

#### 2024 ANNUAL REPORT — A publication by Acted

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The figures presented in this annual report come from our 2024 accounts, which were certified by an independent statutory auditor.

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Cover picture: Kenya.

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### RETHINKING THE LOCAL TO REBUILD THE GLOBAL

"The old world is dying and the new world struggles to be born: now is the time of monsters" — Antonio Gramsci

Here we are. Where chaos is no longer an accident, but a pattern. Where certainties collapse as fast as crises arise. A time when, as entire cities disappear under bombs, consensus is weakening, priorities are being refocused, and solidarity is disintegrating. Gaza, Sudan,

# a message from the ceo

Gaza, Sudan, Afghanistan, Haiti, Myanmar... Names that should incite solidarity feel more synonymous with abandonment today.

Multilateralism is faltering. Domestic policy priorities are taking precedence. The United States is drastically turning its back on international solidarity. Europe is in doubt; turning in on itself, abandoning multilateral commitments, and questioning the shared humanity that is the very foundation of our collective actions. Scorched earth is growing. And humanitarian space is shrinking. The world is turning a blind eye to its

eye to its most vulnerable people.

In this context, the question is no longer simply: how can we maintain our action? But rather: how can we transform it? Because we can no longer do "more with less". We have to do things differently.

Since Acted started out, we have focussed on learning by doing. We learned by failing. And it is by thinking outside the box that we have grown. Today, humanitarian action no longer means working in a crisis, but becoming catalysts for change,



building alliances and accelerating transition right from the start.

That is the essence of our commitment to the 3ZEROs: Zero exclusion, Zero carbon, Zero poverty. The 3ZERO is at once our vision, our tool, and our battle cry. It demands us to act on the systemic causes of poverty, exclusion, and environmental degradation - to take a clear-sighted but ambitious approach, and to breathe new life into the idea of progress. This has to be a progress that recognises the physical limits of our planet and that does not condemn the poorest to the cycle of poverty.

We are embodying the 3ZEROs in places where our triple objectives become concrete: in the 3ZERO Houses, deployed in four countries in 2024 and seven at the time of publishing this report. These are collaborative spaces where civil society, innovators and social

entrepreneurs co-construct local solutions – working together to repair what has been broken and to build a vision of a new future.

It is in the forgotten villages, the outlying districts, the stateless areas, that tomorrow's prosperity is at stake. It is here that we must work to preserve humanity, our ecosystems, and our environment. This is the first mile, and this is where we believe the solutions lie – developed by the people at the heart of these fragile territories.

HUMANITERRA is the embodiment of this model.

We know our actions are modest. Fragile. Unequal. So why continue?

Because every day that, somewhere in the world, a child eats, a woman gives birth in safety, a community regains access to water, is a victory. To give up would be to consent.

Thank you to our teams. Thank you to our partners. Thank you to all of you, members of Acted.

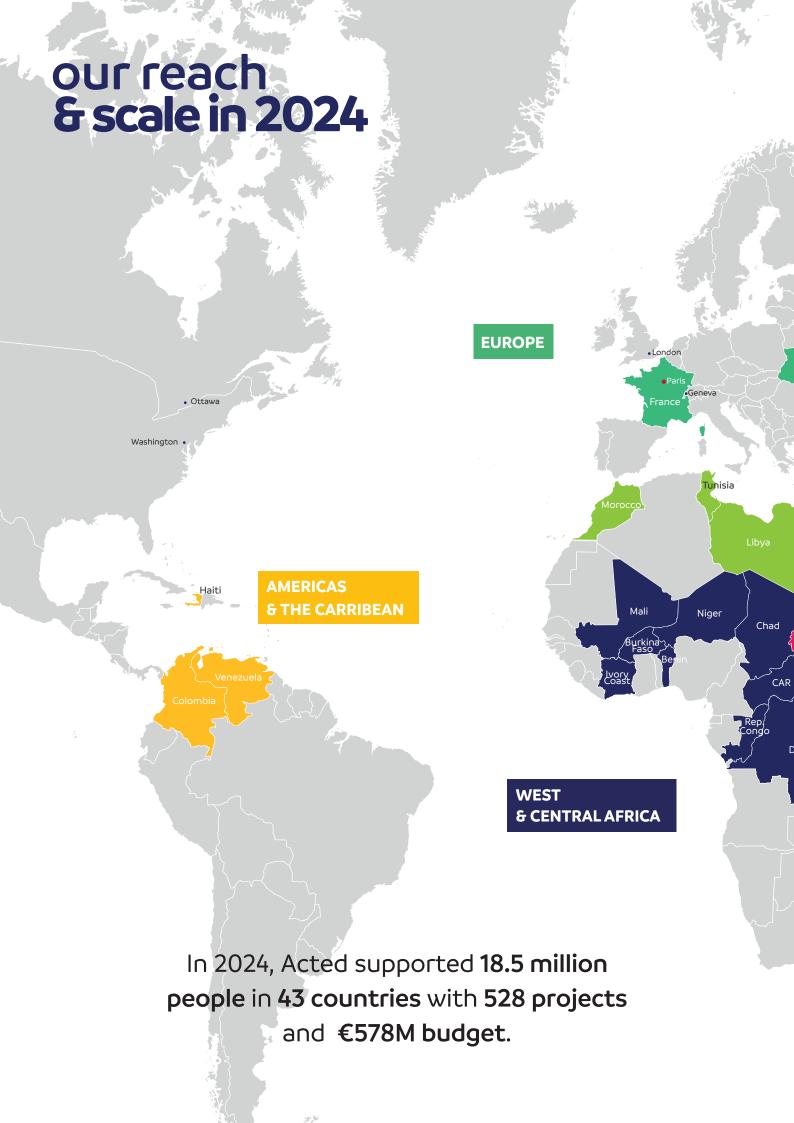
Thank you to all those who, with us, refuse to look away.

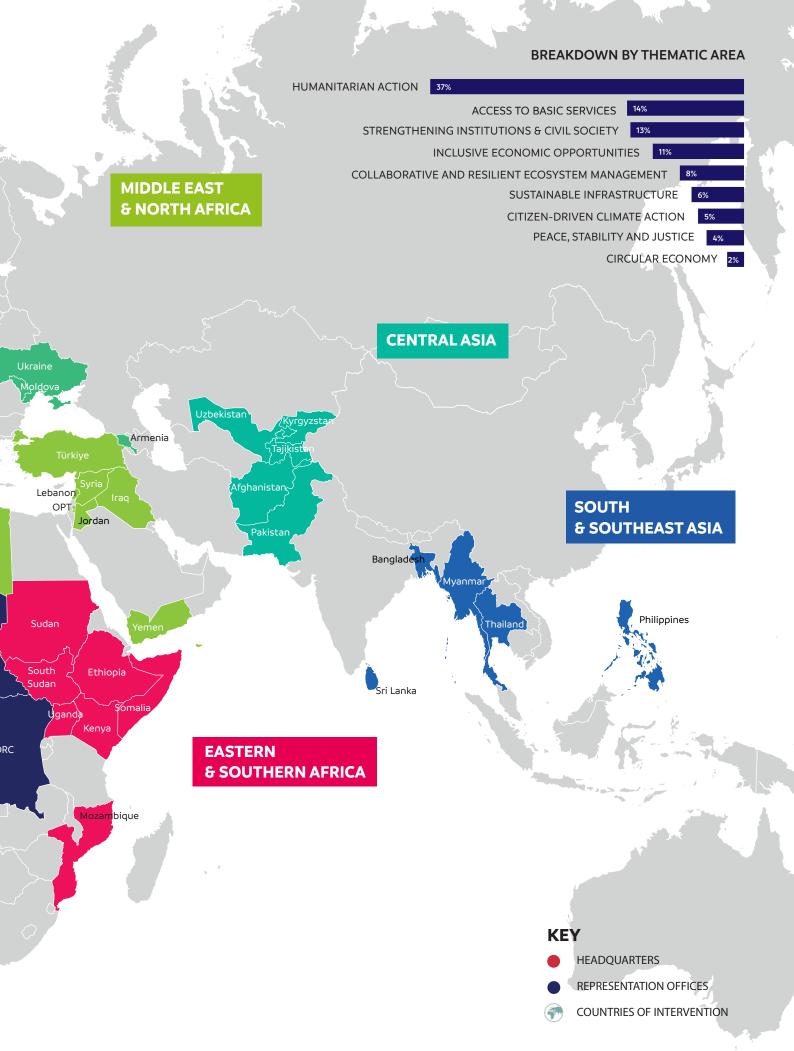
Marie-Pierre CALEY
Co-founder & CEO















## key achievements

3,837,509 people acquired access to basic services

11,823,153 crisis-affected people supported to cover

their urgent needs

3,718,365 people supported with over €130M in cash and vouchers

Ethiopia's Somali Region one of the country's most drought and flood-prone where areas, recurring climate shocks have left communities highly vulnerable — Acted supported 731,740 individuals through General Food Distributions. with in partnership the World Food Programme. The intervention targeted internally displaced persons and foodinsecure households affected by prolonged drought, flash floods, and displacement. provision Through the annual in-kind food assistance. and with the flexibility to facilitate cash transfers where needed, the project helped meet urgent needs mitigate the risk of hunger.

1,777,780 people received emergency food aid 5,170,333 beneficiaries of water, hygiene and CLEAN WATER AND SANITATION sanitation activities 14,864 water, hygiene and sanitation facilities built or restored 13,683 Kilowatt peak of solar panels installed DECENT WORK AND ECONOMIC GROWTH 10,935 micro. small and medium enterprises supported 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 539 green infrastructure units built, rehabilitated and/or retrofitted

In the context of Lebanon's prolonged multi-sectoral crisis Acted and partners supported the solarisation of critical water and wastewater infrastructure to enhance autonomy and reliability. Over 12,600 kWp of solar energy capacity was installed across key sites, including pumping stations in Beit Meri, Mar Chaaya, and Okaybe, as well as partner-operated facilities. Reducing dependence on unstable grid electricity and costly diesel generators enabled more consistent delivery of essential WASH services while strengthening the sustainability of public utilities. Nearly 660,000 people, including both Lebanese citizens and Syrian refugees, benefitted from improved access to water.

3,378,379 displaced people supported with camp management activities in 1,591 camps and sites

**18,480,625 PEOPLE** RECEIVED ACTED'S ASSISTANCE IN 2024 WITH ACTIVITIES RANGING FROM **EMERGENCY** AND RECOVERY SUPPORT, TO **RESILIENCE** AND **DEVELOPMENT**.

**1,215** CSOs and government institutions supported

468,535 individuals satisfied with their last experience of public services

108,517 individuals who report the project had a positive impact on the peace and stability of their environment

Moldova, strengthened disaster and preparedness local governance in Anenii Noi raion. The project supported 31 civil society organisations to improve their internal governance, while representatives from 13 municipalities enhanced capacity in disaster risk reduction and management. By fostering collaboration between local authorities and civil society. initiative advanced **SDG** 17 and SDG 11, contributing to more resilient and inclusive local disaster response systems.

3,758 hectares of land regenerated

150,023 tree seedlings planted

7 countries receiving specialised support, and €886,662 support for the conservation and sustainable use of biodiversity and ecosystems

267,619 people interviewed have increased their capacity to cope, adapt and/or recover from shocks caused by disaster (including climate-change induced)

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

316,691 people supported to access adequate shelter or housing

72 governmental units enabling participation of civil society in planning and management of public services

71,479 people engaged in campaigns for sustainable development and on fighting climate change

7 countries receiving specialised support on research and development for sustainable consumption and production and environmentally sound technologies

150 entities that substantially reduced waste generation through reduction, reuse, refurbishing, repairing, recycling, recovering and/or redesigning

Acted restored 2,176 hectares degraded land in Tajikistan's Syr Darya Basin through nature-based solutions that promote sustainable land management and ecosystem regeneration. Implemented under the **THRIVE** approach, project supported sustainable pasture rehabilitation, agroforestry, reforestation, and rainwater harvesting, all developed through participatory watershed planning. The initiative contributed directly to SDG 15 supporting sustainable resource use in one of Central Asia's most climate-vulnerable regions.

## 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 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.

### INCLUSIVE ECONOMIC OPPORTUNITIES

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

#### **HUMANITARIAN ACTION ACCESS TO BASIC SERVICES AND JUSTICE INCLUSIVE FLAGSHIP INITIATIVES ECONOMIC INSTITUTIONS &** THRIVE **OPPORTUNITIES** CIVIL SOCIETY 3ZERO HOUSES **GOCA** CCCM **CIRCULAR** RESILIENT **ECONOMY SUSTAINABLE** CITIZEN-DRIVEN INFRASTRUCTURE **CLIMATE ACTION**

#### **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**

SERO CARBON

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.

#### 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.



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.

#### 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.







## greening strategy









Acted operates in regions severely affected by environmental degradation and climate change, supporting communities most vulnerable to these impacts. Through its 2021–2025 Greening Strategy, Acted is committed to reducing its carbon footprint by 30% by 2025, and 50% by 2030, ultimately aiming for carbon neutrality. Additionally, Acted seeks to scale its climate and environmental programming to represent at least 25% of its portfolio by 2025.

In 2024, Acted's carbon footprint accounted for 98,457 tCO2 an increase of 6% from the 2021 baseline. This increase, rather than operational expansion inefficiency, o٢ reflects improvements in data collection and reporting. Indeed, Acted has continued to strengthen data quality, digitalise data entry for global aggregation, and align methodologies with the Humanitarian Carbon Calculator, in accordance with the GHG protocol. In 2024, Acted's backoffice emissions with energy and travels declined by 9% and 27% respectively.

Under the *Reduce* pillar, Acted developed a **decarbonisation** roadmap and trajectory that identifies the main sources

of emissions and outlines key reduction strategies. The highest-emitting categories include purchased goods and services, energy consumption, transport, and construction. Construction alone accounted for approximately 9,304 tCO2 in 2024, representing 9% of our total emissions largely driven by construction services and materials. In response, Acted prioritising bioclimatic construction strategies as a core solution for 2025, aiming to reduce emissions linked to infrastructure projects by promoting the use of locally sourced, low-carbon materials and climate-adapted designs.

Under the Adapt & Invest pillar, Acted has been working to obtain its accreditation to the Green Climate Fund (GCF), which will enable significant expansion of its green programming. Looking ahead to 2025, Acted will leverage its accreditation to the GCF to align its programming with national climate priorities under the United Nations Framework Convention on Climate Change. This will involve close collaboration with governments, local actors, and technical partners to develop and implement projects that contribute to national adaptation and mitigation goals.



# carbon footprint

The increase in Acted's carbon footprint in 2024 mainly **reflects improvements in data collection and reporting**. Indeed, Acted has continued to strengthen data quality, digitalise data entry for global aggregation, and align its methodologies with the Humanitarian Carbon Calculator, in accordance with the GHG protocol.

#### 98,457 TOTAL EMISSIONS (tCO2)

## ACTED 2024 CARBON FOOTPRINT IS EQUIVALENT TO



The annual average direct emissions of **10,474** inhabitants of France\*



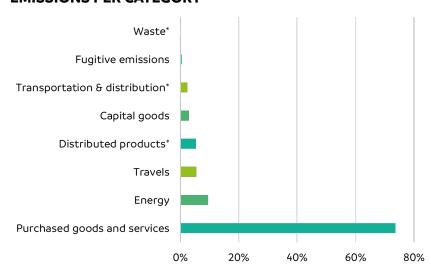
**44,998** round trips Paris-Nairobi\*\*

Acted's increase in its 2024 greenhouse gas (GHG) emissions is mainly the result of:

- Enhanced data collection and verification across our global missions, ensuring more accurate and inclusive reporting.
- Expanded Scope 3 coverage, including emissions from upstream and downstream logistics —areas critical to humanitarian and development work.
- Inclusion of new field operations and activities that were previously outside Acted's emissions inventory.

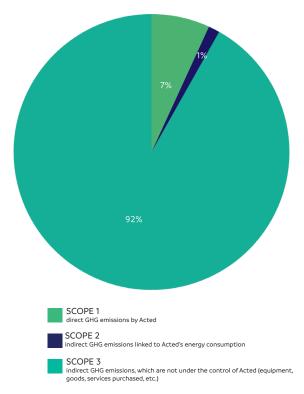
These improvements reflect Acted's commitment to "walking the talk" on climate and environmental responsibility. Where possible, the organisation has restated previous years' data to ensure comparability and clarity.

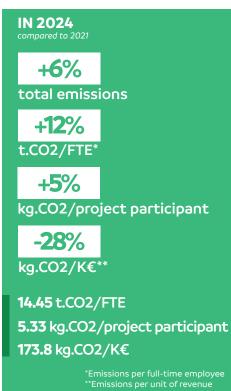
#### **EMISSIONS PER CATEGORY**



### 18,480,625 PEOPLE SUPPORTED

#### **EMISSIONS PER SCOPE**





<sup>&#</sup>x27;Ministère de la Transition écologique et de la cohésion des territoire, Key figures for climate – France, Europe and Worldwide, 2024 Edition
''Atmostfair' – Acted reports

## flagship achievements

Flagship initiatives are programmatic approaches that demonstrate Acted's ability to work simultaneously through innovation and transversal methods towards its 3ZERO objectives.

#### THRIVE | Towards Holistic Resilience in Vulnerable Environments

THRIVE is Acted's first Flagship Initiative. THRIVE 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 resource management (INTEGRATE).

THRIVE 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 2024, THRIVE continued to build the resilience of agropastoral communities through a holistic approach that repairs rangeland ecosystems, empowers sustainable ecosystem-based livelihoods, and improves social cohesion through natural resources. In 2024, THRIVE was implemented across 13 countries in Africa, the Middle East and Central Asia.

In Somalia, through trainings and self-help groups, Acted empowered 60 women to raise their awareness on landscape restoration techniques, soil friendly agricultural practices and helped to create sustainable income generating activities adapted to the changing climate and landscapes.

In Afghanistan, Acted is supporting communities across five areas in the north, to enhance their agricultural productivity and introduce sustainable rangeland practices. 84 women led agrocooperatives were trained on sustainable farming and postharvest handling, and introduced demonstration plots for saffron, wheat, and orchards to diversify crops. Water harvesting techniques were put into action to improve ground-water recharge in drought prone areas, and almost 50 hectors of land was restored for pastures.

#### **CCCM** | Camp Coordination & Camp Management

2024 again saw increasing global numbers of forcibly displacements persons. Conflicts such in Sudan, DRC, and Myanmar continued to drive displacement and prove the ever growing need to support populations with dignified solutions for flexible and adaptable CCCM models.

In early 2024, Acted initiated Site Management activities in Gaza, in response to the significant displacement. In a context of over 1000 sites, Acted prioritised interventions in the largest, most complex sites to support the greatest number of people. Activities included an emphasis on coordination and information

management, so the wider humanitarian community could understand the locations of people in need, and support to site and area level committees to increase community participation in decision-making, and information sharing.

As the scale of displacement needs outpace humanitarian funding, coordination services provide cost effective solutions. Acted advocated for and helped set-up, as co-led, the Gaza Site Management Working Group (SMWG) in early 2024, together with UNRWA. The coordination structure oversaw 165 sites managed by partners and conducted over 1,400 site

assessments. The SMWG focused on capacity strengthening for national NGOs, with 250 people trained. Acted also co-chaired the national CCCM cluster in Burkina Faso where over two million people are internally displaced.

In 2024, Acted was able to support 3,378,379 individuals across 1,591 sites in 19 countries.

#### **GOCA** | Grassroots Organisation Capacity Assessment

From its inception, Acted has emphasised the importance of ensuring local actors are at the core of aid actions, in line with its organisational motto Think Local, Act Global. This motto reflects Acted's approach to addressing interconnected global challenges like poverty, exclusion and climate change, through locally-driven solutions, rooted in

the specific needs, cultures, and knowledge of local communities. Civil society, and especially civil society organisations (CSOs) based in the global south, are first responders and the closest relays for local communities, enabling humanitarian and development responses.

GOCA is Acted's flagship initiative for civil society capacity building.

In Pakistan. 10 local **CSOs** participated in а dedicated program to empower and capacitate them to play a crucial role in strengthening democratic oversight and in filling essential service gaps.

In 2024, Acted supported civil society capacity building across 51 projects in 17 countries.

#### **3ZERO Houses** | Collaborative and innovative spaces

3ZERO Houses serve as dynamic innovation hubs, driving local implementation of Acted's 3ZERO Strategy in the Philippines, Tajikistan, Myanmar, Sri Lanka, and Türkiye. These hubs empower changemakers —including youth leaders, entrepreneurs, and civil society organisations (CSOs).

The 3ZERO Houses provide training, mentorship, incubation services, resources, and networking opportunities to support tailored solutions to local challenges such

as poverty, unemployment, gender inequality, and climate change.

In 2024, Sri Lanka pioneered a new community-led model — the 3ZERO Space. This innovative format has proven to be a powerful way of spreading the 3ZERO vision to rural and marginalised communities —providing access to smaller spaces in high-foot—traffic areas and empowering local residents to become 3ZERO ambassadors. December 2024 also saw the launch of the 3ZERO

House in Nairobi, Kenya.

In 2024, the 5 existing 3ZERO Houses supported 71 CSOs: 31 micro, small, and medium enterprises which enabled 48 jobs to be created and over €72,000 in grants were allocated 3ZERO projects. Through these milestones, 3ZERO Houses continue to foster local innovation collaboration, advancing sustainable and inclusive development worldwide.



AGORA | Acting for lands recovery and resilience

AGORA is an approach jointly developed by Acted and IMPACT Initiatives, anchored in local territories and knowledge, and

grounded in evidence to better support people in protracted crises. Deployed since 2016, AGORA has been piloted in 21 countries through 27 projects to date.

## 3ZERO ecosystem

#### **NOPLANETB**

Since the beginning of 2024, Acted has been implementing the NOPLANETB project, co-funded by the European Union with seven European partners. The aim of this project is to support, accompany and encourage initiatives by European civil society organisations to raise awareness and sensitise the least receptive European citizens to the challenges of climate change. In France, Acted will be launching a total of five calls for projects for a minimum of 37 associations receiving grants ranging from €5,000 to €40,000.

The first call for projects, *Taking action against energy* poverty, was in partnership with the STOP à l'exclusion énergétique collective; the first six winners received awards at the **Trophées des Solutions** organised at the Ministry for Ecological Transition, Energy, Climate and Risk Prevention.

The Association Nationale Compagnons Bâtisseurs, CREAQ, Enerterre, Pimms Médiation Caen Calvados, Réseau Eco Habitat and VoisinMalin had the opportunity to present their projects for 2025 in front of other professionals and experts in the sector and to exchange views with the other winners of the Trophées des Solutions. Acted will launch several calls for projects in 2025 and 2026.

### 2ND EDITION OF THE 3ZERO CAMPUS CLUBS IN TUNIS

The 3ZERO Campus Club movement in Tunisia with We Love Sousse continues to grow, with 25 faculties committed across eight governorates (Tunis, Ariana, Ben Arous, Manouba, Jendouba, Nabeul, Sousse, Monastir and Mahdia). These 25 clubs have 634 members, almost double the number from the previous year.

In 2024, they organised, among other things, 22 information meetings, 21 training courses and 16 workshops **to advance social and environmental issues** on campus and in Tunisian society.

We Love Sousse and Acted, in partnership with EY Tunisie, also organised the second edition of the national campus club competition to reward the best entrepreneurial projects carried out by these clubs.





## ACTED'S PARTICIPATION IN THE CONVERGENCES WORLD FORUM

On 17 September, Acted and its sister organisation Convergences organised the 16th edition of the Convergences World Forum at the Cent-Quatre in Paris.

Launched in 2008, Convergences is a platform for reflection, action and mobilisation that promotes the Sustainable Development Goals and the **convergence of all stakeholders towards a 3ZERO world**: Zero Exclusion, Zero Carbon, Zero Poverty. During the opening session of the World Forum, Frédéric Roussel, co-founder of Acted, reaffirmed the commitment of Acted and Convergences to a 3ZERO world.

The Forum's programme is the result of a process of co-construction through working groups organised throughout the year; it included 25 round tables, 10 events, a solutions village with 25 stands and two exhibitions designed to provide a collective response to social, economic and environmental challenges. Acted held a round table on responding to these global challenges by promoting local solutions based on entrepreneurship and innovation, with 3ZERO House coordinators and partners as panelists. Acted also led a workshop on zero carbon and understanding climate action in Sri Lanka.

#### **TOWARDS NET ZERO**

Launched in 2023, the Towards Net Zero advisory committee is composed of professionals to support Acted in its decarbonisation strategy and in better integrating climate issues into its programmes. The committee met three times in 2024, enabling progress to be made on validating the decarbonisation trajectory and deploying new initiatives in the field.

#### L'HERMITAGE, A PLACE FOR INNOVATION

Since 2018, Acted and Convergences have been supporting L'Hermitage's development. As part of the 3ZERO objectives, Acted and L'Hermitage are planning to make L'Hermitage site the first European 3ZERO campus, bringing together multiple stakeholders to reinvent models of development and coexistence in territories.

In line with this ambition, l'Hermitage has opened up its capital via a fundraising campaign on LITA.co, supported by Acted. The year 2025 will be an opportunity to experiment with the concept of 3ZERO campuses in France, in order to create close links with several third places in the country.





# emergency response

In a year marked by crises of various scales, from the massive military operations in Gaza to smaller disasters like flooding in Armenia, Acted prioritised designing and delivering emergency responses at the right scale.

Using its AGORA methodology, the organisation also worked to tailor first-phase responses to local realities —whether these are slums of Mayotte or rural areas in Ukraine— by leveraging local community knowledge and social networks.

This approach helped ensure more effective planning, stronger local engagement, and longer-lasting outcomes, eventually supporting recovery.



Less than a week after Cyclone Chido made landfall in Mayotte, France on 14 December 2024, Acted's emergency response team launched relief operations, concentrating efforts on the most affected slum areas of Petite Terre and Grande Terre. These informal settlements, home to some of the most vulnerable populations in France's poorest department, experienced extensive damage due to long-standing infrastructure gaps.

Despite significant physical access and supply chain challenges, Acted established community kitchens in the hardest-hit neighbourhoods working closely with local authorities and other responders. By the end of December, Acted was serving 1,300 meals daily through eight kitchens, planning the distribution of emergency shelter materials, establishing temporary safe spaces for education, and supporting economic recovery through grants to micro and small enterprises.

A key component of the response has been the deployment of Acted's AGORA programme, which supported recovery planning efforts through the mapping of the hardest-hit slums. This approach ensured that local social and physical patterns shaped the location of services and community activities, helping maximise coverage and foster local ownership.



From mid-September, Acted mobilised resources in Lebanon to respond to the displacement of an estimated 1.2 million people fleeing armed conflict, primarily in the south of the country and southern suburbs of Beirut, first focusing its efforts on governorates receiving large numbers of displaced individuals, particularly Beirut and Mount Lebanon including the heavily impacted southern suburbs of Beirut.

The initial response prioritised essential assistance to cover basic needs —food, water, hygiene, shelter, and health— alongside light infrastructure work to improve access to safe water, sanitation, and adequate shelter in both host communities and collective sites. In addition, the response was specifically designed to support marginalised groups, including migrant workers, refugees and people with disabilities, many of whom lacked formal relocation options.

Building on its long-term, pre-war programming, Acted reinforced local responders through coordination assistance, tailored capacity-building for response management, and operational block grants.

Following the ceasefire and the return of most displaced individuals, Acted adapted its response to meet the needs of returnees, while continuing to support the estimated 125,000 who remained displaced, and maintaining readiness in case of renewed conflict.



Throughout the year Acted also responded to localised shocks through Rapid Response Mechanisms in countries like Burkina Faso, Chad, CAR, DRC, Ethiopia, Haiti, Niger, Somalia, and Ukraine.

It also addressed extreme climate events —such as floods in the DRC and the Republic of Congo, Armenia, and Burkina Faso; health crises like cholera in Yemen; and displacement due to armed violence and conflict as in Haiti.



In 2024, Acted significantly expanded its emergency response in the Gaza Strip (Occupied Palestinian Territory), operating in a highly constrained, complex and unsafe environment where humanitarian space has been continuously targeted and eroded.

In the face of overwhelming needs, the organisation provided direct assistance across multiple sectors, including food security, water, hygiene and sanitation, protection, and site management. As co-Coordinator of the Site Management Cluster, Acted played a key role in supporting the broader humanitarian response. It provided vital data, including displacement tracking and site monitoring, to guide operational planning. Acted also strengthened partners' capacity to meet minimum humanitarian standards.

Acted partnered closely with local organisations to extend the reach of humanitarian activities across the Gaza Strip. These partnerships facilitated the swift deployment of teams and resources during frequent displacement events, ensuring the continuity of assistance and addressing the most urgent needs.

A significant aspect of Acted's work in Gaza this year has been the roll-out of AGORA, which has introduced a framework to improve emergency assistance delivery at the neighbourhood level. In collaboration with UN agencies, Clusters, and both local and international NGOs, pilot projects were implemented in four neighbourhood's (including one refugee camp).

These pilots have created opportunities for enhanced outreach, community engagement, and tailored response strategies, while also strengthening protection mainstreaming in areas of implementation. Concurrently, Acted has continued its response to demolitions in the West Bank.



## central asia



#### **UZBEKISTAN**

Building knowledge on labour rights: training civil society organisations and media on Uzbekistan's new labour code

Acted joined forces with the Federation of Trade Unions to support fairer, more inclusive workplaces. As part of a broader push for economic reform, the project trained journalists and civil society organisations on the country's new labour code. The sessions tackled key issues like gender discrimination, the rights of people with disabilities in the workforce, international labour standards, and better working conditions —equipping participants to effectively advocate for more equitable labour rights.





#### **AFGHANISTAN**

Unlocking potential: multi-service hubs driving change in Afghan communities

Across 12 provinces in Afghanistan, Acted has opened a series of "multi-purpose centres" where vulnerable children, youth, and adults can access essential services including mental health care, business training, literacy classes, and safe spaces for women and girls. These multipurpose centres provide community platforms to improve the coordination of NGO service delivery.

#### **PAKISTAN**

#### Boosting girls' education and women's employment

Working in close coordination with provincial education authorities in Sindh, Acted supports 43 learning centres for young people aged from 9-16 years. In 2024, 3,541 learners were supported by Acted —over 70% of whom are girls— with over 1,000 taking their final exams this year. In addition to formal academic support, Acted provided skills training and vocational training toolkits to 393 learners, to help them transition towards gainful employment.









#### **KYRGYZSTAN**

Central Asia's climate at the table: regional forum sparks action on water resilience

Across Central Asia, climate change is reshaping lives —with rising temperatures and unpredictable rainfall threatening communities and ecosystems alike. In response, the STREAM project is driving regional action in Kyrgyzstan, Tajikistan, and Uzbekistan. In 2024, Acted brought together government leaders, water experts, civil society, and climate advocates at a regional forum to chart a path forward. Together, they developed concrete solutions to strengthen climate resilience —focusing on smarter watershed management and innovative watersaving technologies.



#### **TAJIKISTAN**

## Training tomorrow's changemakers: digital advocacy for youth

Acted launched the "Future Innovators Programme" in Tajikistan to spark a new wave of youth-driven civic engagement. Partnering with 67 civil society organisations (CSOs), the programme empowered 104 young changemakers to step into leadership roles within their communities. From this talented group, 10 youth leaders and 13 CSOs were selected to join an intensive Data-Driven Advocacy Academy —where they honed skills in data analysis, GIS, and digital advocacy, unlocking the power of technology to amplify their voices and drive real change.

## south & south-east asia

#### **BANGLADESH**

## Promoting fire safety through innovative mobile fire-fighting units in refugee camps

As part of Acted's work in support of Rohingya refugees in Cox's Bazaar, Acted supported Mobile Fire-Fighting Units (MFFU) across 16 camps in 2024. Site management volunteers were trained on fire safety and how to use the three-wheeler portable MFFU pumps, which were deployed in support of fire stands; fire extinguishers; and water pumps installed and maintained by Acted throughout the camps.



#### **SRI LANKA**

#### Strengthening environmental advocacy around Sri Lanka's protected forest areas

Acted continued to support environmental activists in natural resource conservation around the Knuckles Conservation Forest and the Victoria Randenigala Rantembe Sanctuary. Acted rolled out cascade coaching sessions for environmental activists and human rights defenders, designed to facilitate networking;

the sharing of experiences; and building alliances among activists to improve access to environmental justice.









#### **MYANMAR**

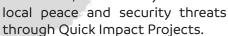
Bridging the gap: empowering local actors to bring aid to Myanmar's most remote and hard-to-reach regions

Local groups have access to remote areas that international organisations often can't reach. Acted partners with local civil society organisations that are skilled and ready to carry out important humanitarian work, but face challenges due to limited resources and technical support. To help overcome these obstacles, Acted launched a new approach in 2024, offering tailored training and support, along with flexible funding. This initiative empowers local organisations, helping them lead the way in providing aid and building long-term solutions.

#### **PHILIPPINES**

#### Building peace in Mindanao: community-driven solutions ahead of the 2025 general election

In April 2024, Acted launched a social cohesion programme in Mindanao, aimed at promoting peace and stability in the run-up to the 2025 General Election, Acted rolled out a series of community consultations and roundtable discussions, to champion communitydriven solutions. Local authorities and communities came together, amplifying the voices of indigenous people and People with Disabilities, to identify and address







#### Empowering refugees: vocational training and business grants to build a better future

Acted provided vocational training to almost 600 people living in Myanmar refugee camps in cross-border areas of Thailand. Courses including Advanced food processing and preservation; Advanced weaving; and Advanced sewing. 289 graduates of Acted's vocational training programmes also participated in Business and Entrepreneurship Development (BED) trainings, with 48 successful students receiving BED grants to help them launch their own micro-

business initiatives.

## middle east



#### TÜRKIYE

#### 3ZERO Village: empowering local entrepreneurs

Following the devastating 2023 earthquake, Acted established the 3ZERO Village in Hatay, Türkiye, as a collaborative hub to support local entrepreneurs and promote sustainable development solutions. In 2024, the village hosted workshops for refugeeled and women-led businesses, offering training in business development, financial management, and leadership — empowering local entrepreneurs, especially women and refugees, to build sustainable livelihoods and strengthen local economies.





#### **LEBANON**

Emergency relief: providing lifesaving aid amidst escalating conflict

In September 2024, growing tensions in Lebanon erupted into full-scale warfare, marked by airstrikes across the

country and ground operations in the south. In response, Acted launched emergency interventions in the southern suburbs of Beirut and Mount Lebanon, delivering vital support to displaced populations living in collective sites. The response included clean water and sanitation services (WASH), food aid, and essential household supplies.

#### **OCCUPIED PALESTINIAN TERRITORY**

### Providing life-saving aid in Gaza: coordinating support for displaced families amid crisis

By December 2024, nearly 1.2 million people in southern Gaza were living in desperate conditions, seeking shelter in makeshift camps, public buildings, damaged homes, or with host families. Amid this overwhelming crisis, Acted stepped in to provide urgent support, offering vital humanitarian aid to those in need. Taking on the role of co-lead of the Site Management Working Group, Acted worked tirelessly to coordinate the delivery of life-saving assistance, helping to ensure that those affected by the conflict received the help they so desperately needed.









#### **SYRIA**

#### Working throughout the vegetable value chain to reduce food prices

Acted's area-based approach focusses on working with crisis-affected communities to identify and address their urgent needs. In Mansura, Community Relief and Recovery Plans highlighted the high cost of vegetable as a major issue. Acted teams worked with primary producers, market stakeholders and communal structures to tackle the problem holistically —reducing vegetable prices by increasing production, using seedlings and bio-fertiliser, as well as installing irrigation pipes and solar panels —whilst also creating jobs and increasing income for farmers.

#### **IRAQ**

#### Adapting to climate risks with smallholder farmers

Acted launched a Disaster Risk Reduction project in the Thi Qar Governorate of Iraq. Acted worked with academic and local government partners to identify the key issues in climate change vulnerability and resilience in the target areas. Through discussions with farmers on sustainable farming methods, improved water and soil use, and local adaptation strategies, Acted identified areas of interest for farmers such as drip-irrigation and climate-adapted seeds.





#### **JORDAN**

#### Strengthening agricultural value chains

As part of a project supporting Syrian refugees and their host communities in Jordan, Acted and partners launched a series of trainings targeting smallholder farmers. The sessions covered best agricultural practices and training on climate-friendly farming and post-harvest techniques like cooling, storage, and hygiene to reduce crop loss and improve quality.

#### **YEMEN**

### Reducing energy costs: solar water and rainwater systems empower communities in Raymah

In the Raymah governorate, Acted launched a water rehabilitation project that improved access to safe water for over 4,200 people. By installing solar-powered water systems at four key sites, Acted reduced the community's reliance on costly fuel-powered generators, providing a sustainable and affordable alternative. Additionally, the construction of three communal rainwater harvesting tanks benefited more than 2,500 people, further easing the financial burden of accessing water in an area where energy is both scarce and expensive.





#### **MOROCCO**

## Rehabilitating schools damaged during the 2023 earthquake

Following the 6.8 magnitude earthquake which hit Morocco in September 2023, Acted launched response and recovery activities. In 2024, Acted conducted rehabilitation works in 16 schools which had been damaged during the earthquake, allowing 480 students to return to school and continue their academic year without interruption.



#### **LIBYA**

### Empowering civil society: resource centres foster growth and exchanges

The second phase of a civil society project in Libya kicked offin 2024, empowering local organisations to make a real impact. Through Resource Centres in Tripoli and Benghazi, the project provides vital support and resources to civil society groups, helping them grow and thrive. The centres hosted a variety of events, including workshops, cultural exchanges, and educational activities, celebrating International Education Week and the International Day for Arabic Language. These initiatives are strengthening community connections and building the capacity of local organisations to drive positive change.









## west & central africa



#### **NIGER**

#### **Acted's Peralta School**

In 2024, Acted continued to support the Peralta school in Niamey. The Peralta school now supports 321 primary and middle-school children, providing quality education in one of the most disadvantaged neighbourhoods of the capital. More than half of Peralta's students receive a scholarship from Acted, covering all their school fees.



#### **MALI**

### Empowering women farmers: boosting productivity, income, and market access

Acted empowered vulnerable women farmers through the Farmer Field Schools approach, offering continuous technical coaching to enhance their agricultural skills. Beyond training, the project also aimed to improve women's access to markets, creating opportunities for them to sell their produce more effectively. Additionally, Acted facilitated the formation of cooperatives, enabling women farmers to collaborate, share resources, and harness the power of collective action for greater impact and success.



#### **BURKINA FASO**

#### Improving water and sanitation conditions

Acted continued to work on a comprehensive water, sanitation and hygiene project in Burkina Faso, aiming to cover essential gaps in water supply and sanitation aiming to close critical gaps in water and sanitation access, while training local authorities to manage WASH systems sustainably and promoting positive hygiene practices among the population. In 2024, Acted constructed nearly 500 family latrines; and trained 490 village sanitation committees on WASH management.



#### **IVORY COAST**

#### Building climate resilience within fragile landscapes

Acted launched a climate resilience programme, targeting agro-pastoral communities to address ecosystem degradation; reduce poverty; and mitigate natural resource conflicts. Acted is restoring degraded landscapes through reforestation, improved grazing management, and erosion control, while also supporting improved livelihoods using the Agro-Pastoral Field Schools approach.









#### CHAD

#### Supporting the Sudan refugee response in eastern Chad

Around 70% of Sudanese refugees in eastern Chad are in temporary accommodation centres and informal sites around Adré, where construction of sustainable shelters is not permitted. In these precarious sites where vulnerabilities are extreme, Acted provides multi-sectoral shelter, Non-Food Items, WASH, and protection assistance, whilst helping residents manage their sites more effectively through local governance training and coordinated aid delivery.

#### **CENTRAL AFRICAN REPUBLIC**

### Strengthening local governance for improved aid delivery

In the Bangassou sub-prefecture of CAR, Acted is working with local authorities and community groups to strengthen governance and improve the delivery of aid. Through a comprehensive areabased assessment, followed by workshops to review and validate the findings, Acted and its partners trained 270 local leaders in planning, budgeting, and transparent decision-making to improve local governance. This collaborative

approach aims to ensure that aid is delivered more efficiently and in line with community needs.



## DEMOCRATIC REPUBLIC OF THE CONGO

#### Responding to conflictrelated shocks through the Rapid Response Mechanism in Eastern DRC

In Eastern DRC, as conflict between non-state armed groups and the Congolese armed forces intensified

throughout 2024, Acted continued to respond to conflict-related shocks through its Rapid Response Mechanism. Acted delivered emergency cash, food supplies, household essentials, and protection support to the most vulnerable populations displaced by conflict, in hard-to-reach areas of North and South Kivu.

#### REPUBLIC OF THE CONGO

#### **Emergency flood response**

Following devastating flooding in March 2024, Acted and partners launched an immediate emergency response, distributing WASH and Non-Food Items kits to 1,050 households impacted by the flooding in Bétou and Impfondo districts.

## eastern & southern africa



#### **SUDAN**

#### Delivering lifeline cash assistance to vulnerable households

Acted distributed emergency cash assistance to 4,450 households across Khartoum, Gadaref, and White Nile states of Sudan, through our ongoing partnership with the Cash Consortium of Sudan (CCS). As part of the CCS, Acted delivers essential aid to conflict-displaced people in some of Sudan's most hard-hit areas.





#### **SOUTH SUDAN**

### Boosting South Sudan's economy: market revitalisation and Small and Medium Sized Entreprises support

Acted is working closely with local authorities to revitalise markets, by improving key infrastructure such as link-roads and new marketplaces, and by supporting small businesses. In 2024, 151 Small and Medium Sized Enterprises (SMEs) in Maridi and Yambio joined training sessions, with 26 receiving grants to grow their businesses.



#### **UGANDA**

#### Addressing immediate nutrition needs and longer-term food security

Acted launched a new food security and nutrition project in the drought-prone Karamoja region of Uganda in 2024. 1,200 households were screened to identify pregnant and lactating mothers, caregivers, and children under 2 years old requiring nutrition support, and Acted established 67 Farmer Field Groups to promote sustainable farming and strengthen household food supply over the long term.

#### **KENYA**

#### Launching the 3ZERO House in Nairobi: a hub for local solutions and changemakers

On 10 December 2024,
Acted proudly launched
its new 3ZERO House in
Nairobi, Kenya, marking a
significant step in identifying
and scaling local solutions. The inauguration
brought together changemakers, entrepreneurs, and
organisations united by the 3ZERO vision. The event
featured dynamic panel discussions on inclusivity and
sustainability, ample networking opportunities, and
a platform for partners to showcase their impactful
work. The 3ZERO House serves as a collaborative
space to drive local innovation and accelerate positive
change in local communities.









#### **ETHIOPIA**

Meeting critical food needs: emergency aid in Ethiopia's Somali Region

Acted continued to provide emergency food assistance to extremely vulnerable food insecure households in Ethiopia in 2024. Working in five zones of the Somali region, Acted distributed food to 731,740 people, helping them meet their basic nutritional needs.



#### SOMALIA

Improving access to services for people living in displacement sites

Acted maintained its support to vulnerable populations affected by conflict and climate shocks across Somalia, adapting to

evolving access conditions by piloting a mobile Camp Coordination

and Camp Management response, while working on the root causes of displacement through locally-led climate change adaptation. In parallel, Acted is continuing to save lives by providing multi-purpose cash transfers through mobile money in some of the hardest hit, remote areas.

#### **MOZAMBIQUE**

Delivering emergency food assistance in conflictaffected Cabo Delgado province

Acted provided emergency food assistance to 56,945 households in conflict-affected areas of Cabo Delgado province in Mozambique in 2024. Despite severe access challenges related to the ongoing violence and displacement, Acted teams were able to distribute cereals, pulses and cooking oil to those most in need.

# americas & caribbean





**PROJECTS** 



#### **HAITI**

Supporting displaced families: connecting communities to essential services

To support those displaced by gang violence in Haiti, Acted is implementing a Camp Coordination and Camp Management project across six sites in the Port-au-Prince region. The project focuses on connecting residents with essential services by mapping service providers and providing clear information on how to access support. Acted's teams also conduct regular site monitoring, including tracking new arrivals, and lead meetings and training for site management committees to ensure effective coordination and improved living conditions.

#### **VENEZUELA & COLOMBIA**

Addressing the water and protection needs of indigenous communities

Acted supported five indigenous communities in the Amazonas State in 2024 through integrated protection and WASH assistance. Protection activities included workshops positive masculinity, incorporating sessions topics such as "Being a man" and "Recognising my emotions"; as well as helping people understand and access their right to essential documentation like birth certificates. Alongside this, Acted also rehabilitated water supply systems in the five communities.



## europe



635 STAFF



56 PROJECTS

#### **FRANCE**

Driving climate solutions: civil society at the heart of environmental action

As part of a dynamic European consortium featuring partners from eight EU member states, Acted implemented the NO PLANET B environmental action project in France. Acted focused on fighting fuel poverty by encouraging civil society to develop circular economy models and to reduce greenhouse gas emissions. A particular emphasis was also made on gender equality. 16 civil society organisations submitted proposals to get Acted grant funding, from which six were selected to be supported.



Enhancing disaster resilience: local strategies for long-term risk management

Acted is working alongside 26 local municipal authorities to strengthen disaster resilience through comprehensive Disaster Risk Reduction (DRR) project. Together, they are developing long-term Disaster Risk Management (SRM) strategies tailored to local provided Acted has specialised training for local authorities on key topics such as the Sendai Framework, international DRR best practices, and Moldovan DRM legislation, ensuring they are equipped to reduce risks effectively and safeguard their communities.



#### UKRAINE

Helping children get back to school in conflict-affected Chernihiv

In the Chernihiv oblast of Ukraine, Acted provided support to 56 schools affected by the conflict, to enable students to safely resume on-site learning. Each school received assistance specific to its needs, including support such as structural and non-structural repair works; the provision of supplies such as IT equipment; WASH rehabilitations; bomb shelter renovations; and the donation of school buses.



Supporting vulnerable households with flexible multi-purpose cash vouchers

In partnership with Sign of Hope, Acted provided crucial support to refugee and host communities in Armenia through multi-purpose vouchers. A total of 2,496 households received vouchers that could be used for food at supermarkets or for winter clothing, allowing each family to address their most pressing needs. This flexible approach ensured that assistance was tailored to the specific requirements of vulnerable households, helping them maintain their dignity and resilience in challenging times.









# accountability & transparency

Building on its commitments, Acted made accountability and transparency central to its actions in 2024. With strong internal control mechanisms and feedback systems, the organisation successfully balanced operational efficiency, agility, and responsibility to maximise its impact.

A feedback mechanism is in place so that the populations supported by Acted can share their concerns and feedback on activities.

135 043 FEEDBACK RECEIVED IN 2024

WHAT? ———

**45%: REQUESTS FOR ACTED ASSISTANCE** 

40.5%: THANKS AND QUESTIONS ON THE ASSISTANCE

14%: FEEDBACK ON ACTED ACTIVITIES

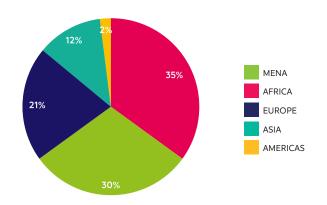
0.5%: SENSITIVE COMPLAINTS

#### WHO?-

53% OF THE COMPLAINANTS WHO CONTACTED ACTED WERE BENEFICIARIES OF ACTED PROGRAMMES

**55% WERE WOMEN** 

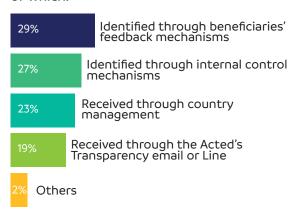
#### WHERE? —



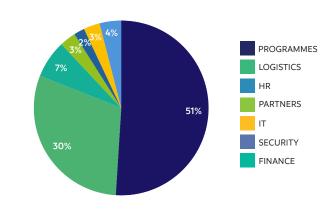
A transparency mechanism is in place to receive alerts on fraud and abuse. Open to all, it is managed confidentially by Acted's Transparency, Compliance, and Investigations Department.



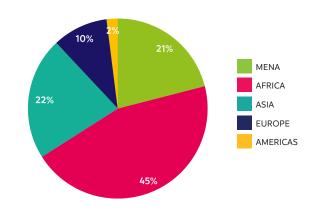
#### OF WHICH:



#### % OF ALERTS BY CATEGORY



#### % OF ALERTS BY REGION

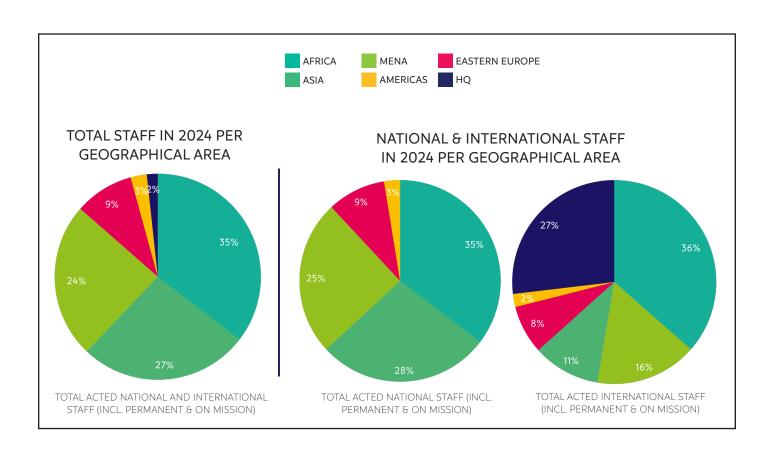




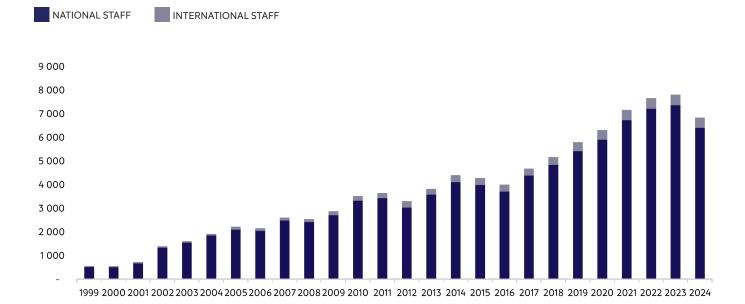




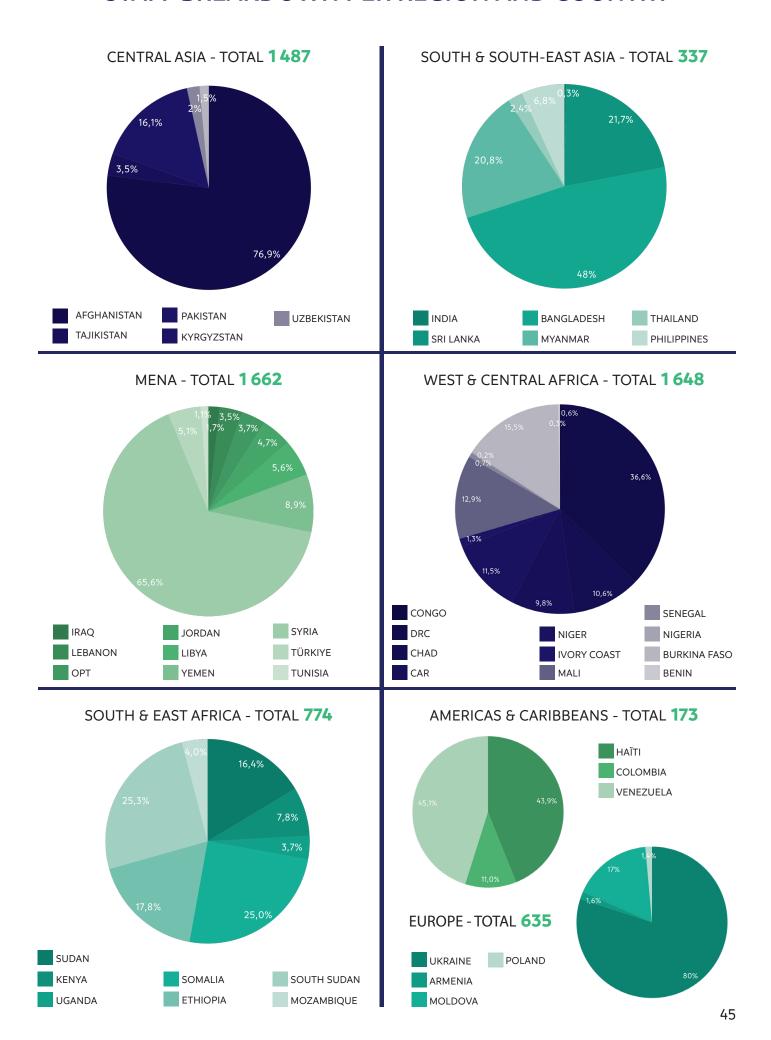


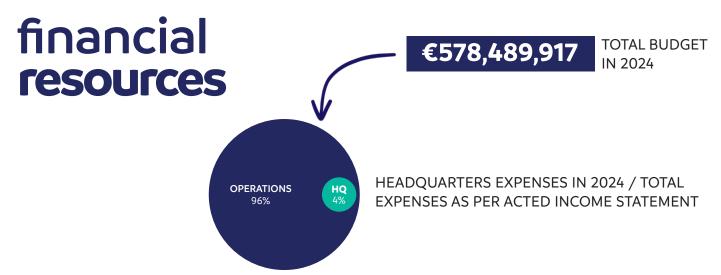


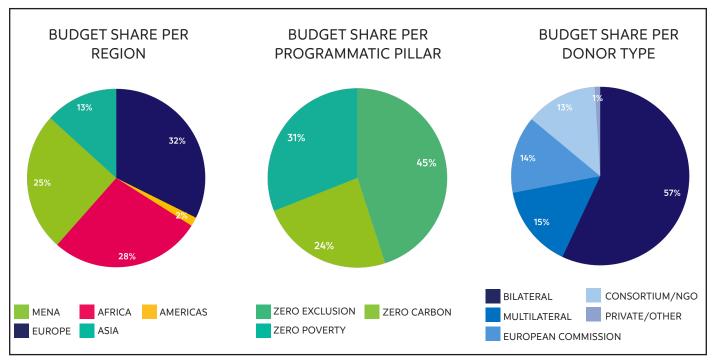
# ACTED STAFF EVOLUTION SINCE 1999



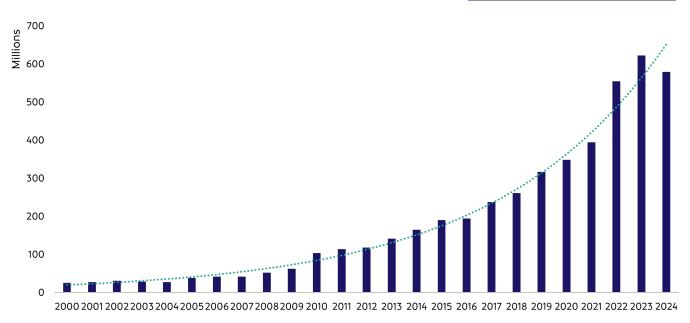
#### STAFF BREAKDOWN PER REGION AND COUNTRY











### list of donors

**ACBAR** Agence de l'eau Adour-Garonne Agence de l'eau Rhin-Meuse Agence Française du Développement **ALEDA** Alliance 2015 American Embassy of Tajikistan Australia - Department of Foreign Affairs and Trade **Boury Tallon** CCAS Nozay de Loire Atlantique Centre de crise et de soutien du Ministère des Affaires étrangères Comité Interministériel de l'Aide **Alimentaire CLIMATE-KIC HOLDING B.V** CLS Cellule d'appui à l'Ordonnateur national du Fonds européen de développement (COFED) Collectivité de Corse Collectivité Européenne d'Alsace Communauté d'Agglomération du Pavs-de-Saint-Omer Conseil Départemental de la Côte Conseil Départemental de la Dordogne Conseil Départemental de la Nièvre Conseil Départemental de la Saone-Conseil Départemental de la Sarthe Conseil Départemental de l'Allier Conseil Départemental de l'Aube Conseil Départemental de l'Eure Conseil Départemental des Côtes d'Armor Conseil Départemental des Hautsde-Seine Conseil Départemental des Yvelines Conseil Départemental du Doubs Conseil Départemental du Tarn-et-Garonne Conseil Départemental du Territoire de Belfort Conseil Régional Centre-Val de Loire Conseil Régional de Bourgogne Franche-Comté Conseil Régional GrandEst Conseil Régional Ile-de-France Conseil Régional Normandie Conseil Régional Nouvelle-Aquitaine Conseil Régional Pays-de-la-Loire Conseil Régional Région Sud Conservation International **Foundation DG International Partnerships** 

European Civil Protection and

**Humanitarian Aid Operations** 

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United Nations Development

United Nations Population Fund

United Nations Children's Fund

United Nations Office for Project

United Nations High Commissioner

Programme

for Refugees

Services United Nations Secretary-General's Peacebuilding Fund US Department of State **USAID** Ville de Alleriot Ville de Ancienville Ville de Antony Ville de Cannes Ville de Chateaugiron Ville de Chesnay-Roquencourt Ville de Chevrières Ville de Cholet et Cholet Agglomération Ville de Cognin Ville de Diénay Ville de Ernolsheim-les-Saverne Ville de Evry-Courcouronnes Ville de Grand Paris Sud Ville de la Meaugeon Ville de la Meilleraie-Tillay Ville de Laloy Ville de Le Cannet Ville de Lieusaint Ville de Limetz-Villez Ville de Loir-en-Vallée Ville de Mantes-la-Ville Ville de Montesquieu-Avantès Ville de Montfermeil Ville de Montreuil Ville de Montrouge Ville de Nantes Metropole Ville de Olivet Ville de Ornex Ville de Paris Ville de Quincy-Voisins Ville de Riedisheim Ville de Saint-Alban-Leysse Ville de Saint-Aout Ville de Saint-Denis-de-Pile Ville de Saint-Didier-au-Mont-d'Or Ville de Saint-Jean-de-Soudain Ville de Saint-Rémy-de-Provence Ville de Sannois Ville de Terville Ville de Thue-et-Mue Ville de Toulouse Ville de Verrières-en-Anjou Ville de Villepinte Ville de Vivy Ville de Vouillé Ville d'Etampes Ville d'Ingersheim WeWard World Bank - Unité d'Exécution du Programme national de Désarmement Démobilisation Réintégration et Rapatriement World Food Programme



# & glossary

AAP Accountability to Affected Populations

**ABA** Area-Based Approach

**CCCM** Camp Coordination and Camp Management

**CfW** Cash for Work

**CDD** Community-Driven Development

**CSO** Civil Society Organisation

**DRM** Disaster Risk Management

**DRR** Disaster Risk Response

**IDP** Internally Displaced People

**LRA** Livelihood Risk Assessment

**M&E** Monitoring and Evaluation

NFI Non-Food Item

**RRM** Rapid Response Mechanism

**TVET** Technical and Vocational Education and Training

**WASH** Water, Sanitation and Hygiene

**Convergences** 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

and produces publications in France and internationally.

**IMPACT** 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.

OXUS 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.



