



10 April 2019

## **Management Comments to the Internal Audit Report of WFP Operations in Libya (AR/19/04)**

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WFP Management appreciates and welcomes the observations made by the Office of the Inspector General (OIG) in its audit report AR/19/04 on WFP operations in Libya. The audit focused on the period between 1 October 2017 and 30 September 2018.

Efforts to reach a peaceful conclusion to the conflict in Libya continue amidst persisting political instability and a volatile security situation. Unrest since 2011 has caused the economic and humanitarian situation in the country to deteriorate significantly. Ongoing violence between multiple factions further aggravates an unstable environment, with ongoing political rivalries and violent struggles within the country from the many armed groups.

WFP resumed operations in Libya in September 2014. Until now, WFP's General Food Assistance (GFA) has been in-kind food assistance provision, and until the second quarter of 2018 the operation was managed remotely from Tunis, due to the security situation. Access and data collection have also been an issue given the remote nature of the operation, the ongoing civil unrest and the presence of rival militias and extremist organizations, which compound the operational difficulties to be found in the absence of government counterparts and cooperating partners.

In early 2018, when the evacuation status was lifted in Tripoli, WFP opened an office in Tripoli and began hiring staff in other parts of the country. A new Country Director arrived in March 2018 and the framework for an Interim Country Strategic Plan (ICSP) was developed on the basis of the Concept Note shared with the WFP Executive Board in July 2018. The ICSP for Libya (2019-2020) was approved by the Board at its First Regular Session in February 2019.

WFP Management acknowledges the overall conclusion of *ineffective/unsatisfactory* and has been proactive in taking immediate steps to improve the areas to be addressed. The implementation of the seven high priority and five medium priority observations have already started and will be fully completed by the agreed implementation dates. WFP Management would like to report that some key actions have already been taken as follows:

- Observation 1: (i) A staffing and structure review was conducted by Management and Head of Units in February 2019 to maximize capabilities of staff to support the implementation of the ICSP 2019-2020;
- Observation 3: Follow up to the Migration Dialogue in November 2018, whereby WFP Libya invited a WFP HQ VAM team to elaborate a Migration Pulse for Libya in December 2018;
- Observation 4: (i) WFP and the World Bank in Libya signed a Letter of Collaboration on a rapid assessment and mapping of social safety net projects in February 2019;  
(ii) A Partnership Workshop was convened in December 2018 to discuss roles, responsibilities and targeting criteria for the process of beneficiary registration and prioritization. The outputs were utilized to develop



- vulnerability score cards for household-level targeting of General Food Assistance beneficiaries;
- Observation 8: (i) Following a temporary staff assignment and pursuant to the announcement of the post in June 2018, the Head of Supply Chain position was filled through the reassignment process.
  - Observation 8: (iv) Since January 2019, the CO contracted customs clearance and transport companies, as well as a warehouse inside Libya, and received new cargo into the warehouse as part of the implementation of the new Supply Chain strategy.
  - Observation 8: (ii) The CO finalized and published a ports assessment as part of the Logistics Capacity Assessment (LCA) and has been reviewing other sections with the RB. The results will be shared with WFP HQ during the first week of March 2019 for final review and publishing.
  - Observation 8: (ii) WFP trained partners on procedures and required documents for claiming logistics costs, which was confirmed as a basic requirement for processing payments. Additionally, the CO is ready to take full control of the logistics set up starting in April 2019.
  - Observation 9: With the new WFP warehouse, the CO already started implementing WFP warehouse management procedures, and has obtained more control over Best Before Dates. The CO also enhanced control over partner warehouses and commodity management through the training of partners and assigning a third party monitoring company to witness the delivery and stacking of commodities at partner warehouses, with the training including a new warehouse inspection tool created by WFP.
  - Observation 11: (i) WFP launched a call for proposals in December 2018 and signed an MoU with the Ministry of Education in January 2019;
  - Observation 12: (iv) WFP provided training to partners and Local Crisis Committees on protection through a Partnership Workshop in December 2018. The Annual Performance Plan 2019 set the timeline for similar twice-yearly training for cooperating partners and Local Crisis Committees.

WFP Management appreciates the audit report's recognition of the positive steps taken by the current country office management and the considerable progress made in the second half of the year, with the lifting of evacuation status, the establishment of a stronger presence in Libya, the activation of Logistics/Emergency Telecommunications sectors and the United Nations Humanitarian Aviation Service (UNHAS), the increase in donor support, as well as the process underway to recruit and onboard key personnel in order to strengthen the capacity to respond to the high demands of an L2 emergency.

WFP management would like to thank OIG for its meaningful collaboration and support and considers the audit observations and agreed actions as a valuable tool to improve operations.