General information and guidance about the work environment in WFP:

- Standards of conduct for International Civil Servants
- WFP Code of Conduct
- WFP HR Manual
- WFP Policy on Harassment, Sexual Harassment and Abuse of Authority, ED Circular 2011/009
- WFP Special Measures for Protection from Sexual Exploitation and Sexual Abuse, ED Circular OED/2014/020
- WFP “Whistleblower” Protection Policy, ED Circular ED2008/003

**WHAT**

Every person who works with WFP has the right to do so in a safe environment.

**Gender is relevant to the WFP workplace** in relation to:
- the working environment or ‘work culture’
- prevention of harassment, sexual harassment, abuse and violence
- staff engagement, wellbeing and work-life balance

The aim is for a work environment where there is respect for all staff, who are:
- valued and appreciated
- aware of, and can access, their entitlements and sources of support and redress for harassment, exploitation and abuse

**Harassment, Abuse and Violence:** WFP exercises zero tolerance on harassment, exploitation and abuse. As stated in the WFP Policy on Harassment, Sexual Harassment and Abuse of Authority:

> “WFP is committed to ensuring that all its workplaces are free from abuse, offensive behaviour, harassment, abuse of authority and discrimination. WFP is also committed to promoting a work culture in which every employee understands, and is able to carry out, his/her personal responsibilities for maintaining the dignity of work colleagues.” (paragraph 3)

> “WFP will not tolerate any form of harassment or abuse of authority, whether based on age, disability, ethnic origin, gender, marital status, race, religion, sexual orientation or any other personal characteristic. WFP will also not accept any conduct that is offensive, humiliating, embarrassing or intimidating to other employees.” (paragraph 4)
**Leave & Flexible Working Arrangements**

### Leave

Depending on the type of contract, staff are entitled to annual leave, special leave, home leave and family visits, parental leave, sick leave and military leave. Leave is an entitlement² that is (a) critical to promoting workplace safety and health, and (b) directly linked to workplace productivity.

Under maternity leave, there is a breastfeeding provision which supports the breastfeeding of infants up to 12 months of age; and applies to all women working for WFP who are breastfeeding, regardless of type of contract.

Information about leave entitlements is provided in the HR Manual.

### Flexible Working Arrangements

WFP recognizes the positive potential of flexible working arrangements. Flexible working arrangements support the wellbeing of staff and progress towards achieving gender parity among employees at all levels and embedding equality into the workplace.

The flexible working arrangements are:
- flexible work schedules
- telecommuting
- part-time employment
- phased retirement
- job sharing
- compressed work schedule

For details about each flexible working arrangement see the HR Manual.

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**WHY**

“Supportive workplace cultures have been associated with a variety of benefits for both workers and employers, including productivity gains, higher levels of commitment to the organisation, greater staff retention, higher levels of job satisfaction, lower levels of stress and the experience of less conflict between work and family responsibilities.”

**4 Key Reasons why WFP Promotes Gender in the Workplace**

Organisations that actively integrate gender equality into their workplaces perform better and are more productive than those that fail to apply flexible working arrangements, ignore cultures of hostility and harassment, and limit use of leave entitlements. Gender parity in staffing, including diversity in work teams, is linked to strong organisational performance. The equal presence of women and men, particularly in decision-making positions, is critical to ensuring that a range of views, as well as innovative ideas, are brought to the many food security and nutrition issues that WFP addresses. Diverse perspectives that represent the particular needs and interests of women, men, girls and boys who we serve are needed for WFP to deliver on its commitment to achieve zero hunger.

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² Leave is also a right. See, for example, Article 24 of the Universal Declaration of Human Rights and International Labour Conventions on paid leave.


Being an employer that is committed to gender equality, with active promotion of respectful workplaces and of work-life balance arrangements, is key to attracting and retaining an engaged workforce; a pool of competent and committed individual women and men who collectively contribute to WFP delivering on its mandate. Supporting use of flexible working arrangements assists women and men employees in balancing work and personal responsibilities.

Gender equality is a fundamental principle and commitment of United Nations members and system entities. This is evident, for example, in (a) the 2030 Agenda for Sustainable Development; (b) the Economic and Social Council resolution on gender mainstreaming in the UN (E/RES/2016/2), and (c) UN-SWAP (United Nations System-Wide Action Plan for Implementation of the CEB Policy on Gender Equality and the Empowerment of Women). Advancing gender equality in our organization and in the work we do is thus (i) a reality in the world in which we operate, and (ii) fundamental to our reputation as a credible and competent humanitarian and development actor, which can partner strategically, attract resources and achieve results. Also, it would be hypocritical for WFP to advocate for gender equality in our programmes and operations – for our partners and ‘the people we serve’ – but fail to genuinely commit to gender equality in our workforce and workplaces.

Organisations that actively advance gender equality in their workforces, including gender parity in staffing and active promotion of flexible working arrangements, retain staff because both women and men choose to stay with employers who are seen, and experienced, as being fair.

**WHEN & WHERE**

Gender equality is relevant to every WFP office and operation. WFP Policies that govern the standards of conduct apply at all times, including beyond WFP premises – the environments in which we operate and wherever WFP employees represent the organisation.

**WHO**

All employees contribute to the culture of a workplace. All persons working for WFP – international professional staff members / employees, general service staff members / employees, locally recruited staff members, persons recruited on Special Service Agreements (SSA) and Service Contracts (SC), consultants, interns, contract workers and volunteers – are required to adhere to WFP’s policies.

All persons working for WFP must demonstrate respect for diversity, adhere to the WFP Code of Conduct, promote gender equality and prevent harassment, abuse, and violence.

**HOW**

For guidance and assistance on general HR matters, please go to the ‘Staff and Human Resources’ topic page on the WFP intranet.
1. As a Staff Member

**Respect:** Treat everyone with courtesy and respect.

**Language:** Mind your language – whether verbally, in writing or in your behaviour.

**Challenge discriminatory behaviour:** Refuse to perpetuate negative stereotypes and assumptions about colleagues based on gender, age, sexual orientation, religion, ability, etc. and call out colleagues who do.

**Entitlements:** Know and utilise the leave entitlements.

**Flexible Working Arrangements:** Know the flexible working arrangements. If telecommuting, a flexible work schedule or a compressed work schedule, for example, would support your ability to do your job to the best of your ability and to meet other responsibilities, discuss the options with your supervisor. Consider trialling a particular flexible working arrangement and then reviewing with your supervisor after an agreed period (e.g. 3 months).

**Call out misconduct:** Either directly or by reporting through formal and informal channels. It is mandatory to report sexual exploitation and abuse. You are protected from retaliation in accordance with the WFP “Whistleblower” Protection Policy.

**Provide Support:** Support colleagues who are subjected to harassment, abuse or violence.

- Familiarise yourself with WFP’s [Standard Operating Procedures for supporting a colleague following an incident of sexual assault or rape](http://go.wfp.org/web/audit-and-investigation/wfp-hotline-form).
- Know your Office’s [Focal Point on Prevention of Sexual Exploitation and Abuse](http://ugss.fao.org/).
- If requested by a colleague, find the time to listen.
- Help your colleague obtain medical, legal and/or organisational assistance.

**For information, advice or support, contact:**


2. **Wellness Division:** [hq.counsellingreception@wfp.org](mailto:hq.counsellingreception@wfp.org)

3. **Staff Association:**

4. **WFP Hotline:**
   
   Email: hotline@wfp.org
   Food SAT: 1301 3663
   Direct: +39 06 6513 3663
   Confidential Fax: +39 06 6513 2063

5. **Ombudsman:**
   [http://go.wfp.org/web/ombudsman](http://go.wfp.org/web/ombudsman)
   Email: ombudsman@wfp.org, mediation@wfp.org
   Fax: +39 06 6513 2824

6. **Ethics Office:**
   Email: wfp.ethics@wfp.org
   Fax: +39 06 6513 2852
2. As a Manager

“Policies and procedures on their own do not prevent or address bullying. Appropriate leadership that demonstrates skills and confidence in addressing this issue are also required. High level commitment to making positive changes has a big influence on the culture of workplaces.”

**Role-Modelling**
Role-model the standards of conduct for WFP employees.

**Informed Staff**
Keep staff informed – about standards of conduct, flexible working arrangements and prevention of harassment, abuse and violence in the workplace.

**Communication Channels**
Communication channels: email, intranet (including CO dashboard), information sessions, annual planning workshops, team meetings, posters, pamphlets, payslip attachments.

**Encourage Entitlements**
Encourage staff to utilise their leave entitlements.

**Flexible Work Arrangements**
Promote and monitor use of flexible working arrangements. How many staff make use of flexible working arrangements? Which arrangements? Which staff? What is the impact on the Office / Unit?

**Prevention of Sexual Exploitation & Abuse**
- Appoint (as applicable) and support your Office’s Focal Point on Prevention of Sexual Exploitation & Abuse
- Ensure that all staff have completed the e-course “UN Programme on the Prevention of Harassment, Sexual Harassment and Abuse of Authority”; available on the LMS (lms.wfp.org).
- Regularly – such as every six-months – hold a learning activity on prevention of sexual exploitation, harassment and abuse measures for all Office / Unit staff.

**Misconduct**
- Ensure zero tolerance for misconduct – respond to all witnessed and reported incidents of harassment, abuse, violence or other behaviour that is unacceptable in WFP workplaces.
- Familiarise yourself with WFP’s internal procedures, including WFP’s “[Standard Operating Procedures for supporting a colleague following an incident of sexual assault or rape](http://www.aph.gov.au/parliamentary_business/committees/house_of_representatives_committees?url=ee/bullying/report.htm)”. 

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3. As a Target of Harassment, Abuse or Violence

**Detailed information on harassment, abuse or violence:** For detailed information about what to do when subjected to harassment, abuse or violence, please read:

- WFP *Policy on Harassment, Sexual Harassment and Abuse of Authority*, ED Circular 2011/009
- WFP Special Measures for Protection from Sexual Exploitation and Sexual Abuse, *ED Circular OED/2014/020*

**For assistance, you can contact:**

1. **A Peer Support Volunteer**
2. **Wellness Division:** [hq.counsellingreception@wfp.org](mailto:hq.counsellingreception@wfp.org)
3. **Staff Association:**
4. **WFP Hotline:**
   - Email: hotline@wfp.org
   - Food SAT: 1301 3663
   - Direct: +39 06 6513 3663
   - Confidential Fax: +39 06 6513 2063
5. **Ombudsman:**
   - [http://go.wfp.org/web/ombudsman](http://go.wfp.org/web/ombudsman)
   - Email: ombudsman@wfp.org, mediation@wfp.org
   - Fax: +39 06 6513 2824
6. **Ethics Office:**
   - Email: wfp.ethics@wfp.org
   - Fax: +39 06 6513 2852

**Document:** If you need to make a formal complaint in the future, you will need to provide details of:

- when the incidents occurred (times, dates)
- circumstances
- what happened
- witnesses
- how you were affected (physically, emotionally, ability to do your job etc.)

**Seek Advice & Support:** From your supervisor or other manager; a human resources officer; a staff counsellor; a peer support volunteer; your Office’s Focal Point for Prevention of Sexual Exploitation and Abuse; a Staff Association representative; a UN, public or private medical officer; the Ombudsman, the Ethics Office, the Office of Internal Investigations

**Address the Behaviour:** If you are able, tell the individual(s) involved that you wish the behaviour to stop. Make sure to record all details of what was said and comments made in response to your request.

**Make an informal or formal complaint:** See the WFP *Policy on Harassment, Sexual Harassment and Abuse of Authority* for the steps to follow.

File a complaint with the local authorities.