

# INSPIRATION IN VOLUNTEER ACTION

2014 Annual Report



**UN**

**Volunteers**

inspiration in action





Edouard Palogo (Burkinabé), UN Volunteer Refugee Registration Officer, with the family of Adama Ag Boubacar, his wife Fadimata Wallet Agah and children Kadija (2 years old), and Hamed (5 years old), in Sag Nioniogo refugee camp, Burkina Faso. (Eric St-Pierre, UNV 2014)

## INNOVATION IN VOLUNTEER ACTION

The UNV Partnerships Forum – ‘Innovation in Volunteer Action’ – was convened in Bonn, Germany on 30 September and 1 October 2014. The Forum provided an open platform for strengthening existing partnerships and building new ones. By all accounts, the UNV Partnerships Forum, the first of its kind, was a resounding success, drawing over 100 participants from partner UN Member States, UN entities, regional organizations, volunteer-involving organizations, civil society and the private sector. UNV organized the two-day forum in collaboration with the German Federal Ministry for Economic Cooperation and Development and the Federal City of Bonn.

**// We discussed how we can jointly shape the implementation of the new UNV Strategic Framework together with partners. We discussed the importance of volunteerism in the post-2015 development agenda and of consolidating volunteer knowledge and innovation. And we discussed UNV’s new enhanced approach to partnership engagement. All of us here today . . . we are the community who support volunteers to do what they can do. I believe we all know that we now need to go back and advocate for volunteers.**

Richard Dictus, UNV Executive Coordinator

**// The results achieved with the National Volunteer Programme in Togo are thanks to the partnership framework in place with UNV. We aspire to expand our future collaboration with UNV to support the development and implementation of a strategic plan and national volunteer policy, as well as developing training modules and raising awareness of volunteers and volunteerism.**

Victoire Tomegah Dogbe, Minister of Community Development, Craft, Youth and Youth Employment, Togo

**// Today, an inspiring global conversation is taking place on an agenda for the next 15 years. The consultations on the post-2015 development agenda have demonstrated a revitalized desire for increased voice and participation. People want and need to be seen as both agents of change and beneficiaries in achieving sustainable development and poverty eradication. Volunteerism, as a way for people to engage, is one path to inclusive dialogue on the formulation and implementation of any new global development framework.**

Maria Eugenia (Gina) Casar, Associate Administrator of the United Nations Development Programme

**// Volunteerism needs the support of national governments and international agencies. My Government will continue its strong support for UNV and encourages other UN Member States to do so.**

Dr. Peter Failer, Director General for International Development Policy. German Federal Ministry for Economic Cooperation and Development (BMZ)



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the United Nations  
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(UNDP)

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*Dominican UN Youth Volunteers and other volunteers from Dominican non-governmental organizations met with United Nations Secretary-General Ban Ki-moon to talk about engaging people in the post-2015 agenda.  
(Michelle Rivas/UNDP, 2014)*



# // FOREWORD

*2015 is a watershed year for sustainable development. A new set of Sustainable Development Goals will replace the Millennium Development Goals in defining our global development priorities. Over the past year, UNDP and UNV have engaged in thematic dialogues around the post-2015 agenda. Through this global engagement with people and communities, we have fostered an inclusive approach for implementation of these goals in the future.*

2015 is also the year that the United Nations turns seventy. As we take stock of our progress in making the world a better place, the contributions of volunteers deserve serious consideration. Volunteers advance sustainable development every day by fostering participation, building social cohesion and promoting dialogue within communities.

In 2014, UN Volunteers were at the forefront of development efforts and crisis response around the world. In the wake of Typhoon Haiyan in the Philippines, UNDP and other UN partners engaged UN Volunteers to support emergency relief efforts and resilience projects in hard-hit communities. Thanks to UNV's extensive database of technical expertise, the UN was able to rapidly deploy skilled UN Volunteers in the areas where they were most needed. The work of national volunteers like Alma de la Cruz was inspirational. After suffering tremendous personal loss through the typhoon, she found strength to engage as a national UN Volunteer. Alma serves with the UNDP cash-for-work programme, helping her community get back on its feet.

In India, four UN Youth Volunteers helped change the lives of children with special needs through the UNDP Malsawm Initiative. They provided rehabilitation, disability support and speech therapy to children, easing their integration into the mainstream education system. The UN Youth Volunteers also worked closely with the local government and other organizations to raise awareness of the children's unique needs and to equip teachers to respond to them.

As demonstrated by these and countless other stories of UN Volunteers in action, volunteerism is a powerful tool for tackling our world's development challenges. UNV's work across its five strategic areas – securing access to basic social services, community resilience for environment and disaster risk reduction, peacebuilding, youth and national capacity development through volunteer schemes – extends the reach and impact of UN entities focused on social, economic and environmental goals.

Above all else, 2015 is a year for action. It is a time for the international community to make good on commitments to eradicate poverty; address inequalities in wealth, opportunity and rights; and invest in building resilience among people and nations. Volunteerism and volunteers embody the spirit of cooperation and commitment that will help us achieve these goals.



*Helen Clark visited New Kru Town, Liberia, a neighborhood in which Ebola caused many deaths. There she met volunteer Active Case Finders mobilized by UNV and the Ministry of Health and Social Welfare under the UNDP Ebola Community Based Initiative. Fourteen national UN Volunteers are supporting this UNDP project. (Dylan Lowthian/UNDP, 2015)*

**Helen Clark**

Administrator

United Nations Development Programme

New York, June 2015



# // PREFACE

*It gives me great pleasure to present the UNV Annual Report 2014, showcasing the contributions of UN Volunteers to peace and development worldwide. In these pages, we celebrate the achievements and impact of UN Volunteers, UN Youth Volunteers and UN Online Volunteers.*

During 2014, 6,325 UN Volunteers were deployed to 121 countries, 81 per cent from countries of the South. Some 1,170 UN Volunteers were 29 years old or younger, and about 250 were recruited as UN Youth Volunteers; over 60 per cent of these were young women. The experiences of these young people is proof positive that volunteering is a two-way street. Not only did our UN Youth Volunteers positively influence the lives of others and contribute to the work of the UN, but they in turn gained significant personal and professional experiences. Another 10,887 UN Online Volunteers proved that you can be anywhere in the world and still be a force for global development.

UN Volunteers' contributions in 2014 were vast and varied. In Nepal, UN Volunteers helped to build information technology infrastructure in local government offices from the ground up. Leveraging the power of local volunteers, they updated and digitalized social, poverty and resource maps, developed information management system plans, and helped local government bodies implement new IT systems. As I write this, UN Volunteers in Nepal are engrossed in responding to the devastating earthquake that hit on 25 April 2015.

UNV's response to the 2014 Ebola crisis in West Africa is a standout example of UN Volunteer commitment to service. UN Volunteers stepped up to fight Ebola in Guinea, Liberia and Sierra Leone, supporting the UN Mission for Ebola Emergency Response (UNMEER) through patient tracing, awareness and sensitization, and the coordination of food distribution. By the end of 2014, 48 UN Volunteers were on the ground in these three countries, with 10 UN Volunteers supporting UNMEER. Partnering with World Food Programme (WFP), UN Volunteers were integral in reaching over 600,000 Ebola-affected people in Sierra Leone.

While we take great pride in the contribution of UN Volunteers during this crisis, we can never forget our sorrow at the tragic loss of a UN Volunteer to Ebola. The dedication of this UN Volunteer medical professional reflects the very best of humanity and UNV's vision.

2014 was also a year of UNV preparing to be more effective in delivering on our mandate. During this first year of our Strategic Framework 2014-2017, we implemented key structural changes and revisited organizational service lines and processes, including volunteer living allowances and volunteer learning.



*UNV Executive Coordinator, Richard Dictus (centre), together with Victoire Tomegah Dogbe, Minister of Community Development, Craft, Youth and Youth Employment of Togo (left), and a refugee from Gao, Mali, at the Sag-Nionlogo refugee camp in Burkina Faso. (Eric St-Pierre, 2014)*

We have focused on augmenting UNV's organizational effectiveness towards UN and other development partners.

The UNV Partnerships Forum in October 2014 lived up to its theme: 'Innovation in Volunteer Action'. The Forum provided a platform where we confirmed existing partnerships and built new ones, where we welcomed more than 100 participants to our headquarters in Bonn, Germany. For me and many others, the highlight of the Forum was the so-called "Blue Room talks". Eight UN Volunteers from across the globe took centre stage to share their stories of the differences they are making within communities every day... a true inspiration that is highlighted in the special feature at the centre of this report.

I congratulate all our UN Volunteers for their dedication and hard work. They are truly inspiration in action.

**Richard Dictus**  
*Executive Coordinator  
United Nations Volunteers  
Bonn, June 2015*

# // INTRODUCTION

*The UNV Annual Report 2014 highlights outstanding achievements realized in 2014 through the tireless efforts of UN Volunteers worldwide. UNV partners with UN entities, UN Member States, governments and grassroots volunteer organizations to collectively advance global peace and sustainable development. UN Volunteers are global citizens motivated to contribute to peace and sustainable development by sharing their time, talent and expertise.*

In 2014, UNV deployed 6,325 UN Volunteers in support of the development and peace interventions of UN and other partners. These UN Volunteers came from 155 countries, and 81 per cent were from countries of the South. Some 1,190 were below 29 years of age, and 249 were deployed under the new youth volunteer modality. This report captures some key contributions UN Volunteers made in 121 countries around the world.

For UNV, 2014 marks the first year of a new Strategic Framework, which spans the years 2014 to 2017. The Strategic Framework 2014-2017 directs UNV efforts and programme resources into five priority areas:

- Securing access to basic social services;
- Community resilience for environment and disaster risk reduction;
- Peacebuilding;
- Youth; and
- National capacity development through volunteer schemes.

UNV also focuses on building a credible body of knowledge and enhancing innovation.

**Inspiration in Volunteer Action** is structured around the priority areas of the UNV Strategic Framework, and follows a new structure. The first half of the report outlines the contributions of UNV and UN Volunteers in six key areas. The second half of the report features seven fact files that demonstrate UNV's development impact, providing case studies of specific UNV interventions. The special feature at the heart of this

**// UN Volunteers work alongside UN staff to improve the lives of some of the most vulnerable populations in the world. They will continue to play a key role in accelerating our work for the Millennium Development Goals, combating climate change and shaping and implementing the post-2015 development agenda.**

*Ban Ki-moon, United Nations Secretary-General, 2014*

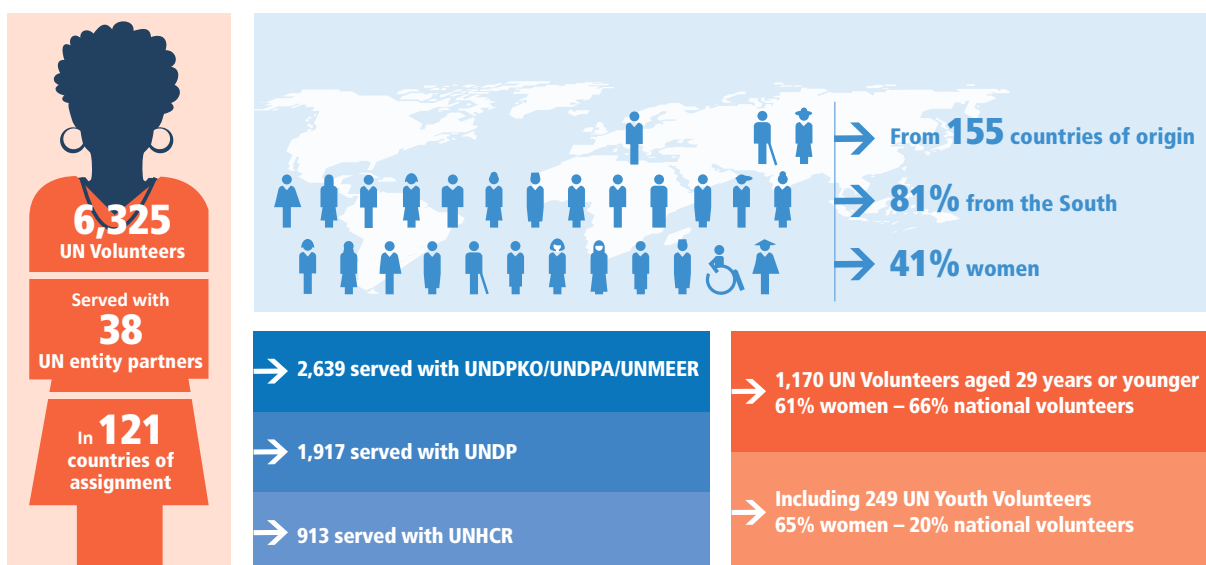
report focuses on **Partnering for UN Volunteer well-being**, showcasing efforts to enhance UN Volunteer well-being and conditions of service.

Chapter 1 describes how UNV is **securing access to basic social services**, amplifying the efficiency and outreach, as well as ownership and sustainability, of social service programmes. In 2014, UN Volunteers proved invaluable in efforts to control tuberculosis in **Uzbekistan**. Taking a stand against teen pregnancy was a pivotal campaign in **Uganda**, where UNV worked on advocacy and outreach to all levels of society. The fact file for this priority area features **UNV on the frontlines of the Ebola response in West Africa**.

Chapter 2 covers UNV's contribution to **community resilience for environment and disaster risk reduction**. Since the international community adopted the Hyogo Framework for Action, UNV has played a key role in supporting climate change adaptation and innovative approaches to disaster risk management. At the 20<sup>th</sup> Conference of the Parties to the UN Framework Convention on Climate Change (COP20) in Peru, UNV oversaw the volunteer training and management process. In **Zambia**, UN Volunteers empowered farmers to mitigate the effects of climate change through sustainable agricultural practices and integrated crop management. The fact file for this priority area describes the contribution of UN Volunteers to the **emergency response to Typhoon Haiyan in the Philippines**.

Chapter 3 recognizes the crucial contribution of UNV and UN Volunteers in support of **peacebuilding** and peacekeeping. UNV deployed volunteers to serve in human rights monitoring, protection and long-term recovery, and to support operations in peacekeeping and political missions. UNV was invited to audit the 2014 elections in **Afghanistan**, and supported the integration of non-camp refugees into host communities in **Iraq**. In **Sudan**, UNV supported ex-combatant reintegration through volunteerism. The fact file for this priority area covers the UNV contribution towards **protecting civilians in South Sudan**.

Chapter 4 revolves around **youth** advancing peace and development through volunteerism. UN Youth Volunteers in **Côte d'Ivoire** promoted youth employment, rallying



stakeholders to discuss innovative approaches in a National Youth Strategy Forum. In **Kosovo** (as per UN Security Council Resolution 1244), UN Volunteers trained local youth on blogging skills to encourage municipal institution transparency. Through a Regional Youth Volunteering Forum, UNV connected youth volunteers, civil society and government representatives across the Arab region to enhance participation and address youth unemployment. The fact file for this priority area focuses on UN Volunteers providing rehabilitation and disability support services and **raising awareness of special needs in India**.

Chapter 5 tackles **national capacity development through volunteer schemes**. UNV provides technical expertise and guidance to catalyse the development of national schemes capable of effectively engaging, mobilizing, supporting and managing volunteers. In **Togo**, UNV supported a youth employment initiative to assist Togolese organizations with providing volunteer placements as a stepping stone towards meaningful employment. The Government of **Sri Lanka** launched a National Volunteer Secretariat as a result of years of successful collaboration with UNV. The fact file for this priority area highlights how UNV is **building capacity for effective volunteerism through supportive infrastructure**, and outlines the findings and recommendations of the UNV volunteer infrastructure evaluation.

Chapter 6 delves into **innovation and knowledge** in UNV interventions and programmes. UNV constantly seeks to improve its knowledge base and establish good practices to better support the work of UN Volunteers. The year 2014 saw the successful launch and utilization of the Capacity Development and Learning Facility facilitating training for some 430 UN Volunteers. An evaluation documented the impact of UNV's Online Volunteering service. In **Cameroon**, UN Online Volunteers supported rural cooperatives, proving that one does not need to travel far to advance sustainable development. The fact file for this priority area presents how UNV is **positioning volunteerism in the post-2015 development agenda**.

The report abounds with **UN Volunteer inspirations**, sharing with the reader the experiences our UN Volunteers make on a day-to-day basis at grassroots level. Finally, the report concludes with **celebrating volunteer inspiration in action**, capturing snapshots of UNV and UN Volunteer activities commemorating International Women's Day, International Youth Day and International Volunteer Day.

*Kadija, 2 years old, and Abdoulay Allasan (Nigeria), UN Volunteer Water, Sanitation and Hygiene Officer in Sag Nioniogo refugee camp, Burkina Faso. (Eric St-Pierre, UNV 2014)*







# SECURING ACCESS TO BASIC SOCIAL SERVICES

*Securing access to basic social services is fundamental to the UN mandate and the Millennium Development Goals. UN Volunteers contribute to enhancing access to social services, including primary health care, HIV and AIDS services, and education. UNV enhances local governance by promoting inclusive participation and community engagement in planning, implementing and monitoring local development initiatives.*

The Ebola crisis in West Africa proved to be the largest epidemic of the virus in history. Alongside other health care and epidemic surge outbreak personnel, UN Volunteers provided critical assistance, featured in the fact file on **UNV support to the Ebola response in West Africa** on page 24.

## TURNING THE TIDE AGAINST TUBERCULOSIS IN UZBEKISTAN

UNV has supported the response to the tuberculosis (TB) epidemic in **Uzbekistan** since 2009. Respiratory diseases, including TB, are the largest local health problem in the area of Karakalpakstan, accounting for 36.7 per cent of registered diseases.

In north-western Uzbekistan, UN Volunteers played a vital role in preventing and controlling the spread of TB. UNV partnered with the Ministry of Health of the Republic of Karakalpakstan, World Health Organization (WHO), UNDP, United Nations Population Fund (UNFPA), Médecins Sans Frontières and local partners on the **UN Joint Programme Sustaining Livelihoods Affected by the Aral Sea Disaster**.

In spring 2014, one international, four national and 10 part-time national UN Volunteers trained 1,730 community volunteers in TB prevention, convening 75 two-day training courses in schools and colleges and successfully reaching 128,000 people in 32,000 households. The newly trained volunteers – health care professionals, teachers and pensioners – are now listed in a database that the Karakalpakstan Ministry of Health

will draw on to support rapid responses to future health-care challenges. A total of 1,566 volunteers, 88 per cent of whom are women, are included in the database.

In summer 2014, UNV, in partnership with WHO and UNDP, trained 87 medical students and three teachers in disease control and TB diagnosis. On World Tuberculosis Day, UN Volunteers organized an event at the State University of Karakalpakstan Pedagogical Institute, reaching around 200 students.

Beyond the grassroots, UNV worked closely with the Uzbekistan Ministry of Health to develop sustainable health policies and methodologies with the continued integration of volunteerism. Community-based TB control through volunteerism was integrated into the curricula of three higher education schools. UNV supported the production of local information materials and organized educational events, paying particular attention to promoting the active engagement of the elderly female population in local communities, as well as to removing the stigma surrounding this curable disease.

## LETTING GIRLS BE GIRLS IN UGANDA

Ensuring that young girls have a chance to receive an education is just the first step towards lifting a community out of poverty and advancing gender equity. This is what **Uganda's Let Girls Be Girls** campaign seeks to accomplish. The campaign is dedicated to decreasing the rate of teen pregnancy so girls are not deprived of education, health, opportunities, and quality of life.





*Modeste Zeye, 26-year-old molecular biology Master's student and UN Volunteer at the National Blood Transfusion Center of Ouagadougou, Burkina Faso. (Eric St-Pierre, 2014)*

// I am both humbled and honored to be able to volunteer, to be a part of an effort that enables even the most vulnerable people to gain access to justice. While what we are individually doing can seem so small we must not forget that – as the saying common to so many cultures goes – it's the small drops that make the mighty ocean.

*Mauro Puzzo (Italy), UN Youth Volunteer Legal Officer in the Gambia*

Els Dehanschutter, a fully funded UN Volunteer from Belgium, played a key role in developing advocacy and behaviour-change communication materials in this national campaign with the Uganda Ministry of Health and UNFPA. With slogans such as 'First Things First: Books Before Babies!', journalists, media partners and youth have been drawn into discussions on unintended pregnancies, safe environments for girls and sex education. The campaign includes fact sheets, booklets, T-shirts and posters targeting policymakers, youth and parents. Launched in July 2014, the campaign has won support from the Ugandan First Lady, who has spoken on teen pregnancy in Parliament. "We have built a strong partnership at central and local government levels, and with the participation of the girls themselves and the communities, we will witness a change," shares UNFPA Uganda Country Representative Esperance Fundira.



*Mauro Puzzo*

## UN VOLUNTEER INSPIRATION

### YOUTH CHAMPIONING HUMAN RIGHTS AND LEGAL AID PROVISION

In the Gambia, fully funded UN Youth Volunteer Legal Officer Mauro Puzzo (Italy), along with an international UN Volunteer and a national UN Volunteer, partnered with the UNDP Democratic Governance and Human Rights Unit to support the Gambia National Agency for Legal Aid in the legal empowerment of marginalized and indigenous communities. The introduction of Mobile Legal Aid Clinics has helped deliver legal services to people who otherwise could not access a lawyer.

As part of the mobile clinics, which are supported by the Gambia Bar Association and the Department of Social Welfare, he counsels on the most common legal problems facing the rural poor: land disputes, inheritance, teenage pregnancy, sexual and domestic violence, child custody and divorce. In just 10 days, Mauro and his Mobile Legal Aid Clinics colleagues reached two regions, six districts, two police stations, one prison and fourteen villages. They advised 312 clients (133 women) in a single trip, educating them about their rights and empowering them to claim them.



# COMMUNITY RESILIENCE FOR ENVIRONMENT AND DISASTER RISK REDUCTION

*The Hyogo Framework for Action, established in 2005, recognized volunteerism's contributions to community resilience, disaster risk management and environmental protection. UNV assists community adaptation to climate change through people-centred approaches and by developing innovative disaster risk reduction strategies through volunteerism. UN Volunteers are well placed to strengthen capacities for inclusive and coherent natural disaster prevention, preparedness and risk reduction. This includes ensuring support to those rebuilding productive lives within their communities and avoiding chronic vulnerabilities.*

The Philippines endured one of the worst storms to ever hit landfall when Typhoon Haiyan struck the Visayas in early November 2013. International relief efforts were quickly organized and UN Volunteers were among the early humanitarian responders. The contributions of UNV are featured in a fact file on the **Emergency response to typhoon Haiyan in the Philippines** on page 26.

## SUPPORTING CLIMATE CHANGE NEGOTIATIONS IN PERU

The 20th Conference of the Parties to the UN Framework Convention on Climate Change (COP20), held in Peru in December 2014, advanced negotiations towards a new climate change protocol. COP20 drew some 15,000 participants, including UN Secretary-General Ban Ki-moon, UNDP Administrator Helen Clark and numerous world

leaders. In collaboration with the Peruvian Ministry of the Environment, UNV oversaw volunteer management for the event. Ten national UN Volunteers trained more than 1,200 youth volunteers in human development, volunteerism, climate change and the post-2015 development agenda. Youth volunteers were also involved in the **Play Your Part** campaign and the Conference of the Parties for Youth. UN Volunteers and community counterparts used MY World – the UN global survey of development priorities – to raise awareness among Peruvians on sustainable development and to collect their views on development priorities for the post-2015 period.

UNV enhanced climate change awareness among more than 3,000 Peruvian citizens who expressed interest in being one of the 1,200 volunteers selected to support

Enja Sæthren



## UN VOLUNTEER INSPIRATION

### EMERGENCY COORDINATION FOLLOWING THE NEPAL EARTHQUAKE

Enja Sæthren is a fully-funded UN Youth Volunteer from Norway serving in Nepal with the World Food Programme (WFP) Emergency Response and Resilience Team. On 25 April 2015, she was on a field visit, touring some of the districts hit hardest by the 2014 flooding in Nepalgunj. Enja and her Nepali driver were in the middle of a bridge when a woman in front of them was suddenly thrown from her motorbike. Enja's Nepali driver understood instantly what was happening: an earthquake had hit Kathmandu Valley. As the quakes grew stronger, Enja and her driver headed towards the WFP Nepal office. During the next several hours, through many aftershocks, a steady influx of people from different UN agencies arrived at the WFP office seeking protection. As the sun set and the temperature dropped, people stayed in the UN vehicles and tried to connect over radios with missing colleagues. The night was marked by insecurity and apprehension about the humanitarian crisis they would confront the following morning. In the days that followed, Enja helped arrange the distribution of food and relief as part of the WFP Relief Hub operations.

"I never strongly understood the importance of our organization's work until this devastating emergency. Despite all my grief for the situation the earthquake has caused, I feel privileged to be here in Nepal, being able to make an impact."



COP20. Selected volunteers were trained on activities to be implemented in *Voices for Climate*, a space for dialogue and participation within COP20 open to national and international participants and visitors, and in the Conference of the Parties for Youth.

In the run up to COP20, UNV provided inputs into a dialogue on volunteering and climate change mitigation attended by over 100 people at the World Resources Forum in the Peruvian district of Arequipa. UNV discussed its role in the UNDP Poverty Environment Initiative *Integrated Management of Solid Waste for Sustainable and Inclusive Development*, alongside organizations in the Arequipa Volunteer Network. Through media broadcasts and outreach, approximately 72,000 people in Arequipa learned about the importance of volunteerism for community resilience for environment and climate change.

### EMPOWERING FARMERS TO MITIGATE CLIMATE CHANGE IN ZAMBIA

Zambia's Southern Province has suffered floods, droughts, land degradation and soil erosion over the past 10 years, threatening food sources and revenues. In 2014, UNV organized a training programme for 1,024 Zambian communal farmers and 100 youth on sustainable agricultural practices and integrated environment and natural resource management practices. The *Asia Youth Volunteer Exchange Programme*, in partnership with UNDP and the International Fund for Agricultural Development (IFAD), brought UN Volunteers from Asia to Africa to share skills and knowledge in agriculture and small- to medium-scale enterprises. UNV provided one international UN Volunteer and four national UN Volunteers, and

monitored project implementation to measure progress against agreed work plans. Communities also benefitted from 500 local volunteers who were mobilized through this effort. In total, 6,600 people have benefitted from the activities of the *Youth Environment Management and Education Project*.

UN Volunteers also trained Zambian farmers in the operation and maintenance of treadle pumps and in greenhouse farming. UN Volunteers constructed five greenhouses for technology demonstration and distributed subsidized plastics for additional greenhouse construction. Some 14 farmers (eight female) participated in the Kazungula district agricultural show, exhibiting tomatoes grown in the greenhouses. Collaborating with the Ministries of Agriculture and Livestock and Lands, Natural Resources and Environmental Protection, UNV also disseminated early disaster warning messages to communities.

// **We all share a moral responsibility to ensure that the most vulnerable can adapt to global climate change impacts in a timely manner. We each have a personal responsibility to adapt our consumer behaviour so as to minimize our individual impact. That's where volunteerism comes in. Volunteers will play a key role in delivering climate action on the ground, helping countries develop sustainably while they adapt to the impacts of climate change.**

*Christiana Figueres, Executive Secretary, United Nations Framework Convention on Climate Change*

*UN Volunteers María Celia Sahuanay Calsin and Roberto Carlos Loaiza Dueñas talk with a beneficiary of the solid waste management project, part of the Poverty Environment Initiative in Arequipa, Peru. (Red Circle Films, 2014)*





# PEACEBUILDING

*UNV has been key in supporting UN Security Council peacekeeping and political mission mandates since the early 1990s. The 2009 Secretary-General's Report on Peacebuilding in the Immediate Aftermath of Conflict encouraged UNV to continue its support of special political and peacebuilding initiatives with particular attention to strengthening the capacities of national civilians in order to support sustainable peace.*

*As part of UNV's role in peacekeeping, UN Volunteers serve in areas such as human rights monitoring, local institutional capacity support, democratic governance and operational technical support. UNV's goal is to expand its role in further engaging communities within the context of UN peacekeeping and peacebuilding, contributing to both local and national capacities, and rebuilding mutual trust between citizens and the state. UNV's contributions have taken the form of emergency relief support, early and long-term recovery expertise and human rights monitoring.*

UN Volunteers advance peace in some of the most challenging contexts imaginable. As of December 2014, UN Volunteers were present in 11 missions of the United Nations Department of Peacekeeping Operations (UNDPKO) missions, seven missions of the Department of Political Affairs (UNDPA) and one emergency health

mission, namely the United Nations Mission for Ebola Emergency Response.

UNV has been supporting the work of UNDPKO and UNDPA in war-torn and post-conflict areas since 1992. To date, more than 14,000 UN Volunteers have

served in more than 40 different peacekeeping and political and peacebuilding operations. The fact file for this thematic area features the UN Volunteers **protecting civilians in South Sudan** on page 28.

Since 2007, through the joint efforts of UNV and the Hiroshima Peacebuilders Centre, the **Human Resource Development for Peacebuilding Programme** has involved civilians from Japan and other Asian countries in peacekeeping as UN Volunteers. Made possible through funding from the Government of Japan Ministry of Foreign Affairs, the 2013-2014 programme placed 17 male and female UN Volunteers, all but one from Japan, in 12 countries on three continents, assigned to 11 UN entities.

*UN Volunteer Vote Auditor Advisor Forhad Ahmed Khan (Bangladesh) supported auditing of the Afghanistan elections. (UNDP, 2014)*





## SECURING THE VOTE IN AFGHANISTAN

UN Volunteers were asked to serve as electoral vote audit supervisors for all ballot boxes during the 2014 **Afghanistan** elections. The invitation was unprecedented and testified to the credibility of UNDP and UN Volunteers. Ten international UN Volunteers were brought in on detail from their contracts with UNDP Madagascar and UNDP Mali. Three international UN Volunteers were recruited by the Afghanistan UNV Field Unit. In her 2014 International Volunteer Day statement, UNDP Administrator Helen Clark lauded the volunteer effort, noting, “UNDP staff and UN Volunteers from around the world joined our Afghanistan Country Office staff and election team to advise the Independent Elections Commission of Afghanistan on vote audit procedures. This effort, supported by the action of volunteers, made it possible for the eventual election result to be regarded as credible.”

## INTEGRATING NON-CAMP REFUGEES IN IRAQ

To provide support to non-camp refugees and host communities in **Iraq**, UNV mobilized and trained more than 1,500 local volunteers in 17 communities in six governorates across the country. Six national UN Volunteers, in partnership with three local non-governmental organizations, mobilized local volunteers to advocate for volunteerism within their communities. In Dohuk, Sulaymaniyah and Erbil, 70 local volunteers were trained in the skills needed to mobilize communities, conduct focus group discussions and build teams. Following the training, the volunteers visited communities and advocated for peaceful coexistence. In the wake of this advocacy effort, refugees and internally displaced persons became more integrated within their host communities, reducing local violence.

## SUPPORTING EX-COMBATANT REINTEGRATION THROUGH VOLUNTEERISM

UN Volunteers in northern Darfur, **Sudan** have been facilitating the reinsertion of military youth through

// **The working experience with UN Volunteers is an extremely positive one. We are the mission at MONUSCO with the most volunteers in a peacekeeping mission. We have around six hundred volunteers in most areas. So, one can really say we could not fulfill our mission, we could not fulfill our mandate, without UN Volunteers.**

*Martin Kobler, Special Representative of the UN Secretary-General for the DRC, Head of the United Nations Organizations Stabilization Mission in the DRC*

vocational skills training. In Mellit, the **Community-based Labour-Intensive Projects** programme equips youth with high-demand vocational skills and temporary employment. It was first implemented by the African Union-United Nations Mission in Darfur (UNAMID) Disarmament Demobilization and Reintegration section in 2001, with the goal of offering youth a path towards rebuilding community infrastructure rather than drifting into armed groups.

By conducting needs-assessment interviews and consultations with stakeholders, UNV has crafted training courses that meet market needs. Popular courses included general electricity, dress-making, building and construction, food processing and auto mechanics. Upon graduation, UNV provides youth with the equipment necessary for their chosen trade. To date, 59 learning projects have been implemented in 70 communities, directly impacting over 5,000 youth. Some 90 per cent of programme participants reported that it helped them gain the necessary skills to secure employment. More than 150,000 community members have indirectly benefitted from the programme through increased access to health, education, water and sanitation facilities in targeted areas due to the outcomes of youth employment.

Bicharo Gure



## UN VOLUNTEER INSPIRATION

### VOLUNTEERING KNOWS NO GENDER DIFFERENCES

In March 2014, Bicharo Gure (Kenya) was deployed to Kalemie in the Democratic Republic of the Congo (DRC) as a UN Volunteer Mechanic. While working as Head of Kitchen with the NGO CARE International several years before, she was invited to join a training programme for mechanics. She accepted without hesitation and has never looked back. Bicharo has two passions in life: volunteering and mechanics. Bicharo plans to return home to open her own garage, where she will train women who want to become mechanics and empower them to give back to their communities.

“Work doesn’t know if you are male or female! Can I replace a wheel single handedly? Check. Can I drive a truck? Check! . . . When I was young, my father did not want me to go to school. I did my high school studies in hiding, with my mother’s help. I wanted to learn a new skill that I knew was going to help me in my life afterwards. Volunteering as a mechanic is a dream come true.”



# YOUTH

*The UN Youth Volunteer Programme, established by UNV in 2013, was designed to engage youth in global advocacy and partnerships for youth volunteering, and to develop the capacity of national and regional youth schemes. May 2014 saw the launch of the UN Youth Volunteer modality, which is just taking off. In 2014, UNV deployed 249 UN Youth Volunteers, 65 per cent of them female. However, in the same year, UNV mobilized a total of 1,170 UN Volunteers aged 29 years or younger, successfully tapping into the boundless energy and enthusiasm of youth.*

Volunteering is a two-way street that enhances learning, skills development and personal growth in youth volunteers, and shows them the power of individuals to change the world. The fact file for this thematic area features the work of **UN Youth Volunteers raising awareness of special needs in India** on page 30.

## PROMOTING YOUTH EMPLOYMENT IN COTE D'IVOIRE

Following **Cote d'Ivoire's** civil war of 2002, the **National Civil Service Programme (NCSP)** was established to fight rising youth unemployment. From 2009 to 2013, UNV, UNDP and the Cote d'Ivoire Government partnered to support the NCSP, and in September 2014, they held a three-day National Youth Strategy Forum in Yamoussoukro. The forum attracted about 70 participants from 30 organizations (including Ivorian national youth organizations and the private sector) to discuss innovative approaches to promoting employment and entrepreneurship, and strengthening youth participation in political processes and public institutions.

The National Youth Strategy Forum recommended increasing investment in sectors with high employment growth while reforming the educational and professional sectors to respond to market demand. It called for financing for internships and apprenticeships, as well as programmes for start-up project funding. Jordan Sera, a 2014 Young African Leadership Initiative participant and UN Online Volunteer, shared, "I became an activist when I realized that youths in my country were actors and victims of the prolonged civil war and the post-electoral crisis of November 2010. Despite the many challenges, young people in my society possess an amazing potential that could make them agents of positive social change in their communities, countries and across the entire African continent. "

## BLOGGING FOR TRANSPARENCY IN KOSOVO

In November 2014, 50 youth in Gjakova/Djakovica, Kosovo (as per UN Security Council Resolution 1244), participated in a UNV workshop on blogging for transparency in municipal institutions. The young men

Nabeera Rahman



## UN VOLUNTEER INSPIRATION

### THE FIRST UN YOUTH VOLUNTEER FROM BANGLADESH: NABEERA RAHMAN

When Nabeera Rahman was given the chance to be the first national UN Youth Volunteer in Bangladesh, she gladly accepted the exciting opportunity. She first heard about the UN Youth Volunteer opportunity through the United Nations Youth and Students Association of Bangladesh and her own networking, so when she learned the details of the assignment, she was eager to begin work. Her project focuses on pro-poor trade, exploring the linkages between trade, growth and poverty reduction. In her work, she has collaborated with the University of Dhaka's Department of Development to train students in collecting micro-narratives.

"I also had a lot of fun meeting other UN Volunteers, making friends from different parts of the world and hearing incredible stories of their journeys and experiences. I would highly recommend the Youth Volunteer opportunity with the UN since it is a fantastic learning opportunity in a great working environment."





Participants in the Youth Volunteer summer camp held through the Arab Youth Volunteering for a Better Future programme in Jordan. The camp aimed at strengthening youth volunteering capacities and providing opportunities for learning and exchange among youth volunteer. (WupY-PS, 2013)

and women interviewed municipal officials and met with 11 municipal directors to discuss recent developments and city plans. In addition to blogging skills, the youth received photography training. The workshop was part of the chain of activities facilitated by the UNDP **Support to Anti-Corruption Efforts in Kosovo (SAEK)** project to encourage transparency and accountability by empowering citizens. Four national UN Volunteers served with the project, working in four municipalities to design and implement activities.

Two UN Volunteers with the SAEK project led digital capacity-building workshops called **Girls Coding Kosovo** for 50 young female programmers. The workshop enabled young women involved in computer science to engage deeper in gender issues and anti-corruption efforts by using their digital skills to process and visualize gender- and corruption-related data. Girls Coding Kosovo participants engaged in hands-on learning of how to programme with emerging and enabling technologies, while acquiring new software development, data analytics and problem solving skills.

**// Young people are not asking for support – they are asking for investment. Such investments enable them to navigate their life transitions safely, develop their human capital to its fullest potential and participate in efforts to deliver a world of equality, opportunity and human rights for all.**

*Ahmad Alhendawi, UN Secretary-General's Envoy on Youth*

## CONNECTING YOUTH VOLUNTEERS ACROSS THE ARAB REGION

UNV has been piloting the regional **Arab Youth Volunteering for a Better Future** project in Egypt, Jordan, Morocco, Tunisia and Yemen since 2012. In April 2014, UN Volunteers serving with the project organized a two-day Regional Youth Volunteering Forum bringing together over 100 participants and young people from across the Arab region. Forum participants exchanged knowledge and best practices for surmounting obstacles to youth volunteering in the Arab region. The forum also reinforced the positive relationship between UNV's regional youth volunteering project and local governments. The forum helped establish and strengthen partnerships among regional and international participants, while setting the grounds for future pragmatic interventions, engagement in decision making and addressing Arab youth unemployment.

The Youth Division Director of the Ministry of Youth and Sports of Morocco, Younes Al Jaouhari, opened the forum, alongside UNV's Deputy Executive Coordinator, Rosemary Kalapurakal, the Deputy Resident Representative UNDP, Ayshanie Medagangoda-Labe. The forum participants called for strengthening the institutional framework for youth volunteerism, volunteer management and youth volunteering mechanisms. They also advocated for devising and/or strengthening national youth volunteer legislation, further to developing and augmenting youth organization capacities.



# NATIONAL CAPACITY DEVELOPMENT THROUGH VOLUNTEER SCHEMES

*UNV and UN Volunteers have catalysed the development of volunteer infrastructure worldwide, including through capacity development for volunteer schemes. Through these efforts, several hundreds of thousands of volunteers have engaged meaningfully with communities, whether at home or abroad, and brought about real development progress. In 2014, UN Member States increased their requests for UNV support for the establishment of national volunteer schemes. UNV's goal is to support the development of new national and subnational volunteer schemes, and to enhance the capacity of local partners to deploy and manage volunteers more effectively.*

The first UNV Volunteer Infrastructure Evaluation, conducted in 2014, aimed to assess UNV's impact, results, good practices and limitations in supporting the development of volunteer infrastructure. The fact file outlines the findings of this evaluation regarding **building capacity for effective volunteerism through supportive infrastructure** on page 32.

## EXTENDING OPPORTUNITIES TO YOUTH IN TOGO

*Le Programme de Promotion du Volontariat National au Togo (PROVONAT)* is an initiative of the Togolese Ministry of Community Development, Crafts and Youth Employment, developed through a partnership with UNV, UNDP, France Volontaires, Deutsche Gesellschaft für Internationale Zusammenarbeit, the Peace Corps and others since 2004. The programme aims to reduce youth unemployment in **Togo**. PROVONAT has enabled more than 4,000 youth volunteers to find meaningful assignments that not only increased their employment marketability, but also supported national development. UNV played a key role in brokering partnerships among community, regional, national and international stakeholders to ensure PROVONAT's success. In the past three years, 4,280 youth (40 per cent female) were trained in areas including communications, health, agriculture and the environment. Over 40 per cent were offered paid employment following their volunteer assignments.

Currently, more than 635 Togolese organizations provide volunteer placements and the database of potential volunteer candidates holds more than 2,000 applications. A law to create a public agency for managing national volunteers was adopted on 17 June 2014. UNDP Deputy

Resident Representative Damien Mama credited UNV with being the partner that “developed the concept [and] got people on board.” PROVONAT has five regional centres, each of which is staffed by two national UN Volunteers who train, support and monitor national youth volunteers and handle communications and promotion of youth volunteerism.

UNV's impact on the programme is multidimensional. For example, UN Volunteers supported 400 young women with technical and cooperative banking advice for a Kpalime palm oil project, which allowed them to increase production and income. In another instance, UNV supported a young female lawyer at the regional directorate for the Ministry of the Promotion of Women in translating the rights of women into local languages. UNV also supported the drafting of PROVONAT's 2015-2020 strategic plan by providing two resource persons who facilitated the workshop that produced that strategy.

// **Volunteers play a key role in peace building and development of a country. Volunteerism displayed its ability in re-building the infrastructure of Sri Lanka when the country was affected by the Tsunami in 2004. With the highly developed human resource base and inherent culture of volunteering, there is a great opportunity to scale up volunteerism to meet Sri Lanka's post-conflict peace and development needs.**

*Emelda Sukumar, Social Services Ministry Secretary, Sri Lanka*



*In 2013, in the framework of the project support to the implementation of a National Volunteer Programme in Cabo Verde (SVF funded), the National Volunteer Corps launched a call of proposals to select projects from local VIO that would receive grants to implement activities aimed at fostering volunteerism for development. Among the selected projects was a project from Centro de Intervenção Comunitária Ribeira Bote, where community volunteer Bibiana Lourenço provides psychological and educational support for children. (Omar Camilo)*

## HARNESSING THE POWER OF VOLUNTEERISM IN SRI LANKA

In October 2014, **Sri Lanka** launched its National Volunteer Secretariat (NVS) and the National Volunteer Conference. While Sri Lanka has a long tradition of volunteerism (known as *shramadana*), plans to establish a formal platform for volunteerism began in 2011 when UNV initiated the **Volunteer Task Force (V-Force)**. In 2014, around 400 V-Force volunteers were mobilized to support 10 projects and activities, including the World Conference on Youth, and Social Integration Week.

The NVS is part of the **Volunteer Information Coordination Centre (VOICE)** project, which UNV funds. The Ministry of Social Services called for a national secretariat to support volunteers, facilitate strategic volunteer deployment and support volunteer organizations with evidence-based tools to support international and national development goals. Following cabinet approval in 2013, activities began towards establishing the NVS. In October 2014, under the auspices of First Lady of Sri Lanka, the National Volunteering Secretariat was officially launched and the Volunteer Management System and NVS website were open to the public. The launch was followed by the first national conference on volunteerism, which drew 675 participants.

In 2014, the first National Survey on Volunteerism was also successfully completed with the involvement of over 1,350 volunteers, including numerous V-Force volunteers. The survey revealed that around 57 per cent of the Sri Lankan population had volunteered during the 12-month reference period. Moreover, it was estimated that the volunteering population has contributed 1.79 per cent of the country's gross domestic product.

Following the launch of the NVS, UNV worked closely with the Ministry to draft the National Policy on Volunteerism, which was submitted to the Sri Lankan cabinet. UNV successfully enhanced national capacity to advocate for volunteerism, mobilize volunteers and foster discussion on volunteerism policy and legislation.

UNV conducted a national study on youth volunteerism, launching the report *Sri Lankan Youth: Volunteering to Make a Difference* at the 2014 World Conference on Youth in Colombo, Sri Lanka. The report recognized the importance of volunteerism as a strategy to engage youth in contributing to sustainable development post-2015. It identified 13 specific challenges to youth volunteering and offered concrete recommendations for policy makers and volunteer-involving organizations to overcome these challenges.



Norimasa Tochibayashi

## UN VOLUNTEER INSPIRATION

### GRASSROOTS VOLUNTEERING PAVED THE WAY FORWARD

Norimasa Tochibayashi (Japan) had been assisting with humanitarian relief efforts after the devastating tsunami in Banda Aceh, Indonesia, in July 2005 when he first heard about UNV. He had a strong wish to continue contributing to the rebuilding efforts in Aceh, and volunteering seemed the ideal way to engage. His six-month UNV assignment started in October 2005 with the UN Office of Recovery Coordinator for Aceh and Nias (UNORC). Norimasa assisted the Indonesian Rehabilitation and Reconstruction Agency as a Local Government Specialist by disseminating database information and encouraging aid organizations to provide and update information on their projects. He subsequently completed further UNV assignments, serving with the UN peacekeeping operations in Timor-Leste and what is now South Sudan.

"The advantage of UNV is that the UN Volunteers are deployed to the frontline of interaction with those in need. When I applied for a Field Delegate position with the International Committee of the Red Cross in Nigeria, those field experiences were assessed positively. I wouldn't have had my current career, nor my personal growth and fulfilling memories, without my UN Volunteer experiences."





# INNOVATION AND KNOWLEDGE

*The drive behind innovation and knowledge in UNV is to enhance organizational investments, functions and human resources that support the integration of volunteerism into peace and development initiatives. By recognizing UNV's comparative advantage in the global development arena, we fulfil our mandate through constantly improving knowledge-based expertise and leveraging innovative advisory solutions.*

In 2014, the global dialogues around the post-2015 sustainable development agenda brought together stakeholders to discuss innovative and participatory means of implementation for the new agenda, bringing together a multitude of partners, including volunteer groups. The fact file for this chapter features UNV's role in **positioning volunteerism in the post-2015 development agenda** on page 34.

## BOOSTING UN VOLUNTEER CAPACITY THROUGH TRAINING AND SUPPORT

UNV's Capacity Development and Learning Facility enables UNV Field Units to plan and host national and regional capacity development and learning events for their UN Volunteers. In 2014, some 430 UN Volunteers participated in learning activities developing skills in communication and advocacy, participatory approaches to development, stress and conflict management and knowledge sharing. The trainings also enhanced understanding of the codes of conduct and ethics that are integral to all UN Volunteer assignments.

UN Volunteers were polled for feedback following each training, yielding over 200 responses. Approximately 88 per cent of respondents considered the training immediately applicable to their assignment; 91 per cent would recommend the training to other volunteers. Over 80 per cent found the training materials helpful in promoting volunteerism at their duty station. Overall, networking and teamwork were highlighted as positive training outcomes.

In January and March 2014, around 100 fully funded international UN Youth Volunteers attended their pre-assignment training at UNV headquarters in Bonn, Germany. They were subsequently deployed to UN entities in 51 countries. Similarly, all UN Youth Volunteers deployed worldwide are to undergo a substantive

assignment preparation training, aimed at ensuring that they are more motivated and better equipped to carry out their assignments and promote volunteerism for peace and development. With the launch of the new UN Youth Volunteer modality in March 2014, UNV developed a specific learning component, including additional training, strengthening peer support networks and establishing mechanisms for mentoring.

In further support of capacity development, Action Aid Denmark and UNV signed a Memorandum of Understanding to engage in new areas of collaboration, including capacity building and training of UN Volunteers, as well as local UNV partners and collaborators, such as civil society organizations and youth, and developing joint learning content.

## VALUING THE IMPACT OF ONLINE VOLUNTEERING

A 2014 evaluation of the UNV Online Volunteering service assessed the service's impact on organizations, beneficiaries and UNV, as well as on the UN Online Volunteers themselves. The evaluation found that the service has played a unique role in expanding and mainstreaming online volunteerism globally, and is highly appreciated by organizations and volunteers.

Organizations have benefitted enormously from the support of UN Online Volunteers, especially in the area of providing access to basic services for local communities. For civil society organizations with limited resources in particular, the impact of online volunteer engagement is significant: 41% involve UN Online Volunteers for technical expertise that is not available internally. In many instances, organizations without access to online volunteers would have difficulties achieving their own peace and development outcomes.

Another finding that came out strongly was that online volunteering reaches specific target groups – persons with disabilities, women and volunteers from developing countries – that often have restricted access to volunteer opportunities.

For UN Online Volunteers, personal satisfaction and development are fundamental results reflecting the mutually reinforcing aspects of volunteering. Some 84 per cent of online volunteers found that their online volunteering experience had contributed to their personal development and learning.

UNV's ability to foster South-South cooperation in its approach to volunteerism – 60 per cent of online volunteers are from developing countries – was identified as its unique added value, helping to bridge and expand volunteerism beyond a more traditional North-South relationship. UN Online Volunteers bring local or regional knowledge relevant to the organizations, as well as their own rich perspectives.

## PROMOTING ECO-TOURISM AND RURAL DEVELOPMENT IN CAMEROON

The village of Tayap in central Cameroon struggled with deforestation from commercial logging and slash-and-burn agriculture. The 254 villagers realized that they needed to act to prevent and reverse the loss of habitats, biodiversity and agricultural land. In 2010, the cooperative *Agriculteurs Professionnels du Cameroun* (AGRIPO) was born. AGRIPO piloted an innovative rural development programme using agro-ecology, eco-tourism and gender-sensitive funding to develop alternative and sustainable sources of income. Since 2013, AGRIPO has partnered with UN Online Volunteers to develop the community's capacities and to improve and scale up its programmes.

In 2014, 45 UN Online Volunteers from Africa, America, Asia and Europe contributed a total of 45 months of work towards AGRIPO's projects. They contributed to the

cooperative's success by producing information materials on Tayap and local economic development initiatives, as well as its 2014 annual report. Volunteers also designed architectural plans for two eco-lodges (now under construction) and developed lessons to educate 60 primary school children on sustainable development.

UN Online Volunteers elaborated four new projects in water harvesting, solar energy, robust businesses and ICT for development that will be launched in 2015. Through successful funding proposals, these volunteers helped mobilize US \$30,000 for AGRIPO's activities in 2015.

AGRIPO's achievements in 2014 included establishing a nursery of 11,877 seedlings (including local species of fruit trees, wild mangoes and cocoa) on a 2-hectare plot and securing 60 hectares for sustainable crop rotation. It also established a micro-credit scheme for 25 women, funded by the UNDP/Global Environment Facility Small Grants Programme. The cooperative received the Climate Challenge Innovation in Agriculture and Forestry Award of Agence Française de Développement and the French Agricultural Research Centre for International Development in 2015.

// **We are grateful for the collaboration with all our volunteers, who bring diverse and abundant skills that have enabled and continue to enable us to move forward in areas as complex as climate change resilience, efficient and sustainable energy, and sound business practices.**

*Adeline Flore Ngo-Samnack, General Director,  
Cooperative Agriculteurs Professionnels du Cameroun*

*Deputy Executive Coordinator Rosemary Kalapurakal  
briefing UN Youth Volunteers during their pre-deployment  
training in Bonn, Germany, in March 2014. (UNV, 2014)*





// *The situation in Afghanistan is nothing like I'd ever imagined. The people have virtually nothing, yet share what little they have. It might sound like a cliché, but I like to help people. As a UN Volunteer, I feel like I am putting others before me without material expectations. It is a good feeling. I get a lot of satisfaction from working closely with the communities and beneficiaries.*

UN Volunteer Rehma Kauma (Uganda), UNV Associate Protection Officer with UNHCR, checks wool spinning machinery provided to local women in Sahki-Abad. (Christina Feldt, 2014)



// *Despite the challenge of deeply-rooted gender stereotypes in Kyrgyzstan, I will never give up, because I believe that when women and girls are educated, empowered and participate in society, that society will become more developed and peaceful.*

UN Volunteer Gender Rights Advocacy and Women's Empowerment Specialist Yoko Maruta (Japan) serves with UN Women in Kyrgyzstan. Here, she is seen with participants in the United Nations Secretary General's '16 Days of Activism Against Gender Violence' campaign. Hundreds of students, teachers, activists and women's group members marched under the slogan "From Peace in the Home to Peace in the World" and staged a play that addressed bride kidnapping and domestic violence. (UNV, 2014)

// *You don't like living in a dirty environment, right? Do you want a better Arequipa? Let's work together!*

Community volunteer Angelica Vargas Palacios collaborated with UN Volunteers serving the UNDP Poverty and Environment Initiative for Integrated Management of Solid Waste for Sustainable and Inclusive Development. Here, she engages with participants in the anniversary celebration of Arequipa City for raising public awareness about the importance of solid waste segregation. (Red Circle Films, 2014)





# PARTNERING FOR UN VOLUNTEER WELL-BEING





*UN Volunteers participated in the Blue Room talks at the UNV Partnerships Forum 2014. From left to right: Moses M. Zangar Junior, Ioseba Amatriain Losa, Kirithi Jayakumar, Merjam Wakili of Deutsche Welle Akademie, Sathaboramana Kheana, Bobbie Baker, Wei Li, Samar Mohamed Wahba and Bip Nandi. (Friederike Rohmann/DW Akademie, 2014)*

## INNOVATION IN VOLUNTEER ACTION

**The UNV Partnerships Forum ‘Innovation in Volunteer Action’, the first of its kind, was a resounding success, drawing over 100 participants from partner UN Member States, UN entities, regional organizations, volunteer-involving organizations, civil society and the private sector. UNV organized the two-day forum in collaboration with the German Federal Ministry for Economic Cooperation and Development (BMZ) and the Federal City of Bonn.**

# UNV CONDITIONS OF SERVICE FOR INTERNATIONAL UN VOLUNTEERS

(effective 1 March 2015)

UNV is sharpening its focus on adapting to the changing needs of its UN partners, while providing safe and adequate support to UN Volunteers who dedicate their skills to further peace and development globally. In this context, UNV has instituted a new set of Conditions of Service which benefit international UN Volunteers and UN partners.

1

## MAXIMUM TIME OF SERVICE

International UN Volunteer service is capped at four years and two years as a UN Youth Volunteer.

have been increased in line with the cost of living in countries of assignment using the International Civil Service Commission post adjustment multipliers.

## LIVING ALLOWANCES

2

3

## UNV CODE OF CONDUCT

The revised UNV Code of Conduct incorporates best ethics practices and defines misconduct and internal disciplinary procedures. UN Volunteers must also abide by UN agencies' codes of conduct.

The Well-Being Differential will replace the Hazardous Duty Station Supplement. UNV will determine the differential in line with International Civil Service Commission guidance by weighing extraordinarily difficult living conditions, excessive physical hardship, Rest & Recuperation cycles, and notably unhealthy conditions.

## WELL-BEING DIFFERENTIAL

4

5

## PATERNITY LEAVE

UN Volunteers with at least a three-month contract will receive 10 consecutive days of paternity leave within three months of the birth of their child.

UN Volunteers who have completed their initial contract will be offered 30-days post-service coverage and will be eligible to purchase up to six months of subsequent coverage from UNV's insurance provider.

## POST-SERVICE MEDICAL INSURANCE EXPANSION

6

7

## ASSIGNMENT, HOME AND REPATRIATION TRAVEL AND RESETTLEMENT ALLOWANCE

UNV covers this travel, paying for the least costly direct economy ticket. From 1 March 2015, resettlement allowances disbursed at the end of an assignment have increased by 25%.



# INTERNATIONAL UN VOLUNTEERS

International  
UN Volunteers  
in 2014

filled  
**4,656**

or  
**72%**  
of UNV  
assignments

**53%**  
from countries  
of the South

**38%**  
women

recruited globally for their technical and professional expertise

make a specialized contribution to peace and development programmes

have requisite academic and technical qualifications

bring a minimum of two years of relevant professional experience

average age 40 years old

The changes to the international Conditions of Service are the outcome of an exhaustive review process and extensive consultation with UN partners and UN Volunteers, which has resulted in the current reformulation to better suit the changing needs of UN Volunteers, retain UNV as an attractive cost effective modality to UN entity partners, and streamline volunteer management procedures globally.

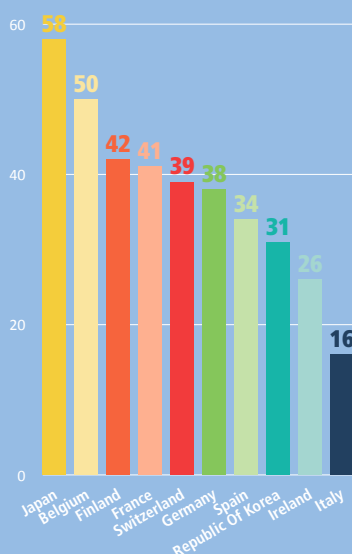
The international Conditions of Service enable UNV to support the efforts of our UN partners for transformational change at the national level, and will continue to help UN Volunteers to gain invaluable experience and technical skills which can serve them well when re-entering the paid workforce after volunteering.

## HOW WILL UN PARTNERS BENEFIT?

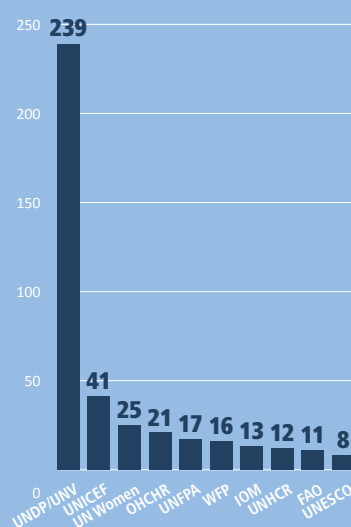
- Clearer structure of benefits and entitlements
- More efficient and effective provision of volunteer management support and care
- Enhanced well-being for volunteers in hardship situations
- Attraction of stronger talent
- A wider set of modalities and initiatives to respond more flexibly to Missions' capacities requirements

## FULLY-FUNDED UN VOLUNTEERS

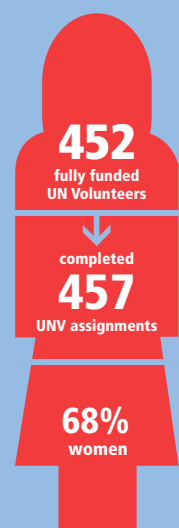
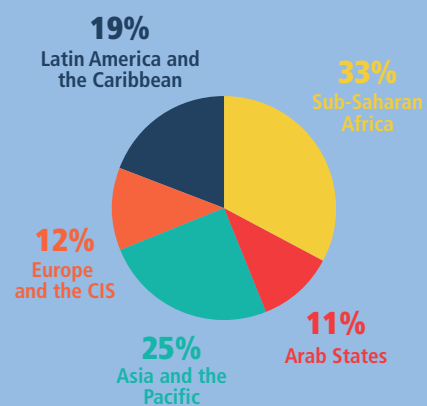
Top ten donors in 2014  
(number of fully-funded volunteers)



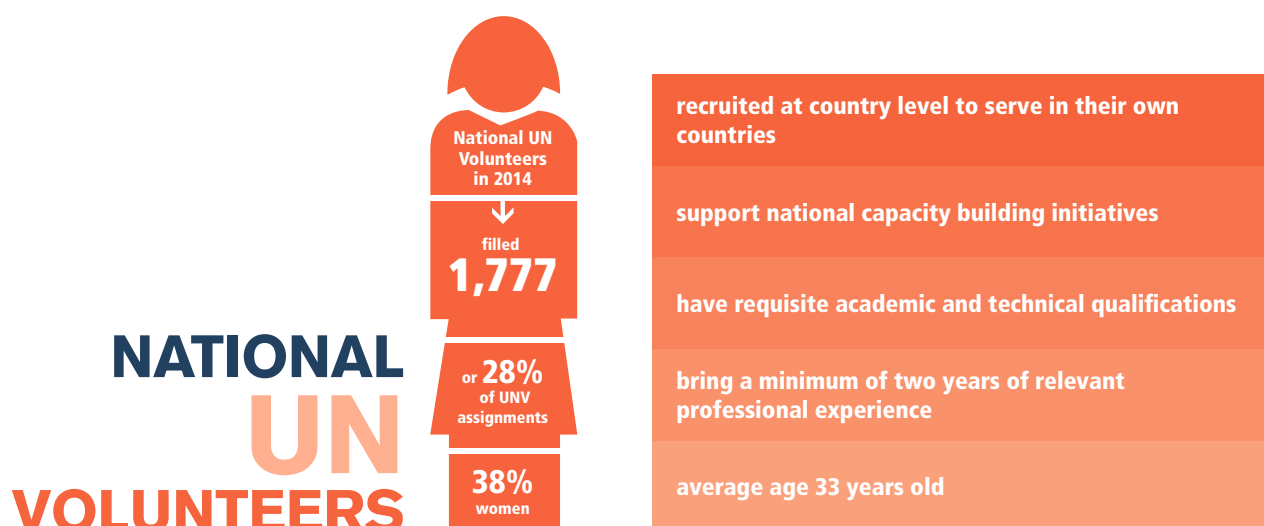
Main host UN partners 2014



Region of assignment 2014



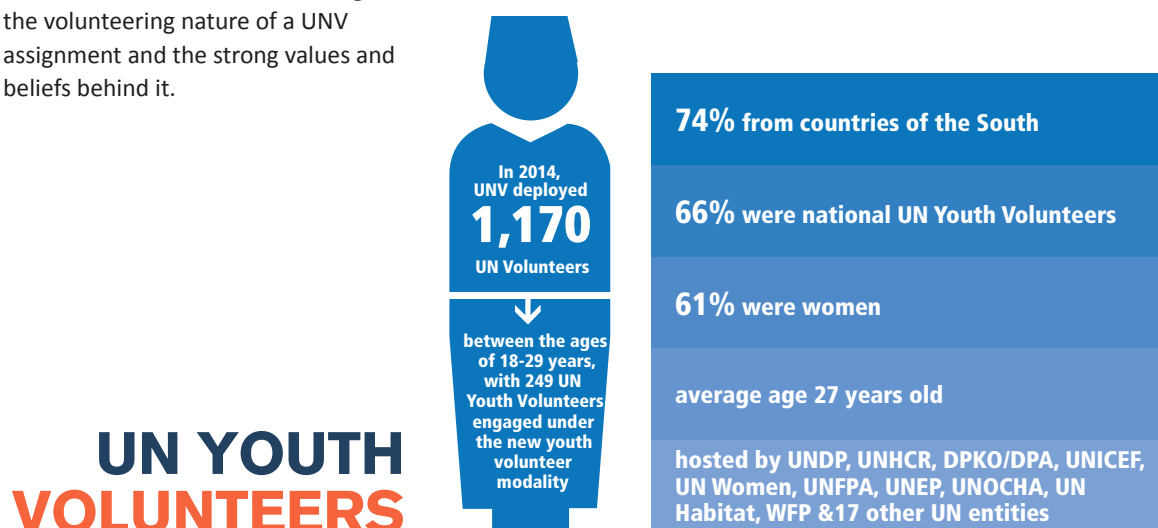
# VOLUNTEER LIVING ALLOWANCE METHODOLOGY FOR NATIONAL UN VOLUNTEERS



The methodology for establishing the Volunteer Living Allowance (VLA) country specific base rates was revised in 2014. The revised methodology references the salary scales of locally-recruited UN staff members, as the only secondary data source that is credible, reliable, universally and easily available. With this alignment and harmonization, the VLA rates safeguard the volunteering nature of a UNV assignment and the strong values and beliefs behind it.

Accordingly, as of 1 June 2015:

- Periodic adjustments of the VLA rates are aligned with the results of the comprehensive and interim local salary surveys for locally-recruited UN staff members in the general service category.
- UN Country Teams, comprising host UN partners, advise on national VLA rates with support from UNV Field Units, and may recommend up to three rates applicable in the country.



# ADDED VALUE OF UN VOLUNTEERS

as per UNV Baseline Survey 2014

In November 2014, UNV surveyed its volunteers to determine their satisfaction, engagement and well-being, and to gather suggestions for change. The survey, which targeted 6,305 UN Volunteers who had served anytime between 1 November 2013 and 31 October 2014, elicited a 56% response rate.

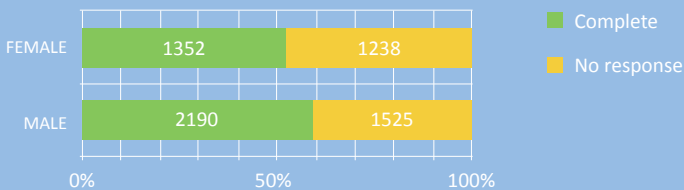
Accordingly, as of November 2014:

- 2,145 out of 3,168 UN Volunteers serving with UN entities reported a positive impact on primary beneficiaries
- 276 out of 374 UN Volunteers serving with governments, non-governmental and other organizations reported having a positive impact on secondary beneficiaries
- 1,689 out of 3,542 UN Volunteers reported having a positive impact on ultimate beneficiaries
- 95% of departing UN Volunteers considered the UN Volunteer experience and its learning opportunities valuable for their personal and professional development

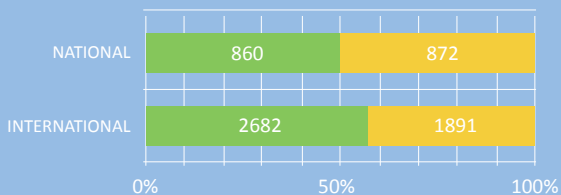
Response rate



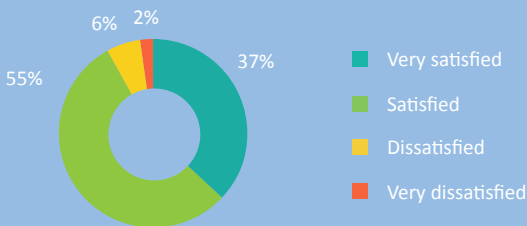
Response rate by gender



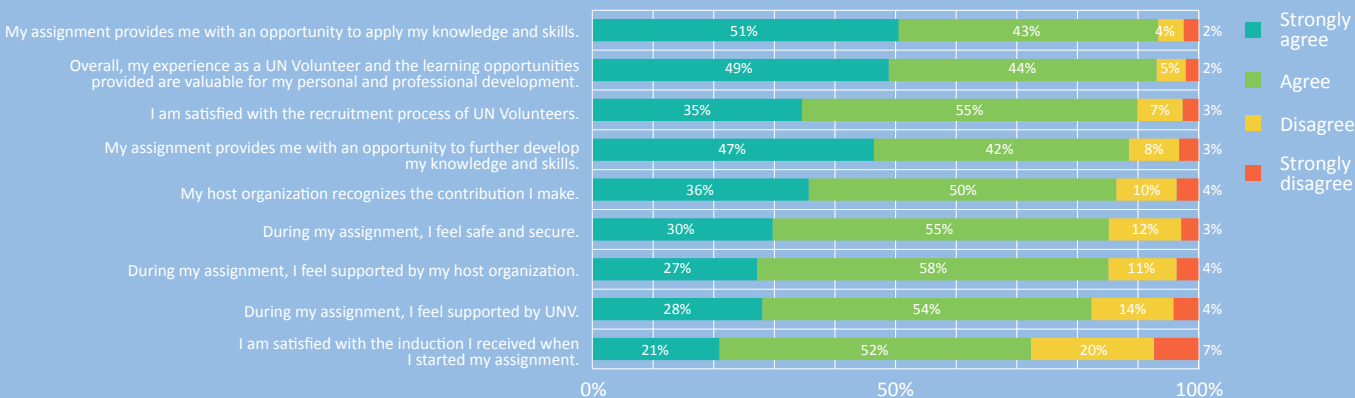
Response rate by type of assignment



Volunteer satisfaction: Overall, how satisfied are you with your experience as a UN Volunteer?



Volunteer satisfaction: To what extent do you agree with the following statements?





# INSPIRATION IN ACTION

## BLUE ROOM TALKS

A highlight of the UNV Partnerships Forum was the session titled, 'Inspiration in Action – Blue Room Talks'. Eight UN Volunteers from across the globe took centre stage to share stories and offer insights into the differences they are making in communities every day.

Representing over 6,300 UN Volunteers from various geographic and programmatic areas, the speakers included international and national UN Volunteers, a UN Youth Volunteer and a UN Online Volunteer. Their poignant stories of dedication, innovation, courage and humanity brought to tears to many eyes and touched every heart.

### ***“Volunteering changes lives.”***

*Bip Nandi (United Kingdom),  
UN Volunteer Paediatric Surgeon with  
UNDP in Malawi*

### ***“Volunteers build bridges between the people and the government.”***

*Wei Li (China), national UN Volunteer  
with the UNDP Macao Initiative for Carbon  
Sequestration through Sustainable Forest  
Management in China*

### ***“Volunteers bring inspiration and enthusiasm to development.”***

*Moses M. Zangar Jr. (Liberia),  
UN Volunteer Communications Officer  
with UNDP in Zambia*

### ***“National volunteers know their communities best.”***

*Samar Mohamed Wahba (Egypt),  
national UN Volunteer Education Specialist  
with UNICEF in Egypt*

### ***“Volunteerism is only a click away.”***

*Kirthi Jayakumar (India),  
UN Online Volunteer*

### ***“Engage in human rights for dignity for all.”***

*Sathaboramana “Mana” Kheang (Cambodia),  
national UN Volunteer LGBT Human Rights Officer  
with UNDP in Cambodia*

### ***“Youth volunteering is not the future. It is the present.”***

*Ioseba Amatriain Losa (Spain),  
fully funded UN Youth Volunteer Youth  
Counsellor with UNDP in Colombia*

### ***“To build and maintain partnerships, we have to work hard to work together.”***

*Bobbie Baker (Ireland),  
UN Volunteer Water and Sanitation Engineer  
with UNHCR in Sudan*

# UN ONLINE VOLUNTEERS

The UN Online Volunteering service boasts a 94% satisfaction rate with collaboration between volunteers and partner organizations. UN Online Volunteers report feeling recognized for their contribution and affirm that their online volunteering experience has enhanced their own well-being.

Serving via the Internet, UN Online Volunteers contribute to success across UNV's priority areas.

## Securing access to basic social services

29 UN Online Volunteers supported the Ghanaian non-governmental organization Campaign for Learning Disabilities, developing its strategic plan, researching partner organizations and producing funding proposals, manuals for teaching children with disabilities and flyers on learning disabilities.

## Community resilience for environment and disaster risk reduction

9 UN Online Volunteers translated press releases from English into Korean for the UN International Strategy for Disaster Reduction, facilitating information sharing on disaster reduction successes in the Republic of Korea.

## Peacebuilding

1 UN Online Volunteer reviewed and edited reports for the Justice and Reconciliation Project, which disseminated research on the conflict in northern Uganda.

## Youth

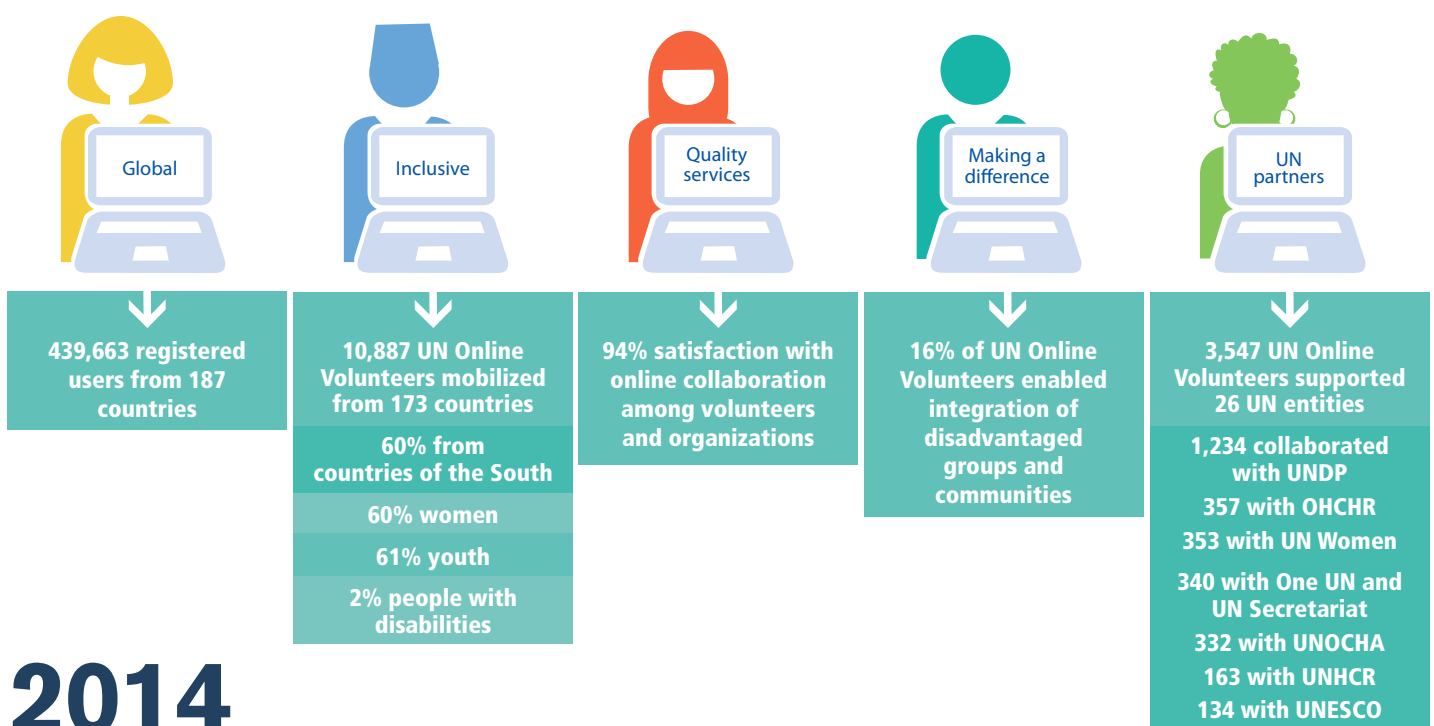
6 UN Online Volunteers researched and drafted a report on the influence of ICT and social media for the World Assembly of Youth, based in Malaysia.

## National capacity development through volunteer schemes

3 UN Online Volunteers developed communication materials, a logo, website and promotional campaigns for the National Youth Volunteer Programme in Burundi. This joint Government of Burundi/UNDP/UNV programme promotes and strengthens youth volunteer engagement in Burundi.

## Knowledge and innovation

2 UN Online Volunteers collaborated with UNDP China to record the audio version of the China National Human Development Report, *Sustainable and Liveable Cities: Toward Ecological Civilization*. This audio-book adaptation was among the first signature UN publications made available in digital audio media, which made it accessible to a wider audience, particularly to those with reading or sight difficulties or learning preferences.



# 2014

*// Through Capoeira for Peace, we are able to build peace, tolerance, listening and respect of others, particularly children and youth who are stigmatized for having been assimilated into armed groups. A big part of our success comes from the work carried out by our partners in reintegrating the children: working together allows the building of a sustainable future for everyone.*

UN Volunteer Rafael Cabanillas (Mexico), Project Coordinator for the UNICEF Capoeira4Peace pilot project in Goma, DRC, with UNICEF in DRC engaging with children and youth. (UNICEF, 2014)



*// I love people, cities and towns. For that reason, I chose to be a spatial/urban planner and I plan for people. Serving as a UN Volunteer makes me rethink my work ethic. Why do I want to contribute to the urban development process of Palestine? For me, it is about helping people safeguard their development rights, as well as building trust and reciprocity among people through participatory planning.*

Pren Domgjoni (Kosovo, as per UN Security Council Resolution 1244, right), UN Volunteer Urban Planner with UN-Habitat in Ramallah, State of Palestine, during a community visioning workshop. (UNV, 2014)(UNV, 2014)



*// Serving as a volunteer is a passion. As a UN Volunteer, I am helping people access humanitarian support. These people, who are extremely needy and hungry, smile when they see me and other volunteers coming, because they know we are coming with food and that gives them hope. Hope that this food will give them enough strength to solve their other problems around health, habitation, asylum and so on.*

Desiré Olembe, national UN Volunteer Programme Assistant with UNHCR based in Meiganga manages food distribution for Central African refugees in Gado, Garou-Boulai, Cameroon. (UNV, 2014)



*// Imagine waking up every morning to walk 12 hours to fetch unclean water to drink. Imagine living where armed attacks, killings, and violent cattle raids are common place. Thousands of women and children live under these unfortunate conditions. They have accepted their plight because they are in some ways powerless to change it. That is why I happily stepped in to volunteer, so that we work with the affected communities to find sustainable solutions to their security problems. Today, people who had fled their homes have started returning to rebuild their lives – and I am happy that my contribution has helped some people to regain the peace and dignity that is associated with living in one's own home.*

UN Volunteer Civil Engineer with UNDP in South Sudan Kweku Adoah Bassaw (Ghana) crossing a flooded section of the road from Yiror County and Aluak-luak in Lakes State after his vehicle got stuck. (Charles Okwir/UNDP, 2012)





# ON THE FRONTLINES OF THE EBOLA RESPONSE IN WEST AFRICA

In 2014, UN Volunteers were on the frontlines of the Ebola response in **Sierra Leone, Guinea and Liberia**. UN Volunteers supported awareness raising, prevention measures, tracing the ties of Ebola patients, support coordination and food distribution. At the close of 2014, there were 23 UN Volunteers in Sierra Leone, 16 in Liberia, nine in Guinea and 10 in Ghana, all working for the United Nations Mission for Ebola Emergency Response (UNMEER), which has been coordinating the UN response.

UNV established a field unit in Accra to help recruit, train and manage volunteers specializing in field crisis management. In Sierra Leone, Guinea and Liberia, UNV is supporting UN entities in community mobilization and sensitization by engaging networks of local volunteers

from youth groups and non-governmental organizations. UN Volunteers were integral to the WFP efforts in Sierra Leone to scale up its operation to reach more than 600,000 Ebola-affected people.

In September 2014, UNV initiated an Ebola Special Recruitment Campaign to enable rapid mobilization and deployment of medical and logistical personnel. The roles of these volunteers range from awareness raising on preventative and disease control measures, to water and sanitation hygiene training, distribution of food and essentials such as soap and chlorine, social mobilization, nutrition, logistics and midwifery.

*Mohammad Sharaz (Pakistan), UN Volunteer Information Management Officer with the UN Mission for Ebola Emergency Response, discusses the importance of continuing to observe Ebola preventive measures with Ebola survivors and people affected by Ebola in the rural village of Kambia district, Sierra Leone. (Michael Mondeh, 2015)*



As of May 2015, 3,922 candidates have expressed interest in being part of the UN response to Ebola as UN Volunteers. These candidates include around 2000 medical professionals, 550 crisis management specialists, 250 community development experts, and 250 logistics specialists. As of late January 2015, 55 volunteers had been deployed and 45 candidates had been selected and were under deployment.

Youth volunteers also played an invaluable role in the fight against Ebola. In Guinea, UN Volunteers partnered with youth organizations in carrying out sensitization campaigns in communities around the country about Ebola prevention. The youth demonstrated proper hand-washing techniques and how to avoid contact with possible Ebola patients, while distributing soap and chlorine. They also offered guidance on steps to take if someone was suspected of exhibiting Ebola symptoms.

Innovation is central to UNV's work. Hundreds of UN Online Volunteers supported the Ebola outbreak response in West African countries through geo-mapping; over 300 UN Online Volunteers were mobilized by the US State Department's MapGive campaign. In less than five days in August 2014, UN Online Volunteers produced or updated maps of relevant areas in Sierra Leone and Liberia to facilitate the work of humanitarian responders. According to the MapGive website, 95 per cent of the Joru/Gola region of eastern Sierra Leone and western Liberia were mapped. UN Online Volunteers also assisted in developing outreach materials to raise community awareness about Ebola.

**// What has turned the tide on Ebola is the community engagement, is peer educators, is volunteers, is young people, is the women.**

*Helen Clark, UNDP Administrator*

*Khalid Javed Choudry*



## UN VOLUNTEER INSPIRATION

### UN VOLUNTEER WINS VILLAGERS' HEARTS ON EBOLA FRONTLINES

UN Volunteer Khalid Javed Choudry (Pakistan) was a Field Crisis Manager with UNMEER in the Kambia district of Sierra Leone. He supervised the construction of quick-impact projects to help local communities fight Ebola, including toilets for quarantined homes. He also helped secure fuel for a generator that pumped treated water into a reservoir for use in communities and Ebola treatment centres, and helped the community obtain funds for Ebola survivors to raise awareness and produce radio programmes in local languages.

Previously, Khalid had been involved in efforts to eradicate polio in Pakistan, so when the Ebola crisis struck, he was aware of the behavioural change necessary to fight the disease. Despite the challenges of working in a crisis situation, Khalid connected emotionally with the villagers. "I look at them, particularly the families that have lost loved ones due to Ebola, and find in them the energy to work even harder. I am hoping these people can return to a normal life very soon."

"Khalid is a good man, we love him. He is a catalyst. He pushes us to do our jobs. He has adapted himself to the culture of our people. He feels our pain, and we like his style." Mohamed Kamara of United for the Protection of Human Rights, UNMEER's implementing partner in Kambia, Sierra Leone.



# EMERGENCY RESPONSE TO TYPHOON HAIYAN IN THE PHILIPPINES

A category five typhoon, Typhoon Haiyan (locally known as Yolanda) killed 6,000 people, displaced four million, and destroyed community infrastructure in the **Philippines**. UN Volunteers worked with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) in Manila at the forefront of the recovery response. UNV complemented the urgent emergency relief needs of UNDP and the UN Country Team by ensuring the rapid deployment of UN Volunteers. UN entities were able to draw upon UNV's vast database of technical experts for rapid deployments, including detail assignments from UN Volunteers serving in the region or elsewhere.

As part of UNDP support to *Typhoon Haiyan recovery and resilience in the Visayas* region, UNV mobilized

20 UN Volunteers: one international UN Volunteer who specialized in livelihoods and small- to medium-size enterprises, and 19 national UN Volunteers who supported the UNDP cash-for-work programme as field monitors. At the end of the emergency phase, these individuals shifted their focus towards disaster risk reduction, livelihood development and waste management.

As part of the Recovery and Livelihoods Phase of the response, UN Volunteers supported UNDP implementation of a food stall/livelihood project at Barangay 88. This pilot project served 50 beneficiaries who received food carts and capital funding in the amount of PHP 4,000. Constructed from coconut lumber, the carts were made by workers through the cash-for-work programme.

// I could see, and supported through volunteering, the achievement and success of the projects facilitated by UNDP and other non-governmental organizations in helping people by providing them with an immediate livelihood. This had a big impact on the beneficiaries, giving them back some of the assets and livelihood that they had lost through the typhoon.

*Alma de la Cruz, National UN Volunteer (the Philippines), Typhoon Haiyan survivor*





National UN Volunteer Field Monitor Catalino Benitez Jr. monitors the coconut lumber production in sawmill sites operated by a local cooperative. He serves with UNDP in the Philippines, assisting farmers affected by Typhoon Haiyan to regain their livelihoods and use the lumber as shelter materials for reconstruction. (UNDP, 2014)

National UN Volunteers were also involved in implementing the **Direct Employment Generation Project**. This pilot project, a partnership with the Leyte Chamber of Commerce and participating enterprises, allowed unemployed informal sector workers affected by the typhoon to gain technical certification, as well as on-the-job training and employment with local private sector firms. Participants were given the necessary basic tools and a UNDP stipend, and received a national certificate upon successful completion.

Environmental restoration was another priority following the typhoon. The typhoon uprooted crops, which were gathered to serve as construction materials for shelter reconstruction rather than go to waste. UNDP deployed seven national UN Volunteers to implement a coconut lumber project in which UN Volunteers assisted farmers in collecting and transporting fallen plants or trees to lumber processing centres and finally distributing the lumber for sale on the open market. With their fields cleared of debris, farmers were able to replant and regain their livelihood.

National UN Volunteers proved invaluable in monitoring and documenting this project, as well as coordinating better activity flows. Furthermore, UN Online Volunteers supported UNOCHA by geo-tagging thousands of Twitter messages and images of the areas affected by the typhoon to map the urgent needs of the population.



Askal Tilahun

## UN VOLUNTEER INSPIRATION

### SUPPORTING WOMEN AT THE DZALEKA REFUGEE CAMP

UN Volunteer Associate Community Services Officer Askal Tilahun (Ethiopia) serves with UNHCR **Malawi** on a multifunctional team assessing the general social conditions of refugees and their needs for social services at the Dzaleka refugee camp. Among other responsibilities, Askal has been helping women at the camp find markets where they can sell their crafts. Working together, the women started the UMOJA Crafts group to earn extra money to support their families. Not only does Askal motivate these women in running their business and providing forums for product and training discussions, she also collects their products to showcase and sell at local UN functions. The craft group, which has grown to more than 50 women, has helped participants develop the skills needed to be financially independent.

“Volunteering at a refugee camp has helped me to grow on both a professional and personal level. We visit different zones of the camp each week and every day there is a different challenge. The stories of women and children of persecution, survival and building a new life are always inspiring. It takes courage and resilience to build a new life in exile. It’s always priceless to restore a smile on a child’s face and be part of the positive changes in their life.”



# PROTECTING CIVILIANS IN SOUTH SUDAN

On 15 December 2013, conflict broke out in **South Sudan**, beginning in Juba and rapidly spreading to other states. The United Nations Mission in South Sudan (UNMISS) opened its gates to civilians, offering refuge from the fighting. Civilian and national personnel were relocated from the worst-affected states: Central Equatoria, Upper Nile, Jonglei and Unity. A core group of personnel with the critical skills needed to respond to the ever-evolving situation and to manage the UN facilities remained in the conflict locations. UN Volunteers teamed up and stepped in to assist with setting up and organizing Protection of Civilian sites.

Before Protection of Civilian areas were designated by humanitarian actors, internally displaced peoples sought protection in the living and working compounds of UNMISS personnel. In Juba, engineers were tasked with setting up tents to shelter the displaced. Due to the lack of manpower, Building Maintenance Unit Assistant Meaway Barley (Liberia) was required to train volunteers from various sections, including the Communications and

Information Technology Section. Similarly, in Malakal, Recovery, Reintegration and Peace Building Officer Ronald Mayanja (Uganda), Associate Officer Hodhan Ismail (Kenya) and Child Protection Officer Margaret Aleper (Uganda) worked together to organize communities and to assist with the establishment of the Protection of Civilian area. The demand for tents was so intense that they were occupied even prior to completion.

South Sudan represents a unique combination of UN Volunteers supporting UN peacekeeping as well as UN agency development interventions. Throughout the country, UN Volunteers are serving with UNMISS and other UN entities. There are a total of 400 UN Volunteers with UNMISS and an additional 104 UN Volunteers associated with other UN agencies on the ground. In Malakal, for example, there are 32 UN Volunteers with UNMISS and two with UNFPA.

Access to health care, including reproductive health services, is challenging in complex emergency

**// Since the beginning of the 2014 crisis in Unity State, the UN Volunteers on the ground have performed important tasks, usually going beyond their call of duty to ensure the protection and well-being of the thousands of internally displaced people who took refuge inside UNMISS premises. They participated in body searches, food distribution, grave digging, counseling and advising new arrivals, and organizing peace dialogues between the different communities in the camps. The UN Volunteers in Bentiu, working long hours in very challenging conditions, showed the true spirit of volunteerism and commitment to the people of South Sudan. The contribution of UNVs to the daily work here is enormous and their support is vital to our operations.**

*Mary Cummins, Special Representative of the Secretary-General and State Coordinator, UNMISS State Office, Bentiu, Unity State, South Sudan*

settings, complicating development efforts. Therefore, strengthening midwifery services was highlighted as a priority in Malakal. To cater to women and children's health, a Midwifery and Sexual Reproductive Health Services unit was established by UNFPA, International Medical Corps (IMC) and International Organization for Migration (IOM) clinics. The goal was to ensure increased access to quality midwifery services and care for pregnant women in humanitarian Protection of Civilian settings.

The two UN Volunteers associated with UNFPA reintroduced midwifery and sexual reproductive health services and delivery at the Malakal Teaching Hospital, which were halted during the crisis. Through the project, UN Volunteers provided parenting and health education for expecting women, supervised and assisted mothers in childbirth, supported and advised on daily care of newborns, and provided counselling on family planning options.

The results of these UN Volunteer contributions has been impressive. Quarterly records (October-December 2014) indicate that the UN Volunteers provided quality antenatal care for a total of 3,581 internally displaced women at the IOM clinic, IMC clinic and the Malakal Teaching Hospital. They also provided quality neonatal care for 63 babies at the IOM clinic and 335 at the IMC clinic. In the labour and delivery units, 65 women at the IOM clinic and 337 at the IMC clinic had safe vaginal deliveries, and 13 caesarean sections were performed at the level-2 IMC clinic. UN Volunteer Midwives serving with UNFPA mentored 26 health workers on reproductive health, including six traditional birth attendants at the Malakal Teaching Hospital.



Katia Cristina Da Silva

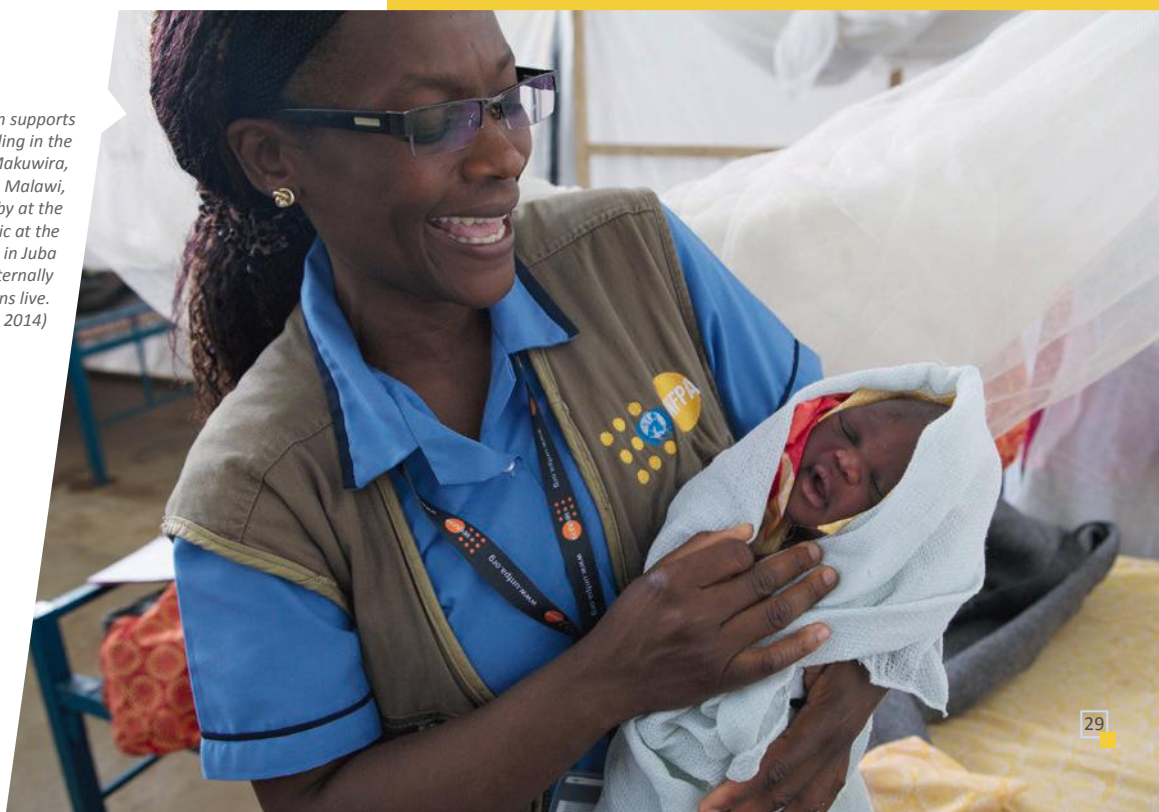
## UN VOLUNTEER INSPIRATION

REVEALING THE TRUE SPIRIT OF VOLUNTEERISM  
AND COMMITMENT TO THE PEOPLE OF SOUTH  
SUDAN

Katia Cristina Da Silva (Portugal) has served as a UN Volunteer on three assignments. In April 2013, she joined UNMISS as a UN Volunteer Civil Affairs Officer. Since then, Katia has worked in conflict prevention, mitigation and resolution. Organizing peace conferences and reconciliation meetings are part of her day-to-day job. She also trained her counterparts in conflict prevention and resolution techniques, and designed an early warning/early response programme in local communities.

"2014 in South Sudan showed me the real spirit and commitment of the Volunteers and the strong ability to cope with hard situations never losing the will to do more and more regardless the conditions and the situation."

UNFPA South Sudan supports human capacity building in the health sector. UNV Olive Makuwira, midwife tutor from Malawi, with a newborn baby at the reproductive health clinic at the Protection of Civilians site 1 in Juba where currently 15,000 internally displaced persons live. (Christina Feldt, 2014)







# RAISING AWARENESS OF SPECIAL NEEDS IN INDIA

In Churachandpur, **India**, a remote tribal area, few services are available for persons with disabilities. However, in 2006, members of the local community took the lead in establishing a centre for children with special needs, with financial support from UNDP. In 2014, four national UN Youth Volunteer specialists provided rehabilitation and disability support services to these children under the **Malsawm Initiative**.

Serving at the Centre for Community Initiatives, UN Youth Volunteer Special Educator Dipak Prasad, UN Youth Volunteer School Administrator Kaylie Lalrokim, UN Youth Volunteer Physiotherapist Shakeeb Ahmed

Khan and UN Youth Volunteer Speech Therapist Margaret Hmangte help the local community operate the school. Thanks to the speech and language therapy UN Volunteers provided, children with special needs improved enough in their language skills to prepare for entry into mainstream schools. The value and success of this initiative is evident by an almost 100 per cent increase in the special needs school enrolment, which jumped from 13 students to 25. The UN Volunteers continue to work closely with local organizations, teachers, volunteers and public and government officials to raise awareness of the unique needs of the children. By training teachers and parents, they are building local

*National UN Youth Volunteer Speech Therapist Margaret Hmangte provides therapy to Paumuanlian, a 10-year old child with a speech impairment. Margaret is one of four national UN Youth Volunteers providing services to children with special needs as part of the Malsawm Initiative in Churachandpur district, a remote tribal area of India. (Ruhani Kaur/UNDP, 2014)*



capacity to support these children and others who might require services in the future.

The UN Volunteers trained 40 parents, nine Malsawm Initiative teachers and 10 teachers from a private school on physiotherapy, speech therapy, special education and inclusive education. The special needs children suffer from conditions such as cerebral palsy, severe autism and hydrocephalus. Daily activities such as tactile stimulation, balancing and coordination training and phonation duration exercises have facilitated a more seamless transition as the children integrate into mainstream classrooms. To achieve this transition, UN Volunteers and school representatives collaborated with local government officials and mainstream school officials about removing stigmas and enabling children with disabilities to successfully integrate.

Furthermore, UN Volunteers supported the preparation of the school's grant-in-aid application to the Government of India, which was positively reviewed by the Ministry of Social Justice and Empowerment.

National UN Volunteers have organized regular events to raise awareness and remove the stigma associated with disabilities. Aside from town rallies, public panel discussions and sports events, UNV/UNDP India also produced a short film entitled 'Oasis of Ability' on the work of the UN Volunteers, which was showcased at various regional and national events. By working closely with the community and family members on the importance of inclusive education, the national UN Volunteer specialists helped the community overcome prejudices and laid the groundwork for peace, development and a united society.

**// At a personal level, volunteerism has helped me realize the importance of team work in developmental issues, and made me realize disability is a human rights issue. We have solidarity for our fellow citizens in faraway places, which may act as a building block for promoting peace and development and I believe this spirit of volunteerism will help to unite society with their differences intact. Above all volunteerism has made me a humble and better human being!**

*Shakeeb Ahmed Khan, National UN Youth Volunteer Physiotherapist, India*

*Eliane Luthi*



## UN VOLUNTEER INSPIRATION

### ENHANCING CHILD PARTICIPATION IN BURUNDI

Eliane Luthi (Switzerland) served as a UN Volunteer Communications Specialist with UNICEF in Burundi. She is involved in the United Nations Children's Fund (UNICEF) child journalist programme, where she helps to facilitate the participation and expression of Burundi children in peace and development processes such as the World We Want consultations, Children's Forum of Hope, and the U-report mobile communication platform. Launched in January 2014, U-report is a free SMS-based mobile service to facilitate the involvement of children in their communities. It gives a voice to children who might not have supportive circumstances or accessible avenues for being heard. Initially, a committee of local civil society representatives and government members review topics for children throughout the country to consider and discuss. Through reviewing children's feedback and poll results, stakeholders better understand the realities of life countrywide and the concerns of the children and youth in Burundi.

"All young people can become U-reporters. The messages from different youth are subsequently analyzed by UNICEF's project team, who visualize and share the results with decision makers responsible for essential public services, thus enabling young people to play a direct role in improving conditions in their communities."



# BUILDING CAPACITY FOR VOLUNTEERISM THROUGH SUPPORTIVE INFRASTRUCTURE

Promoting volunteerism around the world is central to UNV's mandate. A critical part of this effort is engaging with partners to strengthen the national and regional systems needed to ensure an environment where volunteering can flourish. These systems are part of the supportive infrastructure required to connect volunteers with communities in ways that benefit all. UNV's role in these initiatives and its added value is its convening power, legitimacy and expertise.

In 2014, UNV commissioned a global evaluation of its contribution to supportive volunteer infrastructures. The evaluation covered 19 countries and two regional programmes through 220 interviews, 23 focus groups, 281 document reviews and eight country missions to **Peru, Nicaragua, Nepal, Viet Nam, Cabo Verde, Liberia, Togo and Burkina Faso**. A total of 22 projects were reviewed.

In the countries assessed, UNV activities have contributed to volunteer-enabling legislation or policy; volunteer mobilization (recruitment and deployment); capacity building for effective volunteerism; and the promotion, recognition and public discussion of volunteerism.

// One of UNV's greatest achievements is its consistency in ensuring objectives of volunteer infrastructure projects are aligned with priorities and policies of host nations, local stakeholders and partners. For instance, volunteer schemes provide youth with opportunities for participation in the social and economic development of their countries, while they gain skills for future employment. In post-conflict countries, volunteer programmes were designed to promote peace and social cohesion.

*UNV's Experience in Strengthening Volunteer Infrastructure, Global Evaluation Report, 2014*

The evaluation identified four broad spheres in which UNV has successfully supported volunteer infrastructure in partner countries: assisting national volunteer schemes, building national networks of volunteers, strengthening coordinating bodies, and building the capacity of volunteers.

UNV's assistance with volunteer schemes is closely aligned with national priorities. In **Burkina Faso**, for example, employment and social engagement among youth is a critical concern: 58 per cent of the population is under 20 years of age and has limited access to formal employment. With UNV support, the *National Volunteer Programme (Programme National de Volontariat au Burkina Faso)* has recruited about 25,000 young volunteers (half of them women) since its inception in 2011. UNV was critical in facilitating a participatory approach involving the central government, local civil society and volunteer organizations and trade unions. It also provided technical assistance and initial funding for the pilot phase and contributed to adoption of a national law on volunteering.

In **Peru**, UNV's support to the *Soy Voluntari@* project demonstrates its approach to building national networks of volunteers. The project works to strengthen the role of volunteerism and raise awareness through regional volunteer networks. UNV joined partners in supporting this initiative, both financially and technically. Currently Soy Voluntari@ networks gather 200 volunteer organizations in five regions across the country – a number that is steadily growing. Given the networks' convening role, expertise, and legitimacy, they have been able to exert significant influence on national policies related to volunteerism.

An important dimension of a country's volunteer infrastructure is its volunteer coordinating bodies. Since 2004, UNV has supported initiatives aimed at creating a favourable policy environment for volunteering in **Cabo Verde** and enhancing the intervention capacity and effectiveness of national volunteer organizations. This led in 2012 to the





National UN Volunteer Financial Management Advisor Daouda Idani (left) provides business advice and guidance to a livestock farmer in Dedougou, Burkina Faso. (Red Circle Films, 2014)

creation of the National Volunteer Corps (Corpo Nacional de Voluntariado), an administratively and financially autonomous public department charged with coordinating volunteer initiatives. Achievements include a high number of volunteers mobilized, including youth at risk, and a sound legal framework, including formal recognition of volunteer work through a 'Volunteer passport'.

Building the capacity of volunteers in a particular sector is another way in which UNV helps strengthen volunteer infrastructure in a country. In **Nepal**, UNV supported the Government-managed National Development Volunteer Service as part of a large UN *Joint Programme Fund for the Local Governance and Community Development Programme*. Despite a modest budgetary contribution (1.7 per cent of the total UN contribution), UNV was viewed as playing a significant role in supporting communities and organizations to participate in local governance processes. UNV supported the National Development Volunteer Service with recruiting, training and deploying 100 volunteers in 48 district development committees and 52 municipalities to assist in programme implementation.

The 2014 global evaluation yielded important lessons that UNV is now working to integrate into its volunteer infrastructure initiatives. For future projects and initiatives, UNV will focus increasingly on sustainability, resource diversification and exit strategies; emphasize realistic project outcomes and corresponding timeframes; and institutionalize standardized monitoring and evaluation. The evaluation indicated room for UNV to build more effective field-level monitoring and evaluation systems, and to enhance the capture and dissemination of lessons learned needed for building an evidence base for advocacy and replicating successes. Building on these findings, UNV developed a UNV Guidance Note on Establishing a Youth Volunteer Scheme and is also currently designing its global programme on volunteer infrastructure.



María Peña

## UN VOLUNTEER INSPIRATION

### SUPPORTING VOLUNTEER INFRASTRUCTURE IN THE FACE OF NATURAL DISASTERS

In the **Dominican Republic**, the *Resilient Communities: Earthquakes and Tsunamis in Puerto Plata* programme was developed by UNDP, UNV, IOM, and UNESCO. National UN Volunteer María Peña was tasked with coordinating local volunteers for emergency response through a 32-person (including 13 women) volunteer training network. Volunteers from the Puerto Plata Civil Defence, Fire Department, Red Cross and Caritas Diocesan were trained in first aid, search and rescue, incident command systems and natural disaster emergency response. Thanks to mobilization efforts, civil defence volunteers rose from 83 to 136, and firefighters from 73 to 119. María supported an emergency simulation that mobilized 1,200 people and 137 institutional representatives, and held a five-day risk management camp with 50 youth. Over 60 per cent of the district's population was sensitized to emergency responsiveness.

"Initially, coordination of emergency response training was very daunting but what supported me was seeing how dedicated the local volunteers were. They became like family to me and I watched over them like a mother hen! I got to see first-hand how our efforts empowered the local community with emergency response and resilience knowledge. I might just be one ordinary UN Volunteer but I've learnt everyone has a role to play and you never know how wide your positive impact can be."



# POSITIONING VOLUNTEERISM IN THE POST-2015 DEVELOPMENT AGENDA

*The sunset of the Millennium Development Goals, and the dawning of a new international development agenda, present a unique opportunity to position volunteering in the post-2015 era as a mechanism to enhance people's participation in peace and development. Since 2012, integrating volunteerism into discussions around the post-2015 development agenda has been a priority for UNV.*

In 2014, UNV focused on supporting the second round of UNDG dialogues on implementation of the post-2015 development agenda. The dialogues were framed around six themes: localizing the post-2015 development agenda, helping to strengthen capacities and build effective institutions, participatory monitoring for accountability, partnerships with civil society, engaging with the private sector, and culture and development. UNV co-led the dialogues on partnerships with civil society and was

strongly engaged in the dialogues on participatory monitoring for accountability. Field Units and Post-2015 International UN Youth Volunteers supported all six dialogues in several countries, contributing to and conducting local, national and global events and workshops to ensure stakeholders' voices were heard, good practices shared and concrete opportunities identified.

Thanks to these efforts, the outcomes of national dialogues included recommendations underlining the added value of volunteerism and positioning the concept as a complementary means of implementing the post-2015 agenda. *Delivering the post-2015 Development Agenda: Opportunities at the National and Local Levels*, the UNDG report on the dialogues, notes that, "to tap into the potential of volunteerism, public awareness also needs to be created about its benefits. Volunteerism can be seen as a cross-cutting means of

**// As we seek to build capacities and to help the new agenda to take root, volunteerism can be another powerful and cross-cutting means of implementation. Volunteerism can help to expand and mobilize constituencies, and to engage people in national planning and implementation for sustainable development goals. And volunteer groups can help to localize the new agenda by providing new spaces of interaction between governments and people for concrete and scalable actions**

*UN Secretary-General Ban Ki-Moon in The Road to Dignity by 2030: Ending Poverty, Transforming All Lives and Protecting the Planet, Synthesis Report of the Secretary-General on the Post-2015 Agenda*





*In Khartoum, volunteers from the UNV Field Unit in Sudan raised awareness among students at Mamoun Humaida University about volunteerism, development issues and the post-2015 agenda through MY World. Some students were trained to inform and engage their communities in voting for their development priorities. (UNV, 2014)*

implementation, producing benefits such as capacity-building, empowerment and social integration.” National dialogue reports from **Cambodia, Colombia, Cameroon, Guatemala** and **Jordan** feature similar strategies to integrate volunteerism. In particular, the final report of the global dialogues on partnerships with civil society encourages governments to foster an enabling environment for multi-stakeholder dialogues. This includes systematically involving volunteer organizations at the national level in aligning policies and strategies for the implementation and monitoring of the Sustainable Development Goals.

In 2014, UN Volunteers also continued to support MY World – the UN global survey asking people to vote on their development priorities. UN Volunteers capitalized on the opportunity to raise awareness, establish partnerships and promote volunteerism at the national level. Together with their field units, post-2015 UN Volunteers took the survey to remote areas and engaged youth organizations in reflections about ways to address key challenges. In **Bangladesh**, these efforts led to the creation of a Youth Committee that gained regular access to UN officials in the country.

Overall, the efforts of UNV at headquarters and in the field, combined with joint advocacy with volunteer organizations and networks at global and national level, led to a considerable increase of recognition of volunteerism and presence of volunteer groups in the global and national arena in the context of the post-2015 discussions in 2014. This recognition culminated in a statement by the UN Secretary-General in the final synthesis report on all UN-led post-2015 consultation processes since 2012.



Paula Hogrebe

## UN VOLUNTEER INSPIRATION

**SUPPORTING UN EFFORTS AND PROMOTING VOLUNTEERISM: THAT’S WHAT A UN VOLUNTEER DOES!**

Paula Hogrebe (Germany), a UN Youth Volunteer from Germany, served as Volunteering and Post-2015 Officer in the UNV Field Unit in Cameroon. In a country where volunteerism infrastructure is in the process of being set up, Paula raised awareness about the potential of volunteerism among different national groups and sectors. She also supported the UN system in organizing and running the post-2015 dialogues on how to localize the post-2015 agenda in the country. Together with the Field Unit, Paula ensured that a variety of civil society groups, including youth and volunteer-involving organizations, were involved in the dialogues. “I really appreciated the initiative of UNV Cameroon that allowed us to participate in the national post-2015 consultations and to promote volunteerism among all the stakeholders involved in the implementation of the ambitious Sustainable Development Goals,” comments Nelly Diane Alemfack, a volunteer with Cameroonian Youth Volunteers for the Environment.

Paula’s facilitation and catalyst intervention led to two major achievements for the volunteer community in Cameroon: the integration of volunteerism in the Cameroon report on the dialogues and in the National Action Plan for the Localization of the Post-2015 Agenda, and a joint Declaration signed by the Cameroonian network of volunteer-involving organizations and the Government in which they committed to support the implementation of the post-2015 agenda through volunteerism and to establish a conducive environment for volunteer engagement. “My assignment gave me the unique opportunity to contribute to shape a new agenda that will hopefully enable the truly sustainable and inclusive development of our planet. Promoting people’s participation in the development and implementation of the post-2015 agenda has been a very interesting and rewarding experience,” Paula shares.



# CELEBRATING VOLUNTEER INSPIRATION IN ACTION

Every year, UN Volunteers join the commemoration of key international days to highlight the contributions of volunteers and applaud hundreds of millions of people who volunteer to make change happen. On International Women's Day in March, UNV saluted those who have led by example making our world a place where all women can fully enjoy equality and human rights. On International Youth Day in August, UN Volunteers vividly illustrated the active engagement of youth in small and large-scale change initiatives. And on International Volunteer Day in December, UNV joined the global volunteering community in celebrating volunteerism in all its facets, paying special tribute to people's participation in making a difference locally, nationally and globally.

## INTERNATIONAL WOMEN'S DAY

The theme for International Women's Day in 2014 was 'Equality for Women is Progress for All'. UNV participated in the global commemoration, reflecting its commitment to women's engagement and empowerment in participatory processes. On 18 March 2014, UNV organized a side event to the 58<sup>th</sup> session of the UN Commission on the Status of Women, moderated by its Deputy Executive Coordinator. Panellists came from UN Member States, UN entities and global volunteer organizations. Participants discussed means of ensuring women's participation within the post-2015 development context through enhancing volunteerism, breaking gender stereotypes and supporting a more gender-equitable society.

UN Volunteers marked International Women's Day in the **State of Palestine** by partnering with the Aid and Hope Programme for Cancer Patient Care Association in Gaza to honour 50 women survivors of breast cancer and the association's founder, Eman Shenan. Despite their personal struggles, these survivors volunteered their time to raise awareness about breast cancer, provide psychosocial support to 750 women with cancer, and produce low-cost breast prostheses for free distribution to hospitals and care centres through the Aid and Hope

Programme. The volunteers manufactured 1,350 breast prostheses in over 30 workshops over three years, providing training to 67 women.

## INTERNATIONAL YOUTH DAY

The theme for International Youth Day in August 2014 was 'Mental Health Matters', drawing attention to mental health challenges among youth. Trauma, gender inequality, poverty, disability, violence and unemployment contribute to youth feeling marginalized from society and can result in mental health issues. Volunteerism can inspire and engage youth by facilitating their participation and channelling their energy to effecting change in their communities.

In **Nepal**, UN Volunteers celebrated International Youth Day at the UN House with a public speaking competition, awards ceremony, presentations and discussions on Nepali youth and mental health. Close to 100 guests attended, including representatives of national and international volunteer-involving organizations. Members of Youth Initiative, a leading youth organization in Nepal, presented a drama performance and provided logistical support during the selection rounds of the public-speaking competition. The panel covered topics such as common mental health issues among Nepali youth and their possible causes, government initiatives to address these issues, and ways to enhance the integration of youth with mental health conditions in Nepali society.

## INTERNATIONAL VOLUNTEER DAY

In 1985, the United Nations designated 5 December as International Volunteer Day to celebrate the power and potential of volunteerism. In 2014, volunteers and volunteer organizations around the world celebrated the day with their grassroots communities, local authorities and UN organizations. It was a day to pay tribute to people's positive contributions at all levels of society in areas such as sustainable development, social cohesion, stronger governance, peace, and inclusive decision-making processes.

On International Volunteer Day 2014, the IMPACT 2030 Declaration – a UNV-brokered collaboration between the UN and the private sector on corporate volunteering – was presented to the UN Secretary-General's Special Advisor on Post-2015 Development Planning at an event organized by UNV in New York. IMPACT 2030 is a global coalition of private sector leaders and other stakeholders aiming to expand and encourage corporate volunteering activities to help achieve the Sustainable Development Goals by 2030.

In the **Democratic Republic of Congo**, UN Volunteers and staff of the United Nations Organization Stabilization Mission in the Democratic Republic of Congo joined to celebrate International Volunteer Day in Goma. 'Volunteer and put your weapons down!' showcased the potential of young volunteers to advocate for sustainable peace. Some 300 volunteers equipped with spades, brooms and wheelbarrows took to the street, sweeping and cleaning as they went. In addition, volunteers helped plant trees and painted a mural about environmental protection in the yard of a local school to encourage environmentalism in the young. Aimed at promoting youth commitment to peace in the Kivus region, a concert featured local young artists and volunteers raising awareness of their shared culture and identity. More than 200 volunteers from nine associations took part in the International Volunteer Day activities in Goma.

// The volunteer spirit can be indeed enriching. Anyone who goes through this experience comes out of it stronger and richer, with enhanced capacities and a broader vision... I highly recommend people to volunteer and contribute to the empowerment of communities.

*Samira Keita (Niger), UN Volunteer Civil Affairs Officer in Man, Côte d'Ivoire*

*Shahd El-Swerki (left), national UN Volunteer Communications Assistant at UNDP Gaza, State of Palestine, visited the Aid and Hope Programme for Cancer Patient Care Association and joined the women from the centre in sewing breast prosthetics which are distributed for free to female cancer patients. (UNV, 2015)*



# ACRONYMS

<b>FAO</b>	Food and Agriculture Organization of the United Nations
<b>IFAD</b>	International Fund for Agricultural Development
<b>ILO</b>	International Labour Organization
<b>IOM</b>	International Organization for Migration
<b>OCHA</b>	Office for the Coordination of Humanitarian Affairs
<b>OHCHR</b>	Office of the United Nations High Commissioner for Human Rights
<b>UN-Habitat</b>	United Nations Human Settlements Programme
<b>UN Women</b>	United Nations Entity for Gender Equality and the Empowerment of Women
<b>UNAIDS</b>	Joint United Nations Programme on HIV/AIDS
<b>UNAMID</b>	African Union/United Nations Mission in Darfur
<b>UNDP</b>	United Nations Development Programme
<b>UNDPA</b>	United Nations Department of Political Affairs
<b>UNDPKO</b>	United Nations Department of Peacekeeping Operations
<b>UNEP</b>	United Nations Environment Programme
<b>UNESCO</b>	United Nations Educational, Scientific and Cultural Organization
<b>UNFPA</b>	United Nations Population Fund
<b>UNHCR</b>	Office of the United Nations High Commissioner for Refugees
<b>UNICEF</b>	United Nations Children's Fund
<b>UNIDO</b>	United Nations Industrial Development Organization
<b>UNMEER</b>	United Nations Mission for Ebola Emergency Response
<b>UNMISS</b>	United Nations Mission in South Sudan
<b>UNODC</b>	United Nations Office on Drugs and Crime
<b>WFP</b>	United Nations World Food Programme





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# STATISTICAL AND FINANCIAL INFORMATION FOR 2014

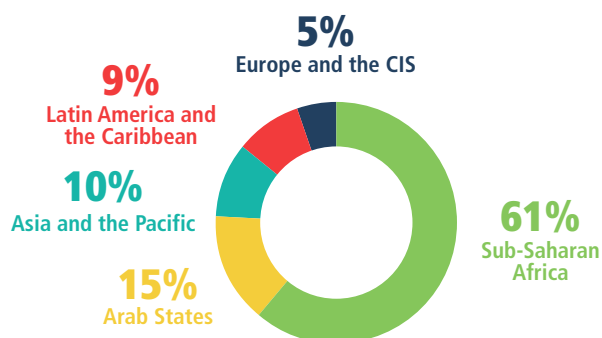


*Askal Tilahun (Ethiopia), UN Volunteer Community Services Officer with the office of the United Nations High Commissioner for Refugees in Malawi, greets a young Rwandan refugee near a water point at Dzaleka refugee camp, which caters to the needs of 20,000 people from different African nations. (Eldson Chagara, 2015)*

## STATISTICS

Number of UNV assignments	6,433
Number of individual UN Volunteers	6,325
Countries of assignment	121
Countries of origin	155
<b>Origin of UN Volunteers</b>	
From countries of the South	5,125 81%
From countries of the North	1,200 19%
<b>Gender</b>	
Female	2,578 41%
Male	3,747 59%
<b>Types of assignment</b>	
International UNV assignments	4,656 72%
National UNV assignments	1,777 28%

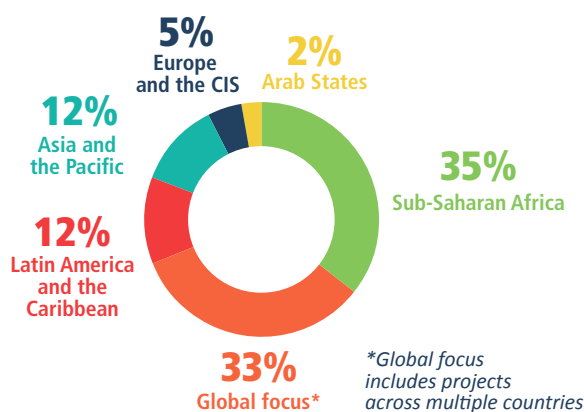
### UNV ASSIGNMENTS BY REGION



### NUMBER OF UNV ASSIGNMENTS WITH MAIN PARTNERS

UNDPKO/UNDPA/UNMEER	2,639
UNDP/UNV	1,917
UNHCR	913
UNICEF	188
UNFPA	157
WFP	154
UN WOMEN	89
OHCHR	58
UNEP	52
OCHA	45
UN-Habitat	43
Others	178
<b>Total:</b>	<b>6,433</b>

### ONLINE VOLUNTEERING ASSIGNMENTS BY REGION



### ONLINE VOLUNTEERING SERVICE

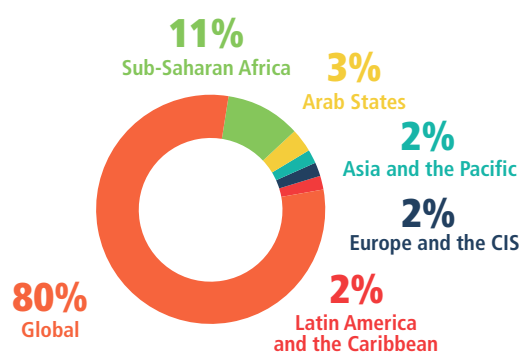
Number of online volunteering assignments	16,134
Number of UN Online Volunteers	10,887
<b>Origin of UN Online Volunteers</b>	
From countries of the South	6,516 60%
From countries of the North	4,371 40%
<b>Gender</b>	
Female	6,504 60%
Male	4,383 40%
<b>Number of registered organizations</b>	<b>2,433</b>

### TREND IN THE NUMBER OF UN VOLUNTEERS SINCE 1998

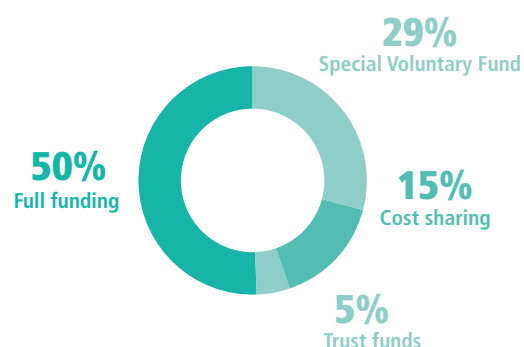


## UNV programme expenditure in 2014 - Total: US \$20.1 million

DISTRIBUTION BY REGION



DISTRIBUTION BY SOURCE OF FUND



## Contributions to UNV in 2014

PROGRAMME RESOURCES RECEIVED FROM PARTNER COUNTRIES (Thousands of US\$)

PARTNER COUNTRIES	Special Voluntary Fund	Other Resources	Total	% of Total
Germany	2,299.2	3,172.2	5,471.4	31%
Japan		2,254.2	2,254.2	13%
Switzerland	911.4	1,219.0	2,130.4	12%
Belgium		1,714.3	1,714.3	10%
Republic of Korea		1,540.0	1,540.0	9%
France		1,518.3	1,518.3	9%
Sweden	781.8		781.8	4%
Ireland	123.3	462.4	585.7	3%
Norway		528.6	528.6	3%
Luxemburg		500.6	500.6	3%
Czech Republic	14.7	230.6	245.4	1%
Argentina		170.0	170.0	1%
Brazil		90.0	90.0	1%
China	30.0		30.0	0%
India	15.0		15.0	0%
Israel	15.0		15.0	0%
Bhutan	4.0		4.0	0%
Morocco	3.0		3.0	0%
Thailand	1.6		1.6	0%
Bangladesh	1.0		1.0	0%
<b>TOTAL</b>	<b>4,199.9</b>	<b>13,400.3</b>	<b>17,600.2</b>	<b>100%</b>

OTHER PROGRAMME RESOURCES RECEIVED (Thousands of US\$)

OTHER CONTRIBUTORS	Special Voluntary Fund	Other Resources	Total	% of Total
Economic Community Of West African States		1,035.4	1,035.4	79%
United Nations Trust Fund for Human Security		155.2	155.2	12%
Kwansei Gakuin University		83.0	83.0	6%
One UN Plan Fund		20.0	20.0	2%
United Nations Office on Sport for Development and Peace		19.1	19.1	1%
<b>TOTAL</b>	<b>-</b>	<b>1,312.6</b>	<b>1,312.6</b>	<b>100%</b>



## Contributions to UNV in 2014

PROGRAMME EXPENDITURE ON UN VOLUNTEERS BY UN ENTITIES (Thousands of US\$)

UNITED NATIONS ENTITIES	Total	% of Total
UNDPKO/DPA United Nations Department for Peacekeeping Operations / Department of Field Support	97,100	63%
UNDP United Nations Development Programme	22,146	14%
UNHCR United Nations High Commissioner for Refugees	19,307	13%
WFP World Food Programme	4,371	3%
UNFPA United Nations Population Fund	3,944	3%
UNICEF United Nations Children's Fund	1,840	1%
OCHA Office for the Coordination of Humanitarian Affairs	879	1%
OHCHR Office of the High Commissioner for Human Rights	847	1%
UN-Habitat United Nations Centre for Human Settlement	720	0%
UN WOMEN United Nations Entity for Gender Equality and the Empowerment of Women	719	0%
UNEP United Nations Environment Programme	601	0%
WHO World Health Organization	459	0%
United Nations	129	0%
UNOPS United Nations Office for Project Services	336	0%
UNOV United Nations Office in Vienna	148	0%
FAO Food and Agriculture Organization	106	0%
UNRWA United Nations Relief and Works Agency	89	0%
IFAD International Fund for Agricultural Development	84	0%
IOM International Organization for Migration	56	0%
UNAIDS Joint United Nations Programme on HIV/AIDS	40	0%
Other	53	0%
<b>TOTAL</b>	<b>153,974</b>	<b>100%</b>

## Expenditure for Year Ending 31 December 2014 (Thousands of US\$)

	PARTNER COUNTRIES		UN System & Other Contributors	TOTAL
	Special Voluntary Fund	Other resources*		
<b>TOTAL EXPENDITURE</b>	<b>5,930</b>	<b>14,211</b>	<b>180,376</b>	<b>200,517</b>

\*Other resources comprise cost sharing, trust funds and full funding of UNV assignments.

[www.unv.org](http://www.unv.org)

UNV is administered by the United Nations  
Development Programme (UNDP)



Empowered lives.  
Resilient nations.

# United Nations Volunteers

## UN Volunteer statistics by country

Countries	National	Sent	Received
Afghanistan	-	18	116
Albania	3	6	2
Algeria	3	1	11
Andorra	-	1	-
Angola	-	3	3
Argentina	-	8	1
Armenia	4	1	2
Australia	-	34	-
Austria	-	8	-
Azerbaijan	-	2	-
Bangladesh	10	49	23
Barbados	-	1	-
Belarus	-	3	-
Belgium	-	80	-
Benin	79	54	4
Bhutan	-	28	1
Bolivia (plurinational State of)	22	3	11
Bosnia and Herzegovina	26	3	13
Botswana	-	2	3
Brazil	13	27	6
Bulgaria	-	4	-
Burkina Faso	36	45	17
Burundi	18	73	39
Cabo Verde	3	1	7
Cambodia	3	-	23
Cameroon	51	141	24
Canada	-	73	-
Central African Republic	1	13	40
Chad	16	65	59
Chile	-	3	-
China	29	2	1
Colombia	12	21	32
Comoros	2	1	3
Congo	5	10	18
Costa Rica	-	4	-
Cote D'Ivoire	4	87	220
Croatia	-	9	1
Cuba	-	5	2
Cyprus	-	1	-
Czech Republic	-	23	-
Democratic Republic of the Congo	15	167	740
Denmark	-	12	-
Djibouti	2	1	10
Dominican Republic	6	3	5

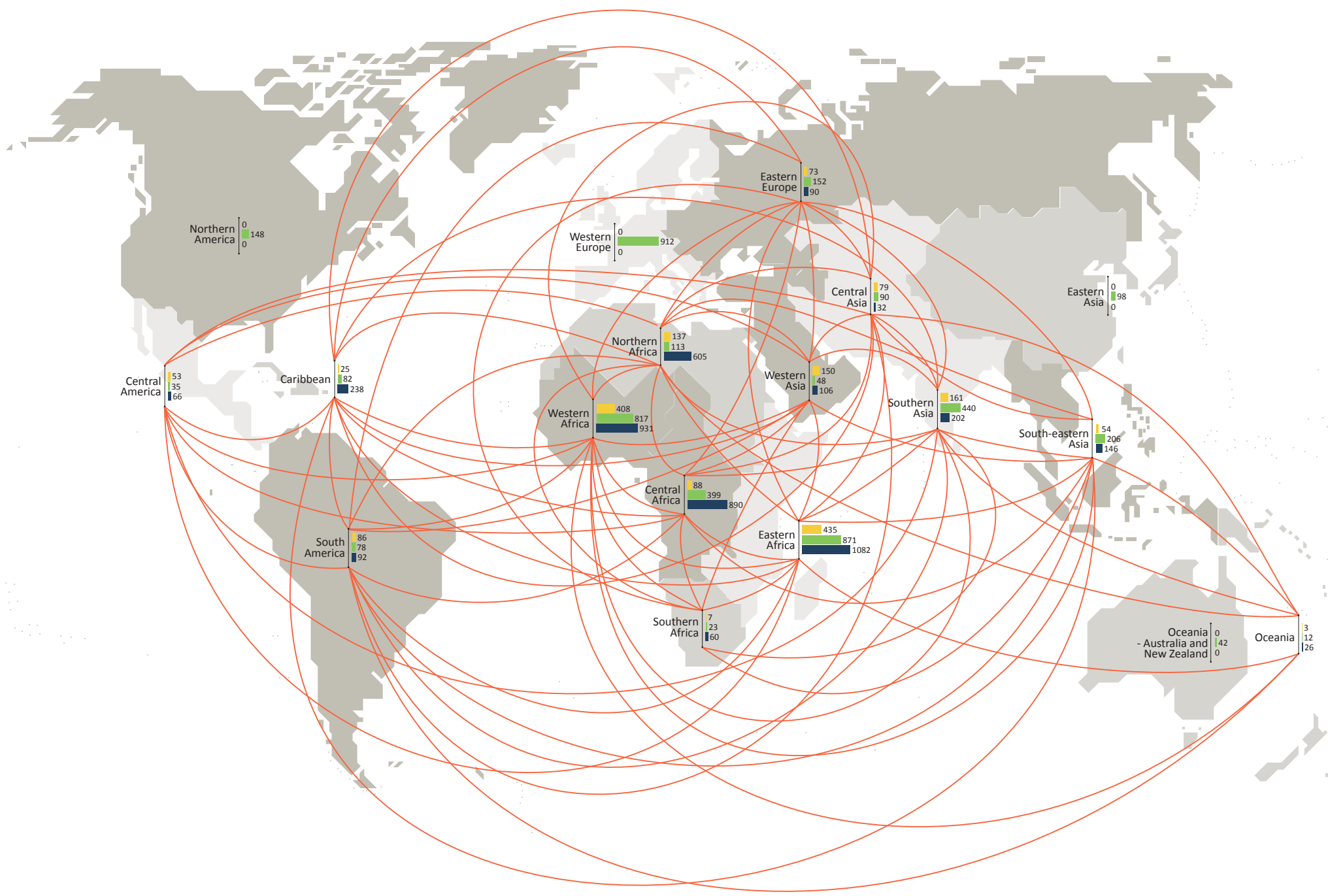
Countries	National	Sent	Received
Ecuador	7	3	20
Egypt	61	15	45
El Salvador	6	3	7
Eritrea	-	42	4
Estonia	-	2	-
Ethiopia	50	94	37
Fiji	3	12	7
Finland	-	52	-
France	-	164	-
Gabon	-	-	4
Gambia	6	18	13
Georgia	-	6	2
Germany	-	60	-
Ghana	8	91	15
Greece	-	18	-
Guatemala	2	4	24
Guinea	-	47	29
Guinea-Bissau	20	4	34
Guyana	1	1	1
Haiti	6	68	212
Honduras	26	4	16
Hungary	-	10	-
Iceland	-	1	-
India	62	99	8
Indonesia	6	24	11
Iran (Islamic Republic Of)	5	7	1
Iraq	7	3	19
Ireland	-	46	-
Italy	-	128	-
Jamaica	1	1	2
Japan	-	98	-
Jordan	5	10	28
Kazakhstan	6	3	4
Kenya	155	194	45
KOSOVO (as per UN Security Council Resolution 1244)	18	5	58
Kyrgyzstan	7	7	11
Lao People's Democratic Republic	-	1	19
Latvia	-	1	-
Lebanon	45	7	5
Lesotho	-	1	20
Liberia	26	137	286
Libya	-	-	8
Liechtenstein	-	1	-
Lithuania	-	3	-

**National:** UN Volunteers serving within the country or territory. For example, during 2014 there were no Afghan national UN Volunteers engaged within Afghanistan.

**Sent:** UN Volunteers of the country serving abroad as international UN Volunteers. For example, during 2014 there were 18 Afgan nationals on UNV assignments in other countries and territories.

**Received:** UN Volunteers of other nationalities serving in the country or territory. For example, during 2014 there were 116 UN Volunteers working in Afghanistan.

UN VOLUNTEERS PROMOTING SOUTH-SOUTH DEVELOPMENT



UN Volunteer statistics by region

Regions	Regional	Sent	Received
Caribbean	25	82	238
Central Africa	88	399	890
Central America	53	35	66
Central Asia	79	90	32
Eastern Africa	435	871	1,082
Eastern Asia	0	98	0
Eastern Europe	73	152	90
Northern Africa	137	113	605
Northern America	0	148	0
Oceania	3	12	26
Oceania - Australia and New Zealand	0	42	0
South America	86	78	92
South-eastern Asia	54	206	146
Southern Africa	7	23	60
Southern Asia	161	440	202
Western Africa	408	817	931
Western Asia	150	48	106
Western Europe	0	912	0
Total	1,759	4,566	4,566

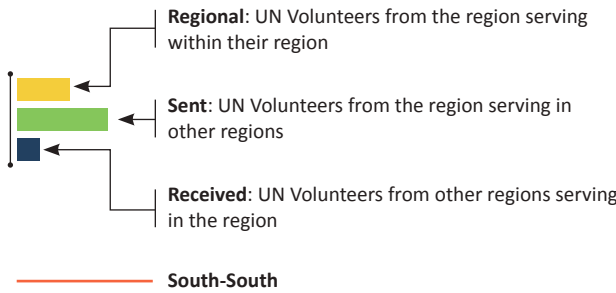
**Regional:** UN Volunteers from the region serving within the region. For example, during 2014 there were 25 Caribbean UN Volunteers engaged within the Caribbean.

**Sent:** UN Volunteers from the region serving in other regions. For example, during 2014 there were 82 Caribbean UN Volunteers on assignment in other regions.

**Received:** UN Volunteers from other regions serving within the region. For example, during 2014 there were 238 UN Volunteers from outside the Caribbean working within the Caribbean.

The terms used are drawn from the United Nations Statistics Division.

Map legend



The lines on the map (left) indicate the movement of international UN Volunteers from their home regions to their assignments around the world. Close to 81 percent of UN Volunteers come from the South and most also serve in the South.



Countries	National	Sent	Received
Luxembourg	-	1	-
Madagascar	48	14	47
Malawi	3	19	59
Malaysia	-	8	1
Maldives	-	-	1
Mali	35	12	178
Marshall Islands	-	-	1
Mauritania	32	-	12
Mauritius	-	2	3
Mexico	3	15	5
Mongolia	4	2	4
Montenegro	8	-	-
Morocco	12	8	14
Mozambique	24	5	20
Myanmar	-	10	13
Namibia	7	3	6
Nauru	-	-	1
Nepal	24	114	34
Netherlands	-	27	-
Netherlands Antilles	1	-	-
New Zealand	-	8	-
Nicaragua	16	5	14
Niger	113	47	41
Nigeria	4	73	2
Norway	-	13	-
Pakistan	28	89	11
Panama	-	-	3
Peru	25	6	16
Philippines	26	135	9
Poland	-	8	-
Portugal	-	28	-
Republic of Korea	-	56	-
Republic of Moldova	-	1	1
Romania	1	13	-
Russian Federation	1	20	1
Rwanda	15	82	27
Samoa	-	-	10
Sao Tome and Principe	-	-	2
Senegal	13	37	37
Serbia	-	14	2
Sierra Leone	12	131	32
Singapore	-	2	-

Countries	National	Sent	Received
Slovenia	-	3	-
Slovakia	-	1	-
Solomon Islands	-	-	4
Somalia	-	1	45
South Africa	-	15	31
South Sudan	12	16	657
Spain	-	127	-
Sri Lanka	32	36	7
State of Palestine	22	4	18
Sudan	48	77	499
Swaziland	-	2	-
Sweden	-	16	-
Switzerland	-	63	-
Syrian Arab Republic	-	12	-
Tajikistan	4	11	7
Thailand	2	-	20
The former Yugoslav Republic of Macedonia	-	1	-
Timor Leste	1	24	22
Togo	17	33	4
Tonga	-	-	1
Trinidad and Tobago	11	4	17
Tunisia	13	12	11
Turkey	57	4	15
Uganda	27	193	27
Ukraine	16	22	10
United Kingdom	-	60	-
United Republic of Tanzania	42	58	32
United States	-	75	-
Uruguay	-	4	-
Uzbekistan	29	9	5
Vanuatu	-	-	2
Venezuela	6	2	2
Viet Nam	16	2	28
Western Sahara	-	-	25
Yemen	10	4	11
Zambia	25	18	14
Zimbabwe	12	58	13
<b>Total</b>	<b>1,759</b>	<b>4,566</b>	<b>4,566</b>

The designations employed and the presentation of material in these lists do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations, UNDP or UNV concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.



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*Mohammad Sharaz (Pakistan, right), UN Volunteer Information Management Officer with the UN Mission for Ebola Emergency Response, speaks to Security Officers at the Security Check Point of Kambia District Ebola Treatment Centre on the importance of recording attendants/care-givers who escort patients to ease contact tracing. (Michael Mondeh, 2015)*

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YouTube: [www.youtube.com/unv](http://www.youtube.com/unv)

For information about becoming a UN Volunteer,  
visit the UNV website: [www.unv.org](http://www.unv.org)

For more information about the UNV Online Volunteering  
service, visit: [www.onlinevolunteering.org](http://www.onlinevolunteering.org)

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# INSPIRATION IN VOLUNTEER ACTION

Annual Report 2014



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