



Internal Oversight Division

Reference: IOD-INV-2014-16

Management Implication Report

**Reminder to staff
on
Compliance with Office Instruction No. 71/2012 (Corr.) on Working Hours**

Date: November 7, 2014

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LIST OF ACRONYMS

HRMD	Human Resources Management Department
IOD	Internal Oversight Division
OI	Office Instruction
WIPO	World Intellectual Property Organization

OBSERVATION AND RECOMMENDATION

1. The Internal Oversight Division (IOD) recently conducted a preliminary evaluation of allegations of abuse of flexible working time procedures (Flexitime). It was alleged in particular that a staff member (the Staff Member) regularly clocked in long before commencing work in the morning.

Observations

2. IOD identified discrepancies between the Staff Member's clocking records and actual working time. In particular with respect to morning arrivals, IOD identified instances between the time of clocking in and the moment the Staff Member commenced work.

3. Paragraph 11 of Office Instruction No. (OI) 71/2012 (Corr.) directs staff members to register "the time of their arrival at work" on a clocking device "each time they enter their place of work." This may have been interpreted by some staff members as their right to clock in upon arrival in WIPO premises even if they plan to go to the cafeteria or engage in other non-work activities before starting actual work. It is IOD's view, however, that clocking in means the staff member is working.

4. In view of the above, IOD recommends the following corrective action:

Recommendation

1. The Human Resources Management Department (HRMD) should draw staff attention to the meaning and intent of Office Instruction 71/2012 (Corr.) on Working Hours that clocking in indicates the staff member is working.

Priority: Medium

5. HRMD accepted the recommendation and as an action plan announced they would, later in November 2014, "issue a message to all staff regarding working hours and clocking". IOD will consider the recommendation implemented and closed with the issuance of the email to all staff.

ACKNOWLEDGMENT

IOD wishes to thank all relevant members of HRMD staff for their assistance, cooperation and interest during this assignment.

TABLE OF RECOMMENDATIONS

No	Recommendations	Priority	Person(s) Responsible	Management Comments and Action Plan	Deadline
1.	The Human Resources Management Department (HRMD) should draw staff attention to the meaning and intent of Office Instruction 71/2012 (Corr.) on Working Hours that clocking in indicates the staff member is working. (Priority: Very High)	Medium	Director, HRMD	Please be informed that we will issue a message to all staff regarding working hours and clocking later in November 2014.	November 30, 2014

ANNEXES

Annex I.	Priority of Recommendations
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[Annex I follows]

ANNEX 1: PRIORITY OF RECOMMENDATIONS

The recommendations are categorized according to priority, as a further guide to WIPO management in addressing the issues. The following categories are used:

Priority of Audit Recommendations	Nature
Very High	<p>Requires Immediate Management Attention. This is a serious internal control or risk management issue that if not mitigated, may, with a high degree of certainty, lead to:</p> <ul style="list-style-type: none"> • Substantial losses. • Serious violation of corporate strategies, policies, or values. • Serious reputation damage, such as negative publicity in national or international media. • Significant adverse regulatory impact, such as loss of operating licenses or material fines.
High	<p>Requires Urgent Management Attention. This is an internal control or risk management issue that could lead to:</p> <ul style="list-style-type: none"> • Financial losses. • Loss of controls within the organizational entity or process being reviewed. • Reputation damage, such as negative publicity in local or regional media. • Adverse regulatory impact, such as public sanctions or immaterial fines.
Medium	<p>Requires Management Attention. This is an internal control or risk management issue, the solution to which may lead to improvement in the quality and/or efficiency of the organizational entity or process being audited. Risks are limited. Improvements that will enhance the existing control framework and/or represent best practice</p>

[End of annexe I and of document]