### A message from the CEO

A message from the CEO.

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- **EMERGENCY RESPONSE**
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- **MIDDLE EAST**
- **NORTH AFRICA**
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Acted 30th anniversary

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**Cover picture:** Samburu, Kenya. A staff engages with community members during a focus group discussion for the Drought Emergency Response for Food and Nutrition Security's project.
a message from the ceo

ACTED, 30 YEARS OF ACTION, AND NOW? MOVING FROM HUMANITARIAN TO "HUMANITERRA"

30 years since the creation of Acted, 30 years during which we have strived to remain true to our name (Acted – to act) and our logo (thinking outside the box). During these 30 years, realism, humility, and ambition have been and remain our three cardinal values. We have also remained as consistent as possible to the principle of efficiency, added value, and frugality with the resources entrusted to us.

To achieve this, we had to focus our energy on action, with a stance of discretion that probably enabled more effectiveness. This year, as a result of both the increasing needs worldwide and our growing credibility, our scope of action has further expanded. We have been able to help 20 million people in over 40 countries, supporting those most impacted by an era of multiple crises. An action at the forefront of these multi-crisis where we witness the most extreme consequences. A response designed locally to improve global action and impact.

Beyond our actions, it is also our presence that protects the populations we help, against all those who wish and benefit from hindering this presence.

Indeed, it has not escaped anyone that in recent years, crises have significantly worsened. We have clearly entered an era of multiple crises with complex and unpredictable interactions. Health crises with Covid-19, climate crises, geopolitical, societal crises, and the challenge posed to humanity by Artificial Intelligence. This accumulation of crises, intertwined with each other, can be addressed through various lenses: environmental, geopolitical, societal, or economic. In any case, they represent an almost existential challenge for humanity. Our global consciousness is shaken without us perceiving concrete ways to overcome these crises.

The return of war in Europe, the tragedy in Gaza, a threatening sky over Southeast Asia, the drastic increase in climate incidents – coupled in many of our countries of intervention, with economic degradation due to a deleterious mix of inflation, recession, and unpayable debts – doesn’t foster optimism.

Gramsci is more than ever relevant: “The old world is dying, the new world struggles to be born; now is the time of monsters.”

And where does humanitarian aid fit in all this? Whether with active optimism or pessimism, humanitarian aid as we know it must aspire to a more ambitious role and message, commensurate with this era of multi-crisis and great uncertainty.

HUMANITARIAN AID MUST REINVENT ITSELF

In 2015, the world adopted two global agendas: the Sustainable Development Goals and COP21. These two agendas reflect a contradictory injunction: inclusive growth to lift the most fragile part of the world’s population out of poverty will mean greater consumption of resources in the coming years, and as things stand, more greenhouse gas emissions.

Despite their apparent contradictions, these two goals must be the guiding thread of our action, in line with the 3ZERO approach we adopted three years ago:

Zero exclusion, because no one should be left behind.

Zero carbon, because we only have one planet.

Zero poverty, because poverty should not hold back potential.

In any case, humanitarian assistance can no longer simply heal the wounds of humankind, it must also reinvent itself.

Firstly, the general context of the need for sovereignty and the rising capacities in the countries where we operate must also question our action and humanitarian practices.

Secondly and most importantly, humanitarian aid must be rethought in the light of a shared vulnerability between humans and their environment. We have entered a new era, and we need to take a new direction if we are to maintain the planet’s habitability. In a nutshell, to clarify in this new ambition for the coming years, we must move from humanitarian to “humaniterra”.

We must now also use our actions as a lever to influence as many actors as possible, humanitarian or not.

We wish to achieve this leveraging effect of our actions and values, notably through the launch, with our partners, of the 3ZERO Global Alliance, which we hope will become a significant and impactful societal movement.

To achieve this goal, the first step was to harmonise and align Acted and its galaxy – Impact, Convergences, Agora, Oxus, and Humaniterra – around a common and impactful societal movement.

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acted about
In 2023, Acted supported 27.1 million people in 43 countries with 580 projects and €621M budget.

Figures are from 2023. Map not to scale; this map is meant for overview purposes only and is not an accurate geographical representation. This product has been created with the highest degree of accuracy possible.
Throughout 2023, Acted’s emergency response capacity was mobilised on eight major humanitarian crises across ten countries, from the earthquakes in Türkiye and Syria in February, to the start of the war in Gaza in October, and including the conflict that erupted in Sudan in April and its humanitarian consequences in neighbouring countries.

Whether man-made or caused by extreme natural events, most of these crises have resulted in significant populations displacements. They were also characterised by severe constraints on humanitarian access to the affected populations. Faced with these challenges, Acted adapted in two significant ways:

- **First**, by mobilising swift capacity for responses to population displacements including in contexts where Camp Coordination and Camp Management-like operations had not been implemented before.
- **Second**, by developing agile ways of working with local responders to expand the scope and coverage of Acted’s emergency responses despite access constraints.

The majority of Acted’s emergency responses in 2023 were carried out in severely constrained humanitarian spaces. This includes the physical spaces where Acted teams worked – displacements sites in Sudan, urban neighborhoods in Libya, public buildings used as relocation and distribution points in Gaza – where neither access nor safety were guaranteed. It also includes the normative space in which NGOs should be allowed to carry out impartial, independent humanitarian action as close as possible to those most affected by crises, which remained under constant threat. To try to ever expand humanitarian access during emergency responses, Acted has collaborated throughout the year with local responders (non-profit and non-governmental organisations, private sector actors, community, self-organised networks, local governance actors where possible) that could act swiftly in the hardest to reach areas, often because they were themselves, and remained among, affected communities.

To this end, Acted has worked through flexible and agile approaches to partnerships in emergencies so that local responders could focus on operationalising delivery where it mattered the most. This has meant minimising risk transfers by enabling better security and safety risk management, and minimising the administrative burden. This was the case in May 2023 following cyclone Mocha’s landfall in Rakhine state of Myanmar. There, Acted has been supporting local Civil Society Organisations’ operational capacity by facilitating access to training and backstopping on relevant thematic issues such as mine action, while Acted Security and Safety team has developed a tailored security toolkit with them. In addition, long-term partners have been fully involved in program and budget design, meaning a fair and proportionate allocation of support costs enables more robust approaches to risk management.

By the end of September 2023, more than 164 million people around the world had been forced to flee their homes. In rapid-onset displacement crises where delivering tangible assistance (food, shelter, water, health care) is every responder’s objective, Camp Coordination and Camp Management activities are often seen as delivering “softer” outputs and, therefore, a second priority. However, they play a critical role in ensuring service provision and protection meet minimum standards and reach those most in need in an equitable and timely manner – both the displaced and the communities hosting them. In 2023, nine of the ten countries in which Acted deployed large-scale emergency responses faced displacement crises. Acted successfully advocated for the launch or scale-up of emergency CCCM operations in seven of them. These included countries struck by natural disasters such as Türkiye where, following the February earthquakes that killed over 50,000 people and displaced 3.3 millions, the organisation worked in 21 temporary displacement sites over the year. Acted also launched and scaled-up emergency CCCM interventions in response to the Sudan conflict including in neighboring countries where the crisis pushed nearly 500,000 refugees and asylum seekers across the borders into Chad and South Sudan.

Through activities including displacement site mapping and service monitoring, as well as work to support and empower community-led representation and organisation structures in areas of displacement, Acted enabled more efficient and equitable assistance delivery and protection including for those who typically receive less support – women, children, the elderly, and persons with disabilities.
A feedback mechanism is in place so that the populations supported by Acted can share their concerns and feedback on activities.

132,044
FEEDBACK RECEIVED IN 2023

WHAT?
44% : REQUESTS FOR ACTED ASSISTANCE
22% : THANKS FOR THE ASSISTANCE RECEIVED
33.5% : FEEDBACK ON ACTED ACTIVITIES
0.5% : SENSITIVE COMPLAINTS

WHO?
43% OF THE COMPLAINANTS WHO CONTACTED ACTED WERE BENEFICIARIES OF ACTED PROGRAMMES
51% WERE WOMEN

WHERE?

accountability & transparency

In 2023, Acted continued its commitment to transparency and accountability through robust internal control and feedback mechanisms, with a focus on operational efficiency, agility and accountability.

A transparency mechanism is in place to receive alerts of fraud and abuse. Open to all, it is managed confidentially by Acted’s investigation department.

228
ALERTS INVESTIGATED IN 2023

OF WHICH:
33% : Identified through internal control mechanisms in finance and logistics, HR
26% : Identified through MEAL processes
21% : Received through the Acted’s Transparency Line
18% : Received through country management
5% : Others

% OF ALERTS BY CATEGORY

% OF ALERTS BY REGION

33% MENA
29% AFRICA
29% ASIA
16% EUROPE
5% AMERICAS
3ZERO world

towards a 3ZERO world
In Afghanistan, Acted provided over €39.8M in cash to 6,042,752 individuals. Acted’s cash programming in Afghanistan is wide-ranging, and covers emergency cash injections designed to cover specific needs including winterisation and food security; as well as longer-term livelihoods programmes, that aim to strengthen economic security. To this end, Acted provided small grants for entrepreneurs and MSMEs, alongside skills training, including through Business Youth Development Hubs (BYDHs) for young women and men in Balkh, Samangan, Jawzjan and Faryab provinces.

In Ukraine, the Kakhovka dam breach in June 2023 resulted in widespread flooding, displacing thousands of people and disrupting essential WASH services. Following the catastrophe, Acted distributed bottled water, undertook water trucking, and rehabilitated over 100 damaged water supply and sanitation infrastructures. Acted’s local partners further undertook procurement of water tanks and distribution of bottled water, and facilitated community volunteer cleanup measures in territories affected by flooding through fuel vouchers and cleaning materials. All these activities benefitted almost 650,000 people.

Roughly 90% of Jordan is classified as dryland. Increasingly periodic rainfall and droughts as a result of climate change as well as population pressure have resulted in serious stresses on land quality, deforestation, soil erosion and damage to watershed areas. Acted supported the Jordanian Ministry of Environment and Al Haq Agricultural Cooperation and planted 100,000 forest and fruit trees in Karak thereby contributing to mitigating land degradation while fostering economic resilience and food security.
**2020-2025 programmatic strategy**

**Access to Basic Services**
Acted believes that equitable access to basic services such as drinking water, sanitation and hygiene facilities; essential health care; education; and energy is key to successfully tackling poverty. Acted's activities aim at improving quality and coverage of services offered, especially for populations who live in places that are historically underserved, too geographically isolated, or economically marginalised.

**Humanitarian Action**
In emergencies, Acted responds to save lives, paying special attention to the most vulnerable and marginalised, and striving for last-mile delivery in hard-to-reach areas. Acted’s humanitarian action includes disaster preparedness and early action; emergency response and recovery, and encourages future resilience and equitable development.

**PeacE, Stability & Justice**
Acted works towards preventing conflict, supporting post-conflict stabilisation, and promoting social cohesion. This is done through improving trust between and within communities, reducing risk of violence, preventing outbreak of conflict, and promoting basic principles of the rule of law, such as access to justice.

**Strengthening Institutions & Civil Society**
While empowering citizens to make demands and hold to account those who are responsible for delivering services, and at the same time supporting local institutions to provide better, more effective services to their constituents, Acted encourages different stakeholders – from groups of citizens, the private sector to governments – to work effectively together in co-constructing ways to act collectively in development processes.

**Collaborative & Resilient Management**
Human activities lead to reduction of biodiversity, exploitation of natural resources, pollution and land degradation, affecting ecosystems resilience. Acted aims to ensure that ecosystems and natural resources are regenerated, consumed, and protected in a more sustainable manner so that local populations can responsibly benefit from them to meet their needs, while conserving the ecosystems for future generations.

**Inclusive Economic Opportunities**
Acted encourages inclusive economic growth, that is distributed fairly across society, and creates opportunities for all, by ensuring individuals have adequate skills and capacities to access available livelihood opportunities, and that markets can offer decent employment or self-employment opportunities, especially in sectors where the poor and most vulnerable work, and in places where they live.

**Circular Economy**
Acted supports individuals, government institutions, service providers and social entrepreneurs to design out waste and pollution, to keep products and materials in use as long as possible, and to regenerate natural systems. These actions minimise waste, pollution and carbon emissions, and improve the productivity of resources, resulting in a reduction of the environmental impact of economic activity.

**Sustainable Infrastructures**
Acted promotes the designing, building and operating of infrastructure to meet the population’s essential service needs on all-round sustainable principles. This means the infrastructure such as water supply systems or power stations is environmentally friendly from end to end, and that includes economic, financial, social and institutional factors.

**Citizen-Driven Action**
With our planet experiencing significant and accelerated climate change, Acted promotes sustainable consumption and production at the individual and household level (e.g. awareness on measures to reduce water/electricity consumption), as well as collective advocacy and communication activities, to sensitize people about the environment and climate change and aims to bring about lifestyle changes.
Acted is working in parts of the world heavily affected by environmental degradation and climate change and with populations who have least contributed to this situation but are most vulnerable to it. **Acted's 2021 – 2025 greening strategy aims to reduce the organisation's carbon footprint by at least 30% by 2025, 50% by 2030, and ultimately achieve carbon neutrality in its operations.** In addition, Acted aims at upscaling its work on climate change and environmental protection to account for a minimum of 25% of its programming portfolio by 2025.

In 2023, Acted's carbon footprint accounted for 71,664 tCO2. Throughout the year, the NGO has worked on improving data quality, digitalizing the data entry to allow for easier global aggregation and harmonizing emission factors with the Humanitarian Carbon Calculator (HCC).

Acted also released a significantly revised Environmental and Social Protection Policy (ESPP) in 2023. This policy provides a framework for Acted's efforts to protect the environments of the people it serves while working towards a 3ZERO world. The policy enhances the focus on accountability, aiming to fill gaps in existing management systems to ensure that Acted programmes and operations are designed in an environmentally sound manner that avoids harming the environment and maximises environmental benefits wherever possible.

Throughout the year, Acted has made progress on CO2 reduction initiatives, for instance by solarizing its field office network and building/rehabilitating infrastructure (e.g. water points, schools, health centres). The organisation also worked on removing single use plastics from its supply chain, as well as rehabilitating and upgrading its fleet of vehicles.

In 2023, Acted continued to position itself in the impact finance sector, particularly through its Oxus microfinance network in Central Asia, which provides microloans to support local entrepreneurship, generate domestic employment opportunities and support economic development with a positive social and environmental impact.

Since 2017, Acted has been undertaking a global carbon footprint analysis covering all three emission scopes to reduce and mitigate its own internal carbon footprint. Acted's carbon footprint is calculated in accordance with the GHG protocol.
Flagship initiatives are programmatic approaches that demonstrate Acted’s ability to work simultaneously through innovation and transversal methods towards its 3ZERO objectives.

THRUVE | Towards Holistic Resilience in Vulnerable Environments

THRVIE is Acted’s first Flagship Initiative. THRVIE aims to build resilience of agro-pastoral communities through a holistic three pillars approach that: • repairs ecosystems (REVIVE) • provides sustainable livelihoods (EMERGE) • improves social cohesion through natural resources management (INTEGRATE).

THRVIE recognises the interconnected dynamics between ecosystems, markets, and social cohesion, and aims to build the resilience of agricultural, pastoral, and agropastoral communities in arid and semi-arid rangelands. In 2023, THRVIE programming was launched in Afghanistan, Uzbekistan, Kyrgyzstan and Ethiopia, bringing the total number of projects to 22, across 12 countries.

THRVIE’s holistic community-based approach enables projects to target context specific challenges. In Jordan, THRVIE promotes sustainable livelihoods of vulnerable Jordanian and Syrian refugee households through integrating farming as an economic recovery mechanism.

Under REVIVE, agricultural households were trained in dry farming techniques and sustainable farming practices to increase food production and livelihoods.

Through EMERGE, agro-entrepreneurs were supported to advance their business and technical skills for food processing and value addition, while six agricultural CSOs received capacity building to improve services to local farmers.

In Tajikistan, Acted continued a fourth phase of the National Water Resource Management project using THRVIE methodologies. A new Watershed Dialogue Platform was established, which will support the development of a Watershed Management Plan and improve sustainability and social cohesion around water management. Efforts continued on ecosystem restoration in two other watersheds, leveraging REVIVE approaches. Reforestation and agroforestry activities were implemented on 50 hectares of land, while water saving methods were introduced on 180 hectares; 20 hectares of pasture were restored.

Ethiopia supported the conflict-affected Afar region to help communities kickstart recovery and build resilience. Starting with a comprehensive assessment of landscape degradation, degraded communal lands were identified, where communities will undertake water harvesting earthworks and vegetation planting in the near future. Construction of earthworks will inject cash and support ecosystem restoration through improving water retention and absorption. 30 individuals received training on the techniques and construction requirements to monitor the work. A training of trainers was also conducted for 8 lead farmers, and 4 farmer field schools were established to enable agro-pastoral populations to learn and experiment with improved agricultural practices.

In response to the growing number of people displaced within Sudan or fleeing the conflict, Acted has launched 2 flagships: CCCM activities in Sudan and Chad, and scaled up existing CCCM activities in South Sudan. In Chad, Acted works in Adre, a border town hosting 160,000 refugees, and is implementing an area-based CCCM approach to support assistance coordination and mapping of needs.

In Sudan, due to the continuing volatility of the situation, Acted is implementing a mobile CCCM approach that enables the team to support coordination efforts, reinforce community participation and strengthen local capacities in a flexible manner. These interventions serve as entry points to also deliver multi-sectoral assistance to ensure rapid delivery of basic services. Acted also initiated new CCCM responses in Tunisia in support of displaced populations following the earthquakes, and in Libya following massive floods in Derna.

In 2023, Acted supported 2,772,843 individuals across 1,661 sites in 17 countries.

CCCM | Camp Coordination & Camp Management

Displacement is increasing globally at an alarming rate due to natural disasters, climate hazards and increasing conflicts; it is also changing dramatically – moving away from traditional camps towards urban displacement and displacement out of camps.

Acted’s innovative CCCM programming, implemented in 2012, acknowledges the need to develop flexible and adaptable CCCM models that can effectively support displaced populations to meet these new and growing challenges.

In Uganda, a mobile field office was set up to support people in protracted displacement out of camps. In 2023, Acted supported 2,772,843 individuals across 1,661 sites in 17 countries.

GOCA | Grassroots Organisation Capacity Assessment

Acted has been supporting the development of civil society for over 15 years. Civil society, and especially NGOs based in the global south, are first responders and the closest relays for local communities, enabling humanitarian and development responses. To support the development of civil society, Acted created the GOCA tool in 2012 to undertake civil society organisational and institutional capacity development. The participatory tool is a capacity building assessment framework that measures organisational and institutional capacity and identifies priority needs, tailors technical support, and monitors and evaluates impact.

In Uzbekistan, Acted teams are leveraging the GOCA tool to capacitate CSOs who undertake precious environmental and biodiversity conservation work. In a region highly impacted by climate change, the project aims to strengthen the operational capacities of five CSOs and improve their practical knowledge to effectively engage themselves and their communities in advocating for environmental protection. In the Republic of Congo, Acted is working to strengthen the capacities of 10 CSOs to ensure their role as actors in sustainable, inclusive local development, and act as catalysts for change and innovation.

A comprehensive mapping of CSOs was conducted to identify the organisations’ priority training and mentoring needs. Finally, multi-actor dialogues have been facilitated to share innovations, and mutualise resources and expertise among private sector, CSOs and public sector actors.
Acted’s commitment towards a world without exclusion, carbon, and poverty can only be achieved if organisations converge and join forces to break silos through the co-creation of integrated and sustainable models – transforming trade-offs into mutually reinforcing links to address and resolve the multi-crisis the world is currently facing.

Acted’s 3ZERO partnerships aim to empower and support people and ecosystems by connecting actors, unleashing potential, and fostering innovation.

Acted strives to work in an innovative and collaborative way through the development of new partnerships with local and international partners from all sectors, and that can be leveraged to achieve a sustainable future.

3ZERO ecosystem

A 3ZERO House is a collaborative space aiming to support, strengthen, and empower the next generation of local changemakers working on Zero poverty, Zero exclusion and Zero carbon projects. Each 3ZERO House is unique and has a dedicated mission and scope based on the needs and existing gaps in each country.

3ZERO Houses are managed collaboratively by Acted and local in-house partners; they roll-out different types of activities such as incubation programs, micro-financing schemes, events, 3ZERO Forums, vocational trainings, leadership coaching etc.

3ZERO Houses target various groups including youth, citizens, CSOs, and entrepreneurs. In 2023, Acted placed emphasis on expanding this flagship initiative, opening two additional 3ZERO Houses in Myanmar (Yangon) and Sri Lanka (Colombo).

To enhance support for this endeavor, Acted developed a comprehensive online toolkit for 3ZERO Houses participants aimed at providing resources and materials pertaining to business models and overall 3ZERO House development strategies.

A dedicated website was also launched, while a new monitoring and evaluation framework, equipped with specific indicators tailored to 3ZERO House activities, was created to effectively gauge the impact of the initiative.

In 2023, the 3ZERO Houses in the Philippines, Tajikistan, Myanmar and Sri Lanka:

- Supported 74 local entrepreneurs, catalyzing the development of social and environmental innovations and fostering inclusive economic opportunities.
- Engaged 15 local partners in the co-animation of the 3ZERO Houses.
- Organised 159 impactful events such as capacity-building workshops for CSOs and startups, youth empowerment activities, climate awareness campaigns, and engaging 3ZERO forums.
- Disbursed $40,000+ in micro-credit loans and grants to accelerate the implementation of 3ZERO solutions.

3ZERO CAMPUS

In the continuity of its 3ZERO House concept, which allows connecting and empowering a diversity of local and global actors while promoting innovation, Acted invested in 2023 in the group Hermitage to support the development of the 3ZERO Campus in France as a laboratory accelerating innovations related to agroecology and food sector, energy and mobility, crafts and local production, participatory democracy, and digital citizenship among others. This 30-hectares facility aims to put in practice the theory of commons where resources, skills and knowledge are connected and shared between and within communities – with actors capacitated to lead a just, social, ecological, and economic transition for all.

Following the launch of the 3ZERO Campus Clubs in Tunisia led by the partner We Love Sousse and supported by Ernst and Young (EY) Tunisia, the ¼ clubs organized 23 events and participated in 18 other external events throughout the school year to raise awareness and promote actions towards zero exclusion, zero carbon and zero poverty within and outside the campuses. Through this series of events and activities, the clubs have been growing a Youth We Can! Community empowering the next generation of Tunisian leaders to act for a 3ZERO world. The clubs have also been working on transforming their respective university campus into sustainable ones by organizing waste collection and clean-up days, as well as encouraging better resources management processes. 2023 welcomed the first edition of the 3ZERO campus clubs’ national competition, for which the ¼ clubs designed entrepreneurial projects around sustainable tourism, local craftsmanship and heritage, waste collection or food waste reduction. Each club pitched its project in front of a jury during the finals on July 2023. The club of ISG (Institut Supérieur de Gestion) Tunis secured the first place with their ground-breaking project Zalpha looking at providing affordable feed formulas for ruminants through valorising local resources and reducing methane emissions. The team received cash prizes and was invited to present their project in Paris on the occasion of the 15th edition of the Convergences Forum.

3ZERO HOUSE

In 2023, Acted launched an advisory committee, “Towards Net Zero”, composed of industry experts to bring additional expertise, guidance, connection, and access to the NGO’s climate financing projects. This committee is now leading to a variety of innovative partnerships and concrete initiatives aligned with Acted’s 3ZERO objectives and triple mandate as a humanitarian, environmental and development actor.

CONVERGENCES FORUM

Back in 2008, Acted cofounded the Convergences Forum as a mobilisation and advocacy platform to spur reflection and action, disseminate good practices, and promote the co-construction of impactful and innovative partnerships. On September 9th, 2023, Acted and Convergences reaffirmed their mandate to bring together multi-stakeholder ecosystems in combining social justice and ecological transition during the 15th edition of the Convergences Forum; the event welcomed 4000 participants (in person and online) with 47 tailored conferences and animations, 204 panelists and 27 exhibitors. This edition of the Forum once again illustrated the importance of creating common spaces for dialogue and collaboration, especially considering the extent of the simultaneous contemporary crises. The next forum will be held on September 17th, 2024.
Collaborating with civil society to support biodiversity conservation
In Uzbekistan, Acted trained 169 civil society organisations (CSOs) and government institutions, using its flagship organisational capacity building tool (GOCA) and other thematic training approaches. Technical training sessions on biodiversity and public relations, led by local experts, sought to empower CSOs in fostering awareness and engagement among communities, youth, and local leaders in the field of biodiversity conservation.

Fostering innovative partnerships to further economic development
Acted has been fostering innovative partnerships to enable the most vulnerable youth, women, and men, in Afghanistan to earn an income. With a focus on traditional handicrafts and gender-tailored livelihood courses, Acted provided life skills and livelihood trainings, while addressing barriers to market access and increasing life-long earning potential. Over 13,000 people increased their income following participation in Acted’s livelihood programmes in 2023.

Supporting sustainable relief and recovery for flood-affected areas
Acted continued to provide relief to people affected by catastrophic flooding in Pakistan. Acted supported over 1.2 million people in the disaster-hit provinces of Sindh, Khyber Pakhtunkhwa, and Baluchistan, with water, sanitation, hygiene (WASH), shelter and livelihoods assistance, and worked to support the longer-term recovery and stabilisation of these disaster-hit areas, through promoting climate-smart agriculture and a return to education for children affected by the floods.

Launching a Peacebuilding Hub
Acted and likeminded actors formed a peacebuilding Hub to exchange knowledge and practices, conduct joint analysis, and coordinate more impactful actions to promote peace and stability. The Hub developed a Roadmap for 2023 and launched Yntymak Week (Peace Week) as a key initiative. The event brought together businesses, civil society organisations, government members, and media to jointly organise sessions and set a new discourse and collaborative way of thinking and working on peacebuilding.

Working through joint initiatives to strengthen civil society
In Tajikistan, together with Oxus and Bactria Cultural Centre, Acted continued to focus on strengthening local civil society and supporting a creative economy start-up culture. Through the 3ZERO House, Acted fostered civil society organisations’ (CSOs) financial sustainability and promoted social entrepreneurship. Additionally, Acted trained local CSOs and included them as accountability partners in government reform processes, thus allowing for greater transparency and citizen engagement.
BANGLADESH
Supporting Rohingya refugees through CCCM and WASH interventions
Six projects were implemented in Bangladesh, supporting nearly one million refugees from Myanmar living in camps of Cox’s bazar district. Acted was able to also involve the host community fostering a greater social cohesion in the area. The activities focus on three major pillars: Camp Coordination and Camp Management (CCCM), WASH and Disaster Risk Reduction.

SRI LANKA
Empowering communities and promoting environmental sustainability
Acted provided assistance to 44,442 individuals in Sri Lanka, with almost 4,000 vulnerable residents in the Northern Province receiving multipurpose cash support and grants to address the economic crises. Acted achieved environmental sustainability milestones, notably through the PLASTICS project, promoting greener supply chains. Additionally, Acted initiated projects in both Sri Lanka and the Maldives to strengthen environmental activism. Another milestone was the launch of a Disaster Risk Reduction (DRR) intervention targeting marginalized communities.

THAILAND
Vocational training courses for refugees
In Thailand, Acted relaunched livelihoods activities to support refugees from Myanmar. Given the legal challenges for refugees to work outside of the camps in Thailand, Acted rolled out vocational training courses inside the camps, helping refugees to develop skills to earn an income where they live. Courses focused on sectors including food processing and preservation, tailoring, and traditional weaving.

PHILIPPINES
Comprehensive support for post-disaster recovery, peacebuilding and sustainable development
In the Philippines, Acted completed its humanitarian response to communities affected by Typhoon Odette, addressing water, sanitation, and shelter needs. Acted also supported peace efforts in the Bangsamoro Autonomous Region in Muslim Mindanao by strengthening civil society organisations, implementing quick impact projects and raising awareness on the rule of law. Sustainable livelihood opportunities for former combatants were stimulated by support to agricultural cooperatives culminating in a 3ZERO agricultural forum.

MYANMAR
Responding to Myanmar’s forgotten crisis
Myanmar has continued to suffer from wide-ranging civil conflict since the 2021 coup, with over 2 million people displaced - but international attention does not match the scale of the humanitarian crisis. In 2023, Acted worked with local partners as first responders, to provide emergency assistance to those most in need, while striving to support longer-term livelihoods opportunities through the 3ZERO House.

1,013,810
PEOPLE SUPPORTED
€16,721,654
ANNUAL BUDGET
281
STAFF
36
PROJECTS

31
Meeting basic needs of displaced populations living in informal sites post-earthquake

Following the February 2023 earthquakes in Türkiye, Acted was among the first international organisations providing immediate relief assistance in Hatay, Adıyaman and Kahramanmaraş provinces. Acted deployed a large-scale, multisectoral humanitarian response, reaching 516,155 people. Emergency response teams distributed over 13,000 food rations, 27,000 hygiene kits, and 12,000 shelter and winterisation kits, and supported local and international actors to coordinate assistance in over 300 informal displacement sites.

Supporting micro-businesses and vulnerable individuals within the economic crisis

In light of the continuing economic crisis in Lebanon, in 2023, Acted worked with a diverse range of partners to deliver emergency cash assistance and longer-term economic programmes for vulnerable populations. This included supporting micro-business both in rural and urban areas – ranging from working with farmers in the agri-food and irrigation sectors, to creating job opportunities for women, in the menstrual hygiene sector.

Responding to critical humanitarian needs for vulnerable crisis-affected households

Acted supported highly vulnerable households impacted by dire economic conditions by providing cash, shelter and Non-Food Items (NFIs). Since October 2023, Acted has been mobilized to respond to the on-going humanitarian crisis and to the growing needs in the Gaza Strip and in the West Bank. Acted provided emergency life-saving assistance to conflict affected households, including emergency shelters, Non-Food Items, and food assistance.

Providing sustainable emergency assistance

While the fragile peace in Yemen continued to hold in 2023, over half the population of the country still required humanitarian assistance. In this context, Acted’s teams supported more than 179,000 internally displaced people (IDPs) living in displacement sites, and delivered over €2.7M in cash assistance. In line with its 3ZERO strategy, Acted’s emergency activities in Yemen are designed to be sustainable long-term – using solar power to support water infrastructure and building community capacities to face climate risks.

Supporting sustainable reforestation through improved livelihoods for vulnerable groups

In close collaboration with the Ministry of Environment, Acted contributed to reforestation efforts in central Jordan, while also improving the livelihoods of vulnerable Jordanians and Syrian refugees. Through short-term employment opportunities and on-the-job trainings for over 160 individuals including women and refugees, Acted rehabilitated 550 hectares of land by planting over 90,000 trees, specifically selected for their ability to improve soil quality.

Supporting climate-resilience of women in minority communities

In an effort to support sustainable livelihood opportunities while providing innovative solutions to agribusinesses affected by climate change, Acted in Iraq supported vulnerable women from minority communities in home-based cultivation of azolla as a supplementary climate-smart feed for chicken.

Drawing on hydrogeology to strengthen resilience

Three years of drought led to record low groundwater levels in the aquifers of Northeast Syria in 2023, and the lowest water levels in recorded history in the Euphrates River. Acted’s expert hydrogeological team focused on the interconnectedness of water, energy, food, and ecosystems – rehabilitating and upgrading water supply and wastewater infrastructure, whilst strengthening local governance structures to ensure improved access to safe water, for drinking, sewage systems, and irrigation.

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Supporting shelter needs through local partnerships for earthquake-affected households

In the face of the large-scale destructions following the September 2023 earthquake, Acted, in partnership with local organisations, supported affected communities in the hard-to-reach areas of the Atlas Mountains with shelter, Non-Food Items (NFIs), water, sanitation, hygiene, cash and energy access. Acted addressed immediate shelter needs through the distribution of tents, mobile homes and NFIs (sleeping bags, mattresses, etc.) reaching almost 1,000 people whose houses had been damaged or destroyed by the earthquake.

Responding to catastrophic floods in Derna

Storm Daniel affected more than 250,000 people in Libya with over 43,000 people displaced. The breach of two dams caused deadly flooding in Derna to which Acted responded through water trucking via a desalination plant, ensuring a clean water supply for the population. To complement this approach, Acted provided hygiene kits distributed door-to-door or in community centers where displaced people are housed. Acted also provided essential psychosocial support and recreational activities to those affected, particularly children.

Raising awareness through 3ZERO Campus Clubs

14 3ZERO Campus clubs, supported by We Love Sousse and Acted, organised 23 events and participated in 18 other external events throughout the semester to raise awareness and promote actions towards zero exclusion, zero carbon and zero poverty. The clubs have also been working on transforming their respective university campus into sustainable ones by organising waste collection and clean-up days.
NIGER

Meeting the urgent needs of populations affected by food insecurity in the Tillaberi region
In Niger, Acted responded to food insecurity during the lean season by providing unconditional cash transfers. These cash distributions also provided an opportunity to conduct malnutrition screening campaigns for children aged 6 months to 5 years old, and referrals to the nearest health centres. Due to the environmental challenges in the Sahel, improved cooking stoves were also distributed to enable people to cook, limiting the environmental impact of wood cutting.

MALI

Fostering transition to early recovery and resilience
After 10 years of crisis, the response in Mali remained mostly focused on the Rapid Response Mechanism (RRM) used to address the immediate emergency needs of displaced households for a duration of three months. Acted led post-RRM interventions by providing access to basic services (food assistance, water, sanitation, hygiene and shelter services) after an RRM response and access to opportunities for recovery by increasing income generating opportunities for displaced and host families.

BURKINA FASO

Increasing resilience and supporting populations in need in hard-to-reach areas
In Burkina Faso, Acted supported vulnerable people in hard-to-reach areas by addressing food security, water, sanitation, hygiene and shelter needs. Integrating livelihood activities into the response has also been essential to facilitate economic recovery, offering opportunities for income generation and vocational training.

CENTRALAFRICAN REPUBLIC

Supporting civil society organisations’ initiatives focused on sustainable development
In Pool and Likouala regions of RoC, Acted strengthened civil society organisations (CSOs) promoting sustainable and inclusive socio-economic development addressing the needs of the most vulnerable and marginalized population groups. Acted conducted capacity building activities through institutional and organisational trainings while aiming to reinforce CSOs’ networks, linking these with the public and private spheres and responded to territorial priorities identified within multi-stakeholder roundtables.

DEMOCRATIC REPUBLIC OF THE CONGO

Delivering rapid response mechanisms to displaced populations
Acted deployed a Rapid Response Mechanism (RRM) to respond to critical needs of the most vulnerable households by responding to alerts of displaced populations in Eastern provinces such as South Kivu, Maniema, and Tanganyka. As part of the RRM, Acted provided in kind food and cash assistance to over 320,000 individuals.

CHAD

Responding to the immediate needs of Sudanese refugees
Since the conflict erupted in Sudan in April 2023, Acted has been providing immediate assistance to respond to the unprecedented influx of more than 550,000 refugees in Eastern Chad. Acted provided multisectoral assistance to 350,000 refugees and returnees focusing on shelter, cash, food and nutrition assistance, as well as protection and gender-based violence support. By the end of 2023, Acted had also started focusing on Camp Coordination and Camp Management (CCCM) to further strengthen coordination and safety in refugee camps in 2024.
SUDAN
Providing emergency response in the world's largest displacement crisis
In 2023, Sudan became the world's largest displacement crisis, with 6.6 million people displaced following the outbreak of armed conflict. Acted has been supporting more than 485,000 individuals across Southeastern Sudan, with multisectoral assistance, including protection, water, sanitation, hygiene, and cash assistance, implemented through a mobile Camp Coordination and Camp Management (CCCM) approach. Acted also provided support to community-based organisations operating evacuation centres and community kitchens in frontline areas of Khartoum state.

SOUTH SUDAN
A first responder to the displacement crisis
In response to the Sudan crisis, Acted expanded its water, sanitation, hygiene, protection, and cash assistance programming in Maban, and spearheaded the emergency response in Renk in April 2023 and setting up the response in both transit and reception centres. Acted is the lead Camp Coordination and Camp Management (CCCM) agency in the four refugee camps in Maban and in the transit centre/reception centre in Renk.

UGANDA
Measuring greenhouse gas emissions from the cattle industry
Acted and its Ugandan partners enhanced accurate data collection on greenhouse gas (GHG) emissions in the cattle industry to reduce emissions from beef production, improved Uganda’s United Nations Framework Convention on Climate Change (UNFCCC) reporting, and advised the government on climate-smart strategies for environmental preservation, climate adaptation, and mitigation.

KENYA
Innovative climate adaptations in drought impacted areas
Kenya, emerging from one of the worst multi-year droughts in its history, is increasingly seeing the devastating impacts of climate change. In 2023, Acted worked with communities in the arid and semi-arid lands of Northern Kenya to strengthen resilience to climate change, introducing permagardens to enhance food diversity and restore ecosystem balance, combating future drought and famine. These gardens are nourished with digestate from biogas digesters, addressing energy and fertilizer requirements simultaneously.

ETHIOPIA
Supporting the most vulnerable communities affected by drought and displacement
Acted provided humanitarian assistance to over 199,000 people in Ethiopia in 2023. In the Somali region, Acted targeted households affected by drought and displacement, providing multi-purpose cash assistance (MPCA) to help improve access to food, and forming Protection Committees to improve safe living conditions for Internally Displaced People.

SOMALIA
Working with women civil society to build peace
In Somalia, Acted supported access to basic services for the most vulnerable in some of the most hard-to-reach areas, responding to the impact of climate change and compounding conflict. As women and girls are disproportionately affected, Acted collaborated with local women’s organisations, providing training and financial aid. This supported Somali women to engage in peacebuilding, conflict resolution, and societal transformation efforts, contributing to more effective solutions in Somalia.

MOZAMBIQUE
Supporting nutritional resilience
In Mocimboa da Praia, Cabo Delgado, Acted constructed WASH facilities and enhanced hygiene awareness improving local health outcomes. Additionally, 143,520 returnees and Internally Displaced People received food aid and nutritional support. In Metuge, Acted assisted displaced women farmers with climate-adapted permagarden training, materials, and land access. Climate adapted farming provides resilience to a context expecting extended dry seasons impacting food security.
Supporting the recovery of disaster affected communities

Three years after the devastating earthquake, some communities in Haiti still struggle to recover from the shock. In 2023, through the construction of shelters and the rehabilitation of water points, Acted supported the most vulnerable households on their path to recovery. With a rapidly deteriorating social and economic situation, Acted also addressed emerging needs through cholera prevention activities, reaching over 290,000 people.

Preventing gender-based violence in displacement contexts

Acted supported 1,874 people (mostly women) with prevention and response to gender-based violence (GBV) in la Guajira region. By fostering dialogue between migrant populations and host communities, Acted actively supported peaceful coexistence and recovery initiatives.

Responding to the needs of children and women affected by the crisis

In Venezuela, Acted provided school meals for children in 118 schools in Yaracuy state, thereby supporting basic education needs for children even in times of crisis. In parallel, rehabilitation of water points and sensitization campaigns allowed almost 15,000 people to increase their access to signified water hygiene and sanitation services in the country.

Addressing the needs of vulnerable populations and Ukrainian refugees

Acted continued to address the needs of Ukrainian refugees and vulnerable Moldovans through emergency shelter food and cash support. In addition, Acted’s Disaster Risk Reduction (DRR) project has been supporting local actors to better prepare and anticipate man-made and natural disasters in Anenii Noi Raion. This project allowed for 58 local authorities and 71 representatives of civil society organisations to be trained.

Area-based assessments have also been conducted and will inform on the planned response.

Expanding frontline humanitarian assistance, local partnerships, and area-based coordination and transition

Acted supported over 2.3 million people in Ukraine – one of its largest ever operations. With a focus on frontline locations, Acted teams provided more than €48.5M in emergency cash and livelihoods assistance, as well as in-kind support where needed. Acted worked with a wide network of valued local partners, and alongside local and international agencies, to foster operational area-based coordination and transition planning.

Responding to the needs of people displaced from Nagorno-Karabakh

Acted and its partners responded to the multisectoral needs of people displaced from Nagorno-Karabakh by providing vouchers, legal counselling, and psychosocial support benefitting people with trauma. In addition, Acted supported municipalities, provided Non-Food Items to collective centres and re-positioned hygiene and food kits at the local level to improve hosting capacities of the communities.

1Planet4All: raising awareness and critical understanding of European youth

To encourage young people to take concrete action to protect the environment, Acted supported the spring school edition of Ma Petite Planète. Powered by an application, this game offers a series of “green” challenges. Thanks to the active participation of teachers, 53,000 students took part in this edition and 670,600 challenges were completed for the planet.
Launched in 2008, Convergences is a platform for reflection and action to overcome poverty, exclusion and climate change throughout the world. It co-organises forums and produces publications in France and internationally.

Founded in 2010, IMPACT Initiatives is a not-for-profit organisation specialised in data collection and analysis in crisis contexts to facilitate decision-making by humanitarian, stabilisation and development actors.

Created in 2006, Oxus is a microfinance network that supports local economic development and financial inclusion in Central Asia by issuing micro-loans to local businesses and entrepreneurs excluded from the traditional financial system.
address from the founders for Acted’s 30th anniversary

At the beginning, when we created Acted, with all our energy, our youth and our car, a Volga, our only resource at the time. That modest start soon made us realise that, without a logo, there can be no ambition.

Therefore, it was with humility, realism and ambition that we gradually expanded our actions, first throughout Afghanistan, then in neighbouring countries, and finally globally.

We had no pre-established plan. We developed our actions without any pre-determined direction. We learned by watching, as Verhelst said, through falling and understood by observing.

The story of Acted is also the story of an approach, almost a Decalogue on the Method. An initial idea, to think outside the box — symbolised by our logo. How we found ourselves 9 dots with 4 lines, without lifting your pen. I invite anyone tempted to solve this problem, but also without looking at our logo, which provides the answer.

Over the years, we tried to stay true to this spirit, which gradually became Acted’s DNA. In other words, how can we continue to think locally, outside the box, while learning to act globally?

Learning to act globally, to be prepared to respond to crises wherever they may occur on the planet, has become our course, one which was not so easy to build. We were able to do so while retaining our energy, our thirst for knowledge and our entrepreneurial spirit, that never left us.

Initially, we had to focus our energy on an action over advocacy, creating our own path, taking our own direction. Looking back, I think this discretion enabled us to become more efficient in our action, even if it was often frustrating for us and our teams.

Meanwhile, we had to structure ourselves to gather the resources for efficient global action. Over the years, it became clear that we needed other tools to make our action even more effective.

First, a message of convergence. Humanitarian aid must not be a moralising ivory tower, but rather a melting pot where alliances and networks work together.

Over 15 years ago, we created the Convergences Forum, first in Paris and now in over 20 countries worldwide, with this mission in mind.

At the same time, and faced with the reality that, if we had to act today, we also had to invest in tomorrow, Acted has sought to make its action long-term, by increasing our development actions and with the creation of our microfinance subsidiary, OKUS.

At the same time, we launched IMPACT Initiatives in Geneva, which started to deepen our understanding of areas, localities and needs.

enabling better planning and coordination of aid, for a greater impact.

Lastly, we are working with the Brussels based ACT initiatives to bring all these initiatives together around a single message: Zero Exclusion, Zero Carbon and Zero Poverty.

Zero Exclusion. Because no one should be left behind

Zero Carbon. Because we only have one planet.

Zero Poverty. Because poverty should not hold back potential.

Of course, our efforts are just a drop in the ocean — there are still so many who try to limit the humanitarian space and our direct access to populations in need.

Today, together with other humanitarian actors, we must carry on essential message of solidarity, of humanity, for those of us who are in danger, simply born or living in the wrong place, at the wrong time...

Thanks to our 8,000 staff, we support more than 20 million people a year in crisis, in over 40 countries. I think it is fair to say that we are proud of what we have achieved, and our ability to add a modest contribution to the ever-growing edifice of solidarity and humanitarian action.

I don’t need to tell you that we live in a world torn by an ecological crisis, a geopolitical crisis, an economic crisis, and a technological crisis...

...especially when the multi-crisis are both confounding and confusing. Developing so rapidly — I am not going to try and explain why.

Such an accumulation of interconnected problems is also an existential crisis for humanity, whether we take it from a climatic, geopolitical, societal or economic end.

Gramsci once said: “The old world is dying, and the new world struggles to be born – now is the time of monsters”. That’s where we are now.

Now in such a serious context, what should humanitarian aid be? And what can we do to adapt to a situation that is so much more complex, multifaceted and dangerous than it was only a few decades ago?

First, I believe that the term humanitarian needs to be rethought. For decades, a humanitarian has been the answer to the world’s suffering. What now? A humanitarian must contribute to reinventing the world.

First and foremost, humanitarian must feel concerned by anyone and anything that harms human beings, the environment, biodiversity. Secondly, a humanitarian should no longer be called a humanitarian but humaniterra. A word which means humanity and our planet, and encompasses our vision that we should no longer be interested only in people, but in people and our planet.

We start by saving the living. What’s next? We are thinking about the idea of convergence. Convergence elevates, divergence opposes. Opposition will solve not our problems: therefore, convergence is crucial.

Then there is the question of equity. We must ensure a minimum of equity to prevent all our societies from unravelling, but how?

And finally, we need to think locally to act globally. This was our method right from the start when we went looking for a coal mine in the mountains. Everyone wanted to heat Kabul, but no one could bring it in fuel oil. We said to ourselves: “there’s coal there, let’s go and get it.”

How can we think locally and act globally?

If these four conditions are met, I think that humaniterra will not only be able to guide humanitarians to broaden the scope of their work, but also well to understand that we need to review what we and our forefathers thought and adapt it to the issues of today. Eventually, we will realise that perhaps, beyond our own actions, this message of humaniterra will open a new collective course.

It is therefore with great emotion that I announce that Acted will be launching Humaniterra.

Marie-Pierre CALEY & Frédéric ROUSSEL
Co-founders of Acted

Address from the founders for Acted’s 30th Anniversary on 25 April 2024