



BUILDING FORWARD BETTER

UNDP IN UKRAINE

**ANNUAL REPORT
2020**



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CONTENTS

Foreword	6
UNDP in Ukraine with 2030 vision: Challenges and opportunities	8
Inclusive Development, Recovery and Peacebuilding	10
Regional Development	11
Homeowners of Ukraine for Sustainable Energy Solutions (HOUSES)	11
Online Education for Sustainable Development	13
The Local Socio-Economic Recovery pilot project	13
Empowered Partnerships for Sustainable Development	15
Recovery and Peacebuilding	16
Strengthening community security and social cohesion	16
Ensuring justice for all	19
Supporting economic recovery	20
Decentralization and local governance	21
Democratic Governance	24
Supporting and strengthening the work of parliament	25
Ensuring the protection of human rights	26
Empowering civil society	28
Promoting gender equality	29
Ensuring accountability and transparency in the health sector	30
Energy and Environment	32
Emissions and efficiency	33
Waste management	34
Climate change	35
COVID-19 response: Building forward better	36
UNDP's immediate response to the pandemic in Ukraine	38
Harnessing digital solutions	40
Supporting Ukraine's digital transformation	42
Mobile apps	44
Online training	45
Governance and social protection	46
Economic recovery	47
Accelerator Lab	48
Air quality	49
Innovation by nature	49
Biomimicry	50
Circular economy	51
Looking ahead	52

FOREWORD



Dafina Gercheva
Resident Representative
UNDP in Ukraine

UNDP IN UKRAINE IN 2020 WITH 2030 VISION:

CHALLENGES
AND OPPORTUNITIES



UNDP's response to the COVID-19 crisis in Ukraine and its support to the Government's pandemic priorities formed an important element of its activities in 2020. However, work also continued unabated, and indeed with a renewed sense of urgency, on the organization's three main portfolios:

1

**INCLUSIVE DEVELOPMENT,
RECOVERY AND PEACEBUILDING**

2

DEMOCRATIC GOVERNANCE

3

ENERGY AND THE ENVIRONMENT

INCLUSIVE DEVELOPMENT, RECOVERY AND PEACEBUILDING

The primary objective of the Inclusive Development, Recovery and Peacebuilding (IDRP) portfolio is to ensure comprehensive, integrated and sustainable improvement in the living conditions of all Ukrainians, leaving no one behind. This programme seeks to ensure everyone without exception has equal access to public services, healthcare and justice and that all men, women, boys and girls are treated equally, fairly and with respect. The IDRPB programme has two separate but synergistic sectoral areas of focus that are designed to ensure all of Ukraine 'builds forward better,' including from the devastating consequences of the conflict in eastern Ukraine:

- 1 REGIONAL DEVELOPMENT**
- 2 RECOVERY AND PEACEBUILDING**

Beginning early in 2020, measures to protect people from COVID-19, and to support an early recovery, were integrated into activities across the programme.



A young family in Rivne operate one of four demonstration family dairy farms that have been set up in Volyn, Rivne, Ternopil, and Khmelnytskyi oblasts under the Sweden/UNDP-supported Family Dairy Farms. Photo: Serhiy Perepelytsia / UNDP Ukraine

REGIONAL DEVELOPMENT

ACHIEVING THE 2030 AGENDA ON SCHEDULE BY 2030 WILL REQUIRE URGENT AND COLLABORATIVE EFFORTS AT ALL LEVELS IN A WHOLE-OF-SOCIETY APPROACH.

THE UNDP REGIONAL DEVELOPMENT PROGRAMME IS PARTNERING WITH LOCAL COMMUNITIES, LOCAL GOVERNMENT ADMINISTRATIONS AND NON-GOVERNMENTAL ORGANIZATIONS.

Achieving the 2030 Agenda on schedule by 2030 will require urgent and collaborative efforts at all levels in a whole-of-society approach, with optimal cooperation between key stakeholders for the sake of peace, prosperity and inclusivity. Through its 24 Regional Development Coordinators (present in every oblast), the UNDP Regional Development Programme is partnering with local communities, local government administrations and non-governmental organizations to mobilize and empower local development actors, improve their access to knowledge and best practices and solutions, support their local initiatives and facilitate local partnerships for sustainable development.

There are four programmatic areas of achievement within the Regional Development programme: 1) the Homeowners of Ukraine for Sustainable Energy Solutions (HOUSES); 2) On-line Education for Sustainable Development; 3) the Local Socio-Economic Recovery (LSER) pi-

lot project; and 4) Empowered Partnerships for Sustainable Development.

HOMEOWNERS OF UKRAINE FOR SUSTAINABLE ENERGY SOLUTIONS (HOUSES)

The Homeowners of Ukraine for Sustainable Energy Efficiency Solutions, also known as "HOUSES," is a joint project with the European Union that was launched in 2018 under the Energy Efficiency Support Programme for Ukraine (EE4U). Its main purpose is to achieve higher energy efficiency for multiapartment buildings, but it also assists locally-supported initiatives to improve and sustain the well-being of residents. The initiative has helped hundreds of thousands of Ukrainians in all 24 administrative regions to manage their homeowners' associations, to develop energy efficiency projects and to apply for grants under the Ukrainian Energy Efficiency Fund (EEF).



Members of HOAs in Severodonetsk and Kramatorsk gather to plant flowers, trees, and bushes in the areas around their housing blocks. Photo: Oleksandr Symonenko/ UNDP Ukraine

UNDP ADDRESSED ENERGY INEFFICIENCIES AND LOSSES IN THE RESIDENTIAL SECTOR BY SETTING UP 2,000 NEW HOAS IN ALL 24 REGIONS OF UKRAINE.

UNDP CONTRIBUTED TO THE REFORMS IN THE HOUSING SECTOR BY ENGAGING WITH LOCAL AUTHORITIES TO PROVIDE GREATER SUPPORT TO THE NEWLY ESTABLISHED HOAS.

In 2020, UNDP addressed energy inefficiencies and losses in the residential sector by setting up 2,000 new HOAs in all 24 regions of Ukraine and preparing them to apply for the Energy Efficiency Fund grants. A total of 504 homeowner associations (HOAs) were established during the pandemic in challenging circumstances.

The EEF received a total of 284 grant applications in 2020, with a combined budget of more than UAH 1.97 billion (USD\$ 70.52 million), a total energy savings of 127.5 million kilowatts, and a CO₂ reduction of 33.8 thousand tonnes. Of this total, 169 (60 per cent) were from UNDP-trained HOAs.

In addition, UNDP contributed to the reforms in the housing sector by engaging with local authorities to provide greater support to the newly established HOAs. In total, some 95 partner municipalities have thus far initiated the development and implementation of the HOA Support Programmes at the local level.

UNDP also strengthened the operational and management capacities of 5,545 HOAs

(2,000 of which were newly created) and trained more than 13,000 women and men – representatives of the HOAs and local authorities – in energy efficiency, and financing options available through the “ENERGODIM” programme. In total, more than 1.3 million people were reached through various information dissemination activities and informed about the advantages of HOAs as an effective forum for improving and managing energy efficiency.

When the COVID-19 pandemic swept across Ukraine in 2020, UNDP was able to work with the network of 24 coordinators, 344 local authorities and nearly 4,000 homeowners’ associations to communicate important health-related information to about 2.4 million people across the country. Working with the World Health Organization (WHO), UNDP produced more than 100,000 posters detailed information about the new coronavirus, how to avoid contracting it and how to protect families. More information on this initiative can be found below in the section on UNDP’s response to the pandemic.



UNDP launched an online educational course called “Act Further: Sustainable Development for Civic Activists.” The course is aimed at representatives of non-governmental organizations, opinion leaders, civic activists and anyone who is concerned about the country’s environmental, social and economic issues, and those who are ready to support changes for sustainable development.

BY THE END OF THE YEAR, 30,123 E-LEARNERS SUBSCRIBED FOR COURSES ON DIFFERENT EDUCATIONAL PLATFORMS – 60 PERCENT OF THEM WOMEN.

ONLINE EDUCATION FOR SUSTAINABLE DEVELOPMENT

The Online Education for Sustainable Development project provides advanced training on how to plan, implement and evaluate sustainable development at the national and local levels. There are three primary platforms in the system, one each for the private sector, civic activists and civil servants. By the end of the year, it was estimated that 30,123 e-learners subscribed for courses on different educational platforms (of which 60 percent are women). By the end of 2020, 69 percent successfully completed their learning courses and received certificates.

In 2020, nearly 18,900 (62 percent women) representatives of the key national development institutions, civil society, micro, small and medium-sized enterprises (MSMEs), and national and local authorities, improved their capacity in applying the principles the 2030 Agenda in their regular work by completing online training programmes on sustainable development. Of them, some 8,971 public servants (61 percent women) improved their practical skills in remote work by completing a dedicated online course developed by UNDP in cooperation with the National Agency of Ukraine for the Civil Service.

Improved opportunities and free access to e-learning on the SDGs and the 2030 Agenda were provided to local authorities through a

dedicated online training course “Act further: Sustainable development for civil servants. By the end of 2020, 9,527 public servants from all regions of Ukraine had successfully completed the course and got certified. There are stories of exceptional success, like Trostianetska amalgamated territorial community (Sumy Oblast), a leading community in sustainable local development in Ukraine, where 100 percent of employees of public entities and local government officials completed the course.

THE LOCAL SOCIO-ECONOMIC RECOVERY (LSER) PILOT PROJECT

In early 2020, most regional and local authorities in Ukraine faced significant challenges in assessing the pandemic’s impact, and thus were hampered in their efforts to develop effective crisis response and recovery measures. In response, UNDP, together with other UN agencies, conducted a country-wide COVID-19 socio-economic impact assessment to better inform local interventions. Using the results of this study as a guiding framework, UNDP formulated and initiated a pilot project to address the negative consequences of the pandemic in Ukraine. The initiative, called the Local Socio-Economic Recovery (LSER) project, was built on the success of an extended partnership between UNDP and Kherson Oblast. It involves a detailed COVID-19 so-



A teacher uses devices, a Wi-Fi router, and a broadband Internet connection procured by UNDP for communities and local schools to teach a lesson remotely. Photo: Serhiy Perepelytsia / UNDP Ukraine



Children show off a device procured by UNDP for communities and local schools. UNDP has also provided Wi-Fi routers and broadband Internet coverage. Photo: Serhiy Perepelytsia / UNDP Ukraine

cio-economic response and recovery action plan that was developed and adopted at the regional level. The lessons from the pilot project informed the 2021-2023 Action Plan of the Kherson Oblast Development Strategy for 2021-2027, as well as those from other thematic regional programmes.

Through the LSER pilot project some 46 public servants representing regional and local authorities received advisory and expert support on crisis response and recovery measures in 2020. Many more such capacity-building exercises are planned for 2021. The Kherson regional government contributed US\$30,000 to support 12 projects targeting the most affected local communities and to address the region's specific priorities in areas of tourism infrastructure development, social entrepreneurship for women and youth, improved access to quality healthcare and rapid diagnosis, improved access to online education and quality administrative service for vulnerable groups and residents of remote settlements. In total, 24,225 women and 18,275 men are benefitting from improved livelihoods in targeted local communities of Kherson Oblast through this area of support.



To develop social entrepreneurship and create additional economic opportunities for women and young people, UNDP procured and delivered sewing machines to Nyzhni Sirohozy in Kherson Oblast. Photo: Serhiy Perepelytsia / UNDP Ukraine

EMPOWERED PARTNERSHIPS FOR SUSTAINABLE DEVELOPMENT

The Swedish International Development Cooperation Agency (SIDA) started working with UNDP in 2019 to develop challenge-driven partnerships via the Empowered Partnership for Sustainable Development project in different parts of Ukraine. By the end of 2020, six local, sustainable development pilot initiatives were designed and implemented:

1. "Launch of Public Workshops in three Communities of Cherkasy region" (Cherkasy Oblast); "Family Dairy Farms – People's Well-Being and Sustainable Rural Development" (Rivne Oblast);
2. "The Way of a Snail: Partnership Model Based on the Example of Snail Family Farms Development" (Ternopil Oblast);
3. "Revolving Fund: Partnership for Energy Efficiency in Multi-Apartment Buildings in Mykolaiv and Odesa oblasts" (Mykolaiv Oblast);
4. "Zero Waste" Model in Action (Lviv Oblast),

5. "Establishment of a Transport and Tourist Hub on the Territory of Mamaivtsi Amalgamated Territorial Community" (Chernivtsi Oblast).
6. "Sustainable Mobility – Transport Infrastructure Modernization of the Town of Nadvirna" (Ivano-Frankivsk Oblast). This initiative is unique among the others in that it was set up as a cross-border initiative through a partnership with two cities in Poland: the Nadvirna (Ukraine) and Prudnik (Poland) city councils.

Also, through this programme, at least 1,700 beneficiaries from rural areas, 69.7 percent of them women, saw their livelihoods improve through agricultural and non-agricultural business initiatives, including family dairy farms and snail-farming agro-cooperatives. Another 152 economic entities and 174,129 people improved their livelihoods through non-business initiatives in 16 oblasts of Ukraine: Cherkaska, Chernihivska, Chernivtsi, Ivano-Frankivsk, Kherson, Khmelnytsk, Kyiv, Lviv, Mykolaiv, Rivne, Ternopil, Vinnytsia, Volyn, Zakarpattia, Zaporizhzhia and Zhytomyr.



UNDP, in partnership with the Government of Canada, has provided a mobile Administrative Service Centre (ASC) to Sievierodonetsk community in Luhansk Oblast. The mobile ASC, with three administrators on board, travels every Tuesday to remote villages to deliver public and administrative services to local residents. Photo: Vitalii Shevelev / UNDP Ukraine

RECOVERY AND PEACEBUILDING

TWELVE INTERNATIONAL PARTNERS SUPPORT THE PROGRAMME: THE EUROPEAN UNION (EU), THE EUROPEAN INVESTMENT BANK (EIB) AND THE GOVERNMENTS OF CANADA, DENMARK, GERMANY, JAPAN, THE NETHERLANDS, NORWAY, POLAND, SWEDEN, SWITZERLAND AND THE UNITED STATES.

The United Nations Recovery and Peacebuilding Programme (UN RPP) was launched in 2014 to address priority needs in eastern Ukraine following the outbreak of the armed conflict in the region. It is implemented by four United Nations agencies: UNDP, the UN Entity for Gender Equality and the Empowerment of Women (UN Women), the United Nations Population Fund (UNFPA) and the Food and Agriculture Organization of the United Nations (FAO). Twelve international partners support the Programme: the European Union (EU), the European Investment Bank (EIB) and the governments of Canada, Denmark, Germany, Japan, the Netherlands, Norway, Poland, Sweden, Switzerland and the United States.

The Programme is on the ground in three conflict-affected oblasts: Donetsk, Luhansk, Zaporizhzhia. It also has additional activities in the nearby oblasts of Dnipropetrovsk, Zhytomyr, Odesa, Poltava, Kharkiv and Kherison. It has three primary components and

several separate initiatives and projects – all of which are designed in synergy to achieve lasting peace and economic revitalization in the conflict-affected eastern regions of Ukraine, as well as to enhance the region's resilience to shocks (such as the COVID-19 pandemic).

The three programmatic components are: 1) to strengthen community security and social cohesion; 2) to support the economic recovery of conflict-affected communities; and 3) to support the implementation of decentralization and local governance reforms in government-controlled areas of Donetsk and Luhansk oblasts.

STRENGTHENING COMMUNITY SECURITY AND SOCIAL COHESION

In 2020, more than 360,000 persons living in conflict areas (57 percent of whom are women) benefited from improved social infrastructure and quality public services



The European Union and UNDP have transferred motorboats to rescuers in Donetsk Oblast. The boats will be used during rescue operations along the Sea of Azov coast. Photo courtesy of the Main Department of the State Emergency Service of Ukraine in Donetsk Oblast. Photo: Artem Hetman / UNDP Ukraine

through the UN RPP. The reconstruction of 119 public facilities, funded by a European Investment Bank loan, guided and technically monitored by UNDP, is ongoing. These include hospitals, kindergartens, schools, hostels for IDPs, water and power supply systems. Over 20,700 people (49 percent women) benefited from new jobs and livelihoods created with UNDP support.

The Programme also oversaw the implementation of 260 separate local initiatives in 2020 to promote the rule of law, gender equality, social cohesion and community security. More than 150,000 residents (56 percent women) of conflict-affected oblasts benefited from these interventions.

According to a UNDP Security and Justice survey, the share of women and men who are satisfied with the quality of security services in the eastern oblasts increased from 65 percent to 75 percent during 2020. Estimates indicate there has been an increase in civic optimism as well, from 25 percent to 44 percent in Donetsk Oblast, and from 21 percent to 40 percent in Luhansk Oblast.

In 2020, the network of Community Security Working Groups (CSWGs), advisory groups that form a point of contact between local communities and state security and justice bodies, was expanded from 30 to 48 conflict-affected communities. More than 920 representatives of the conflict-affected population (64 percent of whom are women) are active members of these CSWGs. Based on a recent survey, around 84 percent of the members of CSWGs feel their voices are heeded in matters of improving community security. Some 89 percent of them are convinced that these groups are making positive changes in their communities, as well as contributing to gender equality, youth engagement and inclusivity objectives at the local level.

The proportion of women in leadership positions within social dialogue and reconciliation mechanisms increased from 60 percent in 2019 to 64 percent in 2020. At least 83 percent of members of CSWGs confirmed these groups are making significant contributions to achieving gender equality in their communities. In cooperation with



UNDP under the United Nations Recovery and Peacebuilding Programme renovated a police station in the Triokhizbenka community, Luhansk Oblast, which is located 2 kilometers from the conflict's 'contact line' in eastern Ukraine. The work to renovate the police station was carried out with the financial support of the governments of Denmark, Sweden and Switzerland. Photo: Vitaliy Shevelev / UNDP Ukraine

UNFPA, UNDP supported the overhaul of two shelters and promoted the establishment of a third. The Programme also helped established two separate day centres in conflict-affected Donetsk and Luhansk oblasts to provide assistance to survivors of sexual and gender-based violence (SGBV) and domestic violence. Overall, more than 9,000 women and girls in Ukraine accessed SGBV-survivor services at centres like these in 2020.

To support the implementation of the Community Police Officer project, 20 police stations in Donetsk and Luhansk Oblast were provided with computer equipment and furniture. UNDP also supported the renovation of the Triokhizbenka village police station, located just 2 km away from the "contact line" in Luhansk Oblast, and which serves 1,900 people in the local community.

Rescue units of the State Emergency Service and the centres for safety and security, working along the "contact line" and the Azov Sea coastline, benefitted from specialized

medical, fire extinguishing, meteorological, digital communication, navigation and diving equipment which will help increase work efficiency and the ability to respond rapidly to security and environmental threats.

A network of Ambassadors of Peace, comprised of 73 active citizens (69 of whom are women) is active in the communities of Donetsk and Luhansk oblasts. The ambassadors promote the understanding and application of non-violent communication methods, the principles of human rights, and gender equality. In 2020, more than 2,000 young women and men (53 percent women) benefited from this network.

To strengthen the capacity of security service providers to respond to the COVID-19 pandemic, the programme also provided the departments of the State Emergency Service and the National Police in Donetsk, Luhansk and Zaporizhzhia oblasts with necessary PPE, specialized disinfecting equipment and surface disinfectants.



"Green rooms" are specially equipped spaces for effective communication with children and teens who have come into conflict with the law, and those who have witnessed crimes or suffered from domestic violence. Photo: Artem Hetman / UNDP Ukraine

THE PROGRAMME WORKS TO ENSURE EVERYONE HAS EQUAL ACCESS TO LEGAL RECOURSE AND PROTECTION.

ENSURING JUSTICE FOR ALL

As a major component of strengthened community security involves establishing the rule of law and a fair system of justice, the Programme works to ensure everyone has equal access to legal recourse and protection.

More than 23,900 people (65 percent women) from Donetsk and Luhansk oblasts received free legal assistance from UNDP-supported service providers. According to a survey, around 75 percent of the local population (equally men and women) were satisfied with the quality of free legal aid service provision in their communities.

A comprehensive legal mapping of four types of legal cases was carried out to shed light on the actual path to justice for people who register births or deaths in NGCAs, seek to get compensation for housing destroyed as a result of the armed conflict, those who survive domestic violence, or those confirming the duration of their employment. The purpose of the study is to find out how

the actual path to justice differs from the one determined by the legislation and suggest possible actions.

UNDP also facilitated the creation of an online learning platform for training free legal aid volunteers. The first eight courses covered an introduction to the free legal aid system and volunteering, the basics of effective communication, the rights of internally displaced persons (also known as "IDPs"), prevention of domestic violence, and other issues.





Oleksandr Chaplyk, manufacturer of elite dairy products, tends one of his cows at his farm in Verkhniokamianske, Donetsk Oblast. In 2017, he received a first grant of US\$20,000 to launch a farm. Later, thanks to the UN Recovery and Peacebuilding Programme, he purchased additional equipment and set up a cheese factory.
Photo: Maksym Vogin / UNDP Ukraine

UNDP SUPPORTED THE ESTABLISHMENT AND/OR EXPANSION OF 582 SMALL BUSINESSES, INCLUDING 236 WOMEN-LED ENTERPRISES, BRINGING JOBS TO 321 CONFLICT-AFFECTED PERSONS.

SUPPORTING ECONOMIC RECOVERY

UNDP launched several online programmes to train entrepreneurs in the practical skills of running small businesses. UNDP also supported the establishment and/or expansion of 582 small businesses, including 236 women-led enterprises, bringing jobs to 321 conflict-affected persons (57 percent women). Some 160 entrepreneurs (55 percent women) from Donetsk, Luhansk and Zaporizhzhia oblasts participated in the online business exposition East Expo 2020, conducted in partnership with the Ministry of Digital Transformation, and using the platform of the government's portal Diia.Business. As part of the East Expo 2020, 76 entrepreneurs (28 of whom were women) participated in online bilateral B2B meetings and found new clients and partners from other regions of Ukraine and abroad.

In 2020, UNDP completed an assessment of opportunities for the rapid recovery of value chains in areas along the Azov Sea coastline. The support is targeting prioritized value chains to ensure employment, productivity growth, and investment inflows.

UNDP reduced corruption risks as part of the implementation of a € 200 million recovery loan from the European Investment Bank for local governments in nine oblasts. Some of the money was used to fully reconstruct 42 social infrastructures (schools, kindergartens, hospitals etc.), which created new jobs for more than 3,500 persons (13 percent women). The proportion of local stakeholders who are satisfied with EIB sub-project implementation increased from 75 percent in 2019 to 99 percent in 2020.

UNDP is currently supporting the renovation of classrooms and dormitories in seven vocational education and training (VET) institutions of Donetsk, Luhansk and Zaporizhzhia oblasts, which began in late 2020 and is continuing into 2021. In response to evolving demands of the labour market, UNDP developed a new training course on the basics of entrepreneurship with the intention of increasing employment opportunities for graduates. The Ministry of Education and Science approved the course, allowing it to be included in the study programme of selected VET institutions starting in 2021.



Anastasiia Muranova, the owner of an English language school. The UNDP-supported school started with one room and five students. Now the business includes three schools and 800 students in Sievierodonetsk, Luhansk Oblast. Photo: Yuriy Yudin / UNDP Ukraine



Hanna Cheban, the owner of a plastic waste recycling company. Hanna, along with other entrepreneurs who recycle waste, works with associations of co-owners of apartment buildings, buying raw materials from them. The plastic granules obtained from processing are used by enterprises that make industrial pipes, packaging, plastic films, containers for industrial liquids, and furniture accessories. Photo: Dmytro Burko / UNDP Ukraine

UNDP also developed three curricula for short-term training courses on Car Diagnostics, Tire Mounting, and Nozzle Cleaning and equipped a workshop to conduct these types of training sessions in Sievierodonetsk (Luhansk Oblast). In addition, 11 institutions of the State Employment Service and vocational education received 276 units of equipment designed to upgrade and facilitate teaching standards and quality of services. The equipment included IT-enabled electronic teaching tools and specialized furniture.

DECENTRALIZATION AND LOCAL GOVERNANCE

In 2020, UNDP continued interventions to strengthen core government functions at the local level as a way to improve service delivery in the conflict-affected areas of Ukraine. This area of support has also paid particular attention to the needs of women. Compared to men, women have been more dissatisfied with existing practices of service provision. When asked if they would access public services if those services were brought to them, 91 percent of women surveyed said yes. Based on the insights collected from the target groups (77 percent women), UNDP



Mobile Administrative Service Centres provide local residents of eastern Ukraine, including the elderly, persons with disabilities and those living in remote areas close to the conflict's 'contact line', with much-needed administrative services quickly and efficiently. Photo: Vitaliy Shevelev / UNDP Ukraine

TO FURTHER EXTEND THE REACH OF PUBLIC SERVICES, 43 REMOTE WORKSPACES WERE CREATED IN 18 RURAL SETTLEMENTS, EMPLOYING 96 SPECIALISTS WHO PROVIDED SERVICES TO MORE THAN 35,000 PEOPLE.

supported the design of 10 mobile Administrative Service Centres (ASCs) and provided them with adequate furniture, computers and other instruments. The vehicles were constructed to be gender-responsive, inclusive and child-friendly, and staff were trained in gender-responsive service provision, conflict sensitivity and the particular concerns of vulnerable populations.

To further extend the reach of public services, 43 remote ASC workspaces were created in 18 rural settlements along the "contact line," employing 96 specialists who provided services to more than 35,000 people (57 percent women) in 2020. Moreover, on the basis of the newly created Module Centre at the conflict's entry-exit checkpoint in Shchastia (Luhansk Oblast), an ASC was established, and the necessary equipment and furniture procured by the Programme for the provision of services to the people coming from the NGCA. In addition, 11 Citizens' Advisory Bureaus rendered 1,534 quality administrative, legal and psychological services to conflict-affected people (63

percent women), especially the most vulnerable groups, including IDPs and elderly.

As of late 2020, 34 Public Councils (PC) are now fostering citizens' participation in the development, implementation and monitoring of local policies. More than 450 recommendations, developed by the PCs, have so far been implemented.

In response to the coronavirus pandemic, 160 oxygen concentrators, 5 ventilators and 10 patient monitors were handed over to the healthcare providers in Donetsk and Luhansk oblasts, benefitting more than 3,100 medical workers. Moreover, the programme helped develop a new training course for emergency medical care workers in cooperation with Bakhmut Medical College, and introduced a training and certification course for ambulance drivers to become emergency medical technicians (EMTs).

Aside from the aforementioned activities, the following highlights additional UN RPP achievements in the area of support to local governance:



Personnel of Administrative Service Centres participate in a training session organized by EU/UNDP under the UN Recovery and Peacebuilding Programme.
Photo: Artem Getman / UNDP Getman

MORE THAN 2,100 REPRESENTATIVES (85 PERCENT WOMEN) OF LOCAL AUTHORITIES AND OTHER TARGET GROUPS REGISTERED WITH UNDP'S SCHOOL OF RESILIENT COMMUNITIES.

- More than 2,100 representatives (85 percent women) of local authorities and other target groups registered with The School of Resilient Communities – an online platform UNDP developed to train local authorities to meet the needs of their communities in a timely manner. Some 59 percent of them have so far completed their courses.
- Twenty-nine Youth Public Councils were created, involving some 410 young women and men.
- A study of ecological hazards in Donetsk and Luhansk oblasts was commissioned, and four local environmental protection strategies for the target communities of Donetsk and Luhansk oblasts were elaborated.
- UNDP is piloting a comprehensive model of public finance management in selected communities. Four communities benefited from integrated and gender responsive social services where UNDP

developed websites and mobile applications to reduce the exposure of residents to the risk of COVID-19 infection.

- A pilot project was launched to create an electronic model for land registry and the management of other community resources.
- Progress was made in implementing gender-responsive fiscal decentralization in communities in eastern Ukraine.

Through its Democratic Governance portfolio, UNDP is assisting Ukraine to build resilient state institutions, to combat corruption, and to protect human rights. This is being achieved through a range of initiatives, including supporting and strengthening the work of parliament, ensuring the protection of human rights, empowering civil society and youth activists, promoting gender equality, and ensuring accountability and transparency in the health sector.

DEMOCRATIC GOVERNANCE

Through its Democratic Governance portfolio, UNDP is assisting Ukraine to build resilient state institutions, to combat corruption, and to protect human rights. This is being achieved through a range of initiatives, including:

- 1 SUPPORTING AND STRENGTHENING THE WORK OF PARLIAMENT**
- 2 ENSURING THE PROTECTION OF HUMAN RIGHTS**
- 3 EMPOWERING CIVIL SOCIETY**
- 4 PROMOTING GENDER EQUALITY**
- 5 ENSURING ACCOUNTABILITY AND TRANSPARENCY IN THE HEALTH SECTOR**



There are no regulations in place for the Verkhovna Rada of Ukraine to work in telecommuting mode during a pandemic, so MPs still have to go to the plenary hall in person, although there are extra safety measures in place to prevent the spread of COVID-19. Photo: Ivan Dobronosov

SUPPORTING AND STRENGTHENING THE WORK OF PARLIAMENT

UNDP, WITH THE SUPPORT OF THE EUROPEAN UNION, CONTINUED WORKING WITH THE UKRAINIAN PARLIAMENT IN SEVERAL DIFFERENT AREAS IN 2020.

DESPITE THE LOCKDOWN, THIS PARTNERSHIP PRODUCED EXCELLENT RESULTS.

UNDP, with the support of the European Union, continued working with the Ukrainian Parliament in several different areas in 2020. Despite the lockdown, this partnership produced excellent results. For example, the parliamentary oversight function was strengthened with methodological recommendations developed by the Parliamentary Reform Project (PRP), which were piloted by eight parliamentary committees. Some of these recommendations made their way into legal provisions with the adoption of the Draft Law No. 4131 of 3 December 2020.

Other activities and achievements in support of parliamentary reform in 2020 included:

- A new approach to the planning and prioritization of parliamentary legislative work was launched with the adoption of the Plan of the Legislative Work of the Verkhovna Rada of Ukraine (VRU), based on PRP recommendations on legislative planning.
- The first ever Human Resource Management Strategy and an Action Plan for its implementation were developed and approved by the Head of the VRU Secretariat. At least 70 percent of the measures in the 2020 Action Plan were successfully implemented by the end of 2020. In particular, an online training platform was developed, with 15 online training courses made available to VRU staff, members of parliament and their assistants.
- Many innovations aimed at improving the VRU Secretariat's institutional capacity were implemented, including the first gender assessment of the Secretariat, the introduction of quality management standards, a functional and institutional analysis with recommendations for the strategic options of parliamentary development.



A local resident is interviewed on camera during the Human Rights Day in Your City campaign in Mariupol, February 2018. Photo credit: Tetiana Sheburenkova / UNDP Ukraine

- More than 10,000 children are now more aware of the work of the Ukrainian Parliament through visiting its Education Center, both online and in person.
- PRP support for the implementation of

the VRU Communication Strategy boosted parliament's social media channels. For example, the audience of the Facebook page of the Verkhovna Rada increased from 20,700 in December 2019 to 100,569 in just 12 months.

ENSURING THE PROTECTION OF HUMAN RIGHTS

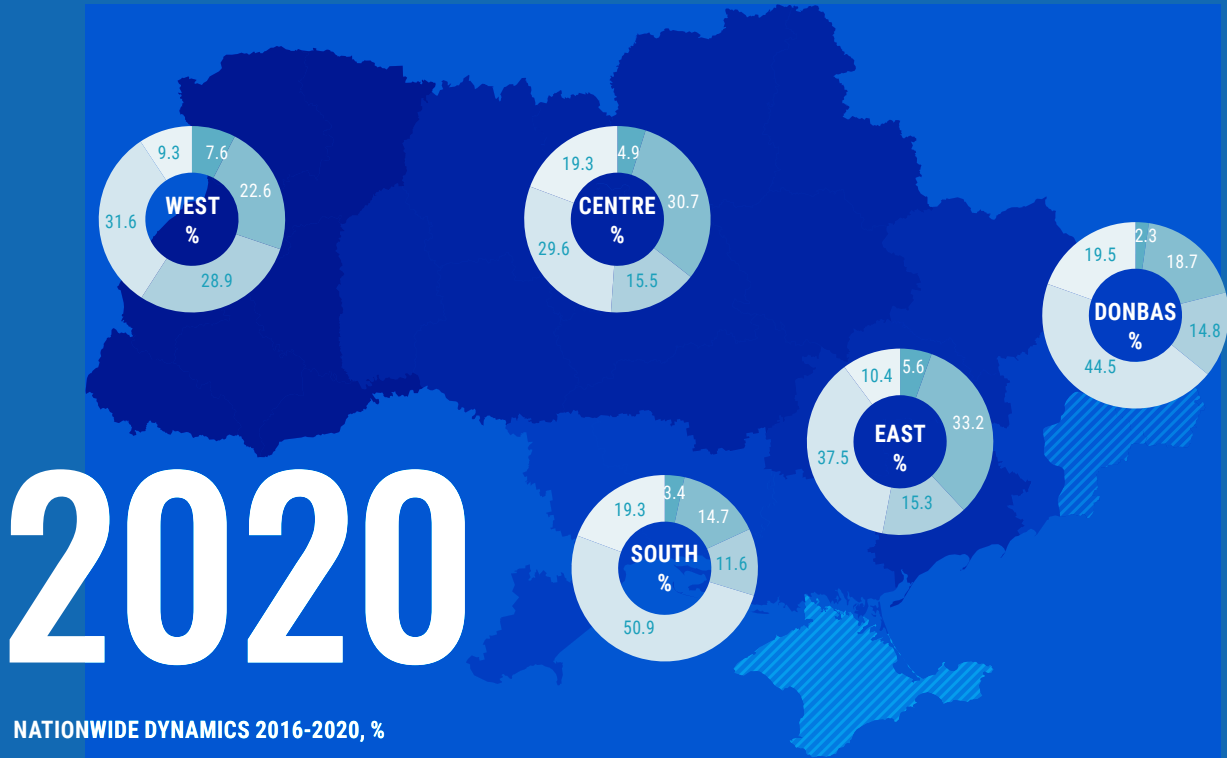
UNDP presented the results of the third wave of a sociological survey in Ukraine that revealed changes in Ukrainians' perception of human rights from 2016 to 2020. The sociological survey indicated positive trends, notwithstanding the pandemic lockdown. It showed that Ukrainians in 2020 are more tolerant, respectful of human rights, and better prepared to defend their rights.

Considering the media are the most significant source of information about human rights, UNDP promoted human rights values in journalism education in 2020 by supporting the second Human Rights Academy for Journalism Professors. The forum engaged 30 professors of journalism from 19 universities to promote human rights values in journalism education.

HUMAN RIGHTS OBSERVANCE IN UKRAINE

WHAT UKRAINIANS KNOW
AND THINK OF HUMAN RIGHTS.
PROGRESS STUDY 2020

ASSESSMENT OF PROGRESS WITH THE OBSERVANCE OF HUMAN RIGHTS
AND FUNDAMENTAL FREEDOMS IN UKRAINE FOR THE LST YEAR, REGION SPECIFIC (%)



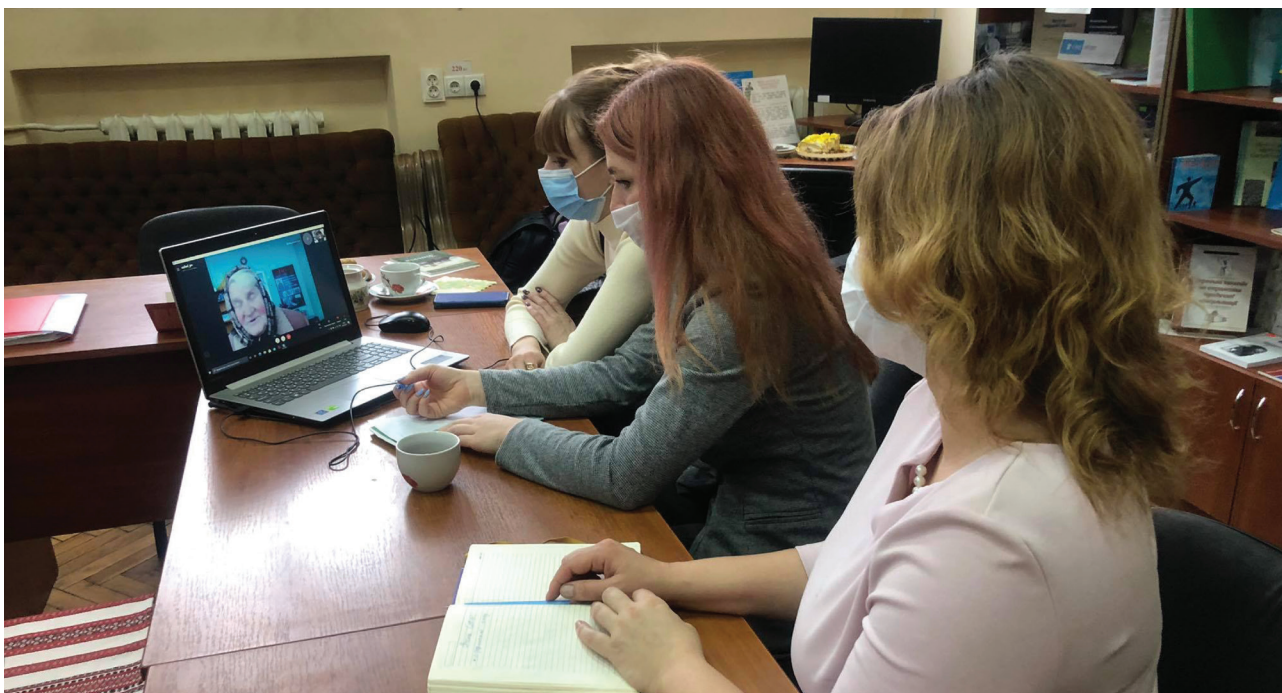
NATIONWIDE DYNAMICS 2016-2020, %

Year	Improved	Deteriorated	Some improved, some deteriorated	Not much changed	Hard to say
2020	5.0	25.8	18.0	35.7	15.6
2018	3.5	33.8	17.3	28.7	16.7
2016	3.9	35.2	22.5	28.4	9.9

- The situation has improved
- The situation has deteriorated
- Some human rights in the situation has improved; for other it has deteriorated
- Not much has changed
- Hard to say

Since the launch of the Human Rights Academy in 2018, two-thirds of universities teaching journalism have started human rights programmes, reaching more than 3,250 students by 2020. Despite the challenges of the pandemic lockdown, 80 young journalism students proactively participated in the third Pravolyudanist Mediafest 2020, which was

held virtually. Working in different cities, students, using innovative digital solutions, managed to produce four videos on the top human rights challenges that have been exacerbated by COVID-19 pandemic restrictions, such as GBV, conflict related challenges, places of detention, and children's rights.



Representatives of a UNDP grantee, Podil Law League, provide legal counselling remotely to a woman from a rural area of Khmelnytskyi Oblast. Photo courtesy: Podil Law League

EMPOWERING CIVIL SOCIETY

IT IS EXPECTED THAT THE IMPLEMENTATION OF THE PROGRAMME WILL INCREASE YOUTH CIVIC ACTIVITY IN PUBLIC LIFE BY 20 PERCENT OVER THE NEXT FIVE YEARS.

TOGETHER WITH ITS MANY PARTNERS, UNDP CONTINUED ITS WORK IN 2020 TO SUPPORT THE 2,555 STATE-OWNED ENTERPRISES IN UKRAINE TO BECOME MORE TRANSPARENT.

The environment for youth civic engagement and participation has improved significantly due to the development of key legal and policy documents. UNDP provided strategic support in 2020 to the Ministry of Youth and Sports of Ukraine by supporting the development of the State Target Social Programme Youth of Ukraine 2025, leveraging the Youth Participation Index as a tool to assess its progress. It is expected that the implementation of the programme will increase youth civic activity in public life by 20 percent over the next five years.

Civil society organizations, with UNDP's support, successfully innovated various digital tools to support the implementation of democratic governance reforms in 2020. More specifically, the All-Ukrainian Civic Budget was piloted in five oblasts; and the e-Freight (E-TTN) system was launched in partnership with the Ministry of Digital Transformation and the Ministry of Infrastructure. Citizens' engagement in the lives of their communities was also enhanced through online

platforms, whose popularity was evidenced by the 10,000 unique viewers joining the UNDP-supported Civil Society Development Forum, with telebridges to 24 regions of Ukraine, and the Youth Worker Forum launched in the format of the First Online Youth TV Channel which had more than 15,000 views on its first day alone.

Together with its many partners, UNDP continued its work in 2020 to support the 2,555 state-owned enterprises in Ukraine to become more transparent, in part through the development of a specialized module on the ProZvit portal. New features of the portal introduced in 2020 include a system of risk-indicators to monitor operational efficiency. The system has been praised by the leadership of the Ministry of Economic Development, Trade and Agriculture of Ukraine.

UNDP also engaged with Civil Society Organizations to address human rights violations and to support the most vulnerable Ukrainians during the COVID-19 pandemic.

As part of this initiative, more than 5,000 representatives of vulnerable groups received information and legal support from civil society and volunteers. The programme also helped establish a new coordination centre for COVID-19 volunteer activities, through which 1,967 young women and men were mobilized to support their most vulnerable compatriots.

UNDP supported a sociological survey “How does Ukrainian youth live in the times of COVID-19?” which revealed that young men on average are taking less precautions related to COVID-19: 80.6 percent of young men aged 14 to 35 wear face masks (compared to 86 percent of women); 76.7 percent of men disinfect and wash their hands (85.2 percent of women); and 32.6 percent of men comply with restrictions on attending public institutions (42.3 percent of women).



Restrictions on communication, a sharp change in lifestyle, education and employment format, involvement in social activities; discomfort for children, young families and many other changes have exposed the vulnerability of young people to the effects of the coronavirus pandemic.

PROMOTING GENDER EQUALITY

UNDP continued its relentless support to achieving gender equality in Ukraine, making significant progress on a number of fronts in 2020. Within the context of its democratic governance portfolio, it is working to empower women to actively participate in politics and decision making in their communities. In response to the results of a research project called *Integrity and Inclusiveness of the Democratic Process in Ukraine*, the organization launched an initiative to address women’s underrepresentation in politics at the subnational level. The pilot programme, *School of women’s political participation*, was designed to increase the number of women in local councils by selecting 25 women leaders for a comprehensive training programme and mentorship support. Among the 25, 19 ran in local elections in October 2020 and four were elected to the councils.

Following the successful results of this initiative, UNDP developed another training programme called *I Am a Councilor* for 50 newly elected women from Zakarpattia, Khmelnytskyi, Mykolaiv and Kherson oblasts. The programme was launched on 22 December 2020 and is aimed at empowering women to effectively perform in their new public role and to specifically address the needs of vulnerable groups of women amongst their constituents.



Yuliya Havrylyuk,

the town of Nova Kakhovka in Kherson Oblast, entrepreneur and president of a charitable foundation

“It’s past time for women to take their rightful place, side by side with men, in the rooms where their children’s and grandchildren’s fates are decided,” said Hillary Clinton.

There’s a misconception that women are “the weaker sex” and that their place is only in the kitchen and beside their children. But what do we see in actual fact? Society is changing. The possibilities for women to make their own choices about where and how to advance gives them confidence and strength. By considering the experience of countries where women are in leadership positions (Finland), I realize that we’re the future. Women’s views on life and politics are too important to be ignored.”

Photo courtesy: Yuliya Havrylyuk



Medical personnel in Myrnohrad, Donetsk Oblast. Photo: Artem Getman / UNDP Ukraine

ENSURING ACCOUNTABILITY AND TRANSPARENCY IN THE HEALTH SECTOR

UNDP IS CURRENTLY IMPLEMENTING 122 NATIONAL HEALTH PROGRAMMES, WITH A TOTAL BUDGET OF \$598 MILLION.

UNDP LAUNCHED THE FOURTH ROUND OF MONITORING AIMED AT COLLECTING DATA ON THE PROCUREMENT AND DISTRIBUTION OF MEDICINES TO LOCAL HOSPITALS IN 17 REGIONS.

Since 2015, UNDP has supported the Ministry of Health of Ukraine (MOH) with the public procurement of medicines, medical devices and health products. During this time, UNDP worked closely with the government to reshape the national market for pharmaceutical and health products through the development of systems that build in greater transparency in public procurement processes. This initiative succeeded in improving procurement procedures, positively impacting accessibility to certain medicines and allowing new medical products to enter the Ukrainian market for the first time.

In 2020, UNDP continued to manage the public procurement of medicines and other medical products as per agreement with the

Ministry of Health. UNDP is currently implementing 122 National Health Programmes, with a total budget of \$598 million (antiviral, cardiovascular, immunology, mental health, metabolic and hormone, motor neuron, oncology, orphan diseases, palliative care, reproductive, respiratory and TB medicines and products, blood products, and others).

A number of life-saving medicines were procured and delivered by the programme with state budget funds for the first time in 2020. For example, emicizumab – an innovative medicine for children with haemophilia – was supplied for the first time at the beginning of February 2020. The procurement price of emicizumab in Ukraine is up to 53 percent lower than in several other European

IN SEPTEMBER, MEDICINE FOR MULTIDRUG-RESISTANT TUBERCULOSIS TREATMENT – BEDAQUILINE – WAS PROCURED AND DELIVERED.

UNDP LAUNCHED THE FOURTH ROUND OF MONITORING AIMED AT COLLECTING DATA ON THE PROCUREMENT AND DISTRIBUTION OF MEDICINES TO LOCAL HOSPITALS IN 17 REGIONS.

countries. In September, medicine for multidrug-resistant tuberculosis treatment – bedaquiline – was procured and delivered. It is expected that the procured quantity of bedaquiline will allow 4,645 Ukrainian patients with multidrug-resistant tuberculosis to receive vital treatment.

Other activities and achievements in the health sector during 2020 include:

- To provide an overview of health procurement at the subnational level, the decision-making process and to identify gaps and opportunities, UNDP finalized a subnational health procurement capacity assessment in 31 medical establishments of Donetsk, Luhansk, Poltava, Rivne and Volyn oblasts.
 - UNDP launched the fourth round of monitoring aimed at collecting data on the procurement and distribution of medicines to local hospitals in 17 regions of Ukraine and the city of Kyiv. Six civil society organizations were awarded low-value grants. The aim is to undertake an independent, third-party assessment, thus receiving real-life information about the availability and access to medicines that UNDP procures and to develop the capacity of Ukrainian patients' organizations to conduct autonomous, impartial surveys.
 - UNDP prepared and presented a report on the impact of healthcare waste management practices in medical establishments in Ukraine. This research project sought to examine the gaps that exist in the national legislation and provide recommendations on how to close them.
 - UNDP also improved the transparency and accountability of the medicines supply chain by strengthening the technical capacity of the E-Liky online platform operating in all regions of Ukraine. Currently, patients can check the availability of medicines in 1,952 health facilities. More than 625,140 people obtained up-to-date information through the website on the availability of state-funded medicines in local hospitals.
- UNDP worked with members of the Ukrainian parliament to establish an all-party platform on human rights and socially significant diseases, defined as those classes of diseases and separate illnesses which rank the highest in defining the morbidity and death rate profile in a country. The partnership also led to the development of the capacities of parliament members on HIV, tuberculosis and human rights related topics. The platform was registered in the Verkhovna Rada of Ukraine after consultations with civil society and patients' organizations.
 - UNDP procured and delivered orthopaedic rehabilitation equipment for children with central nervous system and musculoskeletal disorders to the Tulchyn Regional Orphanage.
 - UNDP also continued to facilitate the capacity development of Ukrainian health institutions and support the civil society actors to involve all groups of stakeholders in the health reform implementation process.

ENERGY AND ENVIRONMENT

UNDP is supporting Ukraine to develop a low-emission and climate-resilient economy by helping it to remove policy bottlenecks, develop market mechanisms, and implement energy-efficient solutions. The organization also supports the government and parliament of Ukraine in drafting legislation on sustainable energy and environmental issues and is working with the government and private sector to meet Ukraine's obligations under the Montreal Protocol. Specific activities within this portfolio address challenges linked to

- 1 EMISSIONS AND EFFICIENCY**
- 2 WASTE MANAGEMENT**
- 3 CLIMATE CHANGE**



Photo: shutterstock

EMISSIONS AND EFFICIENCY

WITH UNDP'S SUPPORT, CO2 EMISSIONS WERE REDUCED BY OVER 16,220 TONNES IN 2020 THROUGH IMPROVED ENERGY EFFICIENCY MEASURES.

UNDP SUPPORTED THE GOVERNMENT TO DEVELOP AN ENERGY EFFICIENCY POLICY.

With UNDP's support, CO2 emissions were reduced by over 16,220 tonnes in 2020 through improved energy efficiency measures, including proper energy monitoring in more than 231 public buildings, contracts with the private energy-saving companies, and the use of modern bioenergy technologies in municipal heating across the country.

In addition, UNDP supported the government to develop an energy efficiency policy and facilitated the review of the draft law "On Energy Efficiency" developed within the framework of the European Union's Energy Efficiency Directive (2012/27/EU). UNDP also offered strategic policy advice to the Ministry of Environment Protection and Natural Resources on the Energy Efficiency First Principle, which considers energy efficiency a natural resource with enormous value in and of itself.

UNDP also is addressing the challenge of severe energy inefficiencies in the housing sector, through the aforementioned home-owners associations (HOAs). More than 1,000 HOAs were established for this purpose by 2020 in all 24 regions of Ukraine. UNDP is now preparing them to apply for

grants through the Energy Efficiency Fund (EEF). In 2020, the EEF made a significant step forward in the country-wide roll-out of its ENERGDIM programme for the residential sector.

One of the key objectives of the EEF is to support the HOAs to implement energy-efficiency renovations in multi-apartment buildings. The financing of HOAs' energy efficiency projects is implemented via the partial refunds (grants) modality. In 2020, the Energy Efficiency Fund received 310 grant applications from HOAs, with an estimated total budget of more than UAH 2.14 billion and a total amount of energy saving of 127.5 million kW, which translates into 338,000 tonnes of CO2 reduction per year. Representatives from 169 HOAs trained by UNDP have applied to the EEF for energy efficiency retrofit.

UNDP also contributed to the reform of the housing sector by facilitating the provision of support from the local authorities to newly established HOAs. In total, some 95 partner municipalities initiated the development and implementation of the HOA Support Programmes at the local level.



Garbage dump in Transcarpathia, Ukraine. Photo: Ivan Popovych/ shutterstock

WASTE MANAGEMENT

UNDP SUPPORTED RESEARCH TO EXAMINE THE GAPS THAT EXIST IN THE NATIONAL LEGISLATION PERTAINING TO HEALTH CARE WASTE MANAGEMENT IN UKRAINE.

As the improper disposal of waste generated in health care facilities (HCFs) can have direct and/or indirect impacts on public health and the environment, UNDP supported research to examine the gaps that exist in the national legislation pertaining to health care waste management (HCWM) in Ukraine. The resulting impact assessment of health care waste management practices analyzed current HCWM practices in selected Ukrainian HCFs and put forward recommendations on how to improve them.

UNDP also collected hundreds of personal stories from across Ukraine in 2020 to study public opinion about waste management. To do this, UNDP used SenseMaker — the world's first crowdsourcing method for human judgements, feelings and senses that

people attach to specific issues. SenseMaker enables the capture of shared experiences by visualizing patterns across the narratives of wide and diverse populations. The participants of the study filled in a questionnaire, where they wrote of their experiences and feelings about waste management and determined who was responsible for it, how they felt in a particular situation, and how they envision the solution of the waste problem in Ukraine.

Over 500 Ukrainians shared their experiences during the data collection phase in October 2020. Based on their personal stories, UNDP was able to put together a collective vision of the waste management and identify those examples that inspire Ukrainians the most to become more eco aware.



August 2020: One of the winners of a children's contest called "My House – My Castle" in Donetsk Oblast, shows off her vision of a prosperous homeowners' association. Photo credit: Oleksandr Simonenko/UNDP Ukraine

CLIMATE CHANGE

MORE THAN 120 MEMBERS (64 WOMEN) OF THE CLIMATE CHANGE ADAPTATION WORKING GROUP ARE INVOLVED IN THE PROCESS FROM DIFFERENT SECTORS, AGENCIES, LOCAL AUTHORITIES, BUSINESS AND ACADEMIA.

With UNDP support, the Ministry of Environmental Protection and Natural Resources of Ukraine is developing an Environmental Security and Climate Adaptation Strategy for Ukraine – a first for the country. More than 120 members (64 women) of the Climate Change Adaptation Working Group are involved in the process from different sectors, agencies, local authorities, business and academia.

To reduce the negative impacts of the transport sector on climate and environment and to make cycling more available for Ukrainians, UNDP is currently helping the Ministry of Infrastructure of Ukraine to develop a National Bicycle Transport Strategy, which will also include policy options for micro-mobility deployment.

Ukraine is making progress in aligning its climate-related policies with the EU Acquis, the accumulated legislation, legal acts and court decisions that constitute the body of European Union law. In the framework of UNDP's EU4Climate project, Ukraine's climate policies and legal framework were examined against the EU climate acquis to reveal gaps and to formulate recommendations. Based on the findings of the review, a roadmap outlining EU4Climate's support to Ukraine's alignment with EU acquis on climate action was developed with the support of the Energy Community Secretariat. These findings were presented and actively discussed during the EU Acquis Alignment Strategic Roadmap for EU4Climate Project virtual workshop, which was held on 29 September 2020.

COVID-19 RESPONSE:

BUILDING FORWARD BETTER

After a year of the COVID-19 crisis, it is clear the pandemic is more than just a public health challenge. It, and the lockdown measures to keep people safe, were felt across Ukraine as the economy declined and people suffered. To make matter worse, the negative effects were not equitably distributed – the vulnerable, the poor and particularly women were impacted far more than others.



82%

**HEALTHCARE WORKERS
ARE WOMEN**

In Ukraine, 82 percent of healthcare workers are women, making them more exposed to the coronavirus and putting them at greater risk of infection, distress, and anxiety.

Another deeply disturbing reality to emerge during the pandemic is the escalating incidents of violence against women. According to the Organization for Security and Co-operation in Europe (OSCE), gender-based violence was already a problem in Ukraine, with two out of every three women experiencing psychological, physical, or sexual violence in their lifetime. During the lockdown, the situation became even worse. In a UNDP poll of 600 women, 10 percent said they had experienced various forms of domestic violence before the pandemic, including physical, economic, verbal and psychological abuse. Nearly twice as many women (19 percent) said they had experienced these forms of abuse during the pandemic. Indeed, according to the National Police, the number of reported domestic violence cases jumped by

more than 50 percent in 2020 as compared to the previous year. The COVID-19 crisis also intensified women's disproportionate share of unpaid domestic and care work at home. In Ukraine, women before the pandemic performed more than two times as much unpaid work as men. During the lockdown, women experienced a significant increase of care burdens.

The pandemic also caused major mid- and long-term impacts on reforms, recovery and peacebuilding in eastern Ukraine, and on the prospects for achieving the Sustainable Development Goals. As the situation develops, UNDP will therefore redouble its efforts to address Ukraine's socio-economic challenges, particularly those of the most vulnerable in society. With the start of Ukraine's vaccination programme in early 2021, UNDP is conducting research to prioritize areas of need and to develop the best strategies to enable Ukraine to build forward better after the pandemic subsides.



UNDP, with funding from the European Union, supplied medical workers from the Emergency Medical Care Centre of Donetsk Oblast with 100 sets of personal protective equipment for ambulance teams in Donetsk Oblast. Photo: Maksym Kytsiuk/ UNDP Ukraine

UNDP'S IMMEDIATE RESPONSE TO THE PANDEMIC IN UKRAINE

IN RESPONSE TO THE SUDDEN ONSET OF THE CRISIS IN EARLY 2020, UNDP PIVOTED TO PROVIDE IMMEDIATE SUPPORT TO THE GOVERNMENT.

In response to the sudden onset of the crisis in early 2020, UNDP pivoted to provide immediate support to the government. After the country was placed under quarantine in March, UNDP mobilized its partner networks to provide information leaflets via a housing improvements project that reached around 1.8 million people. Disinfectant and personal protective equipment was provided to medical workers and police in eastern Ukraine, and two advisors on strategic communication were deployed to the Cabinet of Ministers and Ministry of Foreign Affairs. UNDP also purchased video communications equipment for the Main Department of the State Emergency Service (SES) so that it could conduct meetings online without exposing the department's staff to added risk of infection by the coronavirus.

In April, UNDP started monitoring access to public information, with a focus on the COVID-19 outbreak response at the local level. This was done to ensure the public has reliable access to accurate information about COVID-19 so they can make the right decisions. The organization also published a research paper on how local authorities are publishing information about protective measures against COVID-19.

To further combat the spread of misinformation and fake news about the pandemic, UNDP, in partnership with UNICEF, conducted extensive research on disinformation narratives related to COVID-19 in Ukrainian online media and social networks. The study employed social media analytics tools and a nationwide survey to explore the main themes of false narratives and to provide a set of vi-



From March to November 2020, researchers tracked more than 30 million social media messages using the advanced social media monitoring and analytics platform SemanticForce. The study identified over 250,000 messages with disinformation narratives related to COVID-19 in Ukrainian online media, forums, blogs, messenger and social networks.

UNDP, IN PARTNERSHIP WITH UNICEF, CONDUCTED EXTENSIVE RESEARCH ON DISINFORMATION NARRATIVES RELATED TO COVID-19 IN UKRAINIAN ONLINE MEDIA AND SOCIAL NETWORKS.

able recommendations for the government, NGOs, fact-checkers, media and influencers. The study found that false narratives decrease people's willingness to comply with public health guidance (wearing masks, maintaining social distancing, etc.) and make them less likely to recommend vaccination to vulnerable people in their social circle.

By May, as the government started to relax quarantine restrictions, UNDP joined UN Women and FAO to conduct a survey into the socio-economic impact of the pandemic in Ukraine. Further, an assessment of the impact of the COVID-19 on MSMEs in eastern Ukraine was commissioned within the UN RPP. The surveys measured the impact of the pandemic on the people of Ukraine, their businesses, and local economies, was used to inform Government appropriate policy options and response measures.

UNDP helped the government set up Crisis Coordination Management Units (CCMUs), under the Prime Minister's Office and the Ministry of Foreign Affairs, with technical coordination by the Vice-Prime-Minister on

European and Euro-Atlantic Integration. The CCMUs developed a Multi-Sectoral COVID-19 Response Strategy and three sectoral strategies covering humanitarian, socio-economic, and health spheres, that incorporate gender-responsive recommendations. Throughout this project, UNDP plans to support the government of Ukraine in providing a coordinated, efficient and inclusive response to the COVID-19 crisis, leaving no one behind.

UNDP supported the research "The Impact of COVID-19 on Women's Rights in Ukraine," conducted by the Jurfem Association of Women Lawyers of Ukraine. The research identified challenges and provided recommendations to improve the situation with women's and girls' rights during the COVID-19 pandemic, and assessed its impact on their labour and family rights. Specifically, the research revealed that women feel overwhelmed by the extra burden of combining housework, caregiving, and remote work – more than 56 percent said it was negatively affecting their work. The report was prepared in partnership with the Office of the Govern-

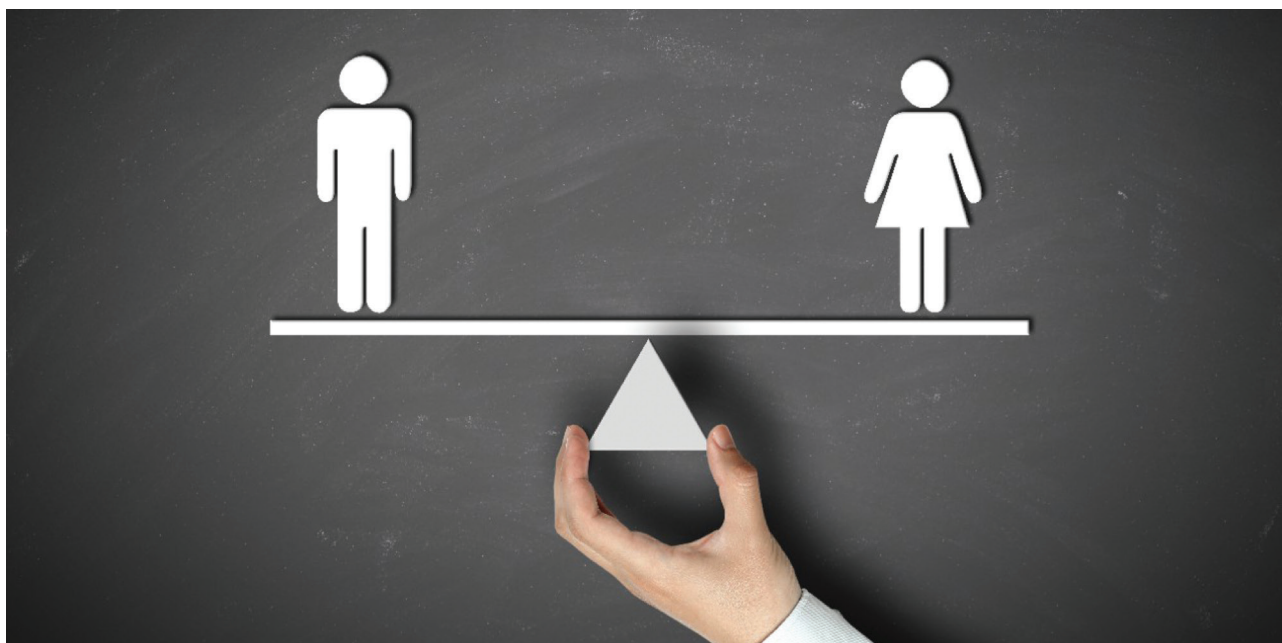


Image: shutterstock

THE UNDP-SUPPORTED RESEARCH IDENTIFIED CHALLENGES AND PROVIDED RECOMMENDATIONS ON HOW TO IMPROVE THE SITUATION WITH WOMEN'S AND GIRLS' RIGHTS DURING THE COVID-19 PANDEMIC.

ment's Commissioner for Gender Equality Policy, the Equal opportunities caucus in the Verkhovna Rada with the UNDP in Ukraine support with funding from the Ministry of Foreign Affairs of Denmark.

UNDP developed the Ukraine Compounded Vulnerability Index Dashboard to facilitate the analysis of the impact of coronavirus pandemic on each of the oblasts of Ukraine, based on a number of socio-economic, demographic and other variables. The index helps to identify the most affected regions and inform evidence-based decision-making for UNDP and the Government of Ukraine.

Throughout the year, UNDP collaborated with the Donetsk Chamber of Commerce to provide online consultations to Micro, Small and Medium Enterprises (MSMEs) to help them overcome the impacts of the COVID-19 crisis.

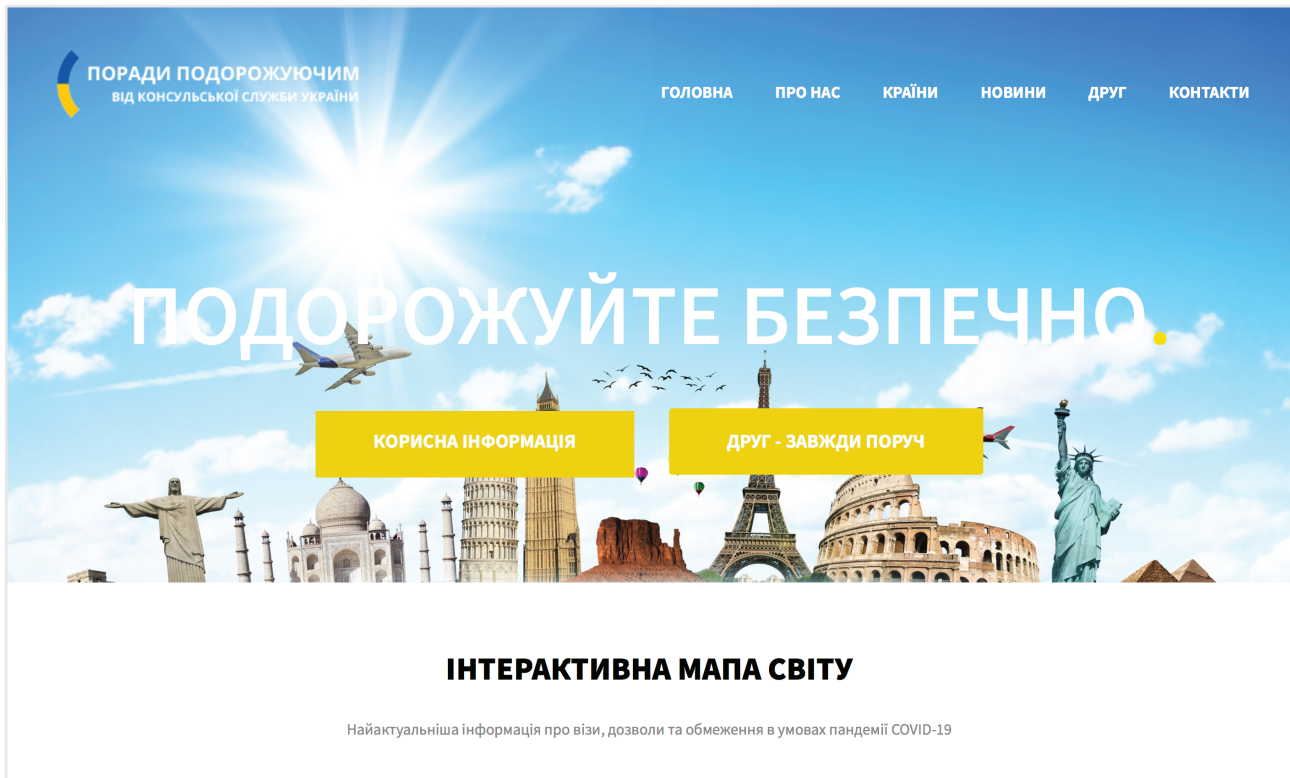
UNDP also directly helped 20 businesses from conflict-affected eastern Ukraine with grants to launch online stores selling products from coffee and honey, to linen, home décor and souvenirs. It also helped them to shift commercial activity online, strengthened crisis resilience and secured employment for 25 people in the conflict-affected communities.

HARNESSING DIGITAL SOLUTIONS

As the Greek philosopher Plato once pointed out, "necessity is the mother of invention." Indeed, during the pandemic, people in Ukraine and around the world had to digitally transform their places of work, governance, commerce, and education to be able to operate effectively during the lockdowns. According to a report from McKinsey Digital, the world vaulted five years forward in consumer and business digital adoption in a matter of around eight weeks.

To promote the development and adoption of innovative digital solutions, UNDP partnered with the Ministry for Digital Transformation to organize a "#HackCorona Challenge," which engaged IT experts, civic activists, start-ups, journalists in developing IT-projects to seek innovative solutions to support communities affected by the COVID-19 pandemic.

To support the Government of Ukraine to enable remote work of its civil servants during



The website tripadvisor.mfa.gov.ua, run by Ukraine's Ministry of Foreign Affairs, with travel information for Ukrainians going abroad, including an interactive world map, was developed with support of UNDP Ukraine and the British Embassy in Ukraine.

the lockdown, UNDP helped develop an online course called "Remote Work for Civil Servants." The course on effective telecommuting, which was co-financed with the German Government, covered a broad range of topics from emotional control to social communications. It is available on the education platform PRO-METHEUS and thus far 2,802 civil servants have taken advantage of the free offering.

In a related initiative, the Ukrainian Foreign Ministry, with the support of UNDP and the British Embassy in Ukraine, established an interactive online map to provide accurate information about countries that Ukrainians can visit or work in during the pandemic, and advised on recommended safety measures. More than 1.5 million people used it in 2020 for planning safe trips.

UNDP also developed an online dashboard for needs-matching for personal protective (PPE) and medical equipment. The information management tool allows the Vice Prime Minister's office, WHO and UN Resident Co-

ordinator's Office to monitor and consolidate the list of requirements for all medical facilities and other governmental institutions. In addition, the dashboard provides aggregated data on assistance provided by national and international stakeholders.

To help micro-, small- and medium-sized enterprises (MSMEs) mitigate the negative impacts of the COVID-19 pandemic and effectively navigate possible solutions available, UNDP and the Ukrainian Chamber of Commerce and Industry (UCCI), with donor support from the EU and Denmark, developed a chatbot that responds to user queries and which can even produce pre-filled force majeure certificates and forms to present to landlords and banks.

SUPPORTING UKRAINE'S DIGITAL TRANSFOR- MATION

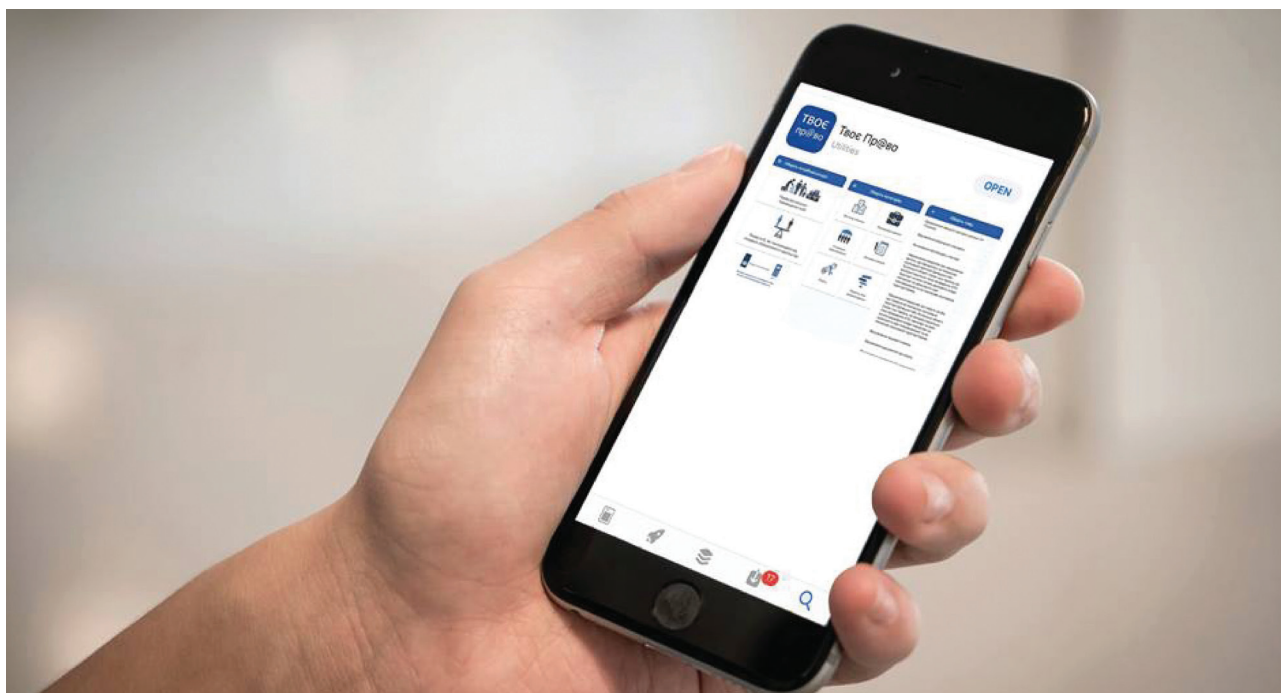
Long before the emergence of the COVID-19 pandemic, the Government of Ukraine, with UNDP's support, prioritized digital transformation to promote greater transparency and democratic participation in governance. In August 2019, UNDP established a partnership with the Ministry of Digital Transformation to ensure it reached all levels and sectors of governance.



As part of the digitalization process, Ukraine launched the “Your State in Your Smartphone” to digitalize most government services by 2024. The country’s “Diia” mobile ID program is designed to serve as the main channel of digital communication between the government and the country’s citizens and to increase performance and efficiency of state institutions, while reducing opportunities for corruption. Typical UNDP partnership projects have included the development of smartphone applications to improve the efficiency and speed of public services, and online training to improve skills.

The following extrapolates further on UNDP’s 2020 activities and achievements with:

- 1 MOBILE APPS**
- 2 ONLINE TRAINING**
- 3 GOVERNANCE/SOCIAL PROTECTION**
- 4 ECONOMIC RECOVERY**



UNDP, in cooperation with the Coordination Centre for Legal Aid Provision in Ukraine and partners, upgraded the "Your Right" mobile application, which will include a new section on inclusiveness and the rights of people with disabilities. Photo: UNDP Ukraine

MOBILE APPS

THE RESCUE 101 MOBILE APPLICATION IS DESIGNED TO PROVIDE EMERGENCY SUPPORT TO LOCAL POPULATIONS, ESPECIALLY THE MOST VULNERABLE.

UNDP, SUPPORTED BY INTERNATIONAL PARTNERS DENMARK, SWEDEN, AND SWITZERLAND, ALSO DEVELOPED THE "SMART CITY" MOBILE APPLICATION TO ENABLE RESIDENTS TO ACTIVELY PARTICIPATE IN POLICY AND DECISION-MAKING PROCESSES IN THEIR CITIES.

The Rescue 101 Mobile Application, in development since late 2020, is designed to provide emergency support to local populations, especially the most vulnerable (children, persons with disabilities, etc.). The app, the development of which is supported by the European Union, will be piloted in Donetsk, Luhansk and Zaporizhzhia oblasts to support the work of the State Emergency Service. Once launched, it will allow people to:

- receive customized notifications based on the emergency situation in the area;
- receive text recommendations and instructions from the rescue call center operator on how to handle emergency situations;
- send direct emergency requests to the Rescue Service; and
- submit photos of suspicious items and unexploded ordnances with automatically identified geolocation information to the data center of the Rescue Service.

The app also allows persons with hearing, vision and speech disabilities to report emergencies via voice-activated systems and other means.

UNDP, supported by international partners Denmark, Sweden, and Switzerland, also developed the "Smart City" mobile application to enable residents of Druzhkivka, Sloviansk, Toretsk and Vuhledar communities in Donetsk Oblast to actively engage with local authorities and to participate in policy and decision-making processes in their cities. The application, available for both iOS and Android smartphones, has three main sections:

- "My Alerts" – to receive relevant and full information from city officials and utility services;
- "City Services" – to contact the mayor or deputy, send a request for public information, support a petition, or vote for a project in the local budget; and



UNDP-supported "Personal Data" series teaches Ukrainians how to keep their personal data safe online, fight violations. Photo: shutterstock

- "Contacts" – to quickly find contacts for emergency services, hotlines or medical facilities, and call or send an email without exiting the application.

Another application, called *Tvoje Pravo* (Your Rights) was first developed by UNDP in 2018, and updated in 2019 and 2020 to provide users with easy-to-read information on the rights of IDPs, people crossing the 'contact line' frequently, ex-combatants, persons with disabilities, SGBV and human trafficking survivors as well as trial-related rights and civil process. The app, created with donor support from the EU, the Netherlands and Denmark, generates practical solutions and legal pathways for

target categories to restore their rights and receive redress. It also contains the contact details of Free Legal Aid providers. By answering a series of questions in the app, a user can get advice and step-by-step guidance on actions to be taken in each specific situation. The mobile app was transferred to the Coordination Centre for Legal Aid Provision (national level legal aid providing institution in the system of the Ministry of Justice of Ukraine) for further support and development. The Coordination Centre will use the application as a platform for uniting and coordinating the legal awareness efforts of all stakeholders working with legal aid in Ukraine. The app can be downloaded from the App Store and Google Play.

ONLINE TRAINING

UNDP also supported the Ministry of Digital Transformation of Ukraine, the Ukrainian Parliament Commissioner for Human Rights, and the CSO Privacy Hub to develop a series of educational videos called "Personal Data." The seven short videos, which were launched in June 2020, aim to raise awareness of online

personal security issues, covering topics such as what personal data is, how personal data should be handled, what rights people have to their personal data, how to ensure that a website processes personal data safely, how to protect personal data in social media, and what people should do if their personal data

UNDP AND THE DIGITAL TRANSFORMATION MINISTRY LAUNCHED A SERIES OF EDUCATIONAL VIDEOS FOR PUBLIC OFFICIALS ON FREE ACCESS TO INFORMATION.

rights are violated. More than 10,000 men and women completed the online course in 2020.

UNDP also helped the Ministry of Digital Transformation develop an online educational series on the benefits of using electronic signatures – a technology used to quickly, securely and efficiently authenticate documents. The seven educational videos, available on the Diia. Digital Education platform, were developed under the UN Recovery and Peacebuilding Programme with funds provided by the governments of Denmark, Sweden and Switzerland. Nearly 10,000 people watched the series.

UNDP and the Digital Transformation Ministry launched a series of educational videos for public officials on free access to informa-

tion, with the aim of raising awareness of relevant legislation and best practice in providing free public access to information. The series was prepared in partnership with the Ukrainian Parliament Commissioner for Human Rights and the National Agency for Civil Service with financial support from the Ministry of Foreign Affairs of Denmark.

UNDP and the EU have developed more than ten courses on various topics under the joint Parliamentary Reform project, including on parliamentary reform, leadership, good governance, project management, motivation and professional intellect for civil servants, time management, organizational (corporate) culture, analysis of public policy and strategic planning among others. All of them can be found here.

GOVERNANCE AND SOCIAL PROTECTION

UNDP IS CURRENTLY DEVELOPING AN E-DEMOCRACY PLATFORM TO ENGAGE CONFLICT-AFFECTED CITIZENS IN POLICY-MAKING AND RECOVERY PLANNING PROCESSES AT THE LOCAL LEVEL.

UNDP, with donor support from the EU, Sweden, and Switzerland, is currently developing an e-democracy platform to engage conflict-affected citizens in policy-making and recovery planning processes at the local level. Once completed, the platform will allow users to directly participate in the formulation of public budgets, submit initiatives to improve the well-being of their communities, and draw the attention of civil servants to particular local problems. This platform expands on a system of e-governance roadmaps developed for 19 target communities in Donetsk and Luhansk oblasts to prioritize the order of e-participation services for each community, including with e-information, e-consultations, e-cooperation and e-decisions.

To improve the provision of services for the conflict-affected population, UNDP developed a system to provide public services and e-documentations at selected Administrative Service Centers (ASCs). The portals provide a wide range of services, including but not limited to receiving a certification from the urban planning cadaster, getting permission to conduct promotional campaigns, obtaining certification of land ownership, and registering property rights.

Furthermore, UNDP is supporting the Ministry of Digital Transformation of Ukraine in applying the human-rights based approach to the digitalization of the state services. Most recently, the Government launched its “Diia” mobile application, which embodies the newest trends and technologies in digitalization. The Government plans to expand the capacities of the platform to provide services online. The pilot phase started in June 2020 and lasted for six months. During this phase, the project:

- Identified areas for further strengthening the capacities of duty-bearers to design digital citizen-oriented services in line with Human Rights Based Approach (HRBA) and gender mainstreaming principles;

- Identified two client-centred digital service packages built around life situations; and

- Assessed the needs and preferences of the citizens for e-Services and designed feedback mechanisms for future digital services.

UNDP, with support from Canada, also helped design a system that geolocates vehicular service units/trucks via GPS tracking to obtain relevant information on the operation of Mobile ASCs. A dedicated website and mobile application enable citizens of Donetsk and Luhansk oblasts living in the communities where

the mobile ASCs operate, as well as the people coming from non-government controlled areas, to quickly look up the schedule and routes of mobile ASCs, to sign up for administrative services, and receive information by SMS. The

platform provides useful information regarding the administrative services rendered at mobile ASCs, as well as the possibility to provide feedback to monitor and improve the quality and availability of services.

ECONOMIC RECOVERY

In mid-2020, UNDP, in collaboration with UN Women and the UN Food and Agriculture Organization, carried out a socio-economic assessment of the impact of the pandemic on businesses and households in Ukraine. The study found that 84 percent of households had lost income and 43 percent had at least one family member who lost a job. More than two thousand households and enterprises across the country participated in the survey, which is now informing policies and programmes designed to improve lives and livelihoods in the wake of the crisis.

In addition, UNDP, with donor support from Poland, launched the educational online platform Start a Business to support entrepreneurs in starting a business, securing funding, attracting investment through crowdfunding, increasing sales, and growing in times of crisis. The platform currently offers seven interactive courses dedicated to different business sectors such as the creative industry, IT, food industry, and fabric and ceramics production. Online classes are taught by successful Ukrainian entrepreneurs, including the found-

er of the Percube startup and creators of the eco-snacks brand Fewchips. The platform has a special section with the latest updates for businesses on the coronavirus pandemic, quarantine measures imposed by the government of Ukraine to combat it, and experts' advice on how to manage a business during lockdown.

UNDP also launched, with support from the EU, Poland, Japan, and the UK, the Crowdfunding Academy for MSMEs from Donetsk, Luhansk and Zaporizhzhia oblasts. At the Academy, leading experts in crowdfunding, copywriting, design and social media trained the entrepreneurs from conflict-affected oblasts on how to attract funding for their businesses through online tools and innovative techniques. This activity was first piloted in 2017 in cooperation with UNDP's Alternative Finance Lab, and the online crowdfunding platform Spilnocosht, enabled 139 entrepreneurs to enhance their skills in using alternative financial resources to set up their businesses. In 2020, the Academy went online with six training sessions.

ACCELERATOR LAB

In 2019, UNDP established the world's largest and fastest learning network on sustainable development challenges. There are now 90 such "Accelerator Labs" covering 114 countries. With its new paradigm for development work, the Accelerator Lab is part of UNDP's response to the rapidly evolving development challenges of the 21st century – challenges that traditional development paradigms struggle to cope with. UNDP launched Ukraine's Accelerator Lab in September 2019, and in 2020 it spearheaded a number of groundbreaking initiatives and development approaches across a wide range of portfolios addressing challenges linked to air quality, innovation, biomimicry and circular economies.



An aerial photo shows smoke from the burning of dry grass. Local residents set fires to the grass on purpose – a practice that negatively impacts local ecosystems, with small animals are particularly at risk. Drone image taken on March 17, 2019 near Kyiv, Ukraine. Photo credit: Sergey Kamshylin / shutterstock.com

AIR QUALITY

In 2020, the Lab, jointly with UNDP Moldova and the European Space Agency, facilitated an air quality study using satellite data. The research provided new perspectives on the problem of air quality in Ukraine, along with valuable insights for policymakers. In addition, UNDP provided more than 200 communities with the tools and knowledge to deal with the

problem of open burning of organic waste. Together with the organization Center for Innovations Development (CID), UNDP trained local communities on how to use GIS tools to assess fires in communities. The Lab also worked with the European Space Agency and its Emergency Response mechanism, to assess fire hazards in central Ukraine.

INNOVATION BY NATURE

Following the launch in mid-November 2019 of the Accelerator Lab's "Innovation by Nature" initiative, which aims to draw inspiration from nature to solve problems of urban sustainability, the Lab in the summer of 2020 organized Community Safaris in Lviv and Bila Tserkva (Kyiv Oblast) to scour the cities for solutions to urban challenges.

The basic idea of the safaris is that nature naturally solves many of the problems and global challenges we face. Animals, plants and germs are remarkable engineers. After billions of years of evolutionary research and development, nature has found the secrets of survival, sometimes in the most difficult conditions.



To address today's environmental challenges, communities need to play an active role in solution mapping. To make this process as effective and exciting as possible, UNDP's Accelerator Lab developed a special activity called Community Safari. It's a two-day adventure that brings together the members of a community to collectively identify, discuss and test nature-based solutions to solve challenges, and to coordinate follow-up actions. Image: UNDP Ukraine

The Community Safari programmes in these cities provide online training on nature-based solutions, mobilize broad community engagement in the solutions, organize experts' consultations, participate in field research on local problems, and support team development of project prototypes.

The safaris, organized in partnership with the organization Plato and CO CF Fund for the Protection of Biodiversity of Ukraine and using the same process as in earlier pilots in Kyiv, were conducted according to updated methodology and in line with safety requirements in place because of the COVID-19 pandemic.



Participants of Community Safari initiative in Kyiv initiated the creation of a living wall in Podil district. A living wall muffles noise, removes dust, and creates additional shade for city dwellers. Photo: Maria Pidvysotska

BIOMIMICRY

During 2020, the Accelerator Lab worked with the Biomimicry Institute in the United States and a number of Ukrainian NGOs to hold a national Biomimicry Challenge to promote nature-inspired innovations. UNDP and its partners mentored the three finalists from Ukraine, ecoPod, DevoHome, and Natural Surfaces and helped them to develop their proposals for the Global Biomimicry Challenge. The proposals

also were presented at the international level among the Global Accelerator Labs Network.

The ecoPod team developed an idea for housing in the form of a geodesic dome that can be used as an alternative for ecovillages, social housing, mobile offices or garages, for business and in the private sector. Team DevoHome focused on the insulation technology developed by

animals to regulate the temperature within the fur layer, and thus created HempFur – a replacement for animal and synthetic fur, from which DevoHome produces hemp coats. Natural Surfaces, a team from the National University of Kyiv Mohyla Academy, came up with the idea of reducing the amount of pollutants

in the air by using on the facades of houses – modeling the same types of structures seen in the leaves and trunks of trees. The tree leaf- and bark-inspired facade tile traps a significant proportion of airborne dust on its surface. The tiles, being rough and having grooves, are then washed clean by rainwater.

CIRCULAR ECONOMY

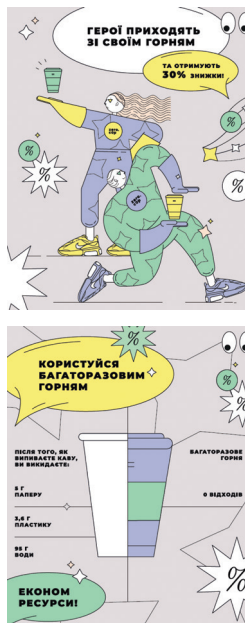
Also in 2020 the Accelerator Lab partnered with the environmental organization Zero Waste Lviv to apply the circular economy approach to the business model of coffeeshops. To test eco-alternatives for coffee cups, the experiments were organized into four stages, each two weeks long:

1. at the first stage, the baristas talked to customers and informed them about the possibility of taking coffee-to-go in their own cup;
2. at the second stage, the coffee shop offered a 30 percent discount to anyone who came with their own reusable cup;
3. at the third stage, they invited customers to try coffee in an edible cup; and

4. at the fourth stage, the customers tested a new mobile application with a map of cafes giving a discount on coffee in your own cup. The app also contained a gamified system of motivation for coffee consumption in reusable cups.

Throughout the experiment, interviewers were present at the sales locations to survey coffee buyers about their experiences of using reusable and/or edible cups. In total, almost 200 coffee shop customers were interviewed during the experiment. Most of the surveyed consumers said the opportunity to get a 20-30 percent discount would motivate them to use their own cup.

In 2020, UNDP Accelerator Lab's partners from NGO Zero Waste Lviv tested three solutions that offer eco-friendly alternatives to single-use coffee cups. What is more, they've developed a mobile app to encourage the use of reusable cups. Photo credit: Zero Waste Lviv



LOOKING AHEAD

The pandemic and its socio-economic and psychological impacts on both rural and urban communities is continuing into 2021. With 20/20 vision on 2020 we at UNDP in Ukraine have learned many lessons that we are now applying, both in terms of where and what kind of support is needed, and what works and what doesn't.

In the coming year, UNDP will work with its UN partners in the Recovery and Peacebuilding Programme to ensure a constant, consistent and coherent integration of inter-agency recovery and development efforts. The emphasis will be on sustaining a humanitarian/development/peace agenda in the conflict-affected regions, with a focus on responding to the compounded impact of COVID-19 and the ongoing armed conflict on vulnerable groups. The organization also will continue to promote and support inclusive and equitable economic growth in all conflict- and COVID-19 affected regions of Ukraine through, among other initiatives, support for the strengthening of the local private sector and the support of micro, small and medium enterprises (MSMEs).

On the environmental front, UNDP will strive to elevate Ukraine's climate change ambition by promoting a green and decarbonized economy in all pandemic recovery discussions with the government. In doing so, it will work with Ukrainian authorities to ensure all legal, regulatory and policy frameworks for climate change mitigation and adaptation are aligned with the European Green Deal. Furthermore, specific programmes in disaster risk reduction and a green recovery from the pandemic will be developed to support Ukraine's commitments under the Paris Accord.

UNDP will continue supporting the Government's digital transformation agenda, putting an emphasis on promoting inclusive, equitable

and green economic growth, and an efficient and effective public administration. It is expected that the further development of Ukraine's digitalization agenda will advance equal access to opportunities for all Ukrainians across the country, including in health care, education, income, and access to justice.

In line with UNDP's commitment to finding and developing new funding arrangements for achieving the SDGs, it will work closely with the Government of Ukraine to develop a gender-responsive Integrated National Financing Framework (INFF) with relevant tools to build consensus around financial flows and reforms linked to financing the 2030 Agenda. UNDP and its partners will work with the Government to deliver on those priorities identified in the national and two regional Development Finance Assessments that took place in 2020. These include, but are not limited to, mobilizing additional funding through innovative means and while increasing the efficiency of public spending.

UNDP expects 2021 to be as challenging as 2020, but with 20/20 vision on the past, and a clear look towards the future, we do see a bright light at the end of the tunnel, a tunnel leading to a much better place than the one we left behind. We are committed in this way to building forward better so that all Ukrainians without exception can participate in the creation of a modern, prosperous, and sustainable country, where no one is left behind.



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