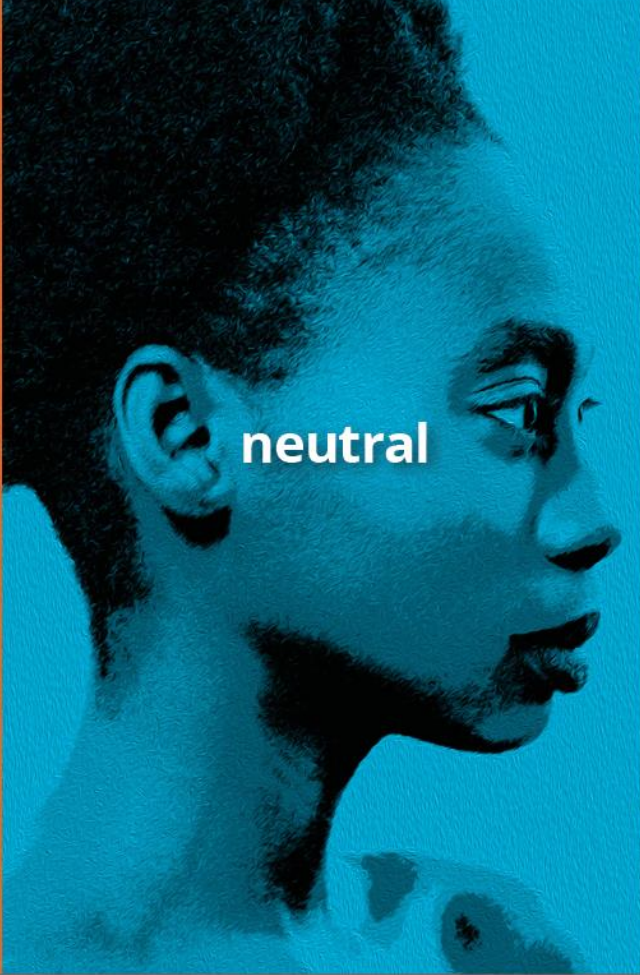
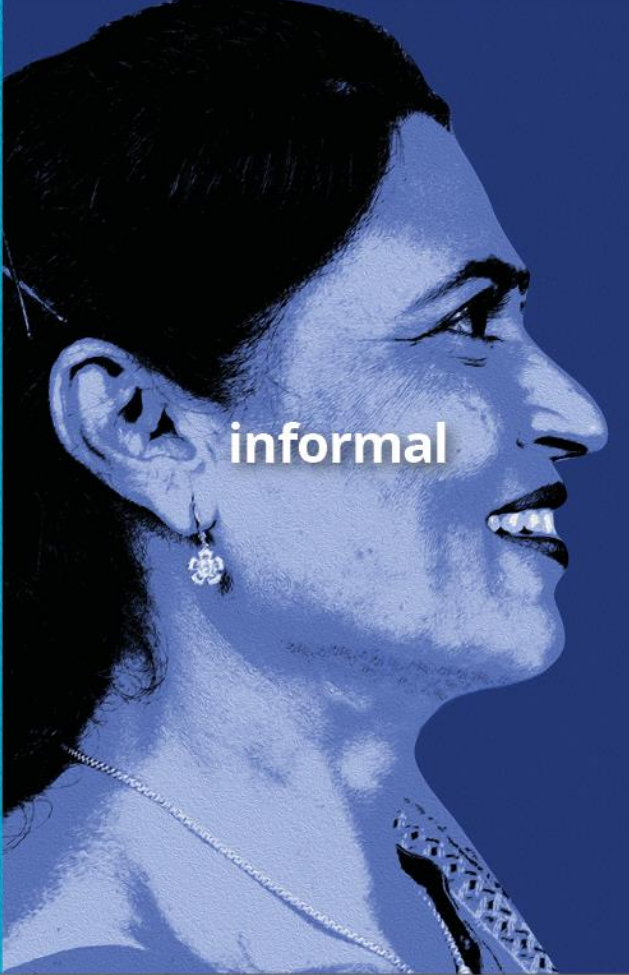


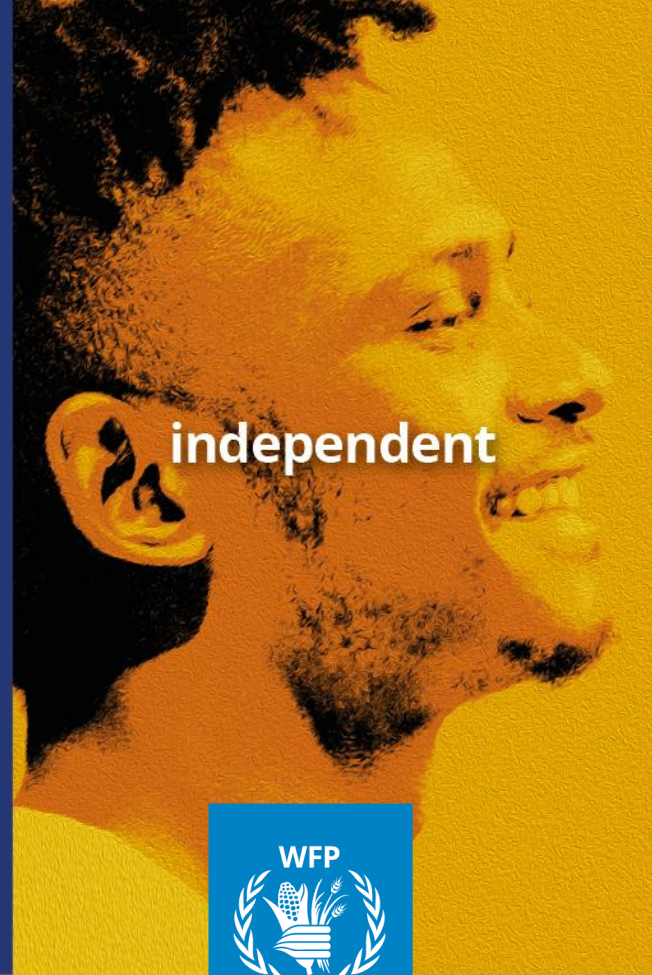
confidential



neutral



informal



independent



World Food Programme

SAVING LIVES  
CHANGING LIVES

# Office of the Ombudsman and Mediation Services

## Regular Briefing to the Executive Board

2023 November



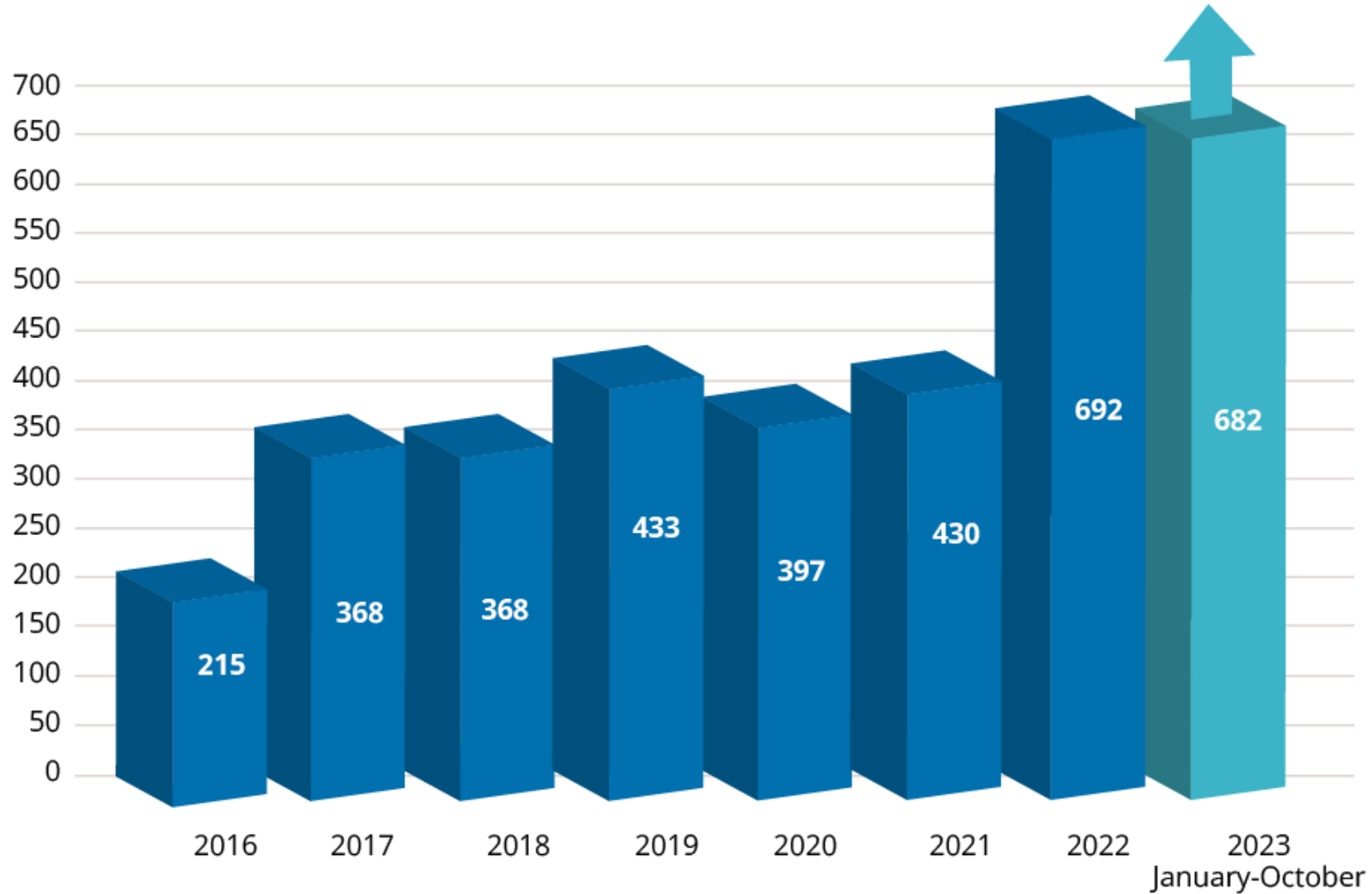
# AGENDA

- Data overview
- Systemic issues at WFP in uncertain times: Ombuds Observations
- Creating impact: Overview on OBD's activities in 2023



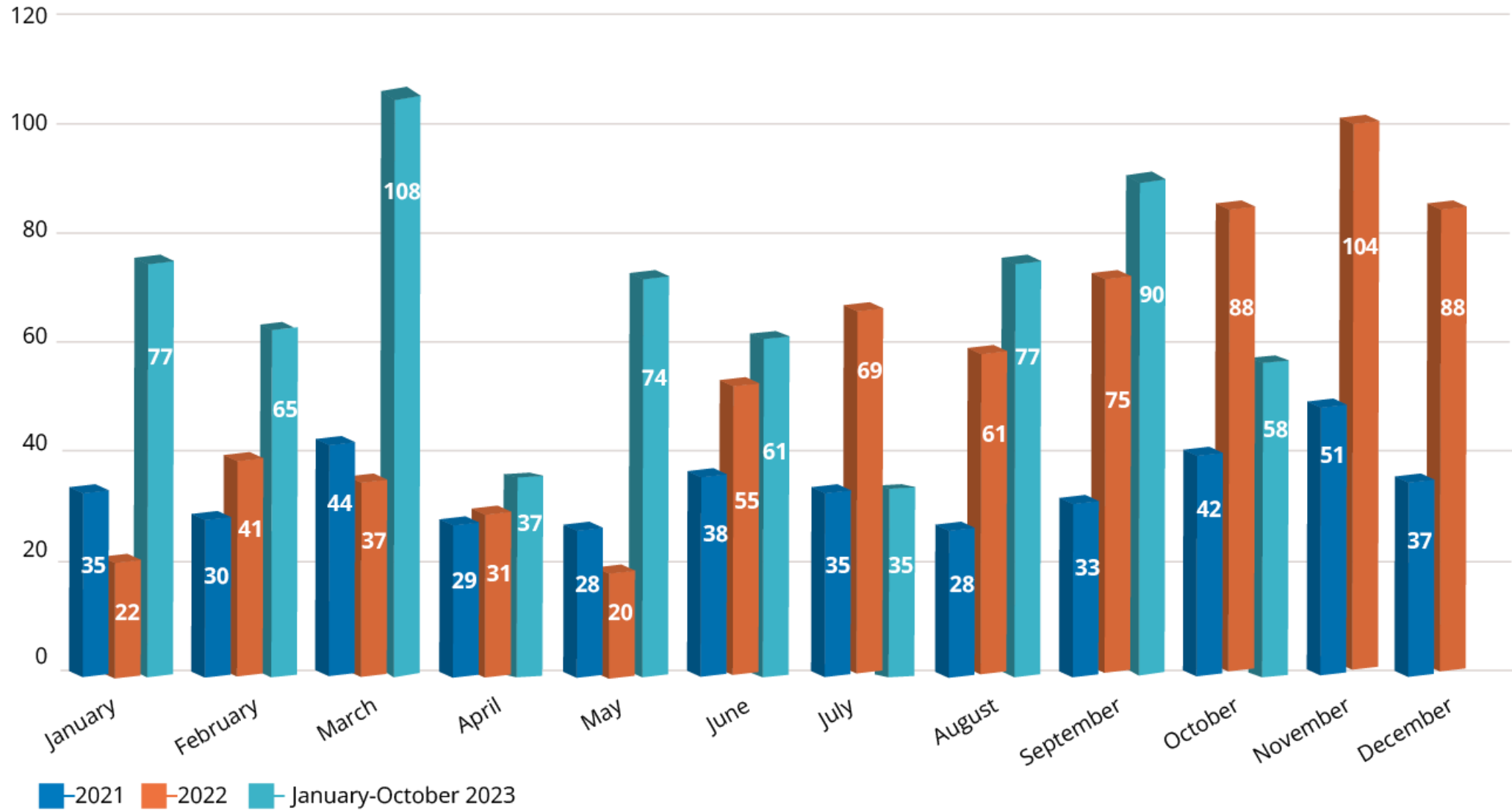


# TOTAL NO OF CASES 2016 – 2023



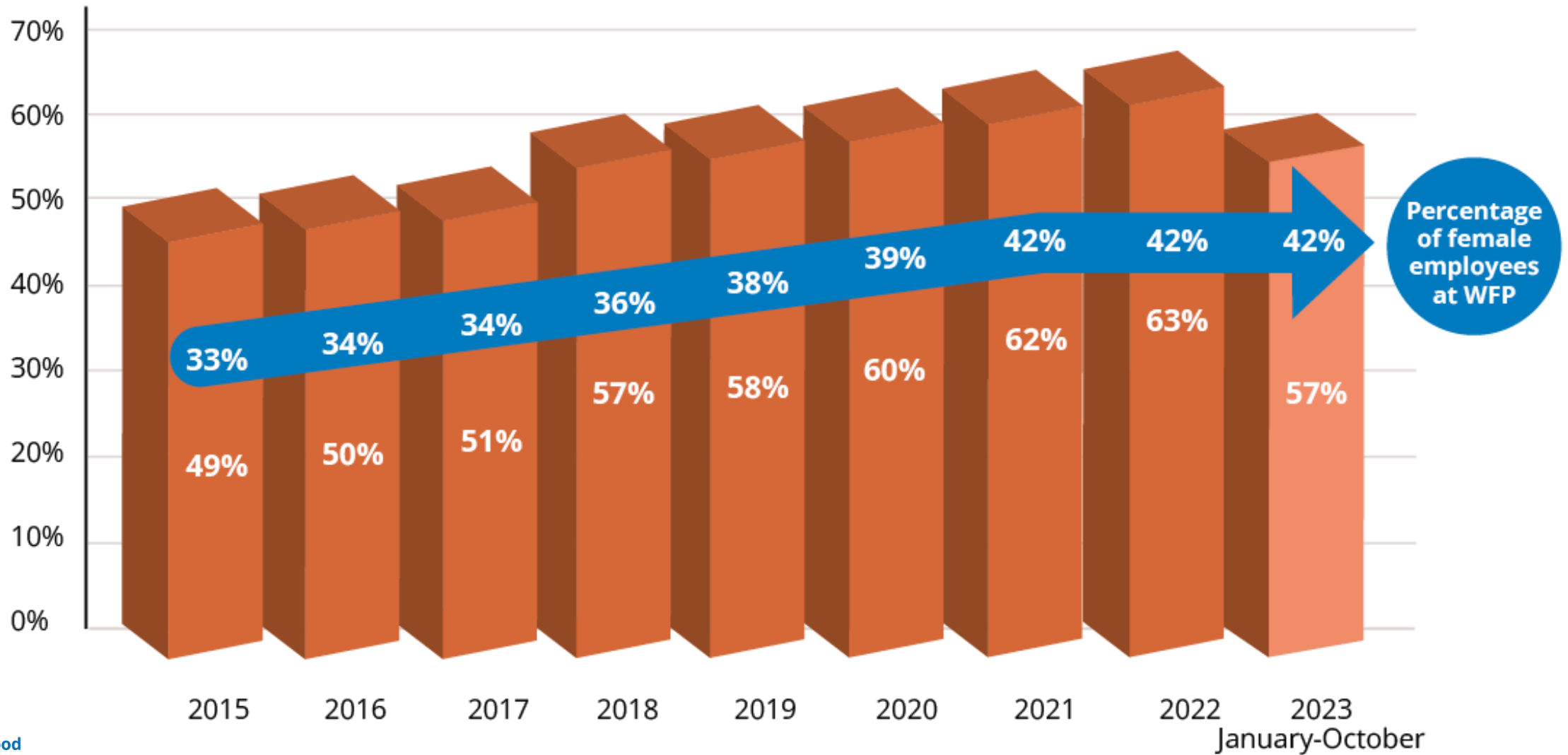


# NUMBER OF CASES / MONTH



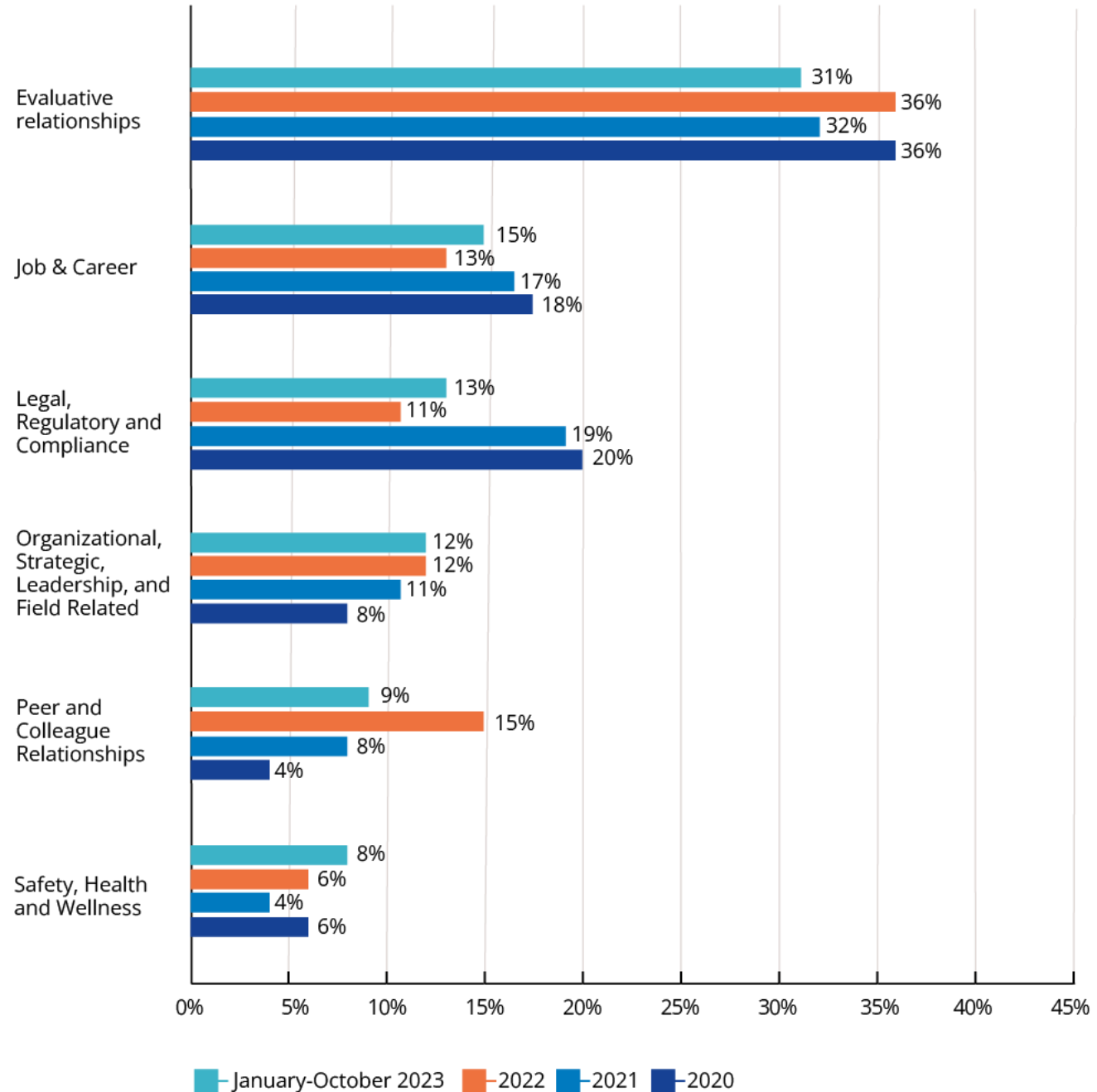
■ 2021 ■ 2022 ■ January-October 2023

# SHARE OF FEMALE VISITORS



# MAIN ISSUE BY CATEGORIES DATA COMPARISON

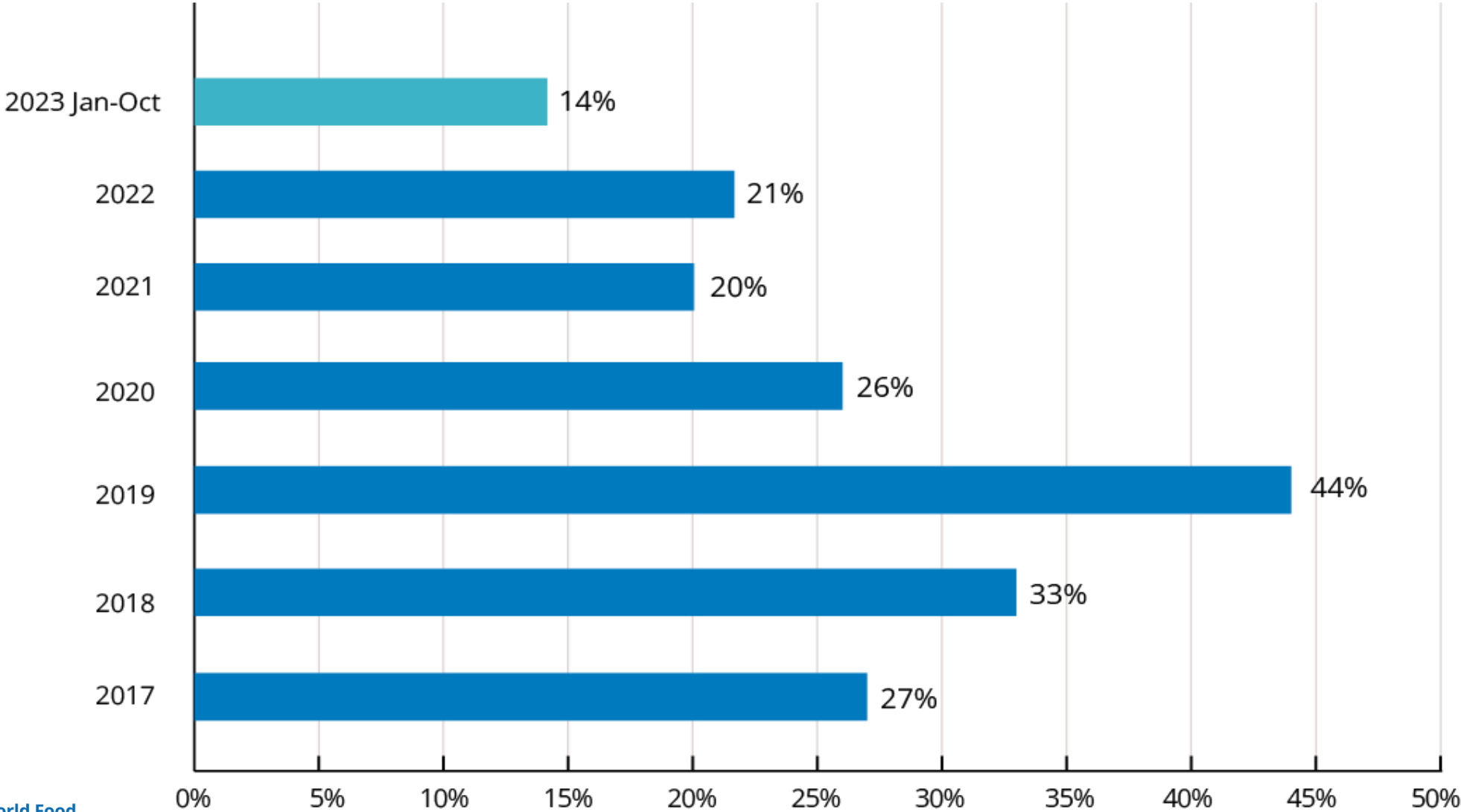
## 2020-2023 (JAN-OCT) IN PERCENTAGES



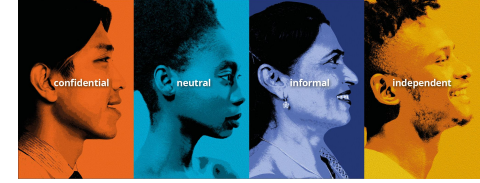


# ABUSIVE CONDUCT CASES

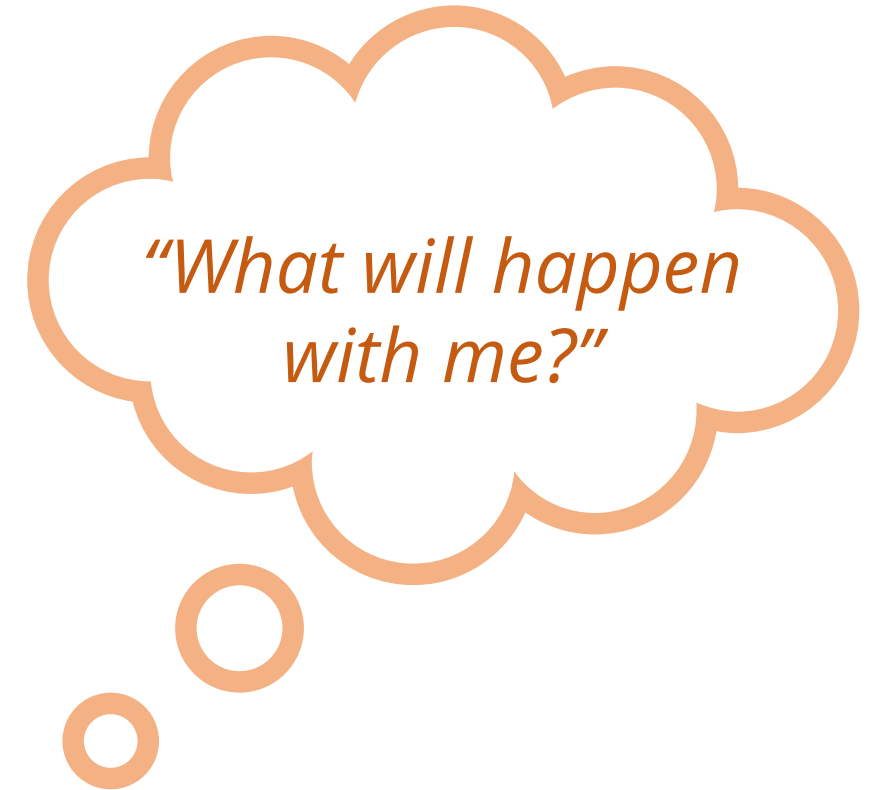
2017-2023 (JAN-OCT) IN PERCENTAGES



# OMBUDS OBSERVATIONS



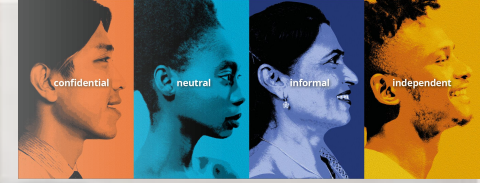
- 2023 as a year of change for WFP
  - New Leadership
  - Budget situation at WFP, hiring freeze
  - Worldwide political situation
- In the field
  - Long time impact of realignment exercises in CO
  - Shrinking of # of employees in CO's
- At HQ
  - Return to office, (open office) spaces



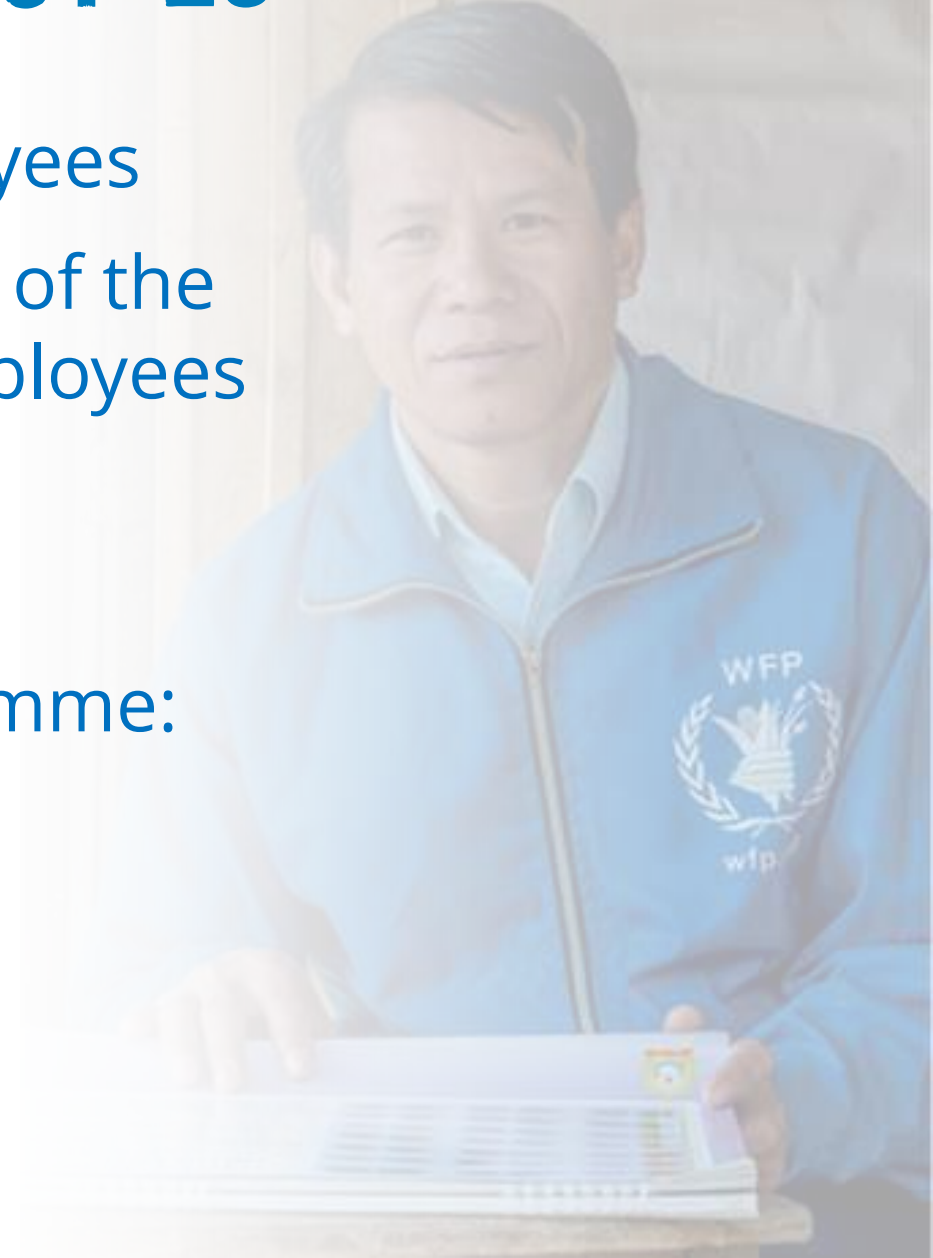
**Feeling of uncertainty in the working environment**



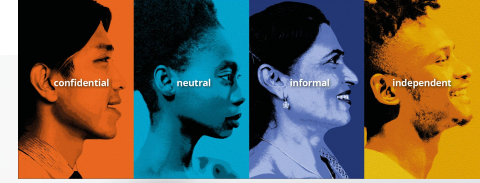
# OBD IN ACTION JAN – OCT 23'



- ✓ 69 Trainings attended by 2560 employees
- ✓ 45 sessions on the role and functions of the Ombuds Office attended by 2450 employees
- ✓ 30 missions to Country Offices across all WFP regions
- ✓ Respectful Workplace Advisor Programme:
  - 188 RWAs in total
  - 3 foundation trainings in 2023; 60 new RWAs trained this year



# THE ADDED VALUE OF THE OMBUDS OFFICE



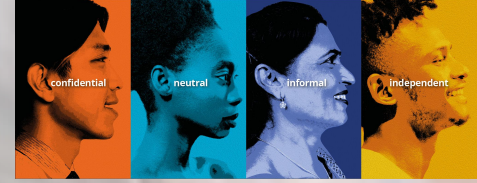
- Employees approach OBD because they:
  - do not feel heard
  - look for a safe space to share concerns without feeling judged
  - seek support for a variety of reasons

*The response of OBD is tailored to the dynamics of the situation and the visitor's concerns*

- ➔ OBD as an early warning system
- ➔ increased productivity and creativity of employees
- ➔ risk mitigation when it comes to disputes

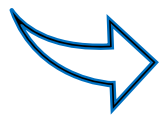


# CREATING IMPACT



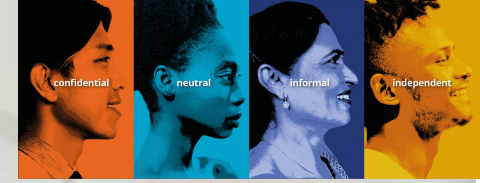
OBD Visitor Survey Q1 and Q2 2023. *“If I had not contacted the Office of the Ombudsman, it is likely that:”*

- ✓ The situation would have escalated in a negative way: **24%**
- ✓ My performance would have deteriorated: **24%**
- ✓ I would have used a formal channel to address my concern (e.g. a formal complaint to OIGI): **18%**
- ✓ I would have left or thought of leaving WFP: **24%**
- ✓ My health/mental health would have suffered: **43%**



*“Through my interaction with the Office, I feel more comfortable to address workplace issues in the future”*  
**71% agree or strongly agree**

# PRIORITIES OF OBD

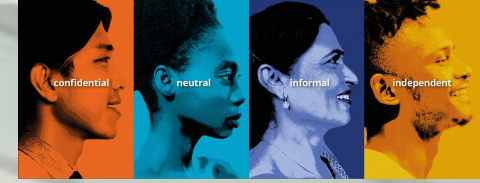


## Engagement:

- ✓ More active dialogue with the leadership to deliver on early warning system promise
- ✓ Better access for WFP's employees in the field to OBD's services
- ✓ Bring services to COs that we have not yet visited in past 4 years
- ✓ Maximize the benefits of the RWA network



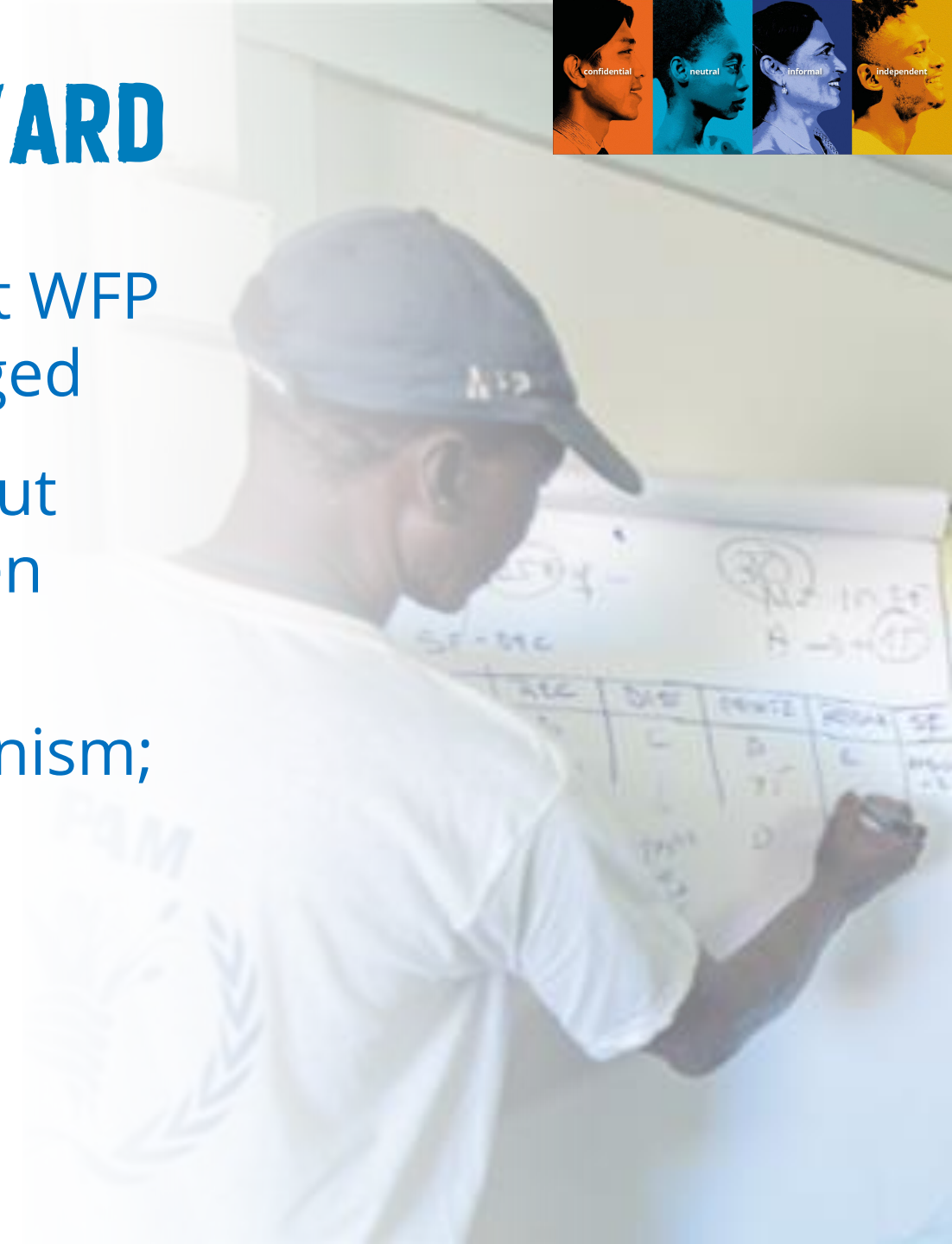
# LOOKING FORWARD



- Organizational change process at WFP deep rooted, narrative has changed
- People are more willing to talk, but perception that action is not taken

➤ Strengthen prevention mechanism; systems in place

➤ Transparency and proactive communication crucial

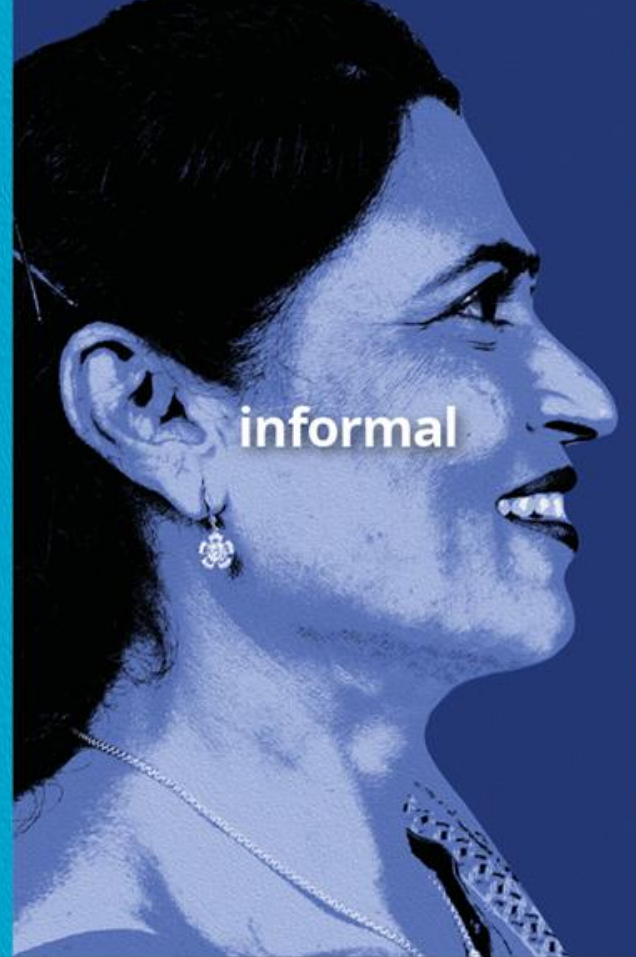




confidential



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***