Office of the Ombudsman and Mediation Services

Annual Report 2018 Overview

EXECUTIVE BOARD - ANNUAL SESSION
ROME, 10-14 JUNE 2019
Terms of Reference – OED 2012/009

- Improve the workplace environment through informal resolution of employment related concerns and conflict
- Identify, analyze and report on broad systemic issues or trends
- Make recommendations to improve policy, procedures, systems and structures of the Programme
15 Field Offices visited in 2018

80% of employees who contacted OBD are field-based

- Management briefing & debriefing
- All-staff meeting
- Round-table discussion re relevant issues
- One-on-ones
- Stakeholder meetings: HR, Staff Counselor, RWAs

Result:
- positive impact on morale of the Country Office
- lower threshold to contact Ombudsman
Overview of Issues 2018

**CASES**
368
Potential caseload is higher

**ISSUES**
852

**TOP 3**
- Evaluative Relationships 29%
- Legal/Regulatory (HSHAPD) 25%
- Job and Career 16%
Evaluative Relationships: top SUB-issue category

Respect/Treatment 32%  (up 5%)

“Lack of consideration for people including not listening, dismissive or rude behavior, and unfair or preferential treatment”
HSHAPD

#PERSONS
120

% CASES OF TOTAL
33%

HSHAPD SUB CATEGORIES
- Harassment
- Abuse of Power
- Sexual Harassment
- Discrimination
Ombudsman helps WFP to connect the dots:

- Evident that no formal recourse possible, despite ‘zero tolerance’
- OBD researched victim-centered approaches
- OBD invited nine offices: HR, Legal, ETO, OIGI, OIGA, Gender, Security, Wellness, Ombuds to rewrite the policy

Leading to systemic and cultural change
HSHAPD – Impact of Ombudsman

Systemic change

- New policy
- IDSC
- Additional resources OIGI
- Increase in formal HSHAPD reports
- Joint Working Group

Cultural change

- ED messaging
- Respect Campaign
- Topic ‘de-tabood’
# Recommendations

<table>
<thead>
<tr>
<th>Year</th>
<th>Component</th>
<th>Description</th>
<th>Level</th>
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<tbody>
<tr>
<td>2016</td>
<td>Leadership</td>
<td>Develop vision on leadership + leadership competencies</td>
<td>Strategic/macro Level</td>
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<tr>
<td>2017</td>
<td>Leadership skills</td>
<td>Define required interpersonal skills</td>
<td>Policy level</td>
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<tr>
<td>2018</td>
<td>Listening</td>
<td>Improve employees’ listening skills</td>
<td>Micro-level</td>
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<td>(day-to-day interaction)</td>
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→ **OBD nudges organization to equip and prepare current and future leaders of WFP**
OBD’s partners

IMPACT

- Global RESPECT Campaign
  - Partnership with CAM Division
  - Training RWAs to help facilitate Campaign
- Country Directors → selection of 42 new RWAs, trained by OBD
- Inter-Divisional Standing Committee
- Joint Working Group; HSHAPD Sub Group
- Gender: panel for GBV campaign
- ERM: prevention and management of risks
Visitor Survey 2018

Responses

- 80% satisfied/very satisfied
- 80% will recommend OBD to colleagues
- 50% avoided formal process by contacting OBD

Cost savings to organization (management, IOGI)
OBD staffing requirements

**OIGI**
- Increased budget (1.3 million)
- Significant increase HSHAPD reports to IG:
  - 2017: 20 allegations
  - 2018: 112 allegations

**OBD**
- 50% of Ombudsman visitors avoid formal process
- Investment in OBD is worthwhile:
Thank you.