

CCITF / 29 October 2024

Agenda Item 4: Update on ITC Moving Forward – ED remarks

As Dorothy did last time she addressed CCITF on this issue, let me start with the first six action points around prohibited conduct.

To the first action item on investigations, indeed this is very much outside of our control as it is being conducted by OIOS. Unfortunately, they have not yet concluded those investigations yet.

The Finland review pointed to two very important updates on the prohibited conduct action points since the last CCITF.

The first is that we have not only completed our wholesale review of our policies and procedures around prohibited conduct, but since the last CCITF, these new policies have been discussed and signed off by ITC senior management. They are now enshrined as an Executive Director's Bulletin or EDB. These new policies ensure that our policies and procedures on prohibited conduct are fully in line with the latest UN guidance. They ensure that our focus as an organization is on prevention and early intervention, as well as the support to victims.

Most importantly, the new procedures provide for the creation of ITC's very first intake officer, which is an independent position to manage complaints of prohibited conduct. The existence of an in-take officer ensures that

rigorous and impartial fact-finding is done on each case and that I am given clear advice on next steps, including whether to launch a full investigation.

Since the last CCITF, we have now hired and onboarded the new intake officer. Flavia Barlassina comes from an IOM team that handled a caseload of thousands of complaints every year and she has years of experience handling cases of sexual harassment and sexual abuse. Already in the few months that Flavia has been with us, I can see that staff are reaching out to her and making use of the new functions and procedures under the new EDB. In my view, her role is a game-changer for ITC.

On the remaining action points, my management team has indeed prioritised and communicated the areas of priority where we have focused on our efforts. I will be speaking to these areas of focus at an all-ITC townhall next week.

First, on consultancy contracts. As a first step, since the last CCITF, ITC introduced benefits for longer-serving consultants with full-time contracts, granting official UN holidays and up to 2 personal days per month as of the seventh month of service. On top of paying our interns, this is an important step in providing a fair deal for our increasingly large number of consultants as we grow in our delivery. But there are other important

reforms to make where – as I mentioned earlier in the context of the General Assembly – we may need your help, particularly in New York, given that our constraints are set within UN rules and regulations.

The second immediate area of focus has been the follow-up to our very first ITC Engagement Survey. Since the last CCITF, we have had section-by-section deep dives on the Engagement Survey results. The rich data from the Survey has informed everything from leadership training to overhauling our approach to internal communications. As a next step, we are planning to launch the 2024 version in a few weeks.

The third and final immediate area of focus is on our Rules of Collaboration. This has been a year-long effort, led by a cross-ITC working group, to craft simple and clear rules for internal collaboration, particularly with regards to how we fundraise, how we share information and how we manage projects. The recommendations were presented to the Management Action Group and Senior Management Group and are now finalized in form of an Executive Director's Bulletin to formalize them. Our goal is for the Rules to guide good corporate behaviour going forward.

Let me stop there and open the floor for any questions, either to Jussi on the Finland KPMG report or to me on ITC Moving Forward in general.