



Shaping practices
Influencing policies
Impacting lives

2024 Annual Report

IMPACT



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OUR AIM

IMPACT aims to shape practices and influence policies in humanitarian and development settings in order to positively impact the lives of people and their communities.

OUR PROGRAMMES



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FOREWORD



As I write this foreword in early 2025, the humanitarian system is grappling with an unprecedented financial shortfall—one that is severely impacting our collective ability to provide a safety net for the most vulnerable. Looking back at 2024, we see a year that was already marked by rising turbulence. New challenges emerged—shaped by shifting geopolitical dynamics and growing polarization. These developments tested the resilience of global systems, while also highlighting the critical importance of timely, data-driven action to support vulnerable populations.

At IMPACT, throughout 2024, we engaged directly with these changes—through our analytical work, our close collaborations with partners, and our fieldwork documenting the consequences for the most vulnerable. These experiences reinforced the urgency of our mission and the value of collaboration, evidence, and adaptability in responding to today's humanitarian needs. While needs continued to grow, the international community's capacity to address them faced mounting constraints, shaped by three key trends:

- **Tighter funding environments:** Shifting donor priorities led to reduced humanitarian budgets, requiring more strategic and targeted responses.
- **Increased access challenges:** We navigated complex constraints to continue reaching populations in hard-to-access areas.
- **Changing models of coordination:** As bilateral approaches gained prominence, our role in fostering evidence-based decision-making and coordinated prioritisation became even more vital.

And yet, despite these obstacles, we moved forward with determination. The importance of our work was clearer than ever: helping guide response priorities, documenting the widening gap between needs and assistance, and providing reliable data to support collective action.

In 2024, our efforts led to tangible impact:

- We informed more effective humanitarian responses in complex contexts, including Gaza and Ethiopia.
- Our core programs continued to serve as trusted tools for strategic decision-making, from early warnings to funding allocations.
- We delivered baselines for Humanitarian Planning Cycles in 17 countries through Multi-Sector Needs Assessments.
- We supported rapid responses to 8 sudden-onset emergencies with timely data and analysis.
- We promoted sustainable aid action in 11 countries through 21 area-based assessments.

We also reinforced our organizational resilience. Throughout the year, we made progress in decision-making, operational efficiency, digitalization, communication, and governance. Milestones included new hosting partnerships and an expanded research in support of climate action, mitigation, and adaptation.

I would like to express my sincere thanks and appreciation to all our colleagues and partners. Their expertise, dedication, and adaptability made these achievements possible. Together, we remain firmly committed to facing the challenges of today and tomorrow.

Luca Pupulin

IMPACT Initiatives Chief Executive Officer





OUR PROGRAMMES

OVERVIEW

In 2024, IMPACT helped make aid action more needs-focused and grounded in reliable data. Our teams supported planning efforts in over 35 countries, mainly by conducting assessments that informed annual response plans and by monitoring humanitarian situations in fast-changing or high-risk areas. This helped decision-makers act quickly and adapt to shifting realities on the ground.

Throughout the year, humanitarian organisations faced tough choices, having to respond to many overlapping and long-lasting crises at once. IMPACT supported these efforts by providing timely, clear, and useful information that helped guide decisions on where to respond, how to do it, and who to prioritize—including in Syria, Mozambique, Gaza, the Democratic Republic of Congo (DRC), and South Sudan, where our teams delivered rapid assessments and mapping support.

We also continued to promote more locally driven planning, especially through tools like the Joint Market Monitoring Initiative (JMMI) and Area-Based Assessments (ABA), designed to reflect the perspectives and priorities of affected communities.

Across all our work, we paid close attention to key issues like accountability and inclusion, environmental and public health considerations, and durable solutions in displacement-affected settings.

As the challenges facing humanitarian actors continue to grow, IMPACT remains committed to helping ensure that aid is better informed, fairer, and more effective—by providing high-quality data, rigorous analysis, and close collaboration with our partners on the ground.



Photo | Data collection for the Burkina Faso 2024 Multi-sector needs assessment.

NEEDS-BASED ASSISTANCE

In 2024, we remained focused on ensuring prioritization and planning in the world's worst crises are needs-based. One of the main ways we did this was by expanding and improving how we carried out MSNAs. These assessments were conducted in 16 crisis settings, including new emergencies and renewed responses, in collaboration with key partners. The results helped shape important global planning efforts like Joint and Intersectoral Analysis Framework (JIAF) 2.0, the Humanitarian Programme Cycle (HPC), and refugee response planning in several countries.

We also worked closely with global and national partners—such as sector leads, clusters, and working groups—to improve the tools used to analyze needs in specific areas like food security, water and sanitation (WASH), shelter, education, and health and nutrition.

Beyond supporting these coordination efforts, we also continued to improve how we manage and use our own data. Our Multisector Needs Index remains a trusted tool to independently assess how deep and widespread humanitarian needs are. We

produced a unified dataset and findings for our cross-crisis analysis, which is increasingly used by global decision-makers to inform funding and resource allocation.

Through our Public Health Unit, we strengthened research on key outcomes like mortality and malnutrition, and sought to build new partnerships in this area. In 2024, we included mortality measurement modules in MSNAs in Haiti, Somalia, and the Central African Republic (CAR). This allowed us to incorporate data on excess mortality into our prioritization analysis and publish detailed technical reports. Where access to communities was not possible, our teams continued developing remote data collection methods to gather this critical information.

Through these efforts, IMPACT's role in the field of public health data was increasingly recognized—particularly within established platforms like the IPC (Integrated Food Security Phase Classification), which we continue to strongly support, and in the newly launched interagency Mortality Initiative.

PEOPLE-CENTERED ASSISTANCE

In 2024, we strengthened our efforts to ensure aid better reflects the voices and needs of the people it aims to support. We worked to include community feedback more consistently in our research and made our analysis more focused on local context. A focus on community perceptions, preferences and priorities was mainstreamed across MSNAs, Humanitarian Situation Monitoring (HSM), and ABAs. Over 60 of our assessments specifically looked at key themes like accountability, protection, gender, inclusion, and displacement. In Mali, the DRC, and Yemen, we also tested new ways of quantifying self-reported needs and priorities. These early findings helped us rethink how we define and respond to humanitarian needs from the perspective of affected communities.

Through our ABAs, including in the framework of the AGORA initiative, we supported local planning in 12 countries. At the same time, we developed new tools and guidance to help aid actors plan more sustainable and long-term responses,

especially in displacement contexts. Our work on cash and markets also grew: the JMMI was active in 16 countries, and we launched a new API tool that helps decision-makers quickly assess if cash-based aid is possible—and if communities prefer it.

We also made progress in our work on Durable Solutions, thanks to new partnerships and research that contributed to global displacement reports and pilot studies using new MSNA modules.

Finally, we adopted a new framework on accountability to affected people, which sets out the key principles that should guide all our research. We also developed new resources to support our teams in handling ethical questions and working safely and respectfully with communities. This included updated safeguarding protocols, guidance for collecting data with children, a toolkit for involving communities more meaningfully in research, and new methods to ensure our sampling methods are more inclusive.

EMERGENCY RESPONSE ASSISTANCE

In 2024, we continued to strengthen how we track crises and respond quickly to both sudden and slow-building emergencies around the world. Through our crisis monitoring work, we ran HSM systems in 14 countries. We also improved these systems by launching new tools like the Acute Needs Framework (ANF), which helps us better understand needs across different sectors, and an Indicator Bank that supports this framework. These improvements were tested and put into practice in South Sudan and the Sahel to help identify and flag areas most in need of urgent support.

We made progress on setting up real-time monitoring systems—developed together with Tufts University, the University of Texas, and the Centre for Humanitarian Change—for use in countries like Somalia and DRC. These systems are designed to quickly detect when situations are worsening, so that humanitarian priorities can be adjusted in time.

Over the year, we contributed to more than 13 emergency responses—from early warnings about risks of high mortality to rapid-onset crises. This included support in [Sudan](#), the occupied Palestinian territory (oPt), Syria, and [Lebanon](#), where we provided quick assessments, advocacy support, and technical assistance.

We also worked closely with the UN's disaster response teams (UNDAC), taking part in emergency deployments—such as the hurricane response in Jamaica—and supporting coordination through joint trainings and expert working groups.

Lastly, we made progress on building a new Global Alert System, which will be tested in 2025. We also updated several key guidance tools and hosted community learning sessions, helping strengthen field teams' ability to respond effectively around the world.

OUR ACTIVITIES AND FOOTPRINT

38+

Countries

957

Staff

109

HQ Staff

208

International Staff

640

National Staff

551

Research cycles

2,000 +

Products published

9

profiles edited

485

factsheets shared

288

standalone maps created

172

situation overviews published

166

bulletins created

392

datasets published

88

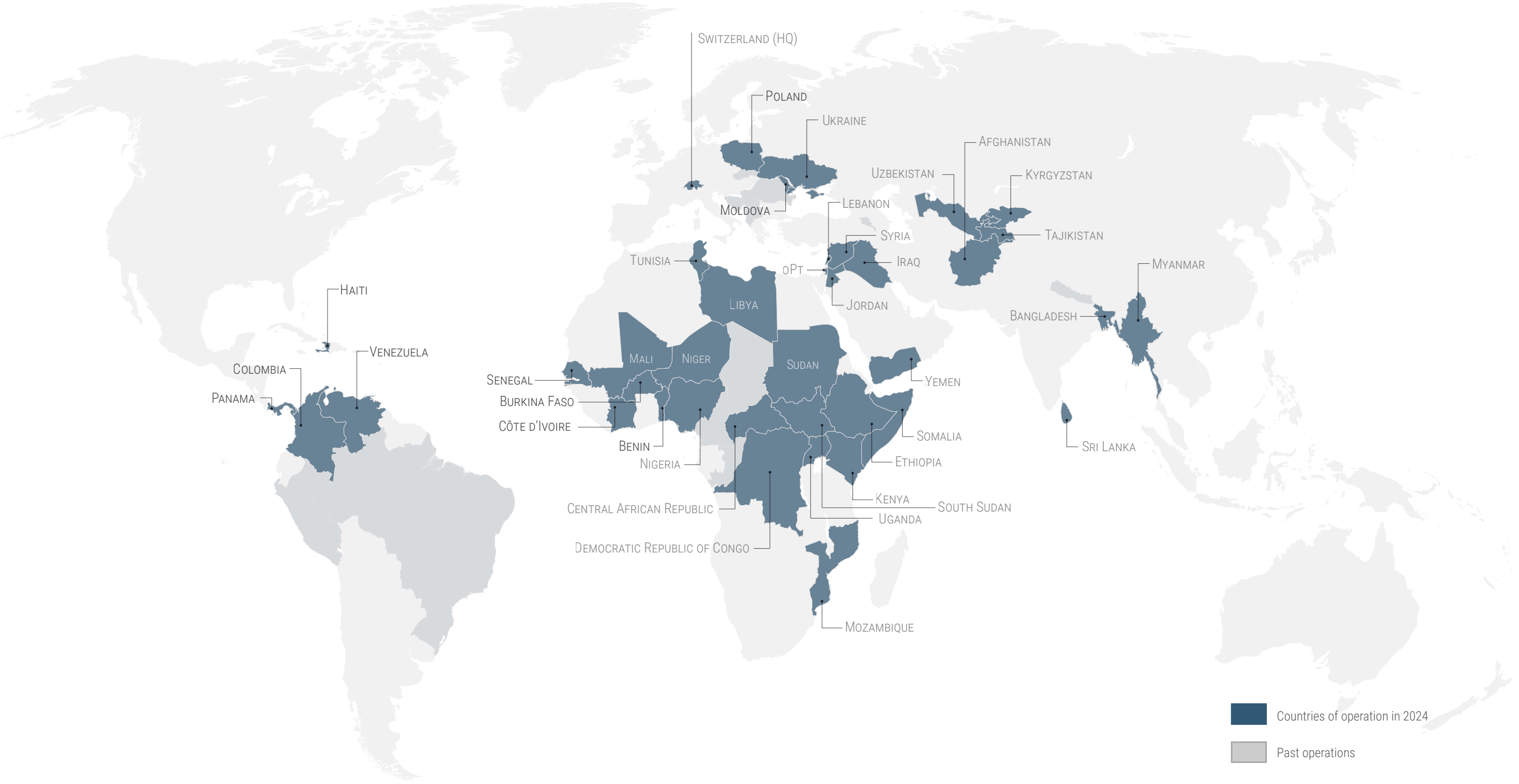
reports launched

174

presentations produced

760k +

Downloads from IMPACT's Resource Center

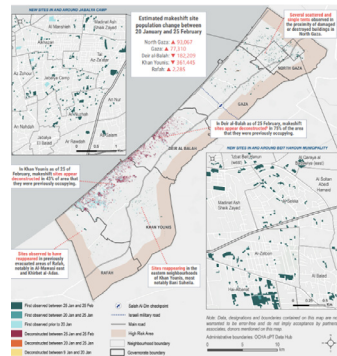


REGIONAL HIGHLIGHTS

MIDDLE EAST AND ASIA

OPT

IMPACT teams are supporting humanitarian actors and coordination platforms operating in Gaza with need-analysis and information management. Through our support we help humanitarian actors to respond to three key questions: Where are people in need? What are the needs? How to best respond?



SYRIA

The fall of the government in Damascus on 8 December 2024 has brought forth new opportunities and challenges for the Syrian people, notably regarding the country's reconstruction.

Under the coordination of the Syria INGO Regional Forum (SIRF), REACH, alongside 31 humanitarian organizations, supported the first [Whole-of-Syria multisectoral assessment](#) since the change in the political context.

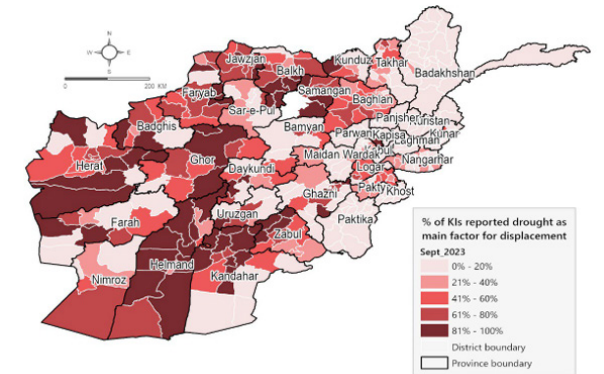


AFGHANISTAN

Drought and its impacts have played a major role in driving needs in Afghanistan. Alongside the triple-dip La Niña event that began at the end of 2020 and continued until 2023, Afghanistan experienced one of the most severe droughts in its history.

The September 2024 [Comparative Drought Analysis](#) provides an in-depth look into the impact of Afghanistan's prolonged drought. The study, conducted by IMPACT Initiatives via its initiative REACH, focuses on the drought's effects on water access, food security, and displacement across key regions of Afghanistan.

Map: % of KI reported drought as main cause of displacement 6 months preceding to data collection - Sept 2023



MYANMAR

"I use the survey result data for people in need calculation for our cluster strategic planning for HNRP targeting every year. Through the survey results, I came to understand the specific needs for each regions/administrative areas are different."

- Member of Cluster

REGIONAL HIGHLIGHTS

EUROPE AND NORTH AFRICA

GLOBAL

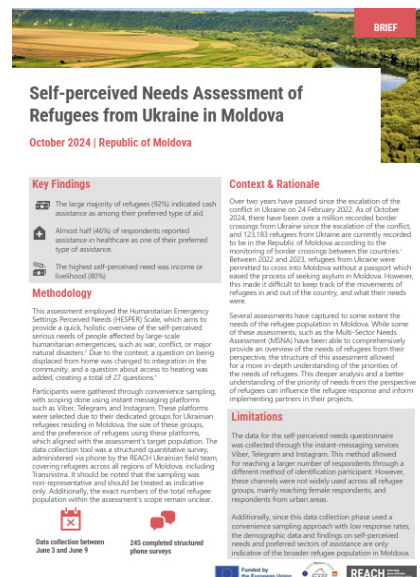
IMPACT's team at HQ launched an [in-depth literature review](#) at the beginning of 2024 to understand what the emerging innovations and best practices in the field of social research are, and how these can be applied for research efforts within the humanitarian and development sector.



MOLDOVA

As of October 2024, there have been over a million recorded border crossings from Ukraine since the escalation of the conflict, and over 120k refugees from Ukraine recorded to be in the Republic of Moldova, according to the monitoring of border crossings between the countries.

While some assessments, such as the Multi-Sector Needs Assessment (MSNA) have been able to comprehensively provide an overview of the needs of refugees from their perspective, REACH's team in Moldova conducted [this assessment](#) that allowed for a more in-depth understanding of the priorities of the needs of refugees.



UKRAINE

As of May 2024, there were about 1,2 million veterans in Ukraine according to the Deputy Minister for Veterans Affairs, Maksym Kushnir, marking a twofold increase since the escalation of hostilities in February 2022.

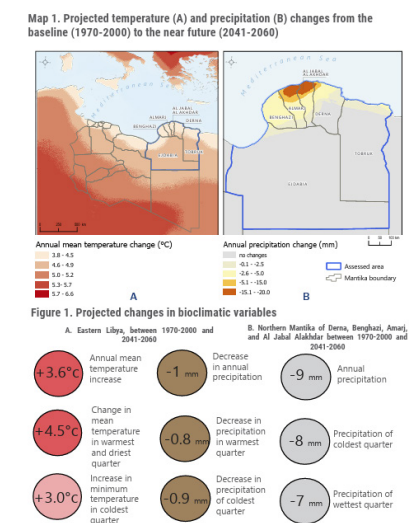
In June 2024, a [workshop](#) was organized in Dnipro, by IMPACT to discuss the findings of the [Veterans' Reintegration Assessment](#) published in April 2024, brought together local authorities, NGOs, and stakeholders to tackle the critical needs of Ukraine's veterans. With the number of veterans projected to reach up to 5-6 million, there is an increasing demand for essential services.



LIBYA

The impact of cyclone Daniel continued to be felt in 2024. This medicanne was not only marked as the deadliest cyclone to hit Africa in recorded history but also stood as the deadliest storm globally in the last decade.

The rarity of such medicanne occurrence in the Mediterranean, coupled with the influence of climate change, which is predicted to increase the frequency of such events, highlights the urgency to examine the [climate-related hazards](#) affecting the devastated areas and the adjacent territories.



REGIONAL HIGHLIGHTS

WEST AND CENTRAL AFRICA

MALI, NIGER, BURKINA FASO

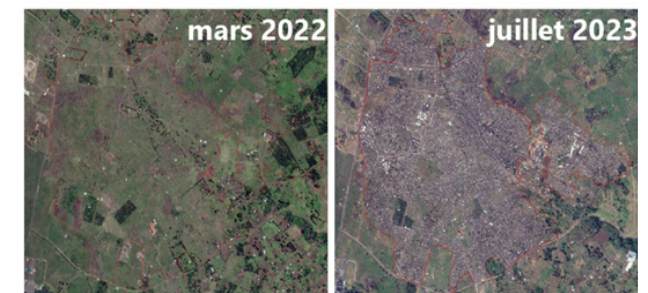
IMPACT monitored the humanitarian situation in the so-called 'Three Borders' area shared by Mali, Niger, and Burkina Faso. In addition to regular analyses primarily based on an extensive network of key informants, IMPACT teams complemented their findings with [research on climate shocks](#), using remote sensing methodologies.

DEM. REP. OF CONGO

At the beginning of 2024, conflict escalated around Goma in North Kivu, leading to an [unprecedented displacement crisis](#).

IMPACT teams worked to better understand the humanitarian implications of this displacement, particularly in the displacement camps on the outskirts of Goma, as well as the consequences of the crisis in South Kivu.

Map: Lac Vert/Bulengo Displacement Site, Goma, North Kivu



BURKINA FASO

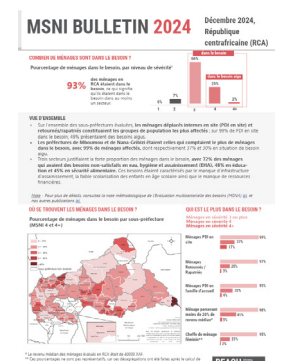
Since 2020, IMPACT Initiatives has been conducting Multi-Sector Needs Assessments (MSNA) in Burkina Faso through its REACH initiative. The results of the [2024 MSNA](#) highlighted 3 main priorities.

Acute public health needs have been identified in several provinces across the Eastern, Sahel, and Northern regions. Regions considered lower priority—particularly host communities—are also facing pressure on basic services, especially in water, sanitation, and hygiene (WASH). Despite being accessible, these areas still receive insufficient humanitarian or development assistance. Multisectoral needs remain high despite the protracted nature of displacement.

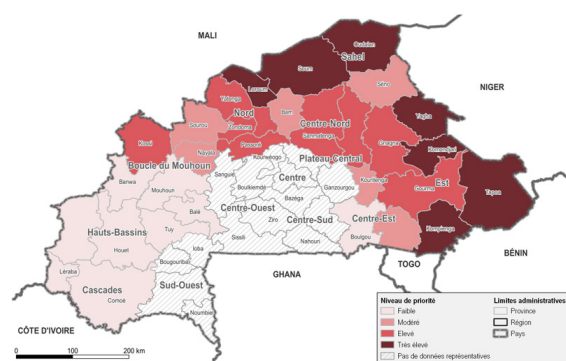
CENTRAL AFRICAN REP.

During the summer of 2024, IMPACT teams conducted a Multi-Sector Needs Assessment (MSNA) in 18 out of 20 provinces in the Central African Republic. They interviewed nearly 14,000 households to inform the humanitarian response.

The [most significant unmet needs were in WASH, education, and food security](#).



Map: Level of priority for a public health response



REGIONAL HIGHLIGHTS

EAST AFRICA

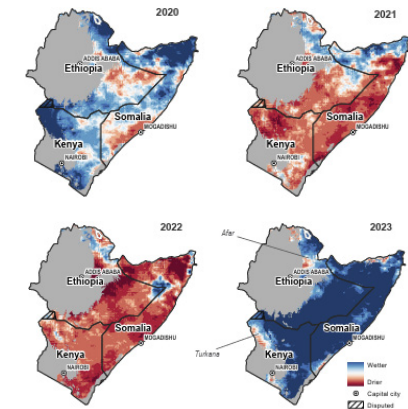
UGANDA

As limited access to clean cooking fuels persists in Uganda, especially in rural areas and refugee settlements, IMPACT, as a member of U-Learn Uganda, has produced in 2024 a [research aiming to explore knowledge, attitudes and practices related to household energy use, environmental degradation, and climate change](#) in Uganda's 13 refugee settlements, with a focus on improved cookstoves and alternative fuels. statistics, the assessment highlights the realities faced by communities and how they cope.

HORN OF AFRICA

Much of the Horn of Africa region faced extreme climatic variability in the past few years, negatively affecting water access, as well as food security and livelihoods.

Using both remote sensing analysis and primary data from REACH's intersectoral assessments conducted across the region, REACH teams produced a [report](#) aiming at analysing climatic trends and impacts of climatic shocks.



SUDAN

Conflict has intensified between the Rapid Support Forces (RSF) and the Sudan Armed Forces (SAF) in Khartoum on the 15th of April 2023, triggering a gruelling civil war.

Given the rapidly changing humanitarian context, the [Joint Market Monitoring Initiative](#) (JMMI) was established under the guidance of the Sudan Cash Working Group (CWG) to inform cash-based interventions and to gain a deeper understanding of market dynamics in the country. The JMMI aims to inform market-based programming in Sudan through monthly monitoring of prices of selected food and non-food items (NFI) as well as other critical market indicators.

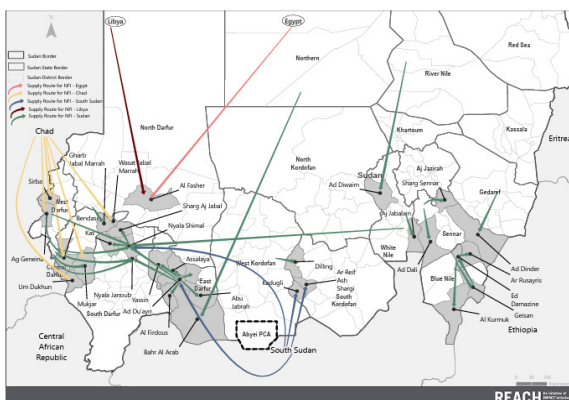
SOUTH SUDAN

Thirteen years after independence, the population in South Sudan faces an unbridled humanitarian crisis. Prevailing trends suggest the outlook is dismal, and signs of relief are few.

REACH produced a [research](#) focusing on the behaviours – otherwise known as “coping strategies” – that households in various parts of South Sudan use when they do not have enough food or money to buy food. In contexts of acute food insecurity, these strategies are a backstop that hunger-stricken households can use to bridge consumption gaps, small and large. Amid protracted and recurrent food crises in South Sudan, coping strategies are often a final buffer against catastrophic food shortages.



Map: Main supply routes for non-food items (May 2024)



REGIONAL HIGHLIGHTS

LATIN AMERICA AND THE CARIBBEANS

HAITI

Photo: MSNA in Haiti, 2024



The significant resurgence of violence in Haiti since February 2024 has compounded a situation of high structural vulnerabilities, increasing the number of people in need. The humanitarian situation in Haiti in 2024 has seen an increase in people in need of humanitarian assistance.

Through Humanitarian Situation Monitoring and a national-wide MSNA, REACH has supported the humanitarian actors and called for a [sustainable response amidst increasing violence and persistent climate shocks](#).

COLOMBIA

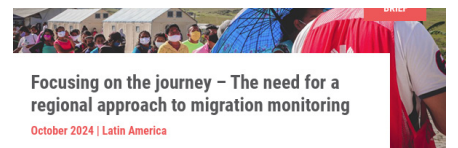
In its 2023–2024 strategy, the consortium MIRE+ aimed to expand cash-based interventions as a response to emergencies, recognizing that this form of assistance offers a greater degree of flexibility, choice, and dignity to beneficiaries. A more in-depth analysis was required to support long-term decision-making.

In this context, MIRE+ and REACH strengthened and informed cash- and market-based programming through an Emergency [Cash Feasibility Assessment](#) (ECFA). It provided a detailed description of the methodology and the rationale behind its selection, followed by the evaluation findings.

COLOMBIA, VENEZUELA

Latin America is experiencing a complex migration crisis. According to findings from REACH's [Cross-Border Needs Assessment](#) (July 2024), the primary destinations for those in transit are the United States, Brazil, and Chile. To get there, individuals are forced to journey along dangerous routes and inhospitable terrain, including through the Darien Gap and the Chile-Peru border. The risks migrants face extend beyond individual countries.

The evidence gathered in the [Borders on the Move](#) project between October and November 2023 offer insights and the recommendations above to facilitate joint implementation, expanding coverage, providing holistic assistance, leveraging diverse mandates and expertise, and ensuring the participation of local organisations. Based on this research, REACH also produced a [brief](#) highlighting the need for a regional approach to migration monitoring.



COLOMBIA

Evaluación de Factibilidad de las Intervenciones basadas en Efectivo en Emergencias (ECFA)

Julio 2024

REACH

A cross-border migration crisis

Latin America is experiencing a complex migration crisis due to the Venezuelan exodus, the prolonged economic and social effects of the Covid-19 pandemic, ongoing violence, and increasing inflation and food insecurity across the region, among other factors. With more than 2.5 million Venezuelans living in Colombia, and around 1.5 million in the region, the need for a regional approach to migration monitoring is clear. The evidence gathered in the Borders on the Move project between October and November 2023 offer insights and the recommendations above to facilitate joint implementation, expanding coverage, providing holistic assistance, leveraging diverse mandates and expertise, and ensuring the participation of local organisations.

ABOUT REACH

REACH is a consortium of five organisations: the International Rescue Committee (IRC), Christian Aid, Oxfam, Christian Aid, and Christian Aid. REACH is a consortium of five organisations: the International Rescue Committee (IRC), Christian Aid, Oxfam, Christian Aid, and Christian Aid. REACH is a consortium of five organisations: the International Rescue Committee (IRC), Christian Aid, Oxfam, Christian Aid, and Christian Aid.

Key Messages

- A cross-border approach to humanitarian research and response in Latin America is necessary given the nature of movements. Focusing on the "journey" rather than the "destination" can shed light on cross-border and regional responses that reduce the risks encountered along migration routes. As populations and risks move across borders, a cross-border approach and investment are needed to address them.
- Funding local capacities for migration information management is key to strengthen evidence-based programming and responses. Providing local NGOs, civil society organisations, and government entities with spaces for collaboration and formal mechanisms to gather and share information will strengthen their ability to develop context-specific solutions. This approach will also promote a more sustainable and context-specific response to challenges in the border region.
- Programming should prioritise fostering greater collaboration and coordination between local responses on both sides of borders. Borders are key points for the implementation of innovative and creative coordination mechanisms, focused on information exchange and learning. Greater collaboration and coordination between organisations on both sides of a border can expand the coverage and effectiveness of interventions, allowing organisations and government agencies on either side to unite in protecting and supporting people in transit. Joint information management between countries also facilitates case management, family reunifications, and referrals to specialised health organisations.
- A unified message and purpose could prove effective in inspiring collective action and addressing sectoral risks. Joint advocacy efforts could alert donors to the need for long-term, flexible funding for route-focused and cross-border projects.



OUR ORGANISATION

OUR PARTNERSHIP FRAMEWORK

IMPACT promotes a collaborative approach and supports established inter-agency coordination mechanisms at global and country levels. In 2024, IMPACT continued to strengthen its role in the global humanitarian system, notably through its participation in several bodies of the Inter-Agency Standing Committee as well as through its active engagement in global clusters.



PARTNERSHIP FRAMEWORK OUR SISTER ORGANIZATION

ACTED is IMPACT's sister organisation. ACTED hosts and facilitates IMPACT's field operations in many countries, and co-implements the AGORA initiative.



PARTNERSHIP FRAMEWORK MEMBER OF JOINT INITIATIVES

The United Nations Institute for Training and Research (UNITAR)'s Operational Satellite Applications Programme (UNOSAT) provides REACH with remote sensing expertise and technical support.

DONOR AGENCIES



GLOBAL CLUSTERS



UN AGENCIES

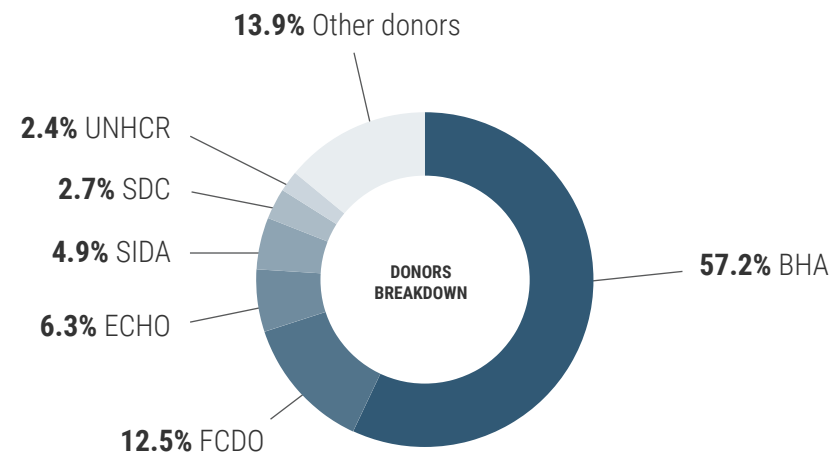
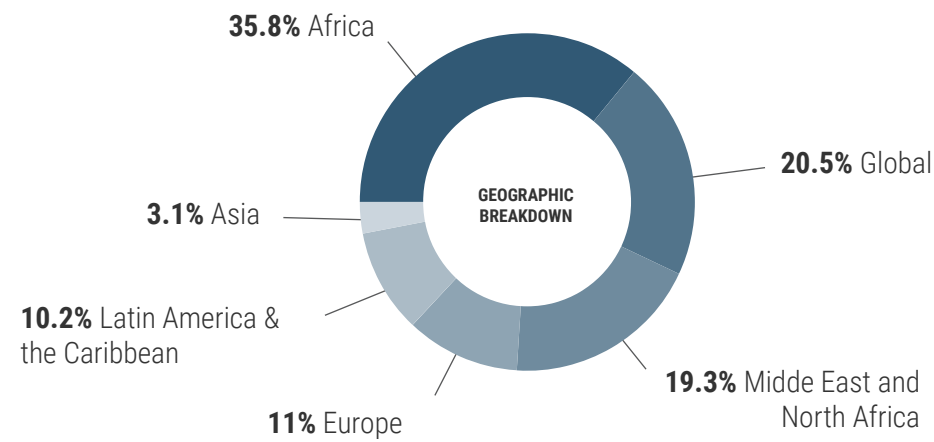


OTHER PARTNERS

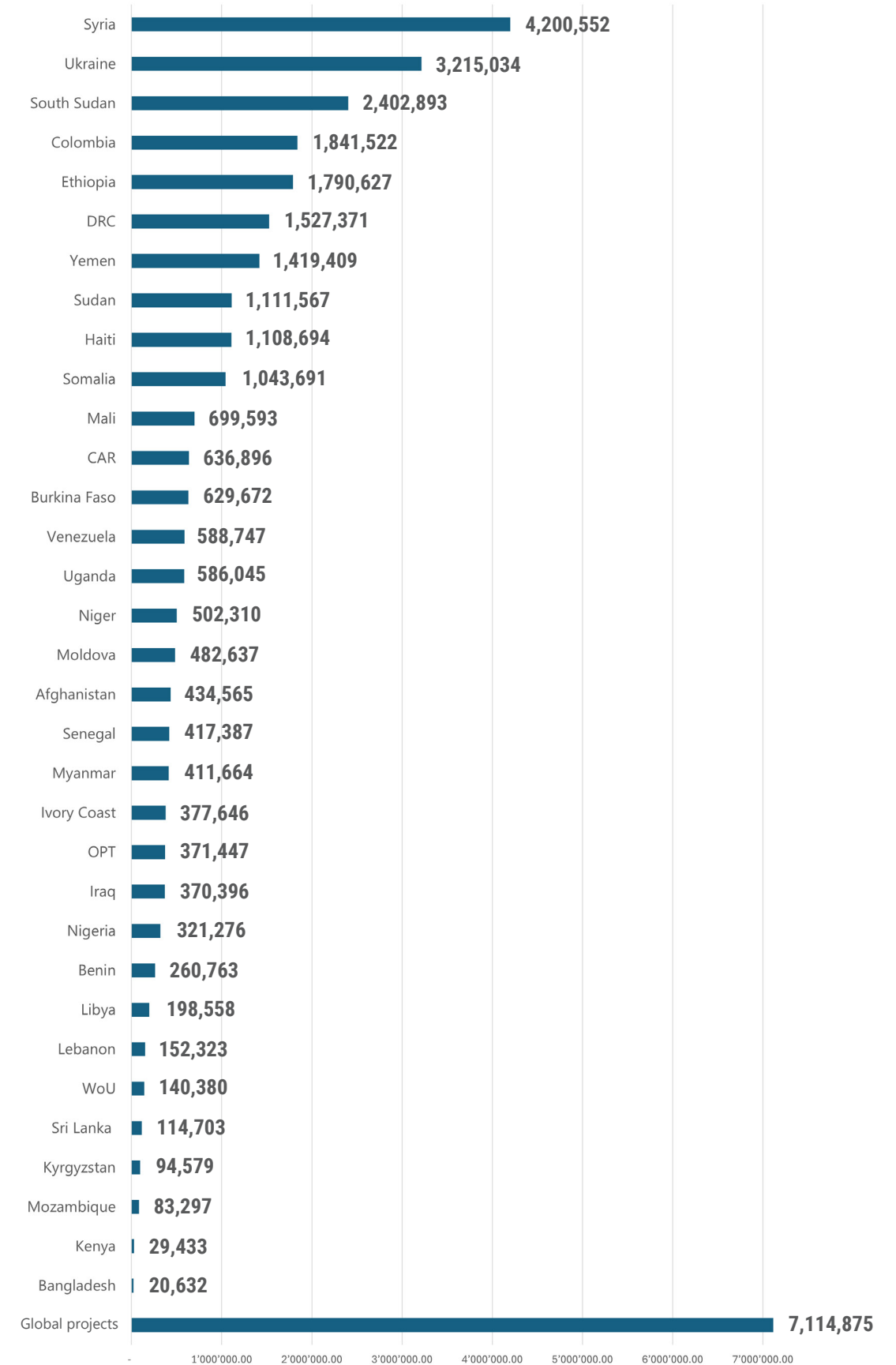


OUR FINANCE

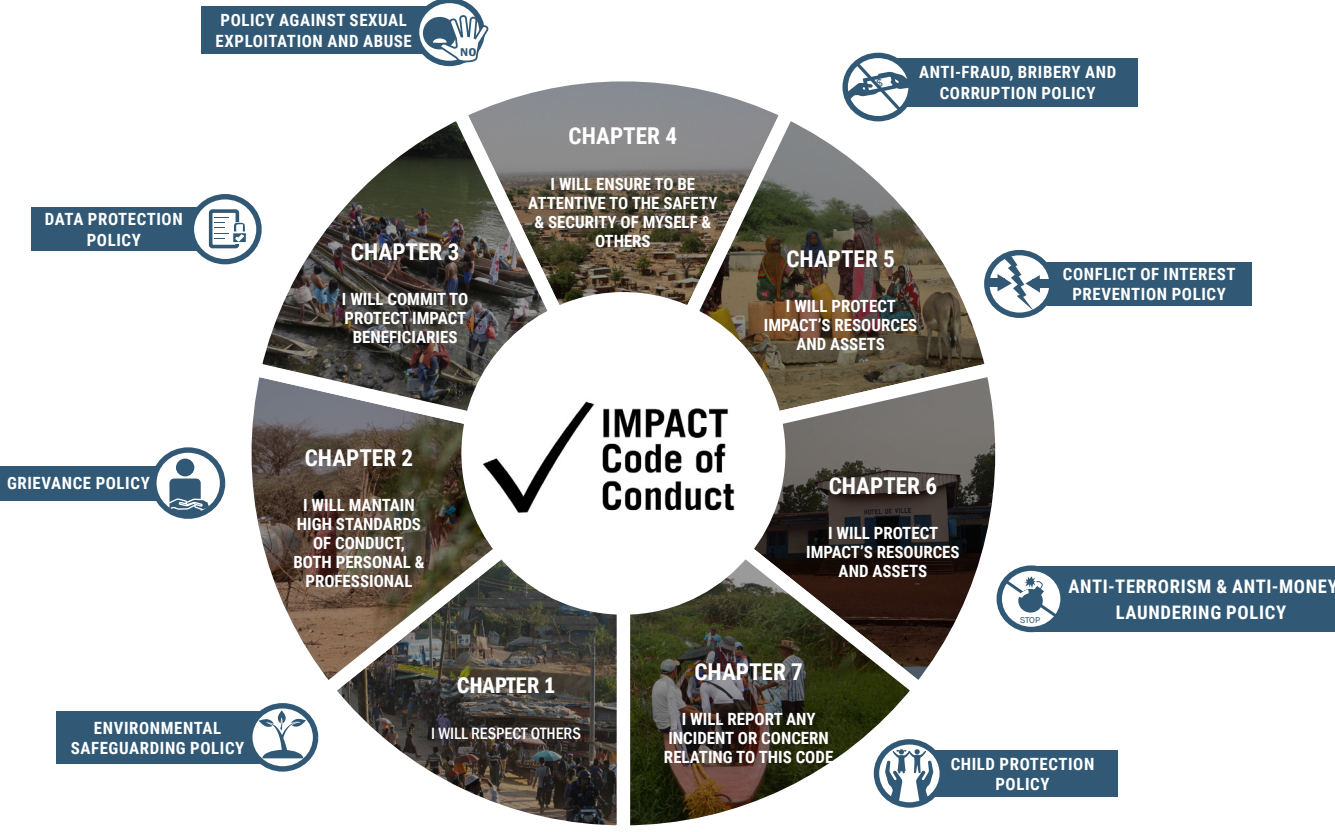
In 2024, IMPACT operating revenue amounted to **34,701,184.24 CHF**, with **54 donors** and **330 projects** implemented.



IMPACT's operating revenue in 2024, by country



OUR CODE OF CONDUCT



ANTI-FRAUD, BRIBERY AND CORRUPTION POLICY
IMPACT has a no tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities.

CONFLICT OF INTEREST PREVENTION POLICY
To ensure the most efficient, responsible and transparent delivery of aid, IMPACT, its staff and partners commit to preventing their private interests conflicting with their duties.

ANTI-TERRORISM AND ANTI-MONEY LAUNDERING POLICY
IMPACT is committed to never knowingly support, tolerate or encourage terrorism, the activities of those who embrace terrorism and anti-money laundering activities.

CHILD PROTECTION POLICY
IMPACT commits to safeguarding children from harm within internal procedure, throughout all activities and particularly in the implementation of child protection mainstreaming within research.

POLICY AGAINST SEXUAL EXPLOITATION AND ABUSE
IMPACT adopts a zero tolerance approach towards sexual exploitation and abuse, and is thus committed to their prevention both within the organisation and within the framework of its programmes and beneficiary populations.

GRIEVANCE POLICY
IMPACT's Grievance Policy provides a framework for professional grievances raised by staff through internal dedicated channels of reporting, and a proper response mechanism and follow-up.

DATA PROTECTION POLICY
IMPACT's Data Protection Policy controls how personal information can be used and shared, as well as ensure the protection and confidentiality of personal and sensitive data *[Updated]*

ENVIRONMENTAL SAFEGUARDING POLICY
IMPACT is committed to the promotion of a 3Zero world: zero exclusion, zero carbon, zero poverty. In line with this, IMPACT is committed to good environmental stewardship in its operations and in all of its humanitarian and development programming. IMPACT commits to minimising the environmental impact of our operations.

GOVERNANCE

IMPACT Initiatives is a Swiss-registered association governed by a General Assembly composed of nine members. Among them, five are elected as Committee members.

The **General Assembly** is composed of eleven members and normally meet twice a year. The General Assembly approves the yearly Report and Financial Statements of the Association, and decides any modifications to the statutes. Finally, the General Assembly appoints the Committee.

Committee members are elected by the General Assembly for a period of three years. The Committee includes five members, of whom one or two are renewed during the annual ordinary General Assembly. The Committee elect a President, a Secretary and Treasurer. The Committee meets 4-6 times per year, including during General Assembly meetings.

Our Members

- Manuel Bessler (Secretary)
 - Marie-Pierre Caley
 - Eric Jean R. Deschoenmaeker (Treasurer)
 - Frédéric Roussel (President)
 - Claus Haugaard Sørensen
- COMMITTEE MEMBERS

- Vincent Annoni
- Miren Bengoa (since July 2024)
- Gaia van der Esch
- Sebastien Lyon
- Luigi de Martino
- Philip Sargisson

Photo | Data collection in Ukraine.



OUR COMMITMENTS

In 2024, **IMPACT** took bold steps to address the climate and environmental crises by signing the [Climate and Environment Charter for Humanitarian Organisations](#). We translated this commitment into concrete, time-bound targets for 2024, including strengthening in-house expertise on climate and environmental risks, reducing our operational footprint, and producing actionable evidence to inform climate adaptation and environmental protection in humanitarian response.

“ We know that radical transformation is needed. We are determined to act, urgently and intentionally. ”



THE CLIMATE AND ENVIRONMENT CHARTER FOR HUMANITARIAN ORGANIZATIONS

Our dedication to inclusive data also advanced significantly. By signing the [Inclusive Data Charter](#) and launching our 2024–2027 Action Plan, we committed to ensuring that all crisis-affected populations—especially marginalised groups—are visible in data and decision-making. This includes enhancing data disaggregation, expanding participatory methods, and strengthening feedback mechanisms.

Finally, we reinforced our data protection standards by updating our [Data Protection Policy](#) and operational protocols. These updates ensure stronger safeguards for personal data, clearer responsibilities for staff and partners, and improved transparency for data subjects.



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Shaping practices
Influencing policies
Impacting lives

IMPACT