



International Organization for Migration (IOM)
The UN Migration Agency

OFFICE OF THE INSPECTOR GENERAL

Management Response and Actions IOM Country Office The Hague Audit File No. NL201801

The IOM Office of the Inspector General (OIG) conducted an internal audit of the IOM The Hague (the “Country Office”) from 17 to 21 September 2018. The audit assessed the risk exposure and risk management of the Country Office’s activities, in order to ensure these are well understood and controlled by the country-level management and staff. The audit covered the activities of the Country Office from September 2016 to September 2018. The results of the audit are public and can be accessed through IOM’s global website¹.

The OIG assessed the Office as substantially effective, and raised 21 audit findings and recommendations, of which 2 were high priority.

The Office implemented all recommendations by June 2020.

The below report provides an explanation of the actions taken on the high priority findings since the 2018 audit and the current state of the IOM The Hague office.

Management Response and Actions to the Internal Audit Report of NL201801 – IOM The Hague

Procurement and Logistics

Finding No. 13: Weakness in vendor management

Finding Closed

The Country Office decided to simulate and test the requirement of having new vendors sign the code of conduct and before approaching Global Procurement and Supply Unit and to see whether the system will be accepted going forward. Our efforts though have been unsuccessful and with this trail, such resolution with our finding was presented to Global Procurement and Supply unit who further reviewed our inquiry. The Global procurement unit has requested the Country Office to explore further and to seek alternatives in placement of the IOM vendor code of conduct set by the Dutch as a governance and ethical standard that is visible to all types of businesses. As such aim to present our findings to the Global Procurement and Supply unit.

Finding No. 14: Deficiency in Fleet Management and fuel consumption monitoring

Finding Closed

The Country Office is now operating a fleet management system using "My FMS". The system was implemented in July 2019 allowing for one-month trial period. Each month a report is extracted from the system and shared with the Field Coordinator for review. The system has also led to a new way of recovering for private commuting which was implemented in August 2019. IOM have requested for further improvement to allow for tracking and monitoring of fuel usage to also be included. The service

¹<https://www.iom.int/internal-audit>



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provider has agreed to look into the office's request. The fuel module has been made available to allow for effectively and regularly check fuel usage in addition to tracking of mileage use managed in a single platform.

OIG/Internal Audit Comment:

Internal Audit assessed all the 21 recommendations as implemented based on action taken and supporting documentation provided by the Office.