UNRWA FRONTLINE HEROES: AHLAM WORKS TIRELESSLY TO KEEP AID FLOWING

14 January 2024



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Ahlam (left) meets with members of the UNRWA logistics team in the Marib warehouse in Khan Younis, southern Gaza. © 2023 UNRWA Photo by Mohammed Hinnawi

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For the last 100 days, Ahlam has helped organize humanitarian aid deliveries to internally displaced persons (IDPs) across the Gaza Strip. She works long hours, managing the UNRWA Marib warehouse in Khan Younis in southern Gaza, supervising inventory and planning the distribution of aid.

The warehouse now operates at three times its previous capacity. She oversees the receipt and delivery of food and other supplies and works daily from 7:00 a.m. to 11:30 p.m.

Ahlam herself has been displaced more than once due to the war and currently lives in a tent next to the warehouse. She remains determined to work alongside her colleagues to continue the flow of life-saving aid to Palestinians in Gaza.



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Food aid in the Khan Younis Distribution Centre, southern Gaza. © 2023 UNRWA Photo by Mohammed Hinnawi

"I have worked with UNRWA for 13 years, including during previous wars and escalations, but I have never witnessed anything as horrific as this ongoing war," says Ahlam. "My work is the only thing that keeps me going and prevents me from collapsing, because I feel I am serving people by providing them with the necessary assistance every day," she adds.

In addition to her work, Ahlam interacts directly with the community. Mothers often approach her, pleading for blankets to keep their children warm. In cases of urgent need and in consultation with the UNRWA Area Officer for Khan Younis, she is sometimes able to provide direct aid. "I may

not be able to measure the deep impact of our work, but the gratitude in a
's eyes when I provide warmth for her children fuels my
nation to offer aid and support to those in need," she says.

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As of 12 January, **up to 1.9 million people,** over 85 per cent of the population, have been displaced across the Gaza Strip - many, like Amani, multiple times. Some 1.4 million IDPs are sheltering in 154 UNRWA facilities and a total of 1.73 million[1] IDPs are receiving assistance from the Agency. The average number of IDPs in UNRWA shelters in the middle and southern areas of the Strip is over 12,000 per shelter, more than four times their capacity.

Since the war began, 146 UNRWA colleagues have been killed in the Gaza Strip – the highest death toll for aid workers in the history of the United Nations.

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[1] 1This includes nearly 160,000 IDPs in north Gaza and Gaza City governorates as of 12 October. UNRWA's ability to provide humanitarian support and update data in the above areas is severely restricted. The hostilities, Israeli Forces' evacuation orders and the constant search for safer places meant that people are displaced multiple times. UNRWA shelters often provide assistance to registered Palestine Refugees and other members of the community. There are instances where total numbers could be duplicated due to overlapping registrations, this is why we use "estimates" for these figures.



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Topic	Indicator	(%)
Education	Children (6-15 years) attending school	96
	Children (6-15 years) attended school and left	3
	Children (6-15 years) never attended school	1
Employment	Out of labour force (16+ years – female)	65
	Out of labour force (16+ years – male)	39
	Unemployed (16+ years – female)	8
	Unemployed (16+ years – male)	31
	Employed (16+ years – female)	4
	Employed (16+ years – male)	30
Employed - contractual status	No contract	35
	Verbal agreement	33
	Collective agreement	1
	Written contract – indefinite period	20
	Written contract – fixed period	11
Employment – working hours per week	Employed – 1-14 hours per week	37
	Employed – 15-34 hours per week	22

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Crisis Monitoring Report – High Frequency Survey Results – December 2022

Topic	Indicator	(%)
Education	Children (6-15 years) attending school	98
	Children (6-15 years) attended school and left	1
	Children never attended school	1
Employment	Out of labour force (16+ years - female)	93
	Out of labour force (16+ years - male)	40
	Employed (16+ years – female)	2
	Employed (16+ years – male)	31
	Unemployed (16+ years – female)	5
	Unemployed (16+ years – male)	29
Employed - contractual status	Verbal agreement	25
	Collective agreement	2
	No contract	40
	Written contract – indefinite period	19
	Written contract – fixed period	14
	Employed - working hours per week (1-14 hrs)	45
	Employed - working hours per week (15-34 hrs)	28
	Employed - working hours per week (35 hrs +)	27

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