

# Appendix 7

---



## **ReliefWeb Project** **[www.reliefweb.int](http://www.reliefweb.int)**

ReliefWeb was created in 1996, following the Great Lakes crisis. The project came about as a result of the collective acknowledgement within the humanitarian community that the lack of information exchange had forestalled early action. United Nations member states recognized the need for a tool to support appropriate decision-making, and the expanding capabilities of the Internet offered a way forward. ReliefWeb was endorsed by two General Assembly resolutions that established its mandate: to strengthen the response capacity of the humanitarian relief community through the timely dissemination of reliable information on preparedness, response and disaster prevention.

ReliefWeb is administered by the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA). In order to provide balanced coverage, it gathers and disseminates information from more than 2500 sources from the United Nations, non-governmental organisations, governments, academic institutions and the media. These information providers are also the primary users of ReliefWeb. With an archive of over 300,000 documents in three languages (English, French and Spanish) dating back to 1981, ReliefWeb is the largest existing source of documents and maps for humanitarian response on the Web. ReliefWeb operates in three time zones with offices in Geneva, New York and Kobe, which enables it to provide 24-hour coverage and to communicate and reach out to partners around the world.

Through constant monitoring of disasters, ReliefWeb ensures timely coverage of natural disasters and complex emergencies. As delivery of relief reaches disaster-affected areas, ReliefWeb shifts from its early-warning role to full coverage of humanitarian action, and thus fulfils its mission as an information-exchange tool in support of coordination on the ground. Coverage of complex emergencies includes countries and regions in conflict or post-conflict situations. The scope of this coverage is adjusted in relation with the Consolidated Appeals Process (CAP), and in consultation with experts in the field.

When the tsunami struck South Asia on 26 December 2004, ReliefWeb started coverage the same day and posted information from 318 sources in the first three weeks. During the following year, 8,000 documents and over 150 maps were posted.

Information posted to ReliefWeb is selected after rigorous assessment of its reliability and relevance. In addition to featuring documents and maps provided by its partners, the site offers original maps produced by ReliefWeb's map centre. In the first stage of an emergency, a simple location map is created, followed later by a more detailed situation map that includes response information.

To complement the emergency-specific information described above, the "Policy and Issues" section provides a collection of documents on thematic issues relating to humanitarian response, often of a more

academic nature, such as analyses, evaluations and lessons learned, manuals and guidelines. Contributions to this section can be sent via an online submission form.

The “Professional Resources” section includes a training inventory, with courses relevant to those working or wishing to work in the field of humanitarian response. It also offers one of the most comprehensive job vacancies’ listings in the humanitarian sector. Other professional resources include “Communities of Practice”, a directory of peer groups to encourage professional networking within the humanitarian sector, as well as the contact directory, which includes contact information for all of ReliefWeb’s sources of information. Online submission forms are available in this section.

In addition to appearing on the site, ReliefWeb content is syndicated to websites of partner organisations and disseminated via both email and RSS (Really Simple Syndication) feeds.

ReliefWeb’s editorial decisions are based on a set of information principles: accessibility, accuracy, comprehensiveness, humanitarianism, independence, relevance, transparency, timeliness and service-orientation. With a view to encouraging best practices in humanitarian information management, ReliefWeb is regularly involved in organising regional and global meetings bringing together information management practitioners to agree on global standards and best practices in the field of humanitarian information.

ReliefWeb New York  
Office for the Coordination of Humanitarian Affairs  
United Nations  
New York, NY 10017, USA  
Tel: + 1 212 963 1234

From Europe and Africa:  
ReliefWeb Geneva  
Office for the Coordination of Humanitarian Affairs  
Palais des Nations  
CH-1211 Geneva, Switzerland  
Tel: + 41 22 917 1234

From Asia and the Pacific:  
ReliefWeb Kobe  
Office for the Coordination of Humanitarian Affairs  
Hitomiraikan 5F, 1-5-2, Wakinohama-kaigan-dori  
Chuo-ku, Kobe City  
Hyogo 651-0073, Japan  
Tel: + 81 78 262 5555