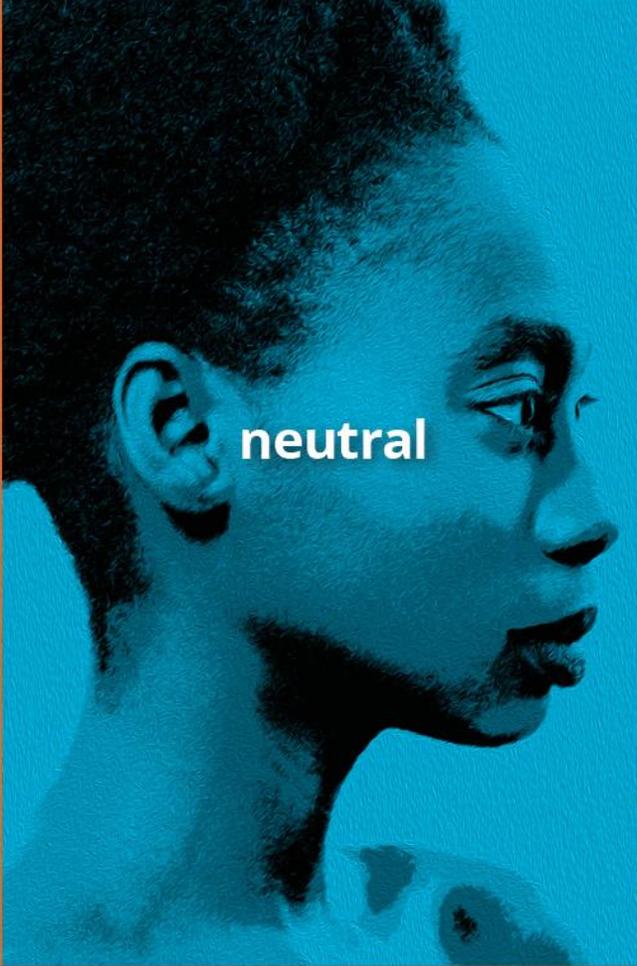
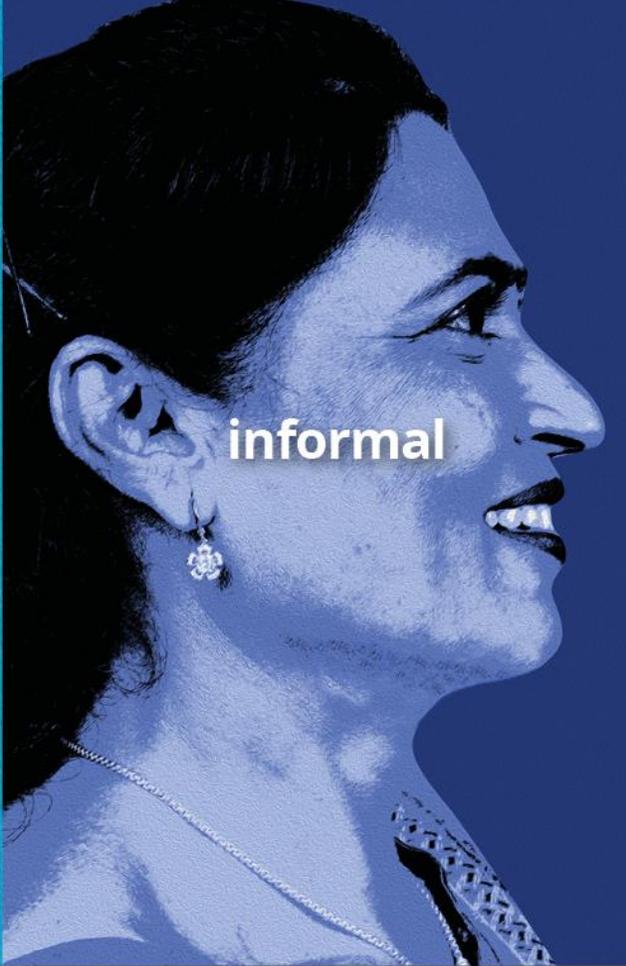


confidential



neutral



informal



independent

Office of the Ombudsman and Mediation Services

Third informal briefing to the Executive Board

29 September 2022



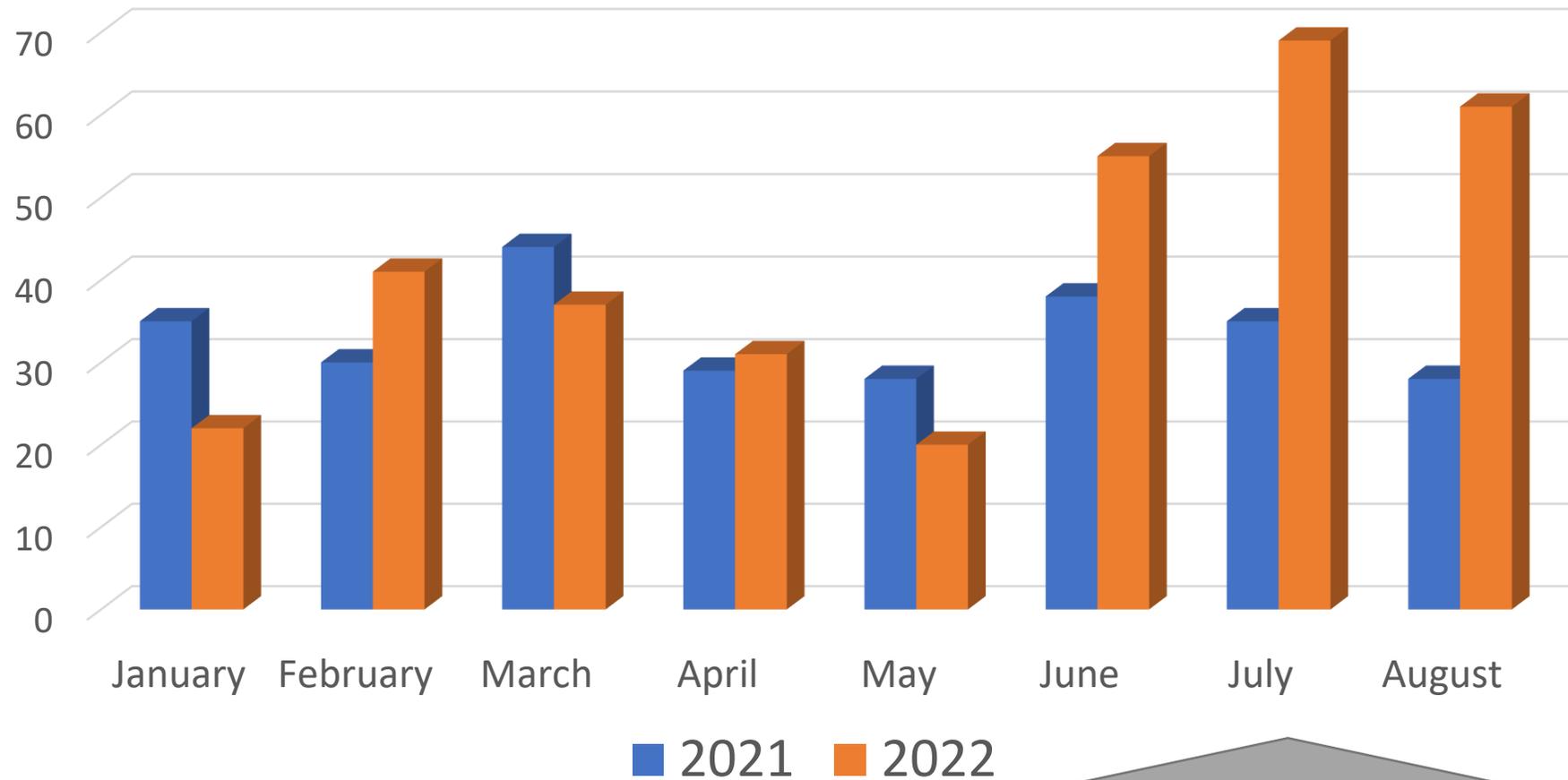
World Food
Programme

SAVING
LIVES
CHANGING
LIVES

OMBUDS CASES JAN – AUG



Total No of Cases / Month 2021 and 2022



2022 Start in-person travel

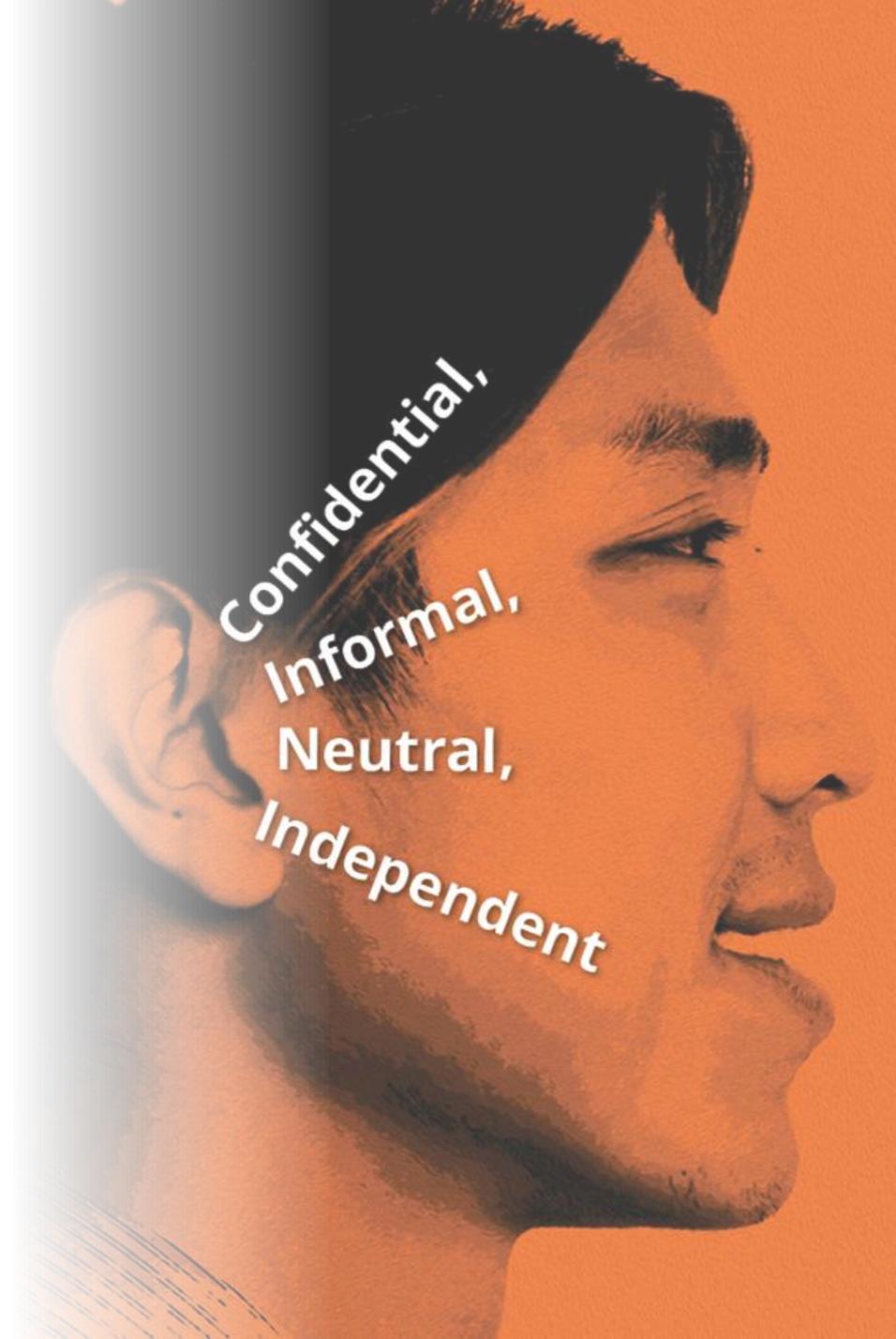
TRENDS SO FAR

- D&I:
 - Gender inequality: different criteria
 - Tone policing
 - Behaviour to fit in, not to belong
- Discrimination:
 - Listening to understand, empathy, belonging, examine privileges
 - Speeding up action to advance anti-racism
- Influx new staff
 - “Messy cohesion”
 - Great efforts in onboarding and induction, and Wellness



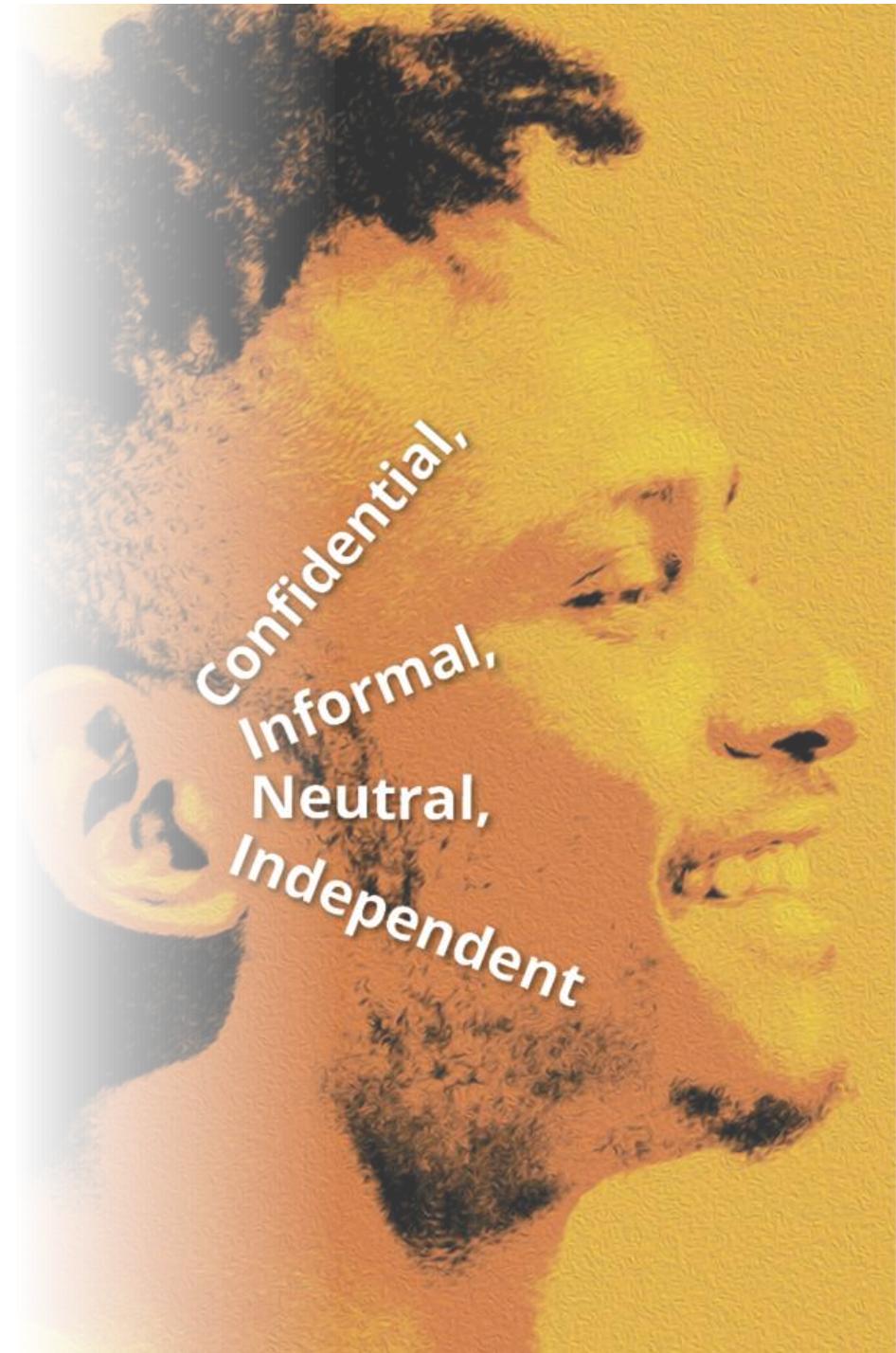
BUDGET

- Ombudsman Office is funded through PSA (baseline)
- Baseline of 2021 was cut in 2022 which resulted in lack of funds
- CCI (Critical Corporate Initiative) budget and additional PSA funding received mid-year: travel started June
- OBD budget submissions for 2023 resulted in higher baseline
- OBD thanks management and EB



OBD IMPACT ASSESSMENT

- Since its establishment in 2005 there has been no outside independent assessment or evaluation of OBD
- OBD initiated an impact assessment in 2021, and received the report in Q2 of 2022
- OBD has carefully reviewed the recommendations and is working on an action plan to implement them



OBD IMPACT ASSESSMENT

Key recommendations

- Role of OBD needs to be better understood in organization
- OBD needs more (racial) diversity and a decentralized structure
- Clarify legal, accountability framework and reporting lines of OBD within WFP
- Need for a stronger alignment on operations and mandate of office

➔ Renew TORs OBD



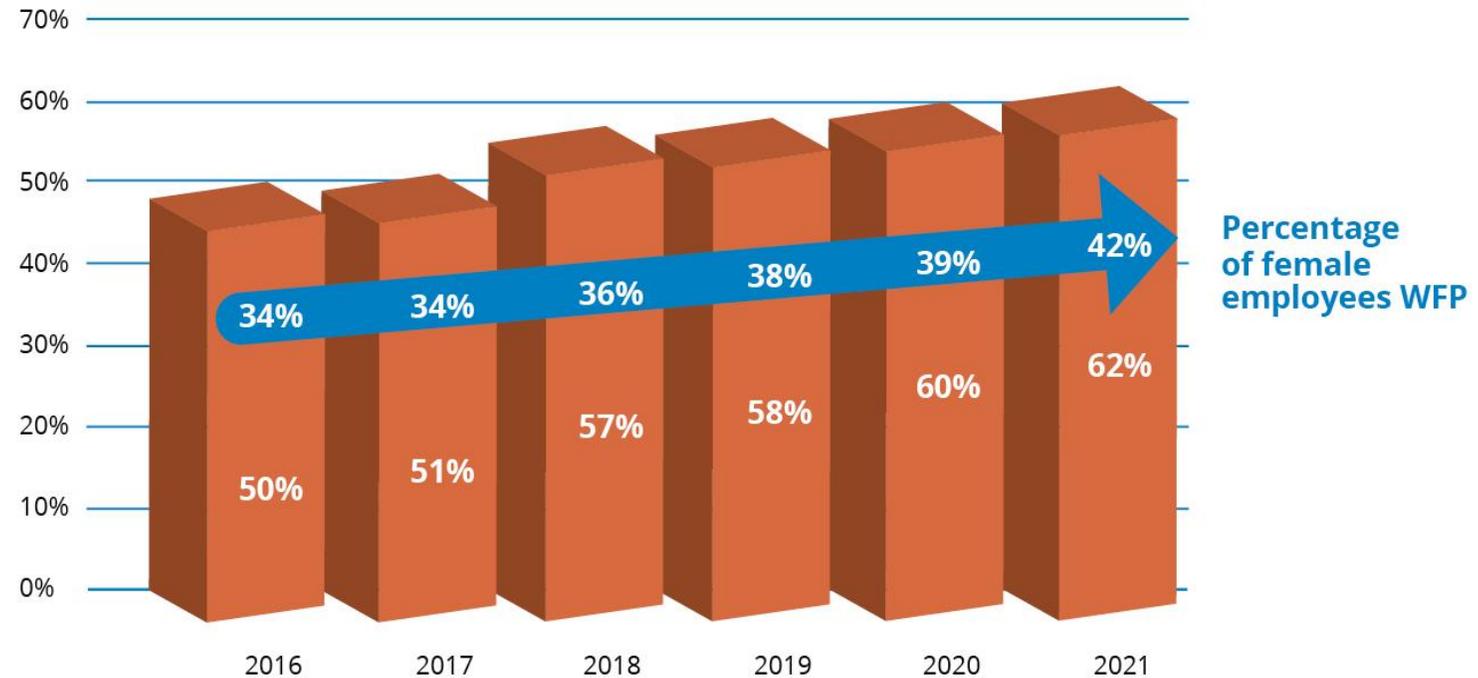


YOUR QUESTIONS

Canada in June 2022: *“How is OBD applying a gender equality lens to its support services?”*

United Kingdom in January 2021: *“Point about gender not being about changing women, but about leaders, work, cultures and systems [...] very important”*

Share of female visitors (in %) 2016 - 2021



YOUR QUESTIONS CONT'D...



- OBD values racial diversity and has undertaken substantial and some unfortunately unsuccessful efforts to become more racially diverse
- OBD team includes many other equally relevant aspects of diversity: ethnicity, gender, physical ability, LGBTQIA, neurodiversity, languages
- Recently hired Ombuds Officers who are D&I and Gender specialists
- Mainstreaming gender in all OBD activities
- OBD works closely with D+I, GEN, other offices

YOUR QUESTIONS CONT'D...

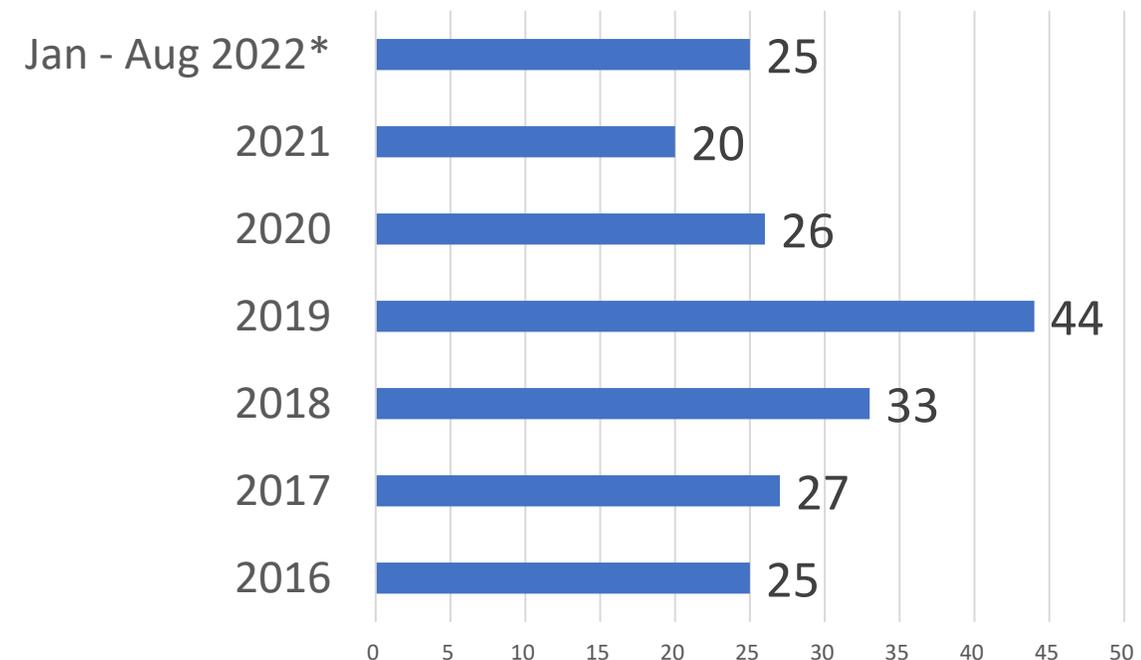


USA in May 2022: "Change in [no of] HSHAAD cases: Is there any indication of this trend in reduced numbers of cases continuing in 2022? Have the efforts around workplace culture contributed to that reduction?"

- WFP's efforts resulted in more people speaking up: more respect, more awareness. Gender parity helps to a certain point
- OBD supports speaking about and addressing difficult HSHAAD situations (Capacity Building, coaching, TCA)

OBD concern : timelines for formal justice affects trust in effectiveness of organization to address HSHAAD issues

Share of HSHAAD cases in total caseload 2016–2022 (%)



MOVING FORWARD

- OBD Retreat 09/2022:
 - Focus on Anti-Racism and OBD strategy to serve WFP and its employees
 - First time in person since 3 years
- 19 Missions July - Dec 2022

➔ Responding to various and changing demands in WFP, emergencies, double pressure on colleagues

➔ Ready for Ombuds office 4.0

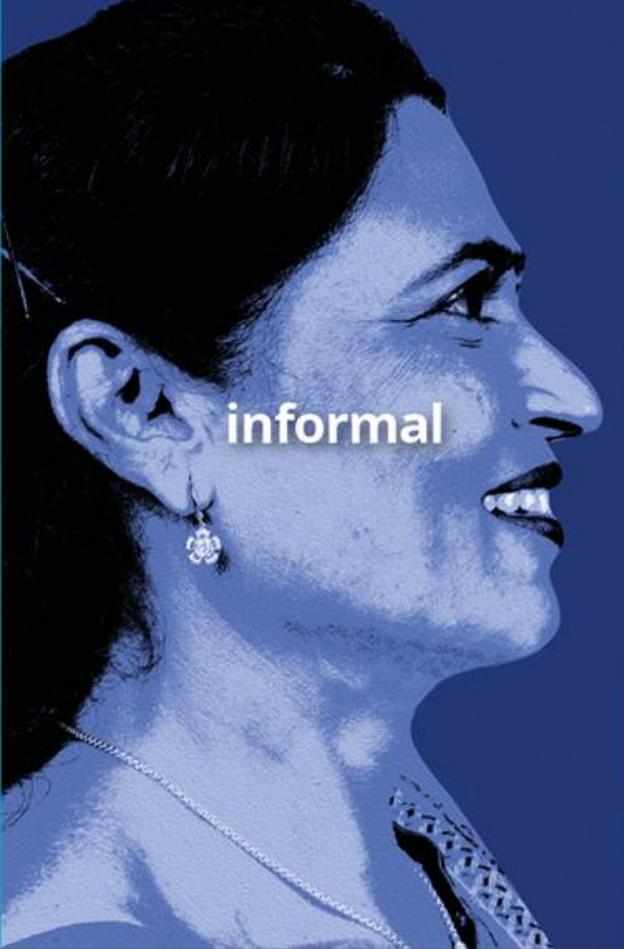
Confidential,
Informal,
Neutral,
Independent



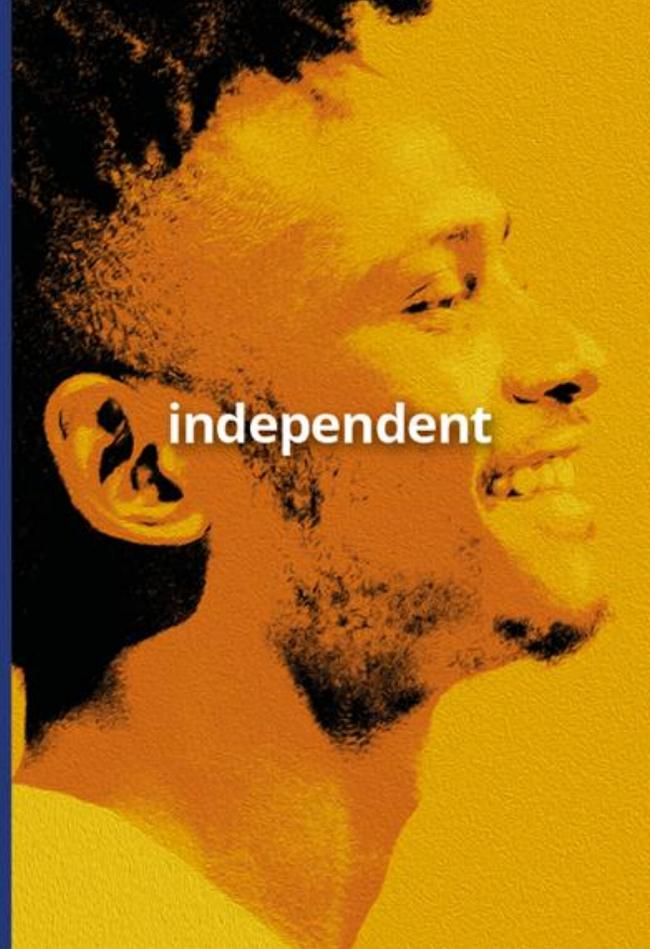
confidential



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*

