

## Frequently Asked Questions: The UPU Emergency and Solidarity Fund

*The UPU has recently launched an appeal for support for Emergency and Solidarity Fund (ESF) projects to assist the Ukrainian Post. Learn more about the ESF and how it can support the postal network in times of crisis and conflict.*

### 1. What is the Emergency and Solidarity Fund?

The Post provides essential services to everyone, everywhere, meaning its infrastructure can provide a lifeline to communities recovering from catastrophe. The Emergency and Solidarity Fund (ESF) is a mechanism operated by the UPU that enables it to provide emergency assistance to Posts whose operations have been affected by large-scale natural disasters and other special situations, including armed conflicts. The ESF ensures the Post is able to deliver during times when the people it serves need it the most.

### 2. What type of assistance does the Fund provide?

The ESF provides the means to finance specific short-term projects that aim to restore postal services in the immediate wake of a crisis. These projects are defined by the UPU secretariat (the International Bureau) in cooperation with the recipient country and can include the provision of postal equipment, training and expert services. Funding covers the projects' design, implementation, coordination, communication and assessment.

### 3. Who is entitled to receive support from the Fund?

Funds are available to UPU member countries. Assistance may be requested by the affected member country or initiated by the UPU International Bureau. The UPU assesses a country's entitlement to ESF funds based on the extent of the damage suffered to postal infrastructure and whether the delivery of basic postal services has been severely jeopardized. The UPU conducts this situation analysis, sometimes with the help of external experts, allowing it to evaluate the extent of damage and to identify priority assistance areas.

### 4. Who launches calls for donations to the ESF?

The UPU International Bureau is responsible for requesting contributions to the ESF.

### 5. Who contributes to the ESF?

Contributions to the ESF are voluntary and regular budget. The ESF project can be combined by regular budget and voluntary contributions. Therefore, the more the ESF is funded, the more we can achieve and help countries facing disasters. The UPU relies on the goodwill and solidarity of member country governments, designated postal operators, restricted postal unions and other postal sector partners who donate to the Fund.

### 6. What type of donations are accepted by the ESF?

The ESF is financed through contributions in cash only. These voluntary contributions are untied to specific actions, allowing the UPU to use available funds respond quickly to developing needs.

### 7. How can donors monitor how the Fund is used?

Upon the completion of each emergency assistance action, the UPU's International Bureau provides a report to its supervisory body, the Council of Administration, which describes the activities undertaken, their impact on the member country's postal service, the use of resources and the lessons learned.