



Office of the Ombudsman and Mediation Services

Annual Report 2018 Overview

EXECUTIVE BOARD - ANNUAL SESSION

ROME, 10-14 JUNE 2019

Terms of Reference – OED 2012/009



Improve the workplace environment through informal resolution of employment related concerns and conflict



Identify, analyze and report on broad systemic issues or trends



Make recommendations to improve policy, procedures, systems and structures of the Programme

15 Field Offices visited in 2018

80% of employees who contacted OBD are field-based



- ▶ Management briefing & debriefing
- ▶ All-staff meeting
- ▶ Round-table discussion re relevant issues
- ▶ One-on-ones
- ▶ Stakeholder meetings: HR, Staff Counselor, RWAs

Result:

- positive impact on morale of the Country Office
- lower threshold to contact Ombudsman

Overview of Issues 2018

CASES

368

Potential caseload
is higher

ISSUES

852

TOP 3

Evaluative
Relationships **29%**

Legal/Regulatory
(HSHAPD) **25%**

Job and Career **16%**

Evaluative Relationships: top SUB-issue category

Respect/Treatment 32% (up 5%)

“Lack of consideration for people including not listening, dismissive or rude behavior, and unfair or preferential treatment”

HSHAPD

#PERSONS

120

% CASES OF TOTAL

33%

HSHAPD SUB CATEGORIES

Harassment

Abuse of Power

Sexual Harassment



Discrimination

2018: HSHAP → HSHAPD

Ombudsman helps WFP to connect the dots:

- Evident that no formal recourse possible, despite 'zero tolerance'
- OBD researched victim-centered approaches
- OBD invited nine offices: HR, Legal, ETO, OIGI, OIGA, Gender, Security, Wellness, Ombuds to rewrite the policy

Leading to systemic *and* cultural change

HSHAPD – Impact of Ombudsman

Systemic change

- ❖ New policy
- ❖ IDSC
- ❖ Additional resources OIGI
- ❖ Increase in formal HSHAPD reports
- ❖ Joint Working Group

Cultural change

- ❖ ED messaging
- ❖ Respect Campaign
- ❖ Topic 'de-tabooed'



Recommendations

2016: Leadership

Develop vision on leadership
+ leadership competencies

Strategic/macro Level

2017: Leadership skills

Define required interpersonal skills

Policy level

2018: Listening

Improve employees' listening skills

Micro-level
(day-to-day interaction)

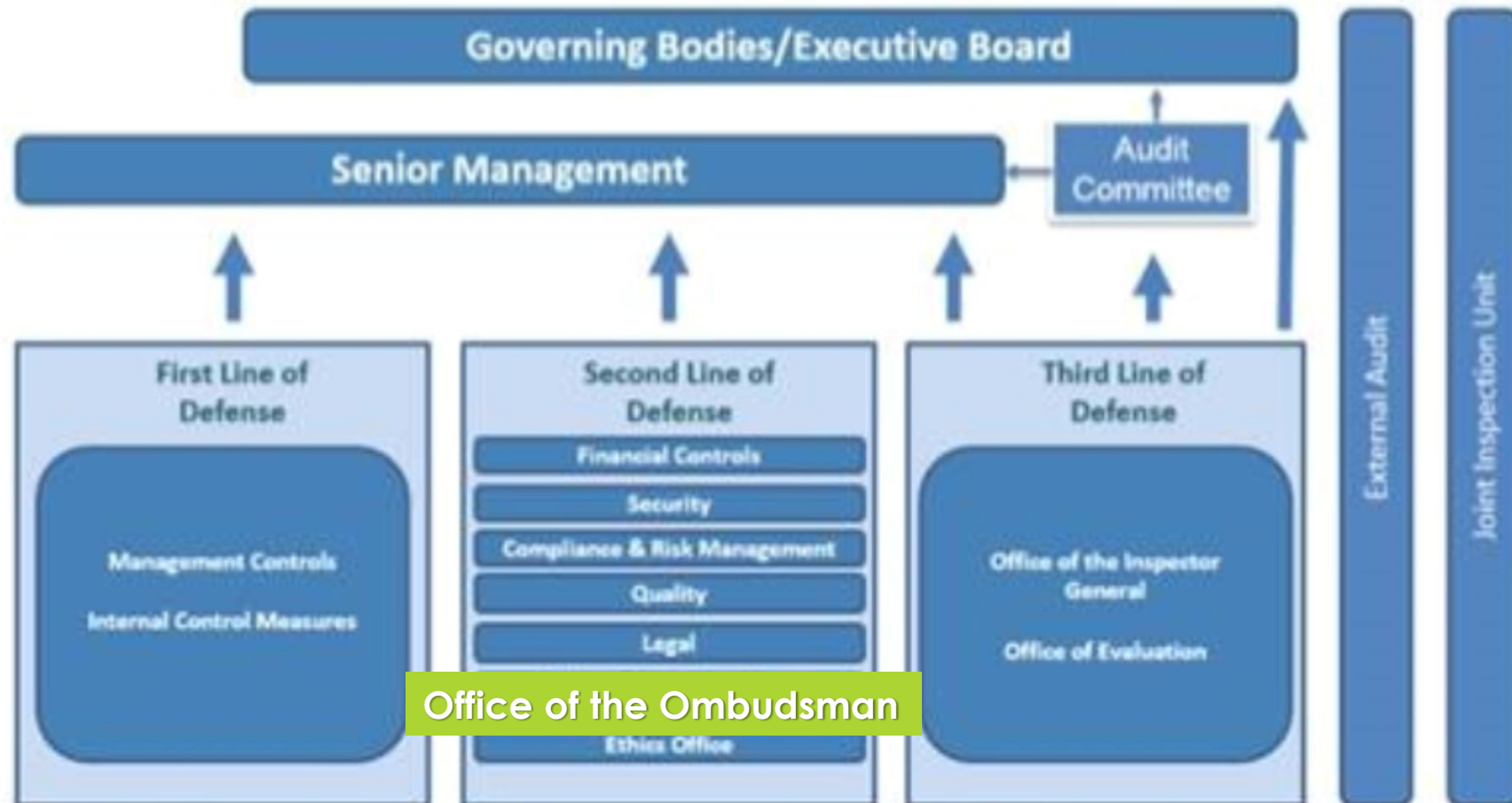
→ OBD nudges organization to equip and prepare current and future leaders of WFP

OBD's partners

IMPACT

- ▶ Global RESPECT Campaign
 - ▶ Partnership with CAM Division
 - ▶ Training RWAs to help facilitate Campaign
- ▶ Country Directors → selection of 42 new RWAs, trained by OBD
- ▶ Inter-Divisional Standing Committee
- ▶ Joint Working Group; HSHAPD Sub Group
- ▶ Gender: panel for GBV campaign
- ▶ ERM: prevention and management of risks

The Three Lines of Defense at WFP



Visitor Survey 2018

Responses

- ▶ 80% satisfied/very satisfied
- ▶ 80% will recommend OBD to colleagues
- ▶ 50% avoided formal process by contacting OBD



Cost savings to organization (management, IOGI)

OBD staffing requirements

OIGI

- Increased budget (1.3 million)
- Significant increase HSHAPD reports to IG:
 - 2017: 20 allegations
 - 2018: 112 allegations

OBD

- 50% of Ombudsman visitors avoid formal process
- Investment in OBD is worthwhile:
 - supports Saving Lives, Changing Lives.





Thank you.