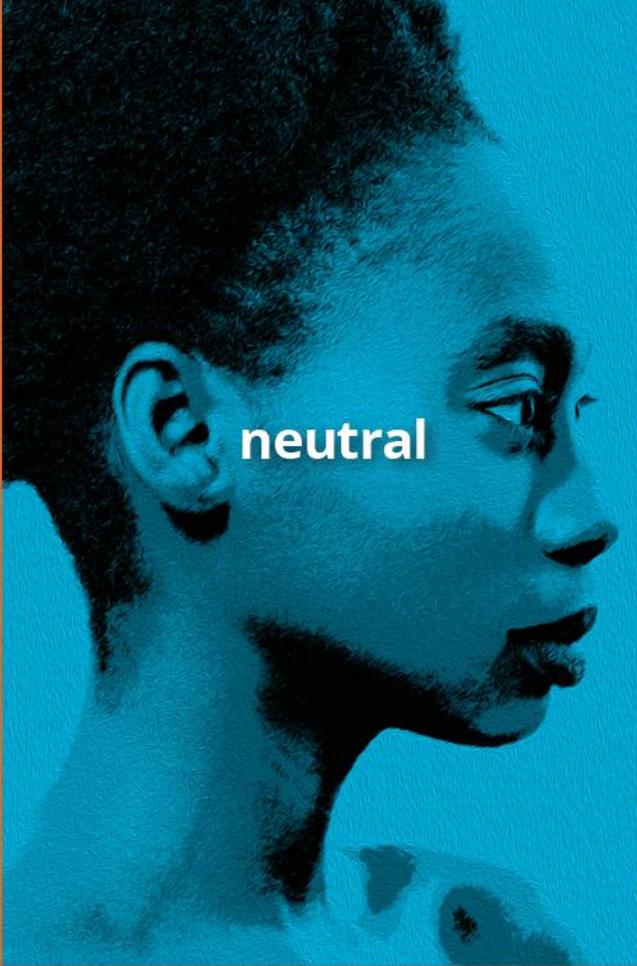
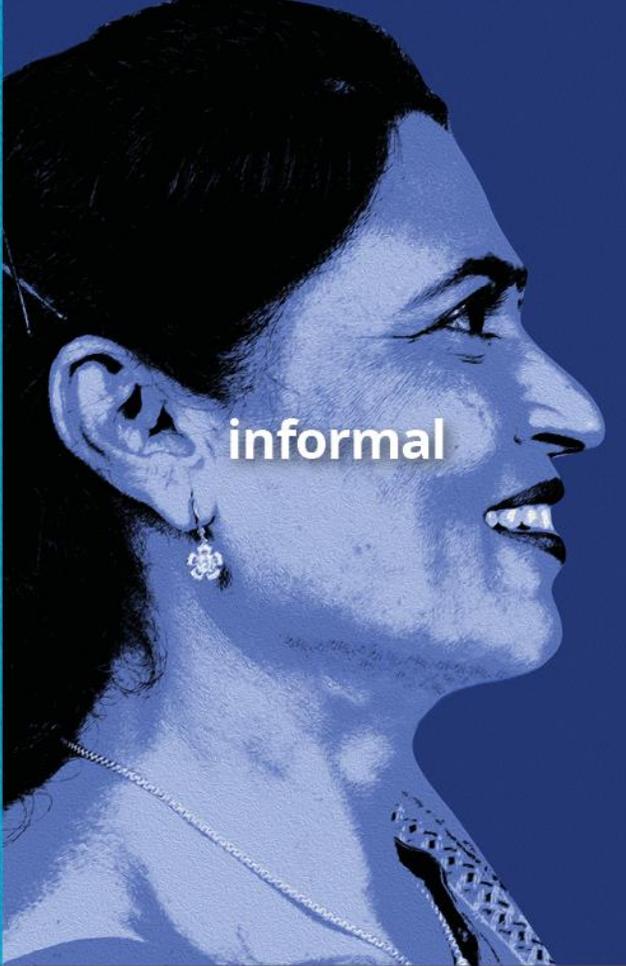


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neutral



informal



independent



World Food Programme

SAVING LIVES
CHANGING LIVES

Office of the Ombudsman and Mediation Services

Briefing to the Executive Board

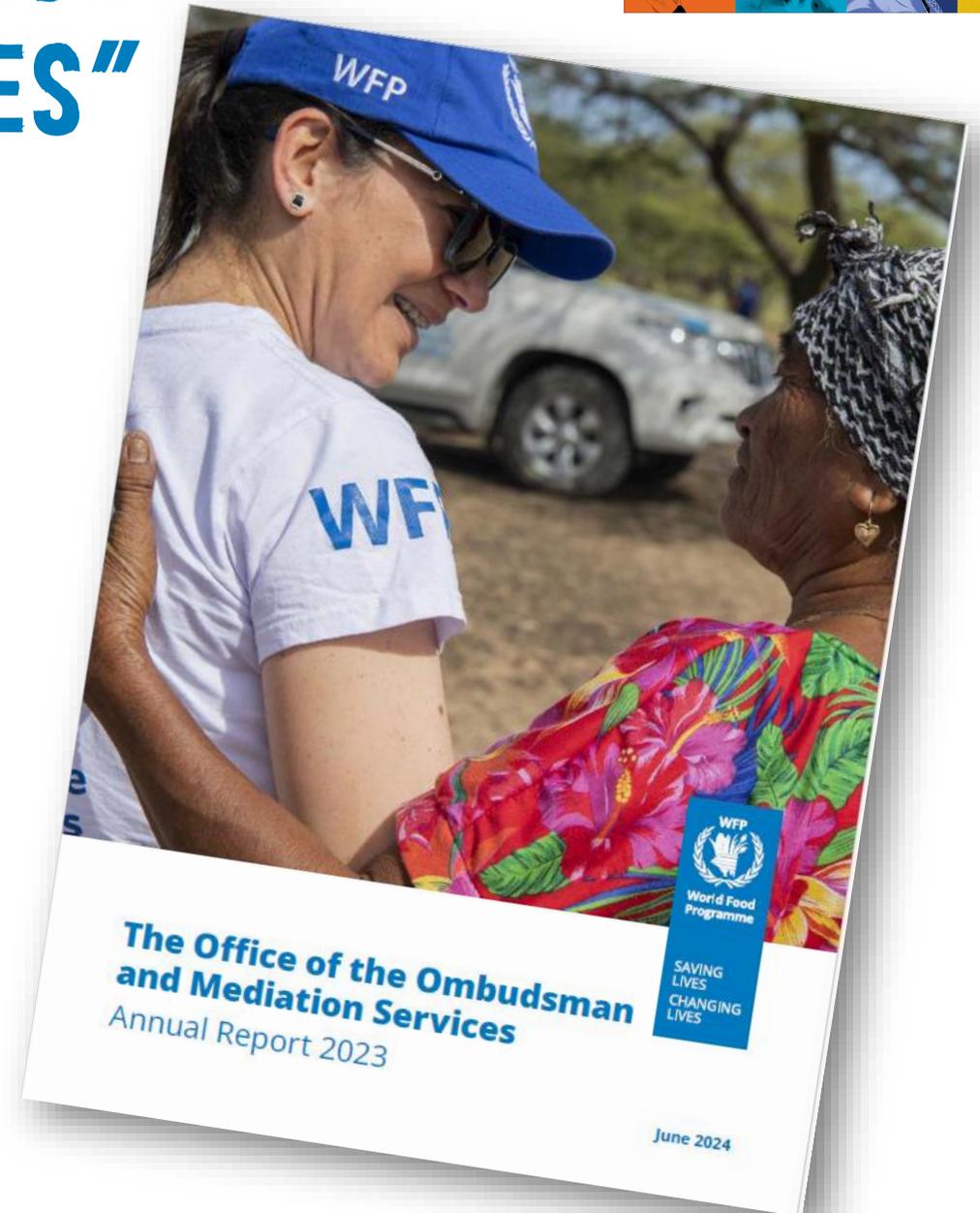
2024 June

“NAVIGATING CHANGE IN UNCERTAIN TIMES”



“The annual report of OBD is a valuable source of information, guidance and encouragement for management as it continues on this journey”

WFP Management response to OBD’s Annual Report



ACCOUNTABILITY



- OBD observes that employees, in particular those in leadership positions, are held more accountable, however:
 - “Known secrets”: impact on working environment

➔ Reassignment process: preventing to 'reshuffle problems'

➔ Need to enhance and value both technical capacity and people skills



WORKPLACE CULTURE AND WFP'S REALIGNMENT AND DOWNSIZING PROCESS



How can WFP
maintain the relevance
of workplace culture
while going through the
org alignment?

OBD STATISTICS JANUARY – MAY 2024



① Caseload: 308 Ombuds cases



② Capacity Building: 1800 employees trained on conflict resolution and effective communication



③ Team Climate Assessments: 7 TCA's involving over 100 employees



④ Employee engagement sessions: 11 group sessions globally in Arabic, English, French and Spanish, attended by 226 employees



NIPPING CONFLICT IN THE BUD

- Over 200 Respectful Workplace Advisors (RWA's) as of June 2024
- Maximizing the benefits of the RWA network

LOOKING FORWARD



- ✓ 18 in-person missions planned for July – December 2024
- ✓ A new mediation framework for WFP
- ✓ OBD as early warning system: 
 - Advancing a more proactive dialogue with leadership
- ✓ Breaking down siloes:
 - Necessity for WFP's system of justice to be more cohesive
 - Closer collaboration will help reduce pressure on formal channels





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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***