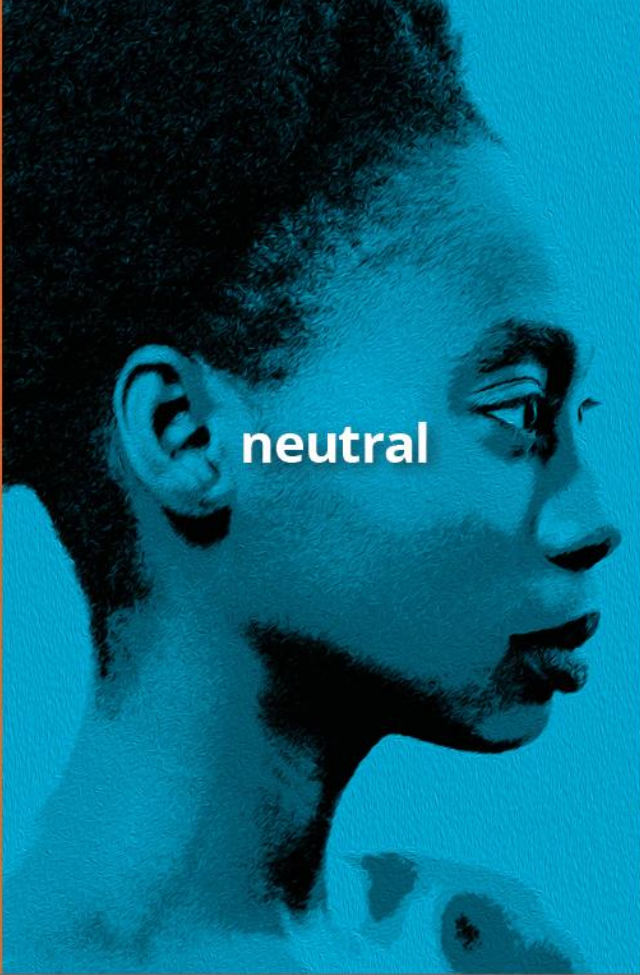
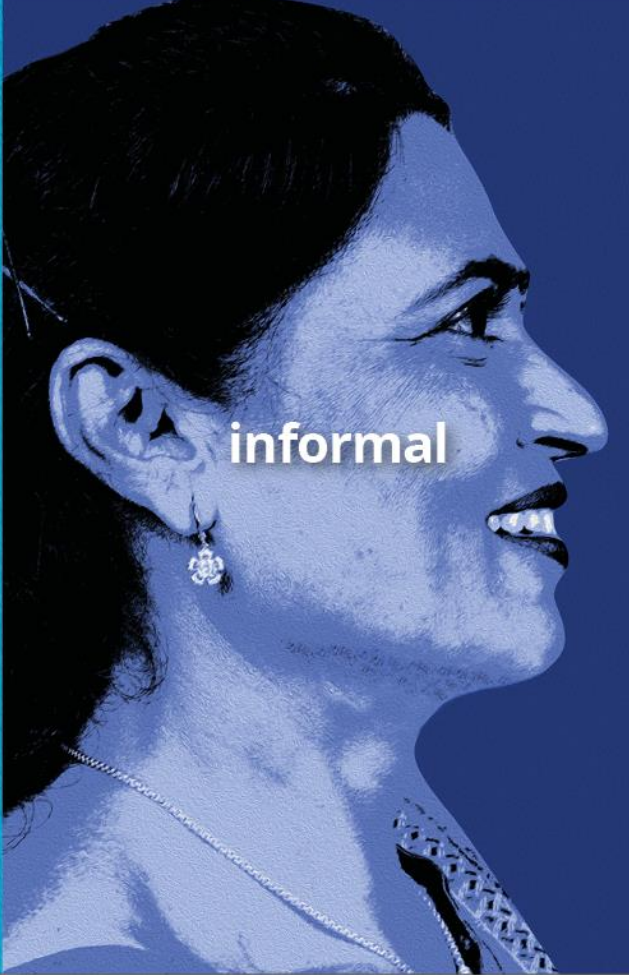


confidential



neutral



informal



independent

Office of the Ombudsman and Mediation Services

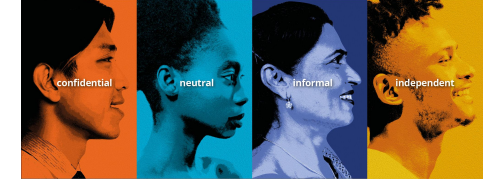
Briefing to the Executive Board

2024 March



World Food
Programme

SAVING
LIVES
CHANGING
LIVES



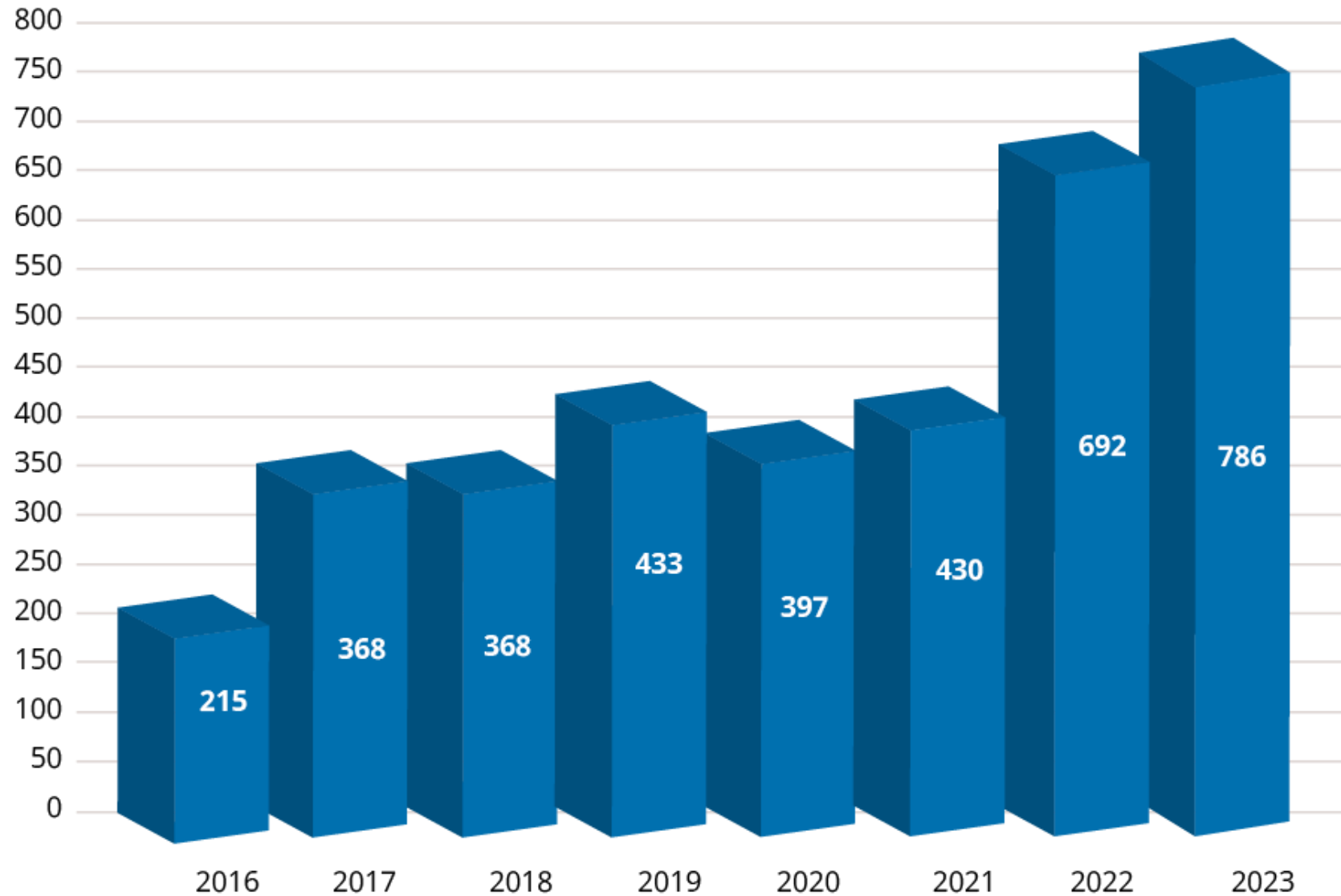
AGENDA

- Increasing requests for Ombuds services – Overview 2023
- Realignment And Downsizing Process
 - Implications for employees
 - Support of OBD in current situation
 - New organizational structure – increasing our impact

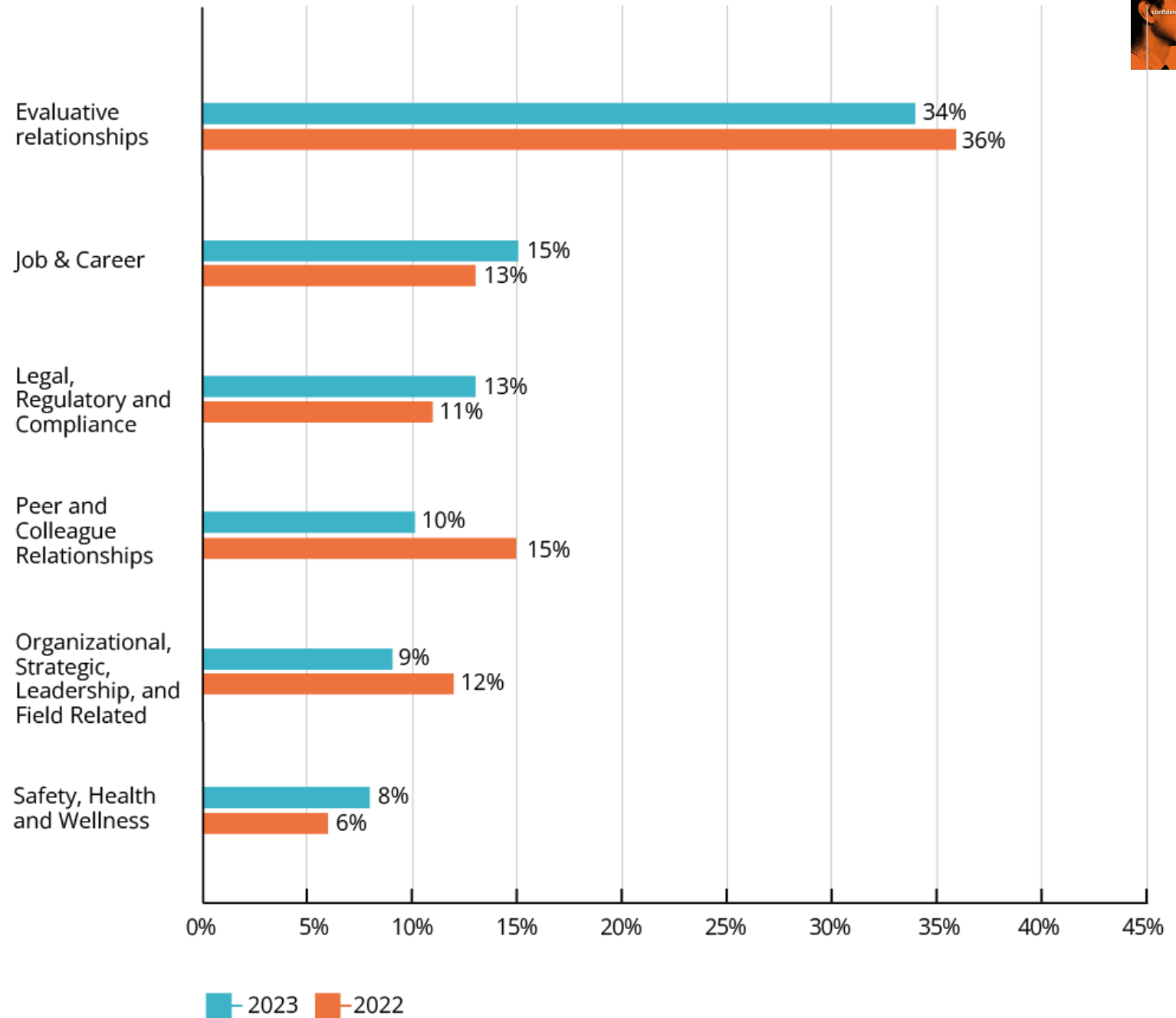




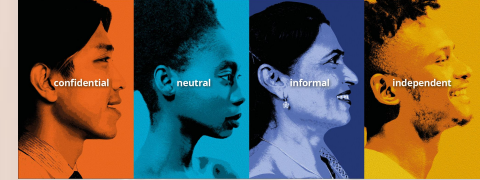
NUMBER OF CASES 2016 – 2023



MAIN ISSUE CATEGORIES DATA COMPARISON 2022 AND 2023 (%)



MAIN CONCERNS AND FEARS OF EMPLOYEES



*I am a manager
and I have to take
tough decisions*

Will I lose my job?

*Who will do all
the work when we
are downsizing?*

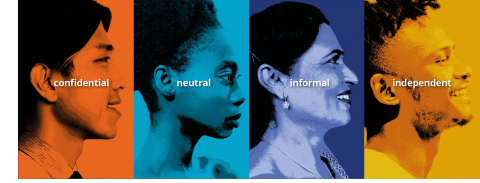
*What will
happen to our
beneficiaries?*

*What happens to
my reassignment?*



UNCERTAINTY

REALIGNMENT AND DOWNSIZING PROCESS

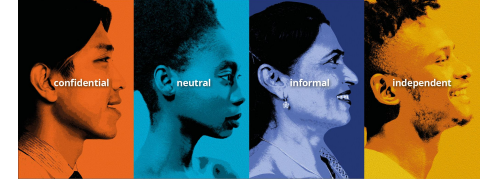


Despite all organizational efforts:

- Unclear on how severe situation
- Unclear on strategic direction
- Situation of employees on short-term contracts
- Who leaves, who stays?



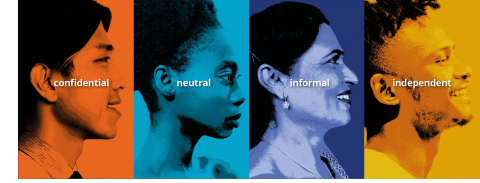
REALIGNMENT AND DOWNSIZING PROCESS



- Need for **empathy** and **support**, in particular to managers
- Need for **clarity** on strategic direction
- Need for **clear communication** on way forward



IMPACT OF WFP'S RESTRUCTURING ON OBD



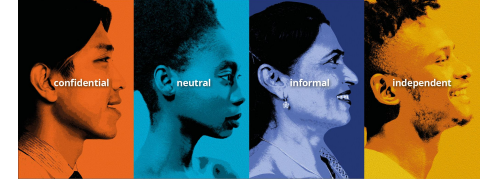
- **New organizational structure of WFP:**
 - ✓ **More clarity on OBD's reporting lines**
 - ✓ **Hope to have an improved flow of information and more feedback on systemic issues to WFP's leadership**
 - ✓ **Hope to break down existing siloes and increase the collaboration between the offices of WFP's internal system of justice**



Increasing the impact of OBD's work. Serving employees better means better services for WFP's beneficiaries.

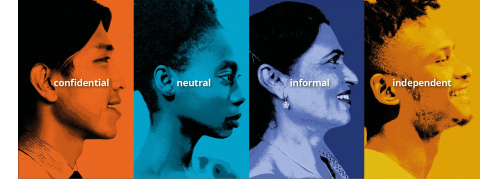


SUPPORTING IN MOMENTS OF CHANGE



- ✓ Connecting with particularly affected offices
- ✓ **In-person support** to as many as possible of them: we are planning to visit 38 Country Offices in 2024 to provide the best support we can in this situation
- ✓ Revamping **the network of 200 Respectful Workplace Advisors**
- ✓ WFP Employee Support Programme: OBD provides sessions on **Connecting and moving forward in moments of change:**
 - Employees can share ideas and strategies on how to **enhance their resilience and learn from each other different approaches on moving forward**
 - Ten sessions in February and March 2024, 600 employees have signed up



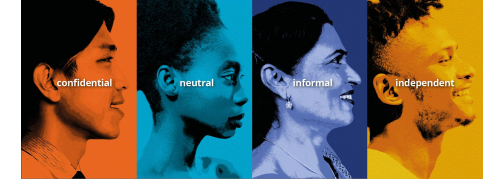


INCREASING SYNERGY AND COLLABORATION

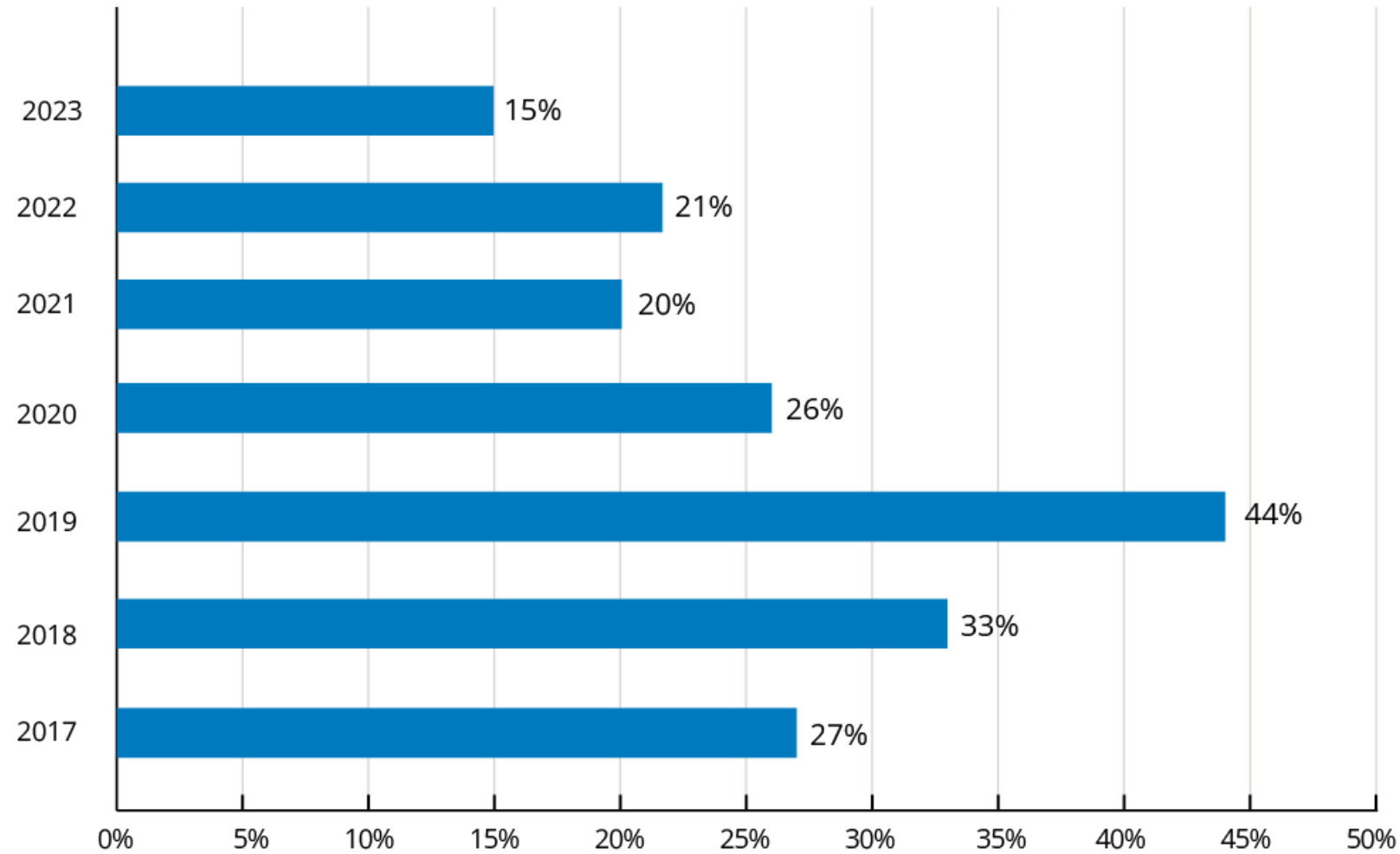
- Reshaping a new Mediation Framework for WFP
 - ✓ Help to increase accountability and the impact of our mediations
 - ✓ Ongoing process
- Transforming OBD:
 - ✓ Stronger geographical diversity and decentralisation of OBD's work
 - ✓ Aligning OBDs internal processes: Relunched Ombuds database



PROGRESS ACHIEVED FOR A MORE RESPECTFUL WORKPLACE



Abusive Conduct Cases out of Total Caseload 2017 – 2023 (%)

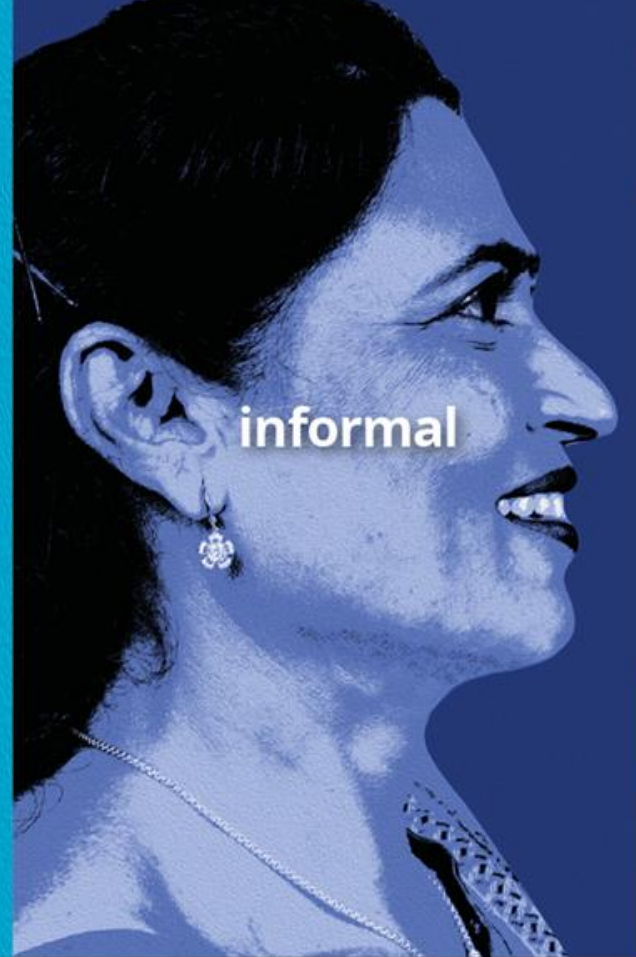




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Thank You! Ombudsman@wfp.org



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