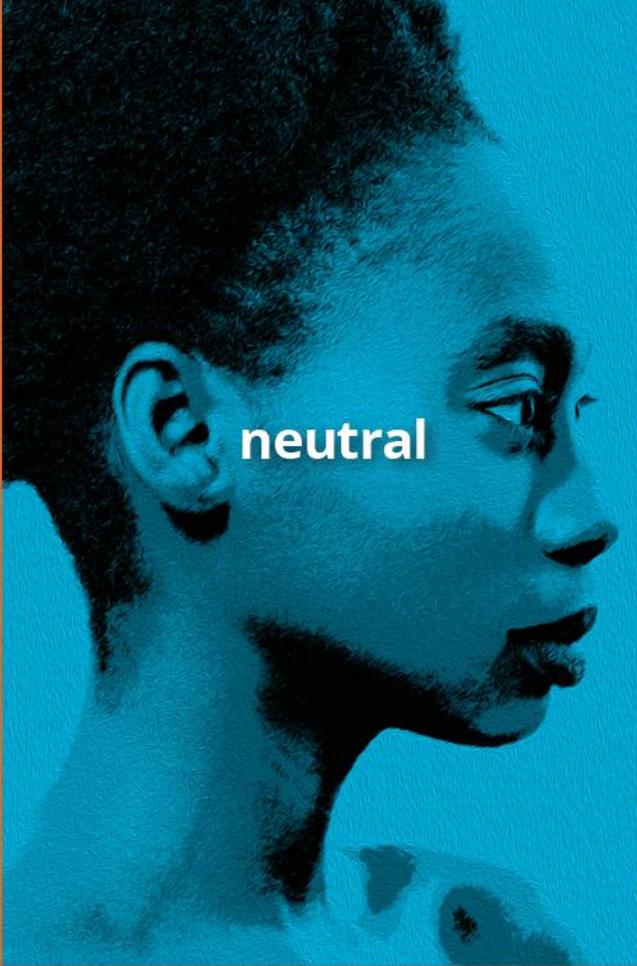
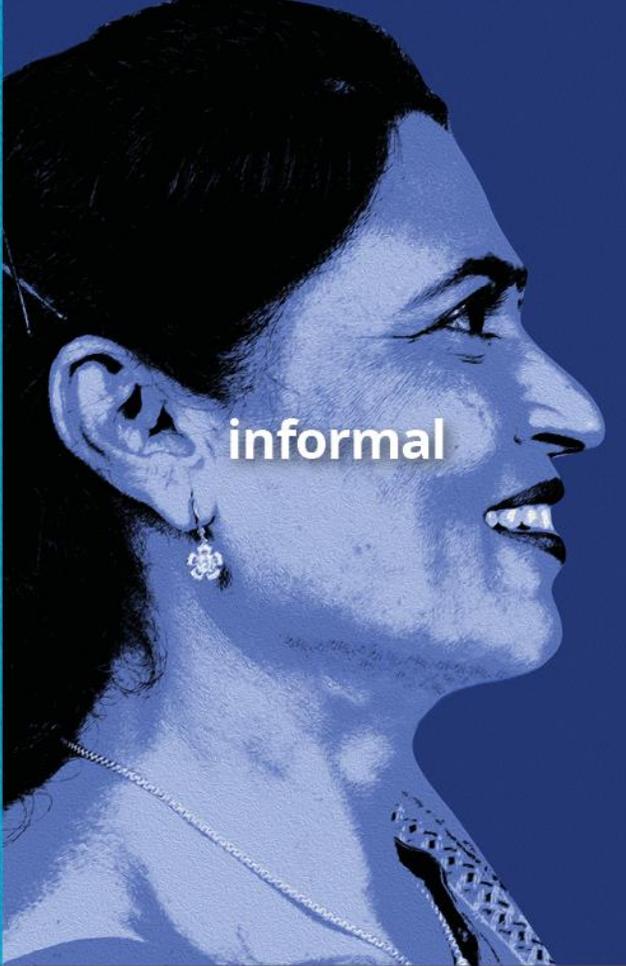


confidential



neutral



informal



independent



World Food Programme

SAVING LIVES
CHANGING LIVES

Office of the Ombudsman and Mediation Services

Briefing to the Executive Board

2023 June

AGENDA



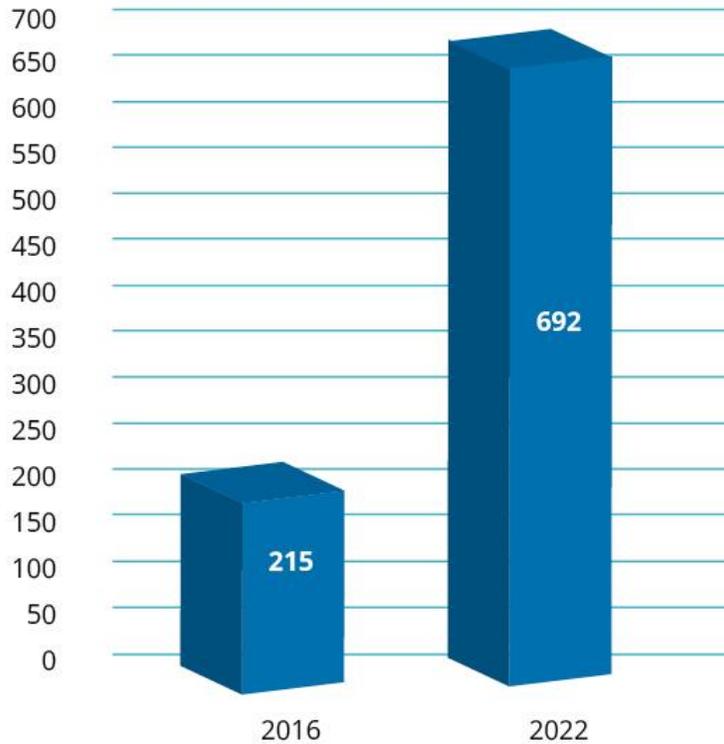
- Data overview
- Workplace culture: what is after Parity?
- ED's townhall message
- Internal Justice System: Informal Resolution First



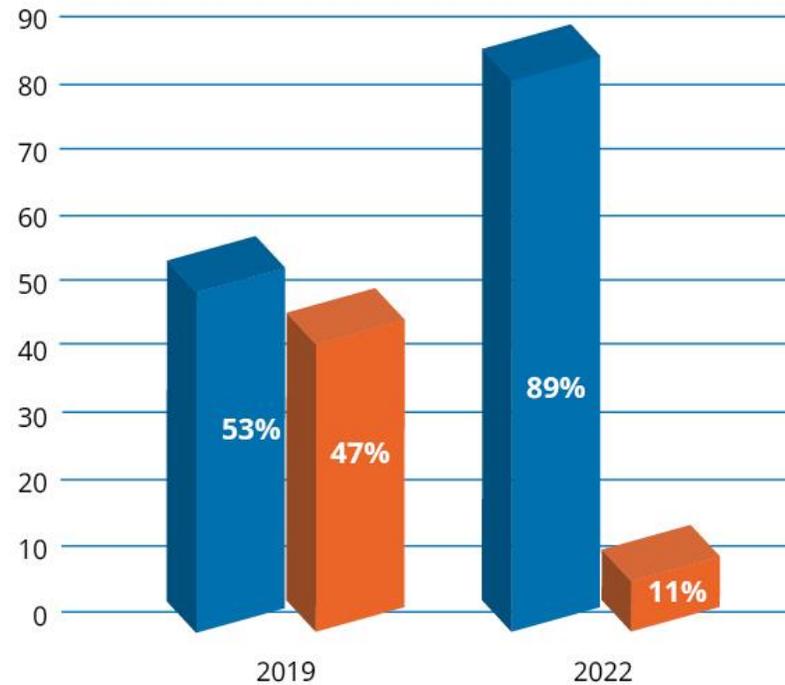
DATA OVERVIEW



Increase in cases 2016 vs. 2022

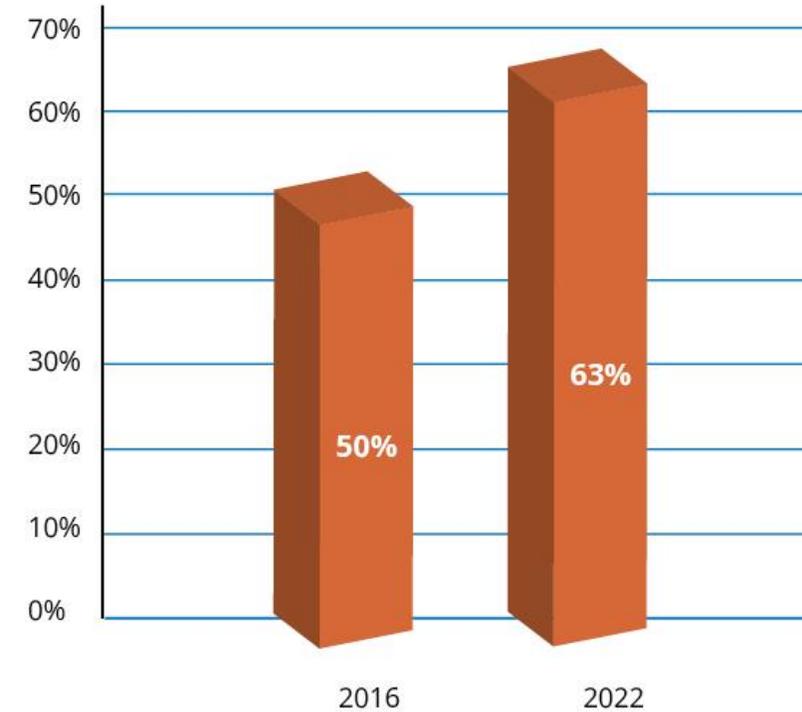


Abusive Conduct: More cases from the field 2019* vs. 2022



■ Field ■ Headquarters *No data before 2019 available

Increase in female visitors 2016 vs. 2022



2023 — WHERE ARE WE NOW



Taking stock 1 January – 15 June 2023:

- High caseload: 357 cases
- Increasing access in the field: 15 in-person visits to Country Offices in the first six months
- More Respectful Workplace Advisors (RWAs):
 - Three trainings of new RWAs in 2023
 - Getting close to 200 RWAs in total
- Planning July – December 2023:
16 in-person CO missions



WHAT'S AFTER PARITY?



- Parity is a start; Numbers don't make a change per se
- Equity will support everyone, including people of colour and women to thrive at WFP. If they thrive so will others
- **Parity:** Same numbers
- **Equity:** Enabled to achieve the same outcomes
- Requires change in awareness, perspectives and culture

→ Ultimately it is about fairness and justice and how we engage in this as WFP

ED'S MESSAGE



- OBD supports ED's call for kindness and respect, having each other's back, and welcoming everyone, no more silos
- OBD's questions:
 - What kind of behaviour do we in WFP generate, endorse and condone?
 - What are employees' responses when individuals or groups are excluded?

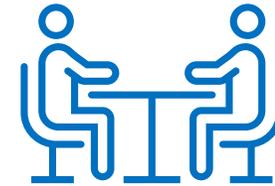
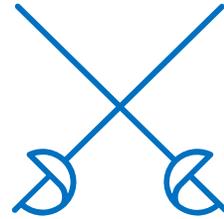


➔ When working towards a common goal our strength lies in differences, not in similarities

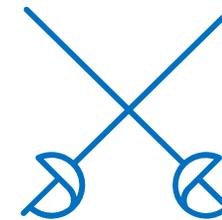
INFORMAL RESOLUTION FIRST



- Usual Approach



- How it should be Informal Resolution First



 **Efficiency gains**

INFORMAL RESOLUTION FIRST GA RESOLUTION DECEMBER 2022

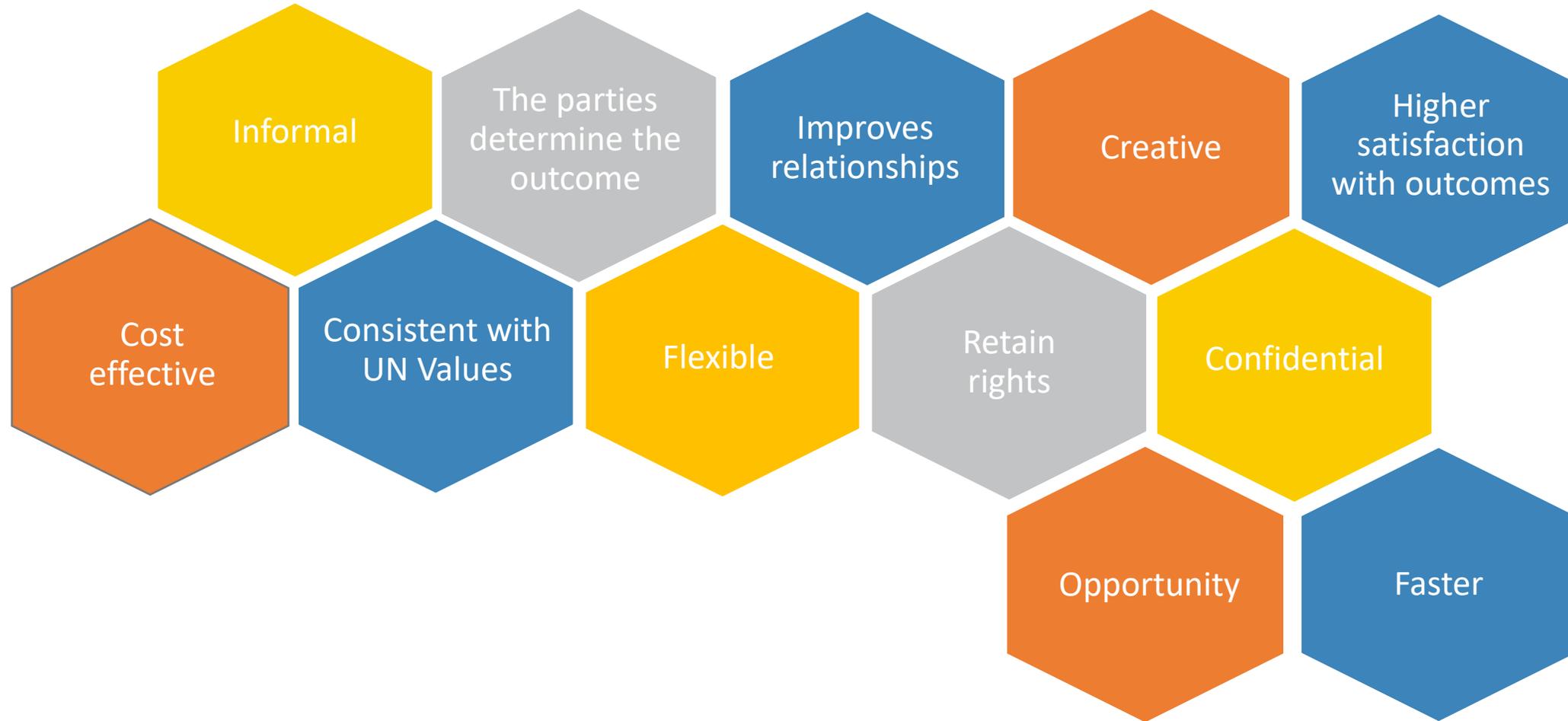


A/RES/77/260

- [...]14. *Recognizes* that the informal system of administration of justice is an **efficient and effective** option both for staff who seek redress of grievances and for the participation of managers;
- 15. *Reaffirms* that the informal resolution of conflict is a crucial element of the system of administration of justice, emphasizes that **all possible use should be made of the informal system** in order to avoid unnecessary litigation, without prejudice to the basic right of staff members to access the formal system, and encourages recourse to the informal resolution of disputes; [...]



INFORMAL RESOLUTION FIRST



Moving onwards

“Important that
we don’t only talk.
But practice it”

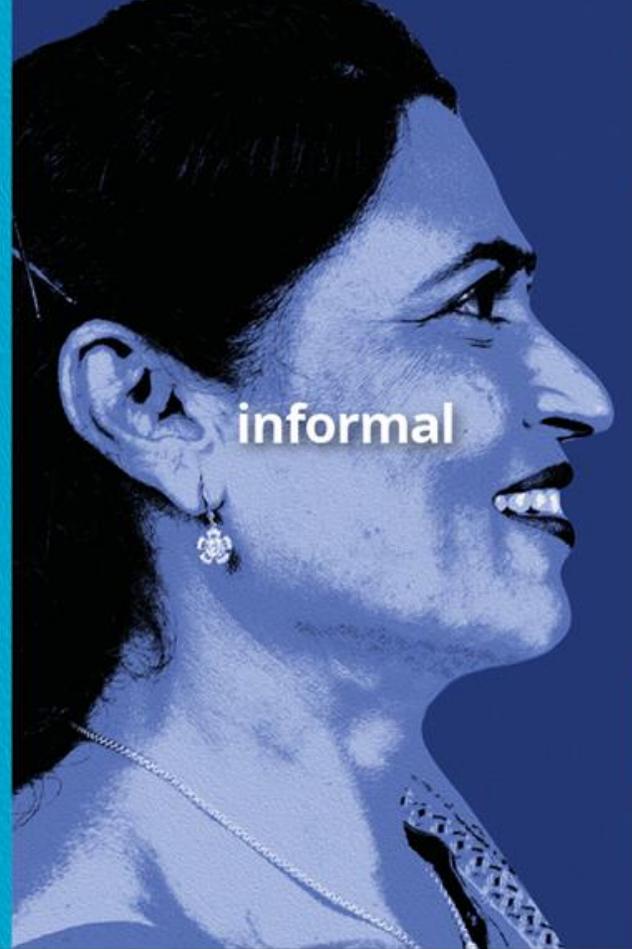




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Thank You! Ombudsman@wfp.org



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