



*Casework, figures and trends*

In 2012, UNOMS received 2,039 cases globally, of which 1,496 originated from staff and managers in the Secretariat. As in the previous years, the highest number of cases emanated from staff in offices away from Headquarters and the field. Staff at the Professional category continued to constitute the largest group of users.

Career-related issues continued to be the most prevalent concerns among staff and managers, followed by interpersonal issues and questions related to compensation and benefits.

We have also seen a steady increase in the number of requests for mediation. Since 2009, there has been an average growth rate of 13 per cent of these cases. In 2012, the Mediation Service opened 36 cases, of which 30 cases came from the Secretariat. Of particular note is the increase in the number of cases referred to mediation by the UN Dispute Tribunal, in accordance with Article 10.3 of the UNDT statute. We would like to acknowledge the work done by our colleagues in the formal side of the system to encourage the use of mediation as appropriate.

*Outreach activities and conflict competence*

When people are equipped with skills to resolve issues collaboratively, it strengthens their competence to handle conflict. In this context, the Office has made efforts to promote *conflict competence* through initiatives, which advance skills in informal conflict resolution and raise awareness about the availability of the informal system (D/2012/534/12).958863(t3678(g

*Observations on root causes of conflict and stakeholder engagement*

The Office continued its work to analyze the root causes of conflict and provide relevant feedback to the Organization.

The current report provides an update on systemic issues that are of a cross-cutting nature throughout the UN Secretariat. These are issues related to performance management, investigations and disciplinary processes. The report also includes information on the efforts made to process claims related to service-incurred injuries and illnesses. In this regard, the Office has been working with stakeholders to raise awareness and develop guidelines based on consultations across departments.

The Office has also been working with the Organization on accommodation for staff on sick leave, staff that are unable, or only partially able to perform functions or who have disabilities.

*Impact of regional offices*

In response to the General Assembly's repeated emphasis on providing equal access to all staff, our Office has placed particular emphasis on reaching out to staff in the field.

The combined efforts of the seven regional branches (Bangkok, Entebbe, Geneva, Kinshasa, Nairobi, Santiago and Vienna), the on-call ombudsmen and mediators, as well as a system of regular visits through missions and other offices, enable the Office to better meet the demand for informal conflict resolution.

Staff members continued to highlight the need for direct contact and in-person intervention by the Office. In-person intervention is crucial in the field of conflict resolution. It provides the human element essential for building trust and confidence in the process and serves to make the Office more accessible.

Check against delivery