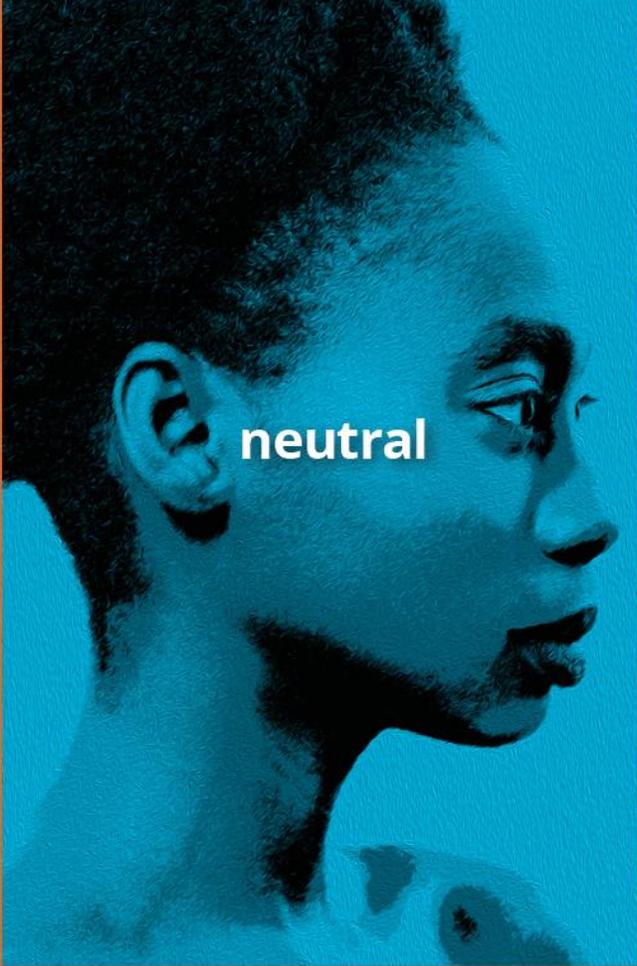
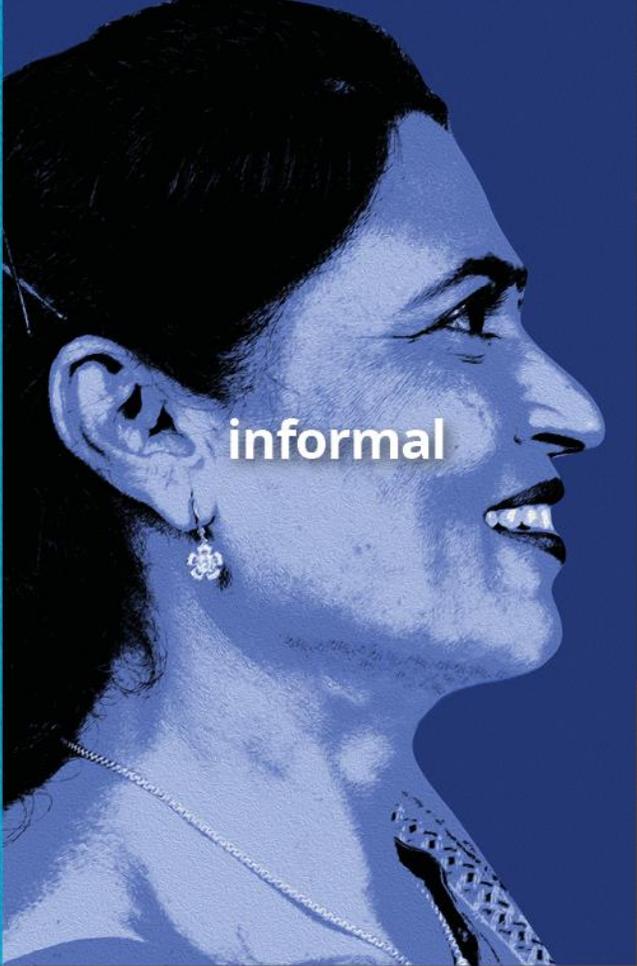


confidential



neutral



informal



independent



World Food Programme

SAVING LIVES  
CHANGING LIVES

# Office of the Ombudsman and Mediation Services

## Briefing to the Executive Board

2023 June

# AGENDA



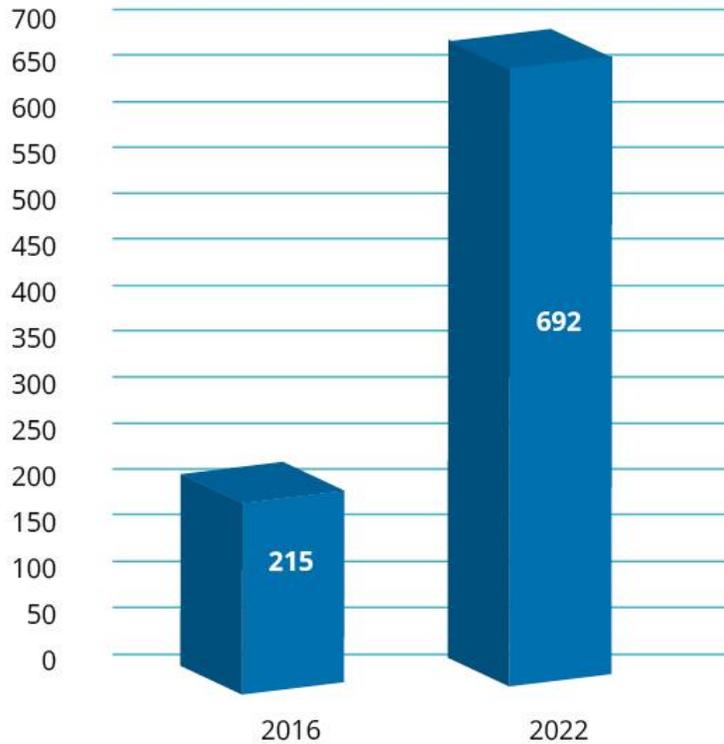
- Data overview
- Workplace culture: what is after Parity?
- ED's townhall message
- Internal Justice System: Informal Resolution First



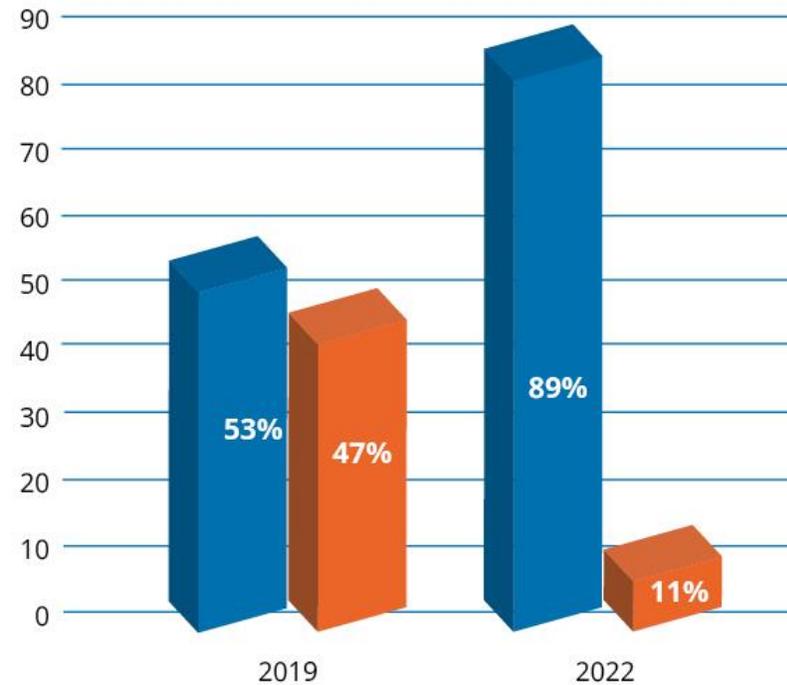
# DATA OVERVIEW



## Increase in cases 2016 vs. 2022

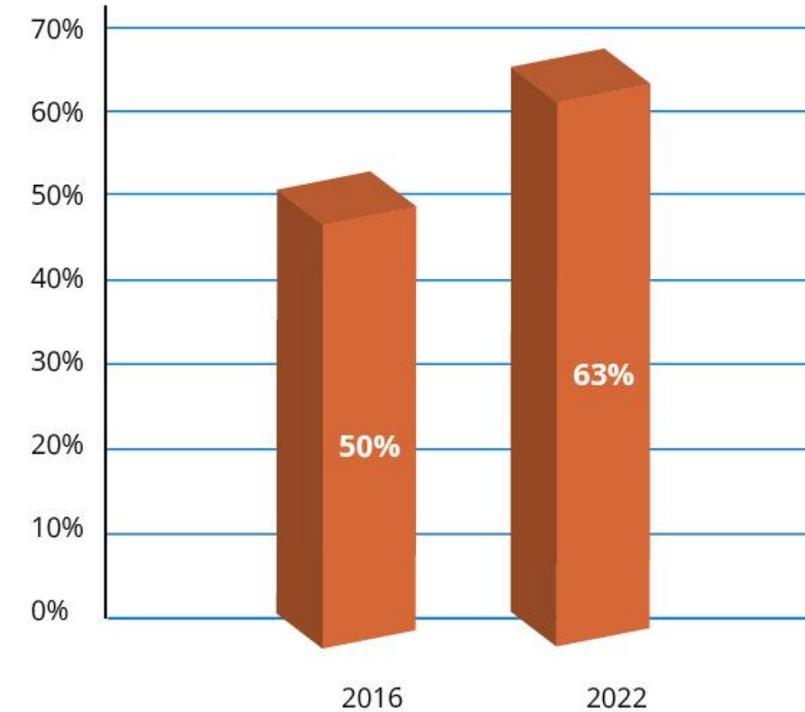


## Abusive Conduct: More cases from the field 2019\* vs. 2022



■ Field ■ Headquarters \*No data before 2019 available

## Increase in female visitors 2016 vs. 2022



# 2023 — WHERE ARE WE NOW



Taking stock 1 January – 15 June 2023:

- High caseload: 357 cases
- Increasing access in the field: 15 in-person visits to Country Offices in the first six months
- More Respectful Workplace Advisors (RWAs):
  - Three trainings of new RWAs in 2023
  - Getting close to 200 RWAs in total
- Planning July – December 2023:  
16 in-person CO missions



# WHAT'S AFTER PARITY?



- Parity is a start; Numbers don't make a change per se
- Equity will support everyone, including people of colour and women to thrive at WFP. If they thrive so will others
- **Parity:** Same numbers
- **Equity:** Enabled to achieve the same outcomes
- Requires change in awareness, perspectives and culture

→ Ultimately it is about fairness and justice and how we engage in this as WFP

# ED'S MESSAGE



- OBD supports ED's call for kindness and respect, having each other's back, and welcoming everyone, no more silos
- OBD's questions:
  - What kind of behaviour do we in WFP generate, endorse and condone?
  - What are employees' responses when individuals or groups are excluded?

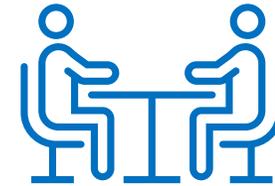
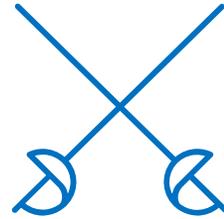


➡ When working towards a common goal our strength lies in differences, not in similarities

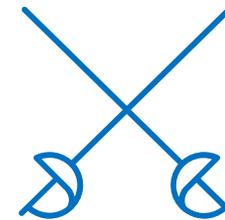
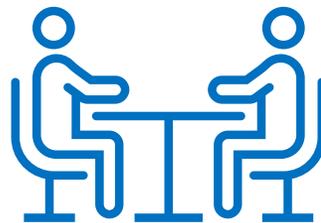
# INFORMAL RESOLUTION FIRST



- Usual Approach



- How it should be  
Informal  
Resolution First



 **Efficiency gains**

# INFORMAL RESOLUTION FIRST GA RESOLUTION DECEMBER 2022

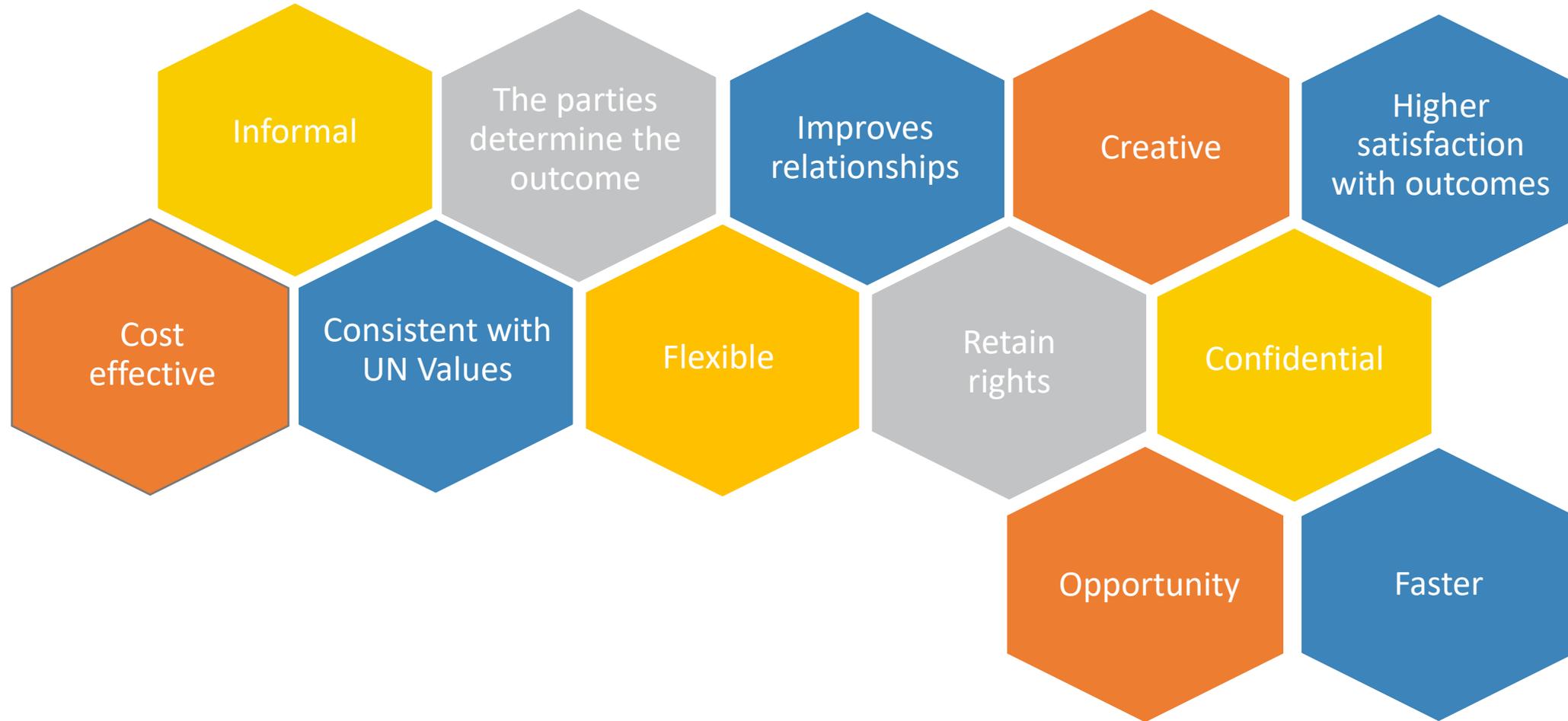


A/RES/77/260

- [...]14. *Recognizes* that the informal system of administration of justice is an **efficient and effective** option both for staff who seek redress of grievances and for the participation of managers;
- 15. *Reaffirms* that the informal resolution of conflict is a crucial element of the system of administration of justice, emphasizes that **all possible use should be made of the informal system** in order to avoid unnecessary litigation, without prejudice to the basic right of staff members to access the formal system, and encourages recourse to the informal resolution of disputes; [...]



# INFORMAL RESOLUTION FIRST



# Moving onwards

“Important that  
we don’t only talk.  
But practice it”





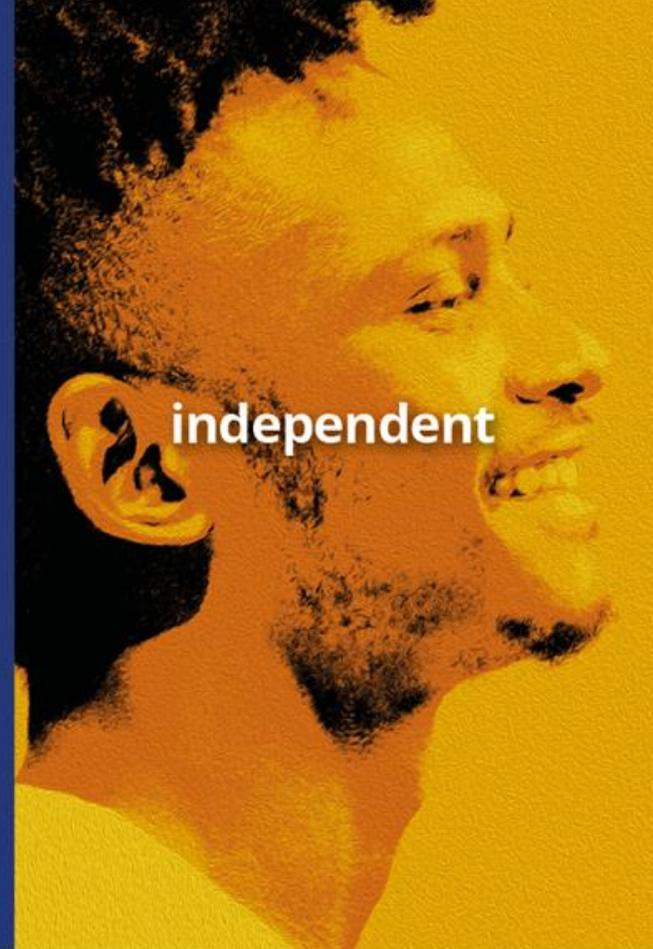
confidential



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***