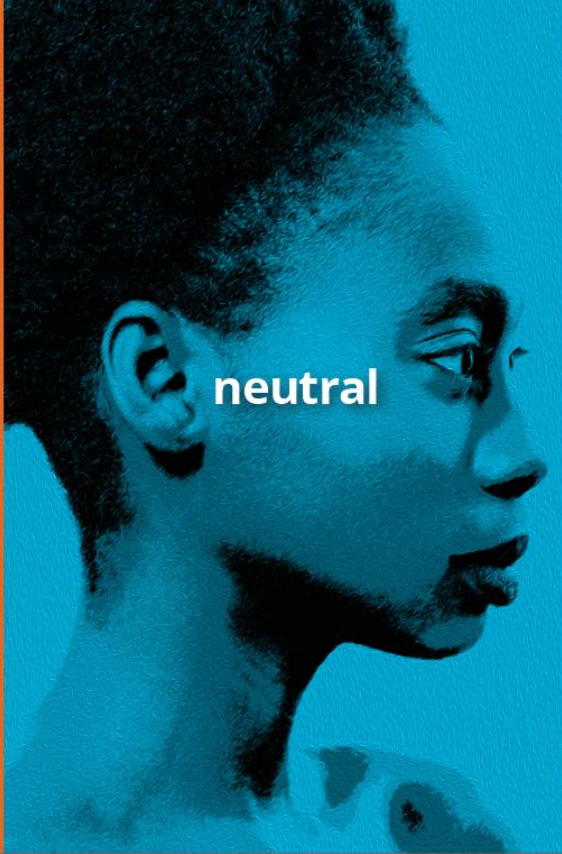
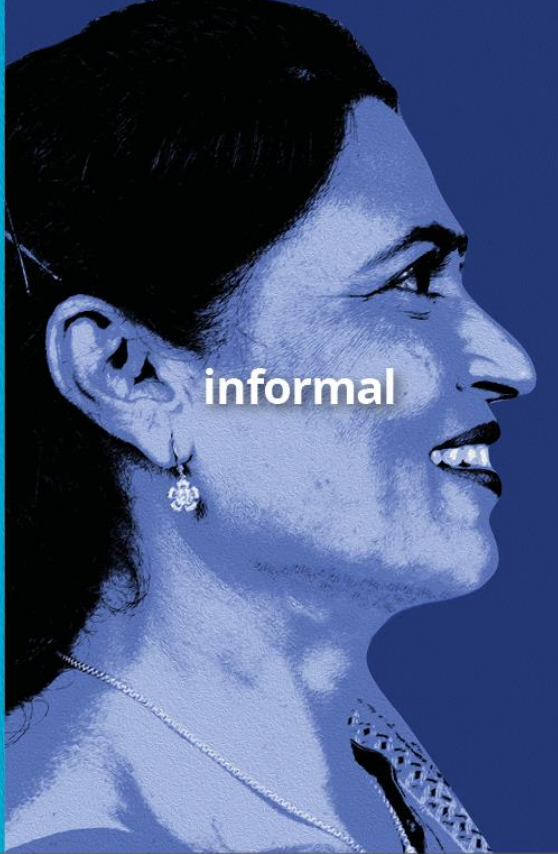


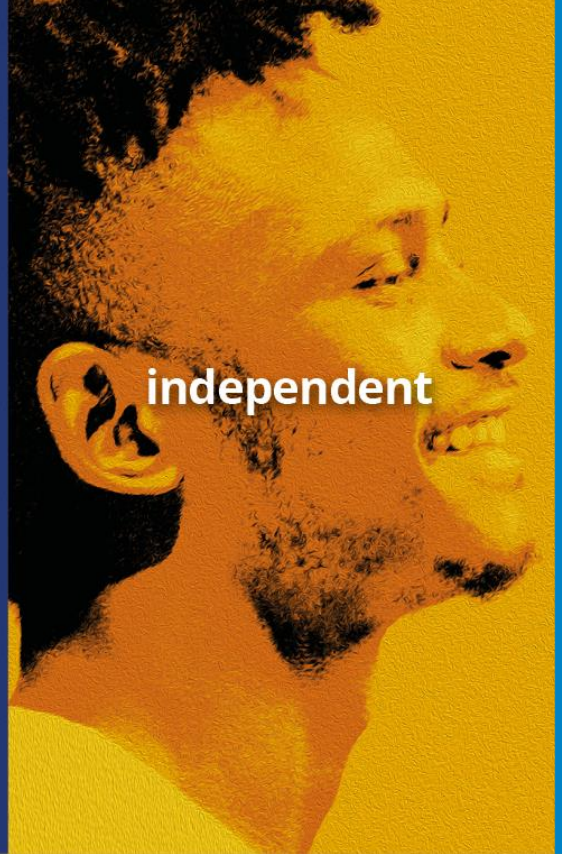
confidential



neutral



informal



independent



World Food  
Programme

SAVING  
LIVES  
CHANGING  
LIVES

# Office of Ombudsman and Mediation Services

## Annual Report for 2020 – Briefing to the Executive Board

June 2021

# Theme of OBD's Annual Report: Unmute yourself!



# WFP's Cultural Change Process

- Laying foundations for a more inclusive and people-centred workplace
  - significant progress made, e.g., contracts, anti-racism
  - confirmed by positive results of Global Staff Survey
- ➔ "There is no room for complacency"  
(Executive Director)
- Synergies between Ombudsman & Mediation Office, Respectful Workplace Advisors, and Workplace Culture Department

Contact the Ombudsman  
for any workplace issue.  
You are welcome!



# Harassment, Sexual Harassment, Abuse of Authority and Discrimination

- Welcome decline in Harassment, Sexual Harassment, Abuse of Authority and Discrimination cases in 2020
- ➔ Partially explained by
  - Shift to remote working
  - Some work situations less intense, less in-person or less personal
  - Shift in awareness about appropriate behaviour
- Time required to assess effectiveness of campaigns and capacity building

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# GSS results- Ombudsman view

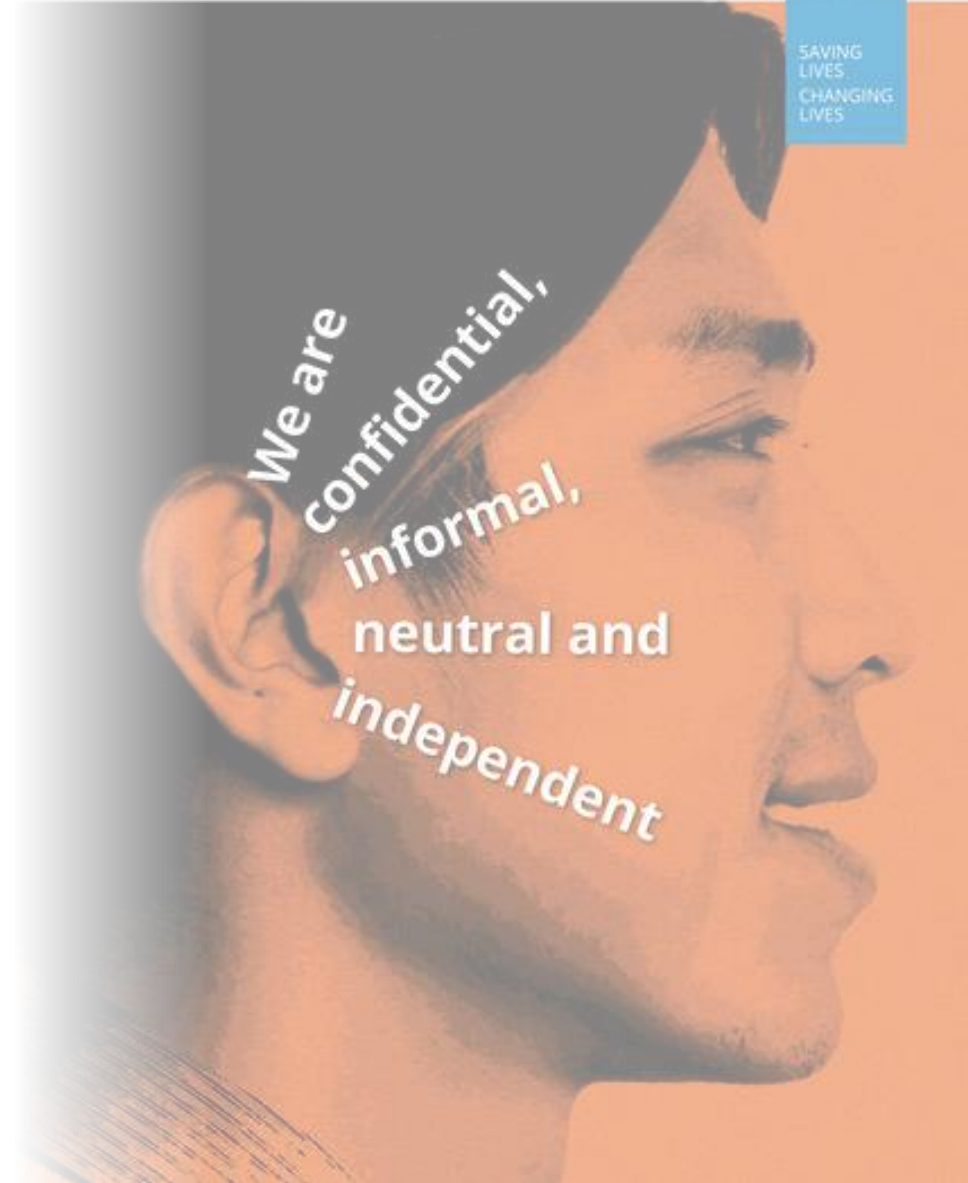
- **Celebrate the positive changes !**
  - 13% (approx. 2600 employees) experienced harassment, 8% (approx. 1600) racial discrimination
  - stories of sickness, turnover, feelings of unworthiness, despair about non-action, fear of retaliation, damages to career
  - 33% (approx. 6600) might believe there is a lack of accountability for misconduct
- ➔ action plans need to be transparent and implemented: leadership to start



# Embracing the future

- Reflection and Acknowledgement
  - requirements to move forward and to create an inclusive future
- Did we leave groups or individuals behind?  
Need for honesty
- Concerns about racial and gender bias and prejudices continued to be brought to our attention
  - more action on prevention of biases,
  - more transparency in decision-making and of figures/stats

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# Leadership Qualities / Competencies

## Competencies for the future = NOW

- From gaining access to The Box by adapting behaviour, to continuous learning about self from others
  - Authenticity
  - Humility
  - Enabling others to thrive
  - Create a multi-faceted and inclusive culture
- ➔ Differences of people have a place and are understood as contribution to each other and to the organization

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# WFP's Internal Justice System

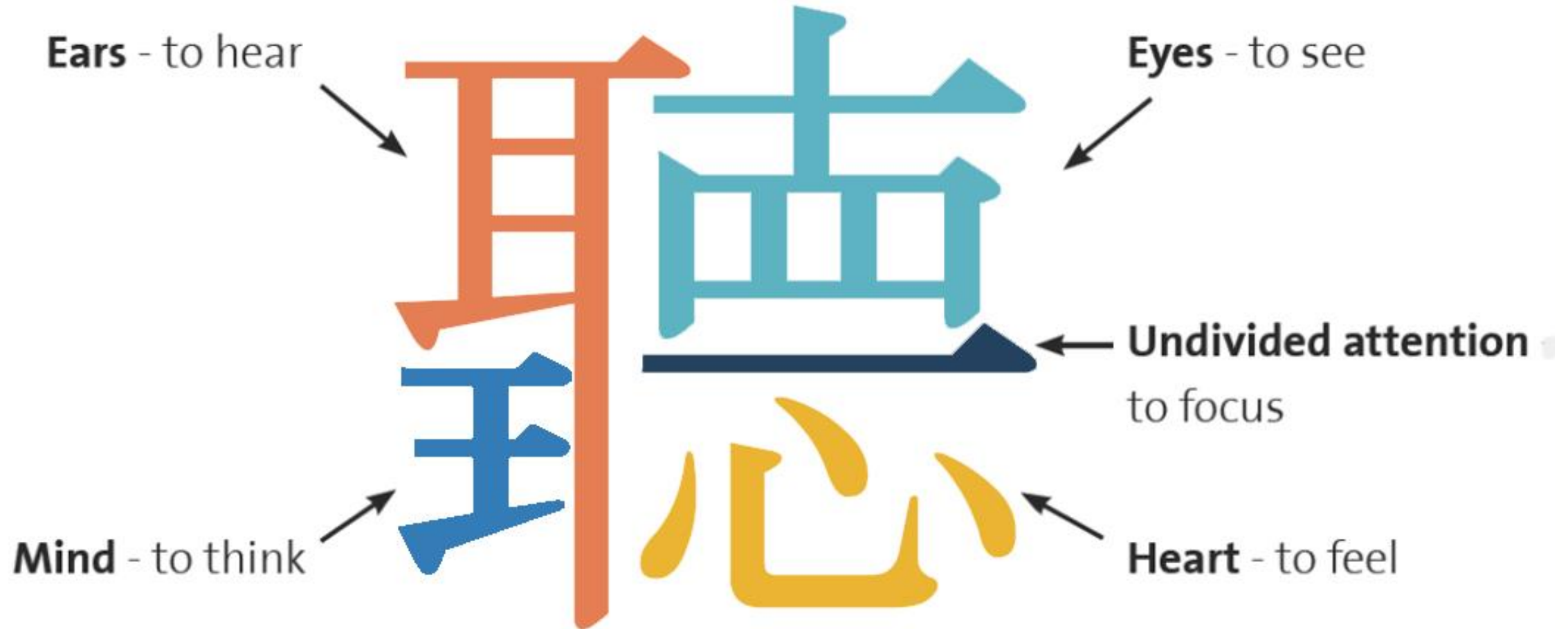
- Management by investigation is not the answer
- Look at other United Nations organizations:
  - United Nations Funds and Programmes: Mediation pledge; Opt-out model
  - World Bank: Anti Harassment Coordinator
- Need for an internal justice strategy

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You are welcome!





# The Art of Listening:

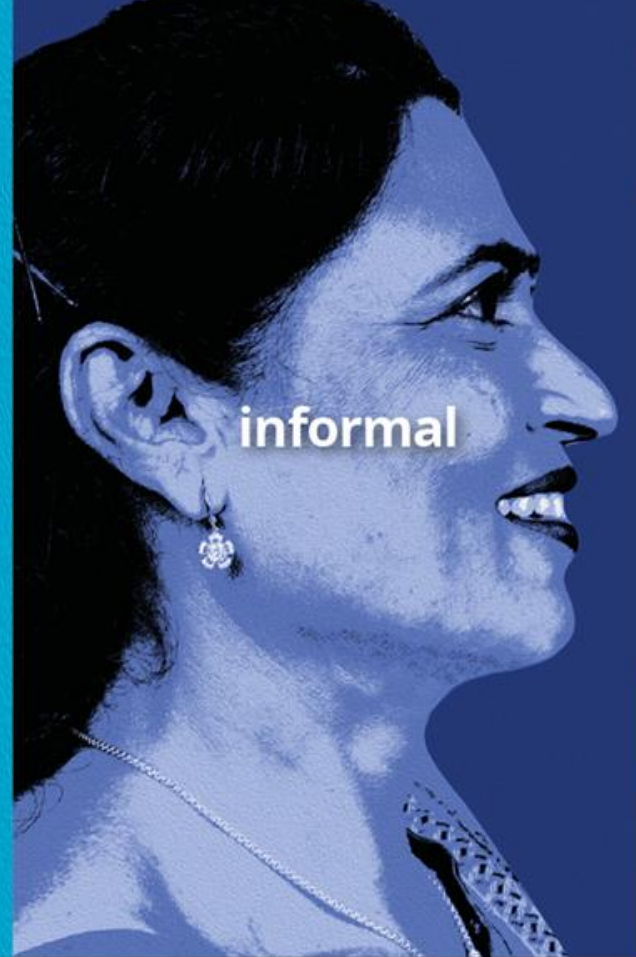




confidential



neutral



informal



independent

***Thank You!***

***Ombudsman@wfp.org***



***Contacting the Ombudsman is always a safe first step –  
Everybody is welcome with any work-related issue***

# OBD in the CAP 2020:

- Team Climate Coaching endorsed by Inter-Divisional Standing Committee and being piloted
- Team Climate Assessment implemented as tool for managers and teams
- Respectful Workplace Advisors in HQ appointed; more in field: overall 50% increase of RWAs compared to 2016
- Mediation and facilitation capacity expanded with consultants and United Nations network
- Arabic Ombuds services provided since April 2020
- Core conflict resolution course developed, and five other modules; 1500 employees trained

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about any workplace issue.  
You are welcome!



# OBD and CAP new contributions

- Strengthening System of Internal justice:
  - Restorative justice and workplace restoration
  - Supporting implementation of Team Climate Coaching, Enhancing access to internal justice through increased outreach
- Virtual strategy for country offices, capacity building, and RWA training
- RWA learning and development strategy: monthly thematic sessions
- Trained 140 HR Officers globally in OBD core module Conflict Resolution
- Provide input to policies e.g. People Policy, HR strategy; Promotion
- Participate in Working Groups: Code of Conduct; Internal Justice (2021)

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