



OBD
The Ombuds Office

Annual report of the Office of the Ombudsperson and Mediation Services for 2024

June 2025

Uncharted waters

A prolonged period of uncertainty...

Organisational Change and Restructuring – Impact on employees



An atmosphere
of fear and
emotional toll



Burden on middle
management



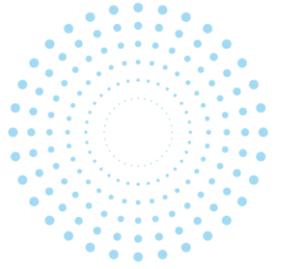
Interpersonal
tension and
competition for
remaining posts



Increased
workloads

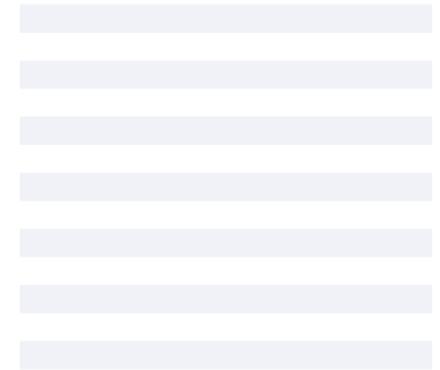
For national and international employees among all categories.

Organisational Change and Restructuring – What WFP can do



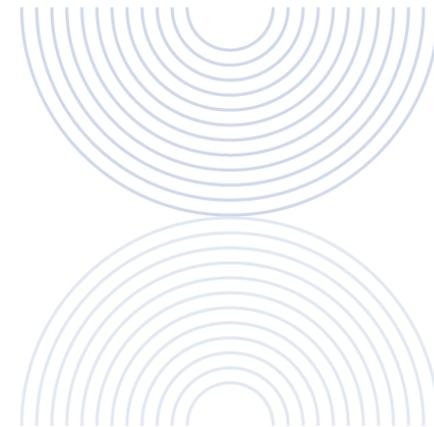
To foster buy-in from employees...

- Frequent, transparent communication across all levels
- Honesty about the decisions that have to be taken



To ensure effective leadership at every level...

- Emphasis on people management skills in recruitment, promotion and reassignment processes
- Senior leaders need to set the tone and ensure supervisors below lead by example



Organisational Change and Restructuring – Moving forward

Vision and strategy of WFP to consolidate workforce beyond 2025?

Talent retention strategy?

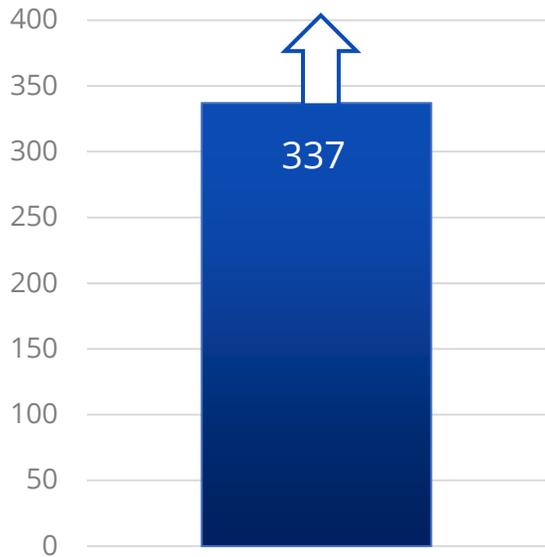
Which skills does WFP need in the future – how do we prioritize?

Knowledge preservation?



Increased need for support

Caseload January – May 2025



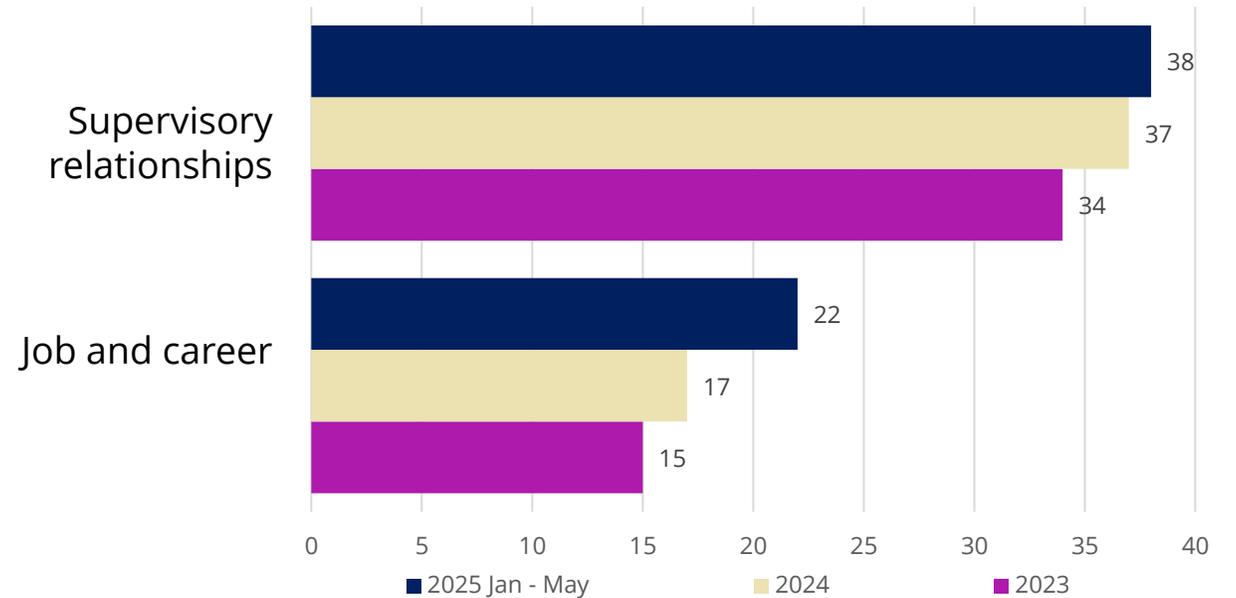
66%

Fixed Term Employees

27%

HQ and GOs

Main issue categories data comparison 2021-2025 (%)



Increase in caseload – more employees reaching out directly

Strong increase in cases related to issues between supervisor and supervisee, and around job and career

Increased need for support – strong impact

26

High Risk Cases

Reputational

Financial

Operational

27%* "Escalation or Formal channel"

87%* "Equipped to address issues in future"

Cost Saving

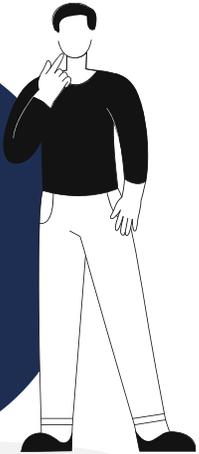
Productivity Gains

*respondents of the OBD visitor survey Jan – May 2025

Increased need for support in uncertain times



2800
employees supported
through webinars, in-person trainings and peer learning sessions for supervisors

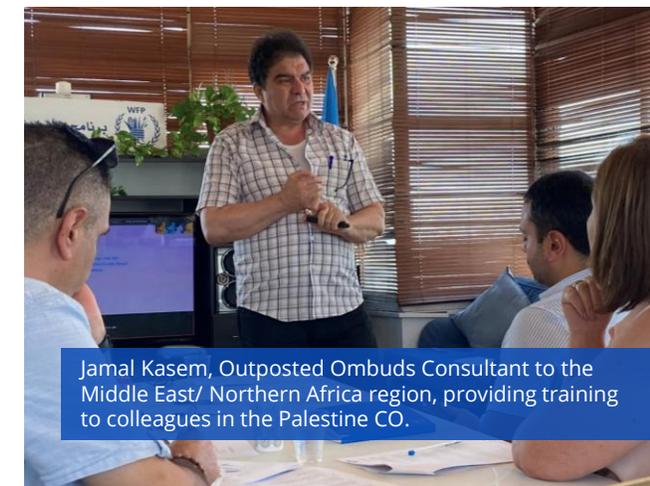




Tobias Kettner, Ombuds and Outreach Officer, providing a training to colleagues in the Peru CO, jointly with the Ethics Office



Dolores Gomez-Moran, Senior Ombuds Officer & Mediator with colleagues in a Sub Office in Djibouti



Jamal Kasem, Outposted Ombuds Consultant to the Middle East/ Northern Africa region, providing training to colleagues in the Palestine CO.



Training to Respectful Workplace Allies from all regions of WFP, Rome, December 2024



Liana Kartsivadze and Marieme Ndiaye, Outposted Ombuds Officers to Eastern/Southern, and to Western/Central Africa, providing a training to RWAs

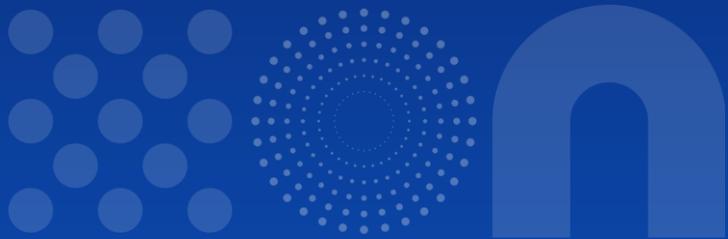


World Food
Programme

OBD

The Ombuds Office

Thank you!



Ombuds@wfp.org

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

