OSCE Office of Internal Oversight



What we do

Established in 2000 by the OSCE Permanent Council, the Office of Internal Oversight (OIO) provides a broad range of oversight services ranging from internal audit to evaluation and investigation.

The Office's work is conducted in accordance with the Internal Oversight Mandate and the OSCE Financial Regulations and covers

all OSCE activities, regardless

of the source of funding.

The Office develops an annual oversight plan which is approved by the OSCE Secretary General at the beginning of each year. The plan may be adjusted over the course of the year to take account of changing organizational priorities or to accommodate unforeseen work.

Internal Audit

OIO tailors the scope of each audit to focus on areas which are considered to pose the highest risk. While internal audits may routinely assess processes and systems for compliance with the OSCE's Common Regulatory Management System, their broader aim is to support management in fulfilling its responsibilities

for achieving the OSCE's objectives and to promote the concepts of effectiveness, efficiency, transparency and accountability at all levels.

Independent evaluation

OIO manages and conducts independent evaluations that assess the relevance, efficiency, effectiveness, impact, and sustainability of the OSCE's work. OIO makes evidence-based recommendations that contribute to organizational learning and help strengthen the accountability of the organization. The Office is the focal point for the OSCE **Evaluation Framework** Instruction, which outlines the purpose, standards and uses of evaluation in the OSCE.

Investigation

The main objective of OIO's investigative work is to establish the facts in cases of suspected fraud, corruption, abuse of OSCE resources, or other misconduct. This

work may extend to examining the conduct of suppliers or implementing partners. Investigations may also serve to exonerate those wrongly suspected of misconduct.

OIO Hotline

OSCE officials have a duty to report instances of fraud or suspected fraud. Anyone wishing to report their concerns, or to highlight instances of waste of OSCE resources or mismanagement, may contact the OIO hotline by telephone or email. All reports are treated in complete confidence.

OIO Hotline +43 (1) 51436 6199



oversight-hotline@osce.org



How does our work benefit the OSCE?

The Office of Internal Oversight seeks to provide objective and independent assurance and advisory support to managers throughout the Organization. The Office endeavours to promote accountability and professionalism and to foster a culture of learning and improvement.

The Evaluation Network

OIO established an Evaluation Network in 2013, OSCE officials are welcome to join the Network and make use of its resources. The Network encourages the exchange of information and peer-topeer learning with the aim of building skills related to planning, overseeing, and learning from evaluation.

Annual Report

OIO reports annually on the previous year's activities and findings. The Director of Internal Oversight submits an OIO annual report, through the OSCE Secretary General, to the Heads of OSCE Delegations of the participating States.

Adding value through professional oversight

Besides identifying areas for potential improvement, OIO's internal audits are designed to help managers reduce risk and achieve their objectives efficiently and effectively.

Evaluations help to promote accountability, transparency and learning, ultimately leading to stronger and more effective activities and interventions with greater impact.

Investigation serves not only as a tool for examining allegations of wrongdoing; it also acts as a deterrent by heightening OSCE officials' awareness of the concepts of fraud, corruption and conflict of interest.

Sharing results

OIO's internal audits and evaluations provide recommendations or propose measures for action with a view to strengthening the OSCE's programmes, projects, and activities. OIO reports are circulated to a restricted internal audience and may only be shared outside this group at the discretion of the OSCE Secretary General.

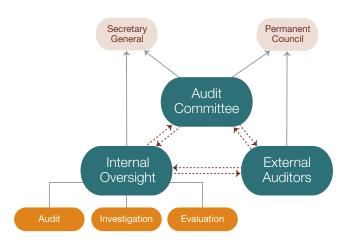


Professionalism and independence

The Office of Internal Oversight strives to deliver its services to a high standard while maintaining the principles of independence, impartiality and objectivity that are anchored in its mandate.

Internal quality assurance systems are in place to ensure that we comply with the relevant professional standards, and that OIO's work is aligned with the OSCE's objectives.

OIO also asks for feedback from its partners and uses this information to improve its processes and practices.



OSCE oversight framework

Professional standards

OIO's internal audit function adheres to the Institute of Internal Auditors' International Professional Practices
Framework. Evaluations are guided by the criteria established by the OECD's Development Assistance
Committee and the UN
Evaluation Group. OIO investigations are conducted in accordance with the Uniform Guidelines for Investigations endorsed by the Conference of International Investigators.

As required by the Institute of Internal Auditors, the audit section of the Office undergoes an independent assessment by an accredited reviewer every five years. OIO expects its staff to possess and maintain relevant professional qualifications and to display exemplary personal integrity and objectivity.

Independence

Independence and impartiality are of paramount importance to OIO's reputation. Reporting directly to the OSCE Secretary General, OIO is fully independent of other arms of the Organization.

Who oversees OIO?

The work of OIO is monitored by the OSCE Audit
Committee. OIO also shares its plans and reports with the Organization's External
Auditors to optimize assurance coverage and efficiency. Both bodies report separately to the Permanent Council on their findings, including any observations related to OIO.

OIO Hotline +43 (1) 51436 6199 oversight-hotline@osce.org

Follow OSCE

















OSCE Secretariat

Office of Internal Oversight Wallnerstrasse 6 A-1010 Vienna, Austria

E-mail: oio@osce.org

