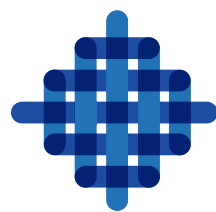




MISSION TO SUPPORT THE PEACE
PROCESSES IN COLOMBIA
MAPP/OAS

2020



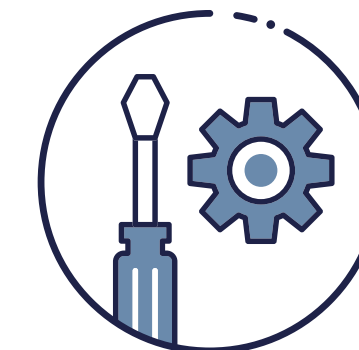
The Mission

Supports and promotes the *peacebuilding* in *territories most affected by the armed* conflict, the *criminality* and *inequity*



Mandate

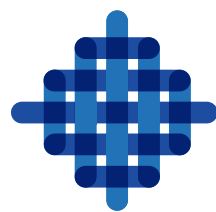
To *accompany the peace process* and provide technical support for Colombia's *peace policy*, incorporating a *differential approach* based on gender, ethnicity and age in all work areas.



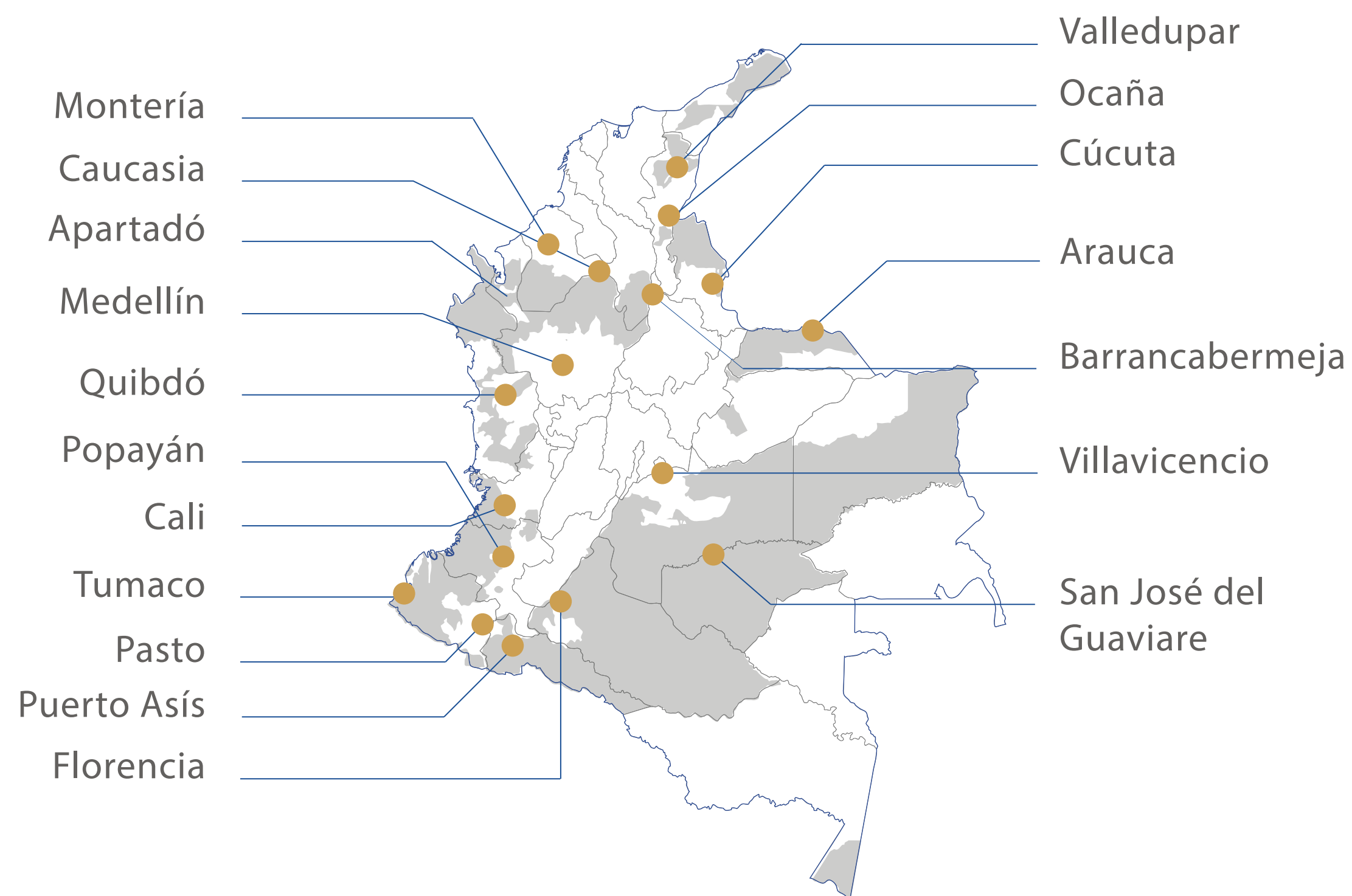
Methodology

Monitoring local dynamics and peace policies
Accompanying peace initiatives
Making visible the main challenges and threats to peace
Empowering communities, leadership and victims.





TERRITORIAL PRESENCE



16 years of uninterrupted presence in the most vulnerable and remote territories in Colombia

177 Staff members

90 National officials

32 International officials

35 Drivers

20 Administrative assistants

594 communities pertaining to

191 municipalities in

20 departments through

18 regional offices and

1 mobile team

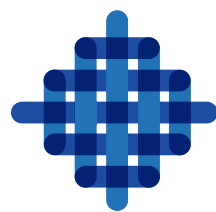
Identify achievements and progress in peacebuilding and the remaining challenges and difficulties to ensure the sustainability of the process

Virtual meetings with the regional offices in order to:

- Identify the impacts and challenges of COVID-19 on personal, family and work environment.
- Identify good practices and lessons learned in addressing these challenges.
- Focus on the welfare and well-being of the staff members and the strengthening of their capabilities.



OEA|MAPP



MAPP/OAS

in time of pandemic

Personal Level

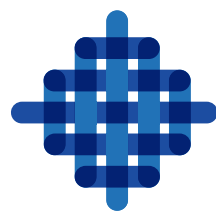
- Self-care
- Emotional impact (anxiety, uncertainty, anguish)
- Difficulties in balancing personal life with work responsibilities.
- Restrictions on social interaction



Work Level

- **Inability** to carry out field missions
- **Limitations in relating with the communities and building of trust virtually**
 - Digital divide
 - Information security
- **Re-prioritization of activities**
- **Changes in relevance of certain departments and areas of work**
- **New and increasing demands**
- Impact on **methods of work**





Good practices

1. Empathy and contextualization

Thinking of others
Reviewing local media
Identifying relevant events

2. Institutional positioning and recognition

Use of logos, emblems and institutional clothing.
Sharing communication pieces

3. To effectively manage the communication with key actors

Avoiding saturation
Coordination and schedule management

4. Capacity building

Based on

- Needs
- Available resources

5. Exchanges, follow-ups and accompaniment of teams

6. Virtual inter-institutional and inter-sectoral meetings

7. Relevance of HR, communications and IT areas





The support of international community is vital for the MAPP/OAS, specially the political and financial support of Germany, Canada, Spain, United States, Norway, The Netherlands, Sweden, Switzerland, and The United Kingdom