



Geneva, 15 May 2025

## **SERVICE ORDER No. 25/08**

### **ITU Ethics Office Charter**

1. I am pleased to inform you that an Ethics Charter has been prepared, setting out guiding principles and reaffirming the mission of the Ethics Office. This important document was developed by our Ethics Office in close collaboration with the United Nations Ethics Office and represents a shared commitment to the highest standards of integrity, impartiality, and accountability.
2. The goal of this Charter is to clearly define the purpose, values, and responsibilities of the Ethics Office, promote ethical awareness across the organization, and strengthen trust in the impartiality and effectiveness of its work. It is designed to serve both as a practical reference and a reaffirmation of the ethical culture we strive to uphold across all levels of our organization.
3. This Charter is fully consistent with the OU Charter adopted by Council-24, ensuring coherence with our broader organizational framework and governance values. In addition, I would like to inform you that a Service Order on the Ombudsman function will be published shortly. This Service Order will complement the Ethics Charter by formalizing the structure and mandate of the Ombudsman, thereby strengthening our internal justice and informal conflict resolution mechanisms.
4. Together, these initiatives reflect our continued efforts to foster a transparent, respectful, and ethically sound working environment.

Doreen Bogdan-Martin

Secretary-General

# ITU Ethics Office Charter

## 1 Introduction

- 1.1 The purpose of the Ethics Office is to assist the Secretary-General in fostering a culture of ethics, transparency, and accountability consistent with the ITU Code of Ethics, the Standards of Conduct for the International Civil Service, the Staff Regulations and Rules and other relevant policies and rules.
- 1.2 By cultivating such a culture, the Ethics Office strives to secure the highest standards of ethics and integrity of ITU personnel and enhance the integrity of ITU's operations and the credibility of the ITU both internally and externally.
- 1.3 Independence, impartiality and confidentiality are vital prerequisites for the ethics office's functioning and operation, and they shall be fully respected.

## 2 Main responsibilities of the Ethics Office

- 2.1 The main responsibilities of the Ethics Office are:
  - a) ensuring the development and implementation of an effective ethics strategy and policy to foster a culture of ethics, transparency and accountability as well as to enhance integrity in the context of conducting ITU's business;
  - b) providing confidential advice and guidance on ethical issues to ITU personnel.
  - c) providing guidance to management to ensure that ITU's policies, procedures and practices reinforce and promote the standards of integrity;
  - d) raising awareness on ethical standards and ethical behaviour and developing training and education material on ethics issues, in coordination with the Human Resources Management Department and other offices as appropriate, including ensuring ethics training for ITU personnel;
  - e) developing and/or reviewing draft policies and guidance notes related to ethical issues, in coordination with other divisions as appropriate;
  - f) undertaking the responsibilities assigned to the Ethics Office in accordance with the *Policy For Reporting Misconduct And Protection Against Retaliation ("Whistleblowing")* as well as the *Policy Addressing Harassment, Including Sexual Harassment, Abuse Of Authority, And Discrimination*;
  - g) developing, implementing and administering ITU's Declaration of Interests Programme;
  - h) undertaking such other functions and responsibilities where the Ethics Office's expertise, views, and experience may be useful, or as the Secretary-General considers appropriate for the Ethics Office.

## 3 Confidentiality and cooperation with the Ethics Office

- 3.1 The Ethics Office shall maintain confidential records of advice given by and reports made to it.
- 3.2 The Ethics Office shall respect the confidential nature of information obtained in the course of its duties and shall use such information with discretion and only insofar as it

is relevant to its work. It shall not disclose, and cannot be required to disclose such information by any ITU official or body, except the Oversight Unit, in accordance with paragraph 28 of the ITU internal Oversight Charter (SO 24/09).

- 3.3 All personnel have a duty to cooperate with the Ethics Office.
- 3.4 The Ethics Office will not replace any existing mechanisms available to staff for the reporting of misconduct or the resolution of grievances, except for the specific functions explicitly assigned to it in this Charter or other relevant ITU policies (such as the intake and preliminary assessment function for retaliation reports).

#### **4 Reporting**

- 4.1 The Ethics Officer shall prepare and submit to the Secretary-General an annual report on the Ethics Office activities. This report will also be submitted and presented to the ITU Council.
- 4.2 The Ethics Office shall provide periodic information about the discharge of the ethics function to the Independent Management Advisory Committee (IMAC).
- 4.3 The annual report shall include an overview of the activities of the Ethics Office as appropriate, and any evaluations and assessments relating to such activities. These reports may include, inter alia, the number and general nature of matters brought to the attention of the Ethics Office, as well as systemic ethics issues, if any, found within ITU, while preserving confidentiality specified in section 3 above.

#### **5 Revision of the Charter**

This Charter shall be reviewed every five years or more often, if required. The Ethics Office will conduct the review of the Charter and propose revisions, if any, to the Secretary-General.

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