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WFP in Cox's Bazar INFORMATION BOOKLET

OVERVIEW OF PROGRAMMES, INNOVATIONS, PARTNERSHIPS, SECTORS, CROSS-CUTTING THEMES

Photos: WFP/Nihab Rahman and Sayed Asif Mahmud

January 2021







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Emergency Response in the Rohingya Refugee Camps

2020 HIGHLIGHTS

- > E-vouchers scaled-up to serve almost **99%** of refugees with General Food Assistance by the end of 2020
- > **Building Blocks** launched in the Rohingya refugee camps, serving **716,000** refugees by the end of 2020
- > WFP continued to provide **food assistance and nutrition services** throughout the COVID-19 pandemic
- > **Self-reliance, Disaster Risk Reduction and School Feeding** activities adapted in response to COVID-19

CONTEXT

By the end of 2020 there were over 866,000 Rohingya refugees in Bangladesh. This includes almost 600,000 refugees in the Kutupalong mega camp, the largest refugee camp in the world, and over 3,750 refugees on Bhashan Char (3,400 who were relocated in December and 306 who were rescued at sea in April 2020). Although the situation has stabilized and all refugees continue to receive humanitarian assistance, they are almost entirely dependant on humanitarian assistance and still face major challenges, particularly the lack of regular income and livelihood opportunities. COVID-19 heightened vulnerabilities for refugees with the suspension of non-essential activities in the camps impacting income opportunities, households' purchasing power and threatening food security.

WFP RESPONSE

Since the start of the crisis in August 2017, WFP has provided food assistance to the camp population and nutrition services to pregnant and nursing mothers and young children. This assistance is complemented with life-skills training, disaster risk reduction activities and common engineering services. WFP also facilitates essential shared Logistics and Emergency Telecommunication services and co-leads the Food Security Sector. In March 2020, WFP rapidly adapted its programmes with the outbreak of COVID-19 to adhere to government restrictions while ensuring lifesaving interventions continue.

2020 in NUMBERS



866,000 Rohingya refugees supported



99% of food assistance provided through e-vouchers and **1%** in-kind



11 Fresh Food Corners opened at e-voucher outlets assisting **157,500** people every month



200,000 women and children supported with nutrition services every month



27,000 people engaged in self-reliance activities (96% women)



33,472 volunteers engaged through Food Assistance for Assets



285,000 students enrolled in school feeding



2,370 m of new road constructed



Photo: WFP/Nihab Rahman

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Interventions in the Host Community

2020 HIGHLIGHTS

- › Between April and November more than **USD 7 million** was disbursed and over **5,500 mt** of food distributed to **570,000** host community members affected by the COVID-19 pandemic
- › WFP continued **nutrition services** for malnourished women and children throughout the COVID-19 pandemic
- › **Livelihoods, Disaster Risk Reduction and School Feeding** activities adapted in response to COVID-19

CONTEXT

Cox's Bazar, situated in Bangladesh's southern "cyclone belt", is extremely vulnerable to natural disasters and is one of the most underdeveloped regions of Bangladesh. The influx of Rohingya refugees is perceived to have put considerable pressure on the local economy, affecting the livelihoods of the Bangladeshi population. The situation remains challenging for both the refugees and the host communities.

The COVID-19 crisis has further affected these already vulnerable host communities with national and regional lockdowns impacting income opportunities, households' purchasing power and threatening food security and nutrition outcomes. Empirical evidence collected in April 2020 showed that after the lockdown, households dependant on wage labour lost 70 to 100 percent of their daily earnings ([PPRC-BIGD, April 2020](#)).

WFP RESPONSE

WFP continues to support Bangladeshi host community populations through long-term interventions, including nutrition assistance at community clinics, school feeding, livelihoods programmes specifically targeting vulnerable women and disaster risk reduction activities. In response to COVID-19, WFP provided cash and in-kind assistance to over half a million people through Special Support for the Host Community (SSHC) in all eight sub-districts. Hot meals were also provided to people in government isolation and quarantine facilities.

2020 in NUMBERS



700,000 Bangladeshis supported



570,000 people supported through COVID-19 Special Support for Host Communities



14,000 women and children supported with nutrition services every month



30,000 women enrolled in the livelihood programme



30 cyclone shelters rehabilitated
120 handwashing stations installed



7,160 volunteers engaged through Food Assistance for Assets



135,000 students enrolled in school feeding



3 community clinics constructed, **6** renovated and **1** Flu Centre constructed



SCAN TO READ THE LATEST [WFP IN COX'S BAZAR HOST COMMUNITY BRIEFS](#)



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General Food Assistance

2020 in NUMBERS

- > Food assistance delivered to all Rohingya refugees across **34** camps every month
- > **99%** of GFA provided through e-vouchers with **84%** channelled through Building Blocks
- > **21** e-voucher outlets and **1** in-kind distribution point
- > **51,971** refugees reached with rapid response assistance and **41,364** hot meals provided

SCAN TO LEARN MORE
ABOUT RETAIL IN A BOX



OVERVIEW

WFP delivers food assistance to the entire refugee population every month. The majority of assistance is provided through e-vouchers where beneficiaries receive an electronic voucher (value adjusted each month) to be redeemed across WFP assistance outlets. The remaining caseload receive in-kind food rations (30 kg rice, 9 kg lentils and 3 litres vegetable oil). WFP rapid response ensures efficient emergency intervention. At the onset of a crisis affected populations are assisted with one in-kind food basket or a six-day ration of High Energy Biscuits (HEB) Within two weeks, families are then re-integrated into the regular food assistance. Depending on access to cooking facilities, refugees can also receive cooked meals or dry food and WFP provides rice for community kitchens.

OBJECTIVES

- **Ensure all Rohingya refugees receive a minimum of 2,100 calories of micronutrient food to meet their daily dietary needs.**
- **Enhance transparency and accountability** through digital systems (Building Blocks and SCOPE) and complaints and feedback mechanisms.
- **Allow choice and dignity** by providing assistance through e-vouchers which give people greater freedom to select from a range of food items at a time convenient to them.

ACHIEVEMENTS in 2020

- WFP delivered food assistance to the entire refugee population every month taking over two camps from The International Committee of the Red Cross (ICRC) in January.
- Almost all complaints (98.2 percent) received were solved and others referred to UNHCR for protection related follow-up.
- WFP scaled-up porter services for older people

who were shielding and supported 4,000 households with this service.

- WFP introduced Building Blocks, an online digital transfer management system based on blockchain technology.
- In December, WFP launched the global Retailer in a Box (RIAB) project in Camp 23 transitioning 2,400 households to receive monthly food assistance through e-vouchers.
- Through rapid response efforts, WFP ensured effective and efficient emergency assistance (general food distribution, High Energy Biscuits and hot meals) to 51,971 Rohingya refugees throughout 2020.

COVID-19 ADAPTIONS

COVID-19 compelled WFP to alter food assistance delivery and from April to November 2020, WFP shifted from a value voucher to a commodity voucher system to minimize virus transmission risks. To address market fluctuation and preserve beneficiaries' purchasing power, monthly entitlements were increased from USD 10 to USD 12. To reduce contact and ensure physical distancing, beneficiaries received 11-14 pre-packaged food items once a month.

THE WAY FORWARD

- WFP will scale-up e-voucher modality transfers for all refugees.
- Distribute SCOPE Bangladesh 2 Assistance Cards to all beneficiaries and ensure 100 percent alignment with Government and UNHCR data.
- Promote the WFP corporate tool, MODA to strengthen data quality and ensure data protection.
- Strengthen Complaint Feedback Mechanism in coordination with WFP support units.



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Social Cohesion: Fresh Food Corners & Farmers' Markets

2020 in NUMBERS

- > 11 Fresh Food Corners opened at e-voucher outlets
- > 157,500 Rohingya refugees assisted through Fresh Food Corners every month

OVERVIEW

While the World Food Programme continues to support 860,000 Rohingya refugees across 34 camps in Cox's Bazar with monthly food assistance, dietary diversity and access to nutritious food items among the most vulnerable households remains poor. The Refugee Emergency Vulnerability Assessment (REVA III) conducted in late 2019 found that almost 60 percent of households' external purchases are fresh food items, mainly chicken and fish. Amid the current COVID-19 situation, low-income earning households, particularly child, women or older person headed households and households with a family member with a disability, are the most disadvantaged, owing to their limited access to income opportunities. This also prompts the adoption of negative coping strategies, such as reselling assistance, borrowing money and buying food on credit. Moreover, the latest WFP Social Cohesion survey found that 26 percent of refugee respondents and 11 percent of host community respondents are keen to interact with each other in the market place. In response, WFP introduced Fresh Food Corners and Farmers' Markets to provide the most vulnerable households direct access to fresh food items. Farmers' Markets also provide a platform to improve inter-community level relations and social cohesion levels which are a pre-requisite for peaceful and stable cohabitation of both the community, in the context of Cox's Bazar.

A monthly top-up of USD 3 per individual is transferred to these vulnerable households, and can be redeemed at either at the Fresh Food Corners inside the e-voucher outlets or at the Farmers' Markets, offering a more natural shopping experience. In 2019, WFP piloted its first Farmers' Markets, but due to COVID-19, it was halted in March 2020. In both outlets targeted households have the freedom of choice to purchase from a wide variety of fresh fruit, vegetables and protein-rich food items.

OBJECTIVES

- Improve the dietary diversity of the most vulnerable households via direct access to fresh food items, particularly protein-rich items.
- Improve market linkages between the camps and host community small-scale farmers, petty traders, aggregators and retailers. Most food items will be locally purchased and/or produced to improve social cohesion between the two communities by increasing economic opportunities, agricultural production for host communities and positive interactions.

ACHIEVEMENTS in 2020

- WFP opened/resumed 11 Fresh Food Corners.
- WFP engaged over 10 host community farmers from FAO and WFP livelihood programmes in the pilot Farmers' Market in early 2020.

THE WAY FORWARD

- By mid-2021, WFP will open an additional three Fresh Food Corners (to have a total of 14) and eight Farmers' Markets to ensure 255,000 vulnerable Rohingya refugees have access to fresh food items.
- To benefit smaller local enterprises WFP will link FAO and WFP farmers to Fresh Food Corners through Aggregation Centres.
- WFP will digitize the process of market linkages using the in-house "Farm2Go" application which will collect digital, real-time data from smallholder farmers and their respective cooperatives and connect to WFP retailers and commercial markets
- By mid-2021, Fresh Food Corners and Farmers' Market are expected to inject around USD 760,000 into the local economy every month.



Integrated Nutrition Assistance in the Camps

2020 in NUMBERS

- > 200,000 women and children supported every month at 45 Integrated Nutrition Centres
- > 165,000 children screened and referred to the nutrition treatment programme

OVERVIEW

To address malnutrition, WFP provides prevention and treatment services to young children and pregnant and nursing mothers in the camps.

- **Blanket Supplementary Feeding Programme:** As part of the prevention programme, children between 6 and 59 months receive rations of fortified Wheat Soya Blend (WSB) while pregnant and nursing mothers receive rations of Super Cereal/WSB+ mixed with vegetable oil.
- **Targeted Supplementary Feeding Programme:** As part of the treatment programme, children under 5 years identified as moderately undernourished receive monthly rations of Plumpy Sup while pregnant and nursing mothers identified as malnourished receive Super Cereal/WSB+ mixed with vegetable oil.

OBJECTIVES

- **Malnutrition rehabilitation and treatment:** WFP aims to reduce morbidity and mortality associated with malnutrition among pregnant and nursing mothers and young children.
- **Social and behaviour change communication:** To ensure sustained change for cases of malnutrition, WFP conducts communication activities and utilizes tools that positively influence behaviour, knowledge and attitudes around nutrition, hygiene and social protection.
- **Active case finding:** WFP engages community outreach volunteers to screen and identify malnourished women and children who are then referred to the nearest nutrition centre. Beneficiaries who require regular assistance are closely followed and supported through home visits. During the last trimester, pregnant women receive services at home. WFP is also providing training to caregivers on how to screen their children for malnutrition and self-refer them to nutrition sites.
- **Promoting an inclusive approach:** Services are tailored to ensure everyone—women, men, older people, people who have chronic conditions and people with disabilities—can participate. For instance, breastfeeding corners at every nutrition site provide safety and

privacy for mothers while encouraging them to come to the facilities.

- **Evidence based programming:** WFP supports both quantitative and qualitative assessments to ensure that nutrition programmes are tailored accordingly.

ACHIEVEMENTS in 2020

- In collaboration with UNICEF and UNHCR, WFP successfully integrated moderate acute malnutrition prevention and treatment services with other nutrition services at 45 Integrated Nutrition Centres across the camps.
- WFP continued to provide nutrition services throughout 2020 while ensuring the safety of staff and beneficiaries through improved Infection, Prevention and Control of COVID-19 at nutrition facilities. Women and children engaged in the prevention programme also received double rations of Super Cereal at General Food Assistance sites to reduce the frequency of visits and limit interactions.
- During Nutrition Action Week, WFP supported UNICEF and Cooperating Partners to screen and supplement 140,000 children with Vitamin A capsules.

THE WAY FORWARD

In 2021, WFP plans to provide treatment and prevention services that were previously hampered by COVID-19. This includes:

- Strengthening growth monitoring and Social Behaviour Change Communication (SBCC) services that were hampered by COVID-19.
- Conducting qualitative assessments to support available quantitative data for finetuning SBCC programming.
- Piloting cash-based assistance for children between the ages of 3 and 5 whereby households will be able to redeem USD 3 per child per month to purchase fresh food at WFP Fresh Food Corners or Farmers' Markets.
- Piloting a locally produced food commodity for pregnant and nursing mothers instead of Super Cereal.



School Feeding Programme in the Camps

2020 in NUMBERS

- › 285,000 students reached with High Energy Biscuits at GFA sites
- › 475 volunteers engaged to deliver High Energy Biscuits

OVERVIEW

WFP's school feeding programme for registered refugees was first launched in 2002 with the goal of improving children's learning by addressing the root causes of hunger and micronutrient deficiencies that can have consequences on their cognitive growth.

WFP provides a packet of 50 g of High Energy Biscuits (HEB) to children enrolled in learning centres in the camps every day. These locally-produced HEBs are fortified with 14 vitamins and minerals, and provide approximately half of the daily micronutrient requirements for a child between 3 and 14 years. From 2019, WFP also started distributing dates to almost 160,000 children.

WFP partners with the Bangladesh Refugee Relief and Repatriation Commissioner, UNICEF, UNHCR, Save the Children and BRAC to support emergency school feeding in over 4,200 learning centres across the camps. In line with the national de-worming campaign and in collaboration with the Ministry of Health and Family Welfare, WFP also facilitates de-worming campaigns twice a year for Rohingya refugee children who attend learning centres.

OBJECTIVES

- **Ensure that hunger is not an impediment to a child's overall development.**
- **Improve children's learning capacity** by providing them with HEBs for every school attendance day.
- **Build capacity and promote community participation** by engaging refugee teachers and volunteers in the programme. Almost 500

refugee volunteers are engaged to deliver HEBs at the camp learning centres.

- **Address root causes of hunger and micronutrient deficiencies** among refugee children. A WFP study shows that HEBs consistently reduce anaemia prevalence and improve micronutrient status—in particular iron, vitamin A, iodine and folate.

ACHIEVEMENTS in 2020

- The planned expansion of activities to new learning centres in the camps was not possible due to the closure of educational institutions, WFP therefore reached 285,000 students in the camps through blanket coverage of HEB distribution at GFA sites.

THE WAY FORWARD

- WFP will continue HEB distribution and deworming campaigns in all camps in 2021.

Resilience Building in the Camps: Self Reliance

2020 in NUMBERS

- > 27,000 Rohingya refugees engaged, 96% of whom are women
- > 300,000 kg of vegetables produced between March and December
- > 700,000 face masks produced
- > 300,000 WFP food packets collected and recycled into 240 products (fans, wallets, bags, baskets, mats)
- > 1,000 reusable sanitary pads produced
- > 9 traffic management sessions conducted

OVERVIEW

Under the self-reliance programme, WFP supports refugees to enhance their resilience through skills development activities such as homestead vegetable gardening, aquaculture and tailoring.

OBJECTIVES

- **Strengthen food security and access to fresh foods** through urban agriculture interventions, including aquaculture and seed production.
- **Support economic empowerment**, focusing on demand created by the camp itself.

ACHIEVEMENTS in 2020

- WFP engaged 27,000 Rohingya refugees in self-reliance activities across 30 camps
- As part of the COVID-19 response, WFP engaged 145 women and 15 men to produce reusable cloth face masks to be distributed in the camps and host community. By the end of the year, more than 700,000 masks had been produced. WFP also engaged women with disabilities and women with family members with disabilities in mask packaging activities.
- The 22,000 Rohingya refugees engaged in agriculture activities produced over 300,000 kg of vegetables between March and December. Almost 10 percent of these beneficiaries produced enough to sell their excess production and over 20 percent managed to preserve seeds for future use.
- WFP established 16 fish ponds in the camp for fish production and consumption.

- In September 2020, WFP launched the Circular Food Assistance project which, through upcycling waste into useful products, provides skills development and income opportunities for Rohingya youth, women and people with disabilities while also creating a cleaner camp environment. The project won the WFP Innovation Accelerator award and was also selected for the SPRINT, an intense six-month acceleration programme that helps innovators and start-ups reach proof-of-concept and develop prototypes ready for implementation. By the end of 2020 the 51 refugees engaged in the recycling project had collected, sorted, cleaned and recycled over 300,000 WFP aluminum product packets and bottles.
- In October 2020, WFP started the reusable sanitary pad production pilot engaging 10 women in Camp 22 who produced 1,000 pads by the end of the month.

THE WAY FORWARD

- In 2021 WFP will scale-up Self-Reliance activities to reach around 36,000 households. Targeting criteria include at-risk youth (both women and men), extremely vulnerable individuals such as older people and persons with disabilities and women-headed households.
- To enhance income generation, WFP plans to focus on demand coming from the camp-based needs, such as services, skills, and items needed for delivering humanitarian assistance, or by the Rohingya themselves.

Resilience Building in the Camps: Disaster Risk Reduction

2020 in NUMBERS

- > 45,000 tree saplings planted across 69 hectares and continued maintenance of 155,000 seedlings
- > 3,800 m of access roads and 13 bamboo bridges constructed
- > 33,472 people engaged through Food Assistance for Assets

OVERVIEW

More than three years into the humanitarian response, WFP continues to undertake disaster risk management activities. Since the influx, WFP's response has transitioned from immediate life-saving assistance to targeted programmatic interventions to improve resilience in communities. In this regard, the Disaster Risk Reduction (DRR) programme aims to prevent and reduce risks from natural disasters and strengthen resilience with capacity-building for Rohingya refugees.

Access to key roadways and social infrastructure are critical to ensuring the continuation of essential humanitarian operations and communication across the camps. It is especially important to mitigate the harmful effects and prevent further damages from natural disasters such as cyclones and heavy rains. WFP maintains regular coordination and collaboration with the Refugee Relief and Repatriation Commissioner (RRRC), Camp-in-Charges, Ministry of Disaster Management and Relief, the Forest Department and other relevant UN agencies including FAO, IOM and UNHCR.

OBJECTIVES

- **Strengthen and build resilience** through building and rehabilitating community assets and improve accessibility to reduce disaster risk in Rohingya refugee camps.
- **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.
- **Site improvement and disaster risk mitigation:** Slope protection, perimeter fencing and dam construction to reduce soil erosion.
- **Community engagement and outreach:** Engaging refugees in multi-sectoral community

services as outreach volunteers, on topics such as fire safety and emergency monsoon or cyclone preparedness.

- **Social inclusion and protection mainstreaming:** WFP encourages participation of differently abled people, different age cohorts, special periodization for vulnerable households as participants, including women-headed households.

ACHIEVEMENTS IN 2020

- In collaboration with FAO, WFP planted 45,000 tree saplings and continued the care and maintenance of 155,000 seedling across 69 hectares.
- WFP constructed 13 bamboo bridges (covering 36 m), access roads and pathways (covering 3,795 m), access stairs (covering 1,459 m) and drainage (covering 4,183 m). WFP also cleared 14,637 m of drains and protected 1,848 m² of slopes.
- WFP engaged 4,765 women and 28,707 men, among whom 278 are people with disabilities through FFA.
- WFP conducted several COVID-19 awareness sessions and took initiatives to ensure worker safety including disinfecting the sites, strictly maintaining social distancing, wearing masks and portable handwashing facilities.
- In November, WFP started using the mobile operational data acquisition system to digitally track attendance of DRR participants.

THE WAY FORWARD

- WFP will continue to support the RRRC in strengthening coordination at camp level.
- WFP will install digital screens to disseminate DRR and COVID-19 risk reduction messages throughout the camps.

Resilience Building in the Camps: Community Workfare and Services

2020 in NUMBERS

Community Services

- > **693** displaced Rohingya population (**330** women and **363** men) deployed as Communicating with Communities volunteers to raise awareness on health and safety within the camps
- > USD 2 in food assistance transfers provided to **801,387** displaced Rohingya population

Community Workfare

- > **200,000** trees planted or maintained across **62** hectares of land engaging **1,436** displaced Rohingya population (**129** women and **1,307** men)

PROGRAMME

WFP is implementing the “Strengthening Community Resilience” component of the World Bank funded Emergency Multi-Sector Rohingya Crisis Response project in collaboration with the Ministry of Disaster Management and Relief (MoDMR) of the Government of Bangladesh. The project covers the 32 unregistered camps in Cox’s Bazar and aims to increase the wellbeing and entitlements of the most vulnerable households, reducing the likelihood of youth idleness and improving living conditions in the camps through providing community services and community workfare.

OBJECTIVES

- **Improving safety and living conditions** of the displaced Rohingya population.
- **Enhancing self-reliance** and address potential conflict with host community.
- **Revert environmental degradation** in the camps.

PROJECT SET-UP

What was initially planned as a 15-month long project was divided into two implementation phases in response to COVID-19. From June to November 2020, the project aimed to ensure food security through community services in the camps during the COVID-19 pandemic. The implementation of the originally planned activities under community services and community workfare sub-components started in October 2020 and are expected to end in August 2021.

ACHIEVEMENTS in 2020

- In response to COVID-19, a tailor-made programme, Communicating with Communities (CwC) was established to engage young Rohingya volunteers in awareness-raising in the camps. In 2020, WFP deployed 693 volunteers to disseminate messages on COVID-19 safety and other health-related issues to displaced Rohingya communities at WFP General Food Assistance sites in the 32 unregistered camps.
- Since June the project provided a USD 2 top-up through e-vouchers to 801,387 people in the 32 unregistered camps on the condition that they attend CwC awareness sessions.
- WFP planted or maintained 200,000 trees across 62 hectares of land to prevent environmental degradation.
- WFP conducted environment and social safeguard screenings for 124 community workfare schemes, nine community service sites and 18 camp-wide tree maintenance sites to ensure that planned activities will not have an adverse impact on ecosystems and communities.

THE WAY FORWARD

WFP will continue implementing regular project activities under both components. Community service activities will focus on skills development, food assistance to extremely vulnerable households and volunteer services. Community workfare activities will include site improvement, disaster risk reduction, accessibility improvement and community-based environmental protection activities such as tree planting.

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Voices from the field: Lucky's story

Lucky works with WFP as a Communication with Communities volunteer and has been providing potentially life-saving information to her community throughout the COVID-19 crisis.

She has been living in the Rohingya refugee camp since she and her family fled Myanmar in 2017.

SCAN TO READ
LUCKY'S FULL STORY



"You could call me Lucky. I am really lucky! My life has been full of opportunities that most girls around me don't get. My parents believe I have a right to education. They have helped me pursue my studies and I'm now one of a handful of Rohingya refugees enrolled at Asian University for Women (AUW) in Bangladesh. Though, our neighbours still ask my father why he isn't forcing me to get married. My father always says: "She has to get an education first." I feel like child marriage among Rohingya girls is gradually increasing month by month and day by day. At the ages of 12, 13, and 14, many girls are being forced to marry by their families. But too many of them don't understand what is happening and they don't understand they should have a choice.

As a WFP volunteer, each day I visit families across the refugee camp where we live. In some neighbourhoods I see boys and girls getting equal opportunity to study or work. But in many others, they are not. There are still people who believe girls shouldn't go to school, to university or to leave their shelters.

My name is Lucky. But my ability to study and work shouldn't be based on 'luck', it is my 'right'. I believe that every girl in every family has the right to be educated, to be happy, and to be given time until she is ready to get married."

Voices from the field: Shamsun's story



"I don't think a man could do much more work than I already do, I can sew, embroider, and make stools sitting on a wheelchair. A lot of men do not know most of these crafts."

My family's financial situation and wellbeing improved when WFP and organizations like WFP gave us cash grants. The cash grant that I received helped me to buy my goats and the money I've earned has improved my "family's conditions."

SCAN TO READ
SHAMSUN'S FULL STORY



Shamsun lives with her two children in a small village in Ukhiya. She is a single mother and is the sole breadwinner of the family.

Since childhood, Shamsun has had difficulty walking due to a deformity with her feet. Without any education or formal training, there were few livelihood opportunities available for Shamsun to show her community and family what she had to offer. Without a wheelchair she was also often housebound.

In 2019 Shamsun joined WFP's livelihoods programme where she received a wheelchair along with entrepreneurial training and a cash grant which she used to start her small business. Now her business is booming and her wheelchair has granted her more mobility to help her rear her goats and chickens as well as move more freely around her community. The change has bolstered her confidence in her own skills.

Photos: WFP

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Social Safety Net in the Host Community: Disaster Risk Reduction

2020 in NUMBERS

- › 30 cyclone shelters rehabilitated
- › 120 hand washing stations (43 permanent & 77 portable) and visibility banners on COVID-19 installed in 70 cyclone shelters
- › Earth-filling of 500 Garjon trees and 910 hectares of forest land maintained
- › 7,160 people engaged through Food Assistance for Assets

OVERVIEW

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 the Ministry of Disaster Management and Relief (MoDMR) and the Bangladesh Forest Department for fostering dialogue on host community development.

OBJECTIVES

- **Strengthen resilience and capacity development** of the most-vulnerable host community population.
- **Community-based environmental protection:** In collaboration with the Bangladesh Forest Department and FAO, promoting reforestation and restoration of the damaged environment through plantation of fast-growing species, bag gardening/vegetation for soil retention and seedling production and nursery propagation.
- **Emergency preparedness:** Rehabilitating cyclone shelters and evacuation centres.

ACHIEVEMENTS in 2020

- WFP structurally rehabilitated 30 cyclone shelters in Ukhiya and Teknaf.
- In response to COVID-19 WFP installed 120 hand washing stations (43 permanent and 77 portable foot operating system) in 70 rehabilitated cyclone shelters (40 from Phase I and 30 from Phase II).
- Visibility banners with key awareness messages on COVID-19 and hand washing were installed in all hand washing stations.
- Together with FAO, WFP managed the care and maintenance of reforestation activities across 910 hectares of forest land in Cox's Bazar Sadar, Ukhiya, Teknaf and Ramu sub-

districts. WFP also completed the earth-filling activity of 500 Garjon trees was.

- A manual on "Community-based Cyclone Early Warning System", a product of the Cyclone Preparedness Programme, was developed in collaboration with the MoDMR and with technical support from the Humanitarian Leadership Academy.
- WFP engaged 979 women and 6,181 men, among whom 19 are people with disabilities through FFA.
- WFP conducted several COVID-19 awareness sessions and took initiatives to ensure worker safety, including disinfecting the sites, strictly maintaining social distancing, wearing masks and portable handwashing facilities.
- In September, WFP launched "Forecast-based Financing (FbF) for host communities" in Teknaf. This will provide assistance before disaster strikes to extremely vulnerable Bangladeshi households living in areas prone to flooding. As part of this action, WFP will support approximately 3,000 households in Nhila, Sabrang, and Teknaf Sadar in Teknaf Upazila with cash based FbF interventions for two years and the strengthening of early warning systems at the local level.

THE WAY FORWARD

- WFP will scale up DRR activities to Moheshkhali, Pekua and Kutubdiya.
- WFP plans to build community resilience in the host community by improving access, including community access road, pathways and culverts to the rehabilitated 70 cyclone shelters in the next phase of host community intervention.
- To digitalize and better disseminate cyclone preparedness and COVID-19 awareness messages, DRR plans to install digital screens at district level.

Social Safety Net in the Host Community: Livelihoods Programme

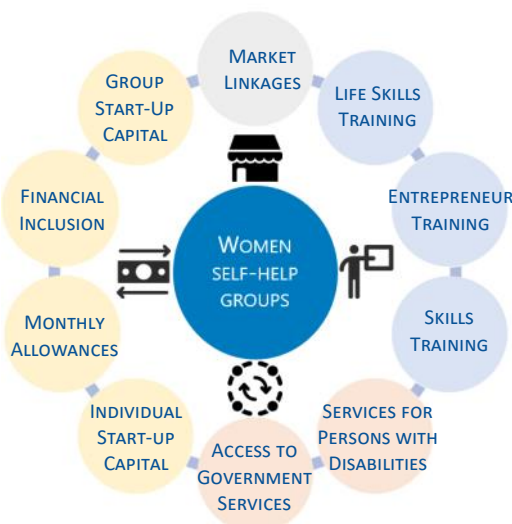
2020 in NUMBERS

- > 30,000 women supported
- > USD 934,000 saved by 1,159 self-help groups
- > 810 women with disabilities and 3 self-help groups dedicated to women with disabilities

OVERVIEW

WFP's "Enhancing Food Security and Nutrition" (EFSN) livelihoods programme targets the most vulnerable women in Cox's Bazar. In 2020, WFP supported 30,000 women through the EFSN programme (20,000 women) and the joint WFP, IOM and FAO, Safe Access to Fuel and Energy (SAFE) Plus project (10,000 women). Selected women are enrolled in a two year programme through which they have access to entrepreneurial skill development and life-skills trainings. Participants are supported with a monthly subsistence allowance of BDT 1,050 (USD 12) and are organized into Self-Help Group (SHG) which act as a platform for them to enhance financial accountability by monthly savings. Following the completion of trainings and the submission of a business plan, each group member receives a substantive cash grant of BDT 15,000 (USD 180) to start diversified income generating activities with a combination of on-farm and off-farm businesses to mitigate risks. Each member also receives a growth grant of BDT 4,500 (USD 54) to collectively invest in group businesses and the best 356 group member are awarded BDT 5,000 (USD 60) for their performance.

PROGRAMME MODEL



OBJECTIVES

- **Address the underlying drivers of food insecurity and malnutrition** through empowering women economically.
- **Enhance resilience** through trainings in social networking, financial inclusion, disability inclusion and social and behavioural-change communication.

ACHIEVEMENTS in 2020

- Participating women organized themselves into 1,159 SHGs, are managing their own businesses and income effectively and took collective actions on mitigating gender-based violence and early marriages. Almost USD 934,000 (BDT 78,885,360) was raised and saved in collective bank accounts by these SHGs.
- WFP extended the project to also focus on market linkages and linked 18,849 women to food markets inside the camps, including WFP's Fresh Food Corners. WFP also established seven Aggregation Centres to facilitate these linkages.
- On 13 December, WFP started providing monthly allowances to EFSN beneficiaries through bKash (a national mobile financial service). This was the first distribution of its kind to take place in Cox's Bazar. The plan is for all possible distributions to take place through this modality by early 2021.

THE WAY FORWARD

- The programme is being scaled up to reach an additional 15,000 women in the most disaster prone areas of Moheshkhali, Pekua and Kutubdia in 2021.
- Together with ICCO, WFP will launch a new pilot project to develop innovative solutions in producing saline tolerant horticulture crops and selected varieties of halophytes to challenge food insecurity, provide livelihood opportunities and rehabilitate degraded soil.



Social Safety Net in the Host Community: Integrated Nutrition Assistance

2020 in NUMBERS

- › 14,000 women and children supported every month at 123 clinics
- › 69,000 mothers trained in measuring their child's Mid-Upper Arm Circumference at home

OVERVIEW

Since 2011, as part of the Improving Maternal and Child Nutrition programme, WFP has been providing tailored nutrition assistance to treat Moderate Acute Malnutrition (MAM) among young children and pregnant and nursing mothers. WFP also engages host communities through Social and Behaviour Change Communication (SBCC) sessions on a range of topics such as hygiene, good preparation and storage of food (including WFP supplementary food), nutrition and health.

OBJECTIVES

- **Treat Moderate Acute Malnutrition (MAM):** Children identified with MAM in the host community receive monthly rations of Super Cereal Plus/WSB++ for malnutrition treatment. Pregnant and nursing mothers identified as malnourished receive Super Cereal/WSB+ mixed with vegetable oil.
- **Improve livelihoods of local community women:** WFP engages women as community nutrition volunteers to conduct weekly "Courtyard Sessions" for beneficiaries on issues surrounding hygiene, good preparation and storage of food (including WFP supplementary food), nutrition and health. The volunteers are paid USD 90 on a monthly basis and the income contributes to their family and local economy.
- **Enhance community-level knowledge:** WFP's nutrition programme plays a significant role in raising awareness among women, their families and communities.
- **Evidence based programming:** WFP supports both quantitative and qualitative assessments to ensure that nutrition programmes are tailor-made accordingly.

ACHIEVEMENTS in 2020

- WFP assisted more than 14,000 women and children every month across five sub-districts.
- WFP provided malnutrition prevention and treatment services at 123 host community clinics (36 more than in 2019).
- Due to the ongoing COVID-19 pandemic, health and nutrition workers' access to households was restricted. To allow women to screen their children at home, WFP trained 69,000 mothers on how to monitor and measure their children's nutrition status using Mid-Upper Arm Circumference (MUAC) bands. WFP also distributed double rations at clinics to reduce the frequency of visits and limit interactions.

THE WAY FORWARD

- WFP will continue to proactively engage government partners and Cooperating Partners for operational implementation.
- WFP will continue nutrition services through integrated nutrition facilities and ensure coordination with UNICEF/ACF in providing such services in host communities.

Social Protection in the Host Community: School Feeding

2020 in NUMBERS

- > 135,000 students reached with High Energy Biscuits through door-to-door distributions
- > 1,519 volunteers engaged to deliver High Energy Biscuits

SCAN HERE TO SEE
SCHOOL FEEDING AT
HOME IN ACTION



OVERVIEW

WFP's school feeding programme is operational in the five sub-districts of Cox's Bazar. In collaboration with the Ministry of Primary and Mass Education, WFP provides High Energy Biscuits (HEB) and dates to pre-primary and primary school children in Government and NGO-run schools as well as in approved "madrassas" (Islamic schools). WFP also provides an "essential learning package" to benefit the whole community through community mobilization; de-worming campaigns; and health, hygiene, nutrition and school vegetable gardening.

The programme in Ukhiya and Kutubdia is funded by the United States Department of Agriculture (USDA) McGovern-Dole Food for Education and Child Nutrition Programme and the Government of Bangladesh. This programme provides literacy and nutrition activities; capacity strengthening of Government education officials, teachers and School Management Committees (SMC); improves WASH facilities and increases awareness around health, hygiene, gender equality, women's empowerment, human trafficking and child marriage.

OBJECTIVES

- **Ensure hunger is not an impediment to a child's overall development and improve learning** by addressing short-term hunger and promoting development of cognitive capacities.
- **Contribute to the Government's policy of universal primary education by improving access to basic education**, particularly for children living in poverty-prone areas.
- **Build capacity and promote community participation in the management of the schools** by engaging community members in trainings and capacity building activities.
- **Improve literacy of school-aged children and quality of education** through early grade learning interventions.
- **Promote gender equity and women's empowerment** through community mobilisation workshops. Through local partners, WFP develops the leadership skills of women to

enable them to play an active role in SMCs.

- **Conduct de-worming activities** in all primary schools twice a year in collaboration with the Ministry of Health and Family Welfare.

ACHIEVEMENTS in 2020

- WFP started preparations for School Meal programmes in primary schools of Teknaf upazila at the beginning of the year, however the activity was suspended, and WFP instead provided HEBs to 135,000 primary school students across five upazilas of Cox's Bazar through door-to-door distributions.
- From November WFP provided school bags and stationery to 41,183 students and trained 732 teachers on supplementary reading material. Each student also received literacy materials like exercise books and story cards.
- WFP provided 300 mt of dates through door-to-door distribution with each child receiving 2 kg of dates. WFP also distributed 141,000 reusable child-sized cloth facemasks made.
- In partnership with Sesame Workshop, WFP developed child-appropriate health, hygiene and nutrition materials and organized trainings of trainers for local partner and government staff.
- To assist school authorities and communities prepare for the reopening of schools, in December, WFP constructed and repaired WASH blocks at 21 schools and installed handwashing stations in 120 schools.

THE WAY FORWARD

- WFP will begin providing Home-Grown School Feeding cooked meals in Teknaf for 26,000 children in 109 schools and expand school meals to Cox's Bazar Sadar. WFP will construct infrastructures (kitchens, water supply) to start cooked meals in Ukhiya and Kutubdia in 2022.
- WFP will continue the USDA McGovern-Dole-funded literacy improvement activities in Ukhiya and Kutubdia for 45,000 children at 138 schools.
- To ensure sustainability, WFP will handover activities in Pekua and Moheshkhali in July 2021.

Innovations and Digital Solutions

2020 HIGHLIGHTS

- > **Building Blocks** system based on blockchain technology used to support 84% of refugees
- > **Online mapping** tool developed to identify damaged sites during monsoon season
- > Cox's Bazar is the first WFP operation to build **e-voucher outlets**. By the end of 2020, almost 99% of refugees received food assistance through e-vouchers

SCAN HERE TO SEE THE
HUMANITARIAN
ACCESS PROJECT IN
ACTION



LEADING INNOVATIONS IN HUMANITARIAN RESPONSE

WFP's emergency operation in Cox's Bazar leads in innovating food assistance to respond to a humanitarian crisis and feed the world's largest refugee camp. Embracing new technologies to provide life-saving food and nutrition support to Rohingya refugees as well as to assist the host community, WFP is leveraging innovation and digital solutions to achieve ZERO hunger in Cox's Bazar.

COVID-19 RESPONSE

In response to the COVID-19 pandemic, WFP incorporated the following innovative adaptations to safely continue operations:

- Fingerprint authentication replaced by **QR codes** to avoid physical contact in e-voucher outlets.
- **Mask production** in camps and host community.
- **Humanitarian Access Project** introduced to minimize the footprint in the camps by monitoring access of approved vehicles with QR codes. Around 700 vehicles were checked at eight security checkpoints every day.

INNOVATING FOOD ASSISTANCE: E-VOUCHERS AND BUILDING BLOCKS

- **E-vouchers** are a more dignified approach to food assistance whereby refugees can choose from a menu of items each month valued at USD 11. By the end of 2020, almost 99 percent of Rohingya refugees received food assistance through e-vouchers.
- **Blockchain:** 16 e-voucher outlets (76 percent) serviced by Building Blocks, based on blockchain technology. We aim to continue scaling Building Blocks in 2021 until we reach 100 percent of the e-voucher outlets.
- **One card for all assistance:** SCOPE assistance cards used by refugees to receive food, LPG, soap and hygiene kits through a multi-wallet platform that facilitates collaboration between UN agencies.

MARKET LINKAGES WITH THE HOST COMMUNITY

WFP is **strengthening market linkages between refugees and the host community** through Farmers' Markets and Fresh Food Corners at e-voucher outlets. Suspended from April to September 2020 due to COVID-19, by the end of 2020 WFP had resumed 11 Fresh Food Corners, targeting the most vulnerable households.

CIRCULAR FOOD ASSISTANCE

WFP launched a recycling project that reduces **waste and creates self-reliance opportunities** for Rohingya refugees out of WFP's food assistance by-products by upcycling them into usable products

BKASH FINANCING

In December, WFP started the **partnership with financial service provider, bKash** to provide monthly subsistence allowances to women in the livelihoods programme through mobile money.

FORECAST-BASED FINANCING

Under the Disaster Risk Reduction programme, WFP is rolling out Forecast-based Financing in Teknaf to better **respond to climate shocks**, such as flooding and cyclones. Forecasts trigger the release of electronic payments to vulnerable households living in the affected areas.

Digital Solutions: Building Blocks

2020 in NUMBERS

- > Operational in 16 e-voucher outlets, 34 shops and 325 mPOS (mobile point-of-sale)
- > 716,000 Rohingya refugees (84%) served through Building Blocks
- > USD 42.7 million of assistance processed through 857,000 transactions

SCAN TO SEE BUILDING
BLOCKS IN ACTION



OVERVIEW

Building Blocks (BB) is an online digital transfer management and inter-organizational assistance coordination system based on blockchain technology. For food assistance, WFP deposits value into a beneficiary's BB digital accounts. Beneficiaries can spend this value at WFP assistance outlets through WFP-partnered retailers. At the end of each month, transaction data stored on BB is used for reconciliation with retailers, who are reimbursed based on actual expenditures. Working with retail partners based in Bangladesh, rather than importing commodities for direct distribution, helps spur sustainable development and boost the local economy. A record of the transaction is updated in real-time on the blockchain, enabling organizations across the humanitarian sector to ensure individuals are receiving the right assistance, at the right time.

OBJECTIVES

- **Provide coordinated, well-targeted and transparent assistance to common beneficiaries.** Many agencies have their own proprietary, closed systems for beneficiary information management and assistance delivery. Since these systems are generally not integrated, the outcome is siloed assistance, with high probabilities of exclusion and inclusion errors. BB allows agencies to maintain their own proprietary systems for beneficiary information management while delivering assistance through a collectively owned and jointly governed platform.
- **Increased convenience and choice.** By having all assistance available in one place, beneficiaries enjoy an improved user experience. For example, in some outlets, beneficiaries can redeem their WFP food and UNICEF soap entitlements in a single transaction.
- **Ensure greater security and privacy for refugees.** No sensitive information are stored on BB which works off anonymous identifiers that are mathematically scrambled to increase security. BB is a private blockchain network and is only accessible to approved members.

ACHIEVEMENTS in 2020

- When BB was first introduced in the Rohingya refugee camps in March 2020 it served 46,000 refugees at one assistance outlet. By the end of 2020 it served 716,000 refugees at 16 assistance outlets.
- In response to the COVID-19 pandemic, BB was quickly adapted from biometric authentication to QR code scans of the UNHCR Smart Cards for beneficiary authentication and transactions. The switch to QR codes reduced the likelihood of virus transmission by facilitating contactless interaction between beneficiaries and retailers.

THE WAY FORWARD

- **Demonstrate inter-agency collaboration.** The BB team is in discussion with agencies who have expressed interest in becoming a member or co-owner of the platform.
- **Provide "cash-like" assistance that increases choice and convenience.** By connecting small Bangladeshi retail shops in the camps to BB, WFP hopes to enable refugees to spend part of their entitlements in public markets. Not only will this allow refugees to purchase food and non-items flexibly at better prices, but it will also benefit the host community.
- **Ensure all WFP assistance is delivered and tracked digitally.** As connectivity across the camps expands, WFP will ensure all types of assistance are delivered through BB (e.g. nutrition, cash-for-work incentives).
- **Explore information management use cases.** For instance, in the camps there are many health providers offering vaccination services and while a common vaccination card exists, refugees often lose it or do not carry it resulting in people getting vaccinated for the same thing multiple times. On BB, the administration of a vaccine can be recorded by a health provider, and all other providers can access the information through the decentralized network.

Partnerships: UN Joint Projects

2020 HIGHLIGHTS

- > **Data sharing agreement** signed between WFP and UNHCR, giving WFP access to UNHCR biometric database (BIMS)
- > **FAO farmers** engaged in the pilot Farmers' Market by directly selling fresh food products to Rohingya refugees. In 2021, WFP and FAO farmers will also be linked to Fresh Food Corners through Aggregation Centres

OVERVIEW

WFP works closely with all United Nations agencies present in Cox's Bazar through the Inter-Sector Coordination Group (ISCG) and has direct partnerships with FAO, IOM, UNICEF, UNDP, UN Women, UNHCR and UNFPA.

In addition to joint projects implemented with FAO, IOM and UNHCR, WFP also provides SCOPE digital services for Non-Food Items to partners such as IOM, UNICEF and the Bangladesh Red Cross. WFP also signed a data sharing agreement with UNHCR in October enabling WFP to print new assistance cards using biometrics from UNHCR reflecting updated household data.

SAFE ACCESS TO FUEL & ENERGY (SAFE) PLUS

SAFE Plus is a joint project between WFP, FAO and IOM aiming to address cooking fuel needs, environmental degradation and food security for 125,000 Rohingya and affected host community households in Cox's Bazar. For WFP, SAFE Plus is not a stand alone project, but embedded across existing interventions. Component 2 (livelihoods in the host community), 3 (self-reliance in the camps) and 4 (Disaster Risk Reduction) are implemented under WFP's existing programme activities.

OBJECTIVES

- **Provide alternative cooking fuel.** Collaboration between IOM and WFP whereby IOM uses the multi-wallet feature of SCOPE, WFP's beneficiary and transfer management platform to distribute LPG cooking gas and sets.
- **Promote income generating opportunities in the host community.** WFP works with IOM to generate both agricultural and non-agricultural income generating activities for host community households while WFP and FAO support farmers and fisherfolk with inputs and training.
- **Engage Rohingya refugees in skills training and capacity building.** WFP and IOM engage women and men in portable skills building activities to enhance self-reliance in the camps.
- **Environmental restoration.** All three agencies work together (FAO provides technical inputs and capacity while WFP and IOM engage labourers through cash-for-work) to restore degraded forest, prevent landslides and soil loss, recharge underground water reserves and re-establish critical habitat for biodiversity.

SITE MANAGEMENT & ENGINEERING PROJECT (SMEP)

WFP, IOM and UNHCR jointly established the SMEP to support the Government of Bangladesh in emergency preparedness, response and rehabilitation.

OBJECTIVES

- **Enhance accessibility:** SMEP builds, repairs and rehabilitates roads and bridges to connect camps, improve access and ensure continued access to essential facilities.
- **Maintain well-functioning drainage systems:** SMEP carries out drainage clearance work within the camps, monitors the performance of the drainage channels during monsoons and ensures repair and maintenance.
- **Prevent landslide and soil erosion** through land and slope stabilization work.
- **Emergency repair and recovery:** SMEP has established 23 Forward Operating Bases, which are crucial operation centres across the camps.
- **Coordination:** SMEP liaises with the Bangladesh military and Refugee Relief and Repatriation Commissioner (RRRC) to identify gaps and issues of site management.
- **Capacity development:** SMEP works to strengthen capacity of the Local Government Engineering Department and build resilience for emergency response.

SAVING LIVES
CHANGING LIVES

Partnerships: NGO Partnerships

2020 HIGHLIGHTS

- > 19 NGO partners who collectively handled USD 46.3 million
- > 8 national and local NGO partners who handled 66% of all contracts

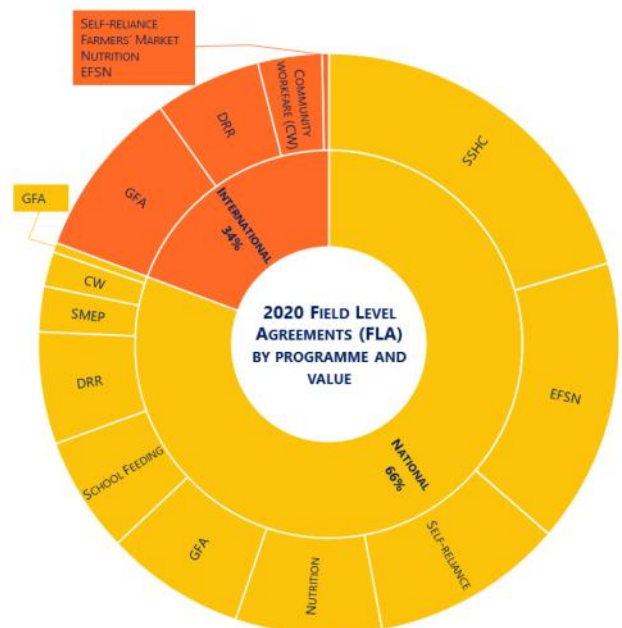
OVERVIEW

WFP would not be able to achieve what we do without all our Cooperating Partners. In 2020 WFP implemented activities through 19 partners, including eight national and local non-governmental organizations (NGO).

WFP regards localization as critical to mobilize resources efficiently and sustainably and to build upon the existing human resources, civil society and market structures from the local to the national level.

NGO PARTNERS in 2020

Action Aid, BRAC, CARE, Christian Aid, Center for Natural Resource Studies (CNRS), Community Development Centre (CODEC), Concern Worldwide, Helvetas, ICCO Cooperation, Nabolok, Relief International, Resource Integration Centre (RIC), Save the Children, Shushilan, Social Assistance and Rehabilitation for the Physically Vulnerable (SARPV), The Society for Environment and Human Development (SHED), World Concern Med Air and World Vision.



SAVING
LIVES
CHANGING
LIVES

Food Security Sector

2020 in NUMBERS

- > 55 reporting partners reached over 860,000 Rohingya refugees and 720,000 Bangladeshis in the host community with life-saving food assistance and resilience building activities
- > USD 186.7 raised to address issues of food availability, access, utilisation and stability
- > Coordinated response-wide production and distribution of over 3.1 million facemasks

SCAN HERE TO SEE MASK
MAKING IN ACTION



OVERVIEW

The Food Security Sector (FSS) is committed to saving lives through the coordination of appropriate, efficient and well-resourced food security responses in major emergencies.

The FSS in Cox's Bazar was established in 2017 in response to the Rohingya crisis. The Sector is led by WFP and FAO and co-chaired by NGOs, BRAC and World Vision. Within the Inter-Sector Coordination Group (ISCG), the FSS is a platform to strengthen food security and livelihood response through operational coordination, information sharing and identifying food security related priorities and solutions. The FSS established the Livelihoods Working Group to strengthen coordination of livelihoods and self-reliance interventions to build resilience of Rohingya and host communities.

OBJECTIVES

- **Support service delivery:** Provide a platform to ensure service delivery is driven by the agreed strategic priorities and develop mechanisms to avoid duplication.
- **Inform and support strategic decision making for the humanitarian response:** Lead joint situation and response analyses, including the identification of gaps, duplications, obstacles in the FSS response and inter-sectoral linkages in prioritizing food security needs and responses.
- **Monitoring implementation:** Monitor the implementation and outcomes of activities undertaken under the FSS strategic plan.
- **Contingency planning:** Lead joint contingency planning for potential new events or set-backs.
- **Training and capacity building:** Identify and prioritize stakeholders' training needs.
- **Planning and strategy development:** Develop and adapt plans in line with the humanitarian strategic priorities and ensure application and adherence to existing standards and guidelines. In liaison with other sectors, closely coordinate the planning and implementation of the Joint Response Plan (JRP).

- **Advocacy:** Undertake advocacy activities on behalf of partners and the affected population.
- **Provider of last resort:** Inform lead agencies of priority gaps that cannot be covered by any partner and inform action by lead agencies.

ACHIEVEMENTS in 2020

- FSS coordinated 55 organisations to ensure timely and effective life-saving food assistance and livelihood support for Rohingya refugees and host community individuals in Cox's Bazar District in line with 2020 JRP.
- In response to COVID-19, FSS developed an emergency response plan and coordinated scaled-up assistance to reach 900,000 affected Bangladeshis in Cox's Bazar district.
- FSS initiated and coordinated response-wide local reusable mask production and distribution to support the District health response and promote local income generating opportunities.
- FSS launched a de-duplication exercise among partners providing cash assistance to beneficiaries in host community to avoid overlaps and support targeting. This exercise will be extended into 2021.

THE WAY FORWARD

- Proactively steer the coordination of the food security and livelihoods response through promoting minimum standards, developing guidance on technical issues and advocacy with relevant local and international actors and government officials.
- Improve food security information for decision making by supporting evidence generation and analyses to identify needs and gaps in coordination with relevant local and international actors and government officials.

CONTACT INFORMATION

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Emergency Telecommunications Sector

2020 in NUMBERS

- > Data connectivity provided to over **330** humanitarians from **19** organizations
- > Security telecommunications services provided to **770** humanitarians from **11** UN agencies
- > **34** sites connected in three common operational areas

SCAN TO SEE A
MAP OF WHERE ETS IS
OPERATING



OVERVIEW

The Emergency Telecommunications Cluster (ETC) is a global network of organizations that work together to provide shared communications services in humanitarian emergencies. ETC is one of the 11 clusters designated by the Inter-Agency Standing Committee (IASC) and is led by WFP.

In Bangladesh, the Emergency Telecommunications Sector (ETS) was activated in 2017 to support the Rohingya crisis response. As voice and data services are extremely limited in the refugee camps, ETS' mandate is to provide: (i) augmented radio (VHF) network for UN staff safety/security and general operational support and (ii) data connectivity for digital assistance services and communication between humanitarian workers.

OBJECTIVES

- **Maintain existing telecommunications and data connectivity services** to facilitate the entire humanitarian response and ensure the safety and security of UN staff.
- **Conduct capacity building exercises** to strengthen emergency preparedness and response skills of inter-agency responders on the ground and to ensure the sustainability of services when ETS phases out.
- **Coordinate the ETS response and develop and share operational information** to support decision-making, strengthen advocacy efforts, ensure the swift delivery of services and avoid duplication of efforts.

ACHIEVEMENTS in 2020

- Data connectivity services provided in 34 sites, including e-voucher outlets, logistics and residential hubs, Severe Acute Respiratory Infection (SARI)/ Infection Treatment Centre (ITC) and relay sites from where ETS internet signals are retransmitted. This serves more than 330 humanitarians from 7 UN agencies and 12 international/local NGOs.
- Security telecommunication services provided to 770 humanitarians from 11 UN agencies.
- The annual ETS user satisfaction survey resulted in an overall satisfaction rate of 89 percent.
- The Sector continued to produce and disseminate information management products to support coordination, avoid duplication of efforts and further strengthen advocacy.

THE WAY FORWARD

- In 2021, the ETS is planning to provide data connectivity to an additional 170 sites and upgrade the VHF radio network.
- Owing to the challenging topography in the camps and in order to ensure continued communications in case of a natural disaster, ETS has ordered cyclone-resilient towers (30m and 70m) which will serve as backbone to both the data connectivity and the radio services. The Sector is currently waiting for government approval to import and erect these towers.

CONTACT INFORMATION

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SAVING
LIVES
CHANGING
LIVES

Logistics Sector

2020 in NUMBERS

- > 39 partners | 5 warehouses | 5,533 m³ storage
- > 5 Mobile Storage Units for the COVID-19 Special Hub
- > 13,394 m³ of relief items stored for 26 organisations
- > 38,479 m³ of relief items transported for 25 organisations
- > 5 training sessions for 60 people from 25 organisations

OVERVIEW

As part of the government-led humanitarian response, the Logistics Sector (LS) supports the humanitarian community in Cox's Bazar with coordination, information management and facilitation of common logistics support. The sector works in collaboration with the government, humanitarian partners, Inter Sector Coordination Group (ISCG) and other key stakeholders.

In response to COVID-19, LS adapted its concept of operation in 2020 to address logistics needs of the humanitarian community, specifically supporting the Health Sector.

OBJECTIVES

- **Coordination** to ensure the humanitarian community has access to resources required for operational support and emergency preparedness while minimising the duplication of efforts.
- **Information management** to support operational decision making, respond to logistical challenges and improve the efficiency of the logistics response, especially during cyclone and monsoon seasons.
- **Provision of common logistics services** such as storage, and prepositioned storage assets to allow rapid scale up and to mitigate disruption due to natural disasters.
- **Capacity strengthening** to develop operational expertise and reduce the need for temporary logistics services while ensuring participation of local logistic actors and expanding capacity strengthening and preparedness activities delivered in Bangla.

ACHIEVEMENTS in 2020

- A COVID-19 Special Hub was established with five Mobile Storage Units and temperature-controlled storage. The Sector also procured six solar direct drive refrigerators for the cold

storage of medicines and vaccines at Severe Acute Respiratory Infection (SARI) and Isolation Treatment Centres (ITC).

- The Sector launched the Humanitarian Access Project, a fully digital system to validate Refugee Relief and Repatriation Commissioner (RRRC) approved humanitarian vehicles. QR passes were provided to 161 organisations, government bodies and suppliers.
- Together with Humanity and Inclusion/Atlas Logistique, LS made a dedicated fleet of trucks available to partners to transport COVID-19 response materials to ITC and other response locations within the camps.
- Together with WFP, LS facilitated the shipment of 10,000 protective gowns (donated by Join Together Society) from China using the WFP Global Aviation Service (UNHAS). The Sector also coordinated the procurement and shipment of other COVID-19 response items from the United Nations Humanitarian Response Depot (UNHRD) in Malaysia.
- The Sector conducted assessments of all roads in the camps, warehouse capacity and traffic counts. LS also prepared [guidance](#) on recommended cargo limits inside the camps to reduce road accidents and mitigate the deterioration of roads.

THE WAY FORWARD

- The LS anticipates a cautious reduction in COVID-19 specific support activities in 2021
- Coordination and information sharing will continue focusing on emergency preparedness and response, capacity strengthening and stronger engagement with national partners.

CONTACT INFORMATION

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Engineering

2020 in NUMBERS

- > 14,780 women and 104,492 men engaged (including 1,184 people with disabilities)
- > 2,370 m of new road constructed (1,980 m in the camps and 390 m for warehouse access)
- > 2,247 m of hillside repaired, 1,575 m of riverbanks protected and 82 km of canals dredged
- > 7 e-voucher outlets constructed
- > 24 Nutrition Centres constructed in the camps
- > 3 community clinics constructed, 6 renovated and 1 Flu Centre constructed in host communities
- > 28 handwashing stations at WFP offices and warehouses constructed

OVERVIEW

Access to the refugee camps is critical to the humanitarian response, particularly given Cox's Bazar's geographic vulnerability. Through providing essential engineering services, WFP ensures humanitarian and development partners can easily access intervention areas and have safe facilities to store food supplies. WFP Engineering encompasses the WFP, IOM and UNHCR joint Site Management and Engineering Project (SMEP), Facility Management team and Cash-based-Transfers (CBT) engineering team. It also provides technical support to programme units including Disaster Risk Reduction (DRR) and the Community Workfare component of the World Bank-funded project.

OBJECTIVES

- **Ensure unhindered access** to the camp area through maintaining vehicular access.
- **Provide critical, safe infrastructures and facilities** through site preparation work, rehabilitation and construction.
- **Maintain well-functioning drainage systems** through clearing and strengthening primary drainage channels.
- **Facilitate rapid response** through the pre-positioning of materials and other supplies.

ACHIEVEMENTS in 2020

- SMEP constructed 1,980 m of new road providing access to camps and key facilities.
- To reduce monsoon and cyclone season risks, SMEP repaired 2,247 m of hillside, protected 1,575 m of riverbanks and dredged 82 km of canals. The flood model version 2.0 was also designed.
- SMEP trained 110 Rohingya Women's Committee leaders on COVID-19 prevention, identification of symptoms and care-seeking methods.

- SMEP completed development works at the WFP Madhuchara Logistics Hub. As part of the COVID-19 response, WFP Engineering also constructed ten Mobile Storage Units (MSU), three prefabs, two ablution units and 2,600 m² of road and pavement within the Hub.
- To support General Food Assistance (GFA) activities, WFP Engineering constructed seven e-voucher outlets including four prefabs, two temporary bamboo structures and one MSU (Retail in a Box).
- To support nutrition activities in host communities, WFP Engineering constructed three community clinics in Taliakata, Gudikata and Nolbonia and renovated six in Moheshhali and Pekuwa. A Flu Centre at Teknaf Hospital was also constructed. In the camps, WFP Engineering constructed 24 nutrition centres through five Cooperating Partners.
- To support Supply Chain operations, WFP Engineering constructed a warehouse to support COVID-19 operations in Cox's Bazar, renovated WFP warehouses in Uttaran and Zilonga and constructed 390 m of road inside the Uttaran Residential area to support access.

THE WAY FORWARD

- SMEP will continue to engage in a multitude of emergency repair and rehabilitation works, including slope stabilization; construction of roads, bridges, culverts, and temporary water reservoirs; reinforcement of bridges and hills with terracing and infrastructure repairments.
- WFP Engineering will continue to build resiliency against the effects of inclement weather, such as landslides and flooding, and increase the number of safe spaces for the relocation of impacted refugees.
- WFP Engineering will facilitate the construction of a new office building and the renovation and reconstruction works at Madhuchara Hub.

Gender

2020 in NUMBERS

- > 52% of Rohingya refugees supported through General Food Assistance are women and girls
- > 30,000 women supported in host community livelihoods programmes
- > 96% of self-reliance beneficiaries are women

OVERVIEW

WFP Gender Unit works with each programme throughout the project cycle to ensure gender objectives are mainstreamed across all activities. Trainings and capacity building exercises are conducted with WFP staff and Cooperating Partners on basic concepts, frameworks and programmatic approaches. WFP also conducts advocacy and awareness activities, such as the 16-Days of Activism Against Gender Based Violence (GBV), in collaboration with other agencies.

OBJECTIVES

GOAL: Enable WFP to integrate gender equality and women's empowerment across all activities and ensure the different food security and nutrition needs of women, men, girls and boys are addressed.

- Strengthen adapted food assistance addressing the different needs of women, men, girls, boys and people with disabilities.
- Increase women's participation in food security and nutrition programmes.
- Enhance decision-making by women and girls in households, communities and societies.
- Promote safe and dignified food assistance for women, men, girls, boys and people with disabilities.

ACHIEVEMENTS in 2020

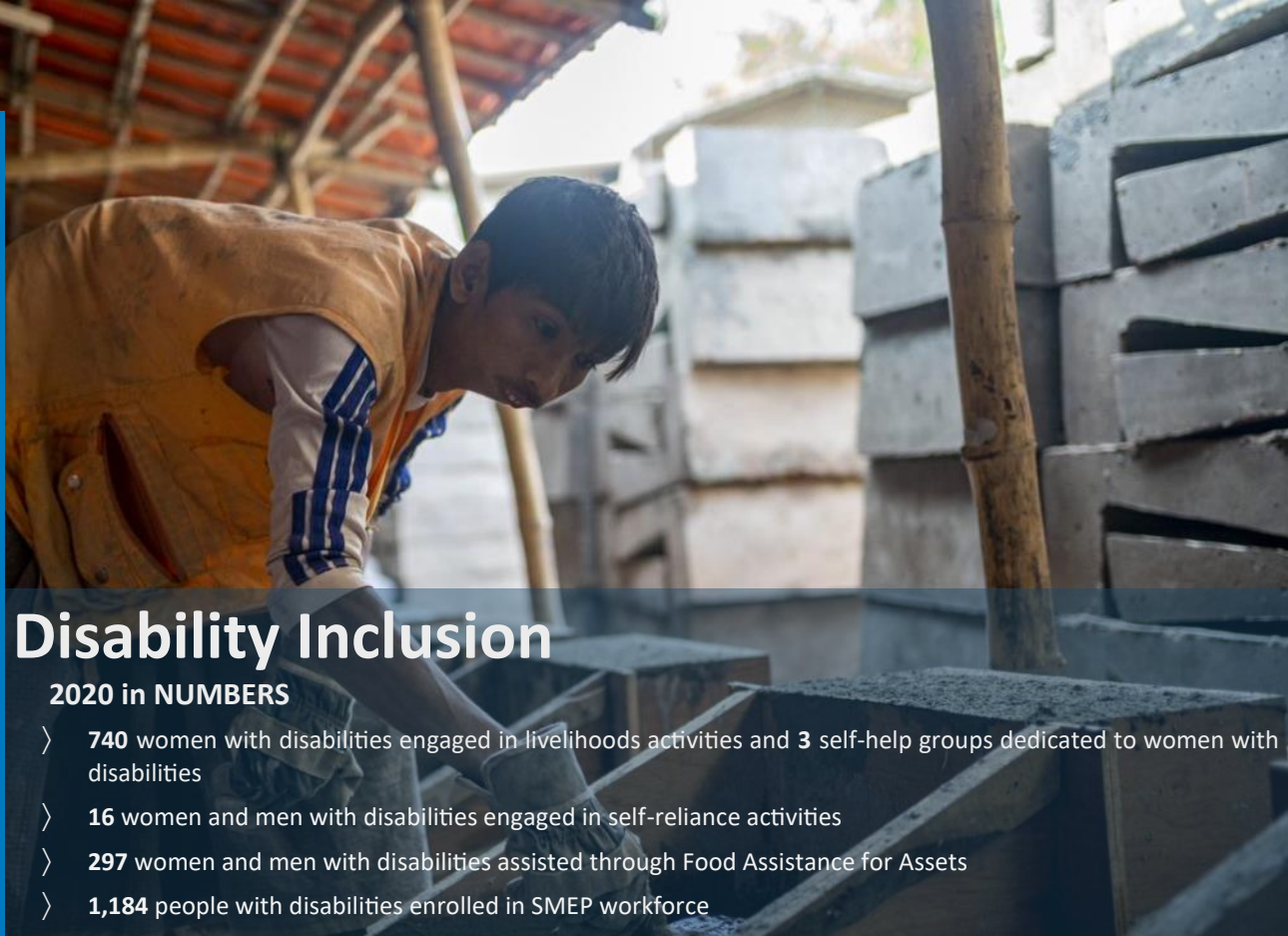
- The transition of almost 99 percent of General Food Assistance beneficiaries to e-vouchers is especially important for women as it gives them a voice and choice in what food they receive. As much as possible, assistance cards are issued in the name of the senior woman of the household, which contributes to enhanced decision-making capabilities and control over resources. Every distribution site also has segregated waiting areas, toilet facilities, breastfeeding corners and help desks managed by at least one-woman staff/volunteer.
- Twelve percent of the WFP Site Maintenance and Engineering Project (SMEP) workforce were women in 2020. Based on consultations with

women, SMEP also introduced a childcare facility to support women with young children.

- WFP livelihoods programme in the host communities aims to address the underlying drivers of food insecurity and malnutrition through empowering women economically. Through this intervention, women are being organized into self-help groups that provide a forum for entrepreneurship development, life-skills training and a safe communal space to share any challenges and lessons learned. These groups also provide a support structure to tackle issues such as domestic violence.
- WFP self-reliance programme in the camps aims to mostly target women, especially those heading a household who show higher levels of vulnerability, to strengthen capacities and build resilience through portable skills trainings (e.g. tailoring, mobile phone repairing and mask making). Women also receive life skills training and behaviour change communication including functional literacy to strengthen their decision-making power at household level.
- On International Women's Day in March 2020, WFP organized a Photo Exhibition on Breaking Gender Stereotypes.
- In May 2020, WFP undertook a Rapid Gender Assessment to understand the disparate impacts of COVID-19 on women, girls, men and boys and other vulnerable populations. The goal was to inform WFP's gender-integrated and inclusive food and nutrition assistance to better serve beneficiaries in the context of COVID-19.

THE WAY FORWARD

- WFP aims to engage in wider public advocacy for gender mainstreaming.
- WFP will develop more inclusive programmes, such as FAO and WFP's growing partnership whereby host community women farmers are integrated to provide additional food assistance to refugees through the Farmers' Market.



Disability Inclusion

2020 in NUMBERS

- › **740** women with disabilities engaged in livelihoods activities and **3** self-help groups dedicated to women with disabilities
- › **16** women and men with disabilities engaged in self-reliance activities
- › **297** women and men with disabilities assisted through Food Assistance for Assets
- › **1,184** people with disabilities enrolled in SMEP workforce

OVERVIEW

WFP implements an integrated approach to support the participation and engagement of persons with disabilities across all its programmatic interventions.

OBJECTIVES

- Ensure all WFP programmes disaggregate data by disability (and sex and age).
- Consult directly with people with disabilities in camps and host communities on barriers and enablers to accessing WFP services.
- Increase opportunities for valued roles for people with disabilities (e.g. in livelihoods, committees, volunteers, labourers)
- Develop relationships with disability specific organizations in Cox's Bazar.
- Utilise WFP's reach through Cooperating Partners (CP) to communicate basic messaging on disability inclusion.

ACHIEVEMENTS in 2020

- Self-reliance mask packaging activities engaged women with disabilities and women who have family members with disabilities. WFP engaged ten women (three of whom are women with disabilities and seven have a family member with disabilities) in mask packaging activities.
- The recycling project engaged six people with disabilities in creating livelihood opportunities out of WFP's food assistance by-products.
- WFP provided assistive and flexible nutrition services to parents with disabilities and/or children with disabilities.
- Through the livelihoods programme, WFP supported 740 women with disabilities in Ukhiya and Teknaf host communities providing

adapted livelihood opportunities. WFP also collaborated with Humanity and Inclusion to train national partners, Resource Integration Centre and Shushilan, on basic disability inclusion principles; conducted physical disability assessment for its beneficiaries and established linkages with government department of Social Service for accessing services and National Disability Development Foundation to provide assistive devices to beneficiaries with disabilities.

- WFP increased leadership roles of women with disabilities in livelihoods self-help groups (SHG), SHG executive committees and union standing committees through forming three SHGs dedicated to women with disabilities.
- WFP provided porter services to households headed by a person with a disability, child-headed households and households headed by older people (above 60 years) when collecting food assistance from WFP outlets.
- SMEP engaged people with disabilities in income generating activities.

THE WAY FORWARD

- Once schools reopen in host communities, WFP will collect sex, age and disability disaggregated data of school feeding programmes.
- Through the self-reliance programme, WFP will target around 700 persons with disabilities through partnerships with disability focused organisations in the camps.

SAVING LIVES
CHANGING LIVES

Protection

2020 in NUMBERS

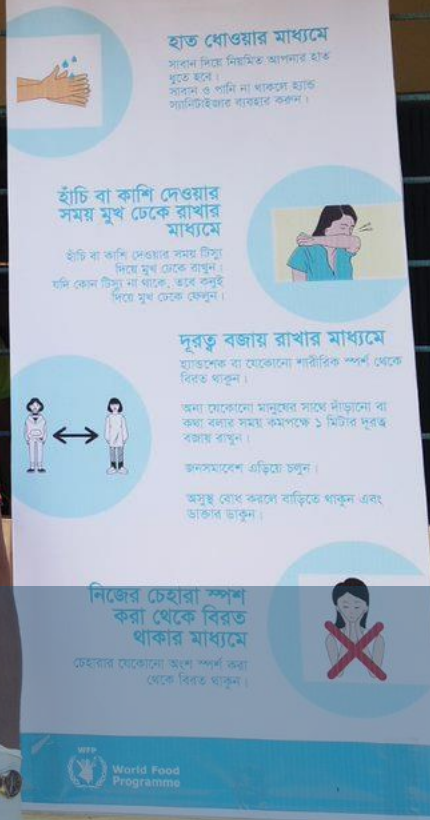
- > 277 protection referral cases supported
- > 2,620 calls received through the Hotline

OVERVIEW

WFP's protection work is streamlined across the programme ensuring the rights and safety of beneficiaries during the implementation of activities.

OBJECTIVES

- **Ensure protection during food assistance delivery:** To reduce any existing risks while providing food assistance, WFP (i) ensures the geographical selection of distribution sites considers beneficiaries' vulnerabilities; (ii) provides access to clean and safe drinking water, a breastfeeding corner and crowd control measures and (iii) offers a porter service to alleviate the burden of carrying heavy food rations. Since the start of the COVID-19 pandemic, WFP also ensures good hygiene practices and physical distancing are maintained with temperature checks and hand washing points at all sites.
- **Protect beneficiary data:** WFP uses SCOPE to ensure beneficiary data is protected. Building Blocks further protects beneficiaries' data as individuals are issued with an encrypted ID or code number to distinguish them from others without revealing their true identities.
- **Enhance accountability:** A Complaints and Feedback Mechanisms (hotline and helpdesks) is in place across all programmes and regular community consultations are organized with community leaders, religious leaders, persons with disabilities and beneficiaries to understand challenges faced and potential protection risks.
- **Ensure protection is mainstreamed across all activities and assessments:** WFP conducts protection mainstreaming trainings and situational awareness raising sessions for WFP and partner staff and volunteers. Disability inclusive questions are included in all community consultation questionnaires.
- **Contribute to women empowerment and gender equality:** Through the Safe Access to Fuel



হাত ধোওয়ার মাধ্যমে

সর্বদা নিজে নিয়মিত আঙ্গুর হাত ধুতে হবে।
সাবন ও পানি না থাকলে হাত স্যানিটাইজার ব্যবহার করুন।

ইটি বা কাশি দেওয়ার সময় মুখ ঢেকে রাখার মাধ্যমে

ইটি বা কাশি দেওয়ার সময় তিনু দিয়ে মুখ ঢেকে রাখুন।
যদি কোন তিনু না থাকে, তবে কনুই দিয়ে মুখ ঢেকে রাখুন।

দূরত্ব বজায় রাখার মাধ্যমে

হাতস্পর্ক বা হেঁকোনা শারীরিক স্পর্শ থেকে বিরত থাকুন।

অন্য যেকোনো মানুষের সাথে নীড়ানো বা কথা বলার সময় কমপক্ষে ১ মিটার দূরত্ব বজায় রাখুন।

জনসমাবেশ এড়িয়ে চলুন।

অনুষ্ঠান থেকে অবশ্যই বাতিকে থাকুন এবং ডাক্তার ডাকুন।

নিজের চেহারা স্পর্শ করা থেকে বিরত থাকার মাধ্যমে

চেহারা যেকোনো অংশ স্পর্শ করা থেকে বিরত থাকুন।



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<https://www.wfp.org/countries/bangladesh>

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