



OBD
The Ombuds Office

Briefing to the Executive Board

September 2024

Agenda

1.



New Ombudsperson at WFP

2.



Strategic Vision

- Informal Conflict Resolution First
- New Mediation Framework for WFP
- Bringing Services to the Regions

3.



Data Overview

- Number of Cases
- Main Concerns
- Abusive Conduct
- Regions
- Contract Types

4.



What moves WFP

- Situation in CO's affected by 'rightsizing'
- Accountability and Duty of Care

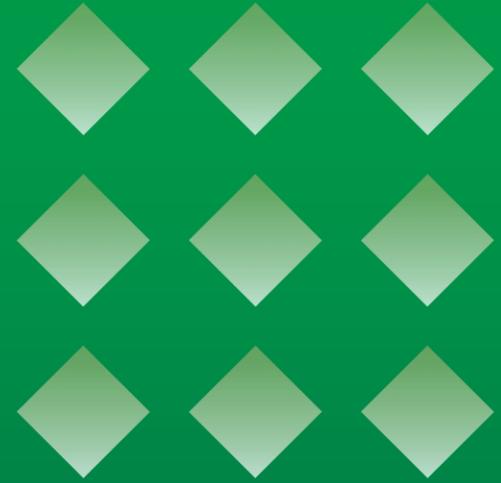
5.



Reaching the Field

- RWA's - Trusted Advisors

Strategic Vision



Informal Resolution First

OBD

Informal Resolution

HR

Formal Resolution

OIGI

Formal Resolution

**Appeals
Committee**

Formal Resolution

Informal Resolution First

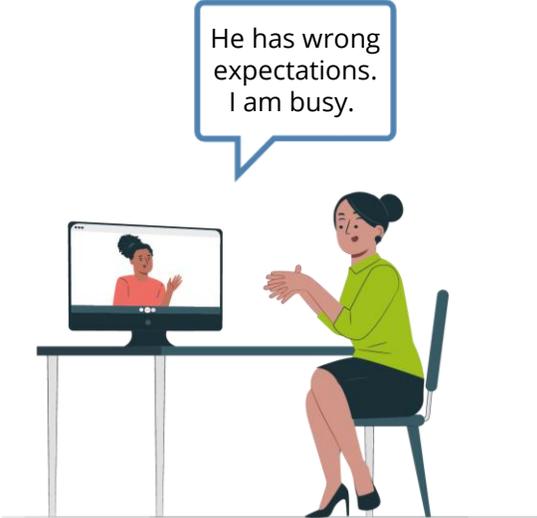


1 Ombuds Officer

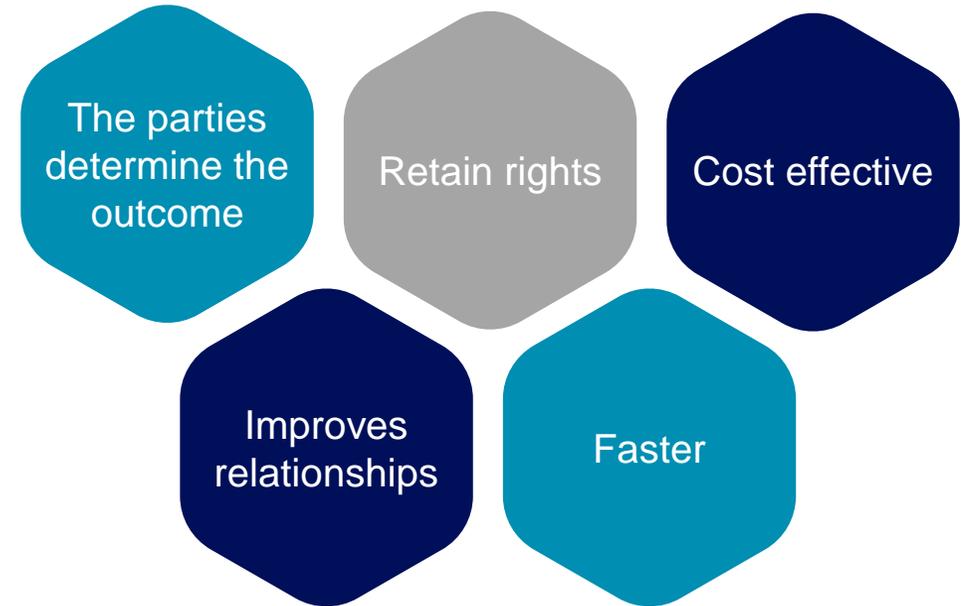
On average:

- Handles **120** cases
- Trains **650** employees
- Visits **7** Country Offices per year

Informal Resolution First



Informal Resolution First



A new Mediation Framework for WFP



Enhancing the use of informal resolution and increase the use of mediation throughout WFP.



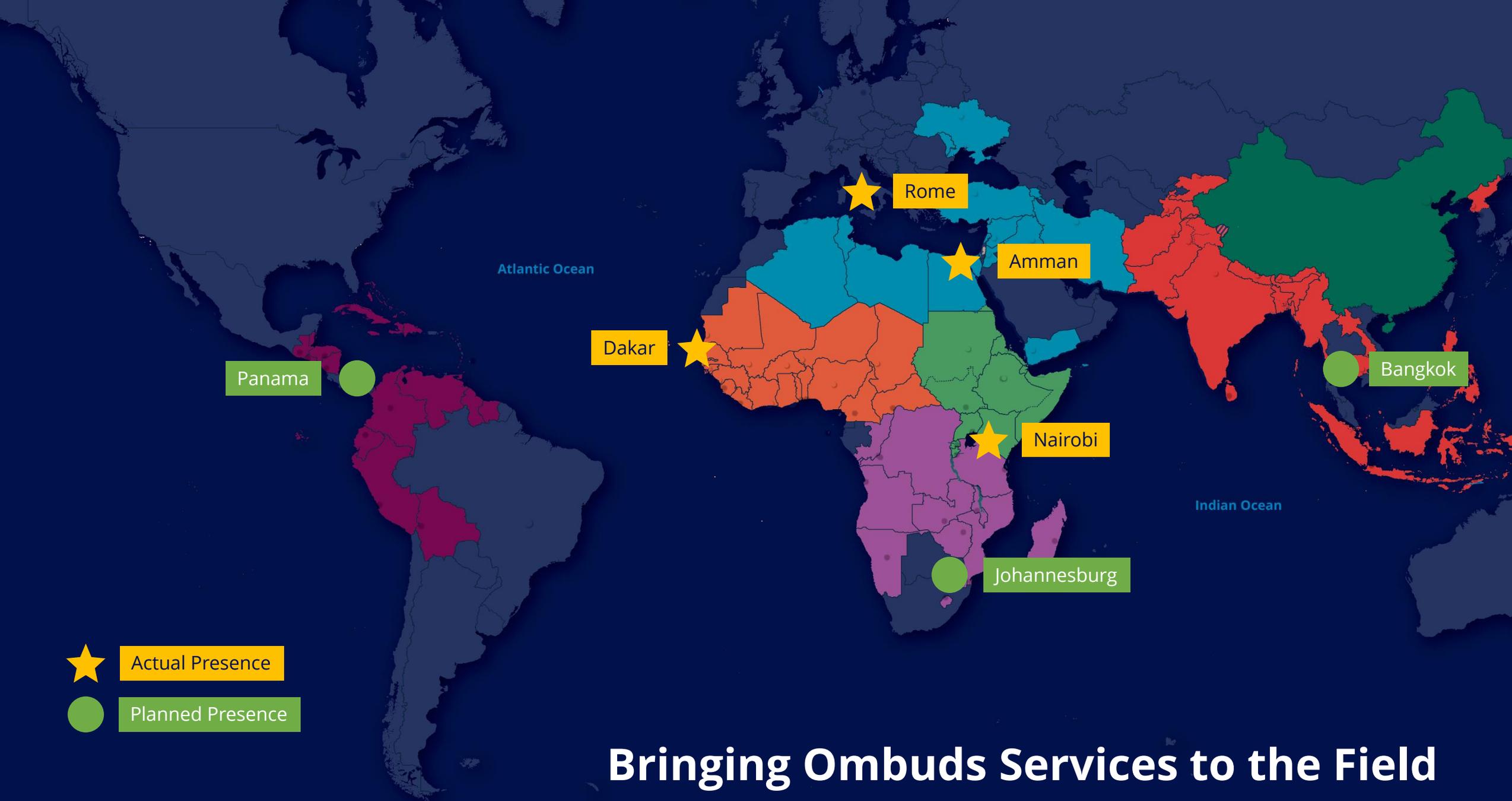
Mediation can be requested before or during any stage of the formal resolution proceedings.



As a voluntary process, mediation can only take place with the consent of all the parties involved.



Does not affect the rights of an employee to pursue a formal resolution.



Bringing Ombuds Services to the Field

Statistics January – August 2024

Building Capacity of WFP's employees

2,600

Employees trained from
Jan – Aug 2024 on:

- Conflict Resolution, Effective interpersonal Communication
- Responsibilities of supervisors to prevent and address conflict in teams
- Giving and Receiving Feedback
- Gossip and rumor spreading

Team Interventions and Support



22 COs

Visited Jan – Aug 2024

10 TCAs

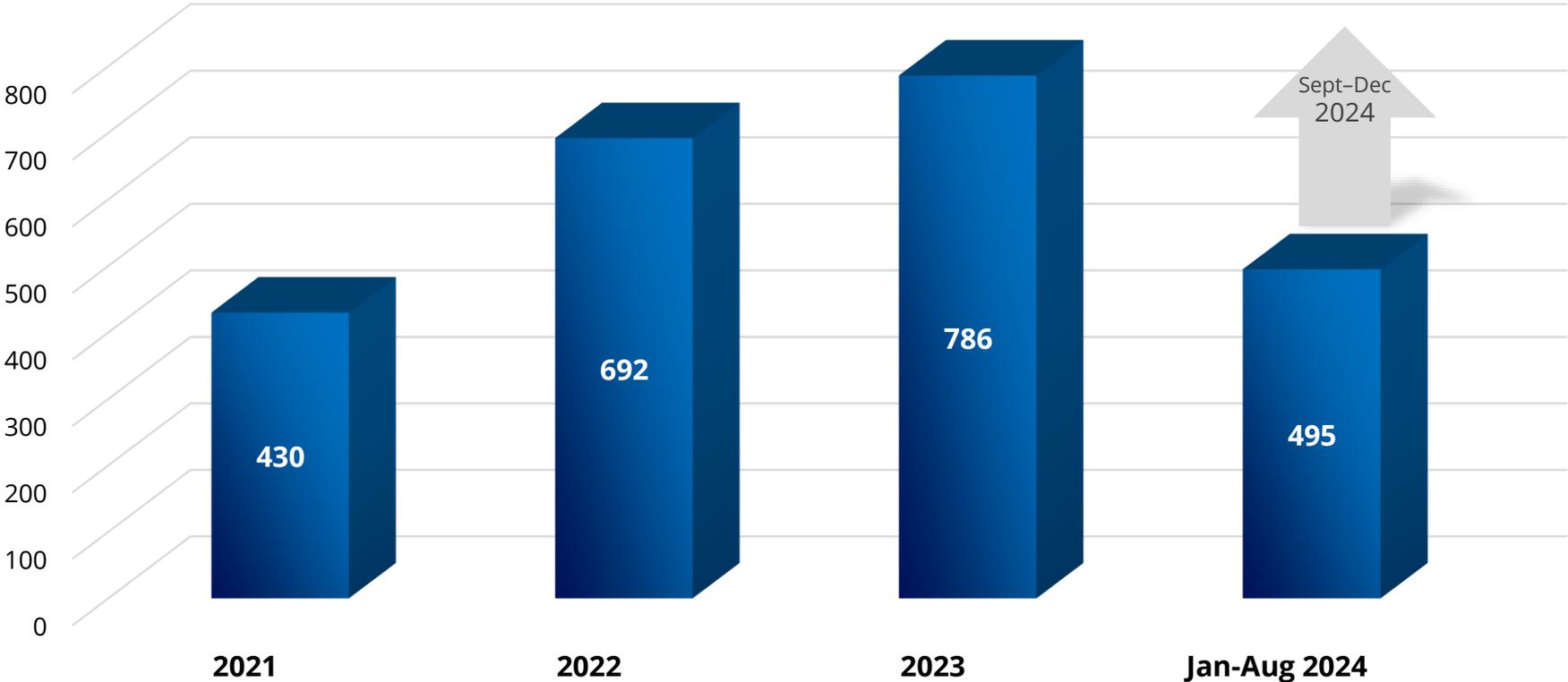
Involving 140 employees

11

Mediations

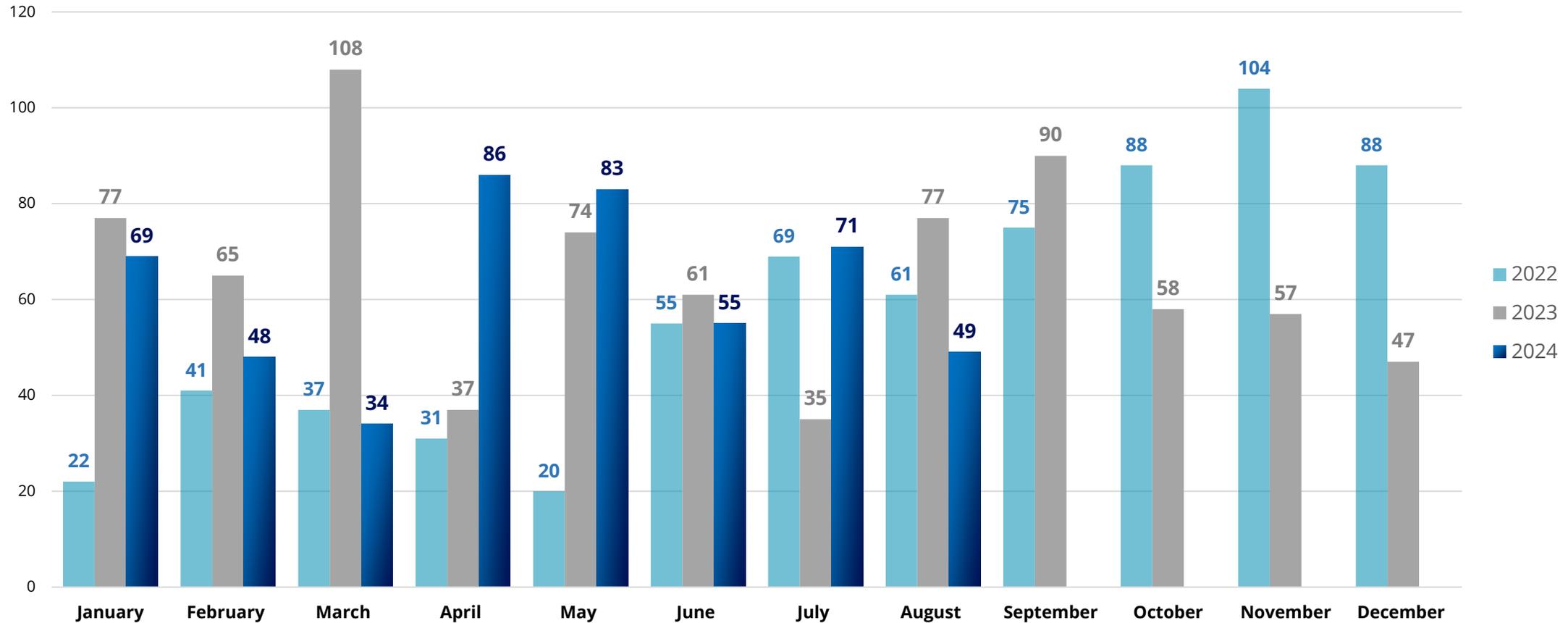
Total Caseload Ombuds Office

2021, 2022, 2023, Jan – Aug 2024



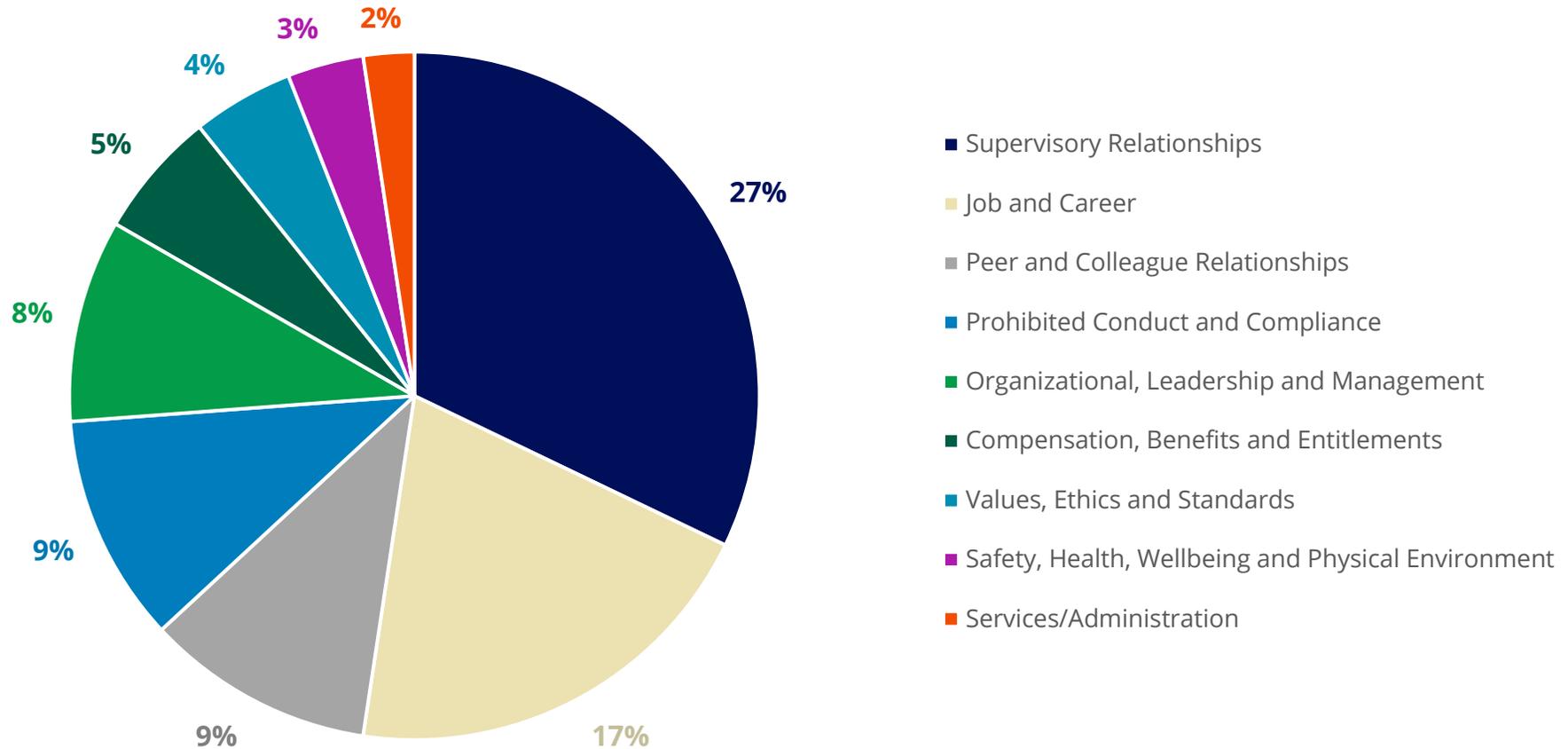
Number of cases per month

2022, 2023, Jan – Aug 2024



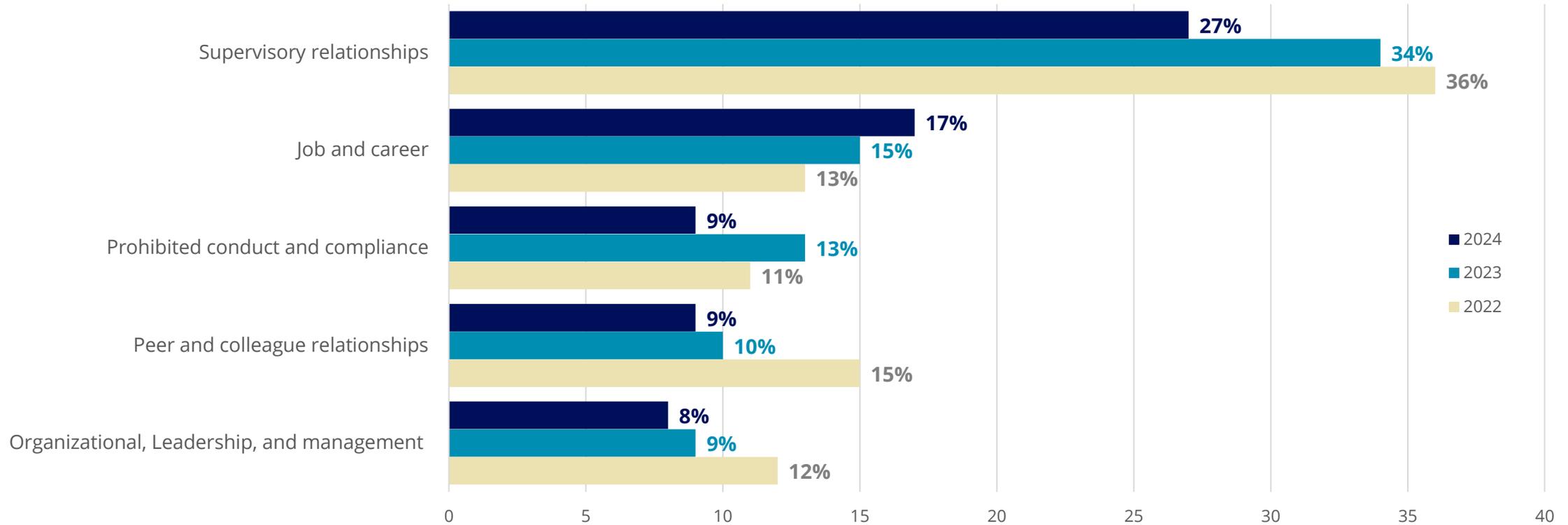
Main Issue Categories

Jan – Aug 2024 (in %)



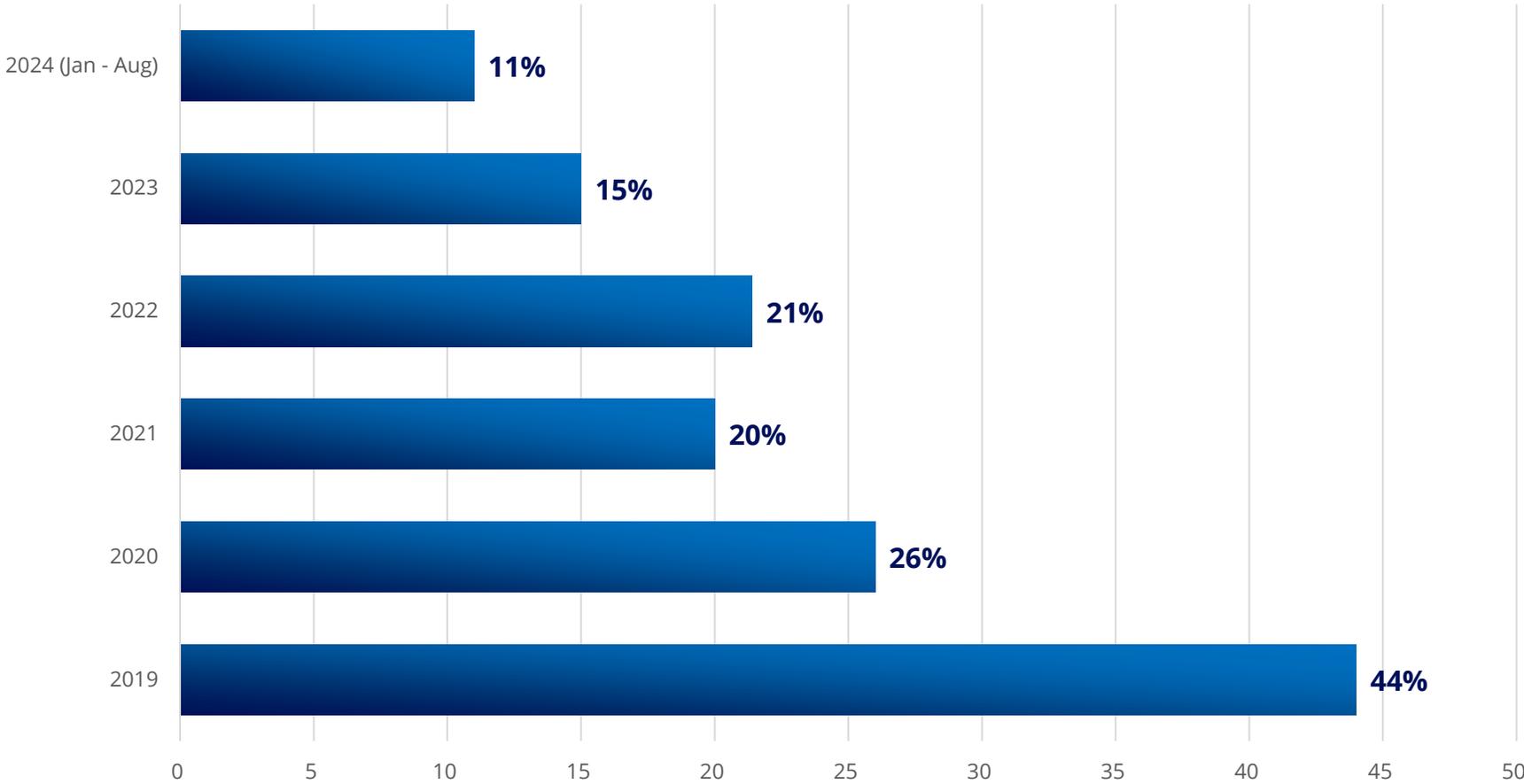
Main Issue Categories

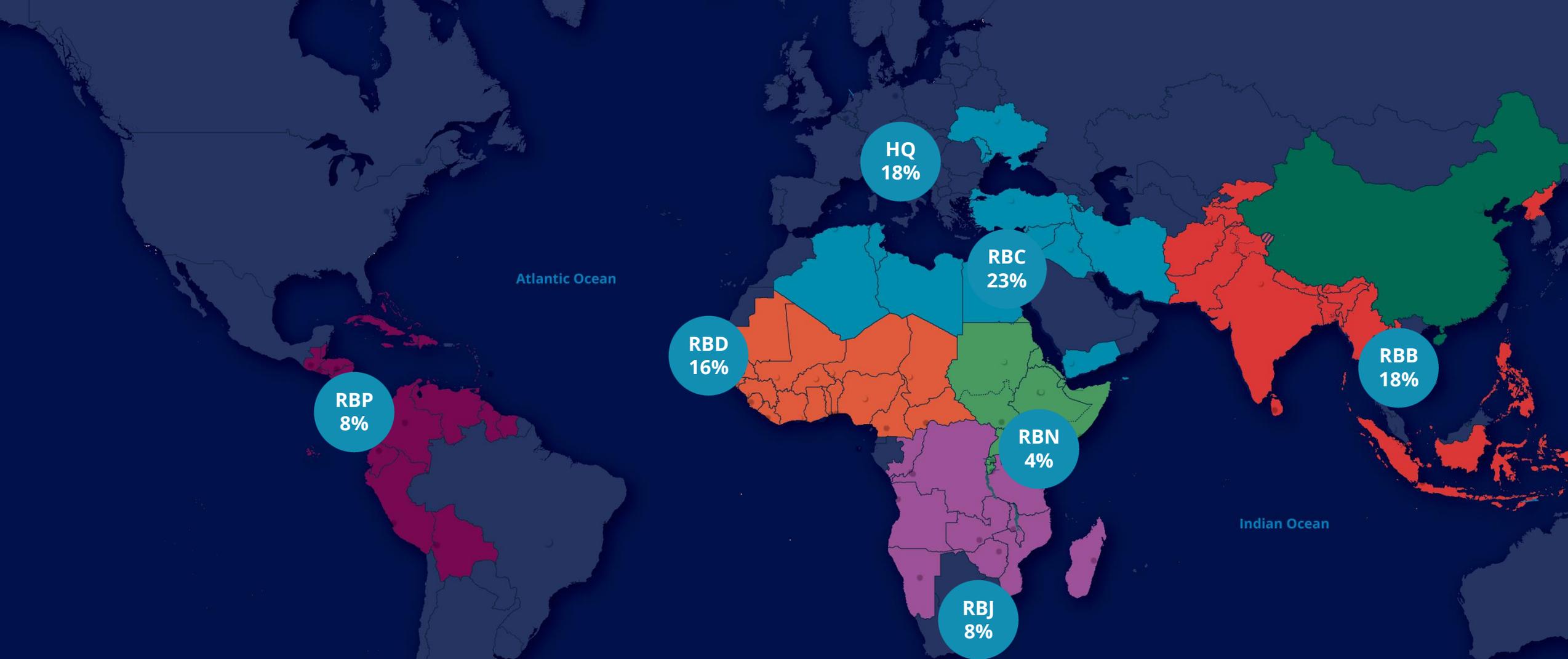
2022, 2023, Jan – Aug 2024 (in %)



Decline in abusive conduct cases

Abusive conduct cases out of total caseload (in %)



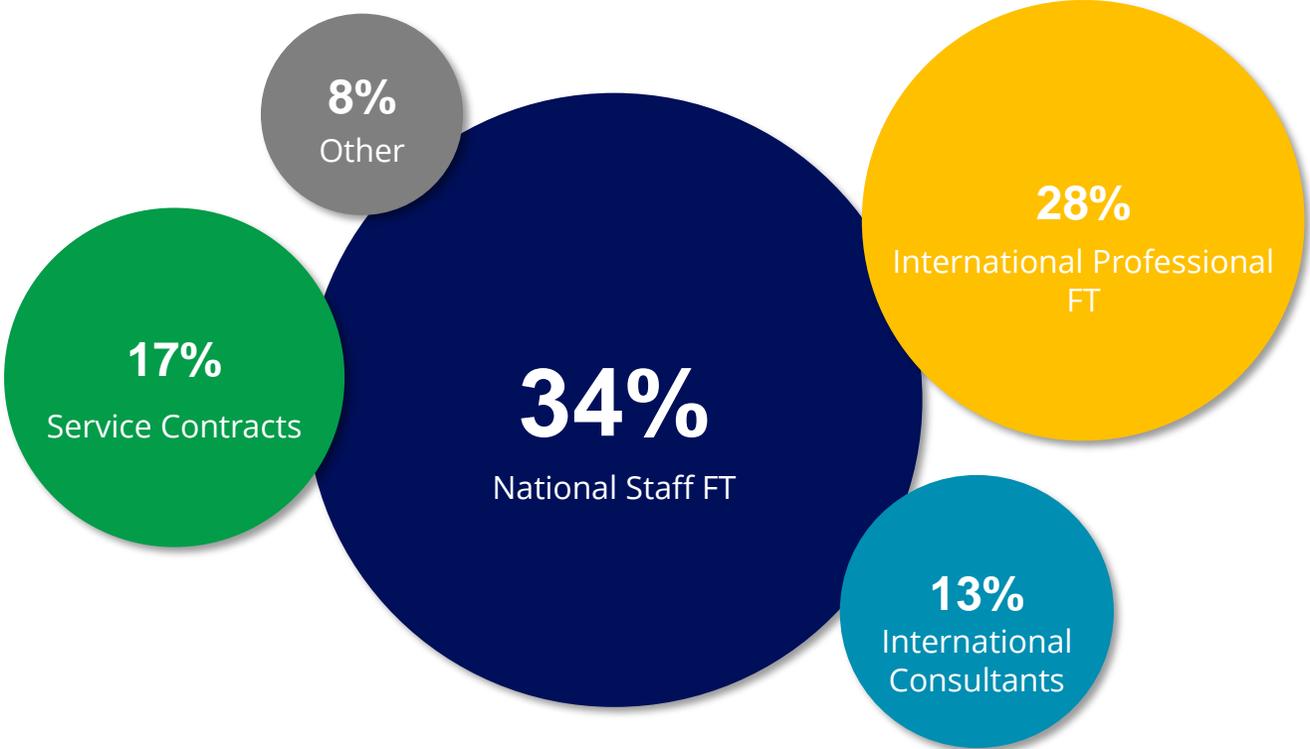


Percentage of Ombuds Cases Jan – Aug 2024

In the different WFP regions

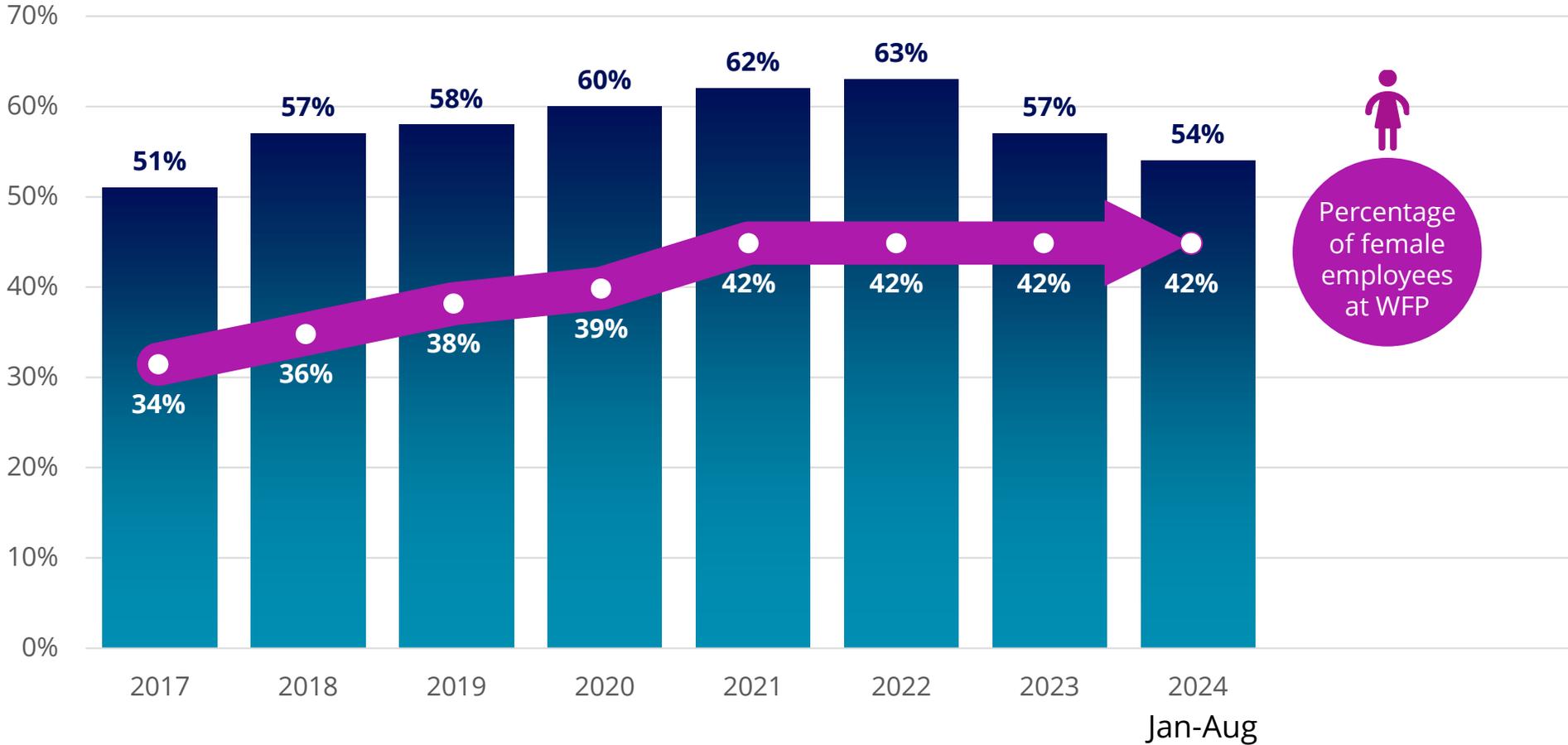
Contract type visitors of the Ombuds Office

Jan - Aug 2024 (in %)

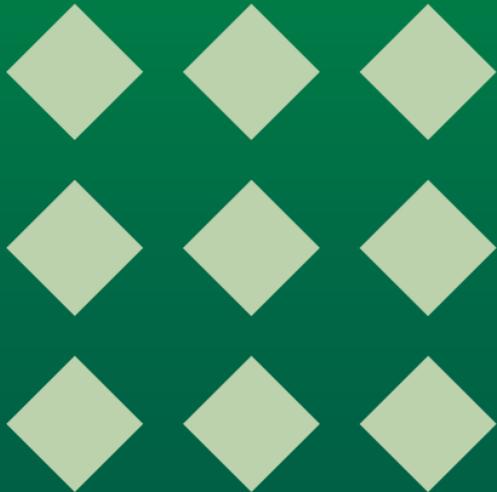
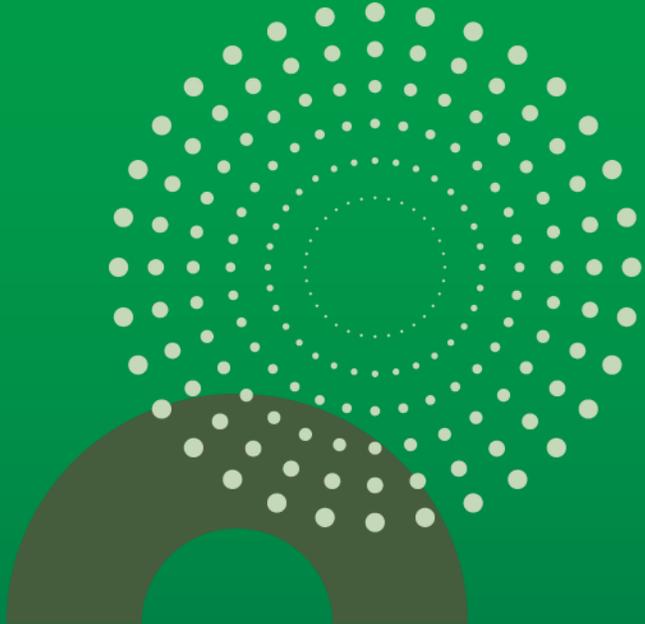


Share of female visitors of the Ombuds Office

(in %)



What moves WFP



Country Offices affected by 'rightsizing' process

Reduction of employees:

- Colleagues have to compete for remaining posts
- Anxiety and uncertainty
- Rumors
- Distrust into system and colleagues

Transparent, clear communication from leadership and HR is crucial

Accountability

Accountability at all levels

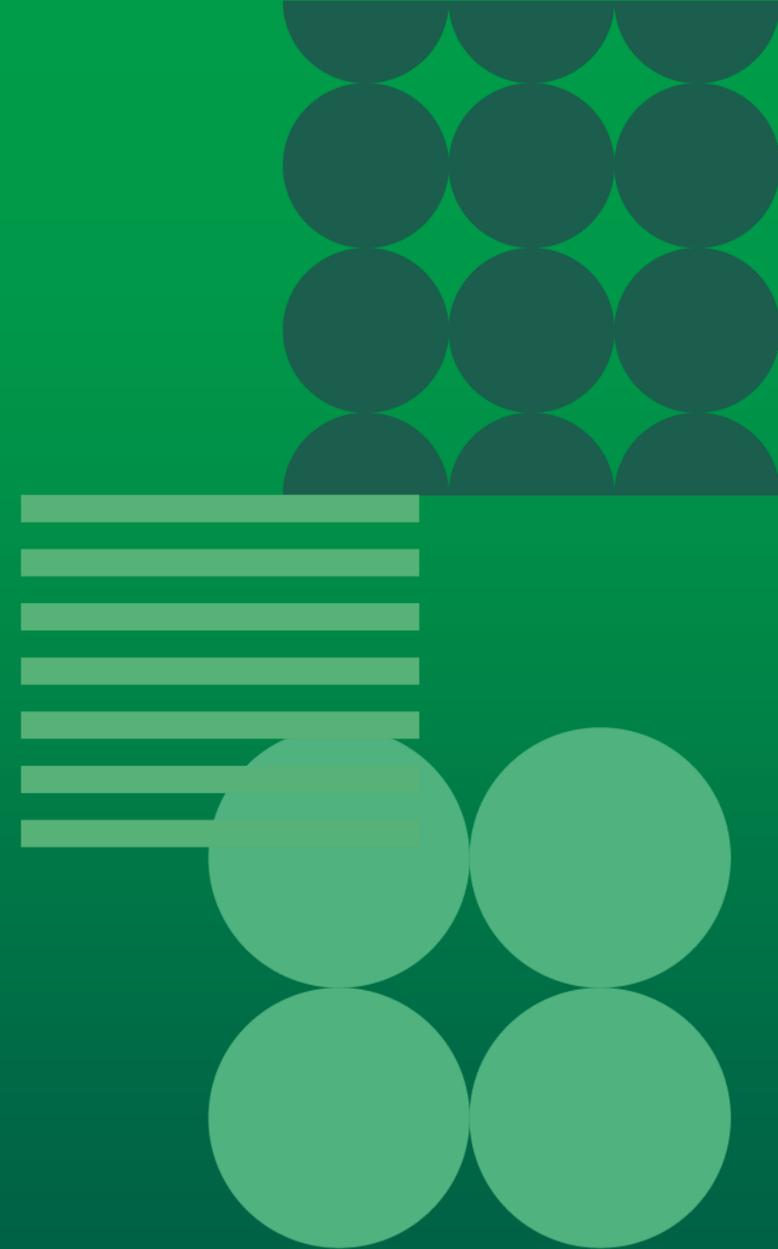
Establishing a culture that supports effective leadership and individual accountability.

OBD briefing in June 24:

- Known secrets
- Reassignment

**WFP's
duty of care**

Reaching the field



The Respectful Workplace Advisors



Training colleagues on informal conflict resolution

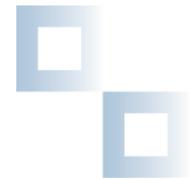
Facilitation and Outreach

Collaboration with Ethics Office

Advance training for 50 RWAs in December 2024

Trusted colleague that listens and helps to identify options

Challenges: Connection with colleagues in sub offices



Khansae Ghazi

Programme Policy Officer in Iraq

Khin Swe

Programme Associate in Myanmar

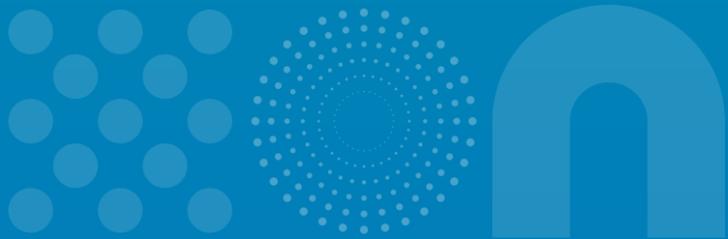


World Food
Programme

OBD

The Ombuds Office

Thank you!



Ombudsperson@wfp.org

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

