



WFP Induction Programme

Management Services Division (MSD)

January 2023



World Food Programme

SAVING
LIVES
CHANGING
LIVES

MANAGEMENT SERVICES (MSD)

VISION

A **strategic business partner** that *enables WFP's workforce and operations* by driving performance with *duty of care, sustainability, and innovation*

MISSION



MANAGEMENT SERVICES STRATEGIC REVIEW

STRATEGIC IMPROVEMENT INITIATIVES



COMMUNICATION & IDENTITY

To establish a common understanding of, and, socialize/promote the newly branded function through the organization.



OPERATING MODEL

To ensure clarity on service offering, excellence in service delivery, and customer orientation throughout the journey



SERVICE EXCELLENCE

To ensure clarity on service offering, excellence in service delivery, and customer orientation throughout the journey



FUNCTIONAL PERFORMANCE

To ensure performance of the function is managed through the right set of KPIs that are recorded, quantified and reported

ENABLERS



PEOPLE MANAGEMENT

To ensure the 5-year people strategy turns into an actionable job family and people development offer



ORGANIZATIONAL STRUCTURE

To ensure clear and standard reporting lines for leaner function, decoupling Management Services from other functions and clarifying roles and responsibilities



DIGITAL TRANSFORMATION

To ensure the 5-year IT action plan is fully funded and delivers major IT transformation to deliver leading digital services for the benefit of our beneficiaries

SAFEGUARDING RESOURCES



Global Asset Management

- ❑ WFP owns more than **500.000 WFP assets worth over \$1 billion.**
- ❑ Asset management life cycle from planning to disposal.
- ❑ Coordination and assistance to COs for public auctions or sealed bids.



Keeping Staff Safe

- ❑ **Safety of WFP staff and drivers** and ensure operations continue.
- ❑ **Occupational Safety & Health framework.**
- ❑ Enhancement of **Road Safety** incidents data and reporting



Global Facilities Management

- ❑ Highly **efficient, safe, environmentally sound, and inspiring workplace.**
- ❑ **Global real estate portfolio and Common Premises.**
- ❑ **Management and renovation of infrastructure and HQ services** at WFP's Rome based Global HQ.



Environmental Sustainability

- ❑ Advice to field operations through the **Environmental Management Systems (EMS)**, as outlined in the WFP Environmental Policy.
- ❑ **EMS mandatory** and to be implemented in all COs.



- **Joint Directive on Decentralization of Asset Management in WFP.**
- **27 auctions** organized in 2021 with a gross revenue of **USD 4.9 million.**
- The **Enhanced Goods Receipt transaction MIGO** launched and piloted in DRC and Madagascar.

- **OSH Global network with 107 focal points.**
- **Global WFP campaign in over 40 Country Offices across all 6 Regions,** during the UN Road Safety Week.

- As of 2021, **WFP occupied 1,498 property units** (land and buildings), **670** of which were **offices.**
- Development of WFP's first workspace booking platform, **ShareSPACE.**
- Reforming the HQ building for **disability inclusion**

- **15 COs, covering 35% of employees,** are implementing EMS.
- Development of **WFPs Environmental Plan of Action**

SUPPORTING & ENABLING OPERATIONS



Engineering

- ❑ **200 engineers and technicians worldwide**, working in **45 countries** on projects valued at over USD 100 million in total.
- ❑ Responsible of **community infrastructure** and critical role in responding to **Emergency**.



Travel & Protocol Management

- ❑ **Emergency Support - Travel Restrictions Map** for a safe, secure and informed travel.
- ❑ **Greening Travel** to approach travel with an **environmentally conscious mindset**.
- ❑ Protocol - process and oversight of **UNLPs for WFP employees globally** (a potential customer base of 20,000).



Fleet Management

- ❑ WFP owns over **2,500 light and armoured vehicles** across the globe equivalent to **USD 71 million**.
- ❑ Fully insured and fit-for-purpose vehicles including driver and fleet management systems training.
- ❑ Guide and support COs in **fleet optimization**.



- **New community marketplace in Ubari, Libya** - food items to **35,000 locals** from local traders or school kitchens.
- **Establishment of Long-Term Agreements (LTA)**.

- **120,000 trip documents** for a total expenditure of **USD 141 Million**.
- **Roll-out of the new self-service travel platform, We-Travel**, to all Regional Bureaux and country offices.
- Protocol - resolved over **7,761 business transactions in 2021 in EasyVista**.

- **USD 5.5 million savings in 2021** thanks to centralized sourcing of light vehicles, up-armouring of vehicles in the UAE, and the self-insurance scheme have

INNOVATION & PARTNERSHIP

DIGITAL TRANSFORMATION

1

Digital Transformation Strategy

Create new connections between people, places, processes, enabling transparency, accessibility and integration.

2

Ongoing successful digital initiatives

WeTravel, Archibus, Corety, GEMs, Fleet Center, and United Nations Booking Hub.

3

Automatic service Key Performance Indicators (KPIs) and dashboards

Enhance managerial accountability and foster data-driven culture.

UN REFORM



United Nations Booking Hub

High impact common service within the Business Operation Services (BOS) framework.

- Over **1 million humanitarian customers**
- **7.7 million USD of efficiency gains in 2021**
- **4,040 UN vehicles, 270 UN guesthouses, 110 UNDSS listed hotels, 285 UNHAS flights destinations, 75 UN Clinics and 35 UN counsellors.**



United Nations Fleet

WFP joined forces with UNHCR to provide leasing services to other UN agencies

- **Target launch of first lease is February 2022.**
- **UN Fleet Portal** is the selected client interface (produced and managed by the Management Services Division).



Common Premises

Alignment with the hybrid working modalities

- **47.62% of the offices in scope are in Common Premises.**
- significant gains over the past years including guidelines for field locations in adopting flexible space planning practices.

WFP
Programme
Alimentaire
Mondial
PAM

WFP
Programme
Alimentaire
Mondial
PAM

THANK YOU!

