - OBSERVATIONS AND RECOMMENDATIONS	12
(A) GOVERNANCE, RISK MANAGEMENT AND INTERNAL CONTROLS.....	13
(i) Absence Management Legal Framework.....	13
(ii) Risk Management - Enterprise Risk Management System.....	14
(iii) Accrual of Annual Leave for Staff Members on Special Leave without Pay.....	14
(iv) Workflows for Certified Sick Leave and Annual Leave.....	15
(v) Annual Leave – Staff Members who took less than 15 Days of Leave	15
(vi) Comparative Review of Paternity, Maternity and Adoption Leave	16
(vii) Internal Controls over Absences for Medical Appointments.....	17
(viii) Comparative Review of Absences for Medical Appointments.....	18
(B) COMPLIANCE WITH RELEVANT PROVISIONS ON ABSENCES.....	18
(i) Submission of Medical Certificates for Certified Sick Leave	18
(ii) Compliance with Uncertified Sick Leave Provisions.....	20
(iii) Maximum Entitlement to Sick Leave	20
(iv) Compliance with Paternity and Maternity Leave Provisions.....	20
(C) MANAGING SICK LEAVE	21
(v) Distribution of Uncertified Sick Leave.....	21
(vi) Communication of Sick Leave Information.....	22
(vii) Impact of Sick Leave on the Organization.....	23
(viii) Cost of Sick Leave	24
(D) TOOLS AND SYSTEMS	26
(i) EarthMed – Data Migration Plan	26
(ii) Interface between AIMS HR System and EarthMed	26
(iii) EarthMed – Extraction of Medical Data and Statistics.....	26
(iv) Intranet - Absence Calendar and People Finder	27
(v) AIMS HR and Business Intelligence.....	28
(vi) Prorating of Uncertified Sick Leave and/or Leave for Family-related Emergencies	28
(vii) Leave for Family-related Emergencies –AIMS HR Configuration	29
(viii) User Interface and Friendliness of AIMS HR – Absence module.....	29
TABLE OF RECOMMENDATIONS	32
ANNEXES	35

LIST OF ACRONYMS

AIMS	Administrative Integrated Management System
BI	Business Intelligence
COVID-19	Coronavirus Disease 2019
ER	Expected Result
ESD	Enterprise Solutions Division
FWA	Flexible Working Arrangements
GS	General Service
HR	Human Resources
HRMD	Human Resources Management Department
ICS	Individual Contractual Services
IOD	Internal Oversight Division
LTSL	Long-term Sick leave
MSS	Medical Services Section
OI	Office Instruction
RTW	Return to Work
SRR	Staff Regulations and Rules
UN	United Nations
UNOG	United Nations Office at Geneva
WIPO	World Intellectual Property Organization

EXECUTIVE SUMMARY

1. The World Intellectual Property Organization's (WIPO) workforce is the human capital of the Organization and its key resource in pursuing various strategic goals and achieving its Expected Results (ERs). Managing staff availability and absences through designated people, processes and technological resources is essential in ensuring that organizational and programmatic goals are continually pursued and achieved. The Human Resources Management Department (HRMD), in coordination with relevant internal stakeholders, plays an important role in managing the staff absences in the Organization.
2. IOD reviewed various absences in the Organization and noted a number of positive developments in the management and administration of staff absences. These include, but are not limited to, training staff members to access the Administrative Integrated Management System (AIMS) Human Resources (HR)¹ remotely, the introduction of a Payroll validation tool to automate the reconciliation of staff entitlements and salary deductions for sick leave, and putting in place guidelines on Return to Work following Long-term Sick Leave. These developments helped in enhancing the efficiency and effectiveness of managing various absences particularly sick leave (certified and uncertified), special leave, and annual leave.
3. However, opportunities exist to enhance the management of various absences in the Organization. For example, HRMD, in collaboration with relevant internal stakeholders, should assess the relevant Office Instruction (OI) on sick leave, and the current workflows and practices for managing certified sick leave, with a view to identifying and making necessary changes to ensure alignment. More specifically, HRMD should strengthen the internal controls over medical appointments by randomly selecting staff members and verifying that their appointment(s) complies with the requirements of the relevant OI.
4. Further, HRMD, through the services offered by the Medical Unit, plays a critical role in protecting and promoting staff health at the workplace, contributing to a safe and healthy working environment. Internal Oversight Division (IOD) notes that there are opportunities to enhance and improve the management of sick leave by developing Data migration plan in order to have a more comprehensive, reliable and accurate determination of the progress made in migrating sick leave data. Further, establishing a mechanism that facilitates comprehensive reporting on the cost of sick leave, which includes both qualitative and quantitative cost elements combined with targeted information sessions and proactive information sharing on sick leave between HRMD (including the Medical Unit) and relevant Program Managers and supervisors, would help improve communication and informed operational decisions (e.g. back filling).
5. In addition, the Organization would benefit from customizing EarthMed to capture relevant and granular medical data that can be analyzed to identify useful trends and statistics, perform root cause analysis, and generate tailored reports. Other improvements include, completing the development of an interface between AIMS HR and EarthMed that would enhance the efficiency and effectiveness of managing staff absences.
6. Finally, adding a checkbox in the AIMS HR absence request form for leave for family-related emergencies, to serve as a declaration of honor, would reinforce accountability, compliance and consistency with the requirements set out in the relevant OI.

¹ AIMS HR facilitates the automation of initiating, processing and authorizing of various categories of WIPO staff benefits and entitlements including updating staff absences.