



World Food Programme

Programme Alimentaire Mondial

Programa Mundial de Alimentos

برنامج الأغذية العالمي

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Internal Audit of Food Quality and Safety in WFP Jordan and Lebanon Operations (AR/17/05)

Management Response

WFP Management appreciates and welcomes the observations made by the Office of Inspector General (OIG) in its audit report on Food Quality and safety of WFP operations in Lebanon and Jordan from January to October 2016.

WFP Management welcome OIG's recognition of the CO's positive practices and initiatives particularly in relation to ; (a) Lebanon CO demonstrated a good understanding of the regulatory risk exposure in the country. The national regulatory gap on food quality and safety over the cold chain is addressed through specific monitoring checks at shops contracted in the CBT programme; (b) the Lebanon CO Standard Operating Procedures (SOPs) on voucher shop standards aim at providing high quality and hygiene standards. Control steps are in place through monitoring checks such as cleanliness, adherence to food selling standards, inspection of fridges and expiry dates; (c) the Consumers Protection Directorate within the Ministry of Economy & Trade in Lebanon confirmed an improvement in food quality and safety in shops working with WFP; (d) the Lebanon CO promptly followed with HQ to ensure in-kind dates were shipped and distributed to beneficiaries on a timely basis, while minimising the risks of food quality and safety incidents; (e) significant efforts to address control gaps and recommendations from WFP Food Quality and Safety missions (HQ/RB) and from external audit with support from the Syria CO Food Technologist on a short term mission. These include developing a Scope of Work for the new inspection company tender; review of food test specifications (Jordan & Syria operations); establishing supplier visit schedules; and performing the first supplier visits in November 2016; (f) Food quality and safety risks are included in the 2016 CO risk register; (g) Consultations with WFP food technologists in areas requiring expert input; (h) Positive practices on rations included: Local market survey undertaken by procurement to check on the availability of items to be procured; A quality and quantity (Q and Q) company contracted to perform lab tests and inspections at on-loading and off-loading, and monthly physical inventory checks performed at CP warehouses by field monitors.

The overall conclusions, observations and areas of improvement in the report are acknowledged by WFP Management. The implementation of the agreed actions is well underway. With reference to the high risk observation, written guidance for safety and quality assurance for the IK contributions is under preparation. The final draft guidance is expected to be ready by April and it will be reviewed with relevant stakeholders. Management expects that the formal guidance note will be released by the agreed deadline of June 2017. Further, both country offices have agreed proposed actions and deadlines to address each audit observation and a significant number of these actions have already been undertaken.

(a) Lebanon CO has, in consultation with the Lebanon Syria corridor and RBC logistic teams, started working to record all stock movement and will ensure that all in kind parcels are recorded in WFP's Corporate Logistics Tracking System, LESS;

(b) Lebanon CO Issued Long Term Agreement for inspection company for assessing the quality and safety of the product check;



(c) Jordan CO has initiated the implementation of a number of recommendations such as utilizing independent third party to inspect and test commodities to assure the quality, enhance internal capacity through staff training, carrying out operational and organizational assessment of partners with the aim to develop their delivery capacity. The Country Office is confident to implement the audit recommendations to assure highest food quality and safety as per agreed timelines.

WFP Management would like to take this opportunity to thank OIG for its collaboration and support; and to give assurance on their commitment to ensuring the continuous improvement and strengthening of internal controls, and risk management practices.