

INTERNAL VOICES

The voice of the United Nations interns 13th Edition

EDITOR

Robin de Wouters

DEPUTY EDITOR

Maria Terray Brantenberg

EDITORIAL TEAM

Veronica Maccari, Leoni Ayoub, Signe Holm Andersen, Julia Sandbrand, Marion Ouldboukhitine, Gautier de Bosredon, Andrew Anderson, Gonzalo Perez del Arco & Nora Forsbacka.

CONTRIBUTORS

Priscilla Nzabanita, Julia Mandil, Miriam Aced, Mariah Mercer, Scott Sutherland, Jennifer Vibert, Serena Natile, Gonzalo Perez del Arco, Marion Ouldboukhitine, Robin de Wouters & Mauro Santos.

SPECIAL THANKS TO

Frederik Bordon, Philippe Chabot, Gregory Cornwell, Jorge Mihai Varas-Mardones, Nenad Vasic

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Internal Voices is a 100% UN interns' magazine giving all UN interns the opportunity to network, express opinions and share knowledge, points of view and experiences. Everything from articles to layout and editing is done by UN interns. If you want to get involved, the intern team at UNRIC in Brussels would love to hear from you!

internalvoices@unric.org http://internal-voices.blogspot.com http://www.facebook.com/internalvoices



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VOICES



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INFERNAL VOICES



ROBIN DE WOUTERS Editor

UNRIC Brussels

Nationality Belgian - American

completely remodelled plate, as well as a brand new website. All change for a fresh start.

Every edition of Internal Voices has fo- As an intern here at the United Nations Recused on a specific subject; one general gional Information Center, I have had the topic, no matter where the author was based amazing opportunity, among other tasks, to or which part of the UN they worked for In be the editor of this magazine, written by this way, our readers were well informed on interns worldwide, put together by interns the twelve topics we have covered in the here at UNRIC and distributed to interns twelve editions we have published.

After editing and publishing the previous edition, I asked myself which topics the As I will be leaving UNRIC soon, this will magazine had yet to discuss. It occurred to be my final edition and I wish to truly thank me that instead of having a common sub- all the people who contributed to Internal ject, we could give more liberty to the au- Voices. Thank you to my wonderful editothors and allow them to decide what they rial team for their work, help and support; would like to write about, as long as the thank you to Veronica, our IT intern, withissue remains within the UN mandate.

focuses on the following topic: the UN in without whom there would be no magazine; the field, allowing for a wider range of sub- and thank you to all you readers, who make jects and for the reader to learn what UN this adventure possible. agencies are doing in the field.

peacekeeping operations in Western Sahara, on our website or on our Facebook page. from the work of the World Bank in Angola

s you may have noticed, this to the actions taken by UNICEF to help edition of *Internal Voices* not protect children around the world, the 13th only has a new topic, but also a edition offers a wide range of subjects with tem- one aim only: to increase public knowledge of the United Nations and its work across continents.

> and other staff members of the UN worldwide.

out whom this new template would not have The 13th edition of *Internal Voices* therefore been possible: thank you to all the authors

I invite you all to comment on any of the From UNICs in Australia and Brazil to articles of this edition or any previous ones



FROM LEFT TO RIGHT:

(upper row)

Signe Holm Andersen
Nordic Desk - Assistant
Gonzalo Perez del Arco
Spanish Desk - Writer
Maria Terray Brantenberg
Nordic Desk - Assistant Editor
Julia Sandbrand
UK & Ireland Desk - Proofreader
Gautier de Bosredon
France & Monaco Desk - Assistant
Leoni Ayoub

Greece & Cyprus Desk - Proofreader

FROM LEFT TO RIGHT

(lower row)

Andrew Anderson
Benelux Desk - Proofreader
Robin de Wouters
Intern to the Director - Editor
Marion Ouldboukhitine
France & Monaco Desk - Writer
Veronica Maccari
IT Desk - Graphist

INTERNAL VOICES BLOG



THE UN IN THE FIELD EDITION

Minurso and Western Sahara: an endless story

The MINURSO (Mission of the United Nations for a Referendum in Western Sahara) is one ...

READ MORE >

Building back better by helping communities help themselves

In the world of development and aid delivery, one of the paramount goals is to facilitate...

BEADMORE >

Media culpa: How information centres help the UN be heard

Building bridges, feeding children, brokering peace deals, fight) HIV/AIDS and malaris...

READMORE >

Recent activities

For its 13th Edition, the editorial team of the Internal Voices Magazine decided it was time to freshen it up a bit.

For this reason, the template was remodelled as you can see to make it simpler and easier to read. For instance, every article has a logo of the related UN agency, which is a hyperlink to their website.

We will soon also have a brand new website. It is visually clearer and any user will find what he or she is looking in a "click of a second"... This preview is a snapshot taken from its homepage.

The website will be available soon.

I hope you all enjoy our magazine and website...

THE MILLENNIUM DEVELOPMENT GOALS (MDGs)



ERADICATE EXTREME POVERTY & HUNGER



ACHIEVE UNIVERSAL PRIMARY EDUCATION



PROMOTE GENDER EQUALITY AND EMPOWER WOMEN



REDUCE CHILD MORTALITY



IMPROVE MATERNAL HEALTH



COMBAT HIV/AIDS, MALARIA AND OTHER DISEASES



ENSURE ENVIRONMENTAL SUSTAINABILITY



DEVELOP A GLOBAL PARTNERSHIP FOR DEVELOPMENT

SHARING INFORMATION, MAINTAINING PEACE



JULIA MANDIL UNIC Brazil

Nationality
Brazilian

Topic article
UN promotion
in Brazil



Brazilian economy grows stronger in an unprecedented way, the country assumes an increasingly important role in international politics. However, the Brazilian population still has to deal with serious problems, especially those related to inequality, poverty and violence. In this context, UN agencies play a key role to help local initiatives face the challenges ahead and continue moving forward. To promote a greater public understanding and support for those aims and initiatives, the United Nations Information Centre (UNIC) for Brazil works as the main source of information about what the UN is doing in the country. Acting since 1947 in the city of Rio de Janeiro, it was the first UNIC established in Latin America. As an Information Centre, it reaches the media and educational institutions and engages in partnerships with governments, local civil society organizations and the private sector.

Highlighting international issues

A part of UNIC Rio's work is to organize events to highlight issues or observances. Therefore, the information centre is always looking for new partners to participate in events that could be of interest to the Brazilian public. In 2011, the Information Centre organized two events to mark International Days included in the UN agenda. In January, it held a ceremony, in partnership with the Israelite Federation of Rio de Janeiro, to mark the International Holocaust Remembrance Day. Local authorities, in-

cluding the Minister of Human Rights, as well as civilian and religious representatives gathered to discuss the theme "Women and the Holocaust: courage and compassion". The second event, held in April, consisted in a series of activities to observe the 17th commemoration of the genocide in Rwanda. Organized along with the International Relations Institute of the Catholic University of Rio, the event brought together students and professors to discuss the role of the UN and the international community during the genocide in 1994.

From peace to war scenarios

But the Information Centre for Brazil doesn't only promote the UN activities through events and activities. The main educational outreach activity for university students is a three-week course called University for Peace, created in partnership with the Law School of the Federal University of Rio de Janeiro. The course, which is called "The United Nations and the Contemporary International Questions", has a different theme each year. In its previous editions it discussed Peace and Security, Environment and Climate Change and Human Rights. This year's theme will be Gender, Race and Ethnicity, and the course will take place in July, during the Brazilian winter vacations. According to the Information Officer of UNIC Rio, Valéria Schilling students learn during this course about the work of the UN and participate in seminars on specific subjects related to the year's theme. More than 200 university students at graduate and undergraduate levels already attended the end of May, has already been attended the University for Peace. by 100 journalists – civilian and military -

Another course provided by UNIC Rio is the "Brazilian Training Course for Journalists Covering Peacekeeping Missions and Conflict Areas". The initiative is carried out in partnership with the Joint Centre for Peacekeeping **Operations** in Brazil (CCOPAB), responsible for the training of the military belonging to the three Brazilian forces - air force, navy and army - who participate in peacekeeping missions. During the five-day course, the participants attend lectures on various subjects such as the United Nations System, human rights and humanitarian international law, Brazilian foreign policy and defense policy, the MINUSTAH mission in Haiti and the role of communication in peacekeeping operations. In addition to the lectures, the participants are taught how to act in a hostile environment through practical simulation activities in the field, including security training in conflict situations, first aid notions, identification of mines, use of GPS and hostage negotiation, among others.

All the participants live on the premises of the CCOPAB, in the western zone of Rio, sleeping in containers and in tents, in a fictional country – Tudistan – where Brazilian Army units are deployed in a fictional UN peacekeeping mission. During the course the journalists work as embedded journalists in a Brazilian unit and are exposed to meticulously reconstructed risk situations such as mortar shelling and a car bomb suicide attack. The five-day intensive course, which will this year take place at

the end of May, has already been attended by 100 journalists – civilian and military both Brazilian and from other Latin American countries.

A new home for the UN in Brazil

To promote the great number of activities and initiatives, not only from UNIC Rio, but also from all UN agencies working in the country, the Information Centre is launching a new website this month, called UN in Brazil. As a result of a joint project created by UNCG Brazil, the UN Communication Group in the country, and currently coordinated by UNIC Rio, the website aims at making an even better promotion of the activities carried out by UN agencies for the Brazilian public. According to the In-

formation Assistant of the Information Centre, Gustavo Barreto, the new website will reunite the UN principles, documents, photos and all the main initiatives of the UN agencies working in Brazil, all of them translated into Portuguese. According to Barreto, this will be, along with UNRIC's Portuguese desk, one of the main entry gates to the UN for the Portuguese community; a great initiative since they represent worldwide nearly 240 million people.



HOW INFORMATION CENTRES HELP THE UN BE HEARD



MARIAH MERCER UNIC, Canberra

Nationality American

Topic article UN promotion in Australia



UNIC Canberra

eases - these are just some of the ways the television, print, Internet and other informa-United Nations change lives in the field tion technology, in a way that has special through its peace and development pro- resonance in their respective regions. Logrammes. Though such efforts are the pri- cally, UNIC Canberra's staff keeps tabs on mary focus of UN work, this work is sup- the Australian press (who's who, what sort ported by a number of organisations within of stories each journalist is interested in) as the UN system, including the United Na- well as pouring over the pages of local tions Information Centres (UNICs) around press, watching the daily give and take of the world.

land, and the South Pacific, situated in Can- distribute information and promote issues berra, is part of a network of 63 United Na- through seminars, exhibits and other activitions Information Centres (UNICs), which ties. For example, UNIC Canberra recently fall under the Department of Public Infor- coordinated an exhibit entitled "Lessons mation. UNICs support the UN by serving from Rwanda," aimed at the commemoraas a public voice, promoting global aware- tion of the Rwandan Genocide. UNIC Canness and a greater understanding of the berra is currently working with Model UN work of the United Nations. UNIC Can-participants to support the Asia Pacific berra does this in three primary ways: offer- Conference in July. University students will ing information, building partnerships, and learn about the politics of the sea, the UN promoting UN priorities and events.

Providing new information

staff serve as a reliable source of up-to-date partnerships, to support both connecting information about the UN to a number of less developed nations to programming and people, including journalists, government keeping the general public informed about officials, civil society, students, and the UN projects. UNIC staff works with govgeneral public. When the UN releases one ernment offices, non-governmental organiof its many useful and valuable reports, sations, and the general public, trying to such as the annual MDG report or the bring all stakeholders together. One exam-UNDP Human Development Report, UNIC ple is the UNIC Canberra collaboration offices help journalists obtain and under- with the Canberra Institute of Technology stand the conclusions. Broadly, UNIC Can- and the National Botanic Garden to pro-

uilding bridges, feeding chil- berra works with the media to help the UN dren, brokering peace deals, message reach as many people as possible. fighting HIV/AIDS and ma- UNIC staff members develop and implelaria, and other infectious dis-ment communications plans, utilising radio, the news cycle.

The UNIC office for Australia, New Zea- The centres often work with civil society to Security Council, and public diplomacy.

Building partnerships

As part of its informational capacity, UNIC UNIC offices are responsible for building



UNIC OFFICES ARE RESPONSIBLE FOR BUILDING **PARTNERSHIPS**

through a photographic competition and ground help the UN commemorate, raise exhibition on the themes of biodiversity and awareness, and promote its priorities among threatened species. Winners of the 2010 the general public. contest received photographic internships with the United Nations Mission in Timor Leste, the Australian National Botanic Gardens, ACT Government and the Canberra Times.

Partnerships at the individual level are also essential – after all, as the bumper stickers say, it's your world. For many years, UNIC Canberra has hosted a booth at Australia's National Multi-Cultural Festival, often partnering with UNDP representatives. There, UN staff talks one-on-one with visitors about UN values, programs and opportunities to help. UNIC also tries to introduce children to global citizenship early by marking United Nations Day with visits to area schools, engaging students in an educational programme called UN4U.

Promoting events

Finally, UNIC officers promote UN prioritions, but they also need strong local roots. ties and events, often through the obser- UNICs - along with many organisations vances of international days, years and dec- within and without the UN system - nurture ades. Our commemorations can include those roots all around the world and help the presentations with national or local dignitar- UN bloom. ies, workshops, educational programmes, and more. UNIC Canberra has marked the International Day of UN Peacekeepers with a march, invocation and ceremony, International Day of Peace with a soccer (or football to most of the world) match, a drumming session to market the International Day of Remembrance of Victims of Slavery and the Slave Trade, and testimonials from Auschwitz survivors to mark Holocaust mote the International Year of Forests Remembrance Day. UNIC efforts on the

Global problems may require global solu-



UN PROJECTS IN SUB-SAHARAN AFRICA, MILLENNIUM VILLAGES: A **NEW STRATEGY TO FIGHT POVERTY**



MARION OULBOUKHITINE UNRIC Brussels Nationality French Topic article

Water resources



disparity, tackling gender ence of the past 10 years shows that attain- a strong negative impact on it. ing them will be hard but not impossible. The countries of Eastern Europe, Asia, Adopted strategies Latin America and the Caribbean are fulfill- The United Nations Development Proing many of the MDGs.

likely to meet most of them and sub- strate how the eight Millennium Develop-Saharan Africa lags far behind other regions ment Goals can be achieved in rural Africa in reaching the MDG's.

agement in Africa

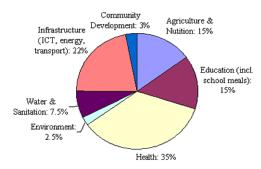
proportion of people living in extreme pov- Uganda. erty; more than 300 million people live with The MVP network includes a full range of less than \$1 a day; 31% of sub-Saharan technical, scientific and operational tasks at Africa's population is chronically under-various levels. In each country, highly nourished and 1 in 16 women die in preg-qualified project staff links the community nancy or childbirth in sub-Saharan Africa. Sub-Saharan Africa comprises 48 heteroge- tal organisations and development profesneous states at various stages of social, eco-sionals. MDG advisors, from the Developnomic and political development.

lenges inherent to the 21st century like Moreover, two Regional Centres situated in achieving peace and security, sustaining Nairobi and Bamako provide scientific and economic growth and creating employment technical support to the governments and

n September 2000, the Eight Millen- in the face of new global actors, rising food nium Development Goals were set and fuel prices, a new global trading reby the United Nations and adopted gime, climate change and environment degby 147 heads of state gathered in radation. In sub-Saharan Africa, project New York to improve human well-being by managers working in the field must take reducing poverty, hunger, child and mater- some national factors into account to fully nal mortality, ensuring primary education implement their plans and meet human for all, preventing the spread of diseases, needs in an appropriate way; they have to promot- face poor political and economic governing sustainable development and pursuing ance, infrastructure issues, poor leadership global partnerships. These goals are ex- and policy inconsistency that do not foster pected to be achieved by 2015. The experiprogress towards the MDG's and even have

gramme (UNDP) launched the Millennium Nevertheless, few African countries are Villages Project (MVP) designed to demonwithin five to ten years through communityled development. The UN has implemented The challenges of the UN Project Man- the ambitious initiative in 10 countries: Ethiopia, Ghana, Kenya, Malawi, Mali, Africa currently concentrates the highest Nigeria, Rwanda, Senegal, Tanzania and

with governments, NGOs, intergovernmenment Programme office act as a bridge be-The continent must deal with new chal- tween the MVP and national policy-makers.



More than 1/3 of the MVP budget is granted to Health projects.

operational dimensions of the project.

communities (10 millions). This project rates." supports simple solutions like providing treated bed-nets, fertilizers, materials to build school rooms and clinics among others which are supposed to lift the inhabitants above the threshold of extreme poverty African countries have made real efforts to and growth.

UN Project in the field: the concrete example of the Millennium Village cluster in Mayange, Rwanda.

When the MVP project was implemented in 2006, the local population of that country, called "land of a 1,000 hills", was facing famine because of a lack of rainfall and a disastrous harvest the year before. At the time, the Health Centre was experiencing a severe lack in staff, medicine, equipment, and had no electricity or running water. HIV prevalence was 13%, the highest in the country and almost 1/5 children died before the age of 5.

Thanks to simple and cost-effective interventions such as the utilization of insecticide-treated bed nets, the construction of

bers in reproductive health as well as ma- significant progress has been made: laria treatment program for households, the HIV/Aids prevalence rates in sub-Saharan Mayange Health Centre, which had a total Africa has dropped in the two past years of 6,146 outpatient visitors in 2005, suc- according to the 2011 annual report of the ceeded in consulting more than 4,000 outpa- United Nations Economic Commission for tients in one month. These measures have Africa. Sub-Saharan countries have manhelped dramatically reducing under-5 mor- aged to reduce the number of starving peotality.

other stakeholders. Finally, a team of scien- able achievements in some targets of the ment in socio-economic policies. tists and managers based in New York, from MDGs, such as primary education, gender The task to be addressed in Africa remains The Earth Institute, Millennium Promise parity at primary level, fight against HIV considerable, but all these national initiaand UNDP coordinate the technical and and AIDS. However, it is unfortunate that tives, in collaboration with major stakepoverty reduction has not been commensu- holders, show that the continent has the will Half of the financial contributions comes rate with the strong economic growth before to face major challenges step-by-step to from Millennium Promise (60 million dol- the crises. Also, maternal mortality contin- attain the MDG's on the long term. lars), the rest being funded by local and ues to take a heavy toll on African women of After all, Rome was not built in a day. national governments (30 millions), partners childbearing age and African children and organizations (20 millions) and the local infants still have abnormally high mortality

> Mr. Emmanuel Nnadozie, Director of Economic Development a NEPAD Division at the ECA (EDND).

and lead them to sustainable development integrate the MDGs into their development plans and budgets. Africa will indeed not

new rooms and the training of staff mem- meet most of the MDG targets by 2015, but

ple by at least 25 per cent and some of these countries have achieved more stable and "Africa as a whole has made some remark- growing economies coupled with invest-



MINURSO AND WESTERN SAHARA: **AN ENDLESS AFFAIR**



GONZALO **PEREZ DEL ARCO** UNRIC, Brussels

Nationality Spanish

Topic article Peacekeeping mission in Western Sahara



of the longest field missions of Power as Spain did in this case. the United Nations. It started in 1991, and The United Nations got involved in 1985 there is unfortunately no reason it will come after a war that had started in 1976, when to an end soon. On April 30th 2011, the forces from Morocco and Mauritania fought mandate of the mission was over and was against the POLISARIO Front (the Western extended. Many meetings and discussions Saharan pro-independence movement that). to vote for the extension of the MINURSO Mauritania signed a peace treaty in 1979 mandate took place at the United Nations in and abandoned its claims on Western Sa-New York.

Decolonization and arising problems

situated between Morocco, Mauritania and endum of self-determination for the people Algeria. The conflict started in 1976 after of Western Sahara, and the MINURSO was the Spanish withdrawal that was agreed in to be in charge of its organization. Howthe Madrid Tripartite Agreement of Novem- ever, all frameworks proposed to organize ber 1975. Spain left its colony to a provi- the referendum were systematically rejected sional shared administration composed of by one part or another and there have not Morocco, Mauritania and the "Yemaá" (the been any significant improvements since. Saharan authority), which had political in- Today, Western Saharan territories are terests in this area and wanted to incorpo- mainly occupied by Morocco; the POLIrate it to their territory. Spain should have SARIO occupies a part of the territories that taken into account and followed the posi- are considered the free Western Sahara, and tion of the United Nations in the negotiation there are four refugee camps of Western of this agreement as Western Sahara had Saharan people in the Algerian desert. The been added by Spain to the UN list of Non- most important one is in the city of Tindouf Self-Governing Territories whose decoloni- (165.000 refugees). These people have now zation was pending, according to the United been waiting for 30 years for the conflict to Nations General Assembly Declaration end, and to be able to go back to their 1514 for the Independence of the Colonial homes. Countries and People of 1960. The fact of adding a territory to this list by an adminis- UN in West Sahara tering Power of a Non-Self-Governing Ter- The MINURSO is composed of 232 miliritory means that all the decisions that have tary staff, 99 international civil staff, 164 to do with the decolonization of a territory local staff members and 22 United Nations

he MINURSO (Mission of the need to be discussed and approved at the United Nations for a Referen- United Nations and such a decision cannot dum in Western Sahara) is one be taken unilaterally by the administering

hara. An agreement was reached among the POLISARIO, Morocco and the UN in 1989 and a ceasefire was implemented in 1990. Western Sahara is a former Spanish colony, The agreement aimed at organizing a refer-

sion Zhao Jingmin from China.

the ceasefire and the organization of the gram in collaboration with the Moroccan main problem about organizing the referenreferendum in Western Sahara for which a and Algerian Governments and the POLI- dum is to be able to conduct a census of the census of the people living there must also SARIO Front. The MINURSO, for its part, people of Western Sahara. This is where be conducted. The MINURSO supervises contributes by providing the aircraft and by Morocco and The POLISARIO are opthe reduction of Moroccan troops in the operating the flights. territory of Western Sahara, makes sure the POLISARIO and Morocco don't have A frozen conflict troops in some marked areas; it also works The situation in Western Sahara and the SARIO only wants to take a census of the on freeing war prisoners and supervises process that could bring independence to native Western Saharans. along with the Red Cross their exchange these territories have tended to be quite a between both parts. 15 members of the Mis- forgotten conflict mainly because the media Forces must be joined sion have died in the field so far. The (except for the Spanish ones) don't talk so Collaboration among United Nations entibudget of the Mission was about \$60 mil- much about it. Perhaps because this is a ties in the field and among nonlion for the period July 2010- June 2011.

the Red Cross and many non governmental could compromise their stability and their gress that has been made, the dialogue, the organizations are currently in the field, per- relations in the Maghreb. Even if all the agreements that were reached in fields like forming very important tasks. UNHCR is implicated nations want a solution to this the protection of human rights, the collaboaware of all the problems these refugees are problem, the positions that have tradition- ration of Algeria, Morocco and the POLIfacing and tries to improve the conditions of ally been held by Algeria, France, Spain, SARIO with programs such as the one dethe camps where there is almost no water. Morocco or the United States have not al- scribed above, should be seen as positive Its main problem is budgetary. It would take ways been the same. France is a traditional things. However, the political positions of US\$ 4.6 million to cover the needs of the ally of Morocco and it defends its interests; these parts have to be brought together in refugee camps of Western Sahara, but only Morocco wants the integration of the West- order to be able to reach a solution to the US\$ 1.6 million has been raised so far. ern Sahara into its territory; Algeria defends conflict. The United Nations, France, Spain Spain and Angelina Jolie, the UNHCR the independence of Western Sahara; and and the United States, which are the main Good will Ambassador, have been the most Spain would like a solution in accordance external actors that have influence in Moimportant donors. More help is needed.

pects to make the life of the Western Sahara spect the will of the Saharan people. But der to implement pressure on both parts to people easier. One of its programs is to fa- what about the people of Western Sahara? find a solution. For the time being, it does cilitate the visits of separated Saharan fami- What do they want? Independence or inte- not seem it will happen so far. lies that reside in the camps near Tindouf gration into Morocco, within a particular (Algeria) or Western Sahara. This program, called "Building Confidence Measures", is strictly humanitarian and apolitical. Its aim is to support Saharan families who have been separated for more than 34 years. The program has started with a first flight that carried some 30 people of El Aaiún (Western Sahara) to the camp of Saharan refugees in Smara, near Tindouf (Algeria), and 33 other people travelled from Smara to El Aaiún. All of them would spend five days with their families before going back

Volunteers. It is led by the Special Repreto their home. A total of 12.635 Saharans regime of autonomy, are the two main solusentative of the Secretary-General Hanni have benefited from these visits to their tions that were proposed and agreed as the Abdel-Aziz from Egypt, and the military families since the start of the program in possible ones by all the implicated parts in staff is under the orders of General of Divi- 2004, while other 31.058 have registered the conflict. And that is what the referenand are waiting for a chance to meet with dum that is intended to be organized by the Among its main tasks are the monitoring of their families. UNHCR carries out this pro- MINURSO needs to solve. However, the

frozen situation whose solution does not governmental organizations has been very Not only the MINURSO but also UNHCR, really interest many implicated nations as it important during all these years. The prowith international law which would be led rocco and Western Sahara, should play a UNHCR has been working on various as- by the United Nations and that would re- key role and share the same position in or-

posed, as Morocco wants to include in the census all Moroccans who now live in Western Saharan territories, and the POLI-



THE WORLD BANK IN ANGOLA: ONGOING PROJECTS AND ANGOLA'S FUTURE PERSPECTIVE



MAURO SANTOS UNRIC, Brussels

Nationality Portuguese

Topic article **UNICEF** in the field



international scenery.

gal in 1975, Angola went through 27 years in the country with loans from the World of civil war. When the ceasefire was finally Bank: achieved in 2002, the country was facing a severe lack of basic infrastructures, such as water and electricity facilities, roads and many more. Nowadays, the country, a big oil supplier for the world, especially for the US and China, is a great "target" for Foreign Direct Investment from all around the world. That derivates from facts such as the natural resources in which the country is rich, like oil, natural gas, gold, iron, wood, diamonds and many others. Another economically important fact is that lack of basic infrastructures, which attracts investors and many major companies that are willing to invest in a country where everything must be redone, and where the market is very prosperous.

Enlisting investors would be an enormous task as the list is too long, ranging from private to public investors, from banks to companies and even governments. The investments cover every area, such as factories, basic facilities, roads, schools, hospitals, water barrages, agriculture, industry, housing, pipes, oil, extracting industry, airports, ports, and oil refineries. Investments in Angola have reached billions of dollars every year for the past ten years, and it is still growing every year. And these facts

o start this article we must first don't elude the attention of the greater run through the country's his- banks, such as the Exim Bank of China, the tory, and for that we must also African Development Bank, and of course know the current life style of the World Bank, which has provided funds the population and the country status on the for many projects dedicated to increase the living standards of the Angolan population. After winning its independence from Portu- There are currently six great projects active

1.MUNICIPAL **HEALTH SERVICE**

STRENGTHENING: the objective in this project is to improve the quality of the maternal and child health care services as well as the population's access to it.

2.LOCAL DEVELOPMENT PROJECT:

the main objectives of this project are to improve access of poor householders to basic services and economic opportunities, and enhance the local institutional capaci-

3.WATER SECTOR INSTITUTIONAL DEVELOPMENT; this project aims at strengthening the institutional capacity and efficiency of agencies in the water sector to improve access and reliability of water service delivery.

4.MARKED **ORIENTED** SMALL-HOLDER AGRICULTURE PROJECT: the objective of this project is to increase the agricultural production by providing better services and investing in smallholder farmers in a few of the provinces.

5.ANGOLA **EMERGENCY MULTI-**SECTOR RECOVERY – phase 2: this project's objective is to initiate a long-term process of economic rehabilitation and reconstruction

THE WORLD BANK HAS RAISED ITS FORECAST FOR ECONOMIC **GROWTH IN THE REGION TO 5.3 PER CENT IN 2011** AS THE GLOBAL **ECONOMY RECOVERS** AND OUTLOOK IMPROVES FOR OIL PRODUCERS SUCH AS NIGERIA AND ANGOLA". IN AFRICA'S ECONOMIC RECOVERS, BY SCOLA

6.HIV/AIDS, MALARIA AND TB CON-TROL PROJECT: the objective of such a program is to reduce the spread of these diseases and to increase the access to better treatment, diagnosis and support to its population.

These 6 projects received over 549 million dollars of investments. Their closing dates vary between 2011 and 2016. On March 17 2011, the newspaper Sol announced that the World Bank would donate 80 million dollars to fight poverty.

According to a World Bank report for Angola, 2011 would be a great economic year for the country, although the rate wouldn't be the same as in the previous years when it

current events in the North-African coun-better opportunity to increase the quality of tries increased the oil prices, which gave a life and economic capacity of the country great advantage to all the oil exporting and of the Angolan population. The World countries with big shares in the oil market. Bank along with other investors is providing As the oil prices increase, so do the amount the country with the basic infrastructures of money that converges to these economies and resources for a better economic growth, and the amount of guaranties that these as well as a social growth. countries provide to obtain even more credit funds, loans and donations from all around country in the various forms, it is possible the world. These economies indeed become to see that the many existing projects are interesting for all developed countries as taking form and provide the basis for the well as the BRIC group (Brazil, Russia. population to start believing in a better and India, China), which are interested in ac- more condign way of life. quiring all kinds of raw materials.

Although the World Bank is one out of many investors/donators for Angola, the projects that are presently in motion have a great chance of improving the access for a better way of life for all Angolan people. On

reached 15% in economic growth. But the long-term, these projects will give a

With all these funds converging into the



SELECTION OF

INTERNATIONAL DAYS

27 January	International Day of Commemoration in Memory of the Victims of the Holocaus					
4 February	World Cancer Day [WHO]					
20 February	World Day of Social Justice					
8 March	International Women's Day					
21 March	International Day for the Elimination of Racial Discrimination					
22 March	World Water Day					
7 April	Commemoration of the Genocide in Rwanda					
22 April	International Mother Earth Day					
3 May	World Press Freedom Day					
25 May	Africa Day					
29 May	International Day of UN Peacekeepers					
5 June	World Environment Day					
20 June	World Refugee Day					
26 June	International Day against Drug Abuse and Illicit Trafficking					
11 July	World Population Day					
18 July	Nelson Mandela International Day					
9 August	International Day of the World's Indigenous People					
12 August	International Youth Day					
19 August	World Humanitarian Day					
15 September	International Day of Democracy					
16 September	International Day for the Preservation of the Ozone Layer					
21 September	International Day of Peace					
1 October	International Day of Older Persons					
2 October	International Day of Non-Violence					
14 October	(2 _{nd} Wed. in Oct.) International Day for Natural Disaster Reduction					
16 October	World Food Day					
17 October	International Day for the Eradication of Poverty					
24 October	United Nations Day					
20 November	Universal Children's Day					
25 November	International Day for the Elimination of Violence against Women					
29 November	International Day of Solidarity with the Palestinian People					
1 December	World AIDS Day					
2 December	International Day for the Abolition of Slavery					
3 December	International Day of Persons with Disabilities					
5 December	International Volunteer Day for Economic and Social Development					
10 December	Human Rights Day					
18 December	International Migrants Day					
20 December	International Human Solidarity Day					

INTERNATIONAL YEARS

International Year of Youth (12 Au- International Year of Forests gust 2010 - 11 August 2011)

International Year for People of African Descent

Launched on International Youth Day, The International Year of Forests 2011 The year 2011 will be celebrated as the participation.

the Year continues to focus on encour- (Forests 2011), proclaimed by resolu- International Year for People of African aging dialogue and understanding tion 65/229, offers the dual opportunity Descent. The across generations, cultures and relig- to raise public awareness of the chal- International Year aims at strengthening ions. There are more than 1.2 billion lenges facing many of the world's for- national actions and regional and interyoung people aged between 15 and 24 ests and the people who depend on national cooperation for the benefit of years in the world, accounting for about them, and to celebrate the central role people of African descent in relation to 18 per cent of the world population. The people play in their management, con- their full enjoyment of economic, cul-International Year of Youth presents an servation and sustainable development. tural, social, civil and political rights, opportunity to highlight the contribu- Forests 2011 aims to highlight the mul- their participation and integration in all tions that young people make to society tifaceted values of forests: they provide political, economic, social and cultural and to advance their full and effective shelter to people and habitat to biodiver- aspects of society, and the promotion of sity; they are a source of food, medi- a greater knowledge and of respect for cine, fresh air and clean water; and they their diverse heritage and culture. play a vital role in maintaining a stable global climate and environment.

gramme on Youth, DESA

Lead Agency: United Nations Pro- Lead Agency: United Nations Forum Lead Agency: OHCHR on Forests Secretariat, DESA







BUILDING RESILIENCE:

UNICEF'S 2011 **HUMANITARIAN ACTION PLAN**



SCOTT **SUTHERLAND** UNICEF, Brussels

Nationality Canadian

Topic article UNICEF in the field



cies around the world, to meet urgent needs, tion and disaster putting added stress upon protect children's rights, and alleviate suf- weak governments particularly in the develfering of those caught in dire situations, oping world. As a result, armed conflicts The Humanitarian Action Report has infor- and violence can arise, compounding and mation and guidelines on how the organiza- complicating an already desperate situation. tion will proceed with humanitarian efforts Many of these countries are simply illin emergency situations. The focus of the prepared to deal with both natural and manreport shifts from year to year as the organi- made disasters. As a result it is often chilzation tries to adjust to certain political, dren who are most dramatically affected, economic, environmental situations. This and at risk of becoming chronically malyear the focus of UNICEF humanitarian nourished or losing access to education, and efforts are on preparation, planning, and ultimately, the hope of a better life. This is response outlined in its annual policy report why UNICEF believes building resilience is titled Building Resilience.

ning for potentially devastating disasters, situations, rather than simply responding to both natural and manmade. Challenged by such events. global climate change and an increased frequency of natural disasters UNICEF has Understanding Resilience focused its attention on preparing communi- Building Resilience generally describes the ties to better withstand, cope and bounce ability to anticipate, withstand and bounce back from disaster. With recent events such back from disaster, natural or manmade, in as the earthquake in Japan, UNICEF's 2011 a way that prevents fundamental loss of life, Resilience Building is more relevant than property and resources. In its tangible form, ever.

Why Build Resilience

ccording to UNICEF's annual country taking a heavy toll on lives and Humanitarian Action Report, spirits. Extreme weather conditions fuelled every year UNICEF responds by climate change is but one of several into over 200 hundred emergen-terrelated global trends that create destrucsuch an important program, because it fo-Building resilience is preparing and plan- cuses on preparing communities for disaster

Resilience can be best described as the ability of vital physical infrastructure to absorb or withstand disasters. For example, the In 2010, the world was witness to an undevelopment of appropriate sanitation techprecedented scale of natural disaster that nologies for flood-prone areas can reduce shattered the lives of millions of children the risk of infectious disease in the wake of and their families. Flooding in Pakistan weather disasters such as heavy rain or submerged a large part of the country, and floods. These same communities can also the earthquake in Haiti destroyed its capital protect their local water supply by creating city and continues to impact the entire a raised platform for the community water



IT IS COMMUNITY PLANNING AT THE HIGHEST LEVEL OF GOVERNMENT DOWN TO THE SMALL-**EST FAMILY**

well, as to prevent drinking water contamination by floods. Also, by having minimum education and emergency departments, are standards regulating how much steel is required to reinforce concrete in buildings in ing tactics aimed at the policy, institutional earthquake prone regions, communities and operational aspects. Schools are the would make important infrastructure de-learning hub of any community and are the pendable in the face of strong earthquakes. Nevertheless, resilience is not only physical build upon good practices. UNICEF will but also brings with it a fundamental social element. In its social form it is the concept of individuals, families, schools, and communities collectively guarding against risks and managing threats. It is teaching children in school at a young age what to do in case of an earthquake. It is having a community action plan where members of the community are assigned specific tasks in the case of emergencies. It is the introduction of early warning systems that can alert the country or community to an impending hurricane or tsunami. It is community planning at the highest level of government down to the smallest family, by creating early warning systems, search and rescue strategies, relief camp plans, and the monitoring and implementation of progress in these areas.

Taking the ideas to the field

education sector and the main area of imple- system such as the creation of new textmenting the Resilience policy will be in the books and materials that will include trainlearning sector. UNICEF is there to facili- ing techniques. By developing and building tate, develop policy, and oversee Resilience Resilience, UNICEF is staying true to its Building, but ultimately the responsibility core values of education and at the same falls upon the local communities to build on time reducing the risks of disaster. best practices and learned experiences. No one is better equipped to Build Resilience like the local communities themselves. UNICEF country offices and their government counterparts, mainly from the national implementing a range of Resilience Buildmost effective institution to develop and

provide specific recommendations on inte-UNICEF has always been involved in the gration of Resilience Building in the school



HELPING COMMUNITIES HELP THEMSELVES



JENNIFER VIBERT UNICEF Brussels

Nationality Canadian

Topic article Work of UNICEF



UNICEF

are truly sustainable. 'sustainable development' is often thought the future of development aid. of in relation to environmental impacts, and Recognizing this, various grassroots NGOs while environmental conservation is an and UN agencies such as UNICEF have important part of sustainable development, begun to focus on the importance of not it has come to be recognized that it is not only involving a community in aid procthe only part. Sustainable development en- esses, but taking their cues and direction compasses a wide range of 'sustainabilities' from the community itself. In order to en-- social, political and cultural sustainability, sure that the results of aid are truly sustainand economic stability. If we generally able, and will facilitate development and the think of sustainability as the ability to meet continuation of positive outcomes after the needs of the present without compro-funding runs out, many humanitarian actors mising future generations' abilities to do the are increasingly realizing that a community multi-dimensional takes on a whole new meaning.

Community driven aid

that are truly sustainable? How do we success is to be ensured. This means involvmake sure that, for example, post-crisis ing every member of the community, inrecovery programs do not collapse once cluding elders, parents and children. Therefunding runs out? A growing school of fore, it is crucial that the next generation thought suggests that, in order to be sustain- must be involved in planning and executing able, aid strategies must be driven by the strategies for aid. communities they are designed to help. Numerous emergency and development aid Child-friendly spaces programs have failed because they are im- In the case of emergency preparedness and posed by the outside, and not developed recovery, the same principles apply. from within. In such cases, they often miss community is best placed to understand out on essential cultural practises, fail to what will happen during an emergency, take into account the most marginalized what systems are already in place to deal members of a community, or are geared with it, and often in the case of natural disonly towards the short term. In an era of asters, what has worked in the past and increasing focus on tangible results of ex- what hasn't. Sylvie Fouet, Humanitarian ternal assistance, especially as far as domes- and Transition Senior Policy Advisor at

n the world of development and aid tic taxpayers are concerned, projects that delivery, one of the paramount goals make a community dependant on aid for is to facilitate positive changes that survival are not only cost-ineffective, they The term are dangerous for the community and for

sustainability needs to have ownership over a project. Community members are best placed to understand their own assets, needs, priorities, and cultural practises, and the whole How do we ensure aid is used for projects community must be engaged if a program's

UNICEF PARMO Brussels, explains what women's groups, inter-religious dialogues, an asset-based approach, where community UNICEF does to empower communities and and many other positive recovery elements. members determine and communicate the youth and enables them to take ownership In short, they become catalysts for commu-resources available for utilization in the case over emergency projects. One of the most nity re-development in the aftermath of an of an emergency, and coordinate informasuccessful initiatives that UNICEF has en- emergency. As Ms. Fouet notes, "They tion sharing amongst community members. gaged in during emergency response is the started out with just child protection, but Of course, as Ms. Fouet points out, UNIestablishment of child-friendly spaces became community areas." within the community. These places, which By putting children in charge of their own two levels simultaneously, as both the govcould be buildings or simply open spaces, space, UNICEF helps facilitate the gradual ernment and the community play important provide a protected environment where chil- reconnection of the community. These roles during an emergency. However, utilizdren can have some semblance of a return to child-friendly spaces have become enor- ing a participatory approach helps ensure normality, and where they can find refuge mously successful not only in emergency that if an emergency arises, community for safety and security. According to Ms. situations, but in all development areas, members will be as informed and prepared Fouet, everything gets lost in an emergency, with the development of 'child-friendly as possible. When everything that you are familiar with cities'. Tools for child-friendly space set- Community and especially children's ingoes away, child-friendly spaces provide a ups are now included in all UNICEF emer- volvement in emergency preparedness and feeling of belonging. They also allow chil- gency preparedness kits, and can be trans- response is essential to the success of any dren and teenagers to begin feeling empow- ported quickly wherever they are needed. ered again, as they are involved in the project in all aspects, from the design to the Local expertise selection of equipment, and to establish a In emergency planning and preparedness, they will never want to live without them." sense of ownership that has vanished with a UNICEF also strives to make use of the If the goal is truly sustainable development, disaster or conflict. For example, in an es- community's resources and abilities to help then this seems to be a perfect recipe for tablishment of a child-friendly space in the itself. During contingency planning, UNI- success. Gaza strip, teenagers and children were put CEF taps into the resources and assets of the in charge of its maintenance and care. As community in determining emergency pre-Ms. Fouet explains, "We never closed the paredness strategies. It utilizes the expertise space, but nothing ever disappeared." Giv- and input of community members like ing youth ownership over their own spaces teachers and local leaders in a participatory not only contributes to their empowerment, process to both plan and communicate but also contributes to the overall security emergency procedures. UNICEF employs and stability of an area. Instead of becoming disillusioned or turning to counterproductive actions, child- (and youth-) friendly spaces help them develop a sense of responsibility, and garner respect for their accomplishments.

However, the benefits of child-friendly spaces reach far deeper into the community. Often, child-friendly spaces suddenly become gathering points for more community members. Children want to show their spaces to family and friends, and gradually mothers and fathers begin to visit. As more community members arrive, the spaces become focal points for healthcare, education, water distribution, psychosocial support,

CEF's emergency planning has to work on

program. After all, as Ms. Fouet states, "The more children, the better. Once you give children and youth space and options,



WOMEN ACROSS BOUNDARIES: A BRIDGE BETWEEN TWO CULTURES



SERENA NATILE **UNDP**

Nationality Italian

Topic article Situation of migrant women



Migration for development

UN in the lives of people all over the on migration. For many years, women had World. The most recurring words were: been largely invisible in this field, and even cooperation, development and peace. Apart when they were present they were generally from demonstrating that my friends are all treated as passive followers and dependent idealistic people, these answers show the or only worthy of consideration in their role hopes of people, and that these people be- in the private sphere. In the last few declieve in the work of the United Nations. I ades, however, more attention has been looked back at my first month at the EC- directed towards migrant women as a result UN Joint Migration and Development Ini- of the general interest on women's position tiative (JMDI) and thought about what I in society, their increasingly visible ecoreally liked about this work. After a quick nomic weight and the recently growing mental journey, the topic for my article sud- presence of high-skilled female migrants. denly came up: an example of how the Migration can provide new opportunities to JMDI work is viewed through the eyes of improve women's lives. On the one hand, it some migrant women. The JMDI is a progives them a greater degree of autonomy gramme funded by the European Commis- and the opportunity to challenge restrictive sion and implemented by United Nations gender roles. On the other hand, it gives Development Programme in partnership them the possibility to play a role in the with IOM, ILO, UNFPA and UNHCR. It economic and social development of their supports civil society organizations and countries of origin through fairer flows of local authorities in implementing projects money, skills and knowledge, but also related to migration and development, rein-through the creation of networks and partforces networks of actors working in this nerships. Migration, in this sense, can reprefield, and identifies good practices that will sent a "pathway of development" and also be made available to policy-makers. The JMDI funded Project that I will use to ment. give you this particular gender perspective is named "Entrepreneurial Knowledge: To- The Project: "Entrepreneurial Knowlwards German-Egyptian Women Develop- edge: Towards German-Egyptian ment Experience".

Women, Migration and Development

recently asked some of my friends venturesome male seeking new opportuniwhat is the first word that comes to ties abroad, joined later by wife and family their mind when they think about the or returning to hearth and home with cash UN and about the role played by the in hand has always prevailed in reflections women are the means of achieving develop-

Women Development Experience"

The rationale behind all the JMDI projects is that linking migration and development The field of migration has been male domi- can create triple wins: migrants' countries nated for a long time. The image of the ad- of origin, countries of destination, and mi-

DEVELOPMENT CANNOT BE ACHIEVED IF FIFTY PER CENT OF THE **POPULATION IS EXCLUDED FROM** THE OPPORTUNITIES IT BRINGS

grants themselves.

Migrants, in fact, can enjoy more opportunities to improve their own condition, but also **Egypt: Women and Democracy** to advocate and act for the development of As mentioned before, the main beneficiaries Arab countries, but also to get an overall origin, migration can be an important leverage to combat poverty and to strengthen social cohesion. Countries of destination, can experience a substantial contribution of migration to local wealth, labour market needs, local consumption and human capital. The purpose of this particular Project is to enhance the level of Egyptian women's participation in the economy through acquiring knowledge and skills from female Arab migrant businesswomen in Germany. The project functions as a "knowledge chain" and "gender" is used to create a "bond" between migrants and beneficiaries: the project first teaches German-Arab business women in Germany on how to transfer their entrepreneurial skills to others. These women then travel to Egypt and train a

number of trainers who in turn train the fi- tential small-business women in Egypt. The nal beneficiaries – 500 current and potential regional areas of focus are Cairo and Upper small-business women in Egypt. This Egypt, namely the least-developed regions "knowledge chain" shows that the link be- of Egypt with high unemployment, particutween migration and development can be larly women. successful even when it does not rely on a The choice to deal specifically with this direct tie between migrant sending and re- country derives from the presence of the ceiving communities.

However, the most powerful aspect of this the Arab World: it will help in disseminatproject is the "solid bridge" that has been ing this experience to all Arab countries. created between the two countries: one-onone learning visits, links between business Women beyond the boundaries: associations in the two countries, sustain- so different, so equal able networking and, above all, the overall One of the objectives of this project is to happiness of the participants in cooperating gain a better knowledge of Egypt and of the and exchanging experiences.

their countries of origin. For countries of of this Project will be 500 current and popicture of the Arab culture. For instance,

Arab League and its representation within

Arab world in general. This does not mean only to acquire an idea of the economic situation and the investment opportunities in



while German business women can distin- beneficial to both sides: the Egyptian and the original culture of immigrants. Alguish between the private sphere and the women have the possibility to acquire entre- though the migration experience may not business sphere, in Arab communities it is preneurial knowledge and business skills; always live up to their hopes and expectamuch more difficult to draw a line between while the German-Arab women have the tions, as many barriers remain when atthese two spheres. This can be a really inter- opportunity to be aware of how they might tempting to transfer skills from one country esting comparison opportunity and each become a role model, developing in this to another, their efforts and aspirations for culture can learn something from the other. Furthermore, the success of this Project so Generally speaking, this Project demon- the realization of a world where the doors of far is reinforcing the deep feeling of belong- strates that the contribution of migration is opportunity are open to all and where the ing of the German-Arab women to the Arab much wider than the economic sphere, in- principles of universality, equality of rights world: their excellent Arabic language in cluding language, cultural and political life. spite of living in Germany for 20 to 30 Women are relevant subjects of migration empty words. years, their happiness in participating in this and in many cases they represent a means to experience and their willingness not only in stimulate the debate over multiculturalism transferring skills and knowledge, but also (e.g. political debate on headscarf, polygin sharing experiences and difficulties of amy and excision, etc.). Their presence also being business women, wives and mothers. promotes a dialogue that respects both the All in all, the Project is revealing itself as fundamental values of receiving societies

way their best business model possible.

the future represent a step forward towards and multiculturalism are not only beautiful-



UNITAR: UNITED NATIONS INSTITUTE FOR TRAINING AND RESEARCH



GONZALO PEREZ **DEL ARCO** UNRIC, Brussels

Nationality Spanish

Topic article UNITAR



UNITAR

WHAT UNITAR IS AND HOW IT WOULD BE USEFUL FOR INTERNS.

UNITAR delivers innovative training and conducts research on knowledge systems to increase the capacity of its beneficiaries to respond to global and constantly evolving challenges.

United Nations. It is an e-learning platform of online courses whose main goal is to improve the capacities of people all around the world.

It offers trainings in many fields: Environment, Peace, Security and Diplomacy, Governance, International Law, Finance, Proto-

Its courses can be done in English, French or Spanish (depending on the course).

UNITAR is mainly addressed to people whose jobs are related with the United Na- A new UNITAR centre opened on 23 May tions, international organizations or non 2011 in Antwerp. The Antwerp Internagovernmental organizations.

know more about some specific fields of by the United Nations. competency of the United Nations. UNI-TAR courses can improve interns' knowl- More info at www.unitar.org edge in some interesting and specific fields. As an online platform it will give the opportunity to mix theory with practice and to share experiences with the other participants from whom a lot of things can be learnt as many of them are professionals who want to improve their knowledge in a specific field in which they already work.

Interns who look forward to applying to the United Nations in the future should have a look on it as it can be useful for their résumé.

UNITAR is an autonomous body within the There are two important details to know:

- 1. You will have to pay for the courses (\$400-\$600).
- 2. Were you to do one of them, you should be sure to know a few things on the topic, as many things that come on the course are focused on people who already have basic skills or knowledge in the related field. It is important to be aware of that in order not to spend money for nothing.

tional Training Centre on Corporate Opportunities will be a centre of excellence on Is it also useful for interns who want to Corporate Social Responsibility supported

WORLD WATER RESOURCES



PRISCILLA NZABANITA The Millennium Project Nationality Ugandan

Topic article Making water accessible to all



The millennium project

investment in new and existing systems, and technologies applied. particularly in cities in sub-Saharan Africa. Agriculture accounts for 70% of human The lack of safe drinking water and sanita- usage of fresh water, however, this figure tion results in fecal-oral diseases such as will increase with the need to feed growing diarrhea and outbreaks of malaria and chol- populations with increasing incomes. With era. In the developing world, diarrheal dis- the increase in food demand, and a likely ease in children under 15 has a greater im- increase in demand for energy, drastic pact than HIV, malaria, and tuberculosis changes in water management will be recombined. Moreover, about 2 million tons quired. Global demand for meat may inof sewage, industrial and agricultural waste crease by 50% by 2025 and double by 2050, is annually discharged into the world's wa- further accelerating the demand for water terways.

Without clean water

It is estimated that about 900 million people search still lack access to clean water. By 2025 The Millennium Project has been carrying about 3 billion could face water scarcity, out research on water resources for over 15 which is defined as fewer than 1,000 cubic years. Founded in 1996, the Millennium

n 22 March 2011 the World meters per person per year. Human activicelebrated World Water Day. ties have become the primary drivers affect-The theme this year was ur- ing our planet's water system, so much so banization, "Water for Cit- that our requirements for water to meet our ies", reflecting the growing urbanization of fundamental needs and our collective purthe world. It is estimated that by 2030 over suit of higher living standards have led to 60 percent of the population will be living water becoming a unique challenge. Thus in cities, with most of the increases taking unless major political and technological place in the inner city slams and squatter changes occur, global water demand could settlements in the developing world. Cities be 40% more than current supply by 2030. are growing because of the natural increases This could potentially cause conflicts over in urban population, reclassification of rural tradeoffs among agricultural, urban, and areas as urban areas and rural-to-urban mi- ecological uses of water, along with mass gration. The exploding urban population migration and wars. The UN estimates that growth is creating unprecedented chal- \$50-60 billion annually between now and lenges, among which provision for water 2030 is needed to avoid future water shortand sanitation have been the most pressing ages; moreover the WHO estimates that and felt when lacking. These problems re- every dollar invested in improved sanitation lated to water supply and sanitation are par- and water produces economic benefits that ticularly exacerbated because of the lack of range from \$3 to \$34, depending on regions

per capita.

The Millennium Project and Water Re-

Project is a global research think tank. Its Future Considerations participants are futurists, scholars, business. Having established that the world needs to tative picture of the state of the world's ing coherent sets of policy and management take the form of: actions, which would lead to a more sustainable use of the water resources. Therefore, collaborating with the World Water Assess- • ment Program (WWAP) a UN-Water flagship program that is housed by UNESCO, the Millennium Project carried out research • to formulate possible factors (scenarios) that could impact future global water use. As an initial step in formulating these scenarios, a . number of postgraduate researchers carried out reviews on drivers that could impact world water resources and their uses. These reports were then used to compile important future developments, which might be considered for inclusion in the WWAP's water scenarios. Between June and September 2010, five separate Real Time Delphi studies (RTD) were carried out in topics that included: technology, economy, security, agriculture, ethics, politics and governance. These new scenarios are needed to incorporate new factors such as climate change, globalization and security issues and to update the information they are based on.

planners, and policy makers who work for pay more attention to water-related prob- freshwater resources. The 4th edition of the international organizations, governments, lems, world leaders, including all stake- WWDR will be published in March 2012 corporations, NGOs, and universities. For holders, must recognize the importance of with its theme as "Managing Water under more than a decade the Millennium Project water and plan accordingly. UN-Water uncertainty and risk". The report will inhas continuously been engaged in activities suggests that as the pressures on water re-volve various decision makers and stakededicated to finding solutions to water- sources increase, there is greater urgency to holders, including the general public, in related problems by emphasizing the use of adopt integrated water resources manage- order to ensure that it is relevant and protechnology to solve current and future prob- ment (IWRM) approaches and a need to duces solutions to water-related issues. lems of water. Furthermore, the Millennium invest in infrastructure and human resources Project from the beginning recognized that in order to improve the efficiency of water an integrated approach was key to identify- use in all sectors. These approaches should

- technology
- Improving agricultural practices in lowincome countries, and emphasizing reforestation
- Constructing eco-friendly dams, pipelines, and aqueducts to move water from areas of abundance to scarcity
- Investment in household sanitation and water storage particularly in growing urban cities
- Task forces have to be created that focus on country and regional level coordination, which will be critical to achieving adequate water resource management.

It is imperative that there is regular monitoring and reporting on the world water scenarios. To this end the WWAP, which monitors freshwater issues provides recommendations and develops case studies that inform the decision-making process. The WWAP produces a periodic report, the World Water Development Report (WWDR), which is a comprehensive review providing an authori-

For more information on the WWAP and WWDR, http:// please visit www.unesco.org/water/wwap/

Investment in water infrastructure and To learn more about the Millennium Project, please visit

http://www.millennium-project.org/



UNRWA AND ITS MULTIPLE ROLES



MIRIAM ACED UNRWA Brussels **Nationality** German Topic article **UNRWA**

UNRWA



what then became known as the West Bank third class citizens'. and Gaza Strip). Since the creation of the Agency, these have been the five fields of No clear end date for UNWRA's mission vear.

ple. According to the Agency's eligibility seek asylum and find refuge in a safe counand registration instructions, an UNRWA try. When this is done, the Agency has carrefugee is a person "whose normal place of ried out its duty. UNRWA, on the other residence was Palestine between June 1946 hand, differs because it is not only the only and May 1948, who lost both [his or her UN agency which has a mandate to serve a home] and means of livelihood as a result of specific group of people - Palestine refuthe 1948 [conflict]". In addition, descen- gees - in a specific region - Gaza, the West dents of UNRWA refugees who live in the Bank and the three neighboring countries -Agency's areas of operation are also eligible but also because the Israeli-Palestinian conto register with UNRWA and receive its flict is so protracted that the Agency has services.

Works Agency for Palestine scope of responsibility is further reaching as no clear end date. Thus, both UNHCR and Refugees in the Near East - compared to other UN organizations be- UNRWA's basic mandates could be consid-UNRWA - was established cause of its specific and geographical man- ered their "tangible" roles. following the 1948 Arab-Israeli conflict. date - thus creating a deeper connection According to UNRWA, the consequence of between the Agency and the people it Playing a role in identity formation the conflict left 726,000 displaced Palestini- serves. In addition, it aims to establish that The second role specific to UNRWA is ans without their homes and land to seek in certain areas of operation, namely Leba- "intangible" which ensues from the conserefuge either in the neighboring countries of non, the Agency holds yet another role due quences of UNRWA's specific mandate. Jordan, Syria and Lebanon, or in the re- to the wars and conflicts that have taken Palestine refugees have not had any single maining part of British mandate Palestine place within the country, as Palestine refu- care-taker or provider dedicated to their not conquered at the time by Israel (i.e. gees' conditions may be seen as similar to cause who has been by their side since the

its operations. UNRWA was born through Agencies such as the United Nations High RWA's long-term and geographically spe-United Nations General Assembly Resolu- Commissioner for Refugees (UNHCR), cific presence, the Agency has to some extion 302(IV) in 1949 as a temporary organi- whose mandate is to provide international tent taken on this intangible role of Palestine zation and began fulfilling its mandate, protection to any individual who falls within refugee caretaker in a psychological sense. which is to provide services to Palestine the definition of a refugee, laid out in the UNRWA, although having a non-political refugees, such as education, health care, 1951 UN Convention Relating to the Status mandate, is perhaps not only caretaker of relief and social services, the following of Refugees, have a definite end to their Palestine refugees, but the Agency does relationship with the targets - asylum seek- clearly play a further protracted role as com-Sadly, December 2009 marked the 60th an- ers or refugees. In UNHCR's case, there is a pared to a simple service provider. It can niversary of the Agency, with the official certain refugee problem as the Agency is even be argued that UNRWA has played a

now swollen to a daunting 4.8 million peo- return to their original place of residence, or served its victims for over 60 years and the he United Nations Relief and This article aims to prove that UNRWA's relationship between it and the people has

Nakba (the Arabic term used to mark the expulsion of Palestinians from their homes and land in the late 1940s). Due to UN-UNRWA Palestine refugee count having responsible for helping individuals to either large role in the formation of a contemposolution to the problem.

Palestinian refugees in Lebanon

lions of refugees face the largest refugee linked to an enormous political and humani- flict battle ground since the *Nakba*.

into Lebanese life, neither socially, eco- conflicts have taken place. Perhaps one of we are not prepared to pay."

mental well-being of Palestine refugees. It ally, despite making up 10% of Lebanon's affected refugees, was that of 2007 in which is interesting to note here that some Pales- population. They are treated as third class the three-month fighting between the Lebatine refugees continue to register with UN- citizens because they do not possess the nese Armed Forces and Fatah Al-Islam, a RWA even if the Agency's services are not nationality of a State and thus cannot rely radical militant group, in Nahr el-Bared needed. Therefore, one could see the sym- on the rights and privileges that other for- refugee camp destroyed the entire camp bolic value that this registration could serve. eigners in Lebanon possess. Palestine refu- forcing, yet again, 27,000 Palestine refugees In addition, of the approximately 28,000 gees are denied a colossal amount of human to flee their demolished homes. For situastaff that the Agency employs, only around rights such as the right to employment, to tions such as these, UNRWA provides 200 people are not individuals from the re- own property, to health care, to social secu- emergency relief which includes temporary gion, i.e. international staff. This means that rity, to education, to freedom of movement housing, food, water, sanitation and basic Palestinians themselves work for UNRWA and the list goes on. This has had a direct healthcare. Despite a severe financial shortand thus the Agency has a deep link with effect on the severe poverty of refugees. fall, UNRWA's reconstruction of the camp the population it serves. This, of course, is a According to UNRWA, which categorizes has begun and will be carried out in phases positive feature in the eyes of many, but it some households as "Special Hardship over the next few years. UNRWA's role in also serves as a problem for an Agency Cases" (i.e. people experiencing a particular emergency situations (its third burden) is whose main mandate is not to advocate for combination of economic hardship, family thus tangible because it remains the main any specific course of action as regards a and socio-demographic characteristics), out provider of relief and social services, but it of all fields of operation, the proportion of is also intangible because many of the refurefugees in this category is the highest in gees displaced are UNRWA staff them-Lebanon. In Palestinian Refugee Camps in selves and because the Agency is forced to In areas of operation such as Lebanon, the *Lebanon - Laboratory of Indocile Identity* deal with another plight (as compared to the Agency takes on an additional third role, *Formation*, Sari Hanafi writes, "The major- original reason for the for Palestinian plight which is situated somewhere between being ity of the Lebanese vehemently oppose the - the 1948 Arab-Israeli conflict). tangible and intangible. Approximately permanent resettlement of Palestinians in 425,000 refugees reside in Lebanon, many the country...[this position] is sometimes Going beyond the role as service provider of them directly in the fifteen camps set up used to justify discriminatory policies It is clear that UNRWA's role is further there. Like all other fields of operation, UN- against the Palestinian refugees." The treat- reaching than a simple service provider. RWA continues to provide services ment that the refugees have and continue to Within the framework of such a politically (fulfilling its tangible role); it continues to receive is of course inexcusable. UNRWA's sensitive environment such as the Israelserve as an element of permanency which role in this is difficult as its mandate does Palestine conflict, some have even called directly affects the refugees' psyches (its not call for political action. Palestine refu- the Agency an "advocator" of Palestine intangible role); but it also has to overcome gees' treatment in Lebanon is as such refugees. This humanitarian organization the fact that Palestine refugees are not par- through no fault of UNRWA; however, it may at times find it challenging to separate ticularly welcome in this host country and does make serving a refugee population the labels Palestinians in need of humanithe fact that the country has faced numerous which is forced to live in closed refugee tarian aid and Palestinians in need of politiarmed conflicts (some as a result of the Is- camps (some have even referred to camps as cal support. In this regard, former Commisraeli-Palestinian conflict and some because military zones) with no nationality and thus sioner-General Karen Koning AbuZayd of other internal issues). Thus, not only does no rights and no future or even hope of a said, "We are fully aware that the legitithe Agency (and first and foremost the mil- sustainable future for their children difficult. macy of our advocacy role rests on remain-

rary Palestine refugee identity and in the nomically, civically, politically nor cultur- the most recent conflicts, one that directly

ing within the boundaries of our humanitarproblem in the world which is directly Held responsible for civil war and con- ian mandate. We are cognizant of the fact that the boundaries that separate the hutarian problem for which no durable solu- To double the immense troubles faced by manitarian from the political are indistinct tion has been found for over half a century, refugees in Lebanon, one must also remem- at best, but nevertheless real. We have no but it also faces serving a people who have a ber that the country suffered from a fifteen illusions about how high the costs would be less than desirable future in the host coun- year civil war from 1975 to 1990 for which if we were to stray too far, and we have no try, a country which has also often been a the Palestinians are often held responsible desire whatsoever to jeopardize the interna-(due to some Palestinian faction involve- tional credibility we have worked so hard to Palestine refugees have not been integrated ment in the war). Numerous other violent create and maintain. That would be a price

INTERVIEW WITH FI FNA MANCUSI-MATERI



ROBIN DE WOUTERS UNRIC Brussels

Nationality Belgian

Topic article Work of UNRWA



UNRWA is a relief and human develop- Office in Jerusalem from 2002 to 2007. The refugees in the world.

What is your current post at UNRWA?

I joined the UNRWA Representative Office and implementation of Agency operations; to the European Union in February this year and the good balance of guidance and indeas a Senior Liaison Officer.

What are your tasks?

Agency relations with EU Member States field? representatives in Brussels. My work com- The five years spent in the West Bank were ensure that an adequate recognition is at- Tanzania, among others. tained - of UNRWA's mandate, role and What were your tasks in Jerusalem? activities - among EU Institutions, EU What did your work consist in? Member States, European think tanks, I was tasked with the establishment of a NGOs and civil society. We highly value Research Unit in the UNRWA West Bank our partnership with the EU and its Member Field Office. Our main tasks were the de-States, who together contribute to over 60% sign and conduction of research on policy of UNRWA budget.

Our presence in Brussels outlines the im- assessed the socio-economic conditions of portance of this relation, and the signifi- refugees in the Field, according to relevant cance of EU support to the welfare of Pales- indicators and for appraisal of emerging tine refugees in the Near East.

Could you tell me more about your five- gee camps and participation in activities year experience in Jerusalem?

ment agency that provides education, assis-posting initially started as a JPO assignment tance, protection, health care, emergency (Junior Professional Officer), and was an aid and advocacy for some 4.8 million reg- incredibly enriching experience both in istered Palestine refugees in Jordan, Leba- terms of professional development and hunon, Syria and the occupied Palestinian man value. In this light, I think the role of territory. It is the only agency dedicated to JPO supervisors is essential, in providing helping refugees from a specific region or the space and tools for the exercise of subconflict. It is separate from UNHCR, the stantial responsibilities. I am still very UN Refugee Agency dedicated to aiding all grateful for the respect and trust I received since the onset of my work; the high level of involvement in office discussions, which gave me a solid background on the rationale pendence, which allowed for the development of a highly interesting assignment.

I am primarily tasked with enhancing Was this your first experience in the

plements those of other colleagues, whose my first long-term mission in the Field. In functions focus more on relations with EU the past however, I had completed work institutions themselves. Overall, we aim to assignments in Nepal, India, Brazil and

and operational issues. We monitored and needs. This required regular visits to refuwith refugee groups. The Unit analyzed I worked at the UNRWA West Bank Field qualitative and quantitative data for pro-

gram evaluation, or thematic assessments. field and non-field UN work have their spe- "field". Overall, working for UNRWA is a UNRWA's outreach, programs and ap- perience in order to make the best contribu- educational standards. proaches. We participated in inter-Agency tion to one's Organization. Therefore, a UNRWA recently launched the Peace Starts planning processes and related document good professional profile should include the Here campaign, underlining that "Peace drafting, compiled regular Field reports, and ability to appreciate, enjoy, balance and starts with people, education, opportunity, contributed to the articulation of specific grasp opportunities offered by both field employment, good health, food, equal management-support activities. In addition, and non-field experiences. Field representation functions were often Would you have any advice to give to tice". We consider our work with Palestine accomplished, in dialogue with other UN future interns or people interested in refugees to be a significant contribution Agencies, the Palestinian Authority, the working for UNRWA in the field? PLO Department of Refugee Affairs, the I realize it is becoming increasingly difficult hoods, empowerment and capacity building, Palestinian Central Bureau of Statistics, etc., for youth nowadays to find work opportuni- until a just solution is found to their plight. for specific coordination or research pur- ties, including very highly qualified, talposes. Other ad hoc activities included the ented and motivated youth who wish to join participation into internal boards of investi- international Organizations. I think as a gation, the delivery of lectures to university starting point, a solid academic base in the students on UNRWA's mandate and work, field of their major interest is to be attained. the facilitation of workshops and support in Internships and/or admission to the JPO interaction with specific donor countries.

field?

tions - spanning from personal character field, this is generally a very engaging exand aspirations, to expectations of both per- perience, for the humanitarian and human sonal and professional fulfillment. I believe development character of the Agency work; this is true for most professional domains, the close contact one can establish with a and even more perhaps among international large local workforce (29,000 staff); and the officers. Mobility, for instance, can be a direct implementation of Agency operavery stimulating factor at some stages of life tions, which entails close interaction with - and not too easily practicable in other pe- the refugee population. We have five Field riods. Family issues may play a role, which Offices, located in Gaza, Jerusalem, Amis something that I think should be taken man, Beirut and Damascus. In addition, the into adequate consideration by all those presence of our Headquarters in the region desiring to undertake an international ca- can offer an interesting combination of HQ reer. Having said that, I believe that both work based in areas generally considered as

program are very good ways to advance Would you be willing to return to the one's skills and competence and contribute to the work of an international organization. Plans often entail a number of considera- With respect to UNRWA's work in the

We also engaged in the design of inter- cific and mutually complementing value, as very rewarding experience, for the direct Agency surveys, completion of studies and well as extraordinary charm. I think it is impact the Agency has on maintenance and dissemination of adequate information on quite important to have acquired field ex- amelioration of refugees' living, health and

> rights, respect, security, dignity and justowards these goals, for dignified liveli-



Did you know?

- 1. What is an MDG?
- 2. VAW costs the EU 16 billion € annually. But for every 1 € spent how much do they get in return?
 - A) 59 €
 - B) 74 €
 - C) 87 €
 - D) 103 €

3. Who and When ??

Today Ban Ki-Moon is Secretary-General of the United Nations. He took office on 1 January 2007. Do you know the previous Secretary-Generals? Match the pictures with the names, countries and the dates during which they were Secretary-General.















A: Kurt Waldheim
B: Dag Hammarskjöld
C: Trygve Lie
D: Javier Perez de Cuellar
E: U Thant
F: Kofi A. Annan
G: Boutros Boutros-Ghali

α: Norway
β: Egypt
γ: Peru
δ: Ghana
ε: Sweden
ζ: Austria
η: Burma

I: 1997-2006
II: 1992-1996
III: 1982-1991
IV: 1972-1981
V: 1961-1971
V: 1953-1961
VII: 1946-1952

4. Find the Security Council member countries in the table below, and discover the hidden word...

China France United States Mexico Brazil Uganda Nigeria Russia Austria Turkey

United Kingdom Bosnia

Gabon Japan

Lebanon

Surprise word (could you find it?)

Α	D	F	Τ	Α		R	Е	G	ı	Ν	L	Υ	Α
С	D	R	L	_	Ζ	Α	R	В	Т	Е	Е	G	Т
٧	Α	S	D	Α	D	U	R	C	F	D	В	F	R
В	Ν	С	Р	F	С	S	G	0	С	٧	Α	Р	Α
Ν	Е	J	Н	F	Α	T	Е	Υ	R	В	Ν	0	Α
G	М	Α	Α	I	R	R	D	Ε	\supset	L	0	R	D
Α	R	Р	Е	Α	Ν	ı	V	K	S	Α	Ν	Т	Ν
В	F	Α	1	0	U	Α	0	R	S	Ν	Ε	U	Α
0	Т	Ν	М	L	Е	Α	С	U	I	D	Α	G	G
Ν	U	Ν	ı	Т	Е	D	S	Т	Α	Т	Ε	S	U
R	Α	В	L	Α	Z	-	Е	R	כ	S	М	Е	М
Ε	В	0	S	Ν	I	Α	Т	S	\supset	Α	Е	Ν	U
С	Α	L	L	Е	М	Α	G	Ν	R	Т	Χ	U	С
Χ	М	0	D	G	Ζ	_	K	D	Е	Т	ı	Ν	U
I	Ε	В	Α	Ν	Κ	I	М	0	0	Ν	С	Ε	М
Ν	R	S	R	I	L	Α	Ν	Т	R	0	0	0	Р
Α	R	F	F	R	Α	Ν	С	Е	Α	R	T	Н	I

5. Where is the HQ of the following UN Agencies?



6) City HQ: UNESCO, Paris; WHO, Geneva; UNICEF, New York; WFP, Rome 2) Crosswords: the surprise word is Ban Ki-moon

		•	
αΙ	F 7	4 D	ģΙΛ
II 3	G 9	7 a	$\beta_{I\Lambda}$
III μ	DΙ	3 H	γΛ
IV ۯ	Ας	5 ∀	ζΛΙ
Vλ	Еξ	1 a	ηIII
VId	В∠	6 Đ	εII
VIIģ	C †	2 д	αΙ

- 3) 6 Arabic, Chinese, English, Spanish, French, Russian 4) ANSWER WHO AND WHEN
 - 2) 87€ return
 - 1) Millennium Development Goals

WHERE ARE THEY NOW? Interview with former UN interns

INTRODUCTION

Education

Work Experience



Jamie Morris Age: 28 Master of Laws from the University of Otago in New Zealand ; Bachelor of Arts majoring in Japanese.

Prior EU lawyer in Brussels; intern- lor of Arts from the University of and Resources at the University of ships for the President of the Euro- Wisconsin. pean Parliament and for the Director Human Rights Officer in Haiti Global Fund for Women, Program truth and reconciliation tribunal for 2 Africa (UNOMSA) in 1994; UN Se-



Lynne Goldberg Masters in Public Administration from the Harvard Kennedy School: Juris Doctorate from the Benjamin N. Cardozo Law School and a Bache-

ing eleven years at Headquarters;



Bessma Moura Age: 30 Bachelor of Arts in Environmental Studies at the University of Santa Cruz, California; Master of

Berkeley, California

at UNRIC Brussels; Chief Judge's (MICIVIHI) and Rwanda (UNAMID) Associate for Middle East and North Clerk in New Zealand's indigenous in 1993; Electoral Officer in South Africa in San Francisco, USA; Center for Environmental Health, Developcretariat in a variety of functions dur- ment Manager / Executive Assistant in Oakland, USA

INTERNSHIP

Which UN agency did you work for as an intern? How did you come across that internship?

UNRIC

At a Cine-ONU event

Centre For Human Rights, UNOG, UNEP, Post-Conflict and Disaster Geneva (1990)

A professor at law school

Management Branch

While in graduate school, I contacted the Branch. I was offered a Research Assistant position the following sum-

What tasks did you have during your internship?

negotiations; editor of Internal Voices, education campaign etc.

ing up to the COP15 climate change Special Rappatoreur on States of forthcoming policy report on Environrepresenting the UN at external the Sub-commission on Human tion, conflict management and peace events, working on a human rights Rights, took notes at meetings among building; (ii) desk study on climate Disappeared Persons

Working on UNRIC's campaign lead- Analyze "states of emergency" for the I worked on three main reports: (i) Emergency, assisted in preparation for mental Diplomacy for conflict prevenjudges drafting the Declaration of change, migration and conflict in the Sahel; and (iii) a guidance note on renewable resources and conflict.

What did you gain from your internship?

people.

got an excellent overview of agencies Rights and the UN system, life-long I gained great perspective into how and the Secretariat & met amazing friends from all over the globe and a the UN functions, namely the role it commitment to the work of the UN.

It was a great entry point to the UN. I Substantive knowledge about Human Having worked primarily with NGOs, plays within international governance, as well as the challenges and limitations it faces.

TODAY

What is your current occupation?

I work at UNEP in charge of commu- Human Resources Officer in the Out- Project Advisor, Post-Conflict and nications for the Brussels office.

Resources Management at the UN

reach Unit of the Office for Human Disaster Management Branch, UNEP

In what way did you think the internship helped you in your career?

The most important aspect was seeing. It provided the foundation for a life. It allowed me to build my relationship things from the inside, and develop- long commitment to the UN as a vi- with UNEP/PCDMB, and gain experiing a network of colleagues - both of able organization. which have been invaluable in starting a job at UNEP.

ence within the UN system.

Most of us are aiming for a career within the UN. in specific departments or in general. Do you have any "tips" to follow to achieve our respective goals within the UN?

ence you get anywhere will most staff profiled on that site. It will prolikely be useful, even if you can't vide insight into how different people, imagine how so right now. It's impor- across the globe in diverse occupa- through such connections, opportunitant to go with the flow and have multional groups began their careers. tiple plans and options at all times.

Be open to trying anything – people Yes. Go to mindensers many and Talk with as many people as possible, often move around, and the experiread the stories of the more than 150 and make connections with those who are working on topics of interest. It seems as though often times it's ties are realized.

INFERNAL VOICES

In Sweden, a seven year old boy called the police because he was hit by another child during a fight. "He hit me," cried the little boy, but the operator did not find it necessary to send a patrol car to the crime scene.

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(Belgium - Metro)
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A Brazilian tribunal authorized a 36-year old mother to masturbate every 2 hours at work, as she suffers from a rare neurochemical syndrome, compulsive orgasm.

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(France - Le Figaro Blog)
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An Israeli couple decided to name their daughter "Like" according to the feature on the social network Facebook.

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(UK - The Telegraph)
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An armed bank robber sued the German police for having arrested him with his pants down to his ankles.

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(UK - Metro)
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A 24-year-old psychology from New York conducts online therapy sessions naked to encourage patients to sincere themselves. The therapist's unique approach helps people solve their issues, she says. (USA - www.bossip.com)

A book having only blank pages (Entitled "What men think other than sex") became a bestseller. The 4.69 pound item, which was intended as a novelty gift, is being used by students as a notebook.

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(UK - www.rediff.com)
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During the last municipal elections in South Africa, a village in the North was impeded to vote due to alligators blocking the way to the election office. It took 2 hours for the army to secure a safe passage.

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(www.gentside.com)
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A Brussels restaurant offers a one-week trip to Spain, all expenses paid, to the person who will manage to eat 2 of their 1.2 kg hamburgers. Since the beginning of the bet 6 years ago, only 2 people managed so far.

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(Belgium - www.cityplug.be)
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VOECES

THE VOICE OF THE UNITED NATIONS INTERNS 13th Edition

www.facebook.com/internalvoices http://internal-voicesblogspot.com internalvoices@unric.org