



Introduction to Workplace and Management Department

October 2026



World Food Programme

SAVING
LIVES
CHANGING
LIVES

OUR VALUES

INTEGRITY

COLLABORATION

COMMITMENT

HUMANITY

INCLUSION

WHO WE ARE

Workplace & Management



Workplace and Management
Joyce Luma
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Change Management Service
Jelena Milosevic
Director



Human Resources Division (HRM)
Robosa Gbinoba
Director



Management Services Division (MSD)
Sara S. Adam
Director



Security Division (SEC)
Philippe Martou
Director



Technology Division (TEC)
Kenn Crossley
Director & CIO a.i.



Wellness & Culture Division (WEL)
Dr Joshua Anino
Director

WHO WE ARE: WORKPLACE & MANAGEMENT

Our Key Priorities

- Operationalising **Duty of Care**
- Future Workforce Planning and Supporting our **workforce**
- Leveraging Technology and AI to Power Operations
- Enabling Services for Country Offices and Global HQ
- Change Implementation, Consolidation and Simplification
- Enhancing WFP's global leadership in the UN and humanitarian system



WHAT WE DO: WORKPLACE & MANAGEMENT

1. Operationalising Duty of Care

- Anchored in the **Duty of Care and Accountability Framework**, ensuring clarity, consistency, and leadership responsibility across WFP.
- Protecting **people in high-risk** environments with strong safety, security, and wellness measures.
- Embedding support for **employees and families** as a core part of how WFP plans, operates, and delivers.



WHAT WE DO: WORKPLACE & MANAGEMENT

2. Future Workforce Planning and Supporting our Workforce

- Ensuring the right talent and expertise for the future through **succession planning**, capability building, and investment in core skills.
- Providing efficient, **solution-focused services** — from human resources to security, technology, wellness, and management services — that enable employees and leaders to deliver.
- Calibrating **workforce size and skills** to align with resources, while prioritizing core capabilities such as partnerships, fundraising, digitalization, and emergency preparedness.



WHAT WE DO: WORKPLACE & MANAGEMENT

3. Leveraging Technology and AI to Power Operations

- Equipping Country Offices and frontline teams with **better data, digital tools and AI** to strengthen decision-making and operational delivery.
- **Scaling technology** across WFP to improve efficiency, productivity and value for money.
- Ensuring the **secure and responsible** use of technology and AI, strengthening transparency, accountability and trust.



WHAT WE DO: WORKPLACE & MANAGEMENT

4. Enabling Services for Country Offices and Global HQ

- Embedding **sustainability** into WFP operations worldwide, reducing environmental impact and ensuring resilience in how we deliver.
- Strengthening **organization-wide systems** that simplify, integrate, and automate processes, enabling employees everywhere to work more effectively.
- Harnessing innovation and **digital technologies** to support decision-making, improve services, and enhance WFP's ability to respond at scale.



WHAT WE DO: WORKPLACE & MANAGEMENT

5. Change Implementation, Consolidation and Simplification

- Advancing the **Executive Director's vision** of a leaner, more agile WFP that empowers Country Offices to deliver.
- Simplifying structures, reducing duplication, and clarifying accountability through reforms such as the **Management Accountability Framework** and a unified Global Headquarters model.
- Driving a broader **ecosystem of change** that aligns budgets, operations, and global footprint to maximize impact for beneficiaries.



WHAT WE DO: WORKPLACE & MANAGEMENT

6. Enhancing WFP's global leadership in the UN and humanitarian system

- Providing global **shared services** that strengthen efficiency, collaboration, and support across the UN system.
- Steering **inter-agency strategy and policy** through key networks such as the HLCM, ICSC, and Digital and Technology Network.
- Driving innovation and **operational excellence** that position WFP as a trusted leader and partner in the humanitarian system.



Thank you!