



Myanmar Earthquake (March 2025)

Key Messages for Humanitarian Actors



LISTEN FIRST, ACT SECOND: Prioritize understanding the immediate needs, priorities, and capacities *directly from diverse affected communities* (including women, children, elderly, persons with disabilities, and ethnic minorities) before designing and delivering aid. Use rapid, context-appropriate methods for consultation.



TRANSPARENT & ACCESSIBLE INFORMATION: *Clearly communicate* who we are, what assistance is available, who qualifies, how decisions are made, and how long support might last. *Use multiple channels and local languages* to ensure information reaches everyone, especially the most isolated or marginalized.



SAFE & DIGNIFIED PARTICIPATION: *Actively involve affected people* in decisions that impact their lives, from planning distributions to monitoring effectiveness. *Ensure participation is safe, voluntary, and respects cultural norms*, actively seeking out voices often unheard.



RESPONSIVE FEEDBACK & COMPLAINTS MECHANISMS: *Establish and publicize safe, accessible channels for people* to ask questions, provide feedback, or raise complaints (including sensitive issues like PSEA - Protection from Sexual Exploitation and Abuse). Critically, ensure mechanisms are actively monitored, and people receive timely responses and see action taken based on their input.



FOCUS ON VULNERABILITY & EQUITY: *Continuously assess who is most vulnerable and facing barriers to accessing aid* due to the earthquake and pre-existing factors. Adapt programs to ensure assistance is delivered impartially, equitably, and reaches those most in need, upholding their dignity and rights throughout the response.



ENSURE COLLECTIVE ACCOUNTABILITY: *Coordinate* with other relevant humanitarian actors and service providers to be able to *avoid the duplication* of aid and *improve the effectiveness* of the assistance to be able to reach affected populations widely and in a timely manner.



AAP Practical Guidance

- Humanitarian organizations and staff must adhere to the commitments outlined in the Core Humanitarian Standard (CHS); in so doing, they must respect all affected populations and not discriminate against anyone on basis of ethnicity, religion, sexual identity, economic status, etc.
- CHS Commitments 4 and 5 stress that affected populations have the right to access the assistance they need, including information and the right to participate in decision-making processes that affect them.
- The communities have the right to request information related to the assistance that is being provided – where it is being provided, from whom, when, etc.
- The communities have the right to collaborate and coordinate with the responding agencies and provide feedback on the appropriateness of the assistance being provided vis-à-vis their actual needs.
- Humanitarian assistance is free. The recipients do not need to pay anything to receive assistance.
- Humanitarian workers must not accept/ask for any payments or gifts in kind from the affected communities/those they are helping.
- Any instances of demands/requests for payment, sexual exploitation or any disrespectful attitudes from responding organizations or staff can be reported.
- PSEA (interagency) reporting channels and/or agency-specific reporting channels should be identified and disseminated to communities.
- Feedback can be provided on the assistance and operations of the humanitarian assistance, as well as on the staff involved in the provision of assistance.
- Clear channels of communication, that are appropriate for the community, must be identified and communicated to the community.
- Any complaints/feedback that is submitted will not affect the provision of assistance.