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FOR THE COORDINATION OF
HUMANITARIAN AFFAIRS

ANNUAL REPORT 2019



United Nations

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Front and Back Cover

OCHA staff member Rania Abdulraheem conducts an assessment mission at Al Sha'ab collective centre for internally displaced persons in Aden, Yemen. Credit: OCHA/Matteo Minasi.

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OCHA

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THROUGH CONTRIBUTIONS TO OCHA'S
EXTRABUDGETARY BUDGET

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OTHER DONORS

EUROPEAN CIVIL PROTECTION AND
HUMANITARIAN AID OPERATIONS



JERSEY



INGO AND PRIVATE
SECTOR PARTNERS*



*INGO donors for 2019: Azerbaijan Red Crescent Society and Save the Children Spain. Private sector donors: UPS Foundation and the International School of Geneva.

OCHA PRESENCE AS OF DECEMBER 2019



1

Headquarters
two locations



5

Regional Offices



32

Country Offices



20

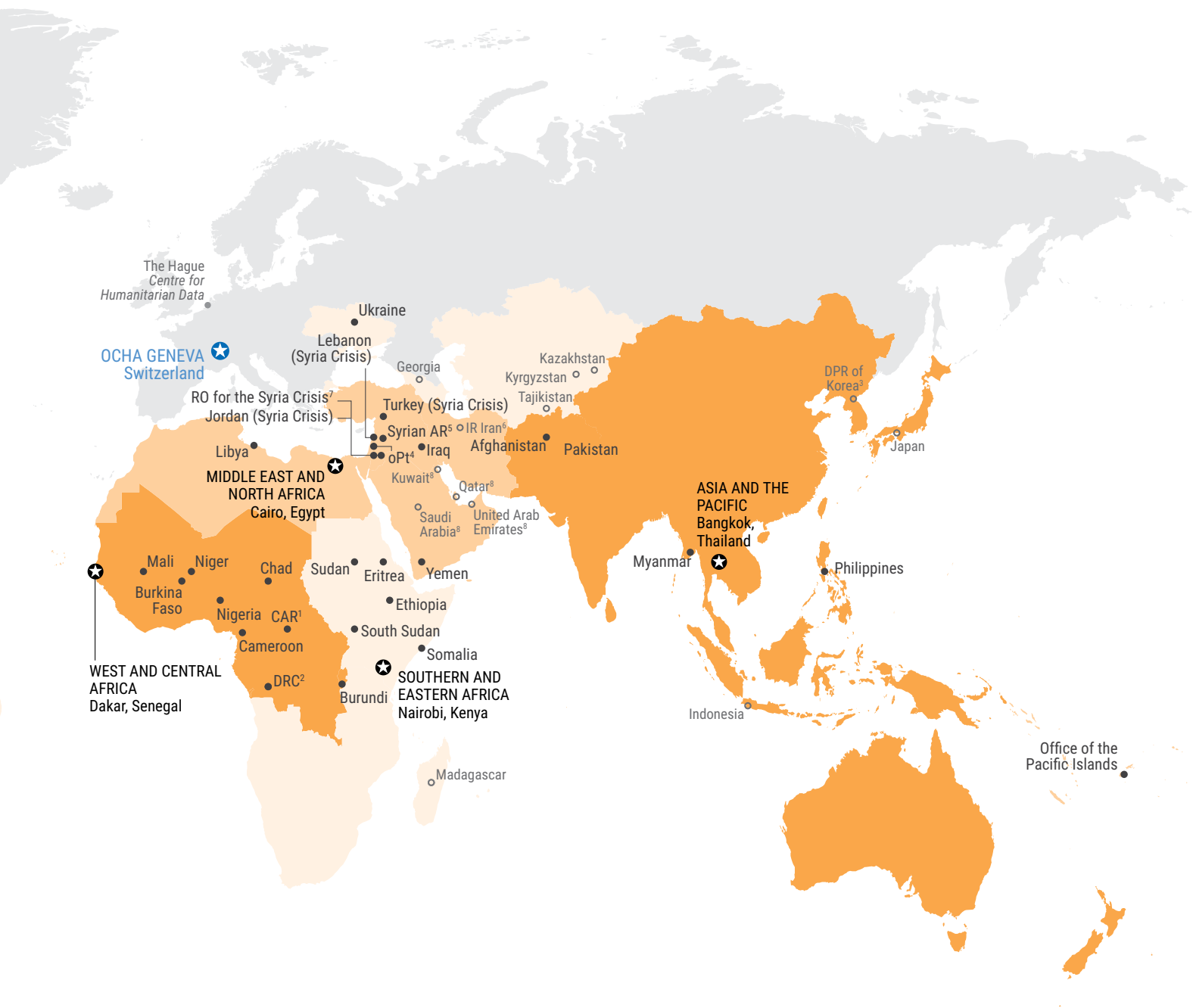
Humanitarian
Adviser Teams

Regional Office coverage

1. CAR - Central African Republic
2. DRC - Democratic Republic of the Congo
3. DPR of Korea - Democratic People's Republic of Korea
4. oPt - occupied Palestinian territory
5. Syrian AR - Syrian Arab Republic
6. IR Iran - Islamic Republic of Iran
7. Regional Office for the Syria Crisis, Amman, Jordan
8. Operational coordination team

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A young resident of the Dori
refugee camp, Burkina Faso.
Credit: OCHA/Giles Clarke





WE ASSEMBLE



Enhanced Humanitarian Programme Cycle

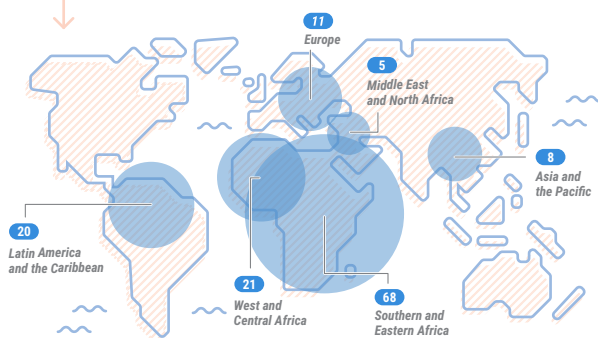
- Stronger, more relevant analysis
- Prioritized and people-centred response
- Meaningful and systematic monitoring



23 Emergency Response Roster and Headquarters Core Team deployments

57 United Nations Disaster Assessment and Coordination deployments

53 Standby Partnership Programme deployments



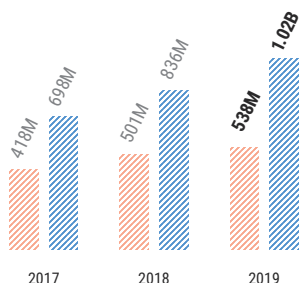
Note: The above figures do not reflect all of the deployments that occurred across country and regional offices.

WE FUND



Record allocations

CERF
CBPFs



New CBPF established in Ukraine



48 countries reached through pooled funds

WE ALERT AND INFORM

1M monthly users in ReliefWeb

17k data sets in Humanitarian Data Exchange



50+ country operations in Humanitarian Response.info



534 maps 200 MORE THAN IN 2018



1,504 infographics 300 MORE THAN IN 2018



17 countries used the online Situation Reports IN 7 DIFFERENT LANGUAGES

WE ADVOCATE FOR SOLUTIONS



UN Economic and Social Council's Humanitarian Affairs Segment

- From relief to development
- 70th anniversary of Geneva Conventions
- Climate change and weather-related disasters
- Cyclone Idai
- Gender equality
- Advancing localization



USG advocacy

- Anticipation saves lives
- Mental Health and Psychosocial Support
- Women in humanitarian emergencies
- People with disabilities



Invisible Citizens Week

Contents

12 MAKING LIVES BETTER

- 13** *FIELD OFFICES*
- 42** *DIGITAL PLATFORMS*
- 43** *ADVOCACY AT THE HIGHEST LEVEL*
- 45** *OCHA'S ROLE IN THE INTER-AGENCY STANDING COMMITTEE*
- 48** *GETTING AHEAD OF CRISES: ANTICIPATORY APPROACHES*
- 50** *HUMANITARIAN FINANCING*

57 STRENGTHENING OCHA

- 58** *DECENTRALIZATION*

60 FUNDING

68 ANNEXES

- 69** *ACRONYMS*
- 70** *FINANCIAL TABLES*

FEATURED

- 14** *PREVENTING THE SPREAD OF EBOLA OUTSIDE DRC*
- 15** *BURUNDI: A DISPLACED FAMILY FINDS A HOME*
- 17** *EVALUATION OF THE DROUGHT RESPONSE IN ETHIOPIA*
- 18** *ENHANCING THE HUMANITARIAN PROGRAMME CYCLE*
- 19** *COMMUNITY FEEDBACK AND PERCEPTIONS INFORMING THE HUMANITARIAN PROGRAMME CYCLE*
- 22** *LEADERSHIP AND ACCOUNTABILITY TO AFFECTED PEOPLE*
- 28** *WORLD HUMANITARIAN DAY HONOURS WOMEN HUMANITARIANS*
- 33** *HOW ONE YEMENI BABY MADE IT AGAINST ALL ODDS*
- 35** *ADVANCING GENDER EQUALITY*
- 35** *OSLO CONFERENCE: ENDING SEXUAL AND GENDER-BASED VIOLENCE IN HUMANITARIAN CRISES*
- 36** *ONE DAY, I WILL*
- 41** *HELPING ALBANIA RECOVER FROM ITS WORST EARTHQUAKE IN DECADES*
- 42** *THE IMPACT OF DATA*
- 42** *INFORM EXPANDS THE ANALYSIS IT PROVIDES TO THE HUMANITARIAN COMMUNITY*
- 45** *ENSURING THE INCLUSION OF PEOPLE WITH DISABILITIES*
- 46** *PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE AND SEXUAL HARASSMENT*
- 46** *PROMOTING GENDER EQUALITY*
- 47** *GENDER STANDBY CAPACITY PROJECT ADVISERS MAKE A DIFFERENCE*
- 47** *INTEGRATING MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT IN RESPONSE*
- 49** *SOMALIA: ANTICIPATORY ACTION FRAMEWORK FOR DROUGHT*
- 51** *THE VISION FOR CRISIS FINANCING*
- 55** *FOUR STEERS FOR FUNDING*
- 55** *CBPFS: SUPPORTING SYSTEMATIC COMMUNITY ENGAGEMENT AND ACCOUNTABILITY*
- 64** *OCHA DONOR SUPPORT GROUP*

Foreword



The United Nations Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator (ERC), Mark Lowcock, with Haidy and her newborn, Ernie, at the Jose Gregorio Hernandez Hospital in Caracas, Venezuela. The hospital was supported by a grant from the UN Central Emergency Response Fund. Mr. Lowcock visited Venezuela in November 2019. Credit: OCHA/ Gemma Cortes

At the start of 2019, we anticipated that humanitarian needs for the year would be similar to 2018. But as the year went on, intensifying conflicts, climatic shocks and the spread of infectious diseases drove needs to unprecedented levels. We now face a once-in-a-lifetime pandemic, with the most vulnerable people already facing even more hardship due to its impact.

The humanitarian system has never been more vital, and I'm pleased that donors' generosity has proven up to the challenge. In 2019, over US\$18 billion in contributions provided life-saving aid for more than 117 million people. That generosity has helped achieve significant results. It compares with \$15.8 billion in 2018, the previous record.

In 2019, OCHA co-hosted a pledging event that helped raise \$2.6 billion to meet the needs of people suffering through the conflict in Yemen. OCHA's efforts helped get

humanitarian assistance to more than 13 million Yemenis each month.

Eight Southern African countries declared a state of emergency because of climate-related shocks: drought and cyclones. To support the response for cyclones Idai and Kenneth, OCHA pre-deployed emergency coordination experts and used the UN's Central Emergency Response Fund (CERF) to deliver quick life-saving assistance. When Hurricane Dorian hit the Bahamas, OCHA supported the Government's efforts to reduce suffering and save lives.

In Burkina Faso, OCHA opened an office in the face of growing need as hundreds of thousands of people were displaced by spiralling insecurity.

In these and other emergencies, OCHA helped humanitarian organizations get ahead of crises with early action and anticipatory approaches. In Yemen, we supported

a global cholera risk model to forecast the spread of disease. When two years of failed rains in Somalia led to predictions of acute hunger for 1 million people, early action to scale up assistance helped reduce deaths and human suffering, while also cutting response times and cost.

OCHA mobilized significant resources for its UN and NGO partners. For Syria, OCHA helped raise \$7 billion, which enabled aid workers to reach an average of more than 5 million people every month.

OCHA's pooled funds have been at the forefront of channelling funding to where needs are greatest. Together, Country-Based Pooled Funds and CERF allocated a record \$1.5 billion across 48 countries. They also mobilized support for places where human suffering is often forgotten. A total of \$200 million was channelled from CERF to 21 neglected crises, including Afghanistan, Burkina Faso, Cameroon, Chad, Djibouti, Mali, Niger and Ukraine. In 2019, for the third consecutive year, CERF received record-high pledged contributions totalling \$834.6 million.

OCHA's Global Humanitarian Overview continued to provide the most accurate assessment of needs and how best to meet them. Delivering more inclusive humanitarian action was a major focus of 2019. OCHA mobilized funding to address sexual and gender-based violence in humanitarian crises at the first conference of its kind in Oslo, co-hosted by Norway. Meanwhile, it took a whole-of-organization approach to strengthening its internal policies, systems and action on sexual exploitation and abuse. In November, with Inter-Agency Standing Committee partners, we launched Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action.

A determination to put people in need at the centre of our response triggered a shift in budget allocations away from Headquarters and towards country and regional offices. OCHA made strides in building a more agile,

flexible and accountable organization by beginning a process of decentralization of staff from Headquarters in New York and Geneva to boost capacity in regional and country offices and establish cost-effective hubs in The Hague and Istanbul.

We could not have accomplished all this work without the critical support and collaboration of our partners and generous donors across the world. I thank you for your commitment to humanitarian action and to OCHA.



Mark Lowcock

United Nations Under-Secretary-General
for Humanitarian Affairs and Emergency
Relief Coordinator

MAKING LIVES BETTER

OCHA serves the world's suffering people through its staff based in offices around the world. In 2019, it helped mobilize \$18 billion for response efforts that it coordinated to target more than 117 million people globally. OCHA teams negotiated on issues such as access, respect for humanitarian principles, and protection of civilians and aid workers to ensure that affected people get life-saving relief on time. OCHA's pooled funds provided US\$1.5 billion to UN agencies and hundreds of national and international non-governmental organizations (NGOs) and facilitated their work.

Field offices

WHAT OCHA'S COUNTRY OFFICES DO

-  Provide **support to Governments** to respond to a crisis.
-  Provide **support to the UN Resident Coordinator/Humanitarian Coordinator** to coordinate the response.
-  Develop a common assessment of **needs** and a common **response plan** for the aid community.
-  Build a common **strategy to respond**.
-  Manage **Country-Based Pooled Funds**.
-  Provide **up-to-date information** on the crisis and the needs of the affected people.
-  **Advocate** for the needs and protection of affected people and aid workers.
-  Advocate for **access** to affected people.
-  Help mobilize and track **resources** to respond to the crisis.
-  **Track and monitor** the response to a crisis.

EASTERN AND SOUTHERN AFRICA

Regional Office for Southern and Eastern Africa (ROSEA)

In Southern Africa, the global climate crisis compounded deep-rooted poverty, economic inequality and political instability, leading to increased humanitarian needs in 2019. Eight countries were forced to declare a state of emergency due to climate-related shocks: Angola, Botswana, Lesotho and Namibia because of drought; the Comoros, Malawi, Mozambique and Zimbabwe following the impact of cyclones Idai and Kenneth.

Deteriorating economic prospects and political instability affected much of the sub-region. Internal violence in Mozambique's Cabo Delgado Province affected more than 60,000 people, some of whom were displaced. At the early period between harvests in 2019/20, nearly 12 million people across the subregion faced severe food insecurity.

In Eastern Africa, conflict, violence and recurrent climatic shocks increased humanitarian needs, with nearly 12.8 million people internally displaced and 4.7 million refugees across the region. Ethiopia and Somalia saw significant displacement, and South Sudan

continued to report violations against civilians. Sudan underwent a major transition of power, which brought increased opportunity and heightened fragility. The region remained on high alert due to the possibility of Ebola spreading to other countries.



OCHA ROSEA deployed 22 staff on 108 surge missions, collectively providing support for 2,004 days (compared with a previous high of 1,172 days in 2016). Its expert staff also provided 293 days on missions to provide support on critical issues, such as access, civil-military coordination and community engagement, and to ensure authorities and

Macomia district in Cabo Delgado was heavily affected by Cyclone Kenneth, which made landfall on 25 April 2019. Credit: OCHA/Saviano Abreu

country teams had the capacity to respond, including in countries deemed high priority for Ebola preparedness.

In 2019, the office had 28 staff (15 national, 13 international) in its Nairobi hub, along with two United Nations Volunteers (UNVs), and it maintained a Humanitarian Advisory Team (HAT) in Madagascar, with three national staff. Rising needs in the region required OCHA ROSEA to establish temporary HATs in Mozambique (6 international staff), Zimbabwe (2 international staff) and Zambia (2 international staff).

Preventing the spread of Ebola outside DRC

Kiombwe with Jovial at a childcare centre in Butembo, North Kivu, in the Democratic Republic of the Congo (DRC). Children separated or orphaned due to Ebola in DRC have received care and support from UNICEF and its partners. Credit: UN/Martine Perret

On 1 August 2018, the tenth Ebola outbreak in the Democratic Republic of the Congo (DRC) was declared in North Kivu Province, where complex underlying challenges prevail related to insecurity, major pre-existing humanitarian needs, the presence of foreign and domestic armed groups, massive population displacement and fragile public infrastructure.

The Government led the response, supported by the World Health Organization (WHO) and an array of partners, and rolled out the new vaccines. However, the response was under-

mined by insecurity, political manipulation and community distrust. At the outbreak's peak, more than 120 new cases were reported per week.

In May 2019, the UN Secretary-General appointed an Emergency Ebola Response Coordinator (EERC) to coordinate political, security and community engagement and to facilitate a more conducive environment for the public health response. Emergency Relief Coordinator/Under-Secretary-General (ERC/USG) Lowcock activated the Inter-Agency Standing Committee (IASC) System-Wide Scale-Up Protocol for Infectious Disease Events for the first time, on the IASC Principals' recommendation. In July, WHO declared the Ebola outbreak in DRC a public health emergency of international concern.

OCHA supported WHO and the EERC in developing the coordination architecture for the response, elaborating the fourth strategic response plan and facilitating the greater inclusion of NGOs.

OCHA supported the Government's National Operations Centre and sub-coordination mechanisms, including with secretariat and information management services. OCHA was also the secretariat for the Ebola Emergency Response Team chaired by the EERC and the WHO Assistant Director-General. OCHA offices in the region supported United Nations Resident Coordinators and WHO offices in Burundi, Rwanda, South Sudan and Uganda in preparedness efforts to prevent and control the possible cross-border spread of Ebola.

Burundi

In 2019, about 1.8 million people in Burundi required assistance. Many of those people remained extremely vulnerable and had significant needs, but increasing restrictions had affected aid delivery. A cholera epidemic was declared in June, and the number of malaria cases reached 8.9 million, including 3,294 deaths. The response to these outbreaks was impacted by activities to prepare





for a possible Ebola outbreak. Burundi, with its proximity to Ebola-affected DRC, was among the countries identified as being at very high risk in December 2018.

Burundi is extremely vulnerable to the impacts of climate change – recurrent and devastating natural disasters triggered the displacement of the majority of the more than 100,000 internally displaced persons (IDPs) and the damage to agricultural production. Food assistance accounted for most of the humanitarian aid, with some 1.7 million people in the crisis and emergency phases of food insecurity (Integrated Food Security Phase Classification phases 3 and 4).

OCHA's efforts focused on the effective coordination of 7 sectors and some 65 humanitarian partners. OCHA supported the United Nations Resident Coordinator (RC) in his advocacy for principled humanitarian action and the development of strategic links between the UN Development Assistance Framework, the resilience framework and the Humanitarian Response Plan (HRP).

OCHA played a leading role with the Government-led National Platform for Disaster Risk Reduction in preparedness for emergencies. With the Ebola threat and access constraints, demands on OCHA's coordination role significantly increased.

In 2019, OCHA Burundi had 12 staff (6 national, 6 international), all based in Bujumbura, including a temporary international staff member as an Ebola Coordination Specialist.

Burundi: A displaced family finds a home

When flash floods swept her home away in 2016, Julienne was forced to seek refuge in Gitaza camp in Rumonge Province. She lived there with her eight children for two years. "We were in very poor conditions, in torn down tents as small as birds' nests. With eight children, it was very tough," she recalled.

Thanks to funding from donors and the support of humanitarian partners working alongside the Government of Burundi, Julienne and her children received shelter and reintegration assistance.

"I am now excited to have a house, a room for children, a room where I can relax and a room for guests. I was no longer able to host visitors, as there was no room for them," she explained to OCHA in 2019. "We are now very grateful that we are going to have enough space, a toilet and enough security."

Julienne Irankunda with one of her eight children.

She lives in Gitaza camp, Burundi.

Credit: IOM Burundi/
Gustave Munezero

Eritrea

Despite the signing of a peace agreement with Ethiopia in July 2018, the expected economic benefits of the pact did not materialize in 2019. Eritrea also continued to be one of the countries most at risk of climate change in Africa.

Humanitarian needs remained difficult to articulate due to prevailing Government restrictions. However, drought-induced food insecurity and malnutrition were challenges for pastoralist and coastal populations, particularly during the mid-July to mid-November lean season. Food insecurity was a continued threat, and about 50 per cent of the country's children were stunted. Acute malnutrition was a major cause of death for children under age 5, and immunization coverage was low, especially in remote areas. Disease outbreak surveillance, particularly with increased border movements, was a significant concern, as was access to health services, including maternal health in remote areas.

Within a context lacking humanitarian coordination mechanisms and strategies, and without a Government counterpart, OCHA supported the RC and Humanitarian Coordinator (HC) and the UN Country Team (UNCT) to integrate humanitarian action into development planning.

OCHA facilitated, consolidated and monitored the implementation of the 2019 Basic Services Response Priorities (BSRP) document, an internal UN plan that included humanitarian “basic service” priorities, such as clean water and primary health care as part of the UN-Government Strategic Partnership Cooperation Framework 2017–2021. Through the BSRP, OCHA coordinated analysis of the humanitarian situation and prioritized needs and the response. With BSRP requirements of \$27.2 million, mobilization efforts raised 49 per cent (\$13 million) to assist 559,000 people in six regions.

Later in the year, the UN Assistant Secretary-General (ASG) for Humanitarian Affairs and Deputy Emergency Relief Coordinator (DERC), Ms. Ursula Mueller,* visited Eritrea.

OCHA held several briefings and had consultations with donors in and outside the country and supported the few NGOs working in the country. It also facilitated a \$2 million allocation from the Central Emergency Response Fund's (CERF) underfunded-emergencies window.

OCHA established and chaired the UNCT Task Force on preventing sexual exploitation and abuse.

In 2019, OCHA Eritrea comprised eight staff (five national and three international, one of whom was a UNV).

Ethiopia

Intercommunal tensions and periodic clashes between communities, as well as increasingly active armed groups in pocket areas of rural Ethiopia, challenged humanitarian response and access, Government return plans and systems. The humanitarian landscape shifted during the second quarter of 2019 as the Government implemented its new plan to address internal displacement, and some 1.7 million of the 2.7 million conflict-induced IDPs were returned, relocated and integrated.

ERC Lowcock visited Ethiopia with the UN Assistant Secretary-General for Peacebuilding Support, Oscar Fernandez-Taranco, and the UN's Special Rapporteur on the Human Rights of Internally Displaced Persons, Cecilia Jimenez-Damar. Mr. Lowcock called for urgent funding to ramp up support for the Government-led response to displacement and other humanitarian needs, as well as efforts to find durable solutions. In 2019, chronic food insecurity due to recurrent droughts worsened in areas that experienced extreme weather events and where previous droughts overlapped with the intercommu-

*Ms. Mueller was the OCHA ASG/DERC until February 2020.

nal violence in 2018/19 that reduced access to land. Humanitarian needs remained high throughout 2019 due to the large number of people displaced by violence.

OCHA coordinated life-saving response to 8.3 million people who needed humanitarian assistance. Working with more than 80 partners, OCHA scaled up its subnational presence to improve response planning and coordination.

OCHA's work in Ethiopia was supported by 69 staff (56 national, 13 international) and 2 Junior Professional Officers in 13 locations, including five regional state capitals and eight subregional capitals in conflict-affected areas.

Evaluation of the drought response in Ethiopia

Between 2015 and 2018, Ethiopia experienced its worst droughts in decades. They were linked to El Niño and the Indian Ocean Dipole, also known as the "Indian Niño". By the end of 2015, about 10.2 million people were affected, while an estimated 8 million people needed food aid by the end of 2018.

The ERC launched an Inter-Agency Humanitarian Evaluation (IAHE) of the drought response in Ethiopia at the end of 2018 to examine its impact and value. The OCHA-managed evaluation covered the 2015 to 2018 drought period. Some key findings were:

- Many lives were saved by the international community's contributions, and most people received the assistance they most needed. A clear majority of 64 per cent of affected people surveyed felt that the response was relevant; 74 per cent said they felt treated with respect.
- A strong, collective effort to mobilize resources for the El Niño drought in 2015 resulted in funding arriving late but at a



high level in 2016. Fundraising efforts for the Indian Ocean Dipole in 2017 were less successful.

- The cluster system introduced in 2015 strengthened coordination of the international response. Most stakeholders interviewed felt that coordination was strong. These perceptions were echoed in the aid worker survey conducted for the evaluation. The cluster system is a coordination tool that aims to strengthen partnerships by groups of aid organizations coalescing around a common theme of humanitarian relief, such as health, protection and education.
- The close integration of the international humanitarian and Government response was widely seen as key to explaining successes of the drought response since 2015. There was also evidence that the close cooperation strengthened Government response capacities in some areas, such as logistics, health and nutrition.
- The humanitarian system should replace food distributions with cash wherever possible to reduce dependency and enable market growth.

The evaluation identified several opportunities for improvement in areas such as needs assessments, planning and targeting, timely early warning and early action.

Kalil Wado and his four children on his barren farmland in Oromia Region, Ethiopia. This photograph was taken during the drought in 2016. Credit: OCHA/Charlotte Cans



Flood-affected people receiving assistance in Caale Jaal informal settlement, Belet Weyne district, Somalia.
Credit: OCHA

Somalia

The humanitarian crisis in Somalia remained among the most complex and long-standing in the world. Due to protracted and recurrent humanitarian needs linked to climatic shocks, armed conflict and violence, more than 4 million Somalis needed humanitarian assistance in 2019.

An increase in security-related incidents hindered the delivery of aid, especially in hard-to-reach areas, which represent more than one third of the country. OCHA Somalia coordinated more than 325 partners who reached more than 2 million people with life-saving interventions.

ERC Lowcock visited Somalia with senior officials from the World Bank and the UN Peacebuilding Support Office.

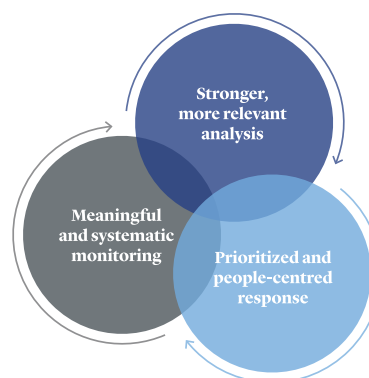
Mr. Lowcock called for sustained funding to protect recent gains made in beating back hunger, and he reiterated the importance of the Government's Resilience and Recovery Framework, which is at the centre of efforts to break the paradigm of recurring humanitarian crises in Somalia.

OCHA Somalia ensured the integration of gender and protection concerns in needs analysis and humanitarian planning and response. The office led efforts to strengthen engagement with affected communities, including through surveys, to inform strategic decisions and to incorporate people's voices and assessments into the 2020 Humanitarian Programme Cycle (HPC).

OCHA coordinated and led humanitarian financing instruments to assist the most vulnerable Somalis. The Somalia Humanitarian Fund allocated \$53.4 million to 57 humanitarian partners in three allocations. In addition, CERF provided \$50 million for urgent support to people affected by droughts and floods.

With 75 staff (54 national, 21 international), 2 UNVs and 1 Standby Partner, OCHA supported the Somalia response through a head office in Mogadishu and sub-offices in Hargeisa (Somaliland), Garowe (Puntland), Baidoa (South West), Dhusamareeb (Galmudug), Kismayo and Doolow (Jubaland), Mogadishu (Banadir) and Belet Weyne (Hir-Shabelle). The office in Nairobi, Kenya, supported information management, administration, strategic planning and coordination, humanitarian financing and donor liaison.

Enhancing the Humanitarian Programme Cycle



In 2019, OCHA enhanced the HPC, which is a series of actions to analyse needs and to prioritize, plan and coordinate response delivery during a crisis.

These actions include a more in-depth analysis of humanitarian needs that examines the combined effects on people of humanitarian

shocks, stresses, vulnerabilities and capacities across different sectors.

The new approach focuses on priorities identified by affected people themselves, and on vulnerabilities and diversities such as those linked to gender, age and disability.

In South Sudan, a dedicated survey of people with disabilities was instrumental in informing the response.

The new approach also captures chronic and structural issues and identifies emerging risks. It supports links between humanitarian and resilience responses that help people cope with and adapt to shocks in the long term. In Burundi, a resilience plan was developed alongside the HRP.

Twenty-three countries produced a Humanitarian Needs Overview and Response Plan in 2019, demonstrating progress made in the HPC process, and greater efficiency and effectiveness in the use of resources for humanitarian response.

The HPC is also an advocacy tool that reminds us that coordinated humanitarian action is an obligation for all aid partners. Since its inception, it has enabled the humanitarian community to build a stronger evidence base for the collective response.

Community feedback and perceptions informing the Humanitarian Programme Cycle

Several countries began to consider community feedback and perceptions in their assessments and response plans in 2019. Support to collate, analyse and integrate data based on the feedback surged with collective support from OCHA and members of the IASC Results Group in 12 countries: Afghanistan, Bangladesh, CAR, Chad, Iraq, Nigeria,

Uganda, Somalia, South Sudan, Syria, Ukraine and Yemen.

In 2019, the target was to ensure that at least 40 per cent of HRPs included collective accountability to affected populations (AAP) approaches that would support improved response-wide community engagement. Partners reached 60 per cent of HRPs. Of those assessed for 2019, 12 HRPs contained collective approaches/services, including: Afghanistan, Burundi, Chad, DRC, Ethiopia, Haiti, Iraq, Libya, Mali, Nigeria, oPt and Somalia.

South Sudan

South Sudan continued to be gripped by a serious humanitarian crisis in 2019. About 7.2 million people were in need, and approximately 5 million were assisted by more than 171 humanitarian partners.

OCHA worked with those partners to improve access and reduce bureaucratic impediments through intensive field-based negotiation efforts, which led to an increased field presence and coverage of underserved areas. OCHA led the effort to strengthen the needs analysis work, creating partnerships with UN agencies and specialized NGOs through the newly established Needs Analysis Working Group. OCHA's Juba and field teams steered the planning for and response to the flooding that affected 908,000 people in the autumn of 2019.

OCHA also established and managed the Ebola Virus Disease secretariat, which worked closely with the WHO technical team, the Ministry of Health and other partners to lead the preparedness and response readiness efforts and helped mobilize \$31 million. Under OCHA's leadership, the South Sudan Humanitarian Fund (SSHF) provided more than \$68 million to fund key HRP priorities, and to respond to the most urgent needs in the flood emergency. Forty per cent of the SSHF funds were allocated to national NGOs, showing OCHA's commitment to the localization agenda. These funds were



Employees of a multi-year nutrition project funded by the Sudan Humanitarian Fund in Daresta, a rural village in Kassala State, Sudan.
Credit: OCHA/
Saviano Abreu

complemented with about \$28 million from CERF to support the flood response, IDP returnees and Ebola preparedness.

In 2019, OCHA South Sudan had 99 staff (56 national, 43 international) based in Juba and sub-offices in Aweil, Bentiu, Bor, Malakal, Torit, Wau, Yambio and Yei.

Sudan

About 8.5 million people in Sudan needed humanitarian assistance in 2019. The number increased from 5.5 million in 2018 primarily because of the economic crisis and political instability, including popular protests that removed the long-standing Government.

Years of conflict and low levels of investment have affected the infrastructure and the provision of essential services. The country's health-care set-up remained at risk of collapsing, water and sanitation coverage is poor, and the education system is strained. Climate change has also had an impact: Sudan continued to face natural disasters, including flooding. Food insecurity threatened lives and livelihoods, driven by prolonged conflict, environmental deterioration, natural disasters and the economic crisis.

OCHA worked with 80 partners to coordinate assistance to more than 4 million people across the country, and it worked with the transitional Government to remove bureaucratic impediments and access restrictions. As a result, OCHA co-led and facilitated a number of inter-agency missions and preliminary humanitarian assistance in several locations in parts of Jebel Marra, an area in West Darfur controlled by the Sudan Liberation Army-Abdul Wahid. It also helped to improve access to areas in South Kordofan and Blue Nile controlled by the Sudan People's Liberation Movement-North.

In parallel, OCHA managed humanitarian financing instruments to direct funding towards the most urgent priorities. The Sudan Humanitarian Fund allocated about \$60 million to HCT-endorsed humanitarian activities, including responding to the impacts of the economic crisis, flooding and disease outbreaks. OCHA Sudan also coordinated the disbursement of \$43 million from CERF for cholera response, economic crisis and related activities.

With 94 staff (69 national, 25 international), OCHA supported the Sudan response through offices in Khartoum, four Darfur states (except East Darfur), South Kordofan, Blue Nile and Abyei.

WEST AND CENTRAL AFRICA

Regional Office for West and Central Africa (ROWCA)

The West and Central Africa region is beset with some of the world's most acute and prolonged crises. Climate shocks, extreme poverty, rapid population growth, health crises, and growing insecurity and conflict continued to drive high levels of vulnerability and humanitarian need. Out of 500 million people in the region, 38 million needed assistance and protection in 2019.

Across the Sahel, food insecurity and malnutrition levels remained high, and about 4 million people were displaced. Conflict continued unabated for a tenth year in the Lake Chad Basin, where almost 2.5 million people had to flee their homes. In the central Sahel, insecurity worsened, causing massive displacements and acute needs. In DRC and the Central African Republic (CAR), long-running conflict and protracted crises continued to affect millions.

ROWCA provided surge capacity and technical support to the region and to countries in neighbouring regions.

The office deployed 29 staff for 1,773 days to support emergency response, and an additional 507 days to provide technical support and to support operational readiness and partnerships. Most missions were to DRC and Burkina Faso. ROWCA staff also deployed to crises outside the region, notably Mozambique and Libya.

In 2019, ROWCA had 37 staff (20 national, 17 international), with an additional 2 national staff in the HAT in Burkina Faso until its transition into a country office in July 2019.

Burkina Faso

Burkina Faso emerged as one of the world's fastest-growing humanitarian crises in 2019.

Spiralling insecurity spurred a tenfold increase in internal displacement—from 47,000 IDPs in 2018 to more than 560,000 in 2019.

OCHA opened its newest country office in Burkina Faso on 1 July 2019 as part of the UN's commitment to rapidly scale up operations across crisis-affected areas.

The decision to set up the office came in the context of non-State armed groups increasingly targeting people, the growing risk of intercommunal conflict, and constrained humanitarian access to the most affected communities. By the end of 2019, OCHA had worked with 48 partners to coordinate life-saving assistance to more than 1 million people. Despite the fourfold increase in the number of people who received assistance in the second half of the year, humanitarian partners struggled to keep pace with rapidly increasing needs.

OCHA guided the nascent humanitarian community through its first full HPC. Working closely with partners, OCHA mobilized \$10 million from CERF to kick-start humanitarian operations. This established a good practice in jointly targeting life-saving assistance across multiple sectors to achieve greater impact.

To enhance the impact of humanitarian action by strengthening humanitarian coordination, OCHA appointed the HC, activated

Local women prepare maize flour outside a village in the northern region of Burkina Faso.
Credit: OCHA/Giles Clarke



the HCT and the Cluster Approach at the national level, and led operational coordination at the subnational level. OCHA established specialized platforms on humanitarian access and civil-military coordination, and it mobilized support for increasing collaboration on humanitarian advocacy, community engagement and accountability to affected people, and prevention of sexual exploitation and abuse in the response.

OCHA had 14 staff (7 national, 7 international) in place by November, working across the capital, Ouagadougou, and in the Centre-Nord and Sahel regions, host to more than 85 per cent of IDPs.

Leadership and accountability to affected people

OCHA's Inter-Agency Services Branch facilitated a collaborative workshop on leadership and accountability to crisis- and disaster-affected people with the Peer-2-Peer Project in 2019.

Humanitarian leadership, including HCs and eight OCHA Heads of offices, gathered to strengthen how leadership decisions are informed by and responsive to trends in community feedback, perceptions and social insights. The participants developed a draft Collective

Accountability Framework that sets out core commitments and steps for humanitarian leadership to develop joined-up response efforts on information sharing and community feedback that adapts response accordingly. The humanitarian community in Somalia and Burkina Faso took this on board in 2019. Somalia strengthened its existing approach to community engagement and accountability, while Burkina Faso is establishing a new approach. In both cases, the Framework seeks to strengthen and harmonize how agencies provide information to affected communities and how they ensure decisions are driven by the views of communities, and to enable communities to give feedback on the overall humanitarian response.

Cameroon

Humanitarian needs in Cameroon rose to unprecedented levels in 2019. About 4.3 million people – one in six people and a 30 per cent increase from 2018 – needed emergency assistance. Most of Cameroon's territory (8 out of 10 regions) is affected by one of the three humanitarian crises: Boko Haram violence in the Far North; consequences of the influx of refugees from CAR into the eastern regions; and growing humanitarian needs due to violence in the north-west and south-west. Humanitarian challenges were also exacerbated by structural factors, such as weak social protection systems and chronic vulnerabilities, which hinder the long-term recovery of affected people.

OCHA continued to coordinate the humanitarian response in Cameroon to support 131 partners. In the Far North, OCHA took over the coordination leadership from the Office of the United Nations High Commissioner for Refugees (UNHCR) in late 2018, meaning it could marshal more inclusive coordination mechanisms that ensured better coordination between humanitarian and development programming. In the north-west and south-west, OCHA supported new coordination structures following the cluster approach activation in the region in

A young mother at an OCHA-supported food distribution site in south-west Cameroon.
Credit: OCHA/Giles Clarke



October 2018; reinforced public advocacy and reporting; and supported a gradual and safe increase in access through a transparent approach that involved building relationships with the Government, diaspora, communities and non-State armed groups.

OCHA had 27 staff (19 national, 8 international) working across the capital city (Yaoundé), the Far North (Maroua) and South-West (Buea), as well as in the North-West (Bamenda), where it opened a sub-office in 2019. Standby partners deployed several staff to support protection, access and civil-military coordination.

Central African Republic

The humanitarian crisis in CAR remained one of the world's most severe. More than half of the population needed humanitarian assistance and protection, one in four people was displaced inside and outside the country, and nearly all 79 districts had IDPs and returnees. The lack of essential services, such as health care and water, significantly contributed to the resurgence of epidemics that had been eradicated. Acute malnutrition was a leading cause of morbidity and mortality in children under age 5, and 35 per cent of the population was acutely food insecure.

Notwithstanding the Political Agreement for Peace and Reconciliation reached in February 2019, attacks against civilians and serious violations of human rights and international humanitarian law continued unabated.

CAR remained one of the most dangerous places for humanitarian workers. Security incidents against humanitarian personnel and assets continued to rise, with nearly one incident per day registered in 2019. The severity of the incidents also worsened in 2019.

OCHA CAR used its unique role to facilitate humanitarian access and promote the protection of civilians with the Govern-

ment, armed groups, donors, humanitarian partners and the UN Multidimensional Integrated Stabilization Mission in the Central African Republic (MINUSCA). The office and MINUSCA consolidated and conveyed information updates on the crisis from humanitarian partners, identifying priorities and ensuring high-level advocacy.

In 2019, the CAR Humanitarian Fund received \$28.7 million in contributions, allocated \$39 million and reached 1.1 million people with assistance.

During the year, OCHA CAR further decentralized and increased its footprint in remote and hard-to-reach locations where the needs are most severe and coordinated response was required the most. To respond to dire needs in the north-east and south-east, OCHA upgraded an existing temporary office to a sub-office and opened three new temporary offices. At the year's end, OCHA had 91 staff (65 national, 26 international) and 4 UNVs across 12 locations, including 4 regional coordination hubs (Bambari, Bangassou, Bouar and Kaga-Bandoro), 8 temporary offices in hotspots (Alindao, Batangafo, Birao, Bocaranga, Berberati, Bria, Paoua and Zemio) and the main office in the capital, Bangui.

The UN Assistant Secretary-General for Humanitarian Affairs and Deputy Emergency Relief Coordinator, Ursula Mueller, drinks water from a tap at an IDP site in Bria Town, CAR.
Credit: OCHA/ Florent Vergnes





A household of 15 at a site for returnees in the village of Djako, located 40 km from Moundou, Chad.
Credit: OCHA/
Federica Gabellini

Chad

About 4.3 million people – more than a quarter of Chad’s population – needed humanitarian assistance due to forced displacement, chronic food insecurity, malnutrition and recurrent health epidemics. At the same time, Chad continued to host refugees from Sudan, CAR and Nigeria who were unable to return home because of political uncertainty, new tensions and ongoing conflict in their countries of origin.

OCHA recognized the importance of addressing chronic vulnerability and structural deficiencies, such as lack of social protection driving humanitarian needs. It was pivotal in consolidating a collaborative framework with development actors. Based on lessons from the previous joint analysis exercise, OCHA brought all stakeholders (Government, development actors, humanitarians and civil society) together. This resulted in defining a road map for more effective humanitarian and development programming in Chad.

Some women were subjected to sexual violence while fetching water outside a site for the internally displaced in DRC. Psychological support provided by the NGO Transcultural Psychosocial Organization helped them resume their daily lives.
Credit: OCHA/
Alioune Ndiaye

OCHA advocated for easing restrictions on humanitarian actors’ movements to ensure a principled response to the needs of extremely vulnerable people. It also facilitated dialogue with Government counterparts to mitigate the impact of a presidential decree to regulate the presence of national and international NGOs and working modalities in the country.

When large numbers of people were displaced following extensive flooding, OCHA’s leadership was critical for several inter-agency assessments and the response. OCHA supported work to enhance Chad’s preparedness and to build national capacity and structures with a CERF allocation of \$10.9 million.

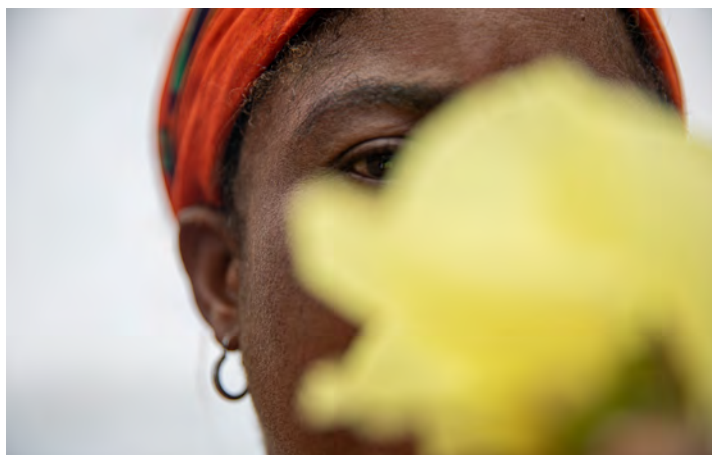
With 41 staff (28 national, 13 international), OCHA supported the Chad response through offices in the capital, N’Djamena, and in the west (Baga Sola), east (Abeché) and south (Goré).

Democratic Republic of the Congo

The humanitarian crisis in DRC remained one of the largest and most complex in the world. At the start of 2019, more than 12 million people needed protection and humanitarian assistance. By the year’s end, the number had increased to an estimated 15.6 million people.

In addition to conflict, displacement, food insecurity and acute malnutrition, DRC was hit by two of its worst disease outbreaks ever – measles (more than 6,000 deaths, most of them children) and Ebola (more than 2,200 deaths).

OCHA facilitated the coordination of the humanitarian response of more than 250 humanitarian actors. It scaled up its operations to provide critical support to Government-led response efforts to combat Ebola, in close coordination with WHO.



OCHA also directed funding towards the most urgent priorities. The DRC Humanitarian Fund allocated \$76.9 million to HCT-endorsed humanitarian activities, targeting 5.1 million people. CERF provided \$32 million to address food security, nutrition and emergency protection needs, targeting 1.4 million people.

With 177 staff (147 national, 30 international), OCHA DRC maintained an operational presence in Kinshasa and affected areas across the country. Four sub-offices (Goma, Bukavu, Kalémie and Kananga) and six temporary offices (one in Ituri, two in North Kivu, two in South Kivu, one in Kasai) enabled coordination at regional/local levels near the crisis areas and affected people, and they played a key role in facilitating access through engagement with relevant parties.

Mali

The humanitarian situation in Mali significantly deteriorated as conflict and violence spread in northern and central regions. The violence coincided with and accelerated the withdrawal of administrative authorities, the national army and public service providers.

The number of IDPs more than doubled within a month, from 80,302 in October to 201,429 in November. This was mainly due to violent attacks on villages, but also to ongoing military operations in Gao, Menaka, Mopti and the Mali-Burkina Faso border area. In 2019, more than 1,800 incidents affecting the safety of civilians were recorded. In addition, floods affected about 78,000 people in 2019.

OCHA supported humanitarian partners to reach 966,200 people (76 per cent of the targeted population) with food assistance across the country from January to 30 September 2019. In parallel, OCHA facilitated \$6 million from CERF through its underfund-

ed-emergencies window to meet priority needs in Mali.

OCHA played a leading role in integrating gender and protection concerns across the response, ensuring that civil-military and access coordination mechanisms were implemented for the protection of humanitarian space. Several trainings and sensitization sessions took place in 2019 with the military, non-State armed groups, local authorities and community leaders.

OCHA Mali had 46 staff (28 national, 18 international), with a head office in Bamako and sub-offices in Mopti, Timbuktu and Gao.



Niger

In Niger, one of the world's poorest countries, conflicts escalated in areas bordering Burkina Faso and Mali, while insecurity in the Lake Chad Basin persisted. Meanwhile, areas previously unaffected by population displacement witnessed the arrival of tens of thousands of new refugees fleeing Nigeria. Hundreds of thousands of people also had to contend with recurrent food insecurity, malnutrition and floods.

OCHA adapted to a volatile environment by redirecting and pooling resources, including by closing its Zinder presence and opening

Two refugee girls whose families fled violence in northern Nigeria. They now live in a UN-supported camp in Maradi, southern Niger.

Credit: OCHA/Giles Clarke

new sub-offices in Maradi and Tillaberi. Government forces conducted multiple military operations, and the state of emergency limited the movement of people and vehicles in conflict-affected areas. Therefore, OCHA advocated for the respect of humanitarian principles and the protection of affected populations. It allocated \$16.9 million from CERF to support response efforts in Niger.

Dramatic floods not seen in 100 years affected more than 250,000 people, destroyed 19,000 houses and flooded nearly 8,000 hectares of agricultural land, further exposing people to food insecurity, malnutrition and epidemics. OCHA monitored the implementation of the HCT strategy for emergency response preparedness, and it consulted with regional and national early warning systems to inform decision-making.

OCHA Niger had 47 staff (36 national, 11 international), a main office in Niamey, sub-offices in Diffa, Maradi, Tahoua and Tillaberi, and a temporary office in Ouallam.

Nigeria

The humanitarian and protection crisis in Borno, Adamawa and Yobe (BAY) states in north-east Nigeria remained one of the most

severe in the world. It was characterized by grave violations of humanitarian and human rights law, including killings, gender-based and sexual violence and forced displacement. In 2019, 7.1 million people – more than one in two people in the BAY states, including 1.8 million IDPs – needed humanitarian assistance, the vast majority in Borno State.

In 2019, access to people in need reduced significantly and humanitarian space shrank due to ongoing insecurity and bureaucratic impediments. Twelve aid workers were killed in 2019, twice the number in 2018, while two female aid workers remained in the captivity of non-State armed groups. As of December 2019, more than 1 million people were considered inaccessible by humanitarian agencies in the BAY states. In addition, in Adamawa, farmer-cattle herder clashes intensified, forcing people to move, and seasonal floods affected more than 250,000 people in the BAY states.

OCHA strengthened field coordination in Local Government Areas, supported the development of a 90-day emergency plan to respond to the most urgent needs of new arrivals in Borno State, and coordinated contingency, preparedness and response planning for the 2019 elections and floods response. Following the military's suspension of two key international NGOs in September 2019, OCHA provided a platform for collective action and leadership to enable the timely resumption of the NGOs' activities. The Nigeria Humanitarian Fund allocated \$26.7 million for humanitarian action in the country.

Five years into the humanitarian response in north-east Nigeria, OCHA maintained a presence in Abuja and the BAY states with 69 staff (46 national, 23 international).

People in Rann town, Borno State, Nigeria, storing and processing the little food they had left following flooding in November 2019.

Credit: OCHA/
Leni Kinzli



MIDDLE EAST AND NORTH AFRICA

Regional Office for the Middle East and North Africa (ROMENA)

Armed conflicts and political instability continued to afflict the Middle East and North Africa (MENA) region. The region also witnessed a sharp increase in sudden-onset natural disasters, including flooding, droughts, sand and dust storms, avalanches, landslides and earthquakes.

In 2019, ROMENA provided surge support to six offices to help emergency response efforts in ongoing crises. It deployed 11 staff members on 20 missions for 439 days to countries such as Iran, Jordan, Libya, Qatar, Tunisia, Turkey and the United Arab Emirates (UAE).

ROMENA led the implementation of the IASC Emergency Response Preparedness approach in Algeria, Egypt, Iran, Morocco, Tunisia and Turkey. The approach that aims to increase the speed and volume of life-saving assistance delivered in the first four to six weeks of an emergency had already been initiated in these countries. ROMENA worked with various UNCTs and Governments to strengthen emergency preparedness. The process was completed in Algeria and Egypt and handed over to the respective RC office for follow-up.

In 2019, ROMENA contributed to OCHA's overall advocacy efforts by managing the global OCHA Twitter account in Arabic and providing Arabic language support (translation and proofreading).

The OCHA liaison office in Abu Dhabi engaged in high-level events and conferences in the UAE, and with the Ministry of Foreign Affairs and International Cooperation, which organized two training workshops. The liaison office also provided support to colleagues on mission to the UAE, mainly from the Yemen office and the Operations and Advocacy Division. During the report-

ing period, the office supported strategic dialogue between the Ministry and OCHA headquarters regarding the UAE's approach to humanitarian financing.

ROMENA comprised 28 staff (20 national, 8 international), including HATs in Georgia, Kazakhstan, Kyrgyzstan and Tajikistan, covering Central Asia. It also manages liaison offices in Abu Dhabi, UAE (1 international staff member), and Doha, Qatar (1 national staff member).



Iraq

The situation in Iraq remained unstable, with 6.7 million people requiring humanitarian assistance across the country.

OCHA coordinated humanitarian assistance to 1.3 million people. In the second half of the year, humanitarian partners increased the number of locations of affected people they serve by 62 per cent.

The 2019 HRP was more than 92 per cent funded, making Iraq the top-funded appeal globally for the third consecutive year.

The OCHA-managed Iraq Humanitarian Fund (IHF) allocated almost \$80 million towards the most urgent HRP priorities,

Children in Amara district in Missan governorate, Iraq, where OCHA assessed the extent of the floods and the ongoing response in April 2019.
Credit: OCHA/Hilary Stauffer

targeting IDPs in and out of camps in underserved locations. OCHA promoted large-scale, NGO-led consortium projects that included capacity-building components for national NGOs, as well as dedicated management resources for the consortium. The IHF increased net funding to local partners by more than 10 per cent from 2018 in 2019 to further support the localization agenda.

OCHA helped to integrate gender and protection concerns across the response, as it also provided training on the Gender with Age Marker (GAM) and supported the protection from sexual exploitation and abuse (PSEA) network.

Ahead of the 2019 HRP process, 245 people were trained on the GAM in eight governorates. In preparation for the second standard allocation of the IHF, more than 100 staff were also trained on the GAM, PSEA and accountability to affected populations.

With 71 staff (48 national, 23 international), OCHA maintained its presence in Iraq with its main office in Baghdad, a regional office in Erbil, and field sub-offices in Erbil, Duhok, Kirkuk and Ninewa, Al Anbar, Al-Sulaymaniyah and Salah Al-Din.

ASG Mueller and OCHA staff at the Nasdaq MarketSite's closing bell in New York.
Credit: Nasdaq



World Humanitarian Day honours women humanitarians

To mark the tenth anniversary of World Humanitarian Day on 19 August 2019, the UN honoured the contribution of women aid workers who are on the front lines in their communities and dedicate their lives to support people in need across the world. OCHA raised awareness of the day by showcasing 24 inspirational stories of 24 women humanitarians over 24 hours.

The #WomenHumanitarians campaign was covered globally by 50 media organizations and mentioned on social media by, among others, UN Deputy Secretary-General Amina Mohammed, Canadian Prime Minister Justin Trudeau, Microsoft Corp., businessman Richard Branson, comedian Ellen DeGeneres, restaurateur Lisa Vanderpump, actress Kristin Davis, model Lily Aldridge, and even Pope Francis.

The American stock exchange, Nasdaq, invited OCHA to celebrate the campaign, with ASG Mueller ringing the market's closing bell.

The campaign was covered globally by traditional media, including the BBC, financial news network Cheddar, CNN International, business media Fast Company, Forbes, India Today, *Irish Examiner*, Special Broadcasting Service News in Australia, USA Today and Xinhua. A common theme of the coverage was the powerful role of women humanitarians and the positive impact of having more women at every level of the humanitarian response.

Jordan

Since the Syria crisis began, more than 1 million Syrians have fled into Jordan. This has placed considerable strain on Jordan's social, economic, institutional and natural resource systems. Of the 654,692 refugees registered, 81 per cent live in host commu-

nities, while the remaining 123,260 (19 per cent) live in camps.

Since the border crossing between Jordan and Syria reopened in October 2018, some 36,000 registered refugees have returned to Syria from Jordan. The slow pace of returns contributed to high levels of humanitarian needs in Jordan. At the same time, political and economic pressures fuelled social tensions that played out through strikes, demonstrations and sit-ins.

Within the UNHCR-led refugee response and the architecture for the humanitarian response inside Syria, OCHA Jordan supported the RC/HC in his engagement with the Regional Refugee and Resilience Plan and the Whole of Syria response. OCHA also ensured that PSEA systems were in place and functional. As a trusted partner of the HC and UNHCR, OCHA had a strong, constructive relationship with the Government of Jordan. OCHA also continued its central and operational liaison role with the Jordanian military and the International Coalition Forces.

Approximately 12,000 Syrians remained stranded at Jordan's north-eastern border with Syria at Rukban. Throughout the year, OCHA continued to support assistance provision, advocate for durable solutions and push for direct access to these people. It supported dialogue with the Jordanian military, the International Coalition Forces and UN partners to provide health care, water and hygiene services from the Jordanian side of the border.

The OCHA-managed Jordan Humanitarian Fund allocated \$8.57 million to 31 projects that addressed urgent humanitarian needs and key funding gaps.

OCHA Jordan had 15 staff (10 national, 5 international) based in Amman.

Lebanon

OCHA Lebanon continued to provide evidence-based contextual analysis to inform strategic discussions within the development and humanitarian communities. It advocated and regularly liaised with relevant authorities to resolve registration issues, work-permit applications and other administrative challenges in collaboration with the RC's office and sector coordinators.

Through its engagement with UN and non-UN partners and support to existing coordination under the RC/HC's leadership, OCHA continued to support mobilization for funding, including via the Lebanon Humanitarian Fund. In 2019, the fund allocated \$11 million under three allocations: a standard allocation that targeted children at risk, people with special needs, the elderly and people with mental illness; and two reserve allocations that supported a measles campaign and the provision of cash to address the winter needs of Palestine refugees from Lebanon and Syria. The fund allocated 25 per cent of its funding directly to Lebanese NGOs (\$2.6 million through seven projects and seven partners).

In a complex and unstable environment, both regionally and internally, OCHA continued to lead collective preparedness and contingency planning efforts, working with national and local institutions, including civil society. OCHA increased liaison and civil-military coordination with the UN Interim Force in Lebanon.

With 19 staff (13 national, 6 international), OCHA supported the Lebanon response through its office in Beirut.

Libya

The humanitarian situation deteriorated in Libya due to increasing conflict. Civilian casualties and large-scale displacement caused by active hostilities increased against



Students in prefabricated classrooms as schools are rebuilt in Tawergha, Libya.

The town was devastated during the Libyan conflict between 2011 and 2015. Credit: OCHA/Intisar Alqsar

a backdrop of continued political fragmentation and economic decline.

Internal displacement surged by 80 per cent in 2019 due to conflict, with 343,000 people internally displaced across the country by the year's end. More than 800,000 people required humanitarian assistance in 2019.

Humanitarian operations reached more than 400,000 people in 2019, including some 95,000 people affected by fighting in and around Tripoli.

OCHA and its partners strengthened humanitarian assessments and analysis and enhanced monitoring. OCHA Libya continued to coordinate humanitarian preparedness and contingency planning and brought area-based coordination closer to affected people. It worked closer with central and local authorities; fostered cooperation with development partners; helped to build local counterparts' capacity in emergency response and preparedness; and encouraged the transfer of humanitarian coordination responsibilities to national actors.

OCHA continued to support humanitarian financing for the Libya response. Contributions to the HRP increased from 25 per cent in 2018 to more than 50 per cent in 2019. CERF made three allocations totalling \$3.8 million.

With 30 staff (21 national, 9 international), OCHA Libya maintained a presence in Tripoli and Tunis, with sub-offices in the

south and east. OCHA's sub-office in Sebha was supported by one international and one national staff, while the international staff were based in Tripoli for security reasons. OCHA's sub-office in Benghazi was supported by one international and two national staff.

occupied Palestinian territory (oPt)

Violence, access restrictions and displacement were some consequences of the protracted protection crisis in oPt that affected more than 2 million Palestinians. Vulnerable households found it nearly impossible to cope with entrenched levels of food insecurity, poverty and unemployment, along with inadequate access to essential services, such as water, education and health care.

In 2019, an estimated 2.4 million people out of oPt's population of 5.2 million needed aid. Humanitarian actors faced record-low funding levels, with ever greater challenges to their ability to operate due to restrictions, political considerations, and attacks designed to delegitimize humanitarian action.

OCHA oPt supported the HC to mobilize system-wide funding and ensure that pooled funds provided the greatest results for the most people possible. In April 2019, for example, the ERC approved a CERF allocation of about \$7.7 million through the underfunded-emergencies window. By the end of the year, the OCHA-managed humanitarian pooled fund allocated \$27.4 million to 62 projects targeting more than 1 million people.

The office developed localized emergency plans, largely in response to protection violations affecting people injured during mass protests in Gaza and communities at risk of forcible transfer in the West Bank.

These activities were carried out by 66 staff (52 national, 14 international) based in East Jerusalem and four sub-offices in Gaza, Hebron, Nablus and Ramallah.



Regional Office for the Syria Crisis (ROSC)

Some nine years into the Syria crisis, the humanitarian impact continued to affect millions of people across the country. In 2019, 11.7 million people needed humanitarian assistance, including 5 million people in acute need.

ROSC in Amman continued to provide policy/strategic direction and administrative services, and it convened functions in the subregion. It provided Syria-specific support to humanitarian leadership in Syria, the OCHA country offices that support the Syria crisis (Jordan, Lebanon, Syria and Turkey), and to humanitarian partners in Syria and Turkey on operations.

OCHA's Amman office backstopped the OCHA Syria response offices and provided representation and coordination with key regional stakeholders in the Syria response – UN Regional Directors, international NGOs and donors. ROSC also enabled the work of the Regional HC and supported regular leadership coordination, including the Strategic Steering Group.

ROSC integrated intersectoral/thematic expertise into the six functional areas to ensure a common needs analysis, one response

plan and appeal, regular prioritization of critical funding gaps, and common policies. The Gender Standby Capacity Project, Cash and Markets Capacity Development Roster, PSEA Adviser and advisers from the Office of the United Nations High Commissioner for Human Rights supported the Whole of Syria secretariat.

ROSC acted as the subregional hub for support to partners and other OCHA offices to enhance the effectiveness and accountability of the response.

ROSC had 25 staff (17 national, 8 international) based in Amman, Jordan.

Syria

Humanitarian actors inside Syria continued scaling up their response to address the needs of more than 11 million people, including 6.1 million IDPs. Measuring response outcomes reliably remained challenging, but available data indicated that the humanitarian response in Syria is averting a further degradation of humanitarian needs and vulnerabilities in many places.

Aside from its role in negotiating the HRP, OCHA Syria led or engaged in the develop-

Residents at Al Hol camp, Hasakeh governorate, north-east Syria.

Credit: OCHA/
Hedinn Halldorsson

ment of various response plans to hotspots, including for north-east Syria, Al Hol camp, north-west Syria and Rukban. It played a lead role in negotiating access to various areas on behalf of the humanitarian community and to carrying out several inter-agency assessments and convoys.

OCHA Syria continued its important role in humanitarian advocacy and communications, raising awareness of crisis-affected people. It produced regular humanitarian updates on key developments to inform humanitarian and donor decision-making.

OCHA also helped to facilitate the in-country response and ensure adequate monitoring of response efforts against severity of need. It mobilized \$72 million (a 100 per cent increase in funding) through the Syria Humanitarian Fund, and it supported the country team in its risk management and due diligence efforts to enhance transparency and contribute to confidence-building related to the response.

OCHA Syria delivered on all these activities despite challenges securing visas for international staff, which limited staffing on the ground.

OCHA had 62 staff (52 national, 10 international) based in its office in Damascus, and three sub-offices in Aleppo, Homs and Qamishly. It supported the area HCTs in the various governorates where humanitarian actors are present. From its back-up office

in Lebanon, staff support reporting and communication functions and donor liaison.

Turkey

OCHA Turkey supported common initiatives to establish and strengthen regional systems enabling the Syria response to be strategic, principled and in line with assessed needs. With different parts of Syria controlled by various parties to the conflict, the UN cross-border response was authorized to reach people in need by Security Council resolutions 2165 (2014), 2191 (2014), 2258 (2015), 2332 (2016), 2393 (2017) and 2449 (2018). The cross-border operation involving more than 200 NGO responders, 2 international organizations and 12 UN system members was an estimated \$1 billion.

In 2019, OCHA Turkey coordinated the cross-border humanitarian response, including the UN assistance authorized by the Security Council and the larger NGO humanitarian relief provided outside this framework, estimated to represent 80 per cent of the response. OCHA continued to lobby and advocate with the Government of Turkey on bureaucratic impediments and cross-border access experienced by all humanitarian actors based in Turkey.

The Government remained a key stakeholder in the cross-border response, requiring dedicated support and engagement to ensure it was updated and sensitized to current needs.

OCHA Turkey had 43 staff (28 national, 15 international) and 1 international UNV based in Gaziantep, with a liaison office in Ankara to undertake day-to-day engagement with Turkish authorities.

Yemen

In 2019, Yemen remained the world's worst humanitarian crisis. Conflict and economic collapse meant that 24 million people need-

ERC Lowcock with aid partners during a mission in October 2019 to assess the UN's cross-border relief operation from Turkey into north-west Syria. Credit: OCHA/David Swanson



ed some form of assistance, including 20.1 million who needed food aid. Humanitarian partners reached an average of 13.7 million people each month. The situation was exacerbated by a sharp deterioration in the operating environment; in northern governorates, restrictions affected assistance for 6.7 million people, often resulting in long delays or interruptions.

OCHA's advocacy, access and deconfliction functions were critical in helping people in need. This helped to roll back catastrophic levels of food insecurity in the most vulnerable districts. OCHA scaled up support to the expanding relief operation, working with 9 UN agencies, 82 national NGOs and 30 international NGOs.

CERF allocated \$31.6 million and the Yemen Humanitarian Fund allocated \$239.4 million to support the response.

By the end of 2019, OCHA Yemen had 96 staff (60 national, 36 international). It is present throughout Yemen, with main hubs in Aden, Al Mukalla, Hudaydah, Ibb, Sa'ada and Sana'a. Smaller coordination centres are supported in Al Mukha and Al Turbah. Staff are also located in a support office in Amman, Jordan. A small Riyadh-based team focused on deconfliction, supporting all humanitarian operations and movements. It ensured an information and advocacy link between the HCT and representatives of the Saudi-led coalition and the Government of Yemen based in Riyadh and in the King Salman Humanitarian Aid and Relief Center.

How one Yemeni baby made it against all odds

At 18 months, Fawaz weighed just 4.7 kg. A healthy newborn baby usually weighs between 3 kg and 4 kg. Fawaz was among 30 infants being treated for malnutrition at El Sadaqah hospital in Aden, Yemen.



OCHA photographer Giles Clarke, who followed Fawaz's recovery from the end of 2018 to early 2019, recalled: "The first picture I took of him shows his rib cage, the skin discolouration and the sadness on his face. I've been to many malnutrition wards, not only in Yemen but all over the world, and it's always very difficult to see children in this state. What struck me about Fawaz was that he seemed so stoic and defiant."

A recovered Fawaz with his mother in March 2019.

Credit: OCHA/Giles Clarke

By then, Fawaz had been in the hospital for a month with acute watery diarrhoea. He could barely hold the therapeutic milk he received.

Fawaz, his parents and his three siblings had fled raging conflict in the port city of Al Hudaydah a few months prior after their house was destroyed in the fighting. In Aden, the family took shelter in a school that hosted IDPs. Because of a lack of food and poor sanitary conditions, Fawaz's health began to decline. After a month of diarrhoea and vomiting, he was admitted to El Sadaqah hospital.

This is the only hospital in Aden that provides nutrition services. It was ransacked when the war took hold in the spring of 2015 and remained closed for a year during the battle for Aden. The hospital is supported by several aid organizations, including WHO, UNICEF, International Rescue Committee and International Medical Corps.

After being treated for more than 60 days, Fawaz returned home. His family continued to receive support from the UN and its partners, which helped his recovery.

ASIA AND THE PACIFIC

Regional Office for Asia and the Pacific (ROAP)

Asia and the Pacific is the world's most disaster-prone region, and millions of its people continued to require assistance and protection. In 2019, disasters affected some 55 million people, with 5,300 deaths. In 2019, the region was host to one quarter of the world's conflicts and several protracted crises, with 3.3 million refugees and the world's largest refugee settlement in Cox's Bazar, Bangladesh.

Sixteen staff from ROAP were deployed on 44 surge missions for 831 days to Afghanistan, Bangladesh, the Democratic People's Republic of Korea (DPRK), Myanmar and Pakistan. ROAP also provided out-of-region surge support to Burkina Faso, DRC, Venezuela, Yemen and Syria (Iraq operation), the Bahamas and Mozambique.

ROAP continued to support emergency preparedness using the Rapid Response Approach to Natural Disasters in Asia-Pacific, a regional adaptation of the global IASC HPC and Emergency Response Preparedness guidance, implemented in 2016. Support on contingency planning, simulation exercises, capacity assessments and other exercises was provided to 11 countries (Afghanistan, Bangladesh, Cambodia, Indonesia, Malaysia, Myanmar, Nepal,

Papua New Guinea, Philippines, Sri Lanka and Timor-Leste).

ROAP prioritized operational partnerships through its extensive engagement in civil-military coordination, including the 5th Regional Consultative Group on Civil-Military Coordination and a range of Humanitarian Assistance and Disaster Response exercises. In December, the Association of Southeast Asian Nations-OCHA road map on interoperability was tested during an International Search and Rescue Advisory Group Earthquake Response Exercise in Chiang Mai, Thailand. Localization and support to NGOs and civil-society organizations were also top priorities, notably in partnership with the International Council for Voluntary Agencies and the Asian Disaster Reduction and Response Network, which hosted a Humanitarian Partnerships Week in November.

In 2019, OCHA ROAP had 21 staff based in Bangkok (3 national, 18 international) and HATs in DPRK, Indonesia and Japan.

Afghanistan

Decades of conflict resulted in one quarter of Afghanistan's population (some 9.4 million people) requiring life-saving assistance by the end of 2019. Throughout the year, OCHA Afghanistan scaled up its operations to support increasing demand for humanitarian action. Working with 147 humanitarian partners, it coordinated assistance to 6 million people across almost 98 per cent of districts (395 of 401) countrywide. This expansion was partly due to the lingering impact of the 2018 drought and the worsening conflict.

An IASC Peer-2-Peer mission in March-April 2019 reviewed the adequacy of humanitarian coordination arrangements and made recommendations, including to increase humanitarian actors' accountability to the affected population.

Girls whose families have been displaced by violence in a village near Kandahar, Afghanistan.
Credit: OCHA/Charlotte Cans



OCHA initiated a large-scale multi-stakeholder exercise to review coordination challenges and opportunities at all response levels. A Mutual Accountability Framework between humanitarian agencies in Kabul and the field helped to ensure that the humanitarian activities of operational partners became more accountable to crisis-affected people.

CERF and the OCHA-managed Afghanistan Humanitarian Fund disbursed a combined \$80 million to 35 partners to provide life-saving humanitarian assistance to 2.9 million people.

In 2019, OCHA Afghanistan had 80 staff (63 national, 17 international) and was based in Kabul, with sub-offices in Herat, Jalalabad, Kabul, Kandahar, Mazar-e-Sharif and Kunduz, and temporary offices in Faizabad and Maimana. The Kunduz and Maimana offices reopened in 2019 in response to increased conflict-induced needs in the north and north-east after their closure in 2017.

Advancing gender equality

To strengthen collective action to advance gender equality, OCHA increased its advocacy and programming to prioritize support and assistance to women and girls, and the mitigation, prevention of and response to gender-based violence (GBV).

This included prioritizing funding under CERF and CBPFs for programmes that focus on women and girls. CERF allocated \$23 million to 34 projects focusing on GBV mitigation and response activities in 2019, with additional funding allocated to 267 projects that included GBV components. OCHA's 18 CBPFs allocated \$26.5 million to GBV-related projects.

Several high-level events organized during the year amplified the needs and experiences of displaced women and girls. These included the United Nations Economic and Social Council's Humanitarian Affairs Segment, side

events during the Open Debate on Women Peace and Security, and campaigns focused on women for World Humanitarian Day (see page 28).

OCHA helmed the first-ever thematic IAHE on Gender Equality and the Empowerment of Women and Girls on behalf of the IAHE Steering Group.

Oslo Conference: Ending sexual and gender-based violence in humanitarian crises



In May 2019, OCHA, UNFPA, ICRC, civil-society organizations, and the governments of Norway, Somalia, Iraq and the UAE co-hosted the first donor conference of its kind: 'Ending Sexual and Gender-Based Violence in Humanitarian Crises'. It raised \$363 million and hundreds of political commitments to prevent GBV. The conference also showcased collective action to prevent GBV, aligned with the Call to Action on Protection from Gender-Based Violence in Emergencies, of which OCHA is a key partner. The ERC has asked humanitarian leaders, including HCs, to intensify their efforts to address GBV.

ERC Lowcock with Ine Eriksen Søreide, Norway's Minister of Foreign Affairs, at the Conference on Ending Sexual and Gender-Based Violence in Humanitarian Crises, held in Oslo, Norway. Credit: OCHA

Myanmar

Throughout 2019, humanitarian needs in Myanmar continued to be driven by factors including armed conflict, intercommunal violence and vulnerability to natural hazards. Nearly 1 million people remained in need of humanitarian assistance by the year's end, including about 275,000 IDPs, due to ongoing conflict in Rakhine, southern Chin and northern Shan states, protracted displacement in Kachin State and frequent natural hazards.

In Rakhine State, some 600,000 Rohingya continued to face institutionalized discrimination and several human rights violations that compounded their vulnerability and, in many cases, deepened their dependency on humanitarian aid.

Ismat, 15, a
Rohingya refugee in
Bangladesh.
Credit: OCHA/
Vincent Tremeau



OCHA coordinated the humanitarian response to not only 128,000 mostly Rohingya IDPs confined in camps in Rakhine State, but also to increasing numbers of people displaced by conflict between the Myanmar Armed Forces and the Arakan Army during 2019. This fighting resulted in civilian casualties and the displacement of tens of thousands of people in Rakhine and southern Chin states. OCHA continued advocating for access to these areas with the provincial- and Union-level officials and the rapid scale-up of a robust multi-cluster response. Responding to an increasingly restrictive humanitarian access environment nationally formed a central pillar of OCHA's work in this context. In Kachin and northern Shan states, protracted displacement and – in the case of northern Shan – ongoing outbreaks of fighting continued to drive needs. Severe monsoon flooding affected much of the country beginning in July, and humanitarian access deteriorated across key operating areas.

In 2019, the Myanmar Humanitarian Fund supported 40 projects, targeting 629,000 people with \$15.5 million. More than half of the funding was allocated to national partners, which benefited mostly women and girls across the country.

With 56 staff (45 national, 11 international), OCHA Myanmar provided support to the Government and the humanitarian community through its main office in Yangon and sub-offices in Myitkyina (covering Kachin State), Sittwe (covering Rakhine and Chin states), Lashio (covering northern Shan State) and a liaison unit in the capital, Nay Pyi Taw.

One Day, I Will

"One day, I would like to become a doctor," Ismat, a 15-year-old Rohingya from Myanmar and resident of a refugee camp in Bangladesh, told OCHA photographer Vincent Tremeau. "I would like to treat Rohingya people, Bangla-

deshi people, all kinds of people. When I was 10 years old, back in Myanmar, I had to stop going to school. I hope one day I will be able to continue my studies.”

Ismat was among 33 girls who shared their aspirations as part of the photo exhibition ‘One Day, I Will’. OCHA organized the exhibition to highlight education’s crucial role in securing the safety and future of girls in humanitarian crises.

Aged between 6 and 18, the girls dressed up to show who they want to be when they grow up, using costumes and props from their immediate surroundings. By tapping into the girls’ visions for their future, the exhibition at UN Headquarters in New York provided visitors with a unique glimpse into their circumstances and challenges.

Office of the Pacific

Based in Fiji, the Office of the Pacific focused its support on the most five disaster-prone countries in the region: Fiji, Samoa, Solomon Islands, Tonga and Vanuatu. It coordinated emergency responses; supported operational readiness; fostered strategic and operational partnerships with national, regional and international actors; and supported Governments in building their coordination and information management capacities. OCHA’s support to the Pacific Humanitarian Team, comprising UN agencies, NGOs, the International Federation of Red Cross and Red Crescent Societies and other humanitarian agencies, strengthened collective approaches to preparedness and response.

OCHA was pivotal in coordinating support for an emergency response to a measles outbreak in Samoa, through CERF. In February 2019, OCHA supported the National Disaster Management Office in Micronesia regarding the production of information management products following Tropical Cyclone Wutip. Between February and June 2019, the office assisted the Solomon Islands National Disaster Management Office in coordinating

the response to the environmental hazard caused by a ship grounding and the subsequent oil spill at Rennell Island.

In 2019, the Office of the Pacific had six staff (four national, two international), three UNVs (one international, two national) and one Solomon Islands-based Humanitarian Affairs Officer. ROAP provided support for emergency surge missions and technical engagement as/when needed. The Office of the Pacific surged staff during the year to Mozambique and Samoa to support ongoing cyclone responses and the measles outbreak.

Pakistan

In 2019, OCHA continued supporting the humanitarian community in ensuring a principled, timely and coordinated response to assist returning IDPs in Khyber Pakhtunkhwa (KP) and the KP tribal districts, and to drought and an earthquake elsewhere. Humanitarian operations remained focused on supporting the Government in the returns of more than 3 million displaced people to the KP tribal districts. OCHA support included facilitating assessments, producing analytical information products and implementing the 2019 humanitarian component of the Transition Plan for the former Federally Administered Tribal Areas.

Five million people continued to experience the impact of the 2018 drought in Sindh and Balochistan in 2019. More than 1.2 million of the affected people received humanitarian aid by the end of 2019. The Government-led response was supported by an HCT drought response plan that focused on recovery, resilience and long-term development.

OCHA continued to support the National Disaster Management Agency and provincial authorities in their preparedness and response. This support contributed to a humanitarian service – the Punjab Emergency Service (Rescue 1122) – being classified by the International Search and Rescue Advisory

Group, making it eligible for deployment to international emergencies.

CERF and the Pakistan Humanitarian Pooled Fund (PHPF) disbursed a combined \$19 million to provide life-saving humanitarian assistance to 462,000 people affected by drought, while the PHPF supported an additional 220,000 IDP returnees in KP. Some 68 per cent of PHPF funding in 2019 was channelled to NGOs.

OCHA Pakistan had 30 staff (25 national, 5 international) based in Islamabad, with sub-offices in Balochistan, Peshawar and Sindh.

Philippines

Thousands of people are living in protracted displacement due to decades of internal armed conflict and instability in the country's southern island of Mindanao.

In 2019, the Philippines faced several health-related crises, including a dengue epidemic, measles outbreak and a resurgence of polio.

The country's proximity to the Pacific "typhoon belt" and "ring of fire" makes it prone to typhoons, floods, earthquakes and volcanic eruptions. They affect hundreds of thousands of people each year, such as the 374,000 people impacted by the 6.9-magnitude earthquake that hit Mindanao on 15 December 2019.

As part of its preparedness activities, OCHA led the development of a protocol for a mid-scale tropical cyclone scenario, as well as a model for a Common Framework for Cash and Voucher Assistance. It also organized capacity-building in information management for humanitarian and Government partners.

OCHA coordinated HCT partners' response activities to augment the Government's capacity. It also led two rapid needs assess-

ments to prepare two Humanitarian Needs and Priorities documents.

OCHA led preparation for CERF's rapid response allocation of more than \$3 million for a multisector emergency response that aimed to cover the life-saving needs of earthquake-affected people in Mindanao.

The HC and the HCT prioritized implementing the HCT Protection strategy, which included examining sustainable solutions to housing, land and property issues by engaging additional experts from the Protection Standby Capacity Project to advise the HCT. The HCT also adopted the PSEA Country-Level Framework, which outlines priority results areas for HCT members.

OCHA had 25 staff members (22 national, 3 international) based in Manila and Cotabato City on Mindanao.

LATIN AMERICA AND THE CARIBBEAN

Regional Office for Latin America and the Caribbean (ROLAC)

In 2019, floods, drought and seasonal storms continued to impact the entire region, most notably the Caribbean and Andean regions. This created new dynamics that required the full scope of OCHA's tools and services.

These dynamics included escalating population movements, mainly out of Venezuela and Central America (with more than 8 million displaced people across the region), and chronic violence and food insecurity in Central America driven by inequality and drought. People's vulnerability increased due to civil protests associated with political tensions in Bolivia, Chile, Ecuador and Haiti, and the continued fragile peace consolidation in Colombia.

ROLAC covered 42 countries and territories in Latin America and the Caribbean and supported OCHA country offices in Colombia, Haiti and Venezuela.

In Venezuela, ROLAC started the year by training emergency responders in the National Directorate of Civil Protection, and ended with a fully staffed OCHA country office and the first Humanitarian Needs Overview and HRP, appealing for \$223 million and targeting some 7 million people. ROLAC support was critical for establishing Venezuela's HCT, activating eight clusters, and setting up operational coordination hubs in Ciudad Guyana, Maracaibo and San Cristobal.

In Central America, ROLAC monitored humanitarian needs and advocated for assistance to mass displacement movements of more than 60,000 people from northern Central America towards the southern border of the United States. ROLAC provided a UN-led initiative with information management services to support three peacebuilding funds in El Salvador, Guatemala and



Honduras to better target people affected by the chronic violence. It supported CERF allocations worth \$7 million to help the drought response in that same region.

In Cuba, to help 253,000 people affected by a tornado, ROLAC supported a CERF allocation of more than \$1.9 million.

Hurricane Dorian, the most powerful category 5 Atlantic hurricane to make landfall, devastated the Bahamas. OCHA established coordination mechanisms with the national and Caribbean authorities. This forced OCHA to work in a new setting – in a strong middle-income country without a UN presence and traditional humanitarian partners.

In 2019, ROLAC had 32 staff (25 national, 7 international), including 9 staff based in RC offices in Bolivia, Ecuador, El Salvador, Guatemala, Honduras, Mexico and Peru. ROLAC staff were deployed to 23 countries for 115 missions and 1,149 days of deployment.

Colombia

In 2019, shifting armed conflict and violence dynamics in some departments of Colombia increased the humanitarian needs of affected communities. The living conditions and physical and mental well-being of many people worsened, threatening their lives and dignity. OCHA helped to coordinate the delivery of assistance and protection services to more than 620,000 people out of the 1.3 million people targeted by the 2019 HRP and the 5.1 million people in need.

UN Secretary-General António Guterres views Marsh Harbor from a Dutch helicopter in Great Abaco Island, Bahamas, to witness the devastation caused by category 5 Hurricane Dorian. Credit: UN/OCHA/Mark Garten

OCHA provided an \$8 million allocation from CERF's underfunded-emergencies window to support the humanitarian response in Arauca, Chocó, Nariño and Norte de Santander, working with local coordination teams comprising local authorities and humanitarian organizations.

The ASG/DERC's visit to Colombia in March 2019 strengthened advocacy and highlighted the fact that despite the Government's efforts to reach the most vulnerable, many communities continued to suffer the consequences of armed conflict and natural disasters.

OCHA continued to coordinate the efforts of UN agencies and NGOs to complement the Government-led response. This included undertaking Multi-Cluster/Sector Initial Rapid Assessments in Cauca and Nariño for joint multisector assessments of emergencies caused by floods and armed conflict. OCHA continued working closely with the Victims' Unit and the National Disaster Risk Management Unit on response coordination and information management.

With 18 staff (17 national, 1 international) and 3 UNVs, OCHA Colombia supported humanitarian response by working with the local coordination teams and OCHA's two sub-offices in Chocó and Norte de Santander.

An older person in the seaport town of Les Cayes, Haiti.

Credit: OCHA/
Christian Cricboom



Haiti

In 2019, Haiti suffered a deteriorating economy and a particularly unstable sociopolitical situation. As a result, the number of people requiring humanitarian assistance increased by 80 per cent during the year. However, a worsening security situation, decreasing capacity and low funding significantly affected humanitarian organizations' ability to deliver aid.

This coincided with the UN transition from a peacekeeping to a special political mission, and a resulting loss of access to analysis and security support. Despite these challenges, OCHA worked with some 70 humanitarian partners and coordinated assistance targeting 1.3 million people across the country. More than 455,000 of those people were reached during the first nine months of the year.

OCHA's priorities in 2019 included supporting the Directorate of Civil Protection to prepare for the hurricane season that started on 1 June. It helped humanitarian partners to overcome the access challenges and ensure the availability of accurate information on the situation on the ground. OCHA helped to elaborate an evidence-based Humanitarian Needs Overview and a well-prioritized HRP for 2020.

OCHA Haiti directed funding towards the most urgent priorities in 2019. CERF allocations supported the cholera response (\$5 million), food security (\$5 million) and logistics (\$1 million) to allow humanitarian actors to continue their operations despite enormous access challenges.

OCHA Haiti continued downsizing in 2019, with plans to transform into a HAT by 2021. By the year's end, there were 13 staff (10 national, 3 international) based in Port-au-Prince. To assist in data collection on the humanitarian situation in the regions, OCHA established a network of Humanitarian Focal Points in the field.

EUROPE

Ukraine

Five million people continued to deal with the profound consequences of six years of active conflict in the affected eastern Ukraine. Some 3.4 million of these people needed humanitarian assistance and protection. In 2019, OCHA worked with more than 130 partners to coordinate the humanitarian response to reach 1 million conflict-affected people on both sides of the “contact line” in Government-controlled areas (GCA) and non-Government-controlled areas (NGCA). Due to limited funding and the lack of humanitarian access, only half of the targeted population was reached.

Increasing access was a priority in 2019. Sub-nationally, OCHA developed strong relationships in the NGCA to maintain and increase access to the affected people, supporting efforts for the renewal of working arrangements and maintaining information-exchange mechanisms on humanitarian operations. Nationally, OCHA co-facilitated an HCT Access Task Force that assessed access challenges on both sides of the “contact line”.

OCHA implemented several decisions taken by the humanitarian and country teams to strengthen the collaboration between development and humanitarian organizations in order to reduce people’s needs, risks and vulnerabilities and increase their ability to cope with shocks. These included creating a forum; developing six thematic case studies articulating what the achievements in this area mean in practice; and consolidating and analysing humanitarian and development data.

To support the HC, OCHA facilitated the reform of the HCT to increase accountability of individual HCT members for humanitarian action, to tighten membership to enhance strategic decision-making and to adopt an HCT Compact.

OCHA managed humanitarian financing instruments to direct funding towards the most urgent priorities. The Ukraine Humanitarian Fund (established in February 2019) attracted \$7 million in new funding, including from non-traditional donors. CERF provided \$6 million for essential services for conflict-affected communities in GCA and NGCA.

OCHA had 43 staff (33 national, 10 international) to support the response through a national office in Kyiv and subnational offices in Kramatorsk and Sieveredonetsk (GCA) and in Donetsk and Luhansk (NGCA).

Helping Albania recover from its worst earthquake in decades

On 26 November 2019, a 6.4-magnitude earthquake struck north-western Albania, affecting the cities of Tirana and Durrës. Fifty-one people were killed in the earthquake, which was the strongest to hit Albania in more than 30 years.

Eight experts from the United Nations Disaster Assessment and Coordination (UNDAC) system spent five weeks supporting an EU Civil Protection Team and the Government of Albania in the response efforts.

Two UNDAC experts arrived in Albania the day after the quake to help the EU team assist the local government with its response.

The experts worked closely with the Urban Search and Rescue Coordination Cell in Durrës to organize needs-assessment missions. They also helped local authorities and NGOs on the ground to identify displaced people.

Five more UNDAC experts deployed in December. They established a Damage Assessment Coordination Cell that focused on assessments and humanitarian coordination.

Digital platforms

The impact of data

OCHA's Humanitarian Data Exchange (HDX) is an open platform for sharing data across crises and organizations.

In 2019, its sixth year of existence, the number of people visiting the platform to find and use data about humanitarian crises increased significantly. By the end of the year, HDX included 17,315 data sets from 250 organizations, ranging from Facebook Data for Good, Humanity & Inclusion, and the World Food Programme.

The amount of data downloaded from HDX grew by 42 per cent, from 127,968 data sets in December 2018 to 181,930 data sets in December 2019. More than 700,000 people from almost every country visited the site during the year.

The HDX team developed several interactive data visualizations that were integrated with other OCHA platforms, including unocha.org, ReliefWeb and Humanitarian InSight. HDX data informed decision-making and advocacy on topics ranging from flood response in Somalia to attacks on education in Africa and the Middle East.

HDX added a new 'Data Grid' feature in May 2019 to help users understand what data is available and missing across the top humanitarian crises. The Data Grid prioritizes core data into six categories, such as food and nutrition, and health and education. By the end of 2019, just over 50 per cent of relevant data was available for 14 humanitarian operations.

HDX is managed by OCHA's Centre for Humanitarian Data in The Hague. The Centre falls under OCHA's Information Management Branch. HDX team members worked with consultants based in The Hague, Geneva, New York, Nairobi, Dakar, Jakarta and Copenhagen.

INFORM expands the analysis it provides to the humanitarian community

INFORM is a global, open-source risk assessment for humanitarian crises and disasters. During 2019, it expanded its analysis to the humanitarian community.

It developed and added two products to its portfolio – a Severity Index to measure the severity of existing crises globally, and a tool to collate early warning information.

Since 2013 INFORM has published a global Risk Index, which is now a well-established indicator that influences the resource allocation processes of agencies and donors. With these three products, INFORM will support decision-making across the crisis-management cycle, from prevention to preparedness and response.

INFORM functions as a partnership of humanitarian and development organizations, donors and technical experts that OCHA coordinates at a global level. Development, humanitarian and other actors manage risk and respond better together when crises occur.

For OCHA, INFORM represents an alternative approach to analysis. Rather than just producing an analytical product, OCHA brings together partners to agree on a process and develop a common method to analyse crises. That way, it can reduce the investments required by individual organizations, assure the quality of the available analysis and make it available for the common good.

Advocacy at the highest level

“Let’s not ask in a year’s time how can we help people who have lost their crops. Let’s ask what we can do now to mitigate the likely drought in Southern Africa and floods in the Horn. If we manage to move in that direction, we will get a response that is faster, cheaper and more dignified. One that protects hard-won development gains. One that deals with problems before they arise and where they arise.”

—Mark Lowcock,
United Nations Under-Secretary-General for
Humanitarian Affairs and Emergency Relief Coordinator
London School of Economics, 2 December 2019



“There is a lot of satellite imagery illustrating the impact of the fighting on towns and villages in southern Idlib over the last three months. If, for example, you compare satellite photos of Kafr Nabutha, a town in southern Idlib, taken at the end of April and again at the end of June, which is what analysts at UNOSAT – the UN body with capacity in this area – have done, what you see is a level of destruction consistent with a bombing campaign aimed at a scorched earth policy. Almost every building destroyed in a three-month period. Such satellite imagery has shown 17 entire villages almost completely destroyed and emptied.”

—Mark Lowcock,
United Nations Under-Secretary-General for
Humanitarian Affairs and Emergency Relief Coordinator
Briefing to the UN Security Council on Syria, 30 June 2019



“Too few humanitarian operations fully recognize or respond to the specific needs and voices of women. And too little funding is provided to advance this work.

On the peace operations side, women are still largely marginalized from peace agreement discussions or negotiations, despite universal understanding that the only pathway to sustainable peace is an inclusive one.

And when women are brought to the table, too little thought goes into ensuring diverse groups of women are represented.”

—Ursula Mueller,

United Nations Assistant Secretary-General for Humanitarian
Affairs and Deputy Emergency Relief Coordinator
United Nations, New York, 30 October 2019

“The crisis has also torn deeply at the country’s social fabric. Of the 1.7 million Iraqis who remain internally displaced as a result of the conflict, many feel unable to return to their communities. Homes have been destroyed, and neighbourhoods are contaminated with explosive remnants of the conflict. Many of the displaced feel a lack of social cohesion in their areas of origin or perceive these areas to be unsafe.”

—Ursula Mueller,

United Nations Assistant Secretary-General for Humanitarian
Affairs and Deputy Emergency Relief Coordinator
Member States briefing, New York, 10 July 2019

OCHA's role in the Inter-Agency Standing Committee



The IASC is the global humanitarian coordination forum that brings together the Heads of UN, NGO, and Red Cross/Red Crescent Movement entities. The IASC is chaired by the Head of OCHA, the Emergency Relief Coordinator.

Ensuring the inclusion of people with disabilities

People with disabilities and their families often pay the highest price in conflicts and other humanitarian crises.

In November 2019, the IASC launched its first inter-agency guidelines on the inclusion of persons with disabilities in humanitarian action.

The guidelines were the result of three years of six regional and online consultations involving more than 600 stakeholders, including several organizations representing people with disabilities.

According to WHO, 1 billion people – or about 15 per cent of the world's population – are living with disabilities. If no other data are available when humanitarian organizations, Governments and affected communities plan the crisis response, the guidelines recommend they work under the assumption that 15 per cent of the affected people have a disability.

The guidelines are key to supporting the implementation of the UN Disability Inclusion Strategy, which the UN Secretary-General launched in June 2019 as part of his commitment to make the Organization inclusive for all. Starting in 2020, UN entities and country teams will measure and track their performance with respect to disability inclusion.

OCHA was involved, together with others, in the discussions that led the Security Council to adopt in June 2019 its first-ever resolution (S/RES/2475) on the protection of persons with disabilities in armed conflict. The resolution requests the Secretary-General to include information and recommendations on issues relevant to persons with disabilities in the context of armed conflict in thematic

Isaiah,* with a vision impairment, was among hundreds of thousands of people displaced during the crisis in the English-speaking parts of Cameroon in 2018. They continued to need assistance in 2019.
Credit: OCHA/ Giles Clarke.

*Name changed to protect identity.

and geographic reports and as part of regular briefings to the Council.

Attention to the specific needs of people with disabilities in humanitarian action was also significantly strengthened through the enhanced HPC approach launched in 2019. Analysis by OCHA's Centre for Humanitarian Data showed that the main difficulties in accessing services for people with disabilities stem from high costs and inaccessible environments.

Protection from sexual exploitation and abuse and sexual harassment

In 2019, the IASC implemented a strategy to create an environment in which people caught up in crises can access the protection and assistance they need without fear of exploitation or abuse by any aid worker. The IASC published a document of good practices that provide better assistance and protection for victims and survivors, strengthen accountability and encourage victims to speak up. The document is intended to harmonize initiatives across the humanitarian system.

OCHA advocated strengthening the IASC Six Core Principles Relating to Sexual Exploitation and Abuse, which were revised to include the prohibition of sexual relations between humanitarian workers and anyone benefiting from humanitarian assistance and protection.

By the end of the year, PSEA coordinators were deployed to more than half of the 34 countries with ongoing humanitarian operations. PSEA coordinators are responsible for leading inter-agency networks, ensuring that safe and accessible reporting systems are in place, and establishing links with GBV and child-protection referral services.

In September, the UN High Commissioner for Refugees, Filippo Grandi, was designated the IASC Champion on Protection from SEA and

Sexual Harassment. He announced a three-pronged focus on bolstering prevention, expanding safe spaces and promoting respectful use of authority.

OCHA's \$1 million fund to provide investigation capacity to IASC partners to strengthen accountability in response to allegations of misconduct became operational in 2019. It disbursed funds to national and international NGOs in Africa and the Middle East.

OCHA took a whole-of-organization approach throughout the year to strengthen internal policies, systems and practice, and to align efforts with system-wide approaches coordinated by the UN Special Coordinator on improving the UN response to SEA and the UN Victim Rights Advocate. OCHA strengthened training and awareness for staff and implementing partners, and it created an intranet site to facilitate access to curated policies, guidance and good practice.

OCHA continued to participate in Clear Check, a system-wide secure online centralized database to prevent the recruitment of sexual misconduct offenders. Through the IASC, OCHA promoted links with the broader Inter-Agency Misconduct Disclosure Scheme to prevent transgressors from re-employment within the entire humanitarian sector, including NGOs.

Promoting gender equality

The IASC advanced the work on gender equality in humanitarian action in several ways:

- The GAM, a tool for designing and monitoring humanitarian interventions, was rolled out and used by UN agencies and international and national NGOs in more than 8,000 projects. The GAM replaced the 2015 IASC Gender Marker.
- The 2018 IASC Gender Accountability Framework report, prepared in 2019, marked the first monitoring cycle of the IASC's Gender Equality and the Empowerment of Women

and Girls in Humanitarian Action Policy, which was endorsed in 2017.

- The Gender Standby Capacity (GenCap) project is hosted by OCHA. It aims to strengthen inter-agency capacity and leadership to deliver on commitments to gender equality and women's empowerment in humanitarian action through guidance, tools and expertise. In 2019, the project deployed 15 GenCap advisers.

Gender Standby Capacity Project advisers make a difference

In 2019, GenCap advisers worked with different clusters and sectors to advocate for gender analysis, and it trained actors in applying gender dimensions in assessments. The links between the humanitarian and development work were strongly supported by GenCap to promote solutions that increased overall effectiveness and a holistic response.

For instance, in Cox's Bazar, Bangladesh, sectors and partners improved how they collect and use gender- and age-disaggregated data to estimate and even identify how many women, girls, boys and men are affected by specific needs and problems, and then to target them with appropriate support. Specifically, in the water, sanitation and hygiene (WASH) sector, the collection and use of such data in knowledge, attitude and practices surveys, qualitative surveys, household surveys and post-distribution monitoring has informed decisions to engage women and girls in the design of WASH facilities; assessments to better understand barriers to latrine access; and initiatives to better understand sociocultural practices and barriers to menstrual hygiene management and culturally acceptable materials.

The GenCap Adviser successfully established a gender hub in Cox's Bazar, an inter-agency working group with trained gender focal

points, including national organizations. The group has maintained gender mainstreaming effectiveness and sustainability following the Adviser's departure.

Integrating mental health and psychosocial support in response

One person in five living in a conflict zone has some form of mental disorder, according to WHO. To make mental health and psychosocial support (MHPSS) an integral part of the humanitarian response, the Dutch Minister for Foreign Trade and Development Cooperation hosted an international conference in Amsterdam in October 2019. As a participant, USG Lowcock highlighted the Guidelines on Mental Health and Psychosocial Support in Emergency Settings, which could help improve the aid community's response. The conference resulted in establishing a secretariat to support follow-up to the outcomes and participants' commitments.

In their December 2019 meeting, the IASC Principals agreed to treat MHPSS as a cross-cutting issue that is relevant in all emergencies within health, protection, nutrition, education and CCCM sectors/clusters. They expressed support for the creation of and the work of country-level MHPSS Working Groups in all migration, refugee and humanitarian contexts as cross-cutting groups.

The Principals decided to reflect MHPSS indicators in relevant planning documents and establish dedicated budget lines, as well as specific MHPSS codes within financial tracking systems. An MHPSS monitoring and accountability framework and an inter-agency MHPSS Minimum Services Package in Humanitarian Settings are being developed.

Getting ahead of crises: Anticipatory approaches

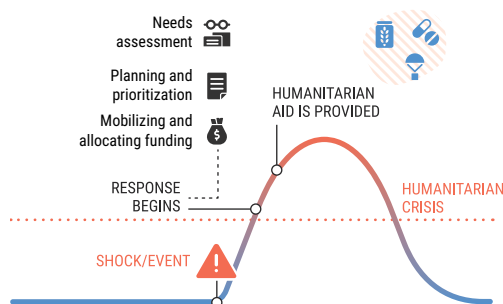
“A response that is faster, cheaper and more dignified. One that protects hard-won development gains. One that deals with problems before they arise and where they arise.”

—Mark Lowcock, 2 December 2019

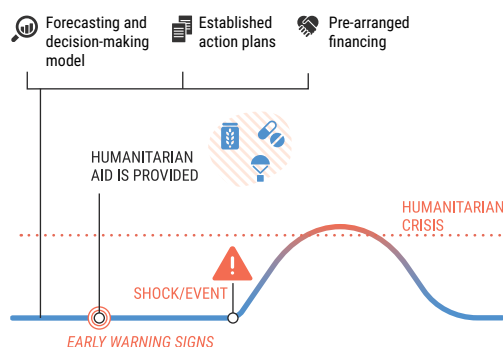
Acting earlier and faster before a disaster strikes saves lives, reduces suffering and is more dignified. It also protects hard-won progress made in critical areas, such as achieving universal food security and poverty reduction, supports better programme planning and design, and cuts response costs. Investing in anticipatory approaches to humanitarian needs has a good return on investment.

TRADITIONAL RESPONSE & ANTICIPATORY ACTION

TRADITIONAL RESPONSE



ANTICIPATORY ACTION



In 2019, OCHA continued to advocate for anticipatory approaches to humanitarian needs. With humanitarian and development partners, OCHA worked on humanitarian interventions that enable the most vulnerable people, including women, children and people with disabilities, to better cope with imminent shocks.

To build support for anticipatory approaches, OCHA focused on the following:

System-wide, collective anticipatory action:

In 2019, OCHA supported early humanitarian action in several vulnerable countries that experienced climate-related and other shocks.

Early action by the Government, donors and humanitarian agencies helped keep 1 million Somalis a step away from starvation. This included two CERF rapid allocations totalling \$42 million for life-saving efforts. OCHA, the World Bank and the HCT also rolled out the first system-wide humanitarian anticipatory action framework for drought (see page 49). After Cyclone Idai hit Mozambique in March 2019, OCHA supported a cholera vaccination campaign to immunize more than 800,000 people within weeks, effectively containing the outbreak and preventing a possible epidemic.

OCHA also supported humanitarian action before disaster strikes. This anticipatory approach is built on the work of many humanitarian agencies, including the Food and Agriculture Organization, the World Food Programme, International Federation of Red Cross and Red Crescent Societies (IFRC) and Start Network.

In 2019, OCHA began supporting tools with a potential to predict disease outbreaks. One such tool is the Global Cholera Risk Model, an approach funded by the US National Aeronautics and Space Administration and led by researchers at the University of Maryland and the University of Florida. Using climate and vulnerability data, the model can provide up to four weeks of advance warning of an impending outbreak in areas as small as 250 m x 250 m. This gives humanitarian agencies time to focus on outbreak-prevention efforts, such as hygiene promotion and water treatment.

OCHA also brought together humanitarian agencies to develop system-wide anticipatory action frameworks for sudden-onset disasters such as floods.

Disaster risk insurance:

With climate change, natural disasters are becoming more frequent, intense and destructive. Disaster risk insurance can provide fast and predictable payouts. It also raises people's awareness of risk. Expanding coverage can make a significant difference in preventing shocks from becoming humanitarian crises. To advocate for greater insurance coverage, OCHA worked with sovereign risk pools, including the African Risk Capacity and the Insurance Development Forum.

Pre-agreed contingency financing:

Contingency financing can give countries access to grants or loans at concessional rates to finance emergency response and reconstruction. OCHA supported the World Bank in developing the first-ever strategy to address the drivers of fragility, conflict and violence in affected countries. OCHA helped to shape the Bank's Crisis Response Window to be a tool of first resort instead of a last one.

Greater risk sharing with the private sector:

OCHA supported the World Economic Forum's Humanitarian Investing Initiative, which aims to establish a market for additional investment capital to benefit the people and communities affected by fragility and crises while generating returns. OCHA also helped to identify investment opportunities for the private sector, such as through catastrophe bonds, which provide cash to Governments immediately after a disaster.

OCHA continued to increase its knowledge base of anticipatory approaches through multi-stakeholder processes such as the Dialogue Platform on Anticipatory Action and engagement with the Risk-informed Early Action Partnership (REAP). Launched in September 2019 by the Government of Bangladesh, REAP was created by the United Kingdom, Finland and IFRC in collaboration with academic institutions and think tanks to protect 1 billion more people through financing and delivery mechanisms that can act ahead of predicted disasters and crises.

Somalia: **Anticipatory action** **framework for drought**

The impact of droughts in Somalia can be predicted up to six months ahead of time with increasing certainty due to advancements in data and predictive analytics.

OCHA, the World Bank and the HCT developed a crisis risk financing mechanism to respond to extreme droughts. When a severe drought is forecast, CERF funds are released to support efforts to help people withstand its impact. These efforts include distributing drought-tolerant or short-season seed varieties to sustain food production, and providing supplementary fodder to livestock.

Humanitarian financing

In 2019, OCHA worked with a range of financing instruments, mechanisms and partners to help meet growing humanitarian needs.

Fundraising for crisis response

In 2019, more people needed humanitarian assistance than forecast due to more frequent and intense climate change-related natural disasters, conflict and disease. At the launch of the Global Humanitarian Overview (GHO) for 2019, held in December 2018, a projected \$28 billion was required to help 103 million people in 52 countries. By the end of 2019, that amount had increased to \$30 billion for nearly 118 million people in 57 countries. Donors' response was generous, with record contributions to coordinated response plans and the OCHA-managed CBPFs and CERF.

OCHA mobilizes funding for organizations included in coordinated humanitarian plans. At the country level in 2019, OCHA helped partners assess needs and build common strategies and programmes that are the basis of crisis-specific response plans. These plans prioritize actions, lay out clear objectives for humanitarian action and facilitate resource mobilization. They are also the framework for monitoring and tracking assistance delivered to affected people. In 2019, donors channelled about \$18 billion through inter-agency coordinated response plans.

At a global level, these plans are included in the GHO, which OCHA publishes every December to provide the humanitarian community with a comprehensive and evidence-based assessment of humanitarian needs, requirements and humanitarian trends for the year ahead. In December 2019, OCHA launched the 2020 edition simultaneously in five locations – Geneva, Berlin, Brussels, London and Washington, D.C.

OCHA also tracks and publishes online the level of donor funding to humanitarian crises worldwide. This helps donors to better

understand where funding is needed, thus enabling better allocation decisions.

OCHA's Financial Tracking Service (FTS) records all reported humanitarian contributions (cash, in-kind, multilateral and bilateral) to emergencies. FTS provides daily updated data, increases the transparency and accountability of humanitarian action, and informs real-time decision-making at national and global levels. In 2019, OCHA continued its targeted donor outreach to promote timely financial reporting. It also promoted new FTS features, particularly those relevant for the collection and analysis of data related to the Grand Bargain commitments on earmarking, multi-year allocations, localization and cash-based response, and an improved compliance with the International Aid Transparency initiative.

To help aid organizations raise funds to provide assistance, OCHA co-hosted four pledging and resource mobilization events in 2019. These included the Syria and the Region Conference in Brussels (\$9.4 billion pledged, of which \$7 billion was for 2019 – an increase of \$2.6 billion compared with the amount pledged the previous year; the remainder was for 2020/21); the Yemen Conference in Geneva (\$2.6 billion pledged, of which more than 80 per cent was committed at the end of 2019); the Ending Sexual and Gender-based Violence Conference in Oslo (\$363 million pledged, of which \$226.2 million was for activities in 2019); and the CERF High-Level Pledging Event (\$439 million pledged for 2020). In addition to mobilizing financial resources, these events enabled high-level operational and policy discussions, including with civil society.

Financing to reduce needs, risks and vulnerability

OCHA promotes more coherent coordination, planning and financing processes with development partners. This includes supporting development-system reforms

to unlock greater development investment in protracted emergencies and conflict-affected contexts. In 2019, OCHA supported the UN Joint Steering Committee's roll-out of joined-up activities between humanitarian and development actors in seven pilot countries (Burkina Faso, Cameroon, Chad, Ethiopia, Niger, Nigeria and Somalia). The activities aim to meet immediate needs while reducing future vulnerabilities.

OCHA also identified early action measures that reduce humanitarian needs and alleviate pressure on limited resources. For example, in 2019 OCHA-supported advocacy based on early warning signs of harvest failure in Somalia led to earlier donor support and a major reduction of Somalis at risk of starvation. OCHA played a critical role in advancing system-wide anticipatory approaches to risks and needs to promote humanitarian action before needs manifested. Building on partners' work, OCHA took a lead role in coordinating the humanitarian system to make anticipatory action work at scale (see Anticipatory Action on page 48).

The vision for crisis financing

OCHA encourages new, more effective funding and financing mechanisms that respond to and reflect the changing nature of humanitarian crises. In December 2019, USG/ERC Lowcock delivered a speech titled 'Anticipation Saves Lives: How data and innovative financing can help improve the world's response to humanitarian crises'.

The speech built on the vision he presented in his 2018 address titled 'A Collective Call towards Innovation in Humanitarian Financing'. In the 2019 instalment, he highlighted several ways to improve humanitarian financing, including:

- Increase the use of insurance products to have funds available when crises happen.

- Release contingency funding from UN financing mechanisms and multilateral banks when disasters strike, rather than after.
- Expand risk sharing with the private sector.
- Ensure complementarity of development and humanitarian action.
- Release humanitarian financing faster and earlier (see Anticipatory Action on page 48).
- Learn lessons from innovation and experimentation.

POOLED FUNDS

OCHA continued to ensure more responsive, predictable and strategic humanitarian financing for the humanitarian system through its leadership of OCHA-managed pooled funds: CERF, a global fund that aims to provide early funding immediately after sudden-onset disasters or to underfunded crises anywhere in the world; and CBPFs, which aim to support a faster and better-targeted humanitarian response in the country in which they are based.

These funds allow donors to make resources available directly at the front lines of the emergency response, channelling funding to the best-placed responders at the right time. In 2019, donors channelled more than \$1.5 billion – the highest amount ever – through the funds to help deliver a stronger collective response, covering critical gaps and ensuring maximum impact of limited resources.

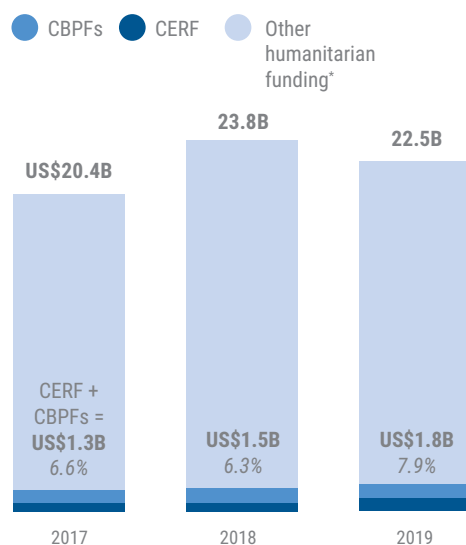
Because the funds are fast (decisions can be made within hours) and allocation strategies are decided by humanitarian leaders on the ground, CERF- and CBPF-financed activities support the most urgent and strategically important humanitarian activities at a given time, often in fast-changing contexts.

CERF and CBPFs complement other humanitarian funding sources, such as bilateral contributions. The funds can be used in-

dependently, but they work in synergy and complement other funding at the country level. By leveraging the funds' comparative advantages – their disbursement speed and the ability to effect strategic change in the field – partners can deliver a stronger collective response, ensuring maximum impact of limited resources.

Allocations from OCHA-managed pooled funds constituted a relatively small portion of global humanitarian funding in 2019. However, their strategic value and focus on the most urgent needs of crisis-affected people meant they had a much wider impact on the delivery of timely, coordinated and principled assistance.

POOLED FUNDS AS A PERCENTAGE OF GLOBAL HUMANITARIAN SPEND BY YEAR



*Total humanitarian funding as reported to FTS.

Central Emergency Response Fund

CERF is one of the fastest and most effective ways to enable urgent life-saving humanitarian action for crisis-affected people anywhere in the world. It pools contributions from donors worldwide into a single fund, allowing humanitarian responders to

deliver life-saving assistance whenever and wherever crises hit.

CERF has a \$1 billion annual fundraising target, and its funding is fully unearmarked. During emergencies, humanitarian organizations on the ground jointly assess and prioritize needs and apply for CERF grants. Funds are immediately released if proposals meet CERF's Life-Saving Criteria, i.e. the needs are urgent and the proposed activities will save lives.

CERF in 2019

For the third consecutive year, CERF received record-high pledged contributions, amounting to \$834.6 million, of which \$831.6 million was received by 31 December 2019. The pledged contribution for 2019 is \$276 million higher than the contribution received in 2018 and only \$165.4 million short of the \$1 billion annual funding target endorsed by the UN General Assembly.

The significant increase in the 2019 funding level is due to the exceptionally generous contributions received in December, totalling \$390.8 million. This means a high carry-over will be available for programming in 2020.

During the year, CERF allocated \$538.7 million to humanitarian operations in 49 countries and territories, the highest amount in its history.

With \$338.8 million allocated from its rapid response window, CERF was quick to respond throughout the year, helping partners in 34 countries to immediately kick-start relief efforts. For example, CERF quickly released \$4 million to boost response efforts in Burkina Faso in March, when a surge in attacks and intercommunity violence triggered a humanitarian emergency. And just days after cyclones Idai and Kenneth swept through Southern Africa in March and April, CERF supported rapid responses with \$34.4

million to save lives and support survivors across the Comoros, Malawi, Mozambique and Zimbabwe.

As a global fund, CERF has the unique ability to support regional responses to emergencies. For example, it provided \$45 million to immediately scale up critical support to 1.8 million drought-affected people across Ethiopia, Kenya and Somalia after two consecutive failed rainy seasons. CERF support is also critical in helping partners react quickly when crises threaten to spill over borders. For example, on top of \$9.8 million for the Ebola response in DRC, the fund also released \$10.5 million in February to help neighbouring Burundi, Rwanda, South Sudan and Uganda prepare for a possible Ebola outbreak.

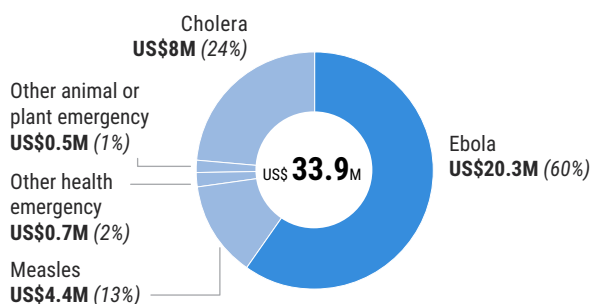
CERF's added value in fighting and containing epidemics early was demonstrated when a measles outbreak threatened Samoa and neighbouring islands in the Pacific in December. A \$2.7 million allocation helped partners provide emergency vaccinations, obstetric and neonatal care for mothers and newborns infected with measles, and a life-saving public health information campaign targeting 1.25 million people.

When underfunding jeopardized the delivery of humanitarian assistance in neglected crises, CERF funding was critical to enable humanitarian organizations to sustain life-saving operations. During allocations in April and September, CERF released a record \$199.9 million to assist more than 14.5 million people in protracted and underfunded emergencies across 23 countries. This included support for humanitarian agencies in Afghanistan and Cameroon to carry out programmes that would have otherwise stalled.

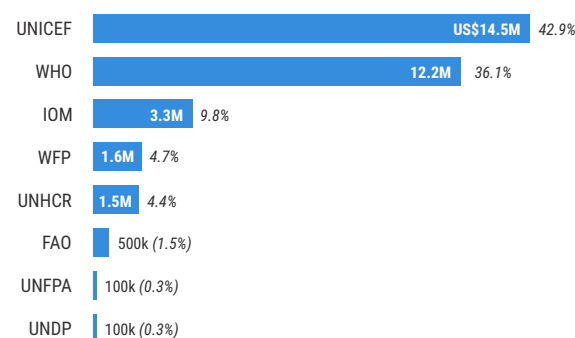
CERF was critical in advancing innovation in humanitarian financing, particularly in driving proactive approaches to responses based on anticipated risk (see Anticipatory Action on page 48).

CERF ALLOCATIONS TO DISEASE OUTBREAKS BY

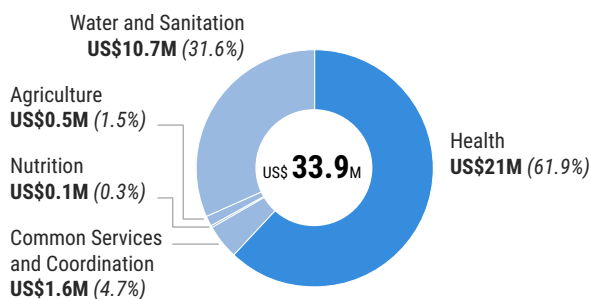
EMERGENCY TYPE



AGENCY



SECTOR



Country-Based Pooled Funds

CBPFs fund humanitarian partners in ongoing operations in countries affected by natural disasters and conflict. They allow donors to pool their contributions into single, unearmarked funds to support national humanitarian efforts for a specific country.

In 2019, with the launch of the newest fund in Ukraine, OCHA managed 18 CBPFs in some of the world's most severe crises. The

target funding level for CBPFs is set at 15 per cent of the funding received by corresponding HRPs in the preceding year, which amounted to a combined \$1.71 billion in 2019 (based on 2018 HRP funding levels).

Funds are allocated through an inclusive and transparent process to support some of the key priorities set out in crisis-specific HRPs. This ensures that funding is prioritized in-country by decision makers closest to people in need. Funds are directly available to national and international NGOs, UN agencies and Red Cross/Red Crescent organizations.

CBPFs in 2019

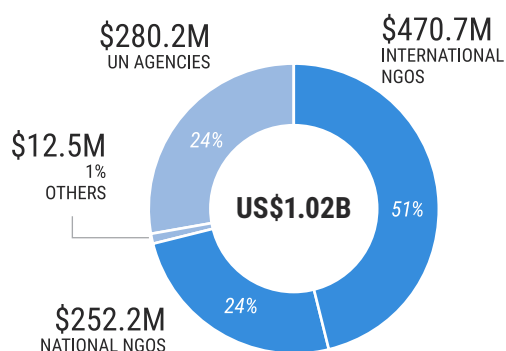
Combined, CBPFs received a record \$946 million in contributions from 34 donors in 2019. Funding went to locally prioritized programmes for maximum impact. A record \$1.02 billion was allocated to more than 1,600 humanitarian projects in 18 countries, targeting 27.5M million people with health care, food aid, clean water, shelter and other assistance.

The funds empowered humanitarian leadership, allowing HCs to directly support and drive the most critical components of humanitarian responses, including activities that improve the ability of organizations on the ground to deliver more effectively. For example, in DRC this included support for information management and sharing across groups of UN and non-UN organizations.

With allocations to 758 relief organizations in 2019, CBPFs ensured greater inclusivity by involving a broad range of partners in prioritization and programming processes. Some 25 per cent of allocations (\$253 million) went directly to national NGOs, leveraging their proximity and access to affected people and making better use of their local knowledge and social networks to deliver to the most vulnerable communities. In Syria,

for example, CBPFs improved aid delivery in hard-to-reach areas by providing direct funding to Syrian NGOs with reliable access inside the country. And in South Sudan, more than a quarter of the \$10 million flood-response allocation in late 2019 went directly to national NGOs operating in the worst-affected areas.

COUNTRY-BASED POOLED FUNDS ALLOCATIONS BY PARTNER TYPE



Access to CBPF funding allowed humanitarian organizations on the ground to adapt and tailor solutions to emerging challenges, including in Yemen, where CBPF funding maintained emergency health services for some 100,000 people and GBV survivors until longer-term funding was available.

CBPFs were invaluable in volatile contexts with rapidly shifting situations, including in South Sudan, where funding for the UN Humanitarian Air Service helped humanitarian organizations to reach and rapidly scale up aid and protection support for people in hard-to-reach locations.

CBPF funding helped humanitarian partners to better time, plan and adjust humanitarian responses in 2019. One example is the pre-positioning of emergency relief items in the Gaza Strip in oPt in anticipation of floods and escalating violence. The CBPF in Afghanistan funded the establishment of a toll-free humanitarian hotline to allow IDPs, returnees and other vulnerable people

to access information and provide feedback about the humanitarian response, which helped improve its efficiency.

Four steers for funding

In early 2019, the ERC asked RCs and HCs in countries with ongoing humanitarian operations to leverage funding from CERF and CBPFs to support four strategic areas that remained chronically underfunded: support for women and girls, including tackling GBV, reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection.

Using CERF and CBPFs to increase focus on the four priority areas is also expected to leverage attention to these underfunded areas at the global level.

an inter-agency Training of Trainers organized in the local language to deepen knowledge about accountability among aid workers and equip them with the tools and skills necessary to train others in a cascading manner.

The Afghanistan CBPF supported the implementation of “Awaaz”, a primary accountability mechanism in the form of a toll-free call centre. Awaaz facilitates a two-way information flow between affected people and humanitarian workers. At full capacity, Awaaz can communicate directly with 4,000 Afghans per month calling from anywhere in the country. In 2019, any Afghan with access to a mobile phone could speak with one of eight operators in Dari, Pashto, Urdu or English to access information or provide feedback on ongoing humanitarian interventions around the country.

CBPFs: Supporting systematic community engagement and accountability

In the past two years, CBPFs have funded several projects dedicated to strengthening the humanitarian aid system’s collective AAP. OCHA has also ensured that all funded projects include an AAP element. By the end of 2019, 94 per cent of all projects included AAP, for example through accessible and functioning community feedback and/or complaint mechanisms.

A range of UN agencies and international NGOs implemented the projects, which included mechanisms to provide feedback, hotlines, information centres and accountability platforms, and efforts to strengthen SEA response.

The humanitarian community also sought to improve AAP by training aid workers. For instance, in Gaziantep, Turkey, OCHA supported

ALLOCATIONS BY COUNTRY AND FUNDING MECHANISM

	CBPF		CERF		TOTAL	
			Rapid Response	Underfunded Emergencies		
Yemen		\$239.40M		\$31.67M		\$271.07M
Democratic Republic of the Congo		77.59		13.94		\$31.75M
Syria Cross Border		115.88				115.88
South Sudan		81.16		27.93		109.09
Somalia		53.41		49.87		103.28
Ethiopia		60.83		21.11		81.94
Afghanistan		63.78			16.00	79.78
Iraq		77.88				77.88
Sudan		58.43				58.43
Syria		52.65				52.65
Sudan				29.36		14.00
Central African Republic		39.30				43.37
occupied Palestinian territory		27.41			7.75	39.30
Mozambique				28.95		35.16
Nigeria		26.69				28.95
Uganda				4.30		17.99
Pakistan		8.89		10.28		22.30
Myanmar		15.46		3.49		19.17
Niger				8.95		7.99
Cameroon					16.30	16.94
Bangladesh				5.24		10.10
Zimbabwe				14.11		15.34
Malawi				13.35		14.11
Haiti				6.14		5.02
Chad					10.98	11.15
Lebanon		10.96				10.98
Venezuela					10.02	10.96
Burkina Faso				4.00		6.01
Ukraine		2.99				6.00
Jordan		8.56				8.99
Kenya				8.01		8.56
Colombia					7.99	8.01
Zambia				7.99		7.99
Lesotho				7.85		7.99
Angola				6.34		7.85
Mali					6.00	6.34
Venezuela RRC					6.00	6.00
Democratic People's Republic of Korea				6.00		6.00
United Republic of Tanzania					5.99	6.00
Djibouti				1.24		4.00
Madagascar					5.00	5.25
Libya				3.76		5.00
Philippines				3.07		3.76
Honduras					3.00	3.07
Comoros				2.99		3.00
Congo				2.99		2.99
Samoa				2.71		2.99
Burundi				2.38		2.71
Eritrea					2.00	2.38
El Salvador				2.00		2.00
Cuba				2.00		2.00
Guatemala				1.99		2.00
Iran				1.97		1.99
Rwanda				1.80		1.97
Bahamas				1.00		1.80

¹ Regional Refugee and Migration Crisis.

STRENGTHENING OCHA

After far-reaching reforms over the course of two years, OCHA continued to emerge as a more field-focused and decentralized entity. It moved ahead with the Secretary-General's reform agenda.

Decentralization

In 2019, OCHA moved ahead with its decentralization strategy for operational and financial reasons. The approach was in line with the Secretary-General's reform agenda to become more field-focused, and it reflected OCHA's ambitions to improve the reach of its coordination services by relocating some Headquarters-based functions closer to points of delivery. In doing so, OCHA aimed to provide more direct and timelier field support to partners, while making the most of its extrabudgetary income by pursuing more cost-effective opportunities.

This phase of decentralization included planning to relocate capacity from the OCHA Coordination Division, Information Management Branch, Strategic Communications Branch and Executive Office. The functions identified for decentralization directly support global field operations and include civil-military coordination; humanitarian-development collaboration; needs assessments and response planning; situational awareness; and evidence-based advocacy campaigns.

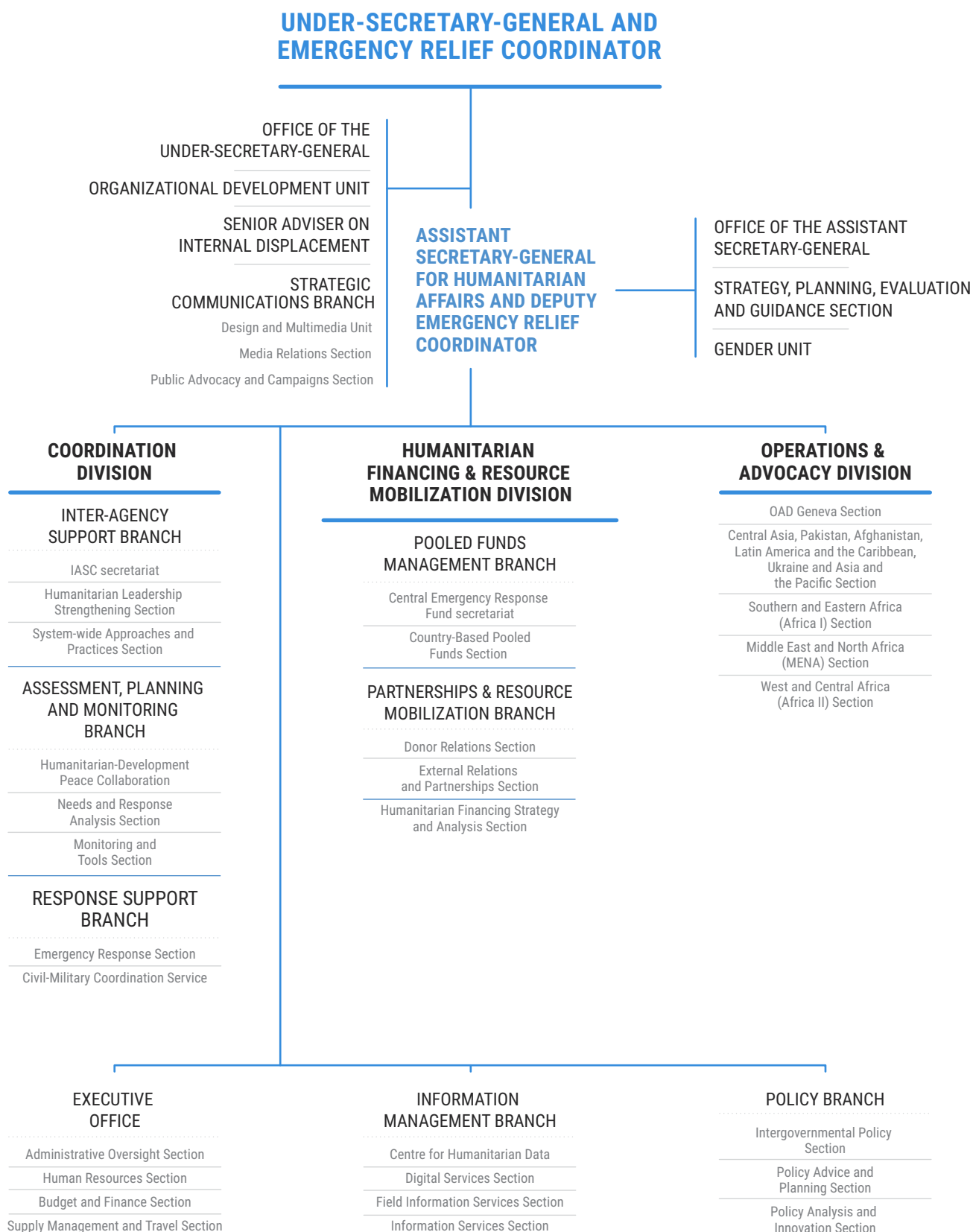
These functions will be part of an expanded presence in The Hague and the establishment in 2020 of an office in Istanbul to extend the reach of field-facing tools, services and expertise normally provided by Headquarters to OCHA operations worldwide. After a thorough review, The Hague and Istanbul were selected for expansion due to their operational and cost-efficient advantages. The locations were determined to offer excellent telecommunications, well-connected airports and a wealth of partnership opportunities, with The Hague serving as a humanitarian data hub, and Istanbul being close to the majority of OCHA operations across the Middle East and Africa.

Several administrative functions at Headquarters were relocated to regional offices for human resources and procurement capacities to more closely support field managers, including managing the roll out of UN Sec-

retariat-wide delegations of administrative authority. In 2019, 8 posts – part of 65 posts at Headquarters identified for decentralization – were relocated to 4 regional offices.

The estimated savings from the decentralization of these posts, which represent about 14 per cent of Headquarters-based posts, are expected to be reinvested into capabilities and capacities dedicated to make OCHA more fit for purpose in the new humanitarian environment, enabling more field missions and better tailored services for field offices. Additional opportunities will be explored to relocate capacities and services to these and other locations that are cost-effective, operationally beneficial and serve the field.

OCHA ORGANIZATIONAL CHART



FUNDING

Only a small percentage of OCHA's annual programme budget is funded from the UN Regular Budget. The CERF and CBPFs are entirely funded by donor contributions. OCHA remains reliant on voluntary contributions to implement its mandate.

PROGRAMME BUDGET

In 2019, 94 per cent of OCHA's programme activities were funded by voluntary contributions. Approximately 6 per cent of funding came from the UN Regular Budget, which is paid from assessed contributions from UN Member States.

At the beginning of 2019, OCHA's extrabudgetary programme budget was \$249.9 million and increased to \$259.6 million by the end of the year. The budget increase was necessary to meet growing coordination needs in Afghanistan, DRC (including for the Ebola response), Sudan, South Sudan, the Sahel, Venezuela and Yemen. OCHA continued to carefully monitor its budget against income. Fiscal discipline was maintained, for example, by offsetting some of the budget increases required for worsening crises through reductions in other operations or headquarters costs. The proportion of the budget for field operations increased during the year, from 74 to 75 per cent of total extrabudgetary requirements.

PROGRAMME AND POOLED FUNDS INCOME

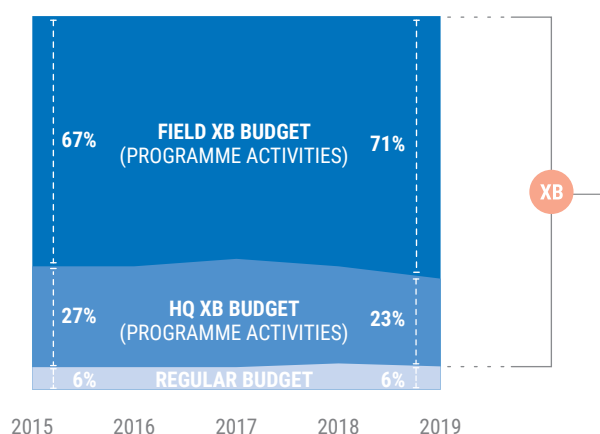
Donor income for all three strands of OCHA activities (programme, CERF and CBPFs) reached a record level in 2019, passing the \$2 billion mark, up from \$1.78 billion in 2018. This was due to the exceptionally high level of funding (\$834.6 million) received by CERF, compared to \$558.6 million in 2018. OCHA also raised a record \$948 million for CBPFs, of which \$567 million was administered by OCHA and \$381 million by the UN Development Programme/Multi-Partner Trust Fund (see pages 80-81). Extensive information on where and how funds were used can be found in the funds' respective annual reports, available on the OCHA website.

OCHA received \$270.5 million for its extrabudgetary programme budget that covered not only all its requirements, but also some 2020 requirements. A fully funded

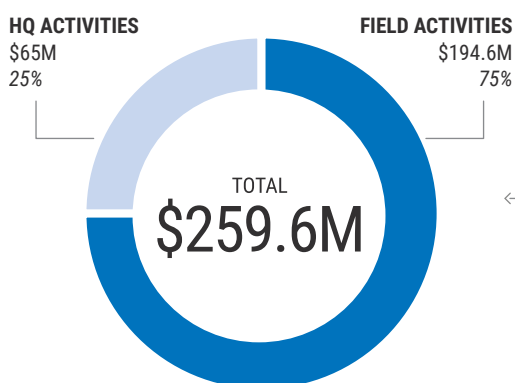
Programme Budget reflects donors' continued confidence in OCHA's internal reform, fiscal discipline and operational performance.

Besides the Programme Budget, an additional \$9 million was received for OCHA-managed activities implemented in partnership with other organizations, such as the national UNDAC mission accounts held with OCHA, the Protection and Gender Standby Capacity Project rosters, the Connecting Business initiative and the Humanitarian Data Centre in The Hague. As these are pass-through contributions, they are not counted as income to OCHA's extrabudgetary programme.

FIELD PROPORTION OF OCHA'S PROGRAMME BUDGET TREND



EXTRABUDGETARY BUDGET: FIELD VS. HQ BUDGET (US\$)



To cover its indirect costs, OCHA charges programme support costs of 7 per cent on its extrabudgetary programme activities, 3 per cent for other pass-through grants, and 2 per cent on CERF and CBPFs.

OCHA's income in 2019 was exceptional not only in terms of volume but in terms of predictability, flexibility, timeliness and diversity.

Predictability

OCHA benefited from a predictable and stable income of \$113.7 million from multi-year agreements with 18 donors. Twelve new or renewed agreements were signed in 2019 with Australia, Canada, the European Union (EU), Germany, Finland, Ireland, the Netherlands and New Zealand (two agreements with the EU and with Germany for earmarked contributions to country offices; three agreements with Canada for unearmarked funding, UNDAC, and regional coordination in the Middle East). Likewise, the CBPFs benefited from multi-year agreements with 15 donors for a combined annual value of \$387 million. CERF had multi-year agreements with Australia, Canada, Iceland, Ireland, Luxembourg, the Netherlands, New Zealand, Norway, Qatar and Sweden for an annual value of \$257.2 million.

OCHA's strong and long-standing relationships with the OCHA Donor Support Group (ODSG) members also ensure consistent income year on year. ODSG members provided nearly all of OCHA's global income in 2019.

Flexibility

In 2019, donors gave \$121.3 million, or 45 per cent of programme income, as unearmarked funding. This is not as high as the record amount of flexible income in 2018 (\$130 million), but it remains an unusually high proportion compared to other humanitarian agencies. Donors also gave an additional

\$22.3 million as softly earmarked contributions (for a regional crisis or thematic issue). (See page 65 on the use of flexible funding in 2019.) In addition, the \$834.6 million in contributions to CERF are fully unearmarked, while the \$948 million in contributions to CBPFs are softly earmarked.

Timeliness

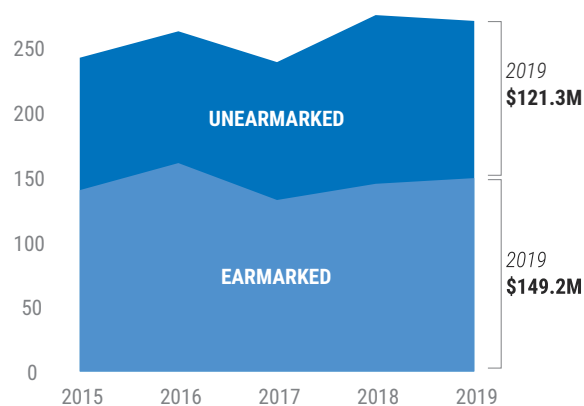
Timeliness of payment is an important element for effective cash management to cover extrabudgetary activities. Over a third of all donor income to OCHA's programme budget was received during the first quarter of the year, up from 29 per cent in 2018, and 52 per cent was received during the first six months. OCHA thus benefited from a stable cash and liquidity situation throughout the year.

Diversity

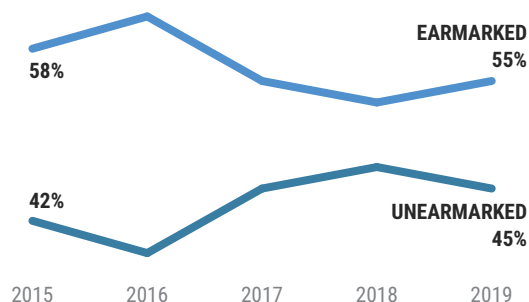
Over the year, OCHA received contributions for its programme, CERF and CBPFs from the European Commission and a record 68 Member States, up from 63 in 2018. Fifty-five Member States contributed to CERF, 33 Member States contributed to CBPFs, and 42 Member States and the European Commission contributed to the programme. OCHA also received contributions from the private sector (United Parcel Service Foundation), regional and municipal authorities, and individuals.

The larger number of donors and increased geographic diversity in the ODSG is encouraging, but OCHA continues to rely on a small group of donors for the bulk of its funding. The top three donors to OCHA's programme contributed 45 per cent of all income, and the top 10 donors contributed 78 per cent of all income.

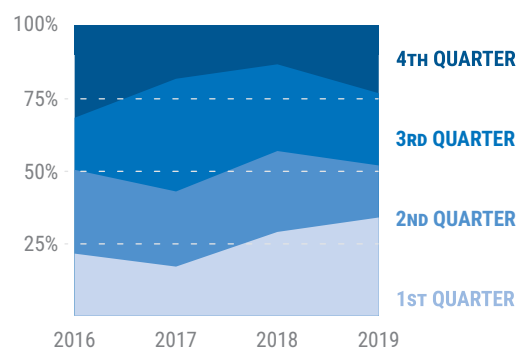
EARMARKING TRENDS – TOTAL (US\$)



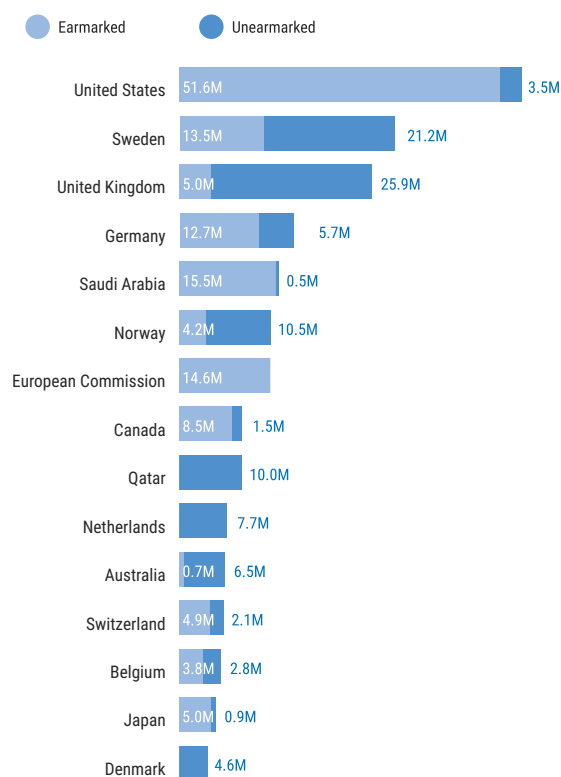
EARMARKING TRENDS – PERCENTAGES



TIMELINESS OF DISBURSEMENT



TOP DONORS – UNEARMARKED AND EARMARKED CONTRIBUTIONS (US\$)



FINAL DISTRIBUTION OF UNEARMARKED FUNDING (US\$)

TOTAL

\$115.7M

HEADQUARTERS

\$45.6M
39.4%

COUNTRY OFFICES

\$53.9M
46.6%

REGIONAL OFFICES

\$5.6M
4.8%

FLEXIBLE IMPLEMENTATION

(CARRIED THROUGH 2020)
\$10.6M
9.2%

ALLOCATED → \$105.1M

HQ 43%
FIELD 57%

CARRIED THROUGH 2020

Note: The difference between unearmarked income (\$121.3M) and unearmarked income that was allocated (\$115.7M) is due to: a) recorded income of \$2.5M unpaid as at 31 December 2019; b) difference in the exchange rate between the date the agreement was signed and the date the payment was received.

PROGRAMME EXPENDITURE

OCHA's implementation rate in 2019 was 98 per cent under the extrabudgetary programme budget, continuing the trend from the previous year for OCHA to operate at nearly full capacity.

CASH OPERATING BALANCE

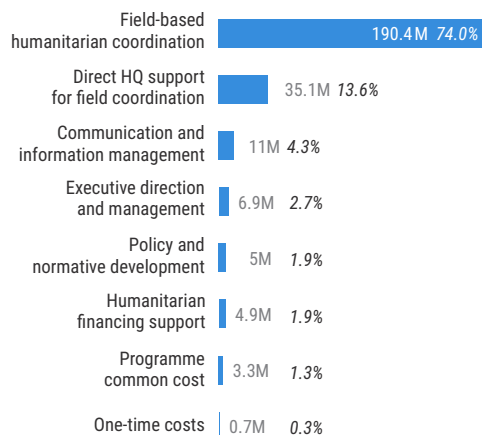
OCHA ended 2019 with a programme closing balance of \$188.4 million, including \$130.4 million kept as operational cash balance (up from \$111.5 million for the previous year); \$15.5 million already allocated for programming; \$38.46 million in balances (including \$6.4 million in pledges) from earmarked and unearmarked projects to be implemented in 2020; and \$4 million as contingency funds to cover sudden-onset emergencies.

OCHA needs an operating cash balance of at least \$114 million at the beginning of each year to advance about \$63 million to field offices and headquarters in anticipation of cash to be received from donors during the year. OCHA also needs to advance \$51 million to the UN Development Programme every year to cover the salary liabilities of national staff and UNVs for the entire year.

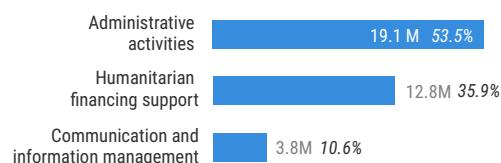
OCHA Donor Support Group

Created by Member States in 1998 as a "Group of friends", originally with seven members, the OCHA Donor Support Group (ODSG) includes 29 members. It is a sounding board for a range of issues related to policy, programme and finance. Membership criteria include the commitment to provide continued and substantial financial support to OCHA, and the willingness to provide political support to implement UN General Assembly resolution 46/182. In 2018, ODSG members provided 99.6 per cent of OCHA's programme income.

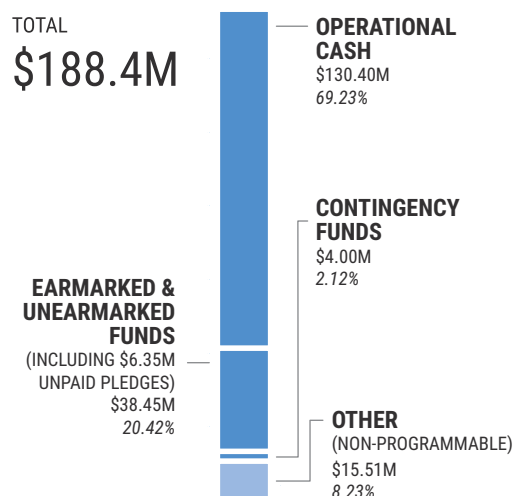
DIRECT EXPENDITURE BY PROGRAMME ACTIVITIES (US\$)



DIRECT EXPENDITURE BY ADMINISTRATIVE ACTIVITIES (US\$)



CLOSING BALANCE BREAKDOWN (US\$)



FLEXIBLE INCOME IN 2019

What is flexible income?

Flexible income consists of unearmarked and softly earmarked contributions, which give OCHA full or partial flexibility to use funds based on operational requirements. Funds are considered unearmarked when they are for OCHA's overall activities, with no limitation for use in any specific office or project. Softly earmarked contributions are typically restricted by donors for use in a geographic region or regional crisis. Examples of softly earmarked funding include the Syria crisis and natural disasters with a regional impact, such as cyclones Idai and Kenneth in Southern Africa. Softly earmarked funds can also be used for a global programme. OCHA can then decide to allocate funds to any office or activity within the geographic region.

Why is it important?

OCHA is fully reliant on voluntary contributions to fund its operations and has historically received a substantial portion of its income as unearmarked income. More than any other form of support, unearmarked funding is critical to OCHA's ability to allocate funds where and when they are needed. OCHA primarily relies on its staff to work with other UN agencies, national and international NGOs, governments and regional organizations and partners. Staff thus represent most of the coordination costs, and OCHA needs a high degree of predictability and flexibility in its funding to maintain a stable workforce and service delivery throughout the year, including in crises that no longer attract international attention.

Unearmarked contributions allow OCHA to plan more strategically across its operations and to scale up its presence during a disaster, or to deploy staff in anticipation of a predicted disaster, without having to wait for donors to provide the resources.

Thanks to its flexible nature, unearmarked funding can be used several times during a budget cycle, thus achieving a "multiplier effect." For example, if unearmarked funding is allocated to kick-start a response to a sudden-onset disaster, any unused portion can be moved to address funding gaps in other operations once earmarked funding is received for the response.

Unearmarked and softly earmarked funds play a unique role in OCHA's cash-flow management, and they reduce transaction costs associated with having to deal with overlapping and/or cumulative restrictions on the use of funds. This enhances OCHA's administrative efficiency.

Flexible funding received in 2019

OCHA received a generous amount of flexible funding for its programme, including \$121.3 million in unearmarked funding and \$22.3 million in softly earmarked funding. Thirty-two donors contributed unearmarked funding, 11 of which also contributed softly earmarked funding, and an additional two donors contributed softly unearmarked funding.

The top donors of unearmarked funding in 2019 were the United Kingdom (\$25.8 million), Sweden (\$21.2 million), Norway (\$10.5 million) and Qatar (\$10 million). A second tier of donors that contributed more than \$5 million in unearmarked funding includes Australia, Germany and the Netherlands. The highest amount of softly earmarked funding was received from the United States (\$7.2 million) and Canada (\$5.6 million).

Use of flexible funding

During 2019, flexible funding was used to cover the full range of OCHA's coordination tools and services around the world, with funding often moved or reallocated to kick-start responses to new emergencies;

scale up operations in deteriorating crises; fill temporary funding gaps to avoid interruption in critical operations, including protracted, lower-profile ones; and ensure the delivery of essential field support from global programmes.

Flexible funding was moved throughout the year to where it was most needed at any given point in time. However, at the end of 2019 when all income, including earmarked income, was received, over half of all allocated unearmarked funding (57 per cent) remained directly allocated to field operations, and the remaining 43 per cent to global headquarters' programmes. All OCHA's regional and country offices (except for the five offices working for the Syria crisis, the Yemen office and the Colombia office with a smaller cost plan) depended on unearmarked funding allocations to fully cover their operational requirements in 2019. A balance of \$10.6 million, consisting of funding with flexible implementation into 2020, was not allocated in 2019 but was carried forward to fund activities in early 2020 before other contributions were received.

In July 2019, flexible funding allowed OCHA to quickly establish a presence in Burkina Faso to help humanitarian partners keep pace with rapidly increasing needs following a surge in intercommunal violence that displaced 560,000 people. In DRC – OCHA's largest country operation – unearmarked funding supported OCHA's response to the worsening Ebola outbreak. In early April 2019, an IASC System-Wide Scale-Up Protocol for Infectious Disease Events was activated. OCHA supported the strengthened coordination and response mechanism and the newly appointed Emergency Ebola Response Coordinator. At that time, the DRC office had received only \$3.5 million from donors in earmarked contributions, which was insufficient to even cover its requirements in the first three months of the year. Unearmarked funding was critical in ensuring OCHA could provide uninterrupted services. It was not until September that the bulk of

earmarked funding was received and the office could operate entirely on this funding. By the year's end, earmarked funding covered 98 per cent of DRC's budget. Even in well-funded operations such as this one, unearmarked funding was vital to fill funding gaps throughout 2019.

Unearmarked funding is critical to ensure the continuation of OCHA's operations in prolonged – and often forgotten – crises such as the Sahel region, where conflict, insecurity and climate shocks affect several million people. OCHA offices in Cameroon, CAR, Chad, Mali, Niger and Nigeria used \$16.3 million in unearmarked funds, which is 15 per cent of total allocations of this type of funding.

OCHA's five regional offices needed \$5.6 million in unearmarked funding for their response to natural disasters, including Hurricane Dorian in the Bahamas, and cyclones Idai and Kenneth in Mozambique and Zimbabwe. Regional offices' surge staff deployments to country operations would have been impossible without unearmarked funding.

In 2019, centrally managed programmes at headquarters received 43 per cent of all unearmarked funding. These programmes include standby response tools, information management services, HPC expertise, civil-military coordination policy and advocacy. Their achievements, along with many other global programmes described in this report, were possible thanks to unearmarked funding.



"I worked so hard to be able to stay in school. I had to stand up to my parents and convince them that I could pay for my school fees by setting up a small business to make handicrafts and baskets. It's not complicated why girls are made to drop out of school. It's just about money. People don't have enough food to eat three times a day, so if you have a daughter, you're going to want to find her a husband as soon as possible because that means you won't have to feed her anymore."

Otpika is an 18-year-old who lives in Nepal and wants to become an accountant when she grows up. She was among the 33 girls who shared their aspirations as part of the OCHA-organized photo exhibition 'One Day, I Will'.
OCHA/Vincent Tremeau

ANNEXES

Acronyms

AAP	Accountability to affected populations	ROWCA	Regional Office for West and Central Africa
ASG	Assistant Secretary-General	SSHF	South Sudan Humanitarian Fund
BAY	Borno, Adamawa and Yobe	UNCT	UN Country Team
CAR	Central African Republic	UNDAC	United Nations Disaster Assessment and Coordination
CBPF	Country-Based Pooled Funds	UNHCR	Office of the United Nations High Commissioner for Refugees
CERF	Central Emergency Response Fund	UNV	United Nations Volunteer
DERC	Deputy Emergency Relief Coordinator	USG	Under-Secretary-General
DRC	Democratic Republic of the Congo	WASH	Water, sanitation and hygiene
ERC	Emergency Relief Coordinator	WHO	World Health Organization
EU	European Union		
FTS	Financial Tracking Service		
GAM	Gender with Age Marker		
GCA	Government-controlled area		
GENCAP	Gender Standby Capacity Project		
HAT	Humanitarian Advisory Team		
HC	Humanitarian Coordinator		
HCT	Humanitarian Country Team		
HDX	Humanitarian Data Exchange		
HPC	Humanitarian Programme Cycle		
HRP	Humanitarian Response Plan		
IAHE	Inter-Agency Humanitarian Evaluation		
IASC	Inter-Agency Standing Committee		
IDP	Internally displaced person		
IFRC	International Federation of Red Cross and Red Crescent Societies		
IHF	Iraq Humanitarian Fund		
INFORM	Index for Risk Management		
MHPSS	Mental health and psychosocial support		
MINUSCA	UN Multidimensional Integrated Stabilization Mission in the Central African Republic		
NGCA	Non-Government controlled area		
NGO	Non-governmental organization		
OCHA	United Nations Office for the Coordination of Humanitarian Affairs		
ODSG	OCHA Donor Support Group		
OPT	occupied Palestinian territory		
PSEA	Protection from sexual exploitation and abuse		
RC	Resident Coordinator		
ROAP	Regional Office for Asia and the Pacific		
ROLAC	Regional Office for Latin America and the Caribbean		
ROMENA	Regional Office for the Middle East and North Africa		
ROSC	Regional Office for the Syria Crisis		
ROSEA	Regional Office for Southern and Eastern Africa		

Financial tables

DONOR INCOME OVERVIEW - PAID + PLEDGED

DONORS RANKED BY TOTAL FUNDING IN 2019 (US\$ MILLION)

2017					2018					2019					
	OCHA programme	CBPFs	CERF			OCHA programme	CBPFs	CERF			OCHA programme	CBPFs	CERF		
United Kingdom	31.60	221.04	99.34	351.98	22.22%	35.07	252.97	114.57	402.61	22.58%	30.88	320.23	386.10	737.22	35.91%
Germany	18.58	203.70	82.51	304.79	19.24%	14.55	175.66	110.20	300.41	16.85%	18.35	167.18	106.00	291.53	14.20%
Sweden	24.58	100.58	74.48	199.65	12.60%	37.18	93.67	88.20	219.05	12.28%	34.67	89.85	88.94	213.46	10.40%
Netherlands	8.57	42.76	73.41	124.75	7.88%	5.68	81.24	67.90	154.82	8.68%	7.66	62.67	62.50	132.83	6.47%
Norway	14.39	40.92	53.43	108.74	6.86%	15.10	45.79	54.45	115.34	6.47%	14.68	44.62	54.71	114.02	5.55%
United States	48.31 ¹	34.50	5.00	87.81	5.54%	51.21 ²	34.00	-	85.21	4.78%	55.11	31.25	-	86.36	4.21%
Denmark	7.54	31.92	14.35	53.81	3.40%	4.97	40.54	21.62	67.13	3.76%	4.57	46.04	25.81	76.43	3.72%
Belgium	4.39	46.40	13.57	64.36	4.06%	4.52	45.11	13.57	63.20	3.54%	6.61	48.16	18.95	73.72	3.59%
Canada	7.95	8.36	22.53	38.84	2.45%	9.44	14.77	22.53	46.74	2.62%	10.06	19.94	22.53	52.53	2.56%
Ireland	4.24	36.39	24.04	64.68	4.08%	3.81	46.85	14.25	64.91	3.64%	3.72	35.47	11.39	50.58	2.46%
Switzerland	6.48	17.13	5.99	29.59	1.87%	6.68	20.80	6.24	33.72	1.89%	6.92	23.67	6.91	37.51	1.83%
Australia	8.18	23.38	8.18	39.74	2.51%	8.24	16.25	8.18	32.67	1.83%	7.22	15.24	8.18	30.64	1.49%
Saudi Arabia	0.02	-	0.15	0.17	0.01%	21.60	25.00	0.15	46.75	2.62%	15.97	-	0.15	16.12	0.78%
France	1.09	6.10	-	7.18	0.45%	1.21	6.60	-	7.81	0.44%	3.36	11.48	-	14.84	0.72%
European Commission	17.46	-	-	17.46	1.10%	16.74	-	-	16.74	0.94%	14.63	-	-	14.63	0.71%
Korea, Republic of	2.10	11.90	4.00	18.00	1.14%	1.70	5.30	4.00	11.00	0.62%	1.70	7.80	5.00	14.50	0.71%
Qatar	10.22	-	1.00	11.22	0.71%	10.00	3.47	1.00	14.47	0.81%	10.00	3.50	1.00	14.50	0.71%
Finland	3.79	-	7.42	11.22	0.71%	3.79	-	8.64	12.43	0.70%	2.81	-	8.98	11.78	0.57%
Italy ³	-	0.59	2.32	2.91	0.18%	0.59	2.88	2.96	6.42	0.36%	1.10	5.54	3.93	10.57	0.51%
Spain	1.09	3.67	3.42	8.18	0.52%	2.72	2.54	3.49	8.74	0.49%	3.58	3.18	3.41	10.17	0.50%
Luxembourg	0.88	1.60	4.81	7.29	0.46%	1.01	2.96	4.94	8.91	0.50%	0.98	3.57	5.47	10.02	0.49%
New Zealand	3.46	-	2.14	5.60	0.35%	3.46	0.67	2.20	6.33	0.35%	3.42	2.34	2.04	7.80	0.38%
Japan	6.19	-	1.40	7.60	0.48%	6.07	-	1.36	7.43	0.42%	5.82	0.40	0.68	6.90	0.34%
United Arab Emirates	0.77	-	1.25	2.02	0.13%	4.62	25.00	1.50	31.12	1.75%	1.75	-	5.00	6.75	0.33%
Russian Federation	0.98	-	1.50	2.48	0.16%	1.00	-	1.50	2.50	0.14%	0.97	-	1.50	2.47	0.12%
Austria	0.64	-	-	0.64	0.04%	0.67	-	-	0.67	0.04%	1.20	-	-	1.20	0.06%
Poland	0.49	-	-	0.49	0.03%	0.52	-	-	0.52	0.03%	0.51	0.50	-	1.01	0.05%
Turkey	0.50	0.50	0.45	1.45	0.09%	0.50	-	0.40	0.90	0.05%	0.50	-	0.40	0.90	0.04%
Estonia	0.56	-	0.11	0.67	0.04%	0.63	-	0.12	0.75	0.04%	0.58	0.06	0.11	0.75	0.04%
Non ODSG	3.61	1.79	5.34	10.74	0.68%	1.60	7.55	4.60	13.74	0.77%	1.19	5.35	4.87	11.40	0.56%
GRAND TOTAL	238.66	833.23	512.15	1,584.04		274.86	949.62	558.58	1,783.05		270.51	948.06	834.58	2,053.14	

Note: CBPF MPTF; source is GMS based on actual cash received while CBPF OCHA, source is OCT based on pledge value.

¹Amount different than published in 2017 report due to cancellation of pledge (\$76,963) in 2018.

²Amount different than published in 2018 report due to cancellation of pledge (\$127,651) in 2019.

³Including the transfers from Italy's pre-positioned fund.

PROGRAMME INCOME

2019 OCHA PROGRAMME DONOR INCOME (US\$)

Donor	Earmarked	Softly Earmarked	Unearmarked	Total
United States	44,411,995	7,200,000	3,500,000	55,111,995
Sweden	12,587,951	862,999	21,220,004	34,670,953
United Kingdom	4,206,669	803,625	25,873,221	30,883,515
Germany	12,661,598	-	5,688,282	18,349,881
Saudi Arabia	15,465,224	-	500,000	15,965,224
Norway	3,578,682	574,977	10,530,011	14,683,670
European Commission	13,516,199	1,114,827	-	14,631,026
Canada	3,054,731	5,481,170	1,524,390	10,060,292
Qatar	-	-	10,000,000	10,000,000
Netherlands	-	-	7,658,643	7,658,643
Australia	-	721,501	6,493,506	7,215,007
Switzerland	4,860,697	-	2,059,732	6,920,429
Belgium	3,833,333	-	2,777,778	6,611,111
Japan	3,716,427	1,250,000	850,000	5,816,427
Denmark	-	-	4,573,868	4,573,868
Ireland	530,303	-	3,185,438	3,715,741
Spain	233,967	3,344,482	-	3,578,448
New Zealand	-	-	3,415,301	3,415,301
France	-	-	3,355,705	3,355,705
Finland	-	-	2,805,836	2,805,836
United Arab Emirates	250,000	-	1,500,000	1,750,000
Korea, Republic of	200,000	500,000	1,000,000	1,700,000
Austria	792,079	308,031	103,881	1,203,991
Italy ¹	1,100,110	-	-	1,100,110
Luxembourg	111,235	-	871,278	982,513
Russian Federation	270,000	-	700,000	970,000
Estonia	283,370	133,482	167,224	584,076
Poland	506,007	-	-	506,007
Turkey	-	-	500,000	500,000
Portugal	220,022	22,002	55,006	297,030
Iceland	-	-	214,335	214,335
Bulgaria	111,235	-	-	111,235
Argentina	-	-	70,000	70,000
Singapore	-	-	40,000	40,000
Monaco	-	-	34,443	34,443
China	-	-	30,000	30,000
Slovakia	22,447	-	-	22,447
Romania	15,000	-	-	15,000
Latvia	11,001	-	-	11,001
Philippines	-	-	2,500	2,500
Subtotal	126,550,282	22,317,095	121,300,382	270,167,759
Regional and local authority ²	120,773	-	-	120,773
Private Donations ³	76,982	-	-	76,982
UN, NGOs and other entities ⁴	139,924	-	-	139,924
Subtotal	337,679	-	-	337,679
TOTAL 2019	126,887,961	22,317,095	121,300,382	270,505,438

Totals include paid and pledged contributions.

¹Including the transfers from Italy's pre-positioned fund.

²Funding received from Jersey.

³Funding received from private donor and UPS Foundation.

⁴\$3,560 received from Azerbaijan Red Crescent Society and \$13,6364 from ECHO through Save the Children, Spain.

TOP 20 DONORS

VOLUNTARY CONTRIBUTIONS – BREAKDOWN OF TOP 20 DONOR EARMARKING IN 2019 (US\$)

Office	United States	Sweden	United Kingdom	Germany	Saudi Arabia	Norway	European Commission	Canada	Qatar
UNEARMARKED CONTRIBUTIONS	3,500,000	21,220,004	25,873,221	5,688,282	500,000	10,530,011	-	1,524,390	10,000,000
EARMARKED AND SOFTLY EARMARKED CONTRIBUTIONS	51,611,995	13,450,949	5,010,294	12,661,598	15,465,224	4,153,660	14,631,026	8,535,901	-
HEADQUARTER	9,100,000	-	-	852,273	-	-	232,757	75,988	-
FIELD									
REGIONAL OFFICES	7,050,000	2,587,950	-	553,097	-	648,541	1,169,047	1,144,044	-
Regional Office for Southern and Eastern Africa	2,250,000	215,750	-	553,097	-	-	284,091	350,864	-
Regional Office for Asia and the Pacific	1,100,000	431,499	-	-	-	228,441	-	370,645	-
Office for the Pacific, Fiji	200,000	107,875	-	-	-	-	-	-	-
Regional Office for Latin America and the Caribbean	1,500,000	1,185,577	-	-	-	228,441	884,956	222,387	-
Regional Office for Latin America and the Caribbean	1,000,000	215,750	-	-	-	-	-	-	-
Regional Office for West and Central Africa	1,000,000	431,499	-	-	-	191,659	-	200,148	-
COUNTRY OFFICES	35,461,995	10,755,124	5,010,294	11,256,228	15,465,224	3,505,119	12,891,004	7,315,869	-
Africa									
Burkina Faso	300,000	-	-	-	-	-	447,427	75,358	-
Burundi	-	107,875	-	547,046	-	-	222,469	149,487	-
Cameroon	750,000	431,499	-	557,414	-	-	672,650	189,970	-
Central African Republic	1,500,000	1,186,624	-	568,182	-	229,991	568,828	303,951	-
Chad	-	431,499	-	-	-	191,659	568,828	185,322	-
Democratic Republic of the Congo	8,561,713	1,294,498	-	1,679,293	-	569,806	1,663,608	1,551,768	-
Eritrea	-	-	-	-	-	-	-	74,129	-
Ethiopia	1,500,000	107,875	-	568,828	-	-	557,414	-	-
Mali	500,000	539,374	-	568,182	-	-	-	222,387	-
Niger	700,000	431,499	-	-	-	191,659	334,448	224,246	-
Nigeria	2,500,000	431,499	-	568,182	-	217,984	-	341,945	-
Somalia	1,500,000	539,374	1,278,205	568,182	-	224,820	556,174	113,982	-
South Sudan	3,975,282	539,374	-	568,182	-	562,050	1,114,827	264,698	-
Sudan	2,000,000	970,874	-	557,414	-	-	910,125	-	-
Africa Total	23,286,995	7,011,866	1,278,205	6,750,903	-	2,187,969	7,616,799	3,697,243	-
Asia and the Pacific									
Myanmar	400,000	215,750	-	-	-	-	338,219	558,756	-
Philippines	250,000	-	-	-	-	-	-	222,387	-
Asia and the Pacific Total	650,000	215,750	-	-	-	-	338,219	781,143	-
Europe									
Ukraine	400,000	107,875	-	547,046	-	114,995	166,852	-	-
Europe Total	400,000	107,875	-	547,046	-	114,995	166,852	-	-
Latin America and the Caribbean									
Colombia	300,000	215,750	-	-	-	-	-	-	-
Haiti	200,000	-	-	-	-	-	-	-	-
Latin America and the Caribbean Total	500,000	215,750	-	-	-	-	-	-	-
Middle East, Northern & Central Asia									
Gender training	-	-	-	-	-	-	-	56,991	-
Afghanistan	500,000	1,078,749	-	-	-	283,741	1,158,134	-	-
Pakistan	1,000,000	323,625	1,937,473	-	-	-	-	-	-
Iraq	1,500,000	323,625	-	568,828	-	-	563,698	1,405,775	-
Libya	-	215,750	-	-	-	-	338,219	177,910	-
oPt	-	399,137	-	1,152,977	-	-	563,698	379,939	-
Yemen	3,000,000	107,875	1,794,615	1,136,364	15,465,224	228,441	1,106,195	379,939	-
Syria	4,625,000	862,999	-	1,100,110	-	689,972	1,114,827	436,930	-
Middle East, Northern & Central Asia Total	10,625,000	3,311,758	3,732,089	3,958,279	15,465,224	1,202,154	4,844,771	2,837,484	-
GRAND TOTAL	55,111,995	34,670,953	30,883,515	18,349,881	15,965,224	14,683,670	14,631,026	10,060,292	10,000,000

Total for Syria includes funding to the following offices: Syria, Jordan, Lebanon, Turkey, as well as funding to the Syria RHC.

Netherlands	Australia	Switzerland	Belgium	Japan	Denmark	Ireland	Spain	New Zealand	France	Finland	Other Donors	GRAND TOTAL
7,658,643	6,493,506	2,059,732	2,777,778	850,000	4,573,868	3,185,438	-	3,415,301	3,355,705	2,805,836	5,288,667	121,300,382
-	721,501	4,860,697	3,833,333	4,966,427	-	530,303	3,578,448	-	-	-	5,193,699	149,205,056
-	-	1,253,482	222,222	-	-	-	11,001	-	-	-	456,235	12,203,958
-	721,501	-	-	320,000	-	-	-	-	-	-	1,004,500	15,198,681
-	-	-	-	-	-	-	-	-	-	-	754,500	4,408,303
-	-	-	-	320,000	-	-	-	-	-	-	-	3,027,786
-	577,201	-	-	-	-	-	-	-	-	-	-	452,175
-	144,300	-	-	-	-	-	-	-	-	-	250,000	4,271,361
-	-	-	-	-	-	-	-	-	-	-	-	1,215,750
-	-	-	-	-	-	-	-	-	-	-	-	1,823,307
-	-	3'607'214	3,611,111	4,646,427	-	530,303	3,567,447	-	-	-	3,143,624	121,213,077
-	-	-	-	-	-	-	-	-	-	-	165,017	987,802
-	-	-	-	-	-	-	-	-	-	-	-	1,026,877
-	-	-	-	-	-	-	-	-	-	-	-	2,601,533
-	-	-	888,889	-	-	-	-	-	-	-	-	5,246,465
-	-	-	-	300,000	-	-	-	-	-	-	-	1,677,309
-	-	501,002	888,889	-	-	-	-	-	-	-	120,773	16,831,351
-	-	-	-	-	-	-	334,448	-	-	-	-	408,577
-	-	501,002	-	500,000	-	303,030	-	-	-	-	-	3,538,149
-	-	-	-	-	-	-	-	-	-	-	55,556	1,885,499
-	-	-	-	-	-	-	-	-	-	-	935,094	2,816,946
-	-	-	722,222	-	-	-	-	-	-	-	-	4,781,832
-	-	501,002	-	-	-	-	-	-	-	-	-	5,281,739
-	-	501,002	-	1,000,000	-	-	-	-	-	-	22,002	8,547,418
-	-	-	-	-	-	-	-	-	-	-	-	4,438,413
-	-	2,004,008	2,500,000	1,800,000	-	303,030	334,448	-	-	-	1,298,441	60,069,908
-	-	-	-	-	-	-	-	-	-	-	-	1,512,724
-	-	-	-	-	-	-	-	-	-	-	136,364	608,751
-	-	-	-	-	-	-	-	-	-	-	136,364	2,121,475
-	-	250,501	-	-	-	-	1,003,344	-	-	-	589,341	3,179,954
-	-	250,501	-	-	-	-	1,003,344	-	-	-	589,341	3,179,954
-	-	250,501	-	-	-	-	222,965	-	-	-	-	989,216
-	-	-	-	-	-	-	780,379	-	-	-	-	1,242,961
-	-	250,501	-	-	-	-	1,003,344	-	-	-	-	2,232,177
-	-	-	-	-	-	-	-	-	-	-	-	56,991
-	-	-	-	178,571	-	-	-	-	-	-	59,116	3,258,310
-	-	-	-	-	-	-	-	-	-	-	-	3,261,098
-	-	-	-	785,714	-	-	-	-	-	-	200,000	5,347,640
-	-	-	-	-	-	-	1,226,310	-	-	-	55,556	2,013,743
-	-	501,002	722,222	232,142	-	227,273	-	-	-	-	-	4,178,390
-	-	-	-	-	-	-	-	-	-	-	66,007	21,490,044
-	-	601,202	388,889	1,650,000	-	-	-	-	-	-	1,328,142	14,592,687
-	-	1,102,204	1,111,111	2,846,427	-	227,273	1,226,310	-	-	-	1,708,819	54,198,903
7,658,643	7,215,007	6,920,429	6,611,111	5,816,427	4,573,868	3,715,741	3,578,448	3,415,301	3,355,705	2,805,836	10,482,366	270,505,438

ALLOCATION OF UNEARMARKED CONTRIBUTIONS

ALLOCATION OF UNEARMARKED CONTRIBUTIONS IN 2019 (US\$)

HEADQUARTER	45,624,818
FIELD	59,474,977
REGIONAL OFFICE	5,577,390
Regional Office for Asia and the Pacific	1,814,691
Regional Office for Latin America and the Caribbean	624,098
Regional Office for Southern and Eastern Africa	716,769
Regional Office for the Middle East and North Africa	4,160
Regional Office for West and Central Africa	2,417,672
AFRICA	32,657,055
Burundi	454,465
Cameroon	828,453
Central African Republic	5,237,590
Chad	2,879,089
Democratic Republic of the Congo	279,183
Eritrea	390,740
Ethiopia	2,691,012
Mali	3,376,563
Niger	962,704
Nigeria	3,016,956
Somalia	4,667,423
South Sudan	3,672,416
Sudan	4,200,461
ALL FIELD	635,152
Duty of Care	93,305
Field Corporate training	541,847
ASIA AND THE PACIFIC	4,330,074
Myanmar	2,562,159
Office for the Pacific Islands	700,992
Philippines	1,016,628
Rohingya Refugee Crisis	28,300
Sri Lanka	21,995
Central Asia, Pakistan and Afghanistan	7,173,701
Afghanistan	7,117,705
Pakistan	55,996
EUROPE	259,373
Ukraine	259,373
LATIN AMERICA AND THE CARIBBEAN	706,613
Haiti	706,613
MIDDLE EAST AND NORTH AFRICA	8,135,618
Iraq	2,464,541
Libya	2,003,665
occupied Palestinian territory	2,611,007
Syria OCHA Operation in Lebanon	344,071
United Arab Emirates	712,334
Total allocated in 2019	105,099,795
With flexible implementation carried through 2020	10,645,338
GRAND TOTAL	115,745,133

Note: The difference between unearmarked income (\$121.3M) and unearmarked income that was allocated (\$115.7M) is due to: a) recorded income of \$2.5M unpaid as at 31 December 2019; b) difference in exchange rate between the USD amount on the date of signature of agreement and USD amount on date of receipt of payment.

FINANCIAL STATUS

OCHA FINANCIAL STATUS AS OF 31 DECEMBER 2019 (US\$)

OCHA-Mandated Programme and Administrative Activities	Programme Activities (a.)	CBPF Management Units (b.)	Total Trust fund excluding CBPF grants-out (a+b)	Administrative Activities	Regular Budget
Opening Balance - 1 Jan 2019	154,192,181	3,703,469	157,895,650	-	-
2019 Donor Contributions for Programme Activities ¹	270,505,438	10,708,967	281,214,405	-	-
2019 Income for Administrative Activities (Transfer of Programme Support Charges) ²	-	-	-	35,151,009	-
2019 Allocation for Regular Budget	-	-	-	-	16,007,860
Available Funds	424,697,619	14,412,435	439,110,055	35,151,009	16,007,860
Transfer of Programme Support Charges (PSC)	-16,620,886	-1,380,111	-18,000,997	-	-
Direct Expenditure ³	-240,718,131	-19,748,346	-260,466,477	-35,769,818	-16,806,591
Total Expenditure Charged against ⁴	-257,339,017	-21,128,457	-278,467,474	-35,769,818	-16,806,591
Net Available Funds before Other Income, adjustments, transfers, refunds	167,358,602	-6,716,022	160,642,581	-618,809	-798,731
Interest income, other income, adjustment, transfer and refunds	15,540,521	12,174,964	27,715,485	-	-
Closing Balance ⁵	182,899,123	5,458,942	188,358,065	-	-
Increase / (Decrease) in opening balance	28,706,942	1,755,473	30,462,415	-	-
AVAILABLE BALANCE FOR SPENDING	182,899,123	5,458,942	188,358,065	-	-

¹ For programme activities, includes paid contributions and unpaid pledges US\$6.35M.

² Transfer of PSC for Administrative Activities, includes PSC levied from programme activities, CBPFs, Specially Designated Contributions and KSA/UAE grants, and excluding CERF

³ Includes disbursements and unliquidated obligations as at 31 December 2019.

⁴ For programme activities, expenditure charged against budget is the direct programme expenditure plus programme support transfers. For administrative and regular budget activities, it is the direct expenditure only.

⁵ As of June 2015, PSC balances have been consolidated under one single PSC account for all Volume 1 entities under the Central Control of the UN Controller.

Note: CERF PSC is not included since 2019 CERF PSC opening balance is not yet confirmed by UNHQ.

IN-KIND CONTRIBUTIONS

IN-KIND CONTRIBUTIONS (US\$)

Entity	Description	US\$
UNHCR	Technical assistance/expert services	133,975
FAO	Technical assistance/expert services	118,088
WFP	Technical assistance/expert services	71,149
UNICEF	Technical assistance/expert services	69,971
German Academic Exchange Service	Technical assistance/expert services	17,740
Ireland	Administrative support	5,000
Norway	Administrative support	10,000
UNFPA	Administrative support	3,188
Government, International Humanitarian City, Dubai - UAE	Office space	14,116
Japanese Government, Hyogo Pref. - Kobe	Office space	45,507
Government - Almaty, Kazakhstan	Office space	9,000
Government - Tbilisi, Georgia	Office space	15,000

BUDGET AND EXPENDITURE

OCHA BUDGET AND EXPENDITURE IN 2019 (US\$)	Mandated Programme Activities				Extrabudgetary Administrative Activities			
	Original	Final	Expenditure	Expend. Rate	Original	Final	Expenditure	Expend. Rate
REGULAR BUDGET ACTIVITIES	17,212,102	17,212,102	16,806,591	98%	-	-	-	0%
EXTRABUDGETARY ACTIVITIES								
HEADQUARTERS								
OFFICE OF USG	1,731,393	1,963,469	1,739,327	89%	-	-	-	0%
OFFICE OF ASG	1,160,830	1,311,063	1,310,694	100%	-	-	-	0%
ASG FOR HUMANITARIAN PARTNERSHIPS	904,483	1,001,196	1,001,224	100%	-	-	-	0%
CENTRAL COSTS	3,593,228	1,893,176	1,892,662	100%	9,206,440	8,199,242	7,087,877	86%
COORDINATION	20,849,595	21,842,973	21,660,917	99%	-	-	-	0%
EXECUTIVE OFFICE	-	-	-	0%	10,100,103	12,140,819	12,051,175	99%
HUMANITARIAN FINANCING AND RESOURCE MOBILIZATION DIVISION	4,867,682	4,737,581	4,697,139	99%	12,986,065	12,983,994	12,849,501	99%
INFORMATION MANAGEMENT	9,047,127	9,632,486	9,544,057	99%	3,829,434	3,797,988	3,791,690	100%
OPERATIONS AND ADVOCACY	10,482,704	10,703,887	10,690,598	100%	-	-	-	0%
POLICY	4,823,607	4,677,887	4,606,369	98%	-	-	-	0%
STRATEGIC COMMUNICATIONS	4,379,836	4,938,931	4,947,792	100%	-	-	-	0%
STRATEGY, PLANNING AND EVALUATION	2,119,642	2,256,276	2,218,465	98%	-	-	-	0%
HEADQUARTERS Total	63,960,126	64,958,925	64,309,245	99%	36,122,043	37,122,043	35,780,243	96%
FIELD								
REGIONAL OFFICES	21,406,886	22,277,821	22,056,013	99%	-	-	-	0%
Regional Office for Asia and the Pacific	5,000,308	4,974,607	4,956,012	100%	-	-	-	0%
Regional Office for Latin America and the Caribbean	3,899,981	4,942,563	4,885,257	99%	-	-	-	0%
Regional Office for Southern and Eastern Africa	4,112,001	5,710,004	5,606,284	98%	-	-	-	0%
Regional Office for the Middle East and North Africa	3,874,745	2,340,505	2,307,257	99%	-	-	-	0%
Regional Office for West and Central Africa	4,519,851	4,310,142	4,301,202	100%	-	-	-	0%
COUNTRY OFFICES	164,536,487	172,411,928	170,964,713	99%	-	-	-	0%
<i>ALL FIELD</i>	<i>949,595</i>	<i>690,625</i>	<i>688,084</i>	<i>100%</i>	-	-	-	0%
Duty of Care	349,595	92,329	92,329	100%	-	-	-	0%
Field Corporate training	600,000	598,296	595,756	100%	-	-	-	0%
<i>AFRICA</i>	<i>87,795,059</i>	<i>93,441,926</i>	<i>92,724,789</i>	<i>99%</i>	-	-	-	0%
Burkina Faso	-	651,854	649,256	100%	-	-	-	0%
Burundi - OCHA Office	1,597,000	1,552,619	1,552,015	100%	-	-	-	0%
Central African Republic	10,469,660	10,466,446	10,453,590	100%	-	-	-	0%
Chad	4,750,355	4,609,528	4,549,163	99%	-	-	-	0%
Democratic Republic of the Congo	14,405,663	17,495,039	17,365,405	99%	-	-	-	0%
Eritrea	894,694	811,956	804,283	99%	-	-	-	0%
Ethiopia	5,180,000	6,317,125	6,299,069	100%	-	-	-	0%
Mali	5,430,600	5,232,308	5,217,716	100%	-	-	-	0%
Niger	4,360,104	3,843,094	3,800,685	99%	-	-	-	0%
Nigeria	8,360,019	7,786,011	7,770,138	100%	-	-	-	0%
OCHA Cameroon	3,092,336	3,435,590	3,433,570	100%	-	-	-	0%
Somalia	8,835,000	10,098,407	9,929,734	98%	-	-	-	0%
South Sudan	10,915,025	12,451,249	12,210,578	98%	-	-	-	0%
Sudan	9,504,603	8,690,701	8,689,586	100%	-	-	-	0%
<i>ASIA AND THE PACIFIC</i>	<i>7,125,071</i>	<i>6,869,686</i>	<i>6,858,103</i>	<i>100%</i>	-	-	-	-
Myanmar	4,060,000	4,092,456	4,082,364	100%	-	-	-	0%
Office for the Pacific Islands	1,380,003	1,151,423	1,151,395	100%	-	-	-	0%
Philippines	1,685,068	1,625,807	1,624,344	100%	-	-	-	0%
<i>CENTRAL ASIA, PAKISTAN AND AFGHANISTAN</i>	<i>11,925,254</i>	<i>13,258,544</i>	<i>13,032,129</i>	<i>98%</i>	-	-	-	-
Afghanistan	8,975,774	10,395,199	10,341,186	99%	-	-	-	0%
Pakistan	2,949,480	2,863,346	2,690,943	94%	-	-	-	0%
<i>EUROPE</i>	<i>3,657,006</i>	<i>3,404,015</i>	<i>3,400,607</i>	<i>100%</i>	-	-	-	-
Ukraine	3,657,006	3,404,015	3,400,607	100%	-	-	-	0%
<i>LATIN AMERICA & THE CARIBBEAN</i>	<i>3,030,688</i>	<i>2,744,044</i>	<i>2,726,764</i>	<i>99%</i>	-	-	-	-
Colombia	1,000,528	923,815	916,576	99%	-	-	-	0%
Haiti	2,030,160	1,820,229	1,810,188	99%	-	-	-	0%
<i>MIDDLE EAST AND NORTH AFRICA</i>	<i>50,053,816</i>	<i>52,003,087</i>	<i>51,534,237</i>	<i>99%</i>	-	-	-	-
Iraq	7,880,716	7,816,371	7,801,936	100%	-	-	-	0%
Libya	4,229,682	4,005,260	3,994,428	100%	-	-	-	0%
occupied Palestinian territory	6,644,997	6,705,544	6,700,232	100%	-	-	-	0%
Syria	7,117,469	6,891,303	6,738,795	98%	-	-	-	0%
Syria OCHA Operation in Jordan	1,734,636	1,765,577	1,763,187	100%	-	-	-	0%
Syria OCHA Operation in Lebanon	2,154,871	1,847,281	1,833,675	99%	-	-	-	0%
Syria OCHA Operation in Turkey	3,229,289	2,967,041	2,820,321	95%	-	-	-	0%
Syria RHC Office	3,430,000	3,894,681	3,833,173	98%	-	-	-	0%
United Arab Emirates	915,156	740,941	720,614	97%	-	-	-	0%
Yemen	9,845,769	8,538,151	8,501,737	100%	-	-	-	0%
Yemen OCHA office - Saudi & Emirate funds	2,871,231	2,943,207	2,938,409	100%	-	-	-	0%
Yemen OCHA office - Saudi Arabia Grant for 2019 2020	-	3,887,731	3,887,731	100%	-	-	-	0%
FIELD Total	185,943,373	194,689,750	193,020,725	99%	-	-	-	0%



DORMANT ACCOUNTS AND OTHERS	-	-	9,047	0%	-	-	-10,425	0%
EXTRABUDGETARY ACTIVITIES INCLUDING DORMANT AND OTHERS TOTAL	249,903,499	259,648,675	257,339,017	99%	36,122,043	37,122,043	35,769,818	96%
CBPF MANAGEMENT UNITS	24,042,226	24,903,265	21,128,457	85%	-	-	-	0%
Afghanistan - CBPF Humanitarian Financing Unit	1,962,719	1,962,719	1,605,358	82%	-	-	-	0%
Central African Republic - CBPF Humanitarian Financing Unit	1,093,285	1,261,137	1,041,358	83%	-	-	-	0%
Colombia - CBPF Humanitarian Financing Unit	-	-	-12,022	0%	-	-	-	0%
DRC - CBPF Humanitarian Financing Unit	1,823,389	1,823,389	1,795,506	98%	-	-	-	0%
Ethiopia - CBPF Humanitarian Financing Unit	1,008,707	1,065,109	908,049	85%	-	-	-	0%
Iraq - CBPF Humanitarian Financing Unit	1,665,180	1,665,180	1,444,048	87%	-	-	-	0%
Jordan - CBPF Humanitarian Financing Unit	418,890	448,358	441,600	98%	-	-	-	0%
Lebanon - CBPF Humanitarian Financing Unit	459,258	459,258	405,751	88%	-	-	-	0%
Myanmar - CBPF Humanitarian Financing Unit	499,506	499,506	435,302	87%	-	-	-	0%
Nigeria - CBPF Humanitarian Financing Unit	1,851,895	1,851,895	1,456,931	79%	-	-	-	0%
oPt - CBPF Humanitarian Financing Unit	476,548	507,996	498,931	98%	-	-	-	0%
Pakistan - CBPF Humanitarian Financing Unit	260,181	260,181	197,685	76%	-	-	-	0%
Somalia - CBPF Humanitarian Financing Unit	1,991,129	1,998,619	1,943,996	97%	-	-	-	0%
South Sudan - CBPF Humanitarian Financing Unit	2,002,202	2,041,111	1,990,468	98%	-	-	-	0%
Sudan - CBPF Humanitarian Financing Unit	1,660,832	1,660,832	1,195,508	72%	-	-	-	0%
Syria - CBPF Humanitarian Financing Unit	1,285,625	1,185,870	772,855	65%	-	-	-	0%
Turkey - CBPF Humanitarian Financing Unit	2,441,739	2,655,739	2,216,181	83%	-	-	-	0%
Ukraine - CBPF Humanitarian Financing Unit	-	474,145	269,785	57%	-	-	-	0%
Yemen - CBPF Humanitarian Financing Unit	3,141,140	3,082,222	2,521,167	82%	-	-	-	0%
EXTRABUDGETARY ACTIVITIES INCLUDING CBPF, DORMANT AND OTHERS TOTAL	273,945,725	284,551,939	278,467,474	98%	36,122,043	37,122,043	35,769,818	96%
TOTAL OCHA ACTIVITIES (REGULAR BUDGET AND EXTRABUDGETARY)	291,157,826	301,764,042	295,274,065	98%	36,122,043	37,122,043	35,769,818	96%

OTHER PASS-THROUGH CONTRIBUTIONS

OTHER PASS-THROUGH CONTRIBUTIONS (US\$)

Donor	US\$
MEMBER STATES	
Saudi Arabia ¹	484,534,776 ¹
United States	2,310,000
Norway	1,724,931
Switzerland	991,359
Sweden	865,123
United Kingdom	803,807
Italy	561,167
Ireland	243,760
Germany	138,608
Argentina	110,000
United Arab Emirates ¹	100,000 ¹
Netherlands	82,497
Canada	75,988
Belgium	55,741
China	50,000
Kuwait	50,000
Romania	50,000
Russian Federation	30,000
Estonia	22,753
Spain	22,002
Colombia	10,000
Japan	9,012
OTHERS	
City of The Hague	81,371
Education Above All Foundation	392,474
UN, NGOs and other entities ²	372,818
TOTAL	493,688,188

¹Part of grant to Yemen Humanitarian Response Plan, channeled through OCHA to UN agencies.

²US\$20,000 from IOM, US\$20,000 from UNFPA, US\$307,818 from WFP and \$25,000 from WHO.

Note: Other pass-through contributions are earmarked by donors for humanitarian projects implemented by third parties (UN partners or NGOs). OCHA channels income for such activities in the form of grants. These pass-through activities are not included in OCHA's budget, and income is not counted in the OCHA total donor income for OCHA's extra-budgetary programme activities. These activities include ProCap and GenCap rosters; the Humanitarian Data Centre in The Hague; the Connecting Business initiative; national UNDAC mission accounts held with OCHA; Inter-Agency Humanitarian Evaluations; and the Italian Pre-Positioned Bi-lateral Fund.

CERF CONTRIBUTIONS

2019 DONOR INCOME TO CERF (US\$)

DONOR	AMOUNT
United Kingdom	386,100,386
Germany	106,002,359
Sweden	88,943,146
Netherlands	62,500,000
Norway	54,707,311
Denmark	25,814,414
Canada	22,528,736
Belgium	18,952,062
Ireland	11,394,770
Finland	8,978,676
Australia	8,184,524
Switzerland	6,913,289
Luxembourg	5,470,460
Korea, Republic of	5,000,000
United Arab Emirates	5,000,000
Italy	3,928,171
Spain	3,409,091
New Zealand	2,039,429
Russian Federation	1,500,000
Qatar	1,000,000
Kuwait	1,000,000
Japan	680,357
China	500,000
Iceland	465,030
Turkey	400,000
Indonesia	220,000
Czech Republic	219,106
Liechtenstein	200,803
Portugal	170,455
Saudi Arabia	150,000
Monaco	113,766
Estonia	113,766
Colombia	90,000
Oman	50,000
Singapore	50,000
Chile	30,000
Iran, Islamic Republic of	23,873
Azerbaijan	20,000
Bangladesh	20,000
Thailand	20,000
Andorra	16,943
Kazakhstan	10,000
Pakistan	10,000
Mongolia	10,000
Myanmar	10,000
Viet Nam	10,000
Sri Lanka	10,000
Tunisia	5,000
Armenia	5,000
Moldova	3,000
Peru	2,943
Philippines	2,500
Guyana	2,158
Bhutan	1,500
Subtotal	833,003,022
Observer, regional and local authority	1,123,750
Private donations	452,691
Subtotal	1,576,440
GRAND TOTAL	834,579,462

CBPFs CONTRIBUTIONS

COUNTRY-BASED POOLED FUNDS: CONTRIBUTIONS BY DONOR AND FUND IN 2019 (US\$)

OCHA-managed
Multi-Partner Trust Fund Office managed

Donor	Recipient	Afghanistan	CAR ¹	DRC ²	Ethiopia	Iraq	Jordan	Lebanon	Myanmar	Nigeria
United Kingdom		67,140,220	7,263,060	30,133,045	23,270,840	8,248,731	-	-	3,639,010	-
Germany		3,222,746	5,599,500	11,217,000	11,376,564	1,137,656	2,222,222	2,777,778	1,657,790	6,825,939
Sweden		9,345,093	1,631,569	10,811,474	7,864,204	1,539,985	1,099,989	2,670,288	879,991	3,871,531
Netherlands		-	-	7,793,443	-	5,574,136	-	-	-	5,574,136
Belgium		-	2,251,000	6,168,071	-	4,545,455	1,136,364	1,704,545	-	3,409,091
Denmark		5,224,094	3,043,167	-	4,102,564	-	-	1,524,623	-	-
Norway		1,539,570	-	1,009,709	-	-	-	-	-	3,946,621
Ireland		-	3,366,576	3,381,876	3,397,306	1,141,553	568,828	2,275,313	-	1,136,364
United States		-	3,000,000	-	9,750,000	-	-	-	4,500,000	-
Switzerland		599,965	653,226	-	1,008,065	-	-	501,505	813,008	783,546
Canada		757,182	762,266	2,850,713	759,878	379,939	-	-	759,878	-
Australia		3,593,986	-	-	-	-	-	-	3,521,970	-
France		-	-	-	-	-	-	-	-	-
Korea, Republic of		1,000,000	200,000	-	200,000	-	-	-	-	500,000
Italy		-	-	-	550,055	550,055	550,055	1,100,110	-	-
Luxembourg		-	397,727	397,727	-	397,727	-	-	397,727	397,727
Qatar		999,960	-	-	-	1,000,000	-	500,000	-	-
Spain		-	-	-	-	-	-	-	-	284,414
New Zealand		-	-	-	1,338,688	-	-	-	1,004,016	-
Kuwait		-	-	-	-	-	-	-	-	-
Jersey		-	578,007	-	-	-	-	-	-	-
Poland		-	-	-	-	-	-	-	-	-
Czech Republic		-	-	-	423,012	-	-	-	-	-
Iceland		-	-	-	-	-	-	204,700	-	-
Japan		-	-	-	-	-	-	-	-	-
Ukraine		-	-	-	-	-	-	-	-	-
Malaysia		-	-	-	10,000	100,000	-	-	-	10,000
Lithuania		-	-	-	-	-	-	-	-	-
Monaco		-	-	-	-	-	-	-	-	-
Cyprus		-	-	-	-	-	-	-	-	-
Estonia		-	-	-	-	-	-	-	-	-
Malta		-	-	-	-	-	-	-	-	-
Azerbaijan		-	-	-	-	-	-	-	-	-
Philippines		-	-	-	-	-	-	-	-	-
GRAND TOTAL (US\$)		93,422,817	28,746,098	73,763,058	64,051,177	24,615,237	5,577,458	13,258,861	17,173,391	26,739,368

Totals include paid and pledged contributions.

Note: CBPF MPTF; source is GMS based on actual cash received while CBPF OCHA, source is OCT based on pledge value.

¹Central African Republic²Democratic Republic of the Congo

OCHA-managed Multi-Partner Trust Fund Office managed									
oPt ³	Pakistan	Somalia	South Sudan	Sudan	Syria Cross-border	Syria	Ukraine	Yemen	TOTAL
-	2,617,801	4,910,080	13,849,160	29,021,440	51,001,903	19,937,526	-	59,201,267	320,234,084
12,490,451	-	13,460,552	14,618,350	3,337,905	29,796,551	2,229,654	2,804,846	42,405,384	167,180,889
2,199,978	2,529,975	8,618,022	6,481,529	7,555,438	6,440,671	6,979,522	1,078,749	8,249,918	89,847,924
-	-	6,786,000	7,793,443	2,226,698	8,593,037	5,406,912	-	12,922,334	62,670,139
3,977,273	-	-	3,376,500	-	7,954,545	7,954,545	-	5,681,818	48,159,207
2,242,823	-	7,191,744	3,815,571	-	3,811,557	5,336,179	-	9,748,923	46,041,245
1,089,918	-	5,569,085	7,939,620	575,997	8,692,549	9,842,503	735,836	3,683,207	44,624,616
330,033	-	3,378,576	4,504,776	3,439,221	2,844,141	-	-	5,707,763	35,472,325
-	-	-	-	8,000,000	-	-	1,000,000	5,000,000	31,250,000
3,003,003	-	2,084,285	1,997,204	3,037,796	1,510,068	3,325,349	-	4,356,377	23,673,397
-	444,774	1,442,460	764,906	-	1,899,696	3,799,392	-	5,319,149	19,940,234
-	-	5,289,229	2,839,593	-	-	-	-	-	15,244,778
-	-	-	500,000	-	11,479,398	-	-	-	11,479,398
-	-	200,000	-	800,000	1,000,000	1,000,000	400,000	2,000,000	7,800,000
550,055	-	-	-	-	-	2,237,136	-	-	5,537,467
-	-	-	397,727	-	-	397,727	388,889	397,727	3,570,707
-	-	-	-	-	-	1,000,000	-	-	3,499,960
668,896	-	-	-	-	-	1,672,241	-	557,414	3,182,965
-	-	-	-	-	-	-	-	-	2,342,704
-	-	-	-	-	-	-	-	2,000,000	2,000,000
-	-	-	-	-	-	451,281	-	515,631	1,544,918
-	-	-	-	-	-	-	504,032	-	504,032
-	-	-	-	-	-	-	-	-	423,012
-	-	-	-	-	-	204,700	-	-	409,400
-	-	-	-	-	-	400,000	-	-	400,000
-	-	-	-	-	-	-	-	357,143	357,143
-	-	-	-	-	-	-	-	100,000	220,000
-	-	-	-	-	-	-	110,619	22,831	133,451
-	-	-	-	-	-	-	-	113,766	113,766
-	-	-	-	-	-	-	-	57,078	57,078
-	-	-	-	-	-	-	56,883	-	56,883
-	-	-	-	-	-	-	-	56,818	56,818
-	-	-	-	-	-	-	-	20,000	20,000
-	-	-	-	-	-	-	-	10,000	10,000
26,552,430	5,592,550	58,930,033	68,878,379	57,994,495	135,024,118	72,174,670	7,079,855	168,484,547	948,058,540

³occupied Palestinian territory



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