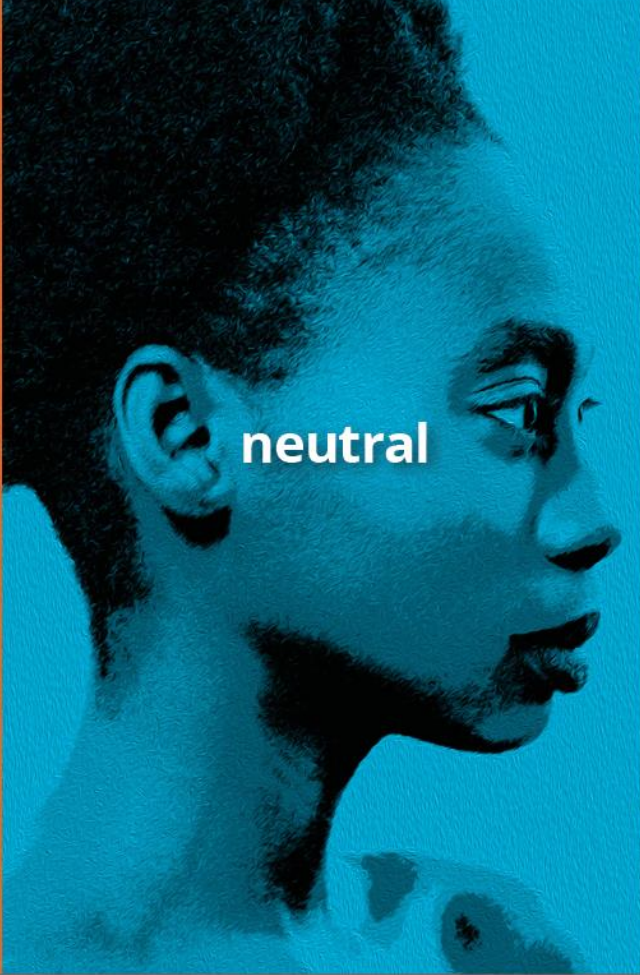
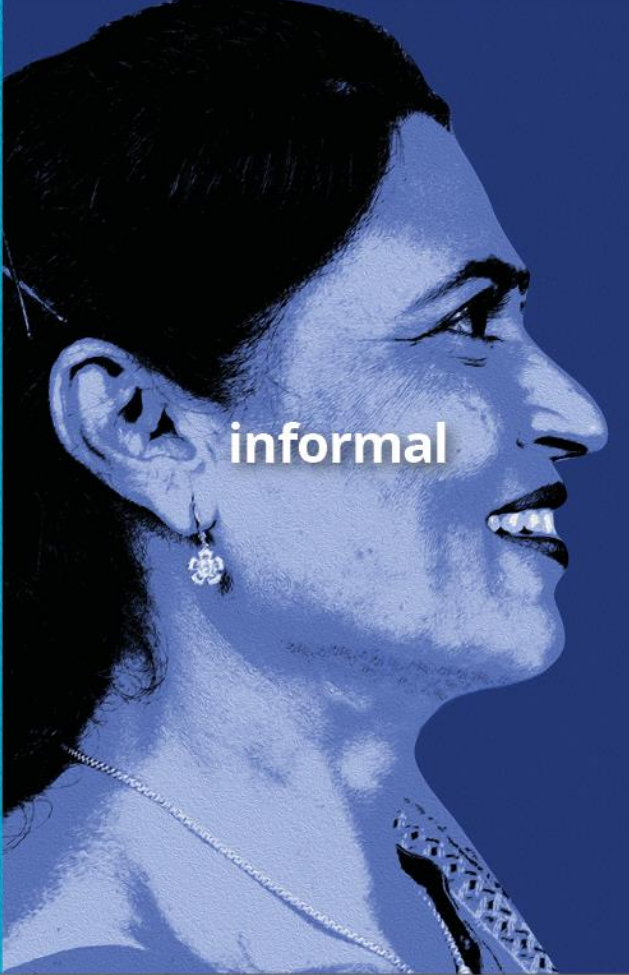


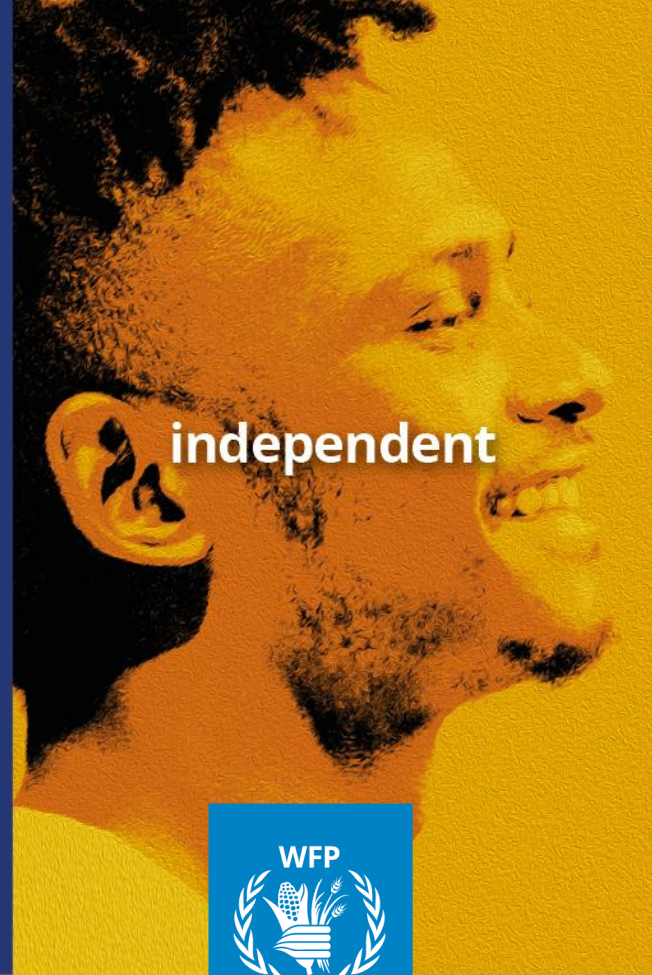
confidential



neutral



informal



independent



World Food Programme

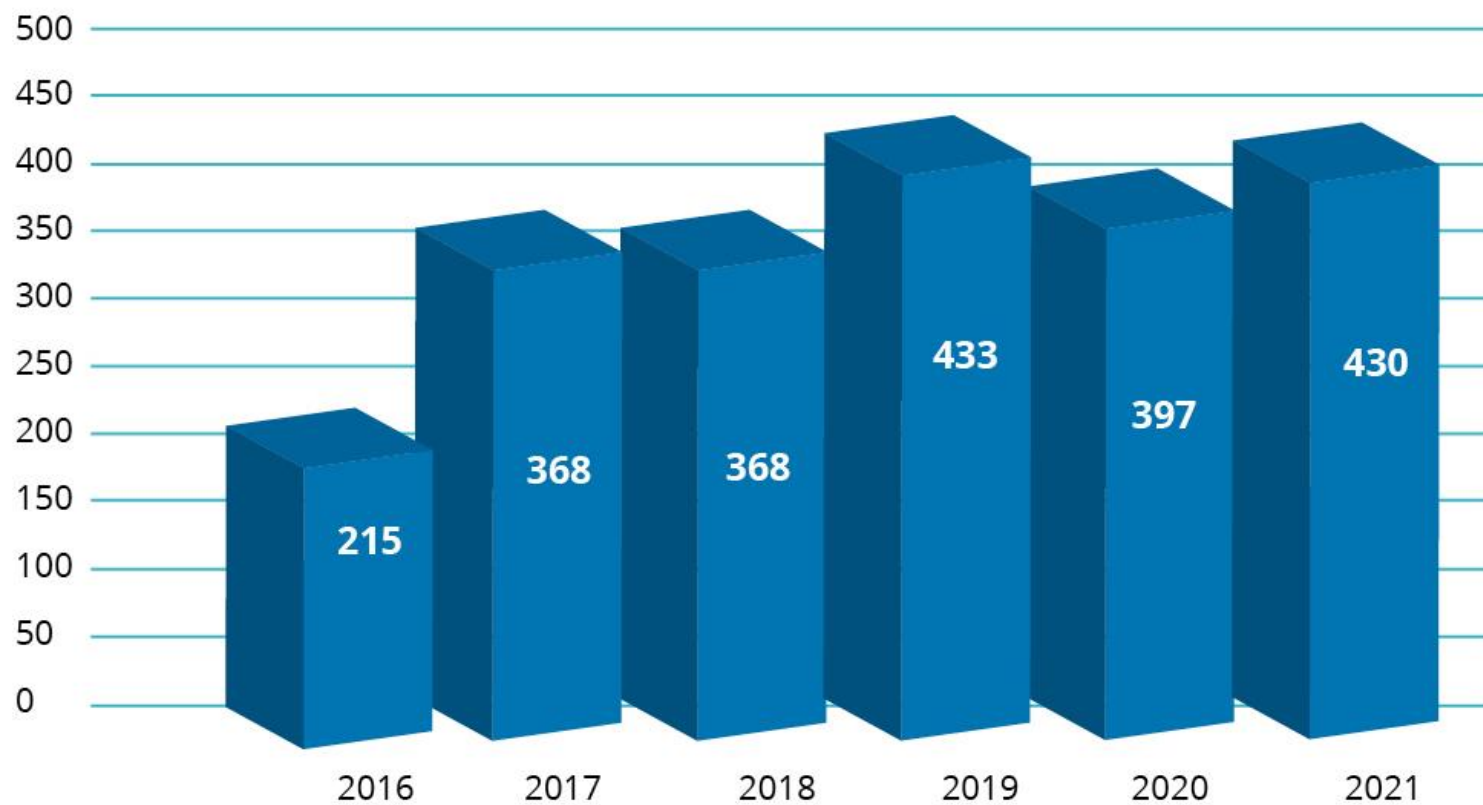
SAVING LIVES
CHANGING LIVES

Office of the Ombudsman and Mediation Services

Second Informal Briefing to the Executive Board

2022 May

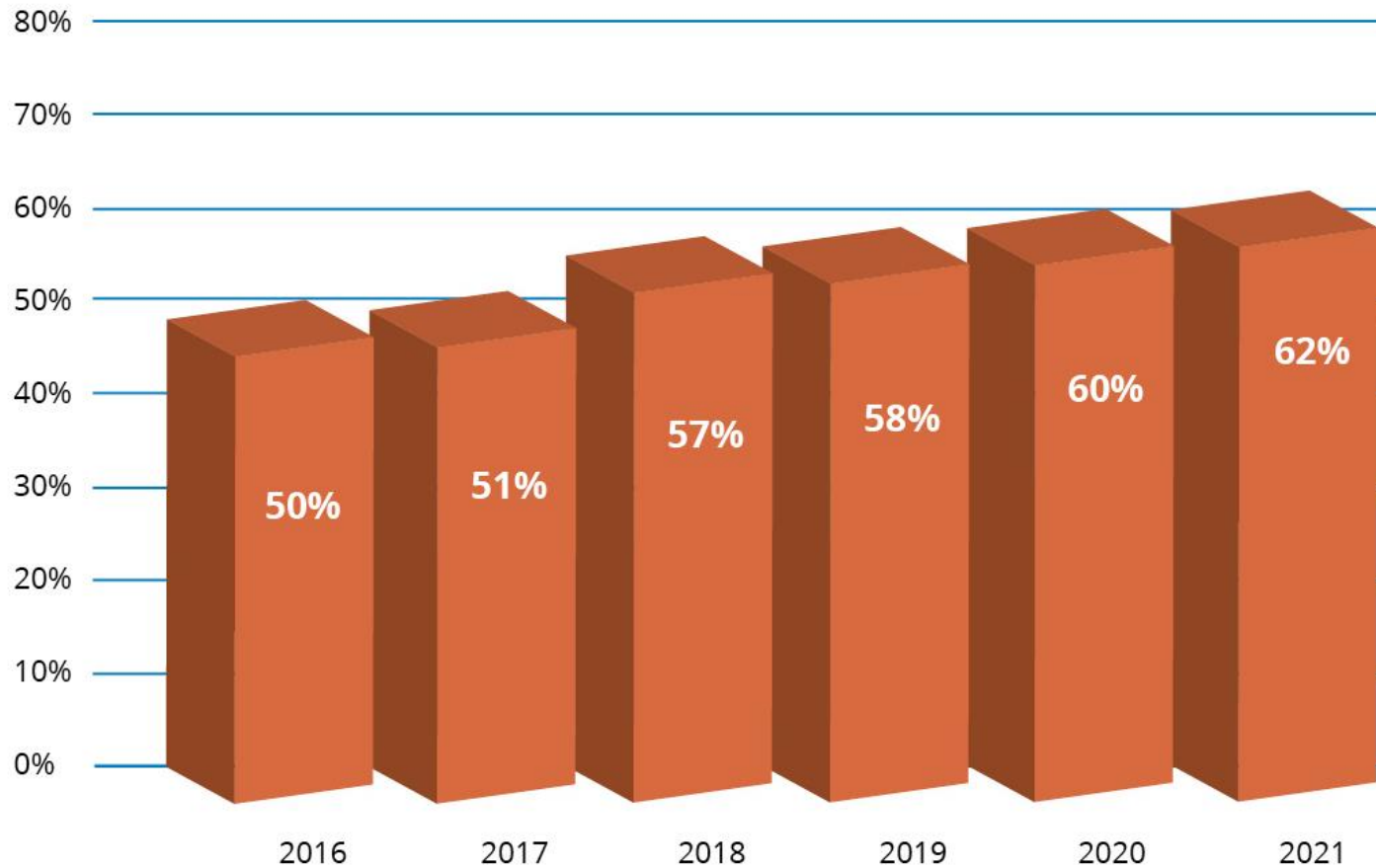
CASELOAD 2016 – 2021



Confidential,
Informal,
Neutral,
Independent

GENDER

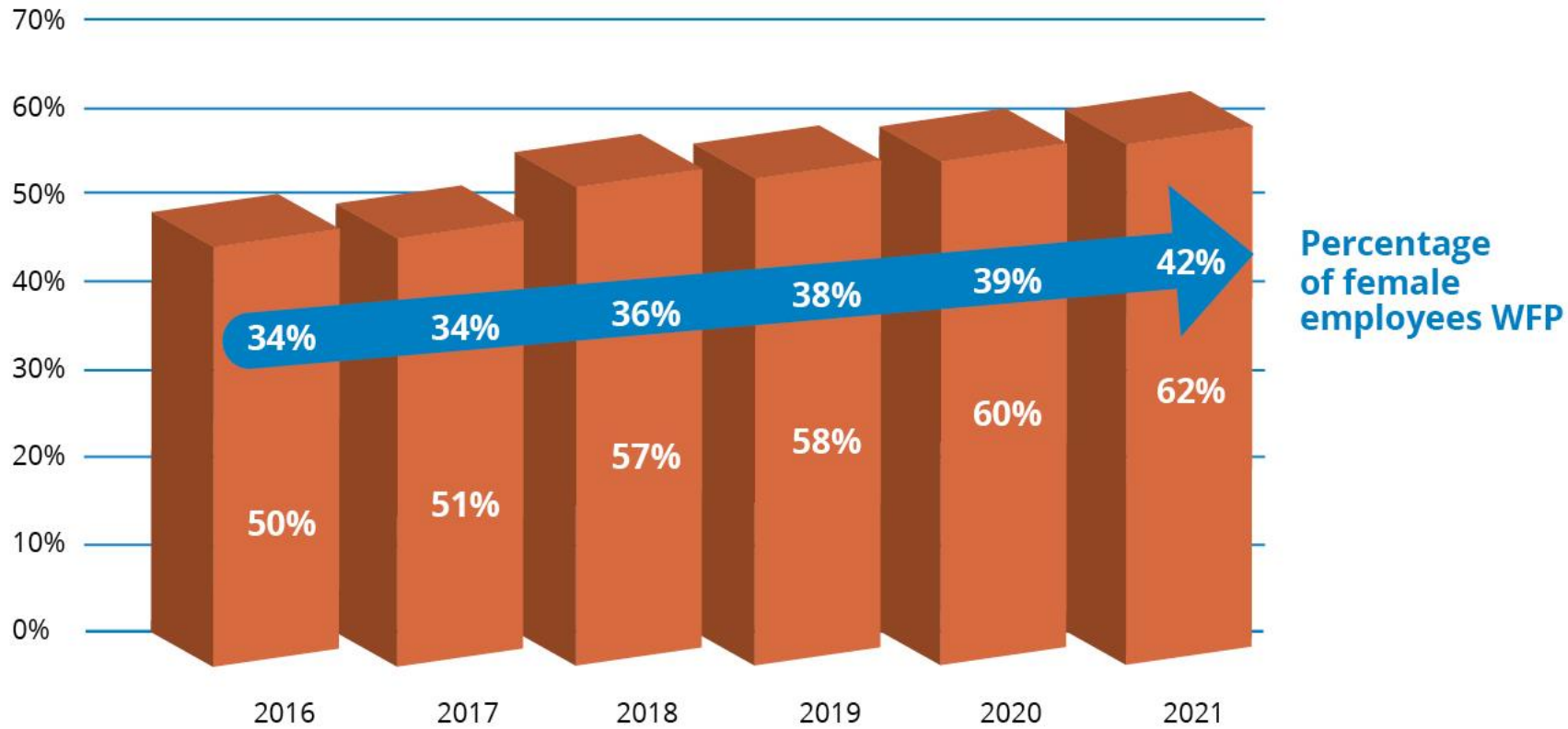
Share of female visitors (in %) 2016 - 2021



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Informal,
Neutral,
Independent

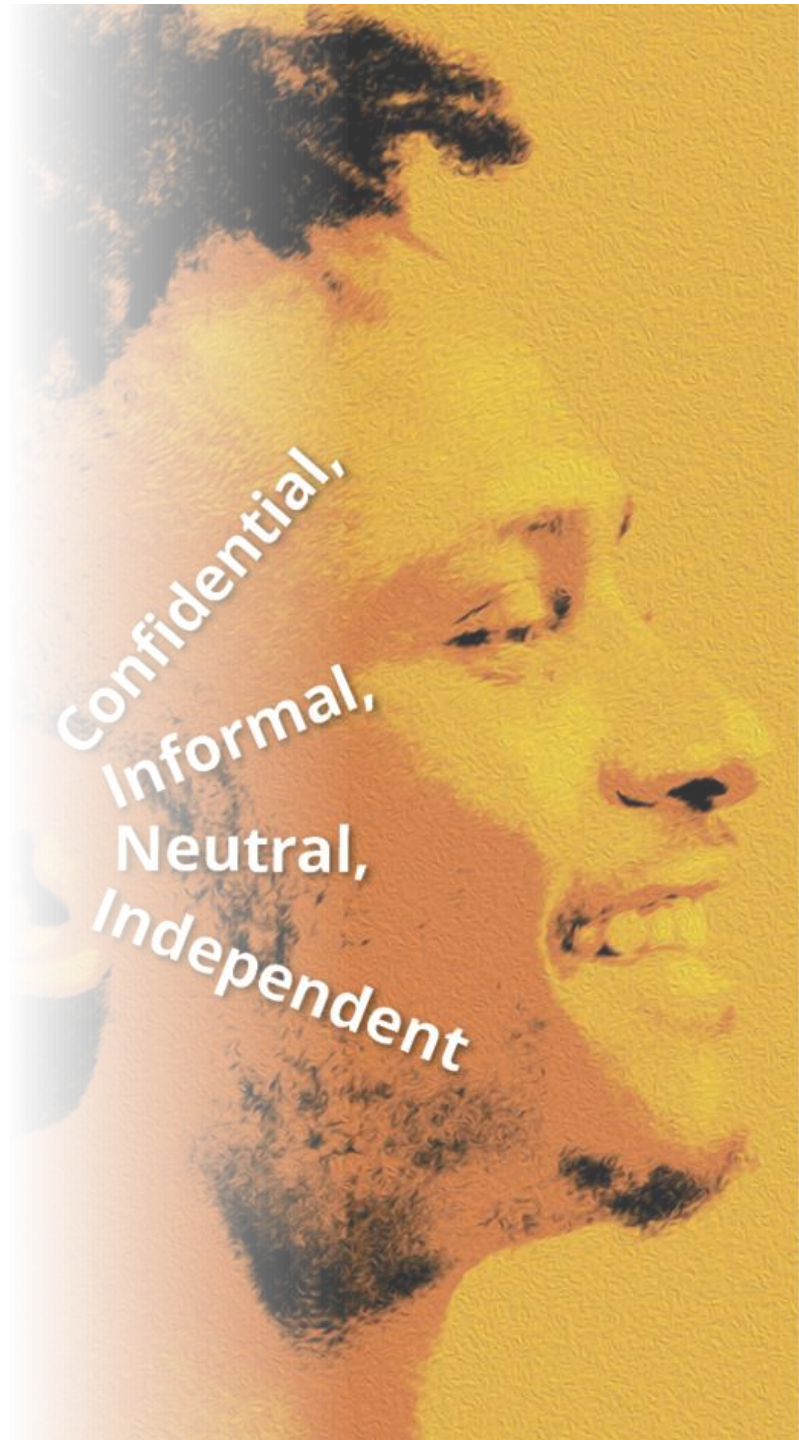
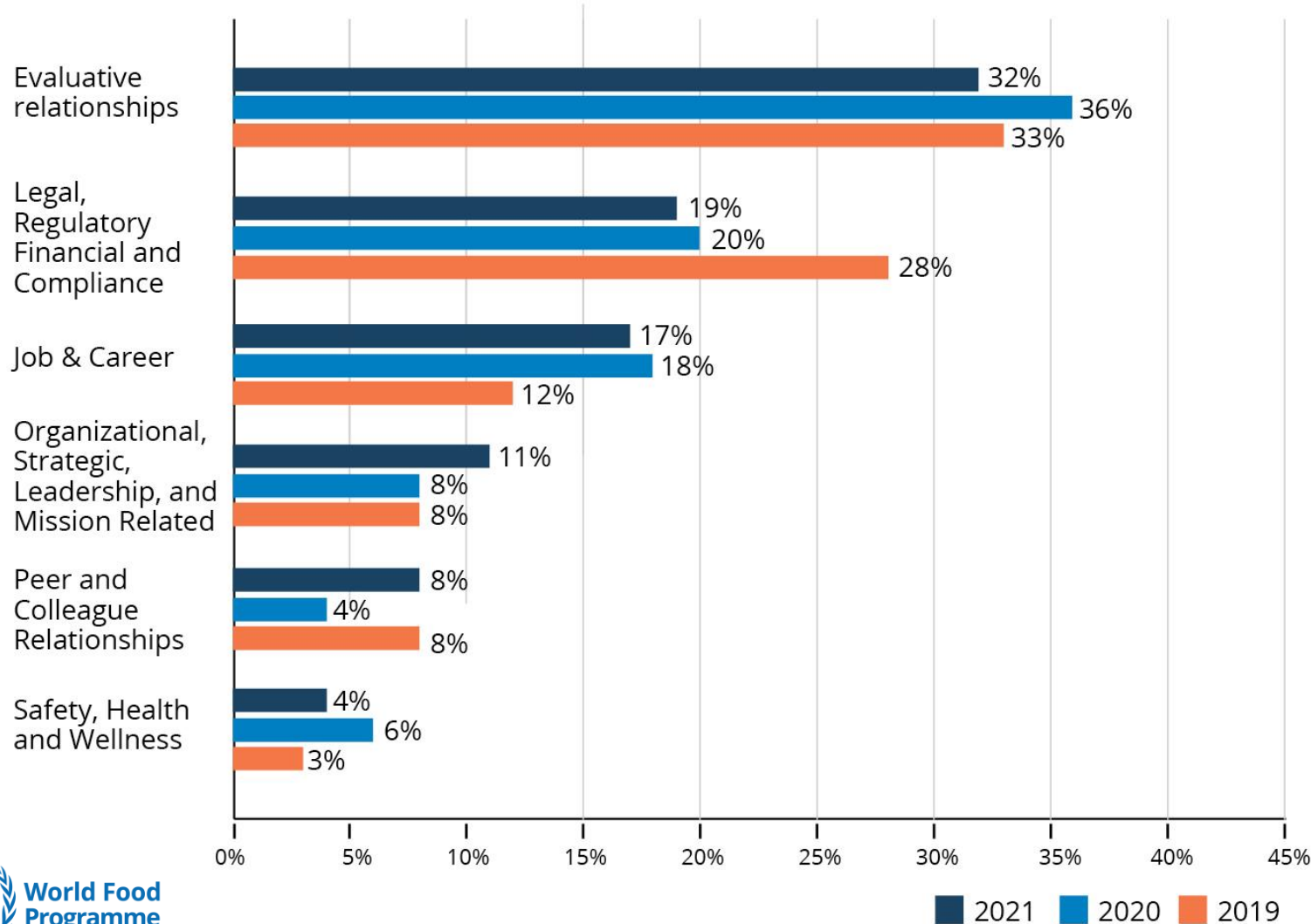
GENDER

Share of female visitors (in %) 2016 - 2021



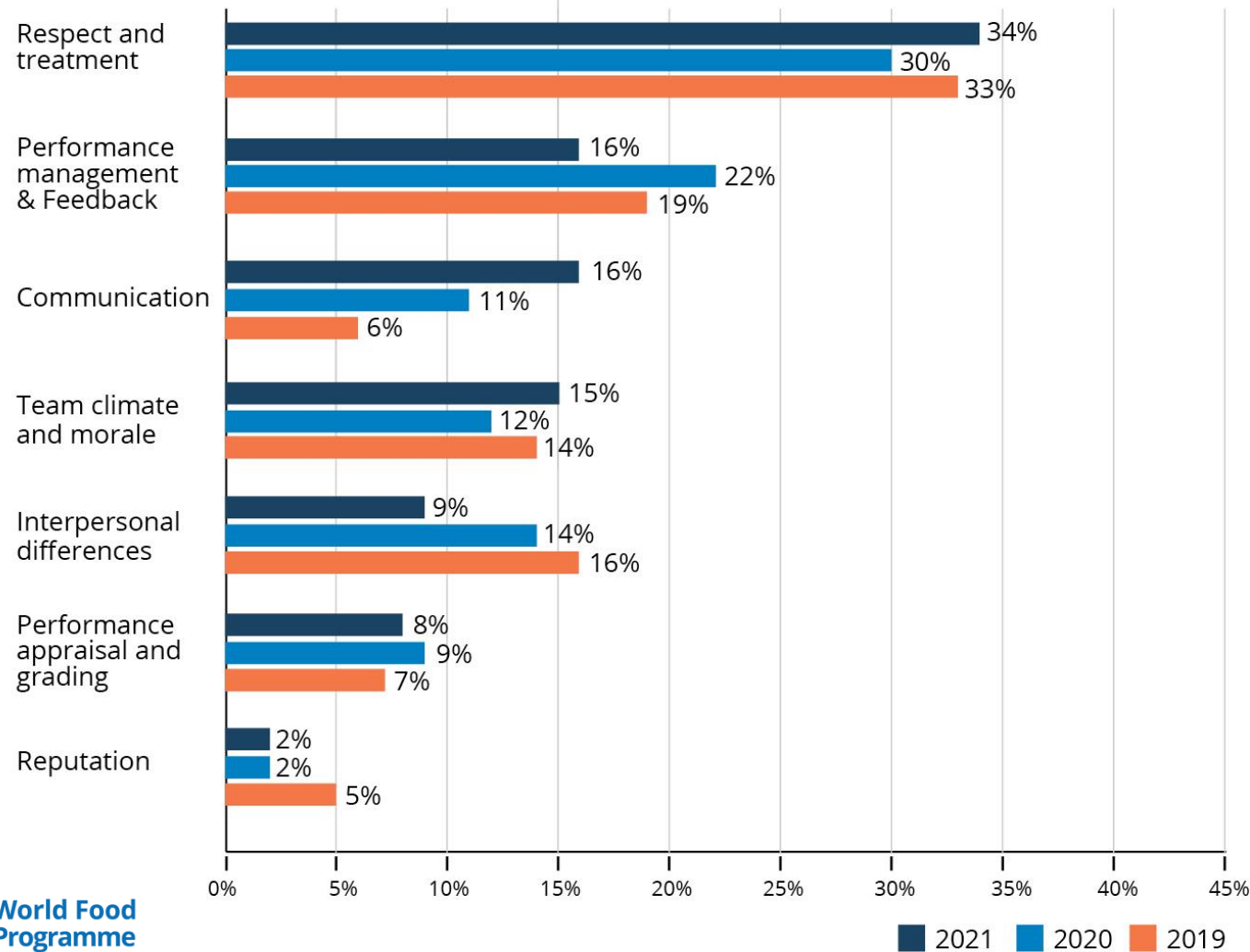
MAIN ISSUES IN 2021

Data Comparison 2019 - 2021



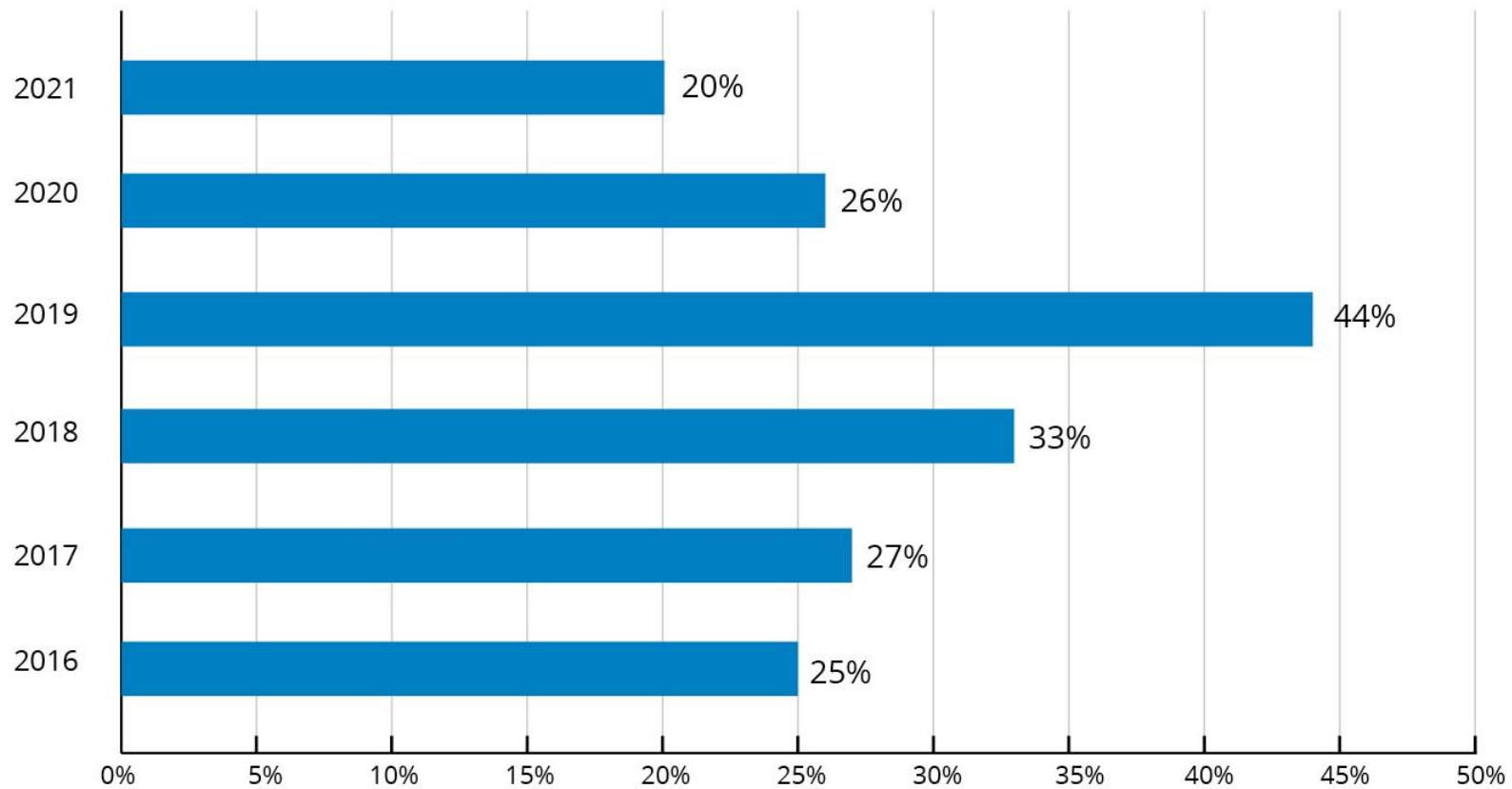
EVALUATIVE RELATIONSHIPS

Data Comparison 2019 - 2021



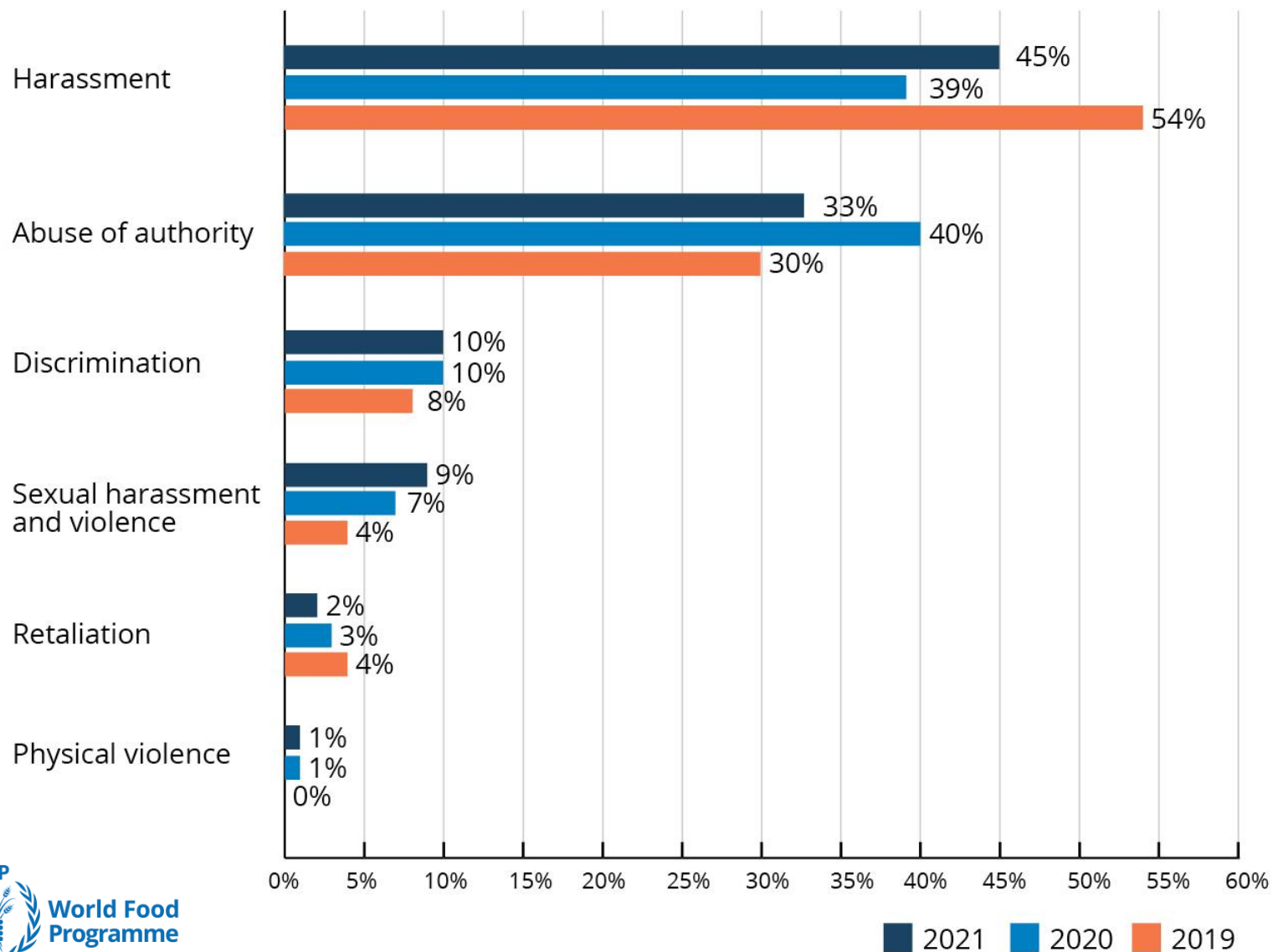
ABUSIVE CONDUCT

HSHAAD cases out of total caseload 2016-2021 (%)



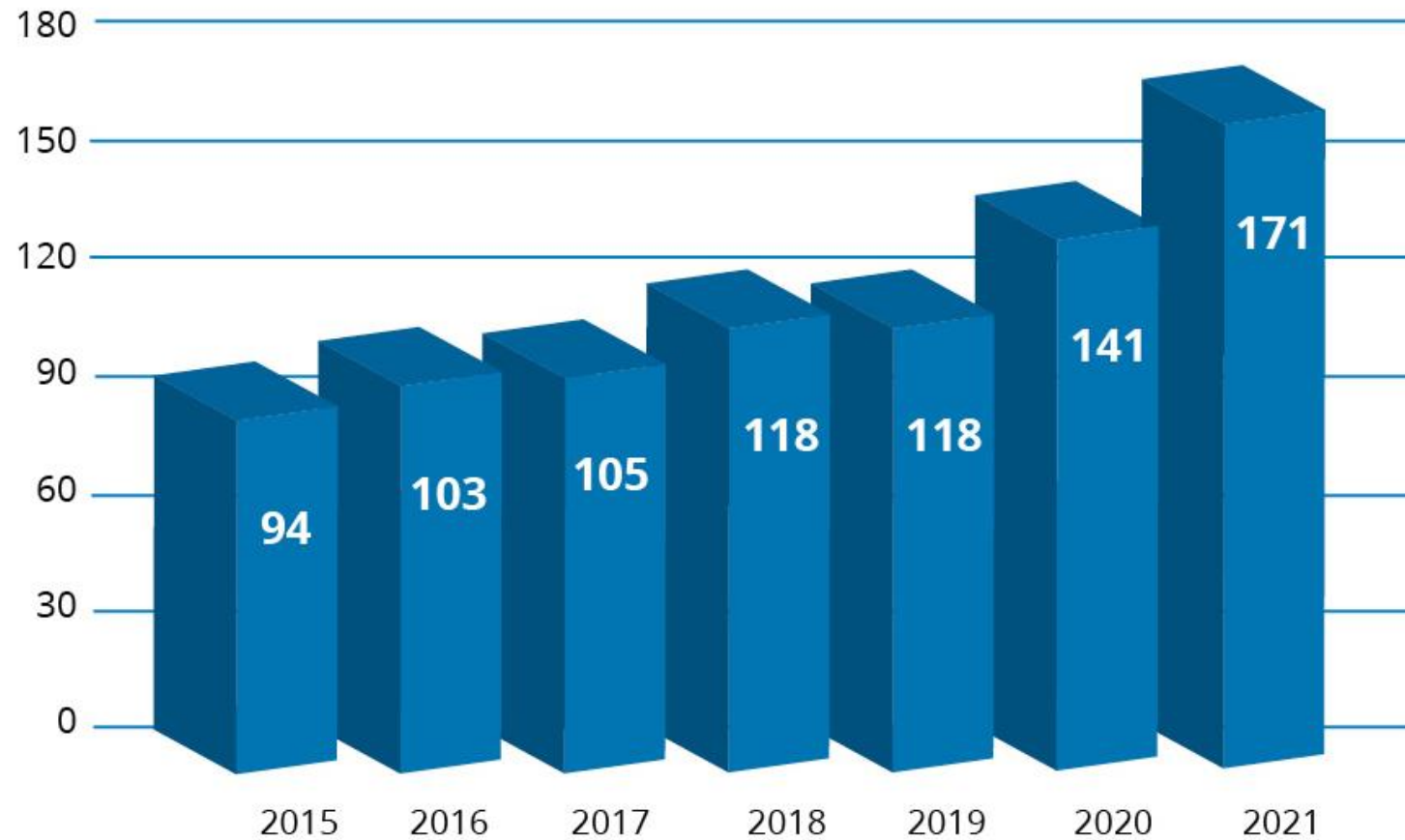
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Independent

HSHAAD DATA 2019 – 2021



RESPECTFUL WORKPLACE ADVISORS

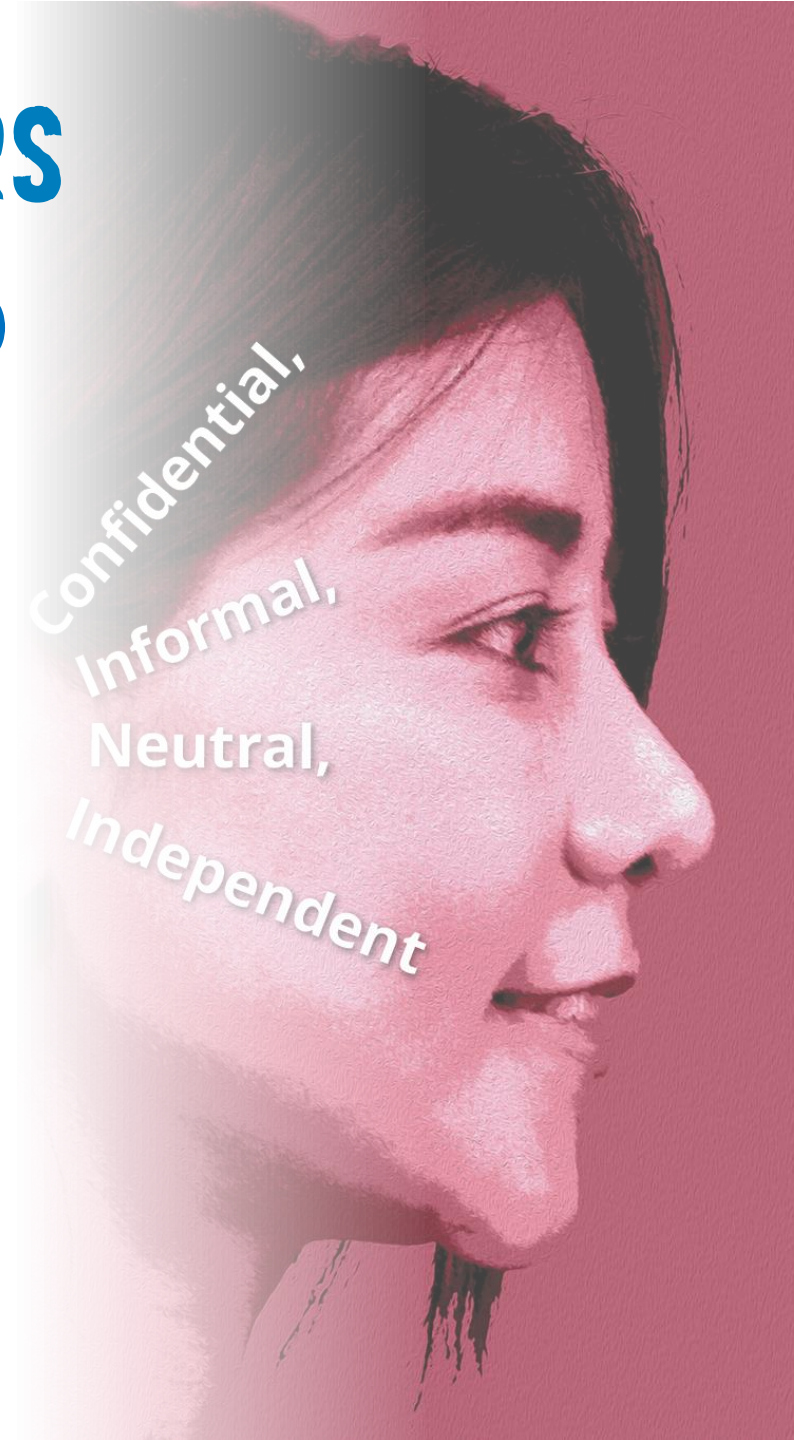
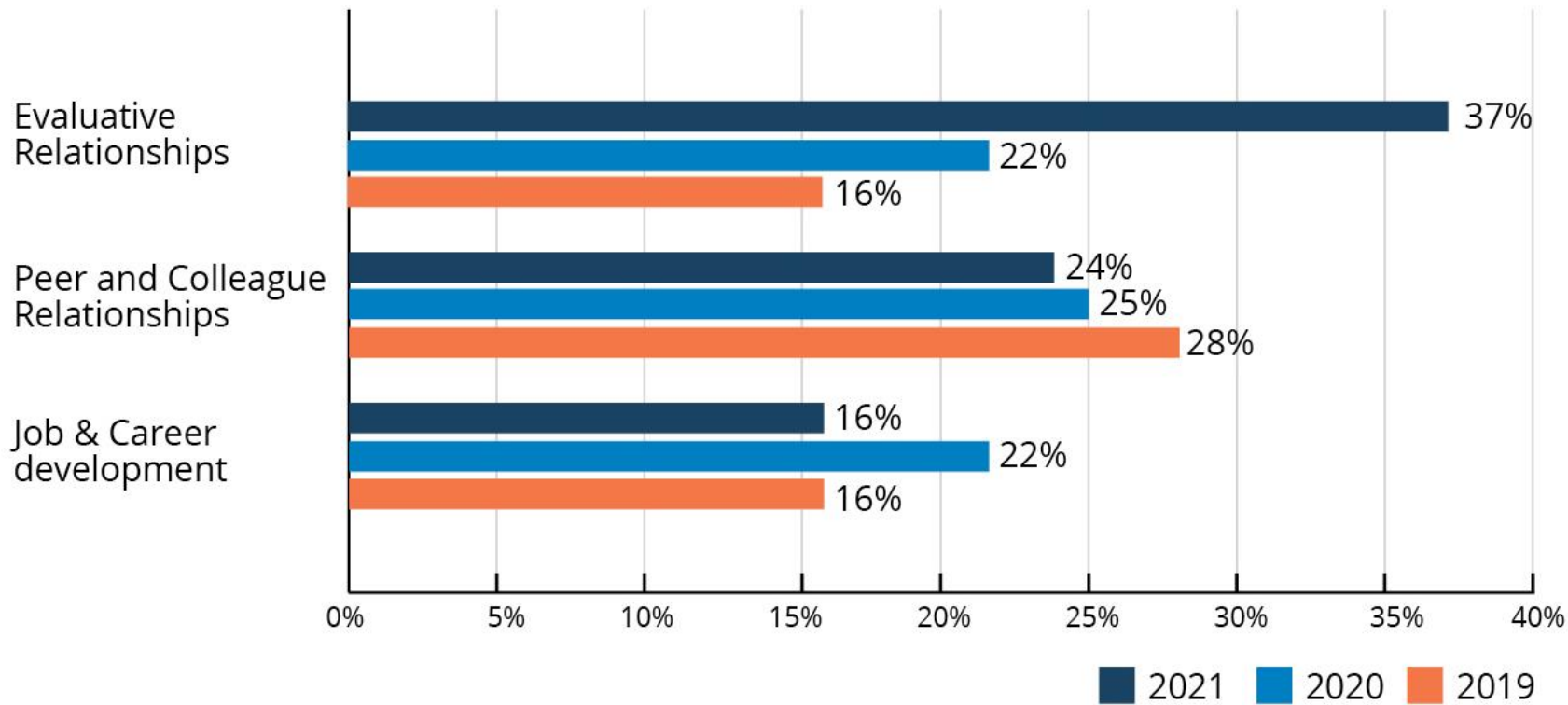
Number of RWAs 2015 -2021

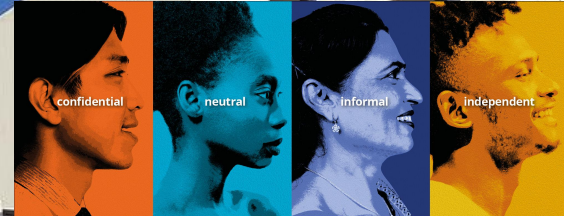


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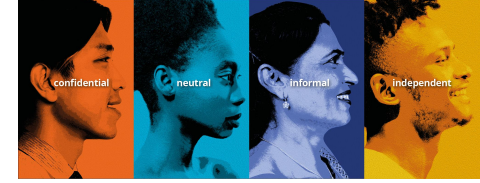
RESPECTFUL WORKPLACE ADVISORS

Comparison of issues reported to RWAs 2019 - 2021 (%)





SYSTEMIC ISSUES



Impact of SARS-CoV2

COVID-19 has affected the mental health and wellbeing of many employees:

- Need to Strategize WFP's duty of care to support a mentally overstretched workforce
- People centered management is the condition for a resilient workforce
- Managers ought to reflect about personal needs for mental health and act on them
- Importance of promoting a culture of inclusion and understanding also under these challenging circumstances

SYSTEMIC ISSUES



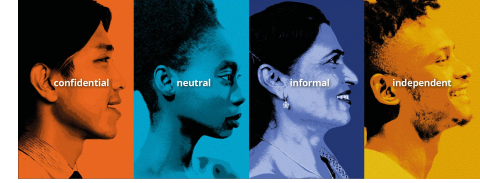
Psychological safety in teams

In this new working reality, there is a need for managers to increase the psychological safety of teams by:

- Actively seek connection with team members
- Foster inter- and intra-team collaboration and learning by creating (virtual) spaces for employees to be engaged and exchange information
- Create a climate of appreciation and recognition in teams
- Provide occasions to connect socially to relax and have fun together

➡ *The result: more engaged, inclusive, creative and resilient teams*

SYSTEMIC ISSUES



Recruitment

- Requires review and redesign
- Assessment tools like aptitude tests to understand what potential candidates have, and what they bring to team

Compliance

- Is essential for a well-run organization
- Need to encourage the human aspects of independent and innovative thinking
- Need to stimulate employee engagement and personal responsibility

UPDATE OBD

Budget: covering the gap through:

- Delayed onboarding by half year: position costs flow into operational costs
- Lowered # days of WAE consultant contracts
- Travel stop first four-month 2022
- Received funds from Critical Corporate Initiative

Next:

- Request to Global Budget Review Committee



UPDATE OBD

Missions

- OBD starts travelling as of 5th month in 2022
- Travel plan covers all regions
- We are looking forward to touching base in-person with the employees and managers in the field
- And to a healthy and unrestricted 2022

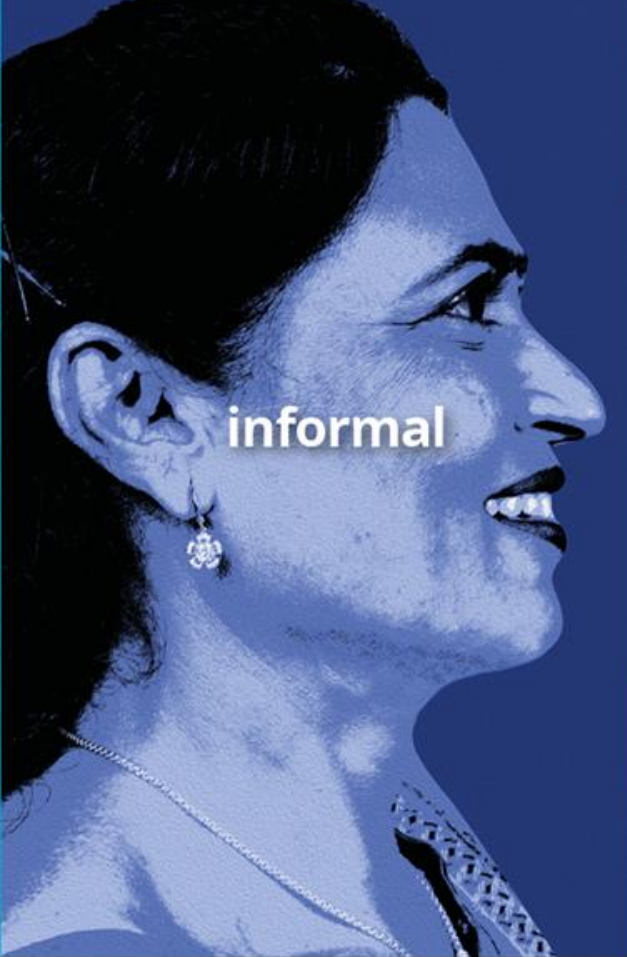




confidential



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***