



**World Food
Programme**

**Programme
Alimentaire
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Mundial de
Alimentos**

**برنامج الأغذية
العالمي**

5 July 2018

Internal Audit of Duty Travel Management in WFP Headquarters (AR/18/07)

Management Comments

WFP Management appreciates and welcomes the observations made by the Office of Inspector General (OIG) in its audit report on Duty Travel Management in WFP Headquarters from January 2016 to December 2017. WFP Management recognizes the overall conclusion of partially satisfactory, some improvement needed.

WFP Management welcome OIG's recognition of positive practices and initiatives instigated by the Management Services Division (RMM), particularly the continued efforts to consolidate the WFP global travel programme through one Travel Management Company (TMC) to improve traveller safety and service delivery and also to increase compliance in our travel operations.

Management are committed to ensuring service quality and cost effectiveness through our TMC and are currently working with a fare audit company to provide this third party assurance on value for money.

Management is also satisfied with the recognition of our cost saving initiatives which were introduced in 2017 and the savings generated as a result.

In line with the Audit recommendation to clarify travel rules and regulations, Management has commenced work on a consolidated Travel Manual and will develop practical guidance and guidelines to provide clarification where required. Management will explore the possibility to consolidate all travel information in one repository/location to be easily accessible to WFP staff.

Management agrees with the audit observation on the challenges of the decentralized model and the inefficiencies of the travel workflow process. These workflow inefficiencies were also identified in a business process review carried out by RMM in 2016 and will be addressed with the implementation of new travel software which will be launched in the final quarter of 2018. This will improve workflows, enable systematic monitoring of compliance to travel policies and provide improved validation controls and reporting functionality.

Management would like to thank OIG for the collaboration and support during the process and will ensure that updates on the implementation status of the outstanding agreed actions are provided to OIG on a regular basis through the WFP internal tracking system.