



Global Ombudsman Pride

Passion, Dedication, Professionalism

by Mihai Berinde



“Organizational Ombudsman” is a pretentious wording understood by few as it is a sparsely used term at both national and international levels.

The company I represent is called OMV Petrom. It is the largest oil and gas producer in Southeastern Europe and implicitly from Romania. The company knows that the human resource is one of the most precious, and this is why it places great emphasis on its potential. The company knows that an idea, extraordinary as it may be, needs the work and dedication of its people in order to develop to its maximum potential.

OMV Petrom achieved the necessary level of maturity to realize the opportunity and efficiency of an ombudsman office in March 2014. Since then, the company has benefited from a functional ombudsman office called PetrOmbudsman. The office name is a pun enabling the creative joining of the two words (Petrom and Ombudsman). We can be proud because we are the first Romanian company to have an organizational ombudsman structured as it is. Our main goal is to offer support for all employees, regardless of their position in the company, who wish to address issues and concerns they have regarding their workplace, allowing for a comfortable and safe environment. We also provide alternative methods for resolving potential disputes within the organization.

Like any beginning, this one wasn't devoid of adventures and we coped with lots of courage, inspired by the idea of being pioneers in the organizational ombudsman field. We estimate the coming years will bring changes in the employees' way of thinking and they will not be able to conceive life in an organization without an ombudsman office. The successful model we provide every day to our visitors is based on relationships that have a solid foundation in which communication, independence, neutrality, confidentiality, informality, seriousness and respect play a central role.

We feel honored to be a part of the international organizational ombudsman family. The knowledge sharing allows OMV Petrom to benefit from the best practices in this field and evolve at a healthy pace. We wish to have ombudsman offices in all possible Romanian companies and the quality of services provided by them to be at the highest level.

