

ZERO TOLERANCE FOR FRAUD AND CORRUPTION

Combating Fraud and Corruption



**Pan American
Health
Organization**



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Fraud and corruption take away valuable resources from our programs and services, can seriously damage our reputation and diminish our stakeholders' trust and confidence in our ability to deliver results in an accountable and transparent manner. In some cases, such as health insurance fraud, it can even take money away from the rest of the staff by increasing the premiums we pay. At the Pan American Health Organization (PAHO), we work hard to combat fraud, but we need your help.

Fraud and Corruption

In simple terms, fraud is doing something wrong for financial or personal gain while corruption involves offering or receiving anything of value in order to improperly influence the actions of another party. Examples of fraud and corruption that affect PAHO include:

- Stealing or misappropriating funds, supplies or equipment;
- Misrepresenting educational credentials, work experience or other job attributes;

- Presenting information that is knowingly untrue for the purpose of receiving a benefit or allowance;
- Submitting falsified health insurance or travel claims, providing fictitious or altered receipts for hotels, meals, taxis and/or petty cash expenditures;
- Soliciting or offering kickbacks in exchange for contracts for goods or services or other favors;
- Forging documents or signatures or making false statements.

Our position regarding fraud and corruption

PAHO has zero tolerance for any type of fraud or corruption, which means that all suspected incidents of fraud and corruption will be thoroughly investigated and that any improper behavior may result in disciplinary action for PAHO personnel, including dismissal in serious cases, or termination of contract or other sanctions in cases involving non-staff or contractors.

Do your part in preventing and fighting fraud and corruption

Act with integrity – Be honest and only use the resources and the time of the Organization for official purposes – never for personal gain or benefit. Don't be tempted by opportunity, yield to pressure or attempt to rationalize fraudulent activity.

Lead by example – Managers and supervisors need to foster a culture of integrity, set the tone for ethical behavior, lead by example, advocate that fraud and corruption cheat our Member States, stakeholders and partners and sometimes even our co-workers and make it clear that the Organization has zero tolerance for fraud and corruption.

Be Vigilant - Fraud and corruption typically start small and gets progressively bigger, until something becomes noticeably different or unusual. As such, you need to be vigilant and report any behavior or set of circumstances that are unusual in nature or vary from the normal activity as this may be a “red flag” that something is wrong.

A red flag is a signal that something is out of the ordinary and may need to be looked into further. While red flags do not indicate that any wrongdoing has occurred, they may provide possible warning signs of fraud.

Some typical examples of red flags in the workplace include instances where someone:

- Routinely performs outside activities while at work;
- Consistently fails to follow rules or constantly complains about them;
- Repeatedly insists that only one person or company can do the job and avoids competition;
- Regularly fails to maintain proper records;
- Maintains an unusually close relationship with a vendor or supplier;
- Refuses to be out of the office on vacation or sick leave;
- Engages in excessive secrecy about his or her job functions or operations.

Report your suspicions – You have a responsibility to report suspected fraud and corruption as soon as you become aware that it may have been committed. You can use PAHO's Ethics HelpLine to report your concerns and may remain anonymous if you wish. If you make a report, you will be protected from retaliation.

The Help Line is available in all four languages of PAHO and can be accessed at: www.pahoethics.org or www.globalcompliance.com or by telephone at 1-888-448-4715. You can also contact the Ethics Office directly at ethics@paho.org.

Cooperate – You are required to cooperate in a fraud or corruption investigation, provide truthful information and report any new information that you obtain.