Office of the Ombudsman and Mediation Services
Briefing to the Executive Board
2023 June
• 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

Increase in female visitors 2016 vs. 2022

*No data before 2019 available
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):
  o Three trainings of new RWAs in 2023
  o 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:
  o What kind of behaviour do we in WFP generate, endorse and condone?
  o 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
• [...]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

- Informal
- The parties determine the outcome
- Improves relationships
- Creative
- Higher satisfaction with outcomes
- Cost effective
- Consistent with UN Values
- Flexible
- Retain rights
- Confidential
- Opportunity
- Faster
Moving onwards

Cultural change towards a respectful, inclusive workplace

"Important that we don’t only talk. But practice it"
Thank You!  Ombudsman@wfp.org

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