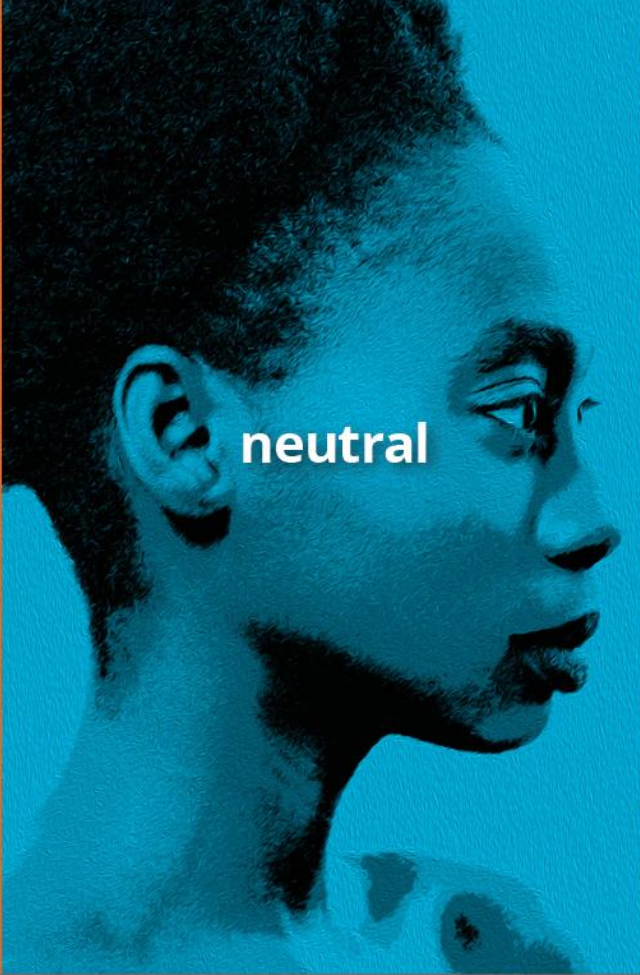
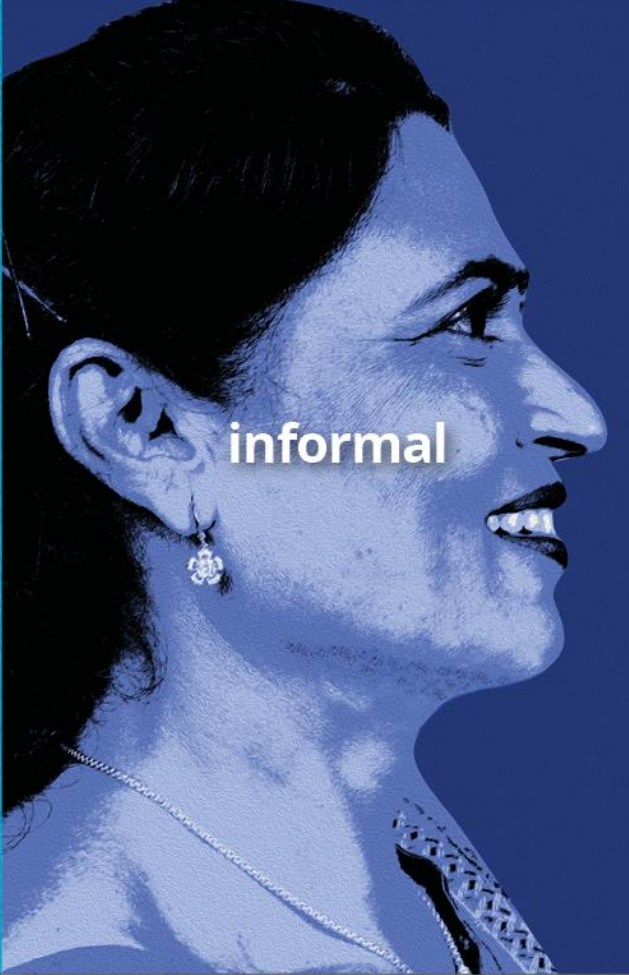


confidential



neutral



informal



independent



World Food
Programme

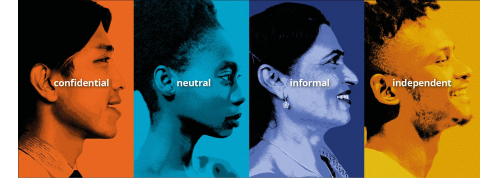
SAVING
LIVES
CHANGING
LIVES

Office of the Ombudsman and Mediation Services

First Informal Briefing to the Executive Board

February 2022

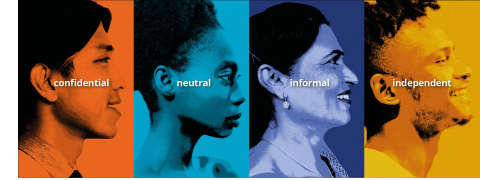
OBD Cases 2016 - 2021



■ Total Cases ■ Team Climate Assessments



OBD 2021 in review



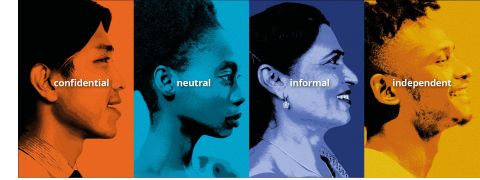
Ombuds Cases

- 430 Ombuds cases in 2021
- 397 cases in 2020, 433 cases in 2019

Team Climate Assessments

- 10 Team Climate Assessments involving 83 employees
- Provide concrete data into areas for improvement
- Consists of feedback from team members on leadership, cohesion and morale within their team
- Each assessment is custom-made to target issues
- Coaching is possible as follow up

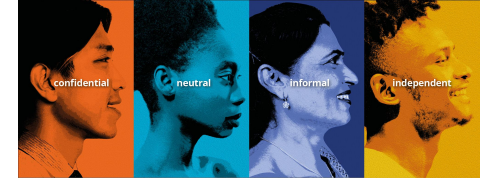
OBD 2021 in review



Capacity Building for early prevention and early resolution:

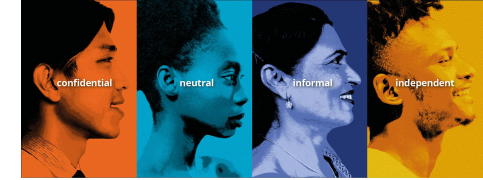
- 2021: 60 **trainings** to 1700 employees in all WFP regions
- Since launch of the OBD Capacity Building Strategy in January 2020, 2650 employees are trained in 92 trainings
- Topics: Conflict Resolution, Respectful leadership, Feedback and Listening Skills as part of the Workplace Culture CAP
- Increased requests from Country Offices, requests for more trainings on the topic from participants
- Launch of **Ombuds Webinar** series; on average 250 attendees

OBD 2021 in review



Field Missions

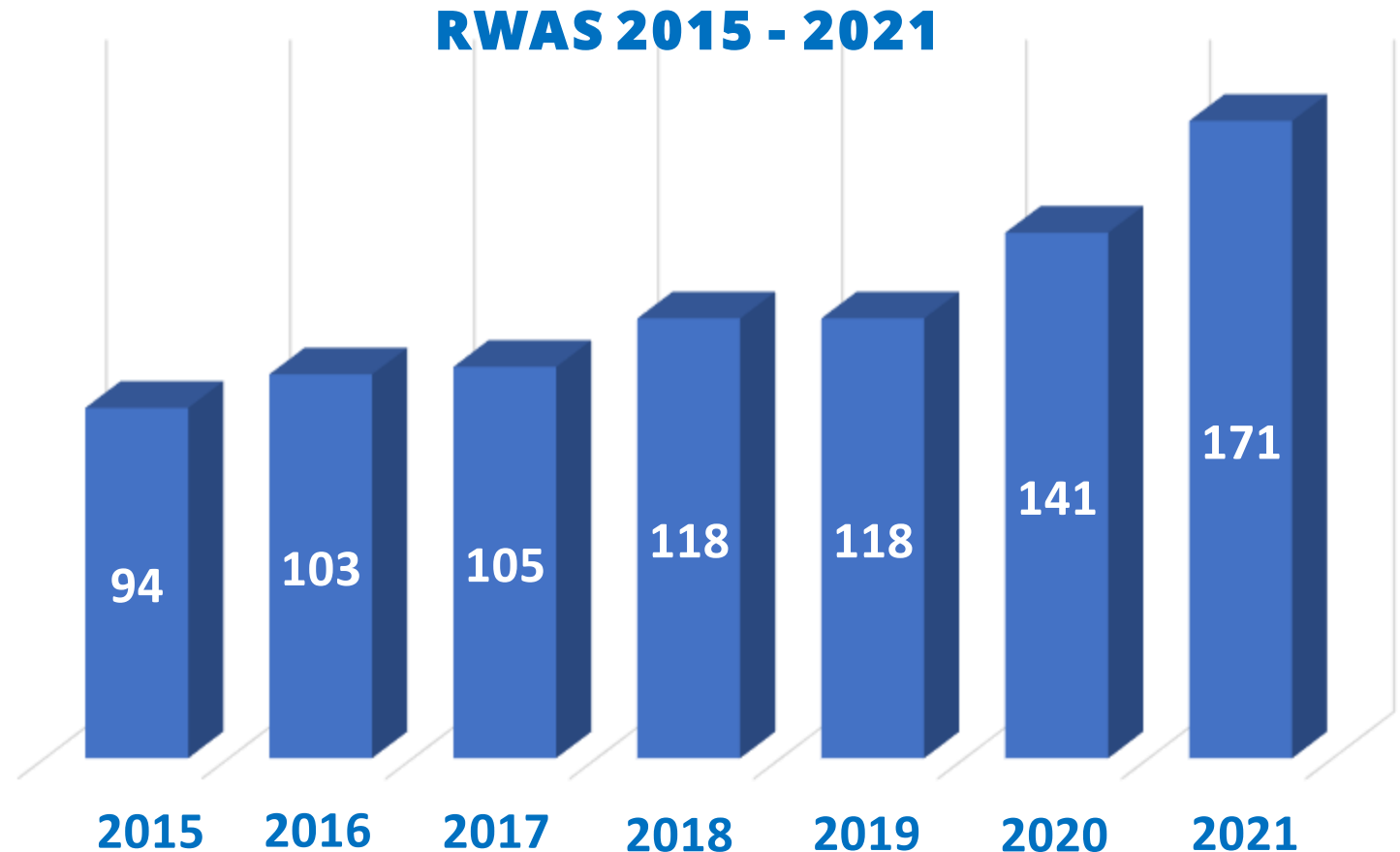
- 2021: 11 virtual missions, 2 in-person mission
- 2020: 4 in-person missions before and 4 virtual missions following travel restrictions
- The number of staff accessing the Ombudsman Office decreases considerably during virtual missions: only 25% of the normal number of employees will come forward as compared to in-person visits
- Virtual visits do not create as much psychological safety

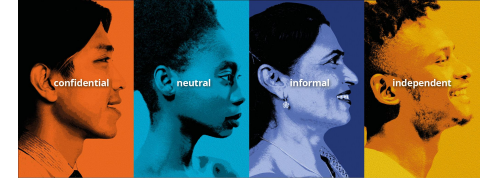


OBD 2021 in review

Respectful Workplace Advisors

- 171 RWAs in 2021:
82% increase since 2015
- 69 RWAs trained in 2021
- 54 Teleconferences in 5
time-zones in 4 languages
- Increased requests
from RDs and CDs

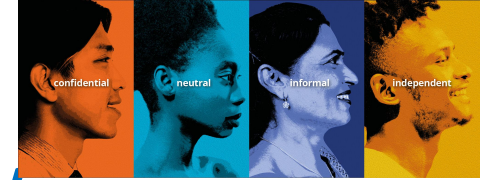




OBD 2021 in review

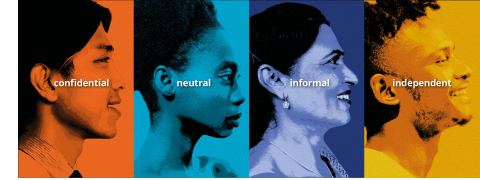
Mediation

- OBD is committed to strengthening and enhancing mediation throughout WFP as a key component of the system of justice
- To integrate and anchor mediation into the culture, values, and staff rules of WFP
- Mediation is key in fostering a culture of dialogue and increasing trust in the justice system, senior management and the overall organization
- Mediation will reduce the costs of conflict, especially where it prevents formal reports, turnover and loss of productivity



Current status of OBD's mediation review

- All OBD professional staff are trained, certified and experienced mediators
- OBD is currently creating greater consistency in its mediation procedures to provide a first class, best practice service that suits WFP's needs
- OBD mediation is primarily applied in interpersonal conflicts, which is key to support WFP values and a workplace culture based on dialogue
- Both Ombudsman of OBD and FAO continue to collaborate and will assess the scope of our role in implementing the outcome of the FAO review of appeal mechanism which includes mediation



Mediation: next steps

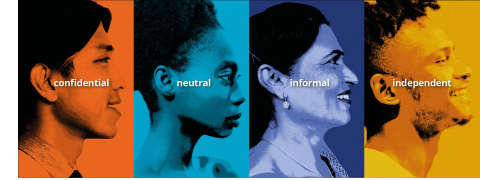
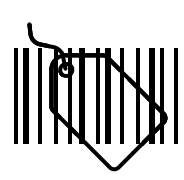
- Present review outcomes to WFP leadership and key stakeholders
- Update OBD's Mediation ToR, and embed in relevant rules, policies and practices
- Develop and conduct an outreach initiative to all employees in WFP
- Leadership and stakeholder commitment is essential to integrate and anchor mediation as an effective workplace culture tool

OBD Impact Assessment

- External specialist consultant is finalizing report and recommendations early March
- A wide range of management and stakeholder conversations have taken place
- Focus is on best practices for an Ombudsman office within the UN and on the adherence to the principles of the IOA
- Some changes necessary to bring OBD in line with these best practices and principles, like the ToRs

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





OBD and BUSBE

- For OBD, BUSBE became a process with unexpected and unpleasant consequences
- OBD's budget has been cut by approx. 15% or \$300.000
- Other offices are affected in a similar way
- OBD services should be freely available to all employees

**Sexual
Harassment
\$500**

**Abuse of
Authority
\$ 700**

**Recruitment
Issue
\$400**

Systemic Issues

Stress and Exhaustion

- Emergencies, Covid response, many new employees

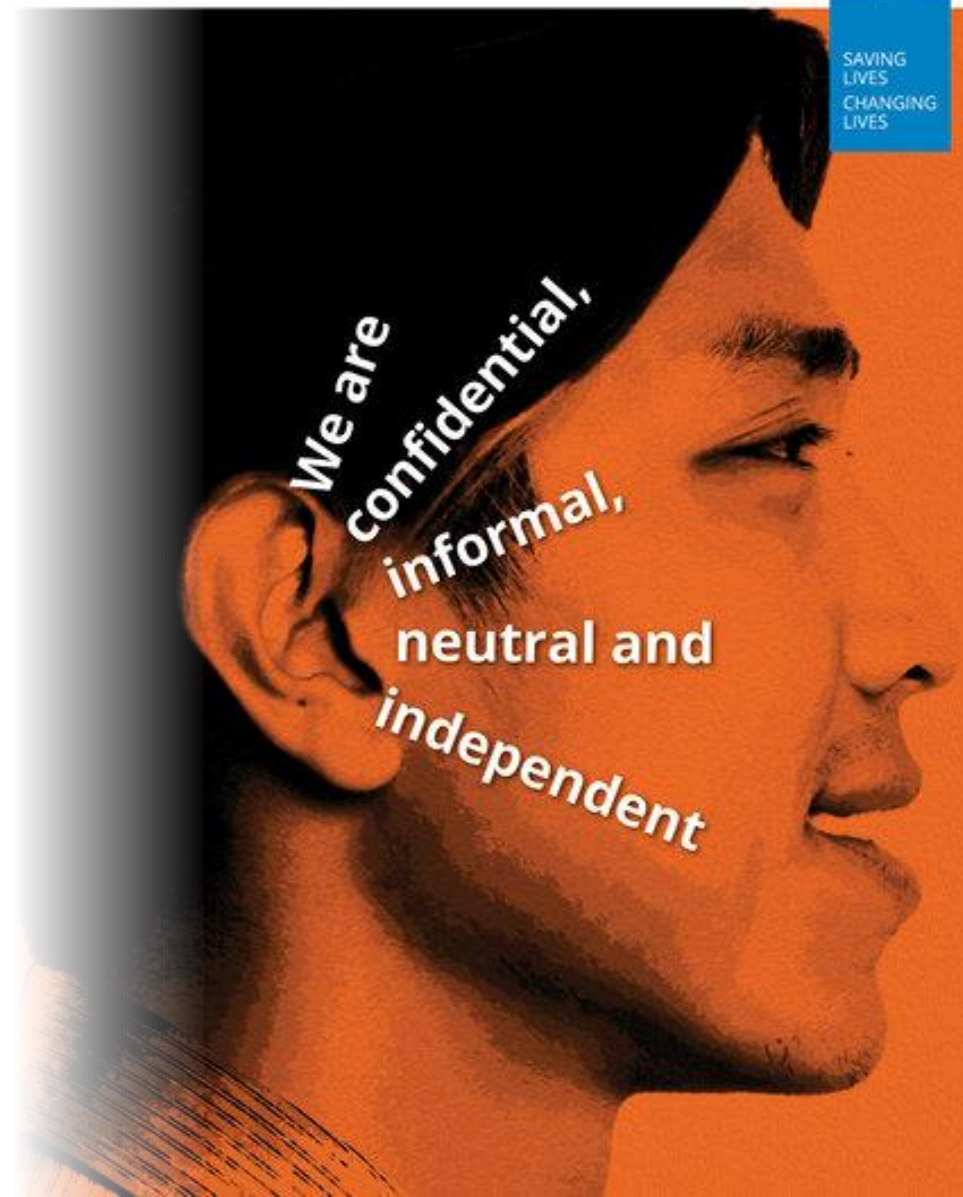
Recruitment Process

- Several managers and staff ask for redesign to create more equity and better matches
- Experienced as cumbersome, vulnerable to biases

Compliance

- Does it increase managerial responsibility?

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You are welcome!

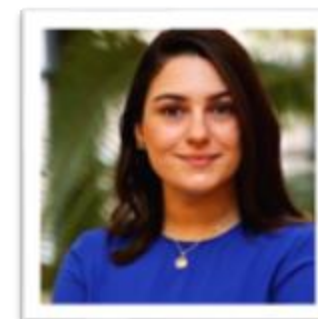


Looking ahead 2022



We welcome our new colleagues

- Senior Ombuds Officer and Mediator in Rome: Dolores Gómez-Morán
- First outposted HQ Ombuds Officer in Nairobi: Liana Kartsivadze





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***