

**PAHO's Integrity and Conflict Management System (ICMS) offers you a number of different options to address your workplace concerns or problems. This chart will help guide you to the most appropriate resource to use, depending on the type of issue raised. However, if you prefer, you can contact directly any of the resources listed below for assistance.**

<b>Workplace Issues</b>		<b>ICMS Resources</b>									
											
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1	You would like to receive guidance regarding the most appropriate resource to contact to address your work-related issue.										
2	You have a concern or problem at work and would like to discuss the matter in an informal atmosphere with the assurance of complete confidentiality.										
3	You believe that a rule or policy has been incorrectly or inconsistently applied and want a second opinion.										
4	You would like assistance in preventing or resolving an inter-personal conflict.										
5	You feel that you are being subjected to inappropriate or disrespectful conduct or harassment and want advice about how to deal with the problem.										
6	You want to report a potential fraud or corruption case involving the misappropriation of funds or assets of the Organization or the abuse of entitlements.										
7	You would like advice about engaging in employment activities outside PAHO, participating in professional associations, hiring spouses and family members, receiving gifts or on any other issue that may give rise to ethical concerns or conflict of interest situations.										
8	You wish to report behavior that is incompatible with PAHO's Code of Ethical Principles and Conduct.										
9	You believe that the PAHO name or logo is being used inappropriately, the Organization's privileges and immunities are being placed at risk or copyright have been infringed.										
10	You believe that funding provided to PAHO is not being used for its intended purpose.										
11	You believe that there has been a lack of compliance with PAHO's financial rules or internal control procedures.										
12	You want to report concerns about the loss or unauthorized disclosure of confidential data or information.										
13	You feel that PAHO's computer systems are being used improperly for non-work related reasons or to view inappropriate material or websites.										
14	You are considering filing a formal harassment complaint against someone who works for PAHO.										
15	You disagree with an administrative or disciplinary decision that has been taken and would like to formally contest it.										
16	You received an unfavorable decision following your appeal to the PAHO Board of Appeal and would like to pursue your case at a higher level.										