



Colonna report and Action Plan

Key messages - August 2024

1.The Colonna **Report** confirmed UNRWA's long standing commitment to uphold the humanitarian principle of neutrality and concluded that the Agency has a more developed approach to neutrality than similar UN entities or NGOs.

2.It confirmed that the Agency has established and updated a significant number of policies, mechanisms, and procedures to ensure compliance with neutrality, to ensure rapid and adequate responses to allegations, and to implement disciplinary sanctions on personnel who breach neutrality. It also confirmed that over the last two years, the Agency reviewed all external allegations made and opened an investigation when warranted.

3.The report acknowledged the shared responsibility of Member States, including host countries and the State of Israel as the occupying power, to preserve the Agency's neutrality.

4.Before the allegations made by Israel against 19 UNRWA staff, the Commissioner General had already announced a review of the Agency's systems and procedures to uphold its neutrality. This announcement followed an intensified campaign to undermine the Agency, often through the spread of misinformation in the media.

5.UNRWA is fully committed to implementing all 50 recommendations from the Colonna Report which for their vast majority aim at strengthening existing systems and processes. The full implementation

through an Action Plan will sustain trust from its supporters and donors and strengthen the Agency in its ability to provide quality services to Palestine Refugees. Its implementation should be seized by all as an opportunity to protect and fortify the Agency and its mandate in the face of relentless politically motivated attacks.

6.The Action Plan to implement all the recommendations was developed in May 2024. It provides specific, timebound and sequenced actions, with a focus on quick wins to gain trust and build momentum for change. Implementation has begun and the Action Plan will be updated periodically.

7.Implementation will require active involvement of many parts of the Agency; UNRWA is fully committed to listening to staff and local communities and to providing timely and transparent information on the Action Plan's progress to staff, communities, donors and Member States.

8.Several recommendations can also only be implemented if additional sustained resources are provided by Member States. As such, there can be no tradeoffs between implementation of the Action Plan and delivering core services.

9.Throughout implementation of the recommendations from the Colonna Report, UNRWA will remain committed to its mandate, adhere to UN values and principles, and preserve its financial integrity.



united nations relief and works agency
for palestine refugees in the near east

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