

## GLO.ACT COVID-19 CONTINGENCY AND MITIGATION PLAN

Date: 31 MARCH 2020

Target Period: Q2 April-June 2020

### Contents

Background .....	2
Objectives .....	2
I. Ensuring staff safety and security .....	3
II. Approach to COVID-19 contingency plan .....	4
Known impacts.....	4
Unknown impacts .....	5
Practical questions for GLO.ACT adjusted planning .....	5
Ensuring business continuity and robust project management processes .....	5
III. Short term contingency plan (April-June 2020) .....	6
HQ and regional level workflows .....	6
Priority country level workflows by outcome.....	8
Afghanistan .....	8
Bangladesh.....	10
I.R. of Iran.....	12
Iraq .....	14
Pakistan.....	15
IV. Communicating creatively and effectively.....	17
Communication channels .....	17
Tools and practices being used.....	17
Communication and visibility.....	17
V. Risk mitigation: preparing for medium- and longer-term disruptions .....	18

The management of GLO.ACT Asia and the Middle East seeks to proactively identify workflows affected by COVID-19, inform on steps taken to protect project staff in line with UN management, and adjust and take steps to protect the continuity of project implementation given the new challenges.

## Background

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The World Health Organization (WHO) declared the 2019–20 coronavirus outbreak a Public Health Emergency of International Concern on [30 January 2020](#) and a pandemic on [11 March 2020](#). Evidence of local community transmission of the disease has been found in many countries across all regions.

Common symptoms include fever, cough, and shortness of breath. Muscle pain, sputum production, diarrhea, and sore throat are less common. While the majority of cases result in mild symptoms, some progress to pneumonia and multi-organ failure.

At the time of writing, the spread of COVID-19 was increasing exponentially with the current epicentre reported to be Europe on [13 March](#) by WHO and then the United States of America, following outbreaks in China, I.R. of Iran, Italy. At the current date, there were more than 800,000 confirmed positive COVID-19 cases and more than 38,000 deaths.

Recommended measures to prevent infection include frequent hand washing, social distancing (maintaining physical distance from others), and keeping hands away from the face. The UN Secretariat has [devoted a specific website](#) for UN staff on the COVID-19 pandemic, including preventive steps and video messages from the Secretary General. There is no vaccine or specific antiviral treatment for COVID-19 as of yet although several teams of scientists are progressing to human trials. Management involves treatment of symptoms, supportive care, isolation, and experimental measures.

Most countries around the world have put in place restrictive measures to ensure that people stay at home to reduce and prevent transmission, including curfews/quarantines, banning meetings of more than 2-5 persons, enforcing movement restrictions with fines of persons who are leaving their homes for non-essential reasons, mandatory telecommuting for all but essential staff. International and domestic air travel has been severely restricted if not entirely limited in many countries and many borders have closed except to returning residents, who are then required to spend 14 days in isolation.

## Objectives

The GLO.ACT Asia and the Middle East team has been working to identify how best to respond to the COVID-19 pandemic contingency, while also adapting current planning to mitigate future and as of yet, unknown impacts.

While a mitigation strategy focuses on foreseeable risk and potential responses to minimize or reduce risk, a contingency plan sets out a response once an emergency or worst-case scenario is already underway and identifies how to respond to it.

The main objectives of this short brief are to:

1. Inform on measures already taken to protect GLO.ACT staff and personnel, following guidance of the UN and respective UNODC/IOM management, country and Regional Representatives and UN Country Teams/Resident Coordinators;
2. Contingency Planning: Assess the impact of COVID-19 related disruptions and inform the donor, team members, senior management and partners of the short term (April-June 2020) contingency planning, identifying priorities for implementation which can be: i) delivered in

an adjusted format reflecting new working and meeting arrangements; ii) propose alternative workflows that can be advanced during this period;

3. Identify and promote alternative work and team arrangements to promote communication and well-being.

During the 2<sup>nd</sup> quarter period (April-June 2020), GLO.ACT will be working on a risk mitigation strategy for the medium- and long-term risks of COVID-19 disruptions to be implemented from July onwards, while continuing to monitor and evaluate the evolving situation in our partner countries. UNODC's Human Trafficking and Migrant Smuggling Section will also begin data collection and analysis including with GLO.ACT team regarding the impact of COVID-19 on TIP and SOM, including the likelihood of increased prevalence of both crimes and heightened vulnerability among some groups.

## I. Ensuring staff safety and security

As UN organizations, both UNODC and IOM are bound to follow the common security and safety measures being put in place by UN management, in line with the host countries, which are adjusted to each duty station. GLO.ACT staff here refers to all regular staff, individual contractors, independent consultants, UN volunteers and interns.

At the time of writing, the following measures have been put in place both by national authorities and UN management:

Duty Station	GLO.ACT Staff Location	Restrictive Measures	Preliminary Timeline
Kabul, Afghanistan	NPO has repatriated to Australia and telecommuting	<ul style="list-style-type: none"><li>- Mandatory telecommuting except for designated essential staff</li><li>- Mission travel on hold</li><li>- events/gatherings/meetings banned</li><li>- Restrictions on movement out of private homes with designated exceptions for essential staff/reasons</li><li>- Kabul on lock down with the exception of public health services and armed forces</li><li>- Use of IOM's Security Communications and Analysis Network (SCAAN) digital platform and mobile application to account for staff, conduct regular headcounts via SMS, and crisis communication with security management</li></ul>	Until further notice
Dhaka, Bangladesh	NPO is telecommuting	<ul style="list-style-type: none"><li>- Flexible working arrangements (telecommuting and weekly work update sharing with Regional Representative)</li><li>- All types of mission, public events banned</li><li>- Restrictions on movement out of private homes with designated exceptions for essential staff/reasons</li></ul>	Until at least 06 April 2020

Tehran, I.R. of Iran	NPO is telecommuting	- Flexible working arrangement (telecommuting, with daily updates submission to local HR and Country Representative)	Until at least 5 April 2020
Baghdad, Iraq	NPO is telecommuting; Regional Adviser/Mentor is in Bangkok and trying to travel to Europe	Same as above	Until at least 13 April
Islamabad, Pakistan	NPO is telecommuting	Same as above	Until at least 5 April
UNODC HQ – Vienna, Austria	Team is in Vienna and telecommuting	Same as above	Until at least 13 April
IOM HQ – Geneva, Switzerland	Team is in Geneva and telecommuting	Same as above	Until at least 19 April

## II. Approach to COVID-19 contingency plan

As the pandemic evolves, it is very difficult to predict the time frame for different eventualities including the ‘flattening of the curve’ of new transmission due to social distancing and other restrictive measures, the potential for mass testing and tracing of infected persons thereby reducing the overall numbers of affected persons, and the viability of vaccines, prophylactic treatment and testing for antibodies which could indicate resistance to the virus and allow the majority of the workforce to resume normal life.

As such, GLO.ACT will focus on the short-term scenario and identify an alternate workplan at the HQ, country and regional level to ensure that project implementation continues to advance albeit with adjustments, while also preparing the ground for further monitoring and evaluation of medium- and longer-term effects.

### Known impacts

- Mandatory telecommuting for all UN staff with limited exceptions for essential staff (essential staff category is evaluated by senior management and even then, essential staff are encouraged to work from home to reduce the spread).
- Recommended and in some cases, mandatory telecommuting for most national counterparts except for essential staff.
- Restrictions on movement outside of home – all but essential movement outside of the home is now illegal in many countries, and law enforcement/military are enforcing this with fines and other sanctions.
- Restrictions on all international travel with the exception of residents/nationals returning home; in some countries, restrictions on national travel as well – in all countries/regions drastically reduced or closed airports/airspaces.
- Huge economic losses are reported across all countries and regions as economy has ground to a halt while there is an increased need for urgent health care and related manufacturing needs (procurement of masks, ventilators, medicines).
- WHO has repeatedly sounded the alarm regarding the potentially devastating impacts of the virus in lower resource countries with fragile health systems, which will not have capacity to respond to acute cases (even more so than existing hotspot countries which are currently reporting serious capacity and equipment shortages).

- Project specific: all GLO.ACT external face to face meetings/travel/workshops/activities in March-April are currently postponed.

### **Unknown impacts**

- Duration and spread of the peak period of COVID-19 transmission; swiftly moved from China, Iran, Italy to most of Europe and now North America; cases are increasing daily in Asia, Middle East, Africa and Latin America.
- Duration of social distancing and restrictive measures which limit the team's ability to meet counterparts face to face, hold consultations in person, organize meetings and other activities.
- When international/national travel restrictions will be lifted.
- How COVID-19 related health and socio-economic impacts will affect partner countries' capacities and political will to implement the project.
- How COVID-19 will intersect with existing or ongoing political insecurity, armed conflict or threat thereof, national and regional peace processes and contested national elections.

### **Practical questions for GLO.ACT adjusted planning**

- Can this event be done remotely – via videoconference or webinar, and if so, how should the event change (i.e. be shorter to reflect possible lower attention span for this, or positively – involve more people as they can dial in for free with fewer travel, monetary and time commitments)? Reliance on technology can be at the expense of lower quality of participation (disruption of service, distraction, lower chances of participation from out-of-capital locations).
- Can the event go ahead with a national expert rather than an international one (in case that national level meetings are still allowed)?
- Can we advance the drafting/review of planned policy, strategy, legislative, capacity building tools, aids, material across our outcome areas?
- Can we advance translations and contextualizing of foreseen material?
- Can we advance the interagency aspects of our work via phone/video (i.e. exchanging with IOM, ICMPD, EU Delegations and others on upcoming plans)?
- To the extent possible, can we progress consultations by phone with national counterparts – even potentially mentoring if there has been some in person contact already established?

### **Ensuring business continuity and robust project management processes**

[to be edited/reviewed by Project Coordinator]

Here describe the kinds of work that can be done to ensure completeness of admin, financial and HR processes:

- Ensuring that Part B data of OMTs is up to date
- Ensuring that all folders are complete in the one drive country folders until now for events/missions
- Ensuring completion of mission reports and webstories where outstanding
- Ensuring consistency in filing system/naming of documents
- Ensuring all financial obligations are dealt with in a timely way –
- Ensuring contractual issues are up to date for all staff, consultants, etc.
- Ensure you have completed your training obligations for the UN (human rights, security, etc. – online courses)
- Design your career plan and life-work balance plans and identify opportunities/areas for professional development (following the guidance provided by the UNODC Staff Development Unit during the GLO.ACT Team Training in December 2019).

### III. Short term contingency plan (April-June 2020)

#### HQ and regional level workflows

Outcome	Activity/workflow/deliverables	Contingency plan - April-June 2020: Concrete next steps	Who leads/ Support Needed
<b>Outcome 1:</b> Strategy and Policy	Deliverable 2: Regional Study on Trafficking in Persons, Smuggling of Migrants and Illicit Financial Flows available including lessons learned/challenges, good practices, and recommendations targeted per stakeholder.	Support HQ led desk research; support contacts with national authorities by phone	GLO.ACT Policy Lead in coordination with UNODC Research Branch
	Deliverable 3: Toolkit on practical guidance to mainstream human rights and gender equality on TIP and SOM interventions.	Monitoring the piloting of the toolkit, facilitate consultations with partners and liaise with the HR and Gender Expert for the revision of the toolkit	GLO.ACT Programme Management Officer and HR and Gender Expert
	Deliverable 4: Evidence gathering video tool on TIP for organ removal and accompanying investigation manual	Edit and finalize the video tool; review the outline for the draft manual; draft and review the manual with support of two experts	Project Coordinator, Law Enforcement Expert Legal Expert, Video Editor
<b>Outcome 2:</b> Legislative Assistance	Deliverable 2: Policy dialogues – discussions on alignment of national laws and policies with international law, standards, norms (Afghanistan, Bangladesh, Iraq, Pakistan) to start gathering inputs for the good practices handbook on common key issues to harmonize legislative and policy approaches	Virtual Policy Dialogues (e.g. through setting up virtual knowledge cafes, etc.)  Develop online surveys in local languages to close the loop on policy dialogues	GLO.ACT Policy Lead and NPOs + GLO.ACT Project Support
<b>Outcome 3:</b> Capacity Building	Deliverable 1: National capacity building strategies for all GLO.ACT countries, reviewed by the Regional Adviser/Mentor, and Capacity Building and Change Management Experts, being implemented in GLO.ACT countries	Revise the template and prepare the drafts of the capacity building strategies for Afghanistan, Bangladesh, and Pakistan and initial drafts for Iraq and Iran	Project Coordinator, Programme Management Officer, Policy Lead, Regional Adviser/Mentor and NPOs with the support of the GLO.ACT Capacity Building Expert and the GLO.ACT Change Management Expert
	Development of training materials for all partner countries on evidence collection, interviewing skills, building up an evidential base	Continue development of training materials	GLO.ACT Regional Adviser/Mentor, NPOs, Project Coordinator, Capacity Building Expert
	Scoping present and likely future availability of female officers working in ATUs	Establish numbers of female officers working in or available to work in ATUs in all countries	NPOs with support from GLO.ACT Regional Adviser/Mentor

<b>Outcome 4:</b> Regional and Transregional cooperation	Deliverable 7: Women's network	Support preparation for the 1 <sup>st</sup> webinar/consultation – identify participants and speakers, liaise and prepare them, conduct pre and post survey	GLO.ACT Policy Lead, GLO.ACT Programme Management Officer and Project Associate
	Deliverable 1: Mapping of existing bilateral, regional and international initiatives available	Remote research with key counterparts to establish existing bilateral, regional, and international mechanisms with a focus on all criminal justice cooperation	NPOs with support from GLO. ACT Regional Adviser/Mentor
<b>Outcome 5:</b> Protection and Assistance	Coordinate and liaise with country offices on administrative grant agreements	Remote communication and internal administrative procedures and approvals to establish Request for Proposal documents	GLO.ACT IOM Project Coordinator
	Develop curricula for trainings to be conducted	Explore options (technological / costs) for potentially conducting the trainings remotely	GLO.ACT IOM Project Coordinator
	Monitoring and Evaluation and Compliance	Finalization and roll out of surveys, forms, and assessments to be used in the future to evaluate trainings and provision of services to beneficiaries	GLO.ACT IOM Project Coordinator
	Mapping and country assessments to launch implementation	Follow up on country assessments completed (Bangladesh and Pakistan) and plan for doing the remaining countries remotely.	GLO.ACT IOM Project Coordinator
<b>Ensuring Business Continuity</b>	Monitoring, evaluation of COVID-19 related impacts and implementation of mitigation strategy	Continue gathering inputs from field and HQ, partners and donor regarding COVID-19 disruptions; design a medium and long term mitigation strategy and implement	Project Coordinator, HQ and field team, IOM
	Finance - Complete Project Revision, etc.	Finalize the internal project revision and prepare and submit the budget addendum accordingly (as per revisions mentioned in the 2019 Annual Report)	GLO.ACT Finance Assistant and GLO.ACT Programme Management Officer
	Admin and recruitment	Support recruitment of remote home-based experts as needed; support all other admin and HR tasks	GLO.ACT Programme Assistant, GLO.ACT Programme Management Officer
	Complete mandatory training		All
	Communications	Review new UNODC website and improve as needed; complete outstanding webstories/revise; maintain social media presence during restrictive measures, begin	Communications Expert, HQ Team, Project Support

		drafting content for first newsletter (July 2020)	
	Project Management Processes – SMARTSHEET,etc.	Update logframe in smartsheet to reflect latest Country Overviews  Develop training for Microsoft Teams and Microsoft Forms for online surveys	Project Support, GLO.ACT Intern
	Monitoring, Evaluation and Learning	Revise the MEL framework as per the latest national and regional ToCs  Finalize GLO.ACT Project Team Meeting Report	GLO.ACT Programme Management Officer, GLO.ACT Change Management Expert and Project Support
	Graphic Design	Updated GLO.ACT PowerPoint  GLO.ACT Newsletter  2-pager package (approach to implementation, M&E, gender, policy and exit and sustainability strategy)	Graphic designer, Project Coordinator, Programme Management Officer, Policy Lead, Project Support, Communications Expert, GLO.ACT Intern

## Priority country level workflows by outcome

### Afghanistan

Kabul lockdown begun on 28 March 2020. All government institutions in the city and districts of Kabul province with the exception of the Ministry of Public Health and Armed Forces will be closed for at least three weeks.

Outcome	Activity/workflow/deliverables	Contingency plan - April-June 2020	Who leads/Support Needed	Other risks identified
<b>Outcome 1:</b> Strategy and Policy	Revision of National Action Plan	Draft self-evaluation report of the workshop is translated to Dari and shared with the TIP High Commission.  TIP High Commission to review and add their comments.  TIP High Commission Circulate the report together with a questionnaire among other stakeholders including EU to get their input and attach as an annex to the report.	NPO/Policy Lead	Government's limited to no access to technology to continue remotely/ Kabul lock down for at least three weeks /TIP Coordination Specialist leaving High Commission soon and no news about his replacement, it takes so long to fill a governmental position/Head of the secretariat of the TIP High Commission busy with an unwell newborn baby - no

				information on his covering staff
	Continue piloting/providing feedback to HR and Gender Toolkit	Across the board where piloting is possible	NPO/Programme Management Officer/Consultant	In view of the circumstances and challenges remote piloting in Afghanistan is very unlikely to achieve expected results
	Development of E4J materials	Continues as planned remotely with focus on remote consultations with national stakeholders, translation of materials including teaching guides and videos	NPO/ E4J HTMSS/ Policy Lead	The representative of the Ministry of Education has repatriated to Australia/ issues around remote consultations in the absence of a proper backstopping mechanism/ difficulties faced by the limited access to technology, poor connectivity to continue consultation with the government specially when materials such as video need to be shared remotely
<b>Outcome 2:</b> Legislative Assistance	Translation of the legal assessment report	Continues remotely	NPO, Policy Lead	Possible delays due to designated essential staff rotation at UNODC COAFG
<b>Outcome 3:</b> Capacity Building	Finalize capacity building strategy together with HQ	Continues as planned although remotely	NPO, Regional Adviser/Mentor, Capacity Building Expert and HQ	
	Development of capacity building training curricula, basic and advanced	Continues as planned although remotely	NPO, Regional Adviser/Mentor, Capacity Building Expert and HQ	
	Advance feasibility/planning for a reporting app – Unseen	Continues as planned although remotely	Policy Lead, Regional Adviser/Mentor and NPO	
<b>Outcome 4:</b> Regional and Transregional cooperation	Illicit financial flow research	Support HQ led desk research; support contacts with national authorities by phone	HQ and NPO	Possible delays contacting authorities remotely due to extension of the lock down

	Women's network	Support preparation for the 1 <sup>st</sup> webinar/consultation – identify participants, liaise and prepare them, conduct pre and post survey, hold national level meeting in Dari/	HQ and NPO	Possible delays to remotely identify participants/ meetings not allowed for
<b>Outcome 5:</b> Protection and Assistance	Shifting preliminary country assessment and mapping to remote		GLO.ACT IOM Project Coordinator	
	Follow up on status of IOM's involvement of the development of National Referral Mechanism		GLO.ACT IOM Project Coordinator	
<b>Ensuring Business Continuity</b>	Ensure completeness of all financial, admin, M+E, project process workflows and records		NPO	
	Finalize terms of reference for an administrative assistant/ translator/interpreter	Continued as planned, Liaising with HQ and COAFG HR to advance vacancy announcement/recruitment process	NPO and HQ	Possible delays due to staff rotation at COAFG
	Engage in professional development training including substantive training on TIP/SOM, reading donor rules/policy	Will continue after the self-isolation period	NPO	Difficult circumstances during self-isolation in a family member's garage - does not have an extra bedroom/ physically and psychologically stressed with poor sleep quality/worries about the security of properties and valuable belongings left behind unattended and unmonitored in Kabul

### Bangladesh

As of 26 March 2020, the government has issued an advisory for a general lockdown until 4 April, including closing of schools and various public places and places of gathering; public transportation has also been severely limited, with a halt on train, boats and domestic flight connections. This resulted in an 'exodus' on the day before the measures came in place, with millions of people attempting to leave Dhaka to travel to their home villages, presenting a major transmission risk. International flights have also been largely suspended, with the exception of flights to and from China, Hong Kong and UK.

UNODC submitted the project documents to the Government of Bangladesh for the project approval. The project needs approval from two departments of the government; one is from Economic Relations Divisions and another is from its lead ministry-Ministry of Home Affairs in order

to start implementation in Bangladesh. COVID-19 outbreak may delay the approval process although UNODC continues to lobby and engage including in Dhaka and Vienna (emails to the Permanent Mission). Therefore, before getting the final approval of the project, only introductory internal work can be done mentioned as follows.

Outcome	Activity/workflow/deliverables	Contingency plan - April-June 2020	Who leads/Support Needed	Other risks identified
<b>Outcome 1:</b> Strategy and Policy	Continue piloting/providing feedback to HR and Gender Toolkit	Situation Analysis and capacity building strategy	NPO and Programme Management Officer	NA
	Development of E4J materials	Continues as planned remotely with focus on remote consultations with national stakeholders, translation of materials including teaching guides and videos	NPO, E4J HTMSS and Policy Lead	Limited connection/availability of the Ministry of Education
	Undertake a research study/ situation analysis on TIP and SOM including internal TIP in conjunction with academic institutions and other parties with special focus on emerging patterns and trends on various forms of TIP (sexual exploitation, labour exploitation, organ removal)	Finalizing the ToR national research consults (one lead and one researcher) and starting the consultant recruitment process  Following up with national authorities and partners on the concept note shared	NPO and Programme Management Officer	Limited feedback provided on the concept note by authorities and partners due to other pressing priorities
<b>Outcome 2:</b> Legislative Assistance	Not prioritized for the period of April-June 2020			
<b>Outcome 3:</b> Capacity Building	Develop capacity building strategy together with HQ	Drawing on the template being prepared by GLO.ACT team and inputs from consultations, draft the strategy, share for review, revise and finalize, share with counterparts.	NPO, Regional Adviser/Mentor, and Programme Management Officer	NA
	Development of capacity building training curricula, basic and advanced	Continues as planned although remotely	NPO, Regional Adviser/Mentor, Capacity Building Expert and HQ	Possible delay because of ERD approval and TAPP process completion by MoI
<b>Outcome 4:</b> Regional and Transregional cooperation	Illicit financial flow research	Support HQ led desk research; support contacts with national authorities by phone	NPO	Possible delays contacting authorities remotely due to extension of the lock down
	Women's network	Support preparation for the 1 <sup>st</sup> webinar/consultation –	NPO	Possible delays to remotely identify

		identify participants, liaise and prepare them, conduct pre and post survey, hold national level meeting in Dari/		participants/ meetings not allowed for
<b>Outcome 5:</b> Protection and Assistance	Assess content, feasibility, and content development discussions for training curricula between country office and IOM-HQ	Explore options on remote training as well as communication and assessment of potential service providers for grants	GLO.ACT IOM Project Coordinator	
<b>Ensuring Business Continuity</b>	Ensure completeness of all financial, admin, M+E, project process workflows and records		NPO and Programme Assistant	
	Engage in professional development training including substantive training on TIP/SOM, reading donor rules/policy		NPO and Programme Assistant	

### I.R. of Iran

At the time of drafting this plan, Iranian government offices (save for public health and emergency services) are working on rotational shifts basis with maximum one-third to half of their capacities<sup>1</sup>. Travel is restricted to inside-provinces and many passengers are being sent back to their cities of origin. The local authorities have strongly advised citizens to limit their inside-city transportation to the absolute minimum.

UNODC is still expecting the Iranian Government's adoption of the project in order to start implementation in the Islamic Republic of Iran. Due to COVID-19 outbreak, further delays can be foreseen in project adoption and approval process. Upon confirmation of the Iranian Government, UNODC will need to review the work plan and major shifts can be applied. COVID-19 related delays will be included in the revised work plan. The following table shows the expected changes in work plan activities.

Outcome	Activity/workflow/deliverables	Contingency plan - April-June 2020	Who leads/ Support Needed	Other risks identified
<b>Outcome 1:</b> Strategy and Policy	National workshops for the establishment and/or strengthening of a national inter-agency coordination body (at policy / strategy level)	Activity is postponed, pending an agreement with the Iranian government. Preparatory work to be continued (identification of best practices, translation of materials)	NPO and TBD	Delayed approval of the project by the Iranian government
	Seminar to mobilize relevant governmental and non-governmental stakeholders around trafficking of street children forced begging and labour exploitation	Same as above	NPO	Same as above

<sup>1</sup> See for instance, <https://www.reuters.com/article/us-health-coronavirus-iran/half-of-iranian-government-employees-to-work-remotely-amid-coronavirus-rouhani-idUSKBN21B0SR>

	Piloting exercise for Human Rights and Gender Mainstreaming Toolkit (Situation Analysis and International Cooperation modules)	Continue remotely	NPO/Programme Management Officer	
	Joint Model-UN exercise (with UNIC and local partners) to commemorate World Day against Child Labor (12 June) <i>(* Not in the work plan)</i>	Postponed To continue translation of E4J material, communicating with local counterparts (UNIC, NGO, Academic institutions) to agree on new schedule	NPO	delays due to changes in academic calendar
<b>Outcome 2:</b> Legislative Assistance	Regional / international workshop for discussion of common issues and concerns with respect to legislation implementation	Postponed; NPO to gather inputs, available caselaw and drafts of legislation for analysis/review	NPO and Policy Lead	Delayed approval of the project by the Iranian government
	consultative workshops on drafting TIP/SOM legislation or subordinate legislation	Same as above	NPO and Policy Lead	Same as above
	GLO.ACT supported high-level meeting for exchange of views on accession to CFT/UNTOC and Protocols <i>(* not in the work plan)</i>	Postponed	Project Coordinator, Policy Lead and NPO	
<b>Outcome 3:</b> Capacity Building	Consultative meeting to identify strategic objectives and to facilitate the design of a national capacity building strategy for the various criminal justice actors on TIP and SOM.	Postponed	NPO, Regional Adviser/Mentor and HQ	Delayed approval of the project by the Iranian government
<b>Outcome 4:</b> Regional and Transregional cooperation	Bilateral / regional / international meeting and workshop to build policy and operational cooperation to respond to TIP and SOM	Postponed / NPO to gather inputs on available bilateral and multilateral mechanisms	NPO, Regional Adviser/Mentor and HQ	Same as above
	Development of crime prevention strategy	Continued remotely / NPO to support change management expert	NPO, Programme Management Officer and Change Management Expert	
<b>Outcome 5:</b> Protection and Assistance	Country assessment, preliminary mapping	Discussions for future engagement in Iran, regular communications and exchanges, but engagement no planned until end of 2020.	GLO.ACT IOM Project Coordinator	
<b>Ensuring Business Continuity</b>	Regular liaising with the government counterparts for project approval	Continued remotely	NPO/CO/HQ	

	Ensure completeness of all financial, admin, M+E, project process workflows and records	NPO to support MEL indicator revision and development	NPO and Programme Management Officer	
	Engage in professional development training including substantive training on TIP/SOM, reading donor rules/policy	<ul style="list-style-type: none"> <li>• PMD Pro (Online)</li> <li>• MEAL DPro (Online)</li> <li>• UNODC e-learning courses on organized crime, TIP and SOM</li> </ul>	NPO	

### Iraq

Outcome	Activity/workflow/deliverables	Contingency plan - April-June 2020	Who leads/ Support Needed	Other risks identified
<b>Outcome 1:</b> Strategy and Policy	Continue piloting/providing feedback to HR and Gender Toolkit	Continues as planned, although remotely	NPO/Programme Management Officer	
	Conduct various consultations or /meetings with relevant stakeholders for the drafting of the SOM action plan or strategy	Iraq NPO coordinate communication with stakeholders	NPO and Regional Adviser/Mentor	
<b>Outcome 2:</b> Legislative Assistance	Legal reform in Iraq	Iraq NPO to gauge interest in the Supreme Judicial Council for further development / reform of TIP law, based on Model Law (already provided in Arabic)	NPO and Regional Adviser/Mentor	Willingness of the SPC to have skype/WhatsApp meetings, internet sometimes is poor
<b>Outcome 3:</b> Capacity Building	Capacity building assessment and gaps identification	Iraq NPO to communicate with Iraqi institutes at MoI to find type of materials used for specialized training on TIP/SOM if available	NPO and Regional Adviser/Mentor	
<b>Outcome 4:</b> Regional and Transregional cooperation	Illicit financial flow research	Support HQ led desk research; support contacts with national authorities by phone	NPO and Regional Adviser/Mentor	
	Women's network	Support preparation for the 1 <sup>st</sup> webinar/consultation – identify participants, liaise and prepare them, conduct pre and post survey, hold national level meeting in Arabic/Kurdish	Project Associate, NPO, Regional Advisor/Mentor	

<b>Outcome 5:</b> Protection and Assistance	Shifting preliminary country assessment and mapping to remote /	Explore options on remote training as well as communication and assessment of potential service providers for grants	GLO.ACT IOM Project Coordinator	
<b>Ensuring Business Continuity</b>	Ensure completeness of all financial, admin, M+E, project process workflows and records		NPO, Regional Adviser/Mentor, Administrative Assistant	
	Engage in professional development training including substantive training on TIP/SOM, reading donor rules/policy		NPO, Regional Adviser/Mentor, Administrative Assistant	

### Pakistan

Outcome	Activity/workflow/deliverables	Contingency plan - April-June 2020	Who leads/ Support Needed	Other risks identified
<b>Outcome 1:</b> Strategy and Policy	Support the Research and Analysis Center at the FIA to strengthen data collection, management process and bring its current data entry process up to date.	Continues as planned via consultant remotely. At first stage he is doing desk review of existing practices, he also conducted number of consultations with the relevant sections of HQ mainly responsible for collecting and managing data. The old formats are being reviewed by the consultant to draft a new one for its implementation in the field. Next step would be to run the format with relevant authorities. In the quarter, newsletter will also be drafted utilizing existing data.	NPO and Policy lead	Lack of willingness to engage online/phone/ poor WIFI
	Continue piloting/providing feedback to HR and Gender Toolkit	Continues as planned, although remotely	NPO and Programme Management Officer	Govt priority to focus only on essential services
<b>Outcome 2:</b> Legislative Assistance	Supporting the drafting of Rules to accompany the Prevention of Trafficking in Persons Act 2018 and	The first draft of TIP and SOM rules shared with FIA for their internal review	NPO and Policy lead	Lack of willingness to work on phone by the officials/Govt priority to focus only

	Prevention of Smuggling of Migrants Act 2018 and advocacy for adaptation of the Rules	and further consultation with relevant stakeholders. The next round of consultation will be conducted through physical or virtual workshop		on essential services/connectivity issues related to phone/WIFI
<b>Outcome 3:</b> Capacity Building	Supporting FIA to develop and implement a capacity-building strategy, including development of a national training Programme, with a specific focus on the representation and role of women	Once the curricula finalized and approved, consultant will be engaged for mentoring at FIA academy.	NPO, Policy Lead, Programme Management Officer and Regional Adviser/Mentor	Lack of willingness to engage online/phone/ poor WIFI
<b>Outcome 4:</b> Regional and Transregional cooperation	Illicit financial flow research	Support HQ led desk research; support contacts with national authorities by phone	NPO, GLO.ACT management	Connectivity issues
	Women's network	Support preparation for the 1 <sup>st</sup> webinar/consultation – identify participants, liaise and prepare them, conduct pre and post survey, hold national level meeting in Dari/	NPO, HQ Team, and Regional Adviser/Mentor	
<b>Outcome 5:</b> Protection and Assistance	Shifting preliminary country assessment and mapping to remote /	Explore options on remote training as well as communication and assessment of potential service providers for grants	GLO.ACT IOM Project Coordinator	
	Advancing progress towards the development of a provincial networks	We will coordinate with respective offices remotely to coordinate and develop a provincial referral network.	NPO and Policy Lead	Gov't priority to focus only on essential services
<b>Ensuring Business Continuity</b>	Ensure completeness of all financial, admin, M+E, project process workflows and records		NPO and Project Assistant	
	Engage in professional development training including substantive training on TIP/SOM, reading donor rules/policy		NPO and Project Assistant	

## IV. Communicating creatively and effectively

### Communication channels

The GLO.ACT Team continues to communicate effectively and actively. The GLO.ACT Team in HQ and the GLO.ACT Regional Adviser hold weekly team meetings (Monday morning) via Microsoft Teams to discuss the priorities of the week and address any pressing issues. The weekly team meetings also serve as an update on colleagues' work as each team member provides an overview of their current work plan. The weekly team meetings will also serve to monitor the implementation of the current mitigation strategy, assess risks and adjust accordingly.

GLO.ACT continues using the Country Chats for regular discussions with the Regional Adviser and the National Project Officers. On a regular basis and depending on the needs, the GLO.ACT Team holds different phone calls on country specific tasks or regional ones, with the participation also of external experts, partners, etc.

The National Project Officers continue, now via phone or WhatsApp, the exchange with their national counterparts. Current exchanges are being affected as some national counterparts must prioritize COVID-19 mitigation measures attending the NPOs with their counterparts.

For upcoming webinars, GLO.ACT is exploring the usage of different channels such as Microsoft Teams and Zoom.

IOM is using a combination of Skype for Business, Webex, Teams, and Zoom which has been effective to remain in contact and for ongoing regular and security communication and business continuity.

### Tools and practices being used

Current remote telecommuting context and home confinement has led to a lot of sharing of content such as playlists, recipes, or virtual social gatherings to keep connected and to boost morale.

UNODC's Staff Development Unit regularly shares updates on online learning and career development opportunities. The Vienna International Centre Crisis Management Team COVID-19 shares daily updates with HQ staff and the UNODC Executive Director.

IOM's office of Director General is holding regular virtual Townhall meetings with updates from senior management for all staff, as well as health advice.

### Communication and visibility

The GLO.ACT Team will continue to adhere to the project's communication and visibility guidelines and work, where feasible, to achieve the project's communication objectives.

#### Website

UNODC main website has recently undergone a make-over to bring the site more in line with other UN organizations. GLO.ACT's three subpages (GLO.ACT, GLO.ACT Asia and the Middle East and GLO.ACT-Bangladesh) have therefore also been upgraded. The team has identified a few areas that

need adjusting (layout, font, content) and will address these issues over the coming weeks and liaise with UNODC's Advocacy Section where necessary.

The back end of the website can be accessed working from home which makes reviewing the GLO.ACT pages viable during this time.

#### **Social media**

GLO.ACT's Twitter **@glo\_act** account has one of the largest social media followings for any UNODC project. The team will maintain the engagement with its followers, taking into account that 'live' tweeting any activities will be difficult during the COVID-19 crisis. The team will focus on using its considerable GLO.ACT database of images and videos to tweet out e.g. throwback tweets and use material developed by UNODC's Advocacy Section to tweet more general information about Trafficking in Persons and the Smuggling of Migrants. The Team will also continue to support the UN/UNODC messaging on social distancing during the COVID-19 crisis.

Several Team members have access to the GLO.ACT Twitter account and content to be tweeted out will be discussed during Team meetings.

#### **IOM**

The team has liaised with its implementing partners IOM on all communications aspects. IOM will seek to update its IOM-GLO.ACT website to better reflect the second phase of the project. The GLO.ACT team will support IOM in any communication requests it may have.

#### **Communication – looking ahead**

The Team will also start to work on the development of an e-Newsletter. The team is keen to ensure that this will be developed in a format (e.g. Joomag) that is suitable for dissemination via social media channels and captures the complex nature of the challenges that GLO.ACT is trying to address in its 5 partner countries.

## **V. Risk mitigation: preparing for medium- and longer-term disruptions**

GLO.ACT team will continue monitoring medium- and longer-term impacts related to COVID-19 disruptions and will be working on a risk register and mitigation strategies for various scenarios from July 2020 onwards.

The contingency plan will be reviewed every two weeks by HQ team in consultation with the field staff and both medium- and longer-term mitigation measures will be devised and put in place as the situation unfolds.