Since the start of the crisis, WFP has rapidly responded to the immediate needs and necessities of the population with integrated food and nutrition assistance to over 855,000 refugees, alongside facilitating essential shared services (logistics and emergency telecommunications). Currently, WFP assists the refugees with blanket assistance which is complemented with life-skills training, disaster mitigation activities and common engineering services. Over hundreds and thousands of Rohingyas have arrived in Bangladesh, following violent incidents in 1978, 1991 – 1992, and again in 2016. The largest and most rapid Rohingya refugee influx was triggered in August 2017. In a matter of weeks, over 745,000 fled Myanmar – including more than 400,000 children – bringing the current camp population to more than 855,000. Compounding matters further, Cox’s Bazar is situated in the southern ‘cyclone belt’ of Bangladesh, remaining extremely vulnerable to natural disasters, including cyclones and floods, which has had negative impacts on the refugee population and host community’s food security and livelihoods status. The 2017 influx has considerably increased pressure on the already scarce resources in Cox’s Bazar district, one of the poorest and most vulnerable districts in Bangladesh. Undernutrition and food insecurity are at crisis levels, with poverty well above the national average.

WFP Response In Numbers

**General Food Assistance**

- 855,000 beneficiaries
- 600,000 (70 percent) E-vouchers
- 255,000 (30 percent) In-kind

**Integrated Nutrition Assistance** (across 45 integrated nutrition sites)

- BSFP | 181,700 CUS; 25,000 PLW
- TSFP | 17,670 CUS; 1,400 PLW

**Complementary School Feeding**

- 250,400 children across 3,750 learning centres

**Self-Reliance Programme**

- 25,000 (targeted) through life skills (portable skills training) related activities

WFP Response

Since the start of the crisis, WFP has rapidly responded to the immediate needs and necessities of the population with integrated food and nutrition assistance to over 855,000 refugees, alongside facilitating essential shared services (logistics and emergency telecommunications). Currently, WFP assists the refugees with blanket assistance which is complemented with life-skills training, disaster mitigation activities and common engineering services. Alongside, over 300,000 host population is supported with a range of diverse services including livelihoods, integrated nutrition and risk mitigation. As the Rohingya crisis continues, WFP will continue to emphasize on the humanitarian-development nexus taking into consideration the critical needs of the host community.

For more details: WFP Reports and Information Management Unit, Cox’s Bazar: Baisali Mohanty (baisali.mohanty@wfp.org); Nour Salama (nour.salama@wfp.org)
In Cox's Bazar, WFP currently has the following programmes that target the refugee community:

- General Food Assistance for Refugees
- SCOPE solution in the refugee camps
- Self-reliance for Refugees
- Nutrition Assistance for Refugees
- School Feeding in the Refugee Community
- Disaster Risk Reduction for Refugees (DRR)
- Safe Approaches to Fuel and Energy Plus Landscape Restoration and Livelihoods (SAFE Plus)
- Site Maintenance Engineering Project (SMEP)
WFP provides integrated food assistance to the entire refugee population through a combination of e-vouchers and in-kind food modalities. As part of the in-kind food distribution, 30 percent of the entire caseload receive food rations on a 15-day cycle in 15 distribution points tailored to accommodate an individual nutrient requirement of 2,100 calories. Through the e-voucher modality, serving more than 70 percent of the entire refugee population. Every participant receives a monthly entitlement, fixed according to the minimum expenditure basket (MEB).

The amount is loaded onto the assistance card (powered by WFP beneficiary and transfer management system, SCOPE) which can be redeemed across 15 WFP contracted retail assistance outlets in the camps. Every month, the total sale is equal to USD 5 million, 15 percent of which is sourced locally.

WFP has piloted fresh food corners which provides access to fresh produce from the farmers and small traders directly at the e-voucher outlet.

100 percent of the refugees receive blanket food assistance by WFP either through in-kind modality (30 percent) or e-voucher modality (70 percent);

WFP plans to transition 100 percent of the refugee population to e-vouchers through 2020.

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**General Food Assistance for Refugees**

**Programme Overview**

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**Key Components**

- **Greater Choice and Dignity:** The assistance card facilitates access and greater freedom to the beneficiaries to select from a range of food items. Among the 20 food items, 12 are fixed staple food items while the flexible items are chosen by the retailers according to customer preferences as well as market and seasonal variations.

- **Enhanced Protection and Accountability:** WFP has a robust complaint and feedback mechanism through which beneficiaries can directly register their complaints/issues. WFP ensures quick redressal through fast-track mechanisms.

- **Women as primary entitlement holders:** Considering the conservative situational disadvantages that primarily women have been subjected to, the assistance cards are issued in the name of the senior most woman in the household (whenever possible) as the entitlement holder. This aims at strengthening women’s control over resources in the household. They are also provided with the option to nominate an alternative who can purchase on their behalf.
**Way Forward**

**Transition to e-voucher modality:** Through 2020 WFP aims at transferring the majority of the refugee population to e-vouchers, which would enhance dietary diversity giving refugees’ access to different kind of food items. The prices are aligned with the market rates to ensure optimum engagement and a real-time shopping experience for the beneficiaries.

**Collaboration with local retailers contributing to the local/national economy:** Currently WFP engages with six retailers to procure—both locally and internationally—a range of food items such as onion, garlic and rice. WFP aims at engaging with a diverse group of retailers to add more variety and improve accountability of the system.

**Scale-up of the multi-wallet platform:** Use of WFP assistance card for delivery of relief items by other humanitarian actors. Currently it is used for soap distribution by UNICEF and Liquified petroleum Gas by IOM, as part of the Safe Access to Fuel and Energy project across the camps.

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“*I get eggs, chilli, rice, brinjal, malta and oil from this shop. Earlier we used to get three items and now we can access varied items, it has given us more options to cook different dishes.*

*My children like the dry fish and we have also have started getting fresh fish from here, I feel it has improved our diet in so many different ways.*

_Senoara_

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**WFP at the Forefront of Innovation**

<table>
<thead>
<tr>
<th>Rice capping</th>
<th>Fresh food corner</th>
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<tbody>
<tr>
<td>As an effort to encourage diverse consumption of food items, rice was capped at a monetary value of BDT 450 (14.5 kgs of rice) which is still 4 kg more of rice per person than allocated through in-kind food assistance.</td>
<td>A separate section in more than five e-voucher outlets is dedicated to selling fresh food options, including vegetables, live fish and chicken. The sales have been much higher than the usual for these corners.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Farmers’ Market</th>
<th>Blockchain solution</th>
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<tbody>
<tr>
<td>An initiative to link smallholder farmers, micro and medium retailers, who provide fresh produce (vegetables, chicken and fish) from the host communities with the refugees. This will help stimulate the local economy and social-cohesion amongst different communities.</td>
<td>WFP aims to bring an innovative solution such as the blockchain, to provide an alternative to transferring beneficiary entitlements within a ‘closed-loop system’. This enhances transparency and accountability in the system.</td>
</tr>
</tbody>
</table>
Multiple Wallets

Each assistance card has the capacity to hold multiple wallets which helps facilitate delivery of different services by the humanitarian agencies simultaneously. This improves flexibility and improves accountability to both donors and refugees.

Interagency Collaboration

WFP plans to use SCOPE for distribution of non-food items (NFIs) at the e-voucher assistance outlets and extend the service to other humanitarian organizations.

Data protection

WFP acknowledges it bears critical responsibility in protecting the sensitive information that beneficiaries have entrusted with. Data protection must be further integrated into all layers of the multi-wallet expansion–strategy, legal frameworks, and field operations.

De-duplication

WFP formulated an operational de-duplication standard operating procedures and lessons learnt to adjust the functionalities of the de-duplication tool and help other WFP operations to manage their caseload using the Cox’s Bazar model.

Real time biometric identification (RTBI)

The RTBI tool helps identify beneficiaries who attempt to enrol twice, who have lost all documents or wish to move between households (HH). In cases of extreme situations where, displaced persons can be traced back to the original HH. WFP Bangladesh was the first to test and roll out to scale the RTBI tool.

Data sharing with UNHCR: UNHCR’s database is being aligned with WFP’s database as part of the global data-sharing agreement.

Expansion of e-voucher assistance: the Assistance card usage has rapidly scaled up to cover all the 14 e-voucher outlets as well as for in-kind distribution in seven camps. 70 percent of the refugees are currently using the assistance cards to purchase fresh food from the e-voucher assistance outlets; and WFP is committed to transfer 100 percent of the refugee population to the SCOPE platform by the end of 2020.

“What is SCOPE?

SCOPE is a digital platform that supports WFP to manage the beneficiary management platform in a uniform manner. It informs who the beneficiaries are, what they are entitled to receive, supports multiple delivery mechanisms and modalities to the appropriate delivery mechanism, and provides analytics for operational insights.

The total number of people who have been enrolled in SCOPE is 8 million.

Scope Solution In Refugee Camps

Programme Overview

Since the beginning of the refugee influx, multiple biometric registration were made by UN agencies and NGOs, which showed significant variances in the overall population figures and family compositions. It was a necessity that the WFP beneficiary and transfer management platform, SCOPE, was introduced in Cox’s Bazar.

In 2014, WFP began using the SCOPE Assistance card to assist the initial population of 34,000 registered refugees in Cox’s Bazar. It was in December 2017 that WFP began biometrically enrolling the newly arrived refugees, and began scaling-up the digitized electronic voucher (e-voucher) modality to phase out the paper-based in-kind food assistance modality.

Way Forward

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“For the first time, I was able to choose between more than 15 food items. I got fresh vegetables, eggs, chillies, and more”

Hasina
Rohingya beneficiary using the assistance card for the first time at an e-voucher outlet (Camp 4).
The Self-Reliance programme aims to support the most vulnerable by:

- **Strengthening food security and access to fresh food** through urban agriculture based interventions, including aquaculture and seed production;
- **Providing Rohingyas with portable-skills trainings** such as tailoring and mechanical repair;
- **Encouraging participants inclusion in gender-transformative life-skills** including functional literacy trainings.

WFP Self-Reliance for Refugees programme started in July 2018. The first two cycles of the programme mainly supported refugee women to enhance their resilience. During the third cycle, WFP expanded its programme to include all at-risk youth (both male and female) as well as extremely vulnerable individuals (such as elderly and disabled people).

**Major achievements (2019):**

- Trained **10,000** individuals, mostly women, in **10** different activities including tailoring, embroidery, aquaculture etc.
- Established self-reliance activities in **23** refugee camps
- Provided trainings in **24** different skills centres across those camps

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### Self-Reliance Programme for Refugees

#### Programme Overview

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#### Key Components

- **One Shelter, One Garden:**
  WFP conducts agriculture trainings, focusing on homestead vegetable gardening, as an intervention at the household level and reduce the cost of nutritious diet for the targeted families.

- **Portable skills training:**
  10,000 individuals had access to trainings in embroidery, block printing, tailoring, and more. To avoid saturation of these skills, WFP is diversifying its programme with trainings in food processing, meal preparation and manual labour-intensive work. This would enhance demand in the market and support integration of existing supply chain with the new ones.

- **Recycling and upcycling project:**
  More than 400 individuals will be engaged in recycling programme aimed to address solid waste management in the camps.

#### Way Forward

- **Scale-up plan**
  By early 2020, additional 25,000 refugees will be enrolled in the self-reliance programme.

- **Build a multi-year strategy**
  Strengthen coordination at the Livelihood Working Group to ensure a comprehensive scale-up and avoid overlaps in targeting.

- **Demand driven designs**
  Extensive market research will be conducted to assess the existing skill gaps and to create more sustainable market opportunities for refugees.

- **Explore innovative programme designs**
  Solid waste management is a crucial challenge for the refugee response, but also an opportunity for value creation in the camps.

- **Create market linkages**
  To guarantee efficiency of the skills trainings, demand of skilled labour and access to different services, WFP establishes inter-linkages with existing markets.
Mina comes to the skills centre every day five days a week. “This is our Shanti Khana (Peace Centre), I have made many friends here and more than that this helps me move out of my house once in a while and learn something I can make use of in the future.” Over 30 women learn embroidery and tailoring at the skills centre which helps them produce different handicraft products.

“These are skills which we will always be able to hone wherever we go. Earlier, I used to sit at home and do nothing – ever since I have started coming here, I have started to enjoy my daily activities.” Mina concedes.

Women of different age group participate in this programme which is run with support from Bangladeshi trainers. “I was in the town before but when I heard of this programme I decided to step in and help the women here, I don’t say I can empathise with each one of them it is very difficult but I understand them, I can feel them and that has made me so much more stronger.” shares a trainer from the centre.

“I have received fish about five times since October, previously I used to get it from the market at least 2 to 3 times a week”, Nazma Begum says. She with her family of six have been engaged in preparing the pond next to their shelter which was otherwise not being used. It now caters to ten other families in the neighbourhood, providing them additional supplements of protein.

“We get food from the distribution point, just three types and this fish is all we have as the source of protein, we would continue farming fish. Whenever we get fish we make sure to distribute it amongst everybody—it is not just us, it is our neighbours who also take a share of it.” For many of the families, back in Myanmar they were easily able to source fish from the nearby pond hence having access to a pond and fresh fish in the camp makes them closer to home and brings them closer to each other. WFP in partnership with its cooperating partners has worked on nine ponds which caters to over 118 families—over 500 individuals, through the aquaculture project. More than 90 labourers were engaged in preparing the pond and on an average which produces 80 kg of fish, every month. Every family receives close to 2 kg of fish which they consume.

In 2019, WFP engaged over 10,000 direct beneficiaries through its self reliance projects and over 500 families were engaged in aquaculture project.
As part of the blanket supplementary feeding programme, children under five years old (CU5) as well as pregnant and lactating women (PLW) receive specialised rations of fortified Wheat Soya Blend and super cereal/Wheat Soy Bean Plus mixed with vegetable oil per month.

As part of the targeted supplementary feeding programme; children identified as moderately undernourished receive monthly rations of 3 kg of Plumpy Sup (RUSF) for malnutrition rehabilitation. Pregnant and breastfeeding women identified as malnourished receive 6.75 kg Super Cereal/Wheat Soy Bean Plus mixed with vegetable oil per month.

Behaviour change sessions for public awareness
Community outreach volunteers are engaged to screen and identify malnourished children who are then referred to the nearest health centre. Social and Behaviour Change Communication (SBCC) sessions conducted on nutrition, health, hygiene preparation and storage of food supplements provided as part of both programmes.

Integration of prevention and targeted programmes
WFP has integrated its TSFP and BSFP programme with the Outpatient Treatment Programme centres, which deals with severe malnutrition cases across the 45 nutrition sites. Further, WFP is making an effort to digitise the data management systems which will ease referral and access to Moderate Acute Malnutrition management services, and ensure continuum of care.

Programme Overview

Key Components

- **Behaviour change sessions for public awareness**
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Major Achievements

<table>
<thead>
<tr>
<th>Programme</th>
<th>CU5</th>
<th>PLW</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSFP</td>
<td>170,000</td>
<td>26,000</td>
</tr>
<tr>
<td>TSFP</td>
<td>16,000</td>
<td>1,400</td>
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*CU5: Children under the age of five; PLW: Pregnant and lactating women
WFP School Feeding Programme (SFP) aims to ensure that hunger is not an impediment to the child’s overall development. SFP for registered refugees was first launched in 2002 with the goal of improving children’s learning through addressing the root causes of hunger and micronutrient deficiencies that can have consequences on their cognitive growth.

WFP provides a packet of nutritious micronutrient fortified biscuits to children enrolled in learning centres in the camps daily. These locally-produced biscuits are fortified with 14 vitamins and minerals, and provide approximately 50 to 67 percent of the daily micro nutrient requirements for a child of five to 11 years old. In 2019, date distribution also started in refugee camps, donated by the Government of Qatar, reaching close to 160,000 children.

Through 2020, WFP will continue to assist close to 257,000 children in the camps.

Additionally, WFP plans to disseminate social and behavioural change messaging on food, nutrition and hygiene through puppetry simulations.

WFP will explore partnerships with sports associations in Bangladesh, aiming to have children in camps play football.

A recent School Feeding impact evaluation showed several successful outcomes from the programme:

- Increased average learning centre enrolment
- Reduced dropout rate
- Iron deficiency anaemia lowered

In refugee camps, WFP currently assists 257,000 children across 3,872 learning centres per day.

Girls account for 50 percent of the children assisted through the school feeding activities.

In addition, in 2019 date bars were distributed to 160,000 children.

“I have been coming to the Camp 17 learning centre for a year now, I can fluently speak in English with you. I think the language is really important. I was happy to learn that we don’t have to get food from home essentially because we get the biscuits here. It relieves me of hunger pangs, I can just be and focus on my readings.”

Iqbal
Access to key roadways and social infrastructure are critical to ensuring continuance of essential humanitarian operations and communication across the camps. Especially during the time of natural disasters such as cyclones and rains, reinforcement and rehabilitation of WFP assistance sites and other infrastructures remains crucial to prevent further damages and serve with required assistance.

As part of the ongoing humanitarian response in Cox's Bazar, WFP actively implements a Disaster Risk Reduction (DRR) programme for prevention and reduction of risks from natural disasters, with the overall objective of strengthening resilience and capacity development of refugees in Cox's Bazar. WFP maintains effective coordination and collaboration with Camp in Charges, Ministry of Disaster Management and Relief (MODMR) and the Forestry Department for fostering dialogue on the refugee crisis.

### Programme Overview

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### Key Achievements

#### Reforestation Activity

- In 2019, 251,600 tree samplings were planted across 117 hectares in 22 different camps.

#### Site improvement and disaster risk mitigation

- Improving drainage systems, slope protection, perimeter fencing, constructing dams to reduce soil erosion, rehabilitation of bridges and access roads, etc.

#### Improving accessibility to humanitarian actors and communities

- In 2018 DRR constructed 32 bamboo bridges and installed a bailey bridge in the camp.

#### Skills Building

- Participants are engaged in activities, ranging from repairing roads, planting seedlings for afforestation, constructing bamboo and steel bridges, reinforcing WFP assistance sites and other infrastructures remaining crucial to prevent further damages and serve with required assistance.

- Throughout the year, more than 30,000 refugees participated in risk reduction related activities.

- Amongst which, more than 3,000 individuals were from the host community.

### Way Forward

- Currently WFP is engaging in training of volunteers from the ‘Cyclone Preparedness Programme’. A manual has been prepared in collaboration with Government line ministries and departments.

- Strengthen government capacity through effective preparedness activities for the recurring cyclone seasons and monsoons.
Due to paucity of resources and limited access to safe source of fuel for energy and cooking purposes, refugees are found to be mostly reliant on firewood as the chief source of fuel. In the process of procuring firewood, refugees, especially child and women-headed families, become susceptible to negative coping strategies, such as theft, trafficking and transactional sex. Additionally, cooking with firewood creates harmful fumes which has pernicious consequences. This has been one of the most critical protection issues especially for women.

In light of the above, WFP with IOM and FAO provides refugees with Liquified Petroleum Gas (LPG) to ensure they have access to a secure and safe source of fuel which is critical to ensuring they are able to cook their food in the best possible manner.

**LPG sets distributed to (per household): 181,987**  
**Refills distributed monthly: 1,145,985**  
**Improving Environmental Resilience in the Camps:** Between August-September 2019, 252,000 trees planted of 32 different species across 118 hectares of planting activities in 22 camps, engaging 3,973 participants, with 24 percent of women.

**Cleanliness Campaign:** First phase in camps 1E, 1W and 2W: A total of 350 m$^3$ of solid waste collected and disposed at landfill in the Camp 4 Extension, covering 3,700 m$^2$. 246 community volunteers were trained on usage of personal protective equipment, working conditions and overall purpose of the campaign.

**Way Forward**

**Efforts at Reforestation**

Large-scale reforestation activities to be undertaken to restore denuded hills and slopes to prevent landslides and soil loss, recharge underground water reserves and re-establish critical habitat for biodiversity. According to the current planting map, 52 acres are already planted and 369 acres will be planted in the next season.

**Incentive focused Activities**

SAFE plus aims at ramping its activities around soil stabilization, protection of water resources and nursery propagation.
The establishment of the Site Maintenance Engineering Project (SMEP), is a manifestation of the first joint venture by three UN agencies, WFP, IOM and UNHCR. Against the context of deteriorating environmental condition, SMEP is an intervention to reduce the risk of disasters by engaging camp residents in constructing and maintaining of the infrastructure.

**Key Priorities**

- **Emergency Repair and Recovery**: SMEP has established 17 forward operating bases and 3 casting yards across Ukhiya and Teknaf with crews of over 24 workers equipped with engineering supervision and machinery at each location. SMEP has an emergency roster 24/7 allocated during the monsoon season at the Hub for a rapid response.

- **Establishment of Child Care Day Centre**: To facilitate and provide opportunities for women to work in construction sites, the pilot project of “Childcare day Centre” was introduced at the Dam site in camp 20 extension to provide day care facilities for children of the female workers.

- **Clearing and Strengthening Drainage Channels**: with a strong monitoring the performance of the drainage channels during the monsoons.

- **Disability Inclusion**: SMEP has implemented robust mechanisms to include persons with disabilities.

- **Mobile Engineering Reporting Tool (MERT)**: A mobile application with offline capabilities was designed and implemented by SMEP for field level inventory management, tracking records and generating reports.

**Way Forward**

“I feel really blessed to be here working in the world’s largest refugee camp displaying at every moment the possibility that a woman is multitalented. I can be an Engineer, a wife, a daughter, a supervisor and in the future an Engineer Manager.”

Turna Dasgupta, SMEP engineer.
In Cox’s Bazar, WFP currently has following programmes that targets the host community:

- Livelihoods for the most vulnerable population
- Integrated Nutrition Assistance
- School Feeding in the local government schools
- Disaster Risk Reduction activities engaging local community
- Safe Approaches to Fuel and Energy Plus Landscape Restoration and
In Cox’s Bazar district, undernutrition and food insecurity were at crisis levels, with poverty well above the national average. In light of this, selected women (considered extremely vulnerable to external shocks) were enrolled into a two-year programme through which they have access to various trainings and are supported by a monthly subsistence allowance of BDT 1,050 (approximately USD 12). Once trainings completed and based on the submission of a business plan, they receive a cash grant, BDT 15,000 (USD 180) to generate income through using their acquired skills set.

Key Achievements:

20,000 participants were reached with the livelihoods activities.

Women groups have saved BDT 41,550,000 (USD 490,000/0.5 million) in different bank accounts through forming 816 self-help groups which they used for starting their own business.

721 participants are benefiting from disability inclusion activities.

Livelihood Programme for Host Community

Programme Overview

In Cox’s Bazar district, undernutrition and food insecurity were at crisis levels, with poverty well above the national average. In light of this, selected women (considered extremely vulnerable to external shocks) were enrolled into a two-year programme through which they have access to various trainings and are supported by a monthly subsistence allowance of BDT 1,050 (approximately USD 12). Once trainings completed and based on the submission of a business plan, they receive a cash grant, BDT 15,000 (USD 180) to generate income through using their acquired skills set.

Key Components

- **Engaging with the entire family** including husbands, mothers-in-law and young daughters to ensure they understand the benefits of the programme.

- **Social networks and financial inclusion** women are organized into self-help groups, which act as a platform for them to enhance their financial accountability by monthly savings as a group.

- **Social and Behaviour Change Communication (SBCC) sessions** addressing social issues that are most relevant for women and their food security.

- **Building market linkages** with various market actors, such as retailers selling produce in WFP’s E-Voucher assistance outlets, WFP’s farmers’ market and national food and crafts companies in order to ensure sustainability.

- **Working with Government, local partners and change agents**, such as the Department of Agricultural Extension and Minister of Fisheries and Livestock. WFP also relies on Community Development Organizers (CDOs) and local partners to implement all its programmes on the ground.

- **Disability inclusion**: WFP ensures inclusion of people with disabilities in its livelihoods programme and ensures their needs are met.

Way Forward

- **Strengthening engagement with host community**: WFP plans to engage an additional 15,000 families in the livelihood programmes in host areas and explore innovative ways to link the small-scale businesses with integrated value chains to enhance sustainability.

- **Building effective value chains for smallholder farmers**: 10,000 out of the 20,000 women currently enrolled in WFP’s livelihoods programme will have access to a third year of support addressing barriers to market. The third year will focus on financial literacy, financial inclusion, formal group registration, aggregation of surplus, market information.

- **Enhancing shock responsiveness of the programme**: WFP will pilot modalities that allows to compensate for the loss of assets due to floods, cyclones, or other shocks induced by climate disruptions.
“I get orders from everyone, there is no difference between a man or woman, host or refugee community when it comes to work. I do understand their specific needs and that helps me produce tailored materials, as per their needs,” says Kulsum.

She always knew how to make the ‘moras’ (the small stools), but with the support she received from WFP livelihoods programme which provided her with training and cash incentive to expand her business, she has been able to do it much better. She is the sole bread-winner or the woman of the house, or as she would like to call herself an equal partner.

“I know equality means I can voice my opinion which I can do now, I can face the world and stand up for my family when needed.”

As a founder member of the Fashful women’s group comprising of 30 women from the local community, Kulsum started her own business with the financial aid she received through WFP.

As part of the livelihoods programme, the participants receive training on specialised skills with the aim of it eventually helping them to generate a stable livelihood. The likes of Kulsum have started earning on their own and that has empowered them in ways they never thought could be possible.

“I run my poultry business, it was always a dream to do my own business which I never thought I will be able to. I was active in the family, took care of my children and husband but when it came to major decisions it was always my husband who took them that was the norm, but now it has changed. I know that my participation is needed and is important—as my perspective is different from others and vice versa.”
Since 2011, as part of the Improving Maternal and Child Nutrition (IMCN) programme, WFP has been providing tailored nutrition assistance to treat moderate acute malnutrition for children under five (6 to 59 months) and pregnant and nursing women in Cox’s Bazar.

Selected host community children receive monthly rations of 3 kg of Plumpy Sup (RUSF) for malnutrition treatment. Pregnant and breastfeeding women identified as malnourished receive 6.75 kg super cereal/WSB+ mixed with vegetable oil.

In addition, WFP engages with the host community population with Social and Behaviour Change Communication (SBCC) sessions. These are conducted on a range of topics such as: nutrition, health, hygiene preparation and storage of food supplements provided as part of both programmes. Since, the nutrition programme has been scaled up to assist more than 9,500 children and women across three sub-districts in Cox’s Bazar.

A total of 5,600 children under 5 (CUI) and 3,900 pregnant and nursing women are assisted in the host community with Targeted supplementary feeding Programme (TSFP).

A total of 87 nutrition sites across host community are currently operational.

## Programme Overview

Since 2011, as part of the Improving Maternal and Child Nutrition (IMCN) programme, WFP has been providing tailored nutrition assistance to treat moderate acute malnutrition for children under five (6 to 59 months) and pregnant and nursing women in Cox’s Bazar.

Selected host community children receive monthly rations of 3 kg of Plumpy Sup (RUSF) for malnutrition treatment. Pregnant and breastfeeding women identified as malnourished receive 6.75 kg super cereal/WSB+ mixed with vegetable oil.

In addition, WFP engages with the host community population with Social and Behaviour Change Communication (SBCC) sessions. These are conducted on a range of topics such as: nutrition, health, hygiene preparation and storage of food supplements provided as part of both programmes. Since, the nutrition programme has been scaled up to assist more than 9,500 children and women across three sub-districts in Cox’s Bazar.

## Voices from the Field

Reciting phrases after phrases on what they need to do to make their children grow stronger and taller, a group of 20 women sit tightly under the shade listening patiently to Kadija Begum. Every month, Kadija does social and behavioural change sessions with almost 100 of these groups. These sessions cover a range of issues including: health, nutrition and hygiene which is their only source of information on how they need to ensure a healthy living. Popularly called as “Pushti apa” (aka nutrition sister) Kadija moves around 15 such villages as part of her responsibility as a community worker. “I feel happy that now people in the village listen to me, not just women but men as well. It is important for men in the family to actively be a part of these discussions. I encourage women from our sessions to pass on the message to their husbands,” says Kadija.
School Feeding Programme (SFP)

Programme Overview

WFP, with support from the Ministry of Primary and Mass Education, provides micronutrient fortified biscuits to pre-primary and primary school children in host community schools, covering five poverty prone sub-districts in Cox's Bazar. It aims to contribute to the Government policy of universal primary education by improving access to basic education for school-aged children, particularly those living in poverty prone areas. WFP provides a 75 gm packet of biscuits to the host community school, on a daily basis six days per week, fortified with fourteen vitamins and minerals. The biscuits provide over 50 percent of children's daily micro-nutrient needs.

To enhance the effectiveness of the programme the distribution of fortified biscuits is accompanied by an 'essential package' that benefits the whole community. Essential package services in the area of education, health, nutrition are being provided through community mobilization in a coordinated manner. Some of the key elements of this includes: community mobilization, de-worming activities and school vegetable gardening.

The USDA-funded McGovern-Dole Food for Education and Child Nutrition Programme (MGD) is operational in two sub-districts (Ukhiya and Kutubdia) focusing on literacy and nutrition activities.

WFP launched a partnership with Sisimpur Bangladesh to provide students in host community schools with 30,000 specialized books cover on practical topics including disaster preparedness, global health and hygiene, agriculture and environment. Students in host community schools are appointed in different leadership roles such as “Book Captains” to manage and track books and “Little Agriculturalists” to develop better understanding on gardening.

Way Forward

- Started cooked meals project in Teknaf for 26,000 children in 70 government schools. This will ultimately influence national School Meals policy of the Government.
- Continued literacy improvement activities in Ukhiya and Kutubdia for 47,000 children in 146 schools.
- Continued regular school feeding in Ukhiya, Kutubdia, Pekua and Moheshkhali for 140,000 students in 488 government schools.
In Cox’s Bazar, WFP has operationalized the Disaster Risk Reduction (DRR) programme for prevention and reduction of risks from natural disasters, with the overall objective of strengthening resilience and capacity development of the most-vulnerable host community population. WFP maintains effective coordination and collaboration with Ministry of Disaster Management and Relief (MODMR) and Forestry Department for fostering dialogues on host community development.

Access to key roadways and social infrastructure are critical to ensuring continuance of essential humanitarian operations and communication across the camps. Especially during the time of natural disasters such as cyclones and monsoons, reinforcement and rehabilitation of critical infrastructure and assets remain crucial to preventing further damage to the affected people in need for immediate assistance.

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**Key Priorities**

- **Reforestation Activity**: In collaboration with FAO, promote reforestation and restoration of the environment and contribute effectively to sustainability and rehabilitation.
- **Site improvement and disaster risk mitigation**: Improving drainage systems, slope protection, perimeter fencing, constructing dams to reduce soil erosion, rehabilitation of bridges and access roads, etc.
- **Improving accessibility to humanitarian actors and communities**: Building bridges, strengthening drainage systems and roads to improve access to markets, emergency food or nutrition assistance sites.
- **Emergency preparedness**: Rehabilitating and constructing cyclone shelters and evacuation centres in the host community.
- **Skills building**: Participants are engaged in activities supporting them to earn a livelihood—repairing roads, planting seedlings for afforestation, constructing bamboo and steel bridges, reinforcing WFP assistance sites to strengthening drainage channels receive a set monetary remuneration. The participants can strengthen their skills on infrastructure building, environmental protection and economic development.

**Way Forward**

- Scale-up reforestation activities in Ukhiya and Teknaf across 1,230 hectares in host areas: in collaboration with Bangladesh Forestry Department and FAO.
- Enhance training on basic field forestry skills (with BFD, IFESCU [Institute of Forestry and Environmental Science, Chittagong University] and BFRI [Bangladesh Forest Research Institute]).

**Major Achievements (2019)**

**Emergency Preparedness:**

40 cyclone shelters rehabilitated in 2019 and another 32 planned for 2020. Primary assessment completed for these.

**Capacity Building:**

More than **14,000** volunteers from the host community engaged in activities, ranging from road repairs, planting seedlings for afforestation, constructing bamboo and steel bridges, against a fixed remuneration.

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**Disaster Risk Reduction Programme for Host Community**

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**Programme Overview**

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Cox’s Bazar is extremely vulnerable to natural disasters including cyclones, floods and heavy rain during the monsoons, particularly. Further, the population continue to remain heavily dependent on firewood as the primary source of fuel—which raises protection concerns especially for women and child-headed households.

The environmental situation requires immediate actions to avoid the complete loss of the natural resource base and to provide enhanced livelihoods opportunities for the population. Under these circumstances, the SAFE Plus project, a collaborative initiative of IOM, FAO and WFP provides selected host population with clean cooking fuel eliminating the competition for forest resources, restoring the environment, empowering people and initiating livelihoods opportunities and bolstering agriculture and fishery production to support livelihood of the host population.

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**Key Components**

- Providing the population with clean cooking fuel;
- Reducing competition for forest resources;
- Restoration of the environment;
- Empowering host community members;
- Initiating livelihoods opportunities;
- Bolstering agriculture and fishery production to feed the growing population and decrease competition of resources

**Way Forward**

Incentive focused activities are carried out with host community focusing on soil stabilization, protection of water sources and nursery propagation.

Technical support is provided to host community farmers’ groups, established through the Department of Agricultural Extension, to increase the production of high-demand fresh vegetables.

These farmers’ groups will then be linked to WFP’s existing procurement processes to supply to the refugee population through the existing network of WFP e-voucher outlets.

Efforts for Restoration of Degraded Forest in host communities are implemented to prevent landslides and soil loss, recharge underground water reserves and re-establish critical habitat for biodiversity. These activities will help restore losses incurred by the host population, as well as ensure the continued liveability of the areas affected by the refugee crisis.

Planting efforts are coordinated amongst all the agencies to ensure community support and alignment with the Government protocols and standards. space within the camp and in the host community.

**Major Achievements (2019)**

16,736 households in the host community received Liquified Petroleum Gas (LPG) in addition to 36,032 refills on a monthly basis.

Restoration of Degraded Forest in host communities: 571 hectares restored; 479,100 trees planted; more than 3,000 volunteers engaged on a monthly basis.

**“Earlier everyday I used to go far into the forest to collect firewood, without which I cannot cook. But it has changed now. I can cook easily for my children in the gas that I have receive”**

Rukma, a single mother with three young children.
Overview of WFP Response to Cross-Cutting Issues

WFP, throughout its long tenure in Bangladesh, has been committed to address and mainstream **Gender Equality**, **Protection** and **Disability Inclusion** in all its programme design and implementation.
# WFP Protection Approach in Cox’s Bazar

## Key Priorities

### Protection through food assistance

WFP provides blanket food assistance to all refugees. To reduce any existing risks, measures are undertaken such as: geographical selection of the distribution sites in consideration of beneficiaries’ vulnerabilities; access to clean and safe drinking water, a breastfeeding corner, crowd control measures; and porters services to alleviate the burden of carrying heavy food rations.

### Measures of data protection

To ensure beneficiary data used for assistance distribution is well protected, WFP uses its beneficiary and transfer management system, SCOPE.

### Contribute to Women Empowerment and Gender Equality

Through the Safe Access to Fuel and Energy project, WFP ensures one of the major concerns in relation with collection of firewood is dealt with, improving protection of women and girls.

### Enhancing accountability

In terms of accountability, WFP is heavily investing in the Feedbacks and Complaints Mechanisms (CFM) by streamlining CFM channels (mainly hotline and helpdesks) across different programmes, both in refugee camps and host communities. Further, WFP regularly organizes a series of meeting with the community leaders and the community at large.

## Major Achievements

- 15 community meetings with “Mahjis” (local community leaders).
- 6 meetings with religious leaders.
- 10 meetings with the wider community.

These meetings are essential for receiving feedback of WFP’s operations in the camps and ensure the protection of the beneficiaries. The data gathered are taken into account when improving WFP programmes.

## Way Forward

- Protection analysis to assess the extent of protection mainstreaming and conduct awareness sessions in WFP programme units.
- Participate regularly in the rapid protection assessment to be conducted by the protection working group (PWG).
- Capacity building of internal staffs.
- Conduct monthly monitoring visits at the field level.
- Coordinate with other protection actors and provide support to cases referred to WFP.
When you have a physical ailment it shows, people are aware of it. But when you must deal with mental illness, it requires even more patience and strength. I tell my son to be brave, he has some neurological problem doctor said but I don’t have a solution for him,” Rehena Begum.

As part of tailoring WFP response towards population of different age groups, WFP interviewed people aged above 60 – to ensure and facilitate the range of services they are additionally supposed to be provided with.

Rehena is the third person being interviewed out of the list that was pulled out from the SCOPE data. A thatched roof room houses three of them, her youngest son is aged 10 while oldest is above 18.

She says, “my oldest son should be my alternative but that is not the case as he always needs someone to be with him.”

Speaking further with WFP protection team, she relayed what kind of problems she was facing earlier with transporting food items, but it has become easier as they were shifted to a shop closer to their house. Additionally, once they start getting the porter it will ease transportation.

In a month’s time the need for the family to be included in the porter system was communicate and that ensure they have easy access to food assistance outlets which is key to furthering food security.

“Being able to access food from the e-voucher outlet has greatly improved our living standards, things that I used to buy from the market are now readily available.”

WFP assists more than 70 percent of the population with e-voucher assistance providing them the option to access food from a variety of 20 items, this aims at improving their access to food items as well as diversity their food consumption. This is considered as a form of addressing emerging protection concerns which might also emerge from the fact that they have faced restrictions with accessing food items.
Vulnerable Group Development (VGD) programme

Technical support to the largest social safety net programme targeting vulnerable women. Through this intervention, selected women were given assistance for investment, a monthly ration of fortified rice, a tailored training programme on income-generating activities and behaviour and social change communication was imparted to enhance nutrition sensitive behaviour.

The Essential Learning package

As part of the school feeding programme, focused on relevant social issues emphasized on women’s leadership development, including through gender sensitization, education and advocacy, to encourage active participation in school management committees.

Livelihoods Programme

Through this intervention, around 20,000 women were organized in self-help groups that provided a forum for entrepreneurship development, life-skills training, and a safe communal space to share their challenges and lessons learned. These groups also provided a support structure to tackle issues such as domestic violence.

Self-Reliance “Gamma” Project for refugee women and host community

In partnership with ‘Friends of Basha’ and UN Women, WFP engaged women and adolescent girls in skills building trainings complemented with social and behaviour change communications.

Gender Mainstreaming and Intervention in Site Management Engineering Project (SMEP) and WFP Engineering

WFP will plan a targeted and gender-transformative approach in its operational activities, enhancing the capacities of the most vulnerable groups within SMEP and Engineering activities.

“I am no less than anyone else working here; I can feed my family and I am sufficient to run the household”

Sarbana Begum, a participant of the disaster risk reduction activities.
WFP implements an integrated approach to support participation of persons with disabilities across its programmatic interventions:

- Ensure collation of disaggregated data based on disabilities (inclusive of age and sex) across WFP programmes.
- Involving persons with disabilities in the camps and host communities through consultation on barriers and enablers to accessing WFP programmes.
- Increasing opportunities for valued roles for people with disabilities (for example; livelihoods, committees, volunteers, labourers).
- Utilising WFP reach through Cooperating Partners to communicate critical messaging on disability inclusion.

A tailored awareness session for 175 staff members was organized; which covered the foundations of disability inclusion and looked at the impact of exclusion.

Disability Inclusive Food Assistance Forum was attended by 130 participants, from WFP staff, the implementing partners, disability organizations present on the ground and people with disabilities.

WFP has nominated 10 ‘Disability Inclusion Champions’ to be rewarded for the cause of disability inclusion.

As part of the Site Maintenance Engineering Project (SMEP) casting yards project, more than 15 people with disabilities were trained and employed.

**Key Priorities**

- Create opportunities for people with disabilities through active participation in the food management committees.
- Formation of disability specific groups for strategic decision-making on disability inclusion in programming.
- Explore purchasing one wheelchair per food assistance outlet.
- Strengthen current database to ensure prioritising and token system are servicing people with disabilities.
- Share disability inclusion messages through learning centres in the camps.

**Major Achievements**

- WFP in Cox’s Bazar has developed a **Disability Inclusion Action Plan 2019 – 2020**. It highlights key opportunities for each programme to strengthen their approach to disability inclusion from the year 2019 forward.

**Way Forward**

- 700 out of 20,000 women participants in the livelihoods programmes are differently abled.
- 5 percent of volunteers engaged in several asset rehabilitation activities are differently abled.
Overview of Sectors

In an emergency situation, coordination is critical to ensuring the right assistance reaches the most vulnerable population in need. Effective coordination means less gaps and overlaps in the assistance delivered by humanitarian organizations.

The foundations of the current international humanitarian coordination system were set by General Assembly resolution 46/182 in December 1991. Almost 15 years later, in 2005, a major reform of humanitarian coordination, known as the Humanitarian Reform Agenda, introduced a number of new elements to enhance predictability, accountability and partnership. The Sector Approach was one of these new elements.

Sectors are groups of humanitarian organizations, both UN and non-UN, in each of the main sectors of humanitarian action, e.g. water, health and logistics. They are designated by the Inter-Agency Standing Committee (IASC) and have clear responsibilities for coordination.

WFP leads/co-leads three sectors in Bangladesh: the Food Security Sector, the Emergency Telecommunications Sector and the Logistics Sector.

Logistics Hub
The FSS 2020 Strategic Objectives include:

• Deliver blanket unconditional life saving food assistance to refugees.
• Coordinate the complete transition from in-kind food assistance to electronic voucher (e-voucher) distribution.
• Support host communities with income generating activities, skills development and agricultural production, including a focus on strengthening market linkages to the refugee camp.
• Actively coordinate Livelihoods and Self-reliance activities in the host community and refugee camps to avoid duplications and maximise benefits.

Coordination with national/local authorities, humanitarian organisations and partners through the FSS Working Group, Livelihood Technical Working Group and the Energy and Environment Working Group.

In liaison with other sectors closely coordinate the planning and implementation of the Joint Response.

The Global Food Security Cluster (gFSC) is committed to contributing to food security through the coordination of the food security response in emergencies. In Cox’s Bazar, the FSS was established in 2017 to ensure a coordinated response for the Rohingya crisis with WFP and Food Agriculture Organization (FAO) as the leading agencies. FSS aimed to facilitate operational coordination of the humanitarian response in cooperation with the Government of Bangladesh, UN agencies, INGOs and National NGOs as FSS members and partners.

Camp Greening: 152 ha planted in order to promote environmental restoration.

Established and facilitated the Livelihoods Working Group, where partners discuss and assess priorities and needs of refugees and the host community.

WFP co-leads the Food Security Sector with FAO, responsible for coordination amongst 28 organisations to ensure timely and effective support to the Rohingya emergency response, targeting 1.284 million people: 840,000 refugees and 444,000 host community.

Food Security Sector (FSS)

Programme Overview

The FSS has three strategic objectives for the Joint Response Plan 2020:

⇒ Ensure and sustain timely provision of life saving food assistance to the Rohingya refugees.
⇒ Promote portable skills development opportunities for Rohingya and enhance the livelihood resiliency of host community.
⇒ Support peaceful co-existence through restoration of natural resources.

In order to ensure and sustain timely provision of life saving food assistance for refugees, the FSS reached (by households) through complimentary foods by the implementing partners.

Key Priorities

Way Forward

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**The Logistics Sector (LS)**

**Programme Overview**

- **Coordination** to minimise duplication of effort, sharing of technical expertise and the engagement in advocacy.
- **Information Management (IM)** to supporting operational decision making, respond to logistics challenges and improve the efficiency of the logistical response, especially during cyclone and monsoon seasons.
- **Common logistics Services** such as storage, and prepositioned storage assets in multiple locations to allow rapid scale up or to mitigate disruption due to natural disasters.
- **Capacity Building trainings**: to support effective decision making and address organisations supply chain challenges.

**Major Achievements (2019)**

**Information Management:**
⇒ Road assessment exercise was initiated: 124 km of roads in the data collection stage as of January 2020.

**Common Services:**
⇒ As of December 2019, a total of 37,201 m³ (11,621 mt) of relief items was handled for 34 different organisations, since 2017.

**Capacity Building**
⇒ As of December 2019, more than 10 trainings organized (Basic Humanitarian Logistics Training, Mobile Storage Erection Training and Monsoon and Cyclone Preparedness Training).

**Preparedness:**
⇒ 11 Generators from 7.5 to 21 KVA and mobile storage units are prepositioned for Cyclone preparedness.
⇒ 55 containers were assigned to 19 different organisations and were placed in 14 different locations for weather proof storage.
⇒ 16 bilateral preparedness assessment meetings with different partners to assess their preparedness capacity and provide technical logistics advice.

**Way Forward**

⇒ Ensure access to capacity strengthening activities, targeted at building operational expertise and reduce the need for temporary logistics services augmentation.
⇒ Ensure attraction and participation of local logistics actors and expand capacity strengthening and preparedness activities delivered in Bangla.
⇒ Design tools aimed at providing information on locally available logistics and support services.
⇒ Ensure that the humanitarian community has access to the resources required for operational support and emergency preparedness such as minimum contingency stock of fuel.

The Logistics Sector ensures that the humanitarian actors have the ability to provide timely and reliable logistical support and information.

The sector is responsible for coordination, information management and facilitation of common logistics support.
Emergency Telecommunications Sector (ETS)

Programme Overview

Following the urgent need to support the humanitarian efforts in response to the Rohingya emergency, WFP, in its capacity as global lead of the Emergency Telecommunications Sector (ETS), is addressing common Information and Communication Technology (ICT) needs for the Government of Bangladesh, humanitarians and affected communities.

Through the establishment of the ETS Working Group (WG), WFP and partners ensure a coordinated ICT response, an effective delivery of Information Technology (IT) operations and support to those working on the provision of assistance to the affected populations.

In terms of Services for Communities, 77 percent of the affected population report they do not have enough information to make informed decisions for them and their families*.

Key Priorities

The ETS response in Cox’s Bazar focuses on the augmentation of the current in-country telecommunications services delivery and capacity.

The Sector provides technical staff and equipment to ensure the whole operational area in Cox’s Bazar is covered by security telecommunications services. This includes:

- **Access to information mechanisms** such as information delivery through multimedia at food distribution points and complaints and feedback mechanism.

In so doing, the beneficiaries are able to smoothly access the feedback and complaint facility and provide much needed information on adequacy of service delivery.

- **Assist the local Government** with their emergency preparedness in the operational areas of Cox’s Bazar to increase means of communication between the Government and the humanitarian partners in case existing mobile telephone network and internet services fail, thus jeopardizing food distributions.

- **Providing Services for Communities** through technical assistance and equipment (internet, power and audio-visual) in 26 Camp-in-Charge offices and 30 community information hubs.

- **Maintaining the UN Repeaters** through routine inspection and maintenance visits.

- **Installation of the Campus Network** which would enhance connectivity across the camps making it more feasible for relief/humanitarian assistance.

Vision 2020: Sustainable Innovation, Durable Solutions

**Transition from In-kind to E-voucher modality**

WFP aims to bring the majority of the refugee population under its E-voucher food assistance modality through 2020; the entire refugee population will receive monthly entitlements on a pre-paid debit card, which they can use across WFP-contracted retail shops to buy 20 different food, including rice, lentils, eggs and others.

**Improving construction and site maintenance**

The Site Maintenance Engineering Project (SMEP) is piloting alternative models of building and procuring bricks, stabilizing slopes and constructing roads. Partners will directly involve local communities and refugees in the production of building materials by creating a “start-up”.

**Integrated Nutrition**

WFP has integrated all the nutrition sites, by providing prevention, treatment services for moderately acute malnourished children as well Outpatient Therapeutic services for severely acute malnourished children (in partnership with UNICEF/UNHCR) at the same place. Towards this end, WFP is actively engaging with local cooperating partners as well as other UN agencies.

**Strengthen engagement with host community through an increased focus on medium-to-long term livelihoods approach**

**Strengthening market linkages**

WFP is exploring ways to more strategically incorporate value chain approaches into its livelihoods activities operational in the host communities. In addition, WFP aims to introduce group grants for women by giving larger financial support to a group of 20-25 women to start their own businesses and undertake savings.

**Engagement with international financial institutions**

WFP is actively engaging with international and regional financial bodies to undertake extensive community-based risk reduction, asset creation works and scale up livelihoods activities. For instance, WFP is engaging with the World Bank that has announced significant funds – nearly USD 500 million.

**Scaling-up the Livelihoods programme**

In the host community, WFP involves 20,000 participants with skill development activities, with plans to scale it up to include 10,000 more participants, through 2020. WFP aims to extend the programme period to an additional one year, provided the funding needs are met.

**Introducing robust technologically-empowering solutions for humanitarian aid delivery**

**Blockchain technology**

As the response expands, WFP aims to explore newer platforms to strengthen existing systems. One such technology is blockchain which would allow enhanced inter-agency collaboration and provide an alternative to transferring beneficiary entitlements with data protection.

**Improved service delivery Modalities**

WFP continues to make sustained efforts to improve service delivery modalities. In this regard, WFP introduced vegetable, live fish and chicken corners with the aim of mirroring food assistance outlets as closely possible with the community markets, thus making them more consumer-friendly and accessible.

**Innovations through SCOPE**

The SCOPE system was implemented to manage the beneficiary database. WFP Bangladesh was the first country to champion the usage of the de-duplication tool and effectively use it to manage duplicates. Furthermore, WFP plans to use SCOPE across other programmatic areas.

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