



[www.unponteper.it](http://www.unponteper.it)

[www.sostegniadistanza.unponteper.it](http://www.sostegniadistanza.unponteper.it)

# ANNUAL REPORT 2018



# WHO WE ARE

Un Ponte Per (UPP) is an international solidarity association and NGO founded in 1991 immediately after the Iraq war. Its focus has always been the solidarity for the Iraqi population affected by the war. Originally called “Un Ponte Per Baghdad”, the association later became known as “Un Ponte Per” (A bridge to) after expanding its work into Serbia, Kosovo and other Middle Eastern and Mediterranean countries.

UPP’s goal is the prevention of armed and violent conflict, particularly in the Middle East, through a series of information campaigns, cultural exchanges, cooperation projects, peace building programmes and the creation of social justice networks. UPP refuses to accept war as a way of settling national and international disputes, and is working to facilitate peaceful and fair coexistence through interaction of different cultures, languages, religions and traditions in order to build social cohesion.

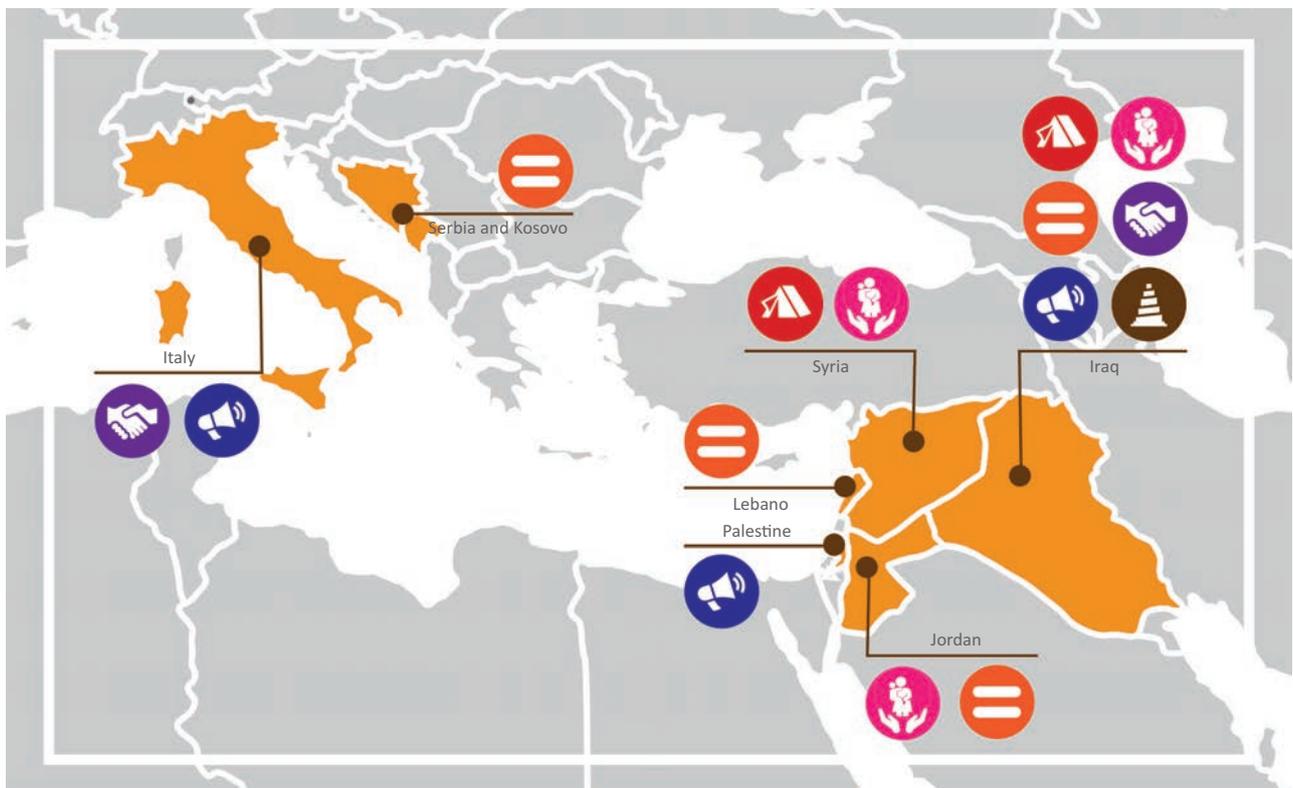
In addressing the underlying causes of war, UPP prioritises human rights protection and concrete support for those who promote and protect fundamental rights and freedoms, whether they are people, movements, organisations or informal groups. As a result, UPP’s interventions to assist and support war-affected populations are inseparable from the commitment to build and strengthen ties between Italian and European civil societies and those of the countries where the organisation operates. This commitment is achieved through advocacy campaigns, exchanges of culture and best practices, joint projects, coalition building and actions to strengthen the organisational, structural and participatory capacities of the civil societies with whom it comes into.

---

*Cover photo:  
Sulaymaniah, Iraq, October 2017.  
Young men and women in the Erbil Youth Centre.  
Photo by Massimo Mucchiut.*

# WHAT WE DO

Since its foundation 28 years ago, the work of Un Ponte Per... has evolved in direct response to the changing contexts in which it was operating, while upholding the same key aims: the promotion of peace and human rights and conflict prevention. Just as unwavering is the organisation's commitment to ensuring the highest possible standards for all its projects, with a special focus on the right of beneficiary communities and populations' to self-determination and the importance of partnerships, respect for subjectivities and, most importantly of all, respect for the political and social beliefs of the people and organisations with whom it cooperates.



# OUR HISTORY



1991

**Un Ponte Per (UPP)** was founded as a solidarity campaign for victims of the Gulf War, with the name “**Un Ponte Per Baghdad**”. In the first year and a half, 250 million Lire were raised for medicines and the creation of a water purification plant for 50,000 people living in the south of the country.

1993

Support for the Iraqi population continued with school materials distributed to **5,000 boys and girls**, and funds were raised to rebuild the drinking water purification Centres in Bassora.

1994

The international campaign “**Silence kills. Embargo is war**” was launched in condemnation of the embargo’s devastating impact on Iraq’s civilian population.

1994

When UPP launched a new campaign: “**Un Ponte Per Diyarbakir**,” many volunteer delegations traveled to Turkey to defend the rights of the Kurds. These acts of solidarity continued for over 10 years, including UPP’s 2001 fund-raising campaign for the foundation of a Safe House for women and children in Dogubayazit.

1995

Another campaign - “**Sinbad, with Bassora’s children**” - funded a healthcare unit equipped for the treatment of more than 10,000 boys and girls every year. The “**Nacbar**” medical sponsorship project was launched, and is still active today under the name “**Farah**”.

1997

Another bridge of solidarity was built with Palestinian refugees in Lebanon: “**Un Ponte Per Shatila**.” One of the initiatives was the “**Family Happiness**” child sponsorship programme which is still active today.

1998

UPP organised 4 **Volunteer Human Shields for Peace** in Iraq delegations, made up of men and women activists, volunteers and journalists, all determined to oppose the bombing campaigns.

1999

Another campaign was launched to limit the devastating effects of war in ex-Yugoslavia and the NATO bombardments. The “**Un Ponte Per Belgrade**” campaign enabled the establishment of healthcare structures, the provision of medicines to national health facilities and aid to more than 10,000 IDPs. The “**Svetlost**” child sponsorship project was launched, and is still active today.

2000

UPP imported and distributed **Iraqi dates** in direct violation of the embargo imposed on the country. Italy’s first embargo violation, this was an important act of national civil disobedience and a key moment in the Association’s history, an approach which was to be repeated in the years to come.

2002 UPP protests against the looming second Gulf War through a series of awareness campaigns and initiatives: ranging from the **“Don’t cut the rope”** campaign, to a photography exhibition entitled **“The other face of war”**, as well as the fund-raising and awareness campaign **“Are you sure this war is making you feel safer?”**.

2004 Baghdad hosts the foundation of **“Occupation Watch”**, an international information website tracking the impact of war in Iraq, which later became the Italian **“Iraqi Observatory”** portal. The **“Free Peace”** campaign was launched following the kidnapping of 3 UPP workers - two young Italians and an Iraqi - and garnered great international solidarity.

2004 UPP launches **“The house of books”**, a 10-year project in support of the Baghdad National Library and Historical Archive, which were seriously damaged by fire in 2003. Buildings were rebuilt, books were restored and programmes were set up for the digitalisation of the library, including training courses for local staff.

2006 After the Israeli attacks on Lebanese and Palestinian civilians in Lebanon, UPP launched a campaign in response to the humanitarian crisis and organised distribution of basic necessities.

2006 UPP, together with several Italian organisations, launched a project to create meeting opportunities for Civil Society Organisations from the north and south of the Mediterranean region, to promote peace, justice, human rights and democracy. For 3 years, dozens of activists, organisations and Civil Society networks were able to exchange ideas thanks to the **“Medlink - Mediterranean Links”** conference, to respond to the need to relaunch dialogue and joint work.



2009 UPP’s commitment to supporting Iraqi Civil Society’s concerns, reached an important milestone with the birth of the **“Iraqi Civil Society Solidarity Initiative”**, an international coalition founded with the aim of giving voice to the demands of social justice and the campaigns promoted by Iraqi men and women activists and associations.

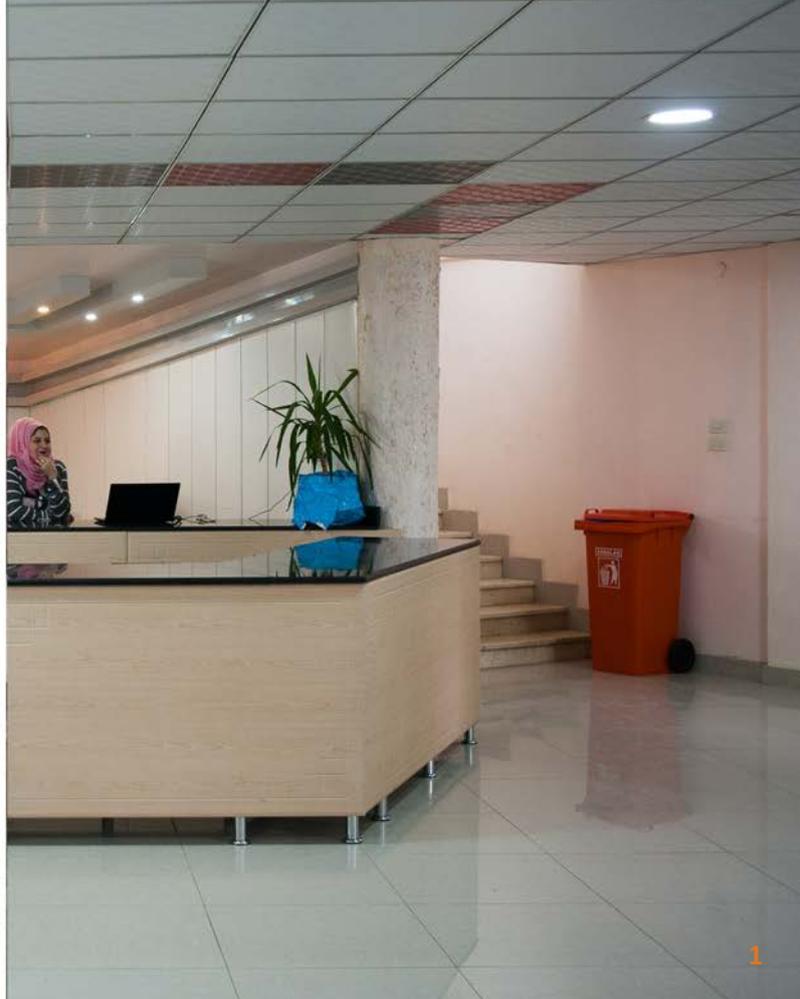
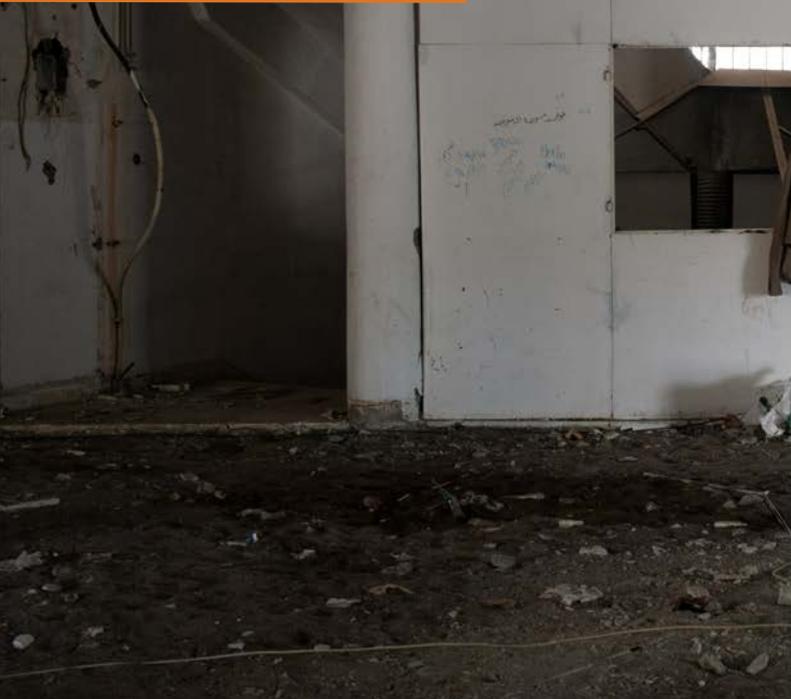
2011 The **Programme to protect religious minorities** was launched in Iraq to promote dialogue and coexistence. UPP rebuilt schools and started educational programmes. However, the intervention had to stop three years later, with the occupation by Daesh of Mosul and the Nineveh Plain, where the organisation was active.

2012 UPP began working in response to the biggest humanitarian crisis ever seen in the Middle East: the war in Syria. Programmes were launched to ensure **psychosocial support, protection of women and humanitarian relief** distributions to Syrian refugees in Iraq, Jordan and Lebanon.

2014 After Daesh’s occupation of vast areas in Iraq, UPP set up a **Humanitarian Relief and Health Programme** for Iraqi IDPs. When the occupied areas were liberated in late 2017 and IDP communities returned home, the focus shifted to social cohesion and peacebuilding.

2015 A new initiative was launched, this time known as **“Un Ponte Per... Syria”**. UPP has built strong links with the Kurdish Red Crescent in the north east of the country, setting up a series of humanitarian relief and medicine distributions. In the years to come the programme was expanded to help deal with the humanitarian crisis during the fight to liberate Raqqa from Daesh, with a network of clinics and ambulances. UPP continues to work with the partner in north-eastern Syria for the protection of women and children and to rebuild the health system, even if the fighting has ended.

# PHOTOS



A selection of photos showing the work of Un Ponte Per... in 2018:

**1. Raqqa, Syria.** September 2018. The entrance to the maternity ward of Raqqa public hospital, before and after the reconstruction work funded as part of the “Darna” project. Photo by Linda Dorigo.

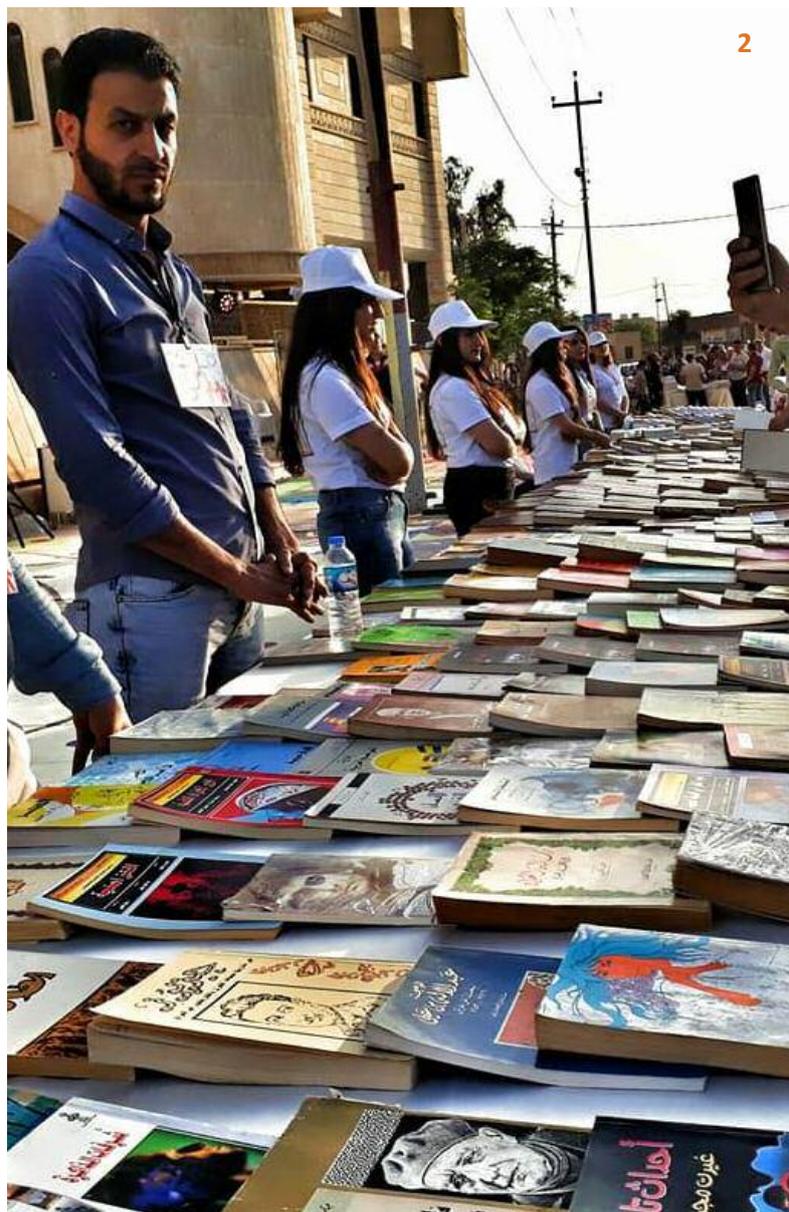
**2. Qaraqosh, Iraq.** March 2018. Thanks to the Bridging Communities in Niniveh Plan project, a Literature Festival was organized in the heart of the Iraqi Christian community, which filled the streets with books and hundreds of young men and women. Photo by UPP.

**3. Amman, Jordan.** May 2018. Production of mobility aids and prosthetics as part of the “Adreen” project. Photo by Annamaria Bianco.

**4. Bashiqa, Iraq.** Reproductive Health Centre inaugurated as part of the “Ma’an Naud” project to provide healthcare for women returnees in the areas previously occupied by Daesh. Photo by Arianna Pagani.

**5. Rome, Italy. November 2018.** A delegation of Iraqi musicians from the “Mshakht” collective, founded in the UPP Youth Centres, taking their music across the country, representing a new generation working to heal the wounds of war and to build a different Iraq. Photo by Maria Novella De Luca.

**6. Nabatiah, Lebanon.** October 2018. Distribution of rucksacks, books and school kits to Syrian and Lebanese boys and girls at the Choukine school, thanks to the “Madrasati Ahla” project. Photo by UPP.





# SYRIA



## RESPONDING TO HUMANITARIAN CRISES

After 8 years, war in Syria is still raging. In late 2017, US military operations against Daesh's occupation of Raqqa triggered a surge of fighting in the surrounding area and the displacement of more than 350,000 people, as well as many civilian victims. In the months immediately after the city's liberation, more than 132,000 people are thought to have returned to the ruins of Raqqa, where 75% of the houses had been seriously damaged, there were no basic services, and de-mining operations had not been completed. Meanwhile, fighting was intensifying in Deir ez-Zor, the next stronghold for Daesh militias after their defeat in Raqqa, especially along the eastern banks of the Euphrates River on the Iraq-Syria border, which exacerbated the difficult living conditions faced by more than 100,000 displaced people.

UPP started working in the north east of the country in 2015 in collaboration with the *Kurdish Red Crescent* to guarantee healthcare to victims of war. Throughout 2018, even greater efforts were made, and collaboration with the *Kurdish Red Crescent* brought impressive results, especially the rebuilding of the health service

with a special focus on the needs of women in Raqqa, a predominantly Arabic-Sunni city.

Starting in Raqqa, UPP launched various important initiatives in support of the civilian population.

Thanks to the "**Darna**" (Our house) project, financed by the *Italian Agency for Cooperation and Development (AICS)*, the maternity and paediatrics wards in the town's public hospital were rebuilt and fully equipped, ensuring access to basic and emergency healthcare, with the official opening celebrated on 16th September 2018. Gynaecology, paediatrics and emergency rooms were quickly set up, offering free assistance all day, every day, to around 300 patients. Meanwhile a mobile clinic and two ambulances were equipped to provide healthcare in the surrounding villages: the mobile unit provided gynaecological assistance to 60 women with an average of 3 births every day, while the ambulances ensured 80 boys and girls were seen by expert doctors each day. The project also included the distribution of hygiene kits (including products such as soap, shower gel, toothbrushes and toothpaste, detergent for washing clothes, sanitary towels

and shampoo) to 8,500 families: around 42,500 people, or 40% of the estimated population of the city at that time. A team of male and female social workers was dedicated to raising awareness on health and hygiene issues.

As part of the “**Life-saving Health Assistance to the population**” project in north-eastern Syria, financed by *European funds* and launched in response to the humanitarian crisis triggered by the fight for Raqqa, UPP set up two Medical Centres for the stabilization of the wounded which during the armed clashes provided treatment for 5,232 injured people. A clinic was set up in the Areesha camp for IDPs fleeing fighting in Deir ez-Zor, offering medical attention in the fields of internal medicine, paediatrics and gynaecology to more than 42,800 people, with up to 400 patients every day. From March 2018, the second phase of the project established a clinic in Raqqa, guaranteeing healthcare for 34,403 people in the first 8 months, while the Areesha clinic was still fully operational and treating 29,997 patients in the same period.

During the Deir ez-Zor crisis from May 2018, healthcare was provided through a centre in Kasrah, where over a period of 7 months doctors received 24,573 patients. A system of 21 ambulances took specialized medical teams through the rural areas around Raqqa and Tabqa, and in the area of Deir ez-Zor, reaching people who otherwise would not have had access to any healthcare. Through this project, UPP provided healthcare to around 127,000 people between April and December 2018. In addition, with a view to strengthening local capacity for self-management and self-determination, training courses were organised for 219 *Kurdish Red Crescent* health workers, doctors and nurses on medical protocols for working in war zones, Psychological first aid (PFA), decontamination techniques when chemical weapons are deployed and dealing with mine fields. Training focused on the protection of the most vulnerable, to encourage greater access to specialised services to victims of gender-based violence or child abuse, on protocols and reduction of abuse and exploitation by humanitarian workers.

The **protection of women and the provision of reproductive health services** were the focus of a project funded by *UNFPA*, launched in late 2017 and active throughout 2018. As is always the case, women and children are by far the most vulnerable in war zones: as well as suffering the consequences of deprivation and displacement, there is typically a surge in cases of domestic violence, sexual abuse, forced and early marriage.

Thanks to the establishment of 2 clinics in Ras El Ain



and Darbasye and the rebuilding of the maternity wards in the hospitals of Tabqa, Ras El Ain and Manbij, which had been used as military bases or warehouses by Daesh during the occupation, 47,063 women had access to gynaecological and obstetrics healthcare, with a total of 11,251 assisted births. In addition to this, 3 mobile healthcare units travelled around the most remote rural areas of Raqqa and Deir El-Zor Governorates, helping 40,565 women who otherwise would not have been able to access treatment. The project also included the distribution of 'dignity kits' to 24,900 women and girls: this was vitally important and gave rise to constructive meetings, dialogue and awareness-raising opportunities.

From April 2018, a specific component of the project was dedicated to supporting the "**Mala Jin**", the Women's Houses present in the area, and their respective social workers who play a key role in assisting victims of abuse and gender-based violence. Work focused on capacity-building designed to help social workers deal with violent situations. UPP provided them with the tools needed to reinforce their work on protection and communication with the respective communities, and facilitated awareness-raising sessions on gender-based violence and psychosocial support groups. They also helped them align their efforts with international guidelines for the protection of victims of gender-based violence, to ensure that in the future their work would be recognised and receive international support.

In the **Al Hol refugee camp**, originally established to host Iraqi IDPs fleeing Daesh's occupation of Mosul, but which later also hosted Syrian refugees, UPP launched a healthcare programme in late 2016, financed by UNHCR and the *French Foreign Ministry - Action Humanitaire France* - with a healthcare centre comprising 3 clinics (general healthcare / gynaecology / paediatrics). In July 2018 a medical centre was also opened in Shaddadi, an extremely dangerous area totally lacking in healthcare facilities. In the second half of 2018 alone, a total of 61,285 patients were seen by doctors in these two centres, which were open all day every day. In the same period, awareness-raising campaigns were organised on issues including the prevention of infectious diseases and the risks of domestic accidents, reaching 29,709 people. Trainings were organized also for 80 doctors and nurses of the Kurdish Red Crescent, in order to guarantee regular training in support of local self-determination.

In late 2018, UPP launched a project funded by UNICEF to reduce mortality rates for women and children by improving access to healthcare. In the first two

months of the project, two clinics were re-opened in Mambij, Aleppo Governorate and Ain el-Arab (Kobane), an intervention that allowed to guarantee O&B check-ups for 756 women and to ensure access to trauma care and general healthcare.

Meanwhile training courses were set up for health workers in dealing with malnutrition and mental health issues in mothers and children. In addition, 2,731 people were involved in awareness-raising campaigns to improve nutrition in newborns and children.

In 2018, with the support of the *National Association of Italian Municipalities (ANCI)*, a **capacity-building programme for municipality governance** was launched, to facilitate better management of local territories and their related problems through direct dialogue, discussion and joint projects designed by respective municipalities.

In 2016, UPP set up a social cohesion project with the support of the young members of a local association called *DOZ*, which in 2018 launched the first Qamishlo Social Forum, in connection with the campaigns for human and environmental rights promoted by the Baghdad-based Iraqi Social Forum.

---

Page 8 and 9:  
Raqqa, Syria, September 2018.  
A view of Raqqa public hospital and one of its paediatrics wards.  
Project: "Darna".  
Photo by Linda Dorigo.

Photo on the right:  
Tabqa, Syria, October 2017.  
A family in the Taqba maternity ward waiting room.  
Project: "Integrated reproductive Health Services".  
Photo: Alessio Romenzi.





## BUILDING PEACE AND SOCIAL COHESION

The three-year occupation by Daesh militias which began in the summer of 2014, had a devastating impact on the whole country but especially on the Nineveh Plain and the city of Mosul, Iraq's former Islamic State stronghold. Aside from damage to infrastructures, the consequences for the country's social fabric are beyond measure. Divisions between communities increase the risk of permanent low intensity conflict, and could prevent a transition to sustainable peace in the future. Following the withdrawal of Daesh militias from most of the country by late 2017, UPP launched a broad programme in support of all communities - with a special focus on the ethnic minorities - in their gradual return home from the IDP camps. In the areas where the organisation had already been active since 2011, the process of rebuilding schools and healthcare facilities damaged during the war began immediately, and psychosocial assistance was offered to returnee families and also to those who had chosen to stay during occupation. This was soon followed by a programme for social cohesion and peace building.

The "**Bridging Communities in Nineveh Plane**" project, supported by *Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)* with funds from the *German Federal Ministry For Economic Cooperation and Development (BMZ)*, was launched in December

2017 in an area with a particularly diverse population, comprising Christians, Yezidis, Kaka'i, Muslims, Turkmans and Shabak communities. A series of in-depth meetings, followed by careful analysis of each community's notions of peace and justice, laid the foundation for a programme to facilitate dialogue between the various ethnic-religious groups and to encourage the participation of young people in the decision-making process, with a special focus on the role of women, as catalysts of change.

To ensure that social cohesion was sustainable, groups of young representatives from each community were trained on negotiation and mediation, peace journalism, interfaith dialogue, participation of women in political process and organisation of campaigns. Thus, 4 "Conflict Prevention Teams" (CPTs) were established across the Nineveh area to work on non-violent conflict transformation together with local and religious authorities. More than 8,000 people took part in the Festival of Culture and Folklore in the liberated cities, sporting and community events, and shared celebrations including Ramadan. Events of fundamental importance, considering the context and the area of intervention. The programme also opened 4 Youth Centres in Mosul and the Nineveh Plane, and, thanks to the support of many private donors, since 2015 UPP has opened 6 collective **Youth Centres** in Kurdistan, known as "**Peace workshops**", to encourage dialogue,

social cohesion, mutual understanding and reconciliation between the young men and women who want to take control of their own futures, in the spirit of acceptance and the celebration of diversity.

Thanks to *UNDP* support, a similar **Community centre** was opened in Sulaymaniyah, in the Arbat district where the Kurdish, Iraqi and Syrian communities are working together to increase understanding of gender-based violence and the management and mediation of inter-community conflict. Activities include music and animation workshops, thanks to collaborations with cartoonist Claudio Calia and musician Luca Chiavinato, who introduced the communities to a multiplicity of expressive languages: means for non-violent self-narration, mutual approach and collaboration, in a perspective of strengthening talents towards professionalization. In addition, within the Centre, a team of psychologists and lawyers offers regular services of psychosocial support, legal assistance and to combat gender-based violence assisting more than 4,600 people so far.

By late 2018, the “**Fursa**” project was completed; this programme was financed by the *European Union* in support of young people in Iraq, Lebanon and Turkey, with a special focus on the Syrian refugee community. The activities involved 6,227 young men and women through development and social cohesion initiatives designed to increase the independence of the young Syrian refugees. Two community radio were set up (in Erbil and in Sulaymaniyah) and were run by the young Syrians themselves, who produced radio shows in Kurdish, Arabic and English on various issues ranging from human rights and social cohesion to awareness-raising campaigns and advocacy and music. Thanks to these activities, some of the young people who took part in Luca Chiavinato’s music workshops formed a music ensemble called “Mshakt”, which - thanks to funding by the *Ya Basta Association*, the *Region of Veneto* and the *Comune of Mogliano Veneto (Italy)*, has produced a CD, completed a concert tour in Italy and now performs throughout Iraq.

UPP’s wealth of experience in peace-building has led to the creation of a national study programme dedicated to the prevention of fundamentalism. And the support of the *NOVACT Association* and the *Catalan Cooperation Association (ACCD)* resulted in the foundation of the **Iraqi Observatory for the Prevention of Violent Extremism**, run by Iraqi men and women researchers and activists.

## EDUCATION AND LIVELIHOOD

In 2018 UPP began investing in formal and informal education programmes, to guarantee a better future for returnee communities in the Nineveh Plain and Syrian refugee communities in Iraqi Kurdistan. In Nineveh, access to primary and secondary education was increased with a *GIZ-funded* project to **rebuild 6 schools** which had been occupied by Daesh, or damaged by USA bombing during the liberation, ensuring accessibility also to disabled people. A further 8 schools were provided with new recreational spaces and sports equipment thanks to funding by *CCFD - Terre Solidaire*. A **Peace Education** programme was set up to train educators and teachers working in Nineveh state schools for the promotion of social cohesion and tolerance through education. Informal education programmes were run throughout 2018 for Syrian boys and girls in the Barika camp in Sulaymaniyah, with specially designed activities to strengthen the children’s resilience and psychosocial health.

UPP also contributed to training and job placement for young people from the most vulnerable sectors of society in the Governorate of Sulaymaniyah, as part of the “**Yalla Shebab**” (Come On Guys!) and “**Nozhin**” (New Start) livelihood projects. A centre for vocational training founded in 2017 with funding from the *Episcopal Conference of Italy (CEI)* within the Deir Maryam al-Adhra Monastery was boosted by funds from the *European Union* and the *Autonomous Province of Bolzano*, with vocational training courses (welding, electronics, industrial painting, accountancy, IT and plumbing) as well as courses in English and Arabic offered to around 120 young men and women, leading to paid apprenticeships with local businesses. There was also vocational training in music and radio production for many young Syrian and Iraqi men and women, provided by Italian and local trainers.

---

Page 12:

Nimrod, Iraq, April 2018.

Participants at the Festival of Peace.

Project: “Bridging communities in the Nineveh Plane”

Photo: Jameel Al-Jameel



## NEW BEGINNINGS WITH WOMEN

In 2018, UPP carried out a programme for reproductive health, psychosocial assistance and the protection of gender-based violence victims, with a special focus on women and children returnees going home to Mosul, Qaraqosh and Bartella after the Daesh occupation. UPP rebuilt healthcare clinics and trained social workers, school teachers and psychologists in psychosocial assistance.

From late 2017, UPP worked on the “**Ma’an Na’ud**” (Let’s return together) project, financed by the Italian Agency for Cooperation and Development (AICS), which was designed to help the IDP minority communities in the Erbil area and returnee families in the Bashiqa area. Starting in late 2017, a healthcare clinic was rebuilt in Bashiqa which during 2018 provided healthcare services (gynaecological check-ups and scans) to 1,942 people, while 53 people received psychosocial support. Awareness-raising sessions were organised on reproductive health issues and psychosocial support and were attended by 1,846 women, adolescents and men. Meanwhile, training courses on psychological first aid (PFA), resilience groups (RGs) and coping with stress were organised

for teachers and psychologists in 3 schools in Erbil, and 12 more in Bashiqa and Bahzani. These meetings were important opportunities for women from different communities to meet each other, discuss their experiences and start building trust; by observing these exchanges, UPP had the chance to fine-tune their operational response to better reflect the needs of their project beneficiaries.

In continuity with the work carried out, by late 2018 the “**Salamtak**” (Your Health) project, financed by the Italian Agency for Cooperation and Development (AICS), was launched and is working on rebuilding Mosul public hospital - partly funded by proceeds from the UPP Christmas campaign 2017 - as well as support for 2 Health Centres in the Districts of Hamdanya (Bashiqa and Nimrod) and 3 Centres in western Mosul which will be equipped to provide mental and reproductive health services as well as psychosocial support. Among the project initiatives is the distribution of 600 dignity kits in the poorest areas of western Mosul, thanks to contributions from OCHA and UNFPA.

In the city of Mosul, a team made up of psychologists, social workers and a psychiatrist specialising in gender-based violence, psychosocial assistance and reproductive health, started working in the city suburbs, identifying the most vulnerable people and offering any necessary help, thanks to 3 “**Protected / Safe Spaces**” as part of the “**Nissa**” (Women) project, funded by *OCHA* and *UNFPA*. In just one year, 5,886 people were involved in these initiatives, which touched on issues including gender-based violence, domestic, psychological and physical violence as well as early marriage.

Despite the fact that many families returned to their own homes in 2018, there are still many IDPs. Therefore UPP continued working in the refugee camps. Over the course of this past year, thanks to the “**Communication with Communities**” project, financed by UNHCR, which included awareness-raising and information campaigns (on early marriage, gender-based violence, infectious disease prevention, accident risks) to increase the resilience of around 17,369 Iraqi IDPs living in the municipalities of Erbil and the surrounding refugee camps, through a participatory approach to communication which involved all key players from the IDPs themselves to local Civil Society Organisations as well as Humanitarian Organisations.

# SYRIAN REFUGEES IN IRAQ

UPP has been working on the Iraqi-Syrian border since the start of the Syrian crisis in 2011, welcoming and assisting people fleeing war, distributing basic necessities and - from late 2012 - launching a special long-term project for **psychosocial support for Syrian refugees** in camps in and around Erbil and Dohuk. In 2018, work focused on 4 refugee camps in Erbil Governorate: thanks to a specialised team of male and female psychologists, psychiatrists and social workers, 6,578 people had access to mental health services, psychological support and psychotherapy, with medical treatment offered in the most challenging cases of mental or neurological problems. Meanwhile, 1,264 people were involved in awareness-raising initiatives. There were also regular training courses for 149 people, including doctors, male and female social workers, educators and psychologists working in the mental health centres, in order to reinforce local capacities of self-mangement.



Page 14:  
Bashiqa, Iraq, February 2018. The gynaecology unit  
in the Multidisciplinary Health Centre.  
Project: “Ma’an Na’ud.  
Photo: Arianna Pagani.

Page 15:  
Mosul, Iraq, March 2018.  
International Women’s Day celebrations in one  
of the safe spaces set up by UPP.  
Project: Nissa  
Photo: UPP



## WORKING WITH CIVIL SOCIETY TO BUILD AN “ANOTHER IRAQ”

Despite the fact that working in Iraq has always entailed dealing with humanitarian crises, over the past 28 years, UPP has also been working with Iraqi Civil Society on campaigns for human and environmental rights as part of the process of building an “another Iraq”, with more emphasis to women and youth.

Since 2009, as part of its work with Iraqi Civil Society, UPP has been supporting the **Iraqi Civil Society Solidarity Initiative (ICSSI)**, a coalition of Iraqi and International Civil Society Organisations, groups and individuals, which holds an annual conference attended by hundreds of male and female activists, journalists, unionists, women’s associations and ONG representatives from all over the country. UPP contributes through the organisation and European distribution of advocacy and awareness-raising campaigns. Among the most important: “Shahrazad” (women’s rights), “Save the Tigris and the Iraqi Marshes” (safeguarding the Tigris river and the Mesopotamian Marshes), “Save Iraqi Heritage” (safeguarding Iraqi cultural heritage), “Workers’ rights”,

“Freedom of expression”, “Sports and Arts for Peace”, “LAONF and PVE” (non-violence and the prevention of violent extremism). All these issues were raised at the European Union in advocacy meetings and through the participation of UPP in the planning and implementation process of the Union’s current Iraq Strategy.

The ICSSI resulted in a three-year project launched in 2017 called “**Paths of Coexistence in Mesopotamia and the Middle East**”, funded by *Foundation Assistance Internationale (FAI)* with the goal of overcoming fundamentalist tendencies inspired by Daesh; building trust between communities by developing a shared sense of belonging through a shared cultural and environmental heritage (Mesopotamia); and encouraging a joint territory management approach in full respect of coexistence practices and agreements. Iraqi Civil Society founded forums along the banks of the rivers Tigris and Euphrates, in 10 Iraqi cities and in one Syrian city. Their aim is to encourage social cohesion, respect for human rights and the protection of the

country's cultural and environmental heritage, by transforming old rivalries into the foundation for collaboration. Meanwhile, the project was backing the third annual Iraqi Social Forum, held in Baghdad in November 2018, during which hundreds of male and female Iraqi activists met to exchange information, best practices and discuss the work carried out by local Forums. This was the inspiration for the **Urim Initiative campaign**, a new initiative designed by Italian and Iraqi male and female archaeologists, architects and activists to create and put forward to local authorities a plan for the conservation, protection and community management of the city of Ur, part of UNESCO's World Heritage site Ahwar.

The "**Mesopotamian Youth for Democratic Governance, Social Cohesion and Reconciliation**" project has a similar focus: funded by the *European Union*, it is working to strengthen the participation of young men and women in politics and peace building, by supporting two local sections of the Iraqi Social Forum (in Baghdad) and the Kurdistan Social Forum (in Erbil). More than 20 Civil Society Organisations and hundreds of independent activists were involved in 10 working groups around the country, working on issues such as social justice and human rights, protection of IDP and ethnic minority communities, press intolerance and the promotion of journalism for peace, environmental rights, protection of the country's cultural heritage and the participation of women in policy-making politics. In addition there were many awareness-raising campaigns and initiatives. The project also included the creation of a **Cultural Centre** in Nasariya, and the founding of 4 **Social Cohesion Councils** established in Sulmaniyah, Baghdad, Fallujah and Amara, coordinated by Civil Society Organisations with the involvement of local authorities and religious leaders, for the implementation of decisions taken within the Social Forums.



---

Page 16 -17:  
Marshlands, Iraq, June 2018.  
Activists from the "Save the Tigris" campaign  
and "Urim Initiative".  
Project: "Mesopotamian Youth for Democracy Governance,  
Social Cohesion and Reconciliation".  
Photo: Arianna Pagani.

# JORDAN



## AGAINST SOCIAL EXCLUSION

Since the Syrian crisis began, UPP has been working in Jordan to assist, orientate, protect and support Syrian refugee families. Throughout 2018, UPP focused on the prevention of social exclusion and support for the most vulnerable communities, with a special focus on people with mental or physical disabilities.

A dedicated project was set up by UPP, with funding from the Italian *Agency for Cooperation and Development (AICS)*, to **promote mental health** and assist the most vulnerable members of the Syrian refugee community and the host community in the Governorates of Amman, Zarqa, Irbid and Karak, in order to fight the stigma faced by people with psychological problems. Over a period of 4 months, awareness-raising campaigns reached 1,450 people, 34 community gatherings were organised with 8 screenings of films on mental health, as well as special courses for 20 men and women trainers and 16 more educators, peer-to-peer meetings for young men and women, and a dedicated radio programme for national broadcast. In addition to the activities covered by the *AICS* funds, there was also a distribution of information materials in collaboration with the *World Health Organisation (WHO)*, to increase understanding of psychological problems and also outline possible treatments, as well

as offering useful information on how to access existing services.

This focus on vulnerable communities is the main characteristic of all activities in the **“Bina’a Jusour”** (Let’s build bridges) programme, funded by *AICS* to improve employment opportunities for disabled people, Syrian and Iraqi refugees and members of the host community. One of the many initiatives set up between 2018 and the start of 2019, was the rebuilding and equipping of a community catteria, which is entirely managed and staffed by people with physical and mental disabilities, in Russaifeh, in the Zarqa Governorate. There were also regular vocational training courses and workshops on finding employment and support for local cooperatives who helped standardise the production of mobility aids for disabled people, which were not readily available in Jordan. 39 young men and women were selected from the refugee and host communities, to undertake apprenticeships with various humanitarian organisations around the country.

Thanks to the **“Madrasati Ahla”** (My best school) project, funded by *AICS* and completed in mid 2018, 3 schools in Amman and Irbid were adapted to facili-

tate access to disabled pupils, parents, teachers and staff, and UPP also worked on establishing a more welcoming and inclusive environment for 843 pupils. 100 men and women teachers, and 68 male and female experts from the Jordanian Ministry of Education were trained in child psychosocial problems and guidance on the integration of boys and girls with disabilities. In a similar vein, there was also a collaboration with “She Fighter” the first Centre for Women’s self-defence in the Middle East, with the organisation of practical meetings and workshops on the main self-defence techniques for 20 teachers and 390 female students.

This commitment to supporting people with disabilities continued with the “Adreen” (We can do it) project, financed by OCHA and focusing on the Syrian refugee community, the most vulnerable members of the Jordanian community and people with physical or mental disabilities, whether from birth or caused by war. UPP has worked day by day in support of people with disabilities and war invalids, involving more than 600 adults and children and their carers. Between July 2017 and April 2018, UPP worked with local partner Al Hussein Society, to assist 293 people with disabilities in rural areas with 2 mobile healthcare and psychosocial assistance units. In addition to this, 690 mobility aids were built, and 427 people with disabilities were trained in their maintenance and taught physical therapy exercises. In addition, 15 houses were specially adapted to improve accessibility and increase the independence of their inhabitants with disabilities.

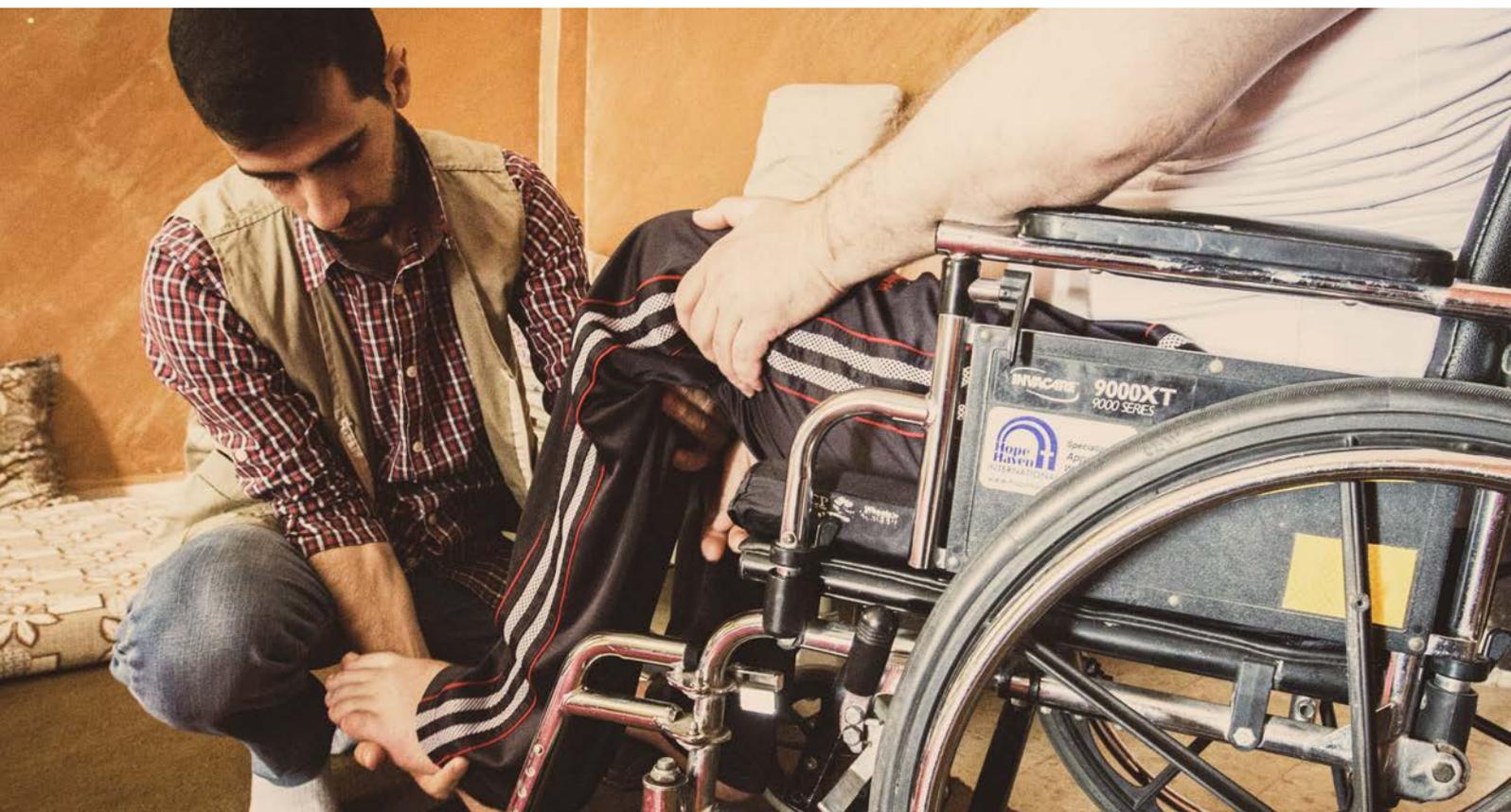
In the same areas, UPP launched the “Enaya” (Let’s take care) project: funded by OCHA, this was designed to provide legal advice and a sense of empowerment for women with a special focus on gender equality and the inclusion of people with disabilities. The activities will be carried out during 2019, ranging from legal assistance for more than 1,000 people, welcoming and orientation services to facilitate the official registration process of the refugee population, as well as the establishment of an emergency hotline for women victims of violence.

As part of the first experience with the **Civil Peace Corps**, financed by *Fondation Assistance Internationale (FAI)*, 4 young Italian men and women volunteers were involved in the “Ahlen!” (Welcome) project, for the promotion of solidarity and tolerance between the host community and the Syrian refugee community. The Meeting Halls and social spaces of the partner organisation *Jordanian Women Union* in Amman, Irbid and Zarqa, were used for psychosocial support and recreational activities, non-violent conflict resolution, monitoring of local community needs, education and training.

---

Page 18: Russenfeh, March 2019.  
Official opening of the Cafferteria.  
Project: Bina’a Jusour.  
Photo: Leen Jarra.

Page 19: Amman, Jordan. May 2018.  
Support for people with disabilities project.  
Project: Adreen.  
Photo: Annamaria Bianco.



# LEBANON



## EDUCATION

The “**Madrasati Ahla**” (My best school) project, which between 2017 and 2018 over a 10-month period involved more than 600 Syrian refugee boys and girls in Lebanon together with their Lebanese peers, provided 1,000 books and 462 school kits. The project was funded by the *Italian Agency for Cooperation and Development (AICS)* and implemented by UPP together with local partner *Amel*. The school in Choukine (Nabatieh Governorate) and the community meeting halls, managed by *Amel* in Ain el Remmaneh and Haret Hreik (Beirut Governorate) have been used for many informal education activities, ranging from sport to psychosocial assistance for Syrian refugee boys and girls and their Lebanese counterparts. The school in Choukine was completely rebuilt and now even has its own open-air football pitch, a ramp for people with disabilities access and improved bathroom facilities. The school library was supplied with more than 1,000 books, selected by the teaching staff for use by all pupils, who also received 462 school kits. By mid 2018, the **Education without Borders** National Civil Service Abroad project came to an end: after completing special training, 4 young Italian volunteers went to Lebanon to continue informal education programmes for Palestinian, Lebanese and Syrian chil-

dren in the Palestinian refugee camps of Shatila and Bourj el-Barajneh. The volunteers taught English in kindergartens and afternoon remedial classes, in addition to supporting recreational activities.

As part of the first trial period with the Volunteer Peace Corps, 4 more young Italian volunteers got involved in the “**Dealing with the Future**” project, designed to increase social inclusion and mediation as promoted by local organisations in the Beirut area, with young Palestinian and Syrian refugees and young Lebanese activists.

The “**Family Happiness**” child sponsorship programme, launched to help Palestinian and Syrian-Palestinian boys and girls in Lebanon, is still active today.

---

*Photos, Top: Lebanon, Haret Hreik. September 2018.  
Children's playtime at the Recreational Centres  
Project: Madrasati Ahla.  
Photo: UPP*

# PALESTINE



# SERBIA & KOSOVO



## CIVIL PEACEKEEPING INTERVENTIONS

The presence of international volunteers, especially in the rural areas of the West Bank, is considered a way of limiting the violence of settlers and the abuses inflicted by the Israeli army, thus protecting the lives of Palestinian civilians and farmers. Since 2010 UPP is a partner of this project, engaging groups of young men and women volunteers who travel there every October during the olive harvest. Once back in Italy, they organise the material collected, promote awareness-raising events and manage the blog <https://rac-cogliendolapace.wordpress.com/>

## JOURNEYS OF DISCOVERY

In 2018, UPP organised their annual journey of solidarity and discovery in Serbia, Kosovo and Metohija, with their team of volunteers from UPP Serbia Group. These journeys are an ideal opportunity for Italian sponsoring families to meet the beneficiary families involved in the “**Svetlost**” (Light on invisible children) child sponsorship project.

## GREENHOUSES OF SOLIDARITY

Thanks to the generosity of the organisation’s many supporters, in 2018 UPP was able to donate 4 more **greenhouses**, in addition to the 11 greenhouses already donated last year, so that vulnerable families involved in the “**Svetlost**” child sponsorship programme can grow their own fruit and vegetables.

---

*Photos at the top:  
(Left): A Palestinian woman harvesting olives.  
(Right): One of the families who received a greenhouse.  
Photo: UPP*

# SPONSORSHIP PROGRAMMES

## FAMILY HAPPINESS

The project **Family Happiness** supports school attendance for Palestinian youth in Lebanese refugee camps. Primary attention goes to orphaned children, or those who struggle with serious social or health conditions. The project is implemented in collaboration with the Palestinian NGO, *Beit Atfal Assomoud*, which has been active in the camp since 1974, and which also works to provide health and social support in 10 of the 12 other camps in Lebanon. Since 2013, the program has expanded to reach Syrian children and adolescents, as well as Syrian-Palestinian refugees in the country, with daycare and nurseries, temporary classrooms, trainings, and healthcare services.

## FARAH

The project, **Farah** (Joy), aims at supplying medical assistance and care, and follows the treatment of Iraqi minors suffering from chronic or serious illnesses. The program provides support from a distance for minority children living in the country, and is carried out in collaboration with the Kurdish-Iraqi organization, *Yaum al-Hurriyya*. The medicine provided is purchased locally, and local partners ensure its distribution to families. The children who participate in the project generally reside in small villages in the area, particularly those which are more remote, far from the main hospitals in the region.

## SVETLOST

The project, **Svetlost** (Light on invisible children), aims to provide support to displaced families from Kosovo, both in southern Serbia and to those who have returned but are still struggling with poverty and hardship. In 2010, the project was relaunched, thanks to the book and DVD, 'The Scream from Kosovo', which, through powerful testimonies and videos, describes the living conditions of refugees from Serbia and Kosovo 10 years after the conflict in 1999. Since the beginning of 2011, in collaboration with the Monastery of Decani, the project has also extended to the Serbian communities in Kosovo.

## REVERSING THE ROUTE OF DISCRIMINATION

Since early 2015, UPP has embraced a new commitment in Italy and Europe in support of migrants and refugees, in an attempt to mitigate the growing wave of hatred and discrimination, to promote an alternative and direct narrative of migration and of the resources it is capable of generating. This has strengthened both the activities on the territories where the organisation is present with its Local Committees and the relations with other European realities in the common struggle against xenophobia and racism, and while encouraging welcoming policies founded on respect of individuals and human rights.

In 2018, UPP launched “**DIMMI: Tell me your migrant Tale**” project, designed to address the underlying causes of xenophobia and intolerance in Italy using grassroots cultural tools, to facilitate training and to help people view differences as an important resource. Thanks to funding from the *Italian Agency for Cooperation and Development (AICS)*, the project involved 46 associations from 9 different Italian regions (Piemonte, Lombardy, Veneto, Tuscany, Emilia-Romagna, Marche, Lazio, Campania and Sicily) with a series of workshops and training courses relating to the prevention of xenophobia and story-telling techniques, designed for students in secondary school and university, their teachers and professors, migrants and

the local communities of the regions involved in the project. More than 20 meetings were held between September and December 2018, including training sessions in schools and universities, workshops and public events. This project will continue throughout 2019 with the creation of a dedicated storytelling platform. At the end of 2018, a national “Multimedia migrant diaries” competition was announced, with the goal of gathering and publishing personal stories as told by foreign people who are living or have lived in Italy, in order to preserve migrant experiences which would otherwise be forgotten, and challenge migration stereotypes through eye-witness accounts.

Over the year, UPP promoted two other important projects funded by the *European Union*, designed to challenge the recent xenophobic and repressive drift. Part of the work focused on notions of citizenship - encouraging integration and mutual understanding through music - while part was dedicated to the insti-

---

*Photo (top):  
Naples, Italy, February 2019.  
Participant at a training workshop.  
Project: “DIMMI: Tell me your migrant tale”  
Photo: Benedetta Sanna.*



tutions, encouraging the exchange of best practices between people working every day side by side of migrants and refugees.

Thanks to “**The Sound Routes**”, UPP managed to involve more than 30 musicians from Syria, Iraq, Turkish Kurdistan, Senegal, Gambia and Mali in 10 concerts in private houses and a similar number of jam sessions in the live music venues of Rome and Monza, to facilitate dialogue, creative interaction and the sharing of experiences between young migrant and refugee artists and musicians and their Italian counterparts.

The “**Routes of Solidarity**” project (TROS) required the year-long commitment of more than 300 men and women activists from Greece, Spain, Italy and Croatia, all working on the exchange of best practices and a better understanding of what migrants have to cope with, with a detailed study of European Union policies and proposals of possible improvements. Eight meetings in Rome, Ceuta, Zagreb, Lesbos, Pula, Palermo, Thessaloniki and Seville, were attended by the many associations, organisations, movements, groups and individuals committed to finding and implementing possible improvements. Their ideas were brought together in a document for presentation to all MEP candidates in the 2019 elections.

Webdoc available at: [www.solidarityroutes.it](http://www.solidarityroutes.it)

---

*Photo (left):  
Ceuta, Spain, March 2018.  
Activists at work during one of the meetings.  
Photo: Benedetta Sanna.*



## CULTURAL SENSITIVITY TRAINING

Every year, UPP's Peace Education training programmes give young men and women the tools they need to become aware citizens who fully respect different cultures, with school as the perfect starting place for the building of understanding and integration.

In the academic year 2017/18, UPP's **Peace Education Group** has been mainly working in the Italian regions of Campania, Lazio, Tuscany and Piemonte thanks to the work of the respective Local Committees. A total of 95 information sessions, workshops and meetings were organised, for more than 2,000 students, on issues ranging from human rights to overcoming stereotypes and prejudice; from non-violent conflict resolution to adolescence and emotional self-expression.

In this context, UPP provided active support to the foundation of "**Tavolo Saltamuri**" a network of organisations and associations across the country dedicated to creating a common sense based on meaningful values and knowledge starting with schools, neighbourhoods and regions, in order to create a society able to cope with and welcome change, diversity and inclusion.

This includes the creation of **school twinnings** designed to connect Italian schoolboys and schoolgirls with their counterparts in countries where UPP has projects, like Iraq and Lebanon. Through the exchange of video presentations, Skype calls and emails, they have been able to get to know each other, going beyond stereotypes by discovering the common problems they face.

---

*Photo (top):  
Rome, Italy, December 2017.  
A girl taking part in the "Imagine your future" workshop, where  
primary school children were asked to come up  
with creative solutions to everyday problems.  
Photo: Benedetta Sanna*

# CAMPAIGNS & ADVOCACY



## YOU CAN'T LOCK UP SOLIDARITY

UPP, in collaboration with *Re.Co.Sol* (the Network of Solidarity Italian Councils), stands by the experience of migrants reception carried out by the Mayor of Riace, Domenico Lucano. In 2018 UPP presented the Network's testimony on the "Riace Model" at the "Movement of solidarity with people in exile" conference in Lebanon, to facilitate the exchange of practices of inclusion and valorization of territories in response to migration.

## IN DEFENCE OF

In 2018, UPP also consolidated its commitment to the defence of men and women human rights activists through the network "**In Defence of - Working for Human Rights and those who fight for them**", having been a key player in its very foundation. Key issues include the creation with local authorities of a network of 'refuge cities' for men and women activists in danger, an international seminar organised by the Foreign Ministry on best practices for the protection of men and women human rights activists and the relative tools available to Italian Embassies, the elaboration of a National Action Plan on companies and Human Rights, the distribution of the 'Dossier on the Criminalisation of Solidarity with migrants in Europe', presented by the UN Special Rapporteur on the situation of human rights defenders Michel Forst at the UN Council on Human Rights.

## EPLO

UPP is active in Brussels as part of the **European Peacebuilding Liason Office (EPLO)**, the platform for independent Civil Society which unites NGOs, networks and think-tanks dedicated to peacebuilding through civil interventions and the prevention of violent conflicts. They organise campaigns and advocacy meetings and distribute policy papers in order to pressurise the EU and its members to reinforce its role as a soft-power in foreign policy, its efforts to prevent conflicts and the civilian components of its common security and defence missions. Specifically, UPP contributed to the preparation of the EU's Iraq strategy and is consulted during its implementation.

## SOLIDARITY WITH EXILES

UPP is part of the **European-Mediterranean Movement for Solidarity with Exiles**, which tackles issues relating to migration, exile and human rights through a series of solidarity initiatives, public condemnations and advocacy work across Europe. The idea stems from an initiative launched by Samusocial International and UPP partner organisation *AmeI* in Lebanon. The Movement has organised international meetings in Paris, Athens, Beirut and Rome, with constant support from UPP. One of the initiatives completed in 2018 was the creation of a Manifesto designed for international and European key players, and the launch of an online petition which can be viewed at the following link: <https://chn.ge/2JQyHls>.

## DISARMAMENT AND 'SBILANCIAMOCI!'

UPP Italy plays an active role in the **Italian Network for Disarmament** and promotes disarmament and arms monitoring and the **"Sbilanciamoci!"** Campaign (NB. this is a plea for a government spending review with a move away from defence spending), for a fair economy and a different development model. In 2018 UPP was involved in various initiatives, including the promotion of the "Think again Italy" campaign for nuclear disarmament towards the Treaty for the Ban of Nuclear Weapons; the publication of the "Sbilanciamoci! Report 2019" and the organisation of a workshop in Baghdad with the Iraqi Social Forum for activists and researchers to facilitate the elaboration of a similar report based on in-country analysis of Iraqi public spending.

## BDS CAMPAIGN

UPP is part of the **Boycott, Divestment and Sanctions (BDS)** initiative, which encourages the academic and cultural boycott of Israeli institutions and the economic boycott of all Israeli products, starting with those coming from illegal settlements in the Occupied Palestinian Territories, as a form of non-violent protest against the human rights violations and breach of the Geneva Conventions and UN Resolutions committed by Israel. The campaign, launched by Palestinian Civil Society in 2005 and inspired by the anti-apartheid movement in South Africa, was re-launched in Italy in 2009 with the committed support of UPP.

---

*Photo on page 26'  
Rome, Italy: October 2018.  
UPP staff show their solidarity with Domenico Lucano.  
Photo: Benedetta Sanna.*

# LOCAL COMMITTEES

In Italy, UPP activities are implemented by staff at HQ in Rome as well as by a network of Local Committees across the country. Run entirely by volunteers, these Committees have diversified their work over the years on the basis of their specific locations, networks and skill- sets of the volunteers who dedicate their time and efforts to UPP's various areas of work. Today the organisation counts 5 Local Committees in Piedmont, Lombardy, Veneto, Tuscany and Campania. There is also a dedicated UPP Education Group, working in schools in the fields of cultural interaction and Education for Peace, which, thanks to its members, works in all the Local Committee sites and in Rome.

## MONZA & BRIANZA

Workshops with migrants.  
Intercultural activities.  
Participation in territorial anti-racism and anti-Fascist networks.

## TURIN

Youth twinnings Italy/Lebanon/Iraq.  
Peace-building initiatives in collaboration with the 'Sereno Regis' Study Centre.  
Organisation of initiatives during the UN International Days for Palestine.

## PADUA

Participation in the refuge cities network for Human Rights defenders with "In Defence Of".  
Collaboration with the Centre for Human Rights Studies at Padua University.  
Cultural exchanges between young Italians and Iraqis.  
Promotion of artistic expression in the cooperation field.

## NAPLES

Civil Peace Corps in "La Terra dei fuochi" (NB. Literally "The land of Fires", a vast area in southern Italy famous for massive landfill fires which generate dangerous levels of air pollution).  
Anti-Mafia initiatives in collaboration with *Libera*.  
Education for peace through workshops and school visits.

## TUSCANY

Education for Peace, interventions and workshops in schools  
Intercultural activities.  
Anti-discrimination Observatory.  
Organisation of activities in support of the Israeli Anti-Apartheid Week (IAW) as part of the BDS Campaign.





# GOVERNANCE

In 2018 UPP grew in terms of size and internal and external stakeholders' rights. UPP is a place of work and professional fulfilment for 150 people, 78% of whom is local staff of every background and religious belief. 27% of staff in Italy have permanent contracts.

All Italian staff pay taxes in Italy and therefore contribute to the social welfare system of their own country, even when they are paid through non-Italian funds. All contracts and related salaries are established in accordance with the agreements made between the unions and the AOI, CINI and LINK sector associations of 9th April 2018.

Besides complying with the salary levels of the Italian collective contract agreement, UPP introduced an internal salary system in late 2017, which was calculated according to employees' responsibility and years of experience, with higher pay for work carried out in particularly challenging environments and greater opportunities for wage or job growth, when possible and whether feasible with the uncertain nature of its main activity. The salary system is understood by the staff and a similar system was established for salaries of local staff, in accordance with local considerations.

The founding principles of our system are cross-cutting equity, 'do no harm', the recognition of the resilience required to work in extremely stressful situations, the relevance of the context in terms of

whether social support systems exist, the application of pre-established and not ad hoc parameters for access and progression. These factors help UPP ensure the best possible working environment for all employees.

This new agreement made with the unions and a review of working conditions resulted in a more flexible approach; psychological assistance (obligatory in some cases); the policies on psycho-physical recovery; maternity and paternity leave were all introduced to the system as described in the Staff Manual and added to every pre-existing contract.

Local staff working abroad are also granted better contractual conditions than those offered in the countries in question, meaning that in many respects local staff are treated in the same way as international staff, with the exception of some specific situations (working out of the office, compliance with local norms, work planning, local holidays etc.).

The cornerstone of the whole system is the wellbeing of staff, as this is directly related to the full respect of the rights of beneficiaries and high standards we apply when implementing our projects.

As well as environmental considerations and working conditions, UPP has also made great efforts to re-organise and expand internal Policies relating to Anti-

fraud, Anti-Terrorism, Whistleblowing, General Health and Safety Standards, Prevention of Sexual Abuse and Exploitation (PSEA) and Accountability, through a complaints system together with the substantial internal investigation system and the reporting channels foreseen in each policy. By exceeding the Sector's minimum standards, UPP has worked hard to carefully describe every principle and every procedure on the basis of its associated vision, intervention and context. Careful considerations were made without generalisations or as a reaction to the sector's growing expectations. These developments will be applied through concrete action, as and when required.

The commitment of each of the organisation's department to learning about these guidelines was even more important: a total of 150 hours of training sessions were carried out throughout the organisation, with emphasis on their practical application.

The robust commitment of each of the organisation's pieces and components to learning about these guidelines was even more important: a total of 150 hours in sessions of training and exchange of lessons learned and practices were carried out throughout the different layers of the organisation. A complex and accurate articulation of these principles and values across daily actions was elaborated in order for the learning to change profoundly our practices far beyond the immediate impact on the sole knowledge.

To this end, each step was taken in the spirit of protection and legitimation in order to protect the people and communities who work with UPP, who trust the organisation to work on their behalf, UPP employees at all levels must be able to recognise and report any event or behaviour which might require official measures if we are to offer peace of mind and safety to people working in extremely volatile and unpredictable conditions.

We value our legitimacy in the eyes of donors and strive to guarantee high standards and investment returns, by reaching goals and minimising any possible negative consequences of actions taken without a full risk assessment and awareness of consequences.

UPP will continue working on the next, important phases of this process over the next few months, with a special focus on Child Protection, Gender Policy, Anti-discrimination, Conflict of Interest and Data Protection.

---

*Photo on page 29:  
Jordan, Amman, Novembre 2018.  
UPP Director with staff in the Amman office,  
during a training on internal policies.  
Photo:UPP*

# NETWORKS

## NATIONAL NETWORKS

Associazione delle organizzazioni italiane di cooperazione e solidarietà internazionale (AOI)  
Collettiva  
Forum italiano dei movimenti per l'acqua  
La Gabbianella  
Municipio dei Beni Comuni e Progetto Rebeldia (Pisa)  
Osservatorio Solidarietà della Carta di Milano  
Piattaforma ONG italiane Mediterraneo e Medio Oriente  
Rete della Pace  
Rete Italiana Disarmo  
Rete Kurdistan per la solidarietà con il popolo curdo  
Rete romana di solidarietà con il popolo palestinese  
Sbilanciamoci!  
Soci Banca Etica  
Tavolo Interventi Civili di Pace  
Tavolo Saltamuri

## INTERNATIONAL NETWORKS

European Commission's Humanitarian aid and Civil Protection (ECHO) partners  
European Peacebuilding Liaison Office (EPLO)  
EU Human Rights Defenders Relocation Platform (EUTRP)  
Iraqi Civil Society Solidarity Initiative (ICSSI)  
NGO Coordination Committee in Iraq (NCCI)  
North East Syria Forum  
Save the Tigris Campaign  
Syrian INGO Regional Forum (SIRF)  
World Social Forum - International Council

# INFORMATIONS

**Official Name:** Associazione Un Ponte Per... (UPP)

**Year of establishment:** 1991

**ONLUS:** Recognized by the "Anagrafe delle Onlus" AGEDRLAZ Prot. n° 0022455 del 27/03/2015

**NGO:** Recognized by AICS - the Italian Agency for Cooperation and Development (Decreto n° 2016/337/000281/5)

**VAT number:** 04734481007

**Fiscal Code:** 96232290583

**Framework Partnership Agreement** with the European Commission Humanitarian Aid Office (ECHO)

**International Partners:** UNICEF, UNFPA, UNESCO, UNHCR, European Commission, ECHO, UNDP, UNOPS, OCHA, CARITAS Switzerland, Swiss Cooperation, AICS - the Italian Agency for Cooperation and Development, Government of the Federal Republic of Germany, French Foreign Ministry - Action Humanitaire France.

**Italian Local Authorities:** 10 Regions, 20 Provinces, 50 Municipalities.

**Annual Budget 2017:** € 9.066.531

# ONLINE

[www.unponteper.it](http://www.unponteper.it)

Facebook: @unponteper

Twitter: @UnPontePer

Instagram: @unponteper

YouTube: unponteper

Linkedin: un-ponte-per

# DONATIONS

*Bank current account:*

Account name: Un Ponte Per...

Bank name: Banca Etica

IBAN: IT 09 T 05018 03200 0000 11007903

SWIFT: CCRTIT2T84A

*Online:*

<https://fundfacility.it/unponteper>

# CONTACTS

## UPP ITALY

### Headquarter

Via Angelo Poliziano 18-20-22  
00184, Rome, Italy  
Tel: +390644702906  
Fax: +390644703172  
info@unponteper.it

### Pisa Office

Piazza Giuseppe Garibaldi 33  
56124, Pisa, Italy  
toscana@unponteper.it

### Italian committees:

Bergamo: bergamo@unponteper.it  
Monza: monza@unponteper.it  
Turin: torino@unponteper.it  
Padua: padova@unponteper.it  
Tuscany: toscana@unponteper.it  
Naples: napoli@unponteper.it

## UPP IRAQ (KRG)

### Erbil Branch

Qasil Rustum st. n. 240/8/520  
Ainkawa, Erbil, Kurdistan Region of Iraq  
erbil@unponteper.it

### Dohuk Branch

KRO road, close to Sheelan Hospital, Shirin Street n. 2  
Dohuk, Kurdistan Region of Iraq  
dohuk@unponteper.it

### Sulaymaniyah Branch

Sulaymaniyah city, Ashti 106,  
Alley 59, House No. 10 (KR I)-Iraq  
sulaymaniya@unponteper.it

### Baghdad Branch

Karrada, Baghdad  
baghdad@unponteper.it

## UPP JORDAN

### Amman Branch

Jabal Alweibdeh, Kulliat Al-Sharia St. 46  
Amman 11191, Jordan - P. O. Box 91061  
amman@unponteper.it  
Facebook: @upp.jordan

## UPP LEBANON

### Beirut Branch

Furn al-Shebbak, Antoine Saad Farah Building 757  
Beirut, Lebanon  
beirut@unponteper.it

## UPP SYRIA

### Amuda Branch

Syria

