Annex II: WIPO Rewards and Recognition Program - Glossary

The following definitions are provided solely for the purpose of the Office Instruction No. 31/2015:

Recognition
An acknowledgement, formal or informal, of good performance of teams or individuals.

Reward
A tangible item with a monetary value, but not necessarily cash, provided in appreciation of excellent performance of teams or individuals.

Formal Reward and Recognition
Planned activities carried out under the Rewards and Recognition Program for teams or individuals.

Informal Recognition
Spontaneous appreciations throughout the year to acknowledge for example an achievement, creativity, learning or a specific behavior of teams or individuals.

Core Values
WIPO's core values reflect the principles and beliefs important to the Organization and its staff. They were identified with the participation of numerous WIPO staff members in 2009:

- **Accountability for results** – we take ownership for our performance and achieve results
- **Service orientation** – we increase our responsiveness to global stakeholders and our customers are satisfied with our services
- **Environmental, social and governance responsibility** – we perform in an ethical manner and care about our staff, community and the environment
- **Working as one** – we work as an integrated, responsive and efficient entity that is fit for purpose and delivers value for money

Program Manager
A senior officer, designated by the Director General to be in charge of one or more programs in the Program and Budget (see WIPO Financial Regulations and Rules, Rule 101.3(m)).

Senior Management Team (SMT)
WIPO's SMT is constituted by the Director General to assist him in managing the Organization. The composition of the SMT may be found in the Office Instruction on this subject.