COVID-19 response and recovery: “Build Back Better”

Three lessons of COVID-19 – by the High Commissioner

Before we begin our discussion of the Office’s work on key aspects of the pandemic, let me outline what I see as the three lessons of COVID-19 to date.

**LESSON ONE**

COVID-19 zeroed in on the social and economic fractures created by gaps in human rights protection. As a result of these fault lines, the pandemic moved through societies with accelerated speed, unmasking the profound fragilities created by discrimination and inequalities – not only for the individuals concerned, but for everyone. If those fractures had been fixed, the scale of the medical pandemic, and the vast socio-economic shocks it created, could have been less devastating. Long-standing failures to eradicate discrimination, address inequalities and prioritize the progressive realization of economic, social and cultural rights, made societies exceedingly vulnerable.

**LESSON TWO**

The pandemic clearly demonstrated the powerful and effective protection that is afforded by human rights-based policies and measures. Some countries could count on pre-existing systems to deliver affordable and accessible health care and well-established social protections to shield people from the worst impacts of the economic and social aftershocks. These investments provided practical, life-saving relief. Sound protection systems are not necessarily expensive or the reserve of wealthy countries. In 2017, ILO showed that a universal social protection scheme that includes allowances for all children, maternity benefits for all women with newborns, benefits for all persons with severe disabilities and universal old age pensions will cost an average of 1.6 per cent of a developing country’s GDP.

Secretary-General Guterres has repeatedly emphasized that the UN’s COVID-19 response must be grounded in human rights because human rights-based solutions are effective. The New Social Contract must tackle the roots of inequality by combating discrimination, establishing universally accessible services, including quality education, and giving fair opportunities to all. In repairing the damage that has been done, we need to rebuild just, sustainable and environmentally friendly economies and respect for the human rights of every member of society.

**LESSON THREE**

Our world will be stronger and more resilient when we can count on cooperation and solidarity between nations that is based on mutual support. Without these international and multilateral bonds, the poorest will be set further back and everyone, to varying degrees, will suffer.

In the following section that is dedicated to our COVID-19 response, we summarize and give examples of the extensive body of work our teams undertook in 2020. We will continue this work and strive to do better, because delivering on human rights recommendations means helping to create more sustainable, inclusive and resilient societies in order to build a better future.

Adapting to COVID-19: UN Human Rights in 2020

COVID-19 has hit societies at their core, with deep and devastating social, economic and political impacts. It has exacerbated existing gaps in human rights protection, leading to increased poverty, exclusion and violence and deepening inequalities. It has led to restrictions on fundamental freedoms and civic space. It has set back progress in achieving the 2030 Agenda for Sustainable Development as well as key climate goals. As the pandemic surged forward, UN Human Rights ramped up its support to embed effective, human rights-based policies in pandemic responses by States, UN partners, UN Country Teams and other stakeholders. Our monitoring was strengthened to enable a clear focus on the vulnerable people who are most likely to be left behind. Detailed checklists and other evidence-based tools were created to contribute to easily adaptable and immediately effective policies. In every region, we delivered targeted, practical guidance and assistance. We also laid out pathways to ensure that as societies begin to rebuild from this crisis, their recovery efforts can focus on constructing more resilient systems – systems that advance people’s rights and dignity and better protect everyone from harm, including harm resulting from climate change.

“With COVID-19, a fast-moving and global health crisis has collided with many slower, and more entrenched, political, social and economic crises around the world. The first lesson of the pandemic is its demonstration of the profound value of human rights-based approaches. Long-term discrimination and inequalities have severely undermined the resilience of all of society – and we need to address them, now.”

UN High Commissioner for Human Rights, Michelle Bachelet

On 10 December 2020, UN Human Rights celebrated Human Rights Day by reaffirming the importance of placing human rights at the heart of the recovery to build back the world we want. © OHCHR
Human rights at the heart of the response: Key figures

**GUIDANCE AND TECHNICAL SUPPORT**

- UN system guidance
  - 1 comprehensive UN-wide policy brief (on COVID-19 and human rights)
  - 18 focused UN policy briefs and technical documents (on COVID-19 impacts on vulnerable groups and on thematic and geographical issues)
- UN Human Rights guidance
  - 12 targeted guidance notes (with recommendations for governments, UN bodies and others)
- Socio-economic impacts of COVID-19
  - The Surge Initiative contributed operational advice to 59 countries (on integrating ESCRs, SDGs and human rights-based macroeconomic analyses into responses)

**MONITORING AND REPORTING**

- Data and analysis
  - 10 specific indicators developed (to assess COVID-19 human rights impacts)
- Human rights trends and good practices
  - 1 COVID-19 information management tool created
- Persons in detention
  - At least 267,500 people benefited from urgent releases/alternatives to detention

**AWARENESS-RAISING AND ADVOCACY**

- Human Rights Day #RecoverBetter
  - 90 million people reached
- Engagement by human rights mechanisms
  - 30 country infographics (with recommendations)
- Treaty bodies
  - 5 detailed guidance notes, 8 legal opinions and 1 toolkit on treaty law and jurisprudence

**ADJUSTING WORKING METHODS**

- Human Rights Council and UPR Working Group
  - Annual programme of work completed (remotely or in a hybrid format)
- Treaty bodies
  - 8 (out of 10) migrated their work online
- Special procedures
  - 124 press releases, 206 communications, 15 reports and 13 tools
- Human rights training
  - Approximately 58% of workshops delivered online
Our COVID-19 response: Examples of UN Human Rights actions

COVID-19 provided an unprecedented opportunity to work collectively to situate human rights principles at the heart of response and recovery efforts. UN Human Rights enhanced its monitoring, reporting and advocacy efforts to address human rights concerns during the crisis. It provided technical advice on laws and policies, issued thematic guidance notes and delivered virtual capacity-building. Field presences documented an array of promising practices that were adopted to alleviate the negative effects of the crisis, particularly those of a socio-economic nature, and could be used to build more equal, inclusive and sustainable societies.

SUPPORTING VULNERABLE PEOPLE AND GROUPS

The virus may not discriminate, but unequal societies do. Data collected in 2020 showed that people who were already left behind were more likely to be infected by and die of COVID-19. They were also the hardest hit by the socio-economic consequences of the crisis. UN Human Rights contributed to assessing the impacts of COVID-19 on different population groups, building disaggregated data sets and informing policy solutions, with a focus on consolidating accessible health care and social protection systems.

UN Human Rights mapped the needs of groups with unequal access to social protection and health care in Serbia, Ukraine and other European countries – including Roma people, persons with disabilities, homeless people and LGBTI persons. Field presences monitored the situation of older persons and migrants, including those trapped on the borders between two countries or held in centres for migrants in Bolivia, Guatemala or Panama. In West Africa, rapid gender assessments were carried out in nine countries to collect quality data and inform the adoption of sound policies. The Office advocated for inclusive social protection schemes and integrating lessons learned from the crisis into the European Union Green Paper on Ageing and the European Union Disability Strategy.

A coordination mechanism created between Kyiv City authorities and civil society to address homelessness in the context of the pandemic compiled targeted recommendations that were issued in relation to the human rights impacts of COVID-19 in Ukraine. Stories of vulnerable people and those who helped them were released through key media outlets and on social media platforms to raise awareness about their situation.
UN Human Rights produced a Guidance Note on COVID-19 and women’s rights. It was used to raise awareness about gender-based violence (GBV) in countries such as Cambodia, Iraq and Syria and to advocate for support services and the availability of shelters during quarantines and lockdowns, for instance, in Liberia. The Office supported the creation/strengthening of hotlines in Latin America (Colombia, Costa Rica) and the provision of legal aid for GBV survivors (Mexico). In Cambodia, when 30,000 factory workers (mostly women) were subjected to quarantine, UN Human Rights provided support to create safe spaces for women and children in quarantine centres.

Standard operating procedures (SOPs) on sexual and gender-based violence (SGBV) were developed and disseminated in Liberia during lockdown. In Baghdad, 20 murals were painted across the city to increase public awareness regarding human rights concerns that emerged with the spread of COVID-19, such as an increase in the prevalence of GBV and stigma and discrimination directed towards sick persons.

In Western Africa, UN Human Rights worked with talibé children in street situations, where they were forced to beg and faced exposure to violence and COVID-19 infection, to integrate them into a family environment. The Office and its partners provided support to childcare facilities and families in six countries. At the global level, the Office collaborated with ILO and others to conduct an online survey on youth and COVID-19, which indicated that actions undertaken by youth during the pandemic were key to supporting vulnerable groups, fighting misinformation and saving lives. In Serbia, the Office and a local partner reached 800,000 people through an online campaign to raise the awareness of youth on the human rights impacts of COVID-19.

More than 2,000 talibé children were reintegrated into their families and 3,000 children were provided with support in childcare facilities (in the Gambia, Guinea, Guinea-Bissau, Mali, Niger and Senegal).
The Head of the UN Human Rights Regional Office for the Pacific with Mereseini Vuniwaqa, Minister for Women, Children and Poverty Alleviation, members of the Fiji Disabled Peoples Federation and other partners celebrate the International Day of Persons with Disabilities on 3 December 2020. The theme was “Building Back Better.” © OHCHR

UN Human Rights engaged with many stakeholders for an inclusive COVID-19 response to address concerns linked to access to health care and the disruption of services for persons with disabilities. The Office raised the awareness of authorities and offered technical assistance, including in Côte d’Ivoire, Ethiopia, the Gambia, Georgia, Guatemala, Honduras, Mexico, Montenegro, the Russian Federation, Togo and in the Pacific region. In Guinea, theatre performances were organized with three coalitions of organizations of persons with disabilities to raise awareness about the impacts of COVID-19 on this group of individuals.

A protocol developed to ensure the full accessibility of virtual hearings held by the Constitutional Court of Guatemala on COVID-19 and persons with disabilities was disseminated for use by other public authorities.

**PROTECTING PARTICIPATION AND ACCESS TO INFORMATION**

A vibrant civil society is essential to building back better. In the context of COVID-19, UN Human Rights helped to ensure that all affected people were informed and able to participate in shaping policies that impact on their lives. The Office took steps to protect civic space and human rights defenders (HRDs). It also recalled the importance of ensuring data protection and privacy while using new technologies, such as COVID-19 contact tracing applications.

In the context of increasing disinformation, the Office created a dedicated COVID-19 web page to disseminate information in Cambodia, in Khmer and English. In Liberia, UN Human Rights supported awareness-raising by civil society on COVID-19 and human rights through radio spots and on social media platforms.

By using new technologies and through remote monitoring, UN Human Rights documented hundreds of COVID-19-related incidents of racism, racial discrimination, xenophobia, religious intolerance, hate speech and incitement to hatred in over 50 countries. The Office ran campaigns to counter false or misleading information as the pandemic set off a wave of disinformation that fueled fear, prejudice and posed risks to public health, including in Cambodia and in the Middle East and North Africa region. In Southern Africa, the Office engaged actors with different opinions in public debates about the crisis.

In December 2020, UN experts expressed alarm at the ‘naming and shaming’ of COVID-19 victims in Cambodia, noting that the publication of personal information about individuals who had tested positive is a breach of privacy. © OHCHR
UN Human Rights engaged in advocacy to support the ability of experts, medical professionals, journalists and human rights defenders to speak without fear or censorship. Across all regions, the Office built the capacities of CSOs and national human rights institutions (NHRIs) to integrate human rights into activities aimed at curbing the spread of the virus and its negative impacts. In cooperation with the NHRI in Morocco, and with contributions from NHRIs in Jordan, Mauritania and the State of Palestine, the Office organized a training on the role of NHRIs in MENA countries to protect the rights of persons with disabilities in the context of COVID-19.

UN Human Rights contributed to making information accessible and available for all – in multiple languages, including in indigenous languages, and accessible formats for persons with disabilities, for instance in the Gambia, Mexico, the Republic of Moldova, Tanzania and Tunisia. In several countries, such as the Central African Republic, Colombia, Honduras, Kenya, Lebanon, Mexico, the Republic of Moldova, the State of Palestine, Thailand, Uganda and Ukraine, media campaigns took place to raise awareness on the impacts of COVID-19 on human rights, with a focus on groups such as HRDs, migrants, domestic workers and persons with albinism.

Provisions to limit freedom of expression in the context of COVID-19 were repealed from emergency decrees that were adopted in Bolivia. In a landmark development, spearheaded by the Executive Office of the Secretary-General and UN Human Rights, the UN adopted a system-wide Guidance Note on the promotion and protection of civic space.

In Honduras, the advocacy campaign to prevent discrimination against migrants and returnees in the context of COVID-19 reached 255,000 Facebook users and produced 325,000 impressions. The Office at headquarters organized 19 global webinars on human rights-based responses to COVID-19.
ADDRESSING SPECIFIC HUMAN RIGHTS ISSUES

As emergency measures were adopted by many countries, UN Human Rights raised awareness to ensure that restrictions were necessary and proportionate and that they were applied fairly and humanely, with a focus on safeguarding public health. The Office called for immediate action to be taken to prevent COVID-19 from sweeping through places of detention and confinement, including immigration and pretrial detention facilities.

Senior police officers from the Police Special Response Unit and the Human Rights Cell during a human rights training facilitated by UN Human Rights on the prevention of torture and use of excessive force, including in the context of enforcing states of emergencies, at the Fiji Police Academy, in October 2020. © OHCHR

UN Human Rights monitored law enforcement and assessed the legality and proportionality of emergency measures to ensure that they did not unnecessarily limit the rights to freedom of expression or assembly and were not applied indiscriminately. The Office delivered technical assistance and training on various topics, including the role of prosecutors, police conduct in enforcing curfews and emergency restrictions, assessing legal aspects of restrictions and reporting on violations of measures (for instance in Angola, Fiji, Georgia, Guinea, Honduras, Maldives, the State of Palestine and Zambia).

Mobile court session of the Makamba High Court, in Burundi, in May 2020. © OHCHR

UN Human Rights and the High Commissioner for Human Rights called on governments to explore options for release and alternatives to detention to mitigate the risk of contagion in places of detention, with a focus on the release of those who were most vulnerable, including children and persons with health conditions, low-risk profiles or imminent release dates and those detained for offences not recognized under international law. In Chile, the Attorney General urged prosecutors to consider alternatives to pretrial detention. In Mexico, an amnesty law was adopted by the Congress.

Revised regulations related to court hearings were adopted in Ukraine to allow remote participation, thereby ensuring access to justice during the pandemic. Guidance Notes on access to justice and the deprivation of liberty in the context of COVID-19 were widely distributed among judges, prosecutors and lawyers and in detention centres in the State of Palestine.

Seven mobile court sessions were held in Burundi, resulting in the expedition of 206 cases and the release of 89 detainees, including seven women and one child. UN Human Rights advocacy efforts contributed to the release of detainees in many countries around the world, including 30,000 in the Southern Africa region, 17,500 in Iraq, 7,700 in Sudan, 3,900 in Libya, 2,773 in Honduras, 2,710 in Senegal and 1,326 in Somalia.
REDUCING NEGATIVE ECONOMIC AND SOCIAL IMPACTS

As it became clear that the crisis would have long-lasting and profound effects on people's lives, UN Human Rights worked to address inequalities and ensure rights-based approaches were applied to COVID-19 responses and recovery efforts. The Office advocated for fiscal stimulus and social protection packages aimed at those least able to cope with the crisis, with a view to building back better and advancing human rights, implementing the 2030 Agenda for Sustainable Development and protecting the right to a healthy and sustainable environment.

To combat the increase in inequalities generated by the pandemic, UN Human Rights enhanced its work on economic, social and cultural rights (ESCRs) and the Sustainable Development Goals (SDGs) through its Surge Initiative. Support from ESCR and development specialists was provided to field presences to address the impacts of COVID-19 on those rights and to engage with UN Resident Coordinators (RCs) and UN Country Teams (UNCTs), in line with the Secretary-General's Call to Action for Human Rights and his vision for a New Social Contract. The Office designed surveys, undertook analyses, developed methodologies and presented policy options to curb inequalities aimed at enhancing revenue generation, social spending and social protection, for instance in Argentina, Cameroon, Madagascar, the Republic of Moldova, Serbia, Tunisia and Ukraine.

The Surge Initiative contributed guidance to 59 countries, including through 27 seed funded projects and 30 UNCT COVID-19 Socio-Economic Impact Assessments (SEIAs) and Socio-Economic Response Plans (SERPs). The seed funded projects were initiated to reinforce human rights-based analyses, the use of disaggregated data and the formulation of policy options to address the socio-economic impacts of COVID-19 on vulnerable groups.
**INTEGRATING HUMAN RIGHTS IN THE UN RESPONSE**

COVID-19 exposed and exacerbated inequalities within and among countries, necessitating an increase in international cooperation. UN Human Rights supported the UN system in applying a human rights-based approach (HRBA), including in relation to the right to development, in its response to COVID-19 and in Common Country Analyses (CCAs) and United Nations Sustainable Development Cooperation Frameworks (UNSDCFs).

At the request of the UN Crisis Management Team, UN Human Rights developed 10 thematic human rights indicators to support immediate UN socio-economic, health and humanitarian responses to COVID-19 and address issues of discrimination and inequality. The Office helped UNCTs and UN partners integrate an HRBA into their policies and programmes, for instance in Bangladesh, Cambodia, the Dominican Republic, the Republic of Moldova, Tajikistan and Uruguay. The indicators were also used to collect data for CCAs and UNSDCFs and as a basis for advocacy with governments.

**Inequalities**

The Office developed a Checklist for a Human Rights-Based Approach to Socio-Economic Country Responses to COVID-19 in cooperation with UNDP and the UN Development Coordination Office. The Checklist, which contains suggested actions, tools and resources, was used by UNCTs to integrate human rights into socio-economic impact assessments, responses and recovery plans and to ensure that No One was Left Behind.

UN Human Rights provided advice to ensure human rights were integrated into SERPs in the context of COVID-19. The Office stepped up its efforts to mainstream the right to development, highlighting the need for international solidarity on issues such as access to medicine, medical equipment and vaccines, closing digital divides, climate action, financing for development and global governance. In West Africa, the UN Regional Gender Group, led by UN Human Rights, provided guidance to the UNCTs on the gender dimensions of the pandemic.

**Global constituency**

A panel discussion held at the forty-fifth session of the Human Rights Council on COVID-19 and the right to development enabled the exchange of good practices of global solidarity during the pandemic, such as South-South cooperation to deploy health-care professionals and ensure access to essential medical products. Within the United Nations Sustainable Development Group (UNSDG) Task Team on Leaving No One Behind, Human Rights and the Normative Agenda, UN Human Rights coordinated a review of 109 SERPs in terms of human rights mainstreaming.
Voices from UN Human Rights staff in the field

“When it comes to work, [physical] distancing has a huge impact. Human rights work is all about the people and the bonds we create,” said Ricardo Neves, a UN Human Rights staffer working in Mexico. Amid the pandemic, the Office continued to shed light on the situation faced by HRDs and journalists by supporting national protection mechanisms and assisting all of those affected by emergency measures. A total of 51 HRDs from 13 States took part in an awareness-raising campaign that reached 340,000 Facebook users.

“This has been an enormous learning experience, especially in fulfilling the unique mandate that UN Human Rights has in the field: to ensure that human rights are not forgotten, even in these restrictive times and in states of emergency across the globe,” said Milan Markovic, Human Rights Adviser in Serbia. The Office closely monitored the restrictive measures adopted during the pandemic, in collaboration with local organizations, and advocated with the Government to mitigate the impact of restrictions on vulnerable groups.

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“The restrictive measures adopted to fight COVID-19 in Iraq heightened the risk of domestic violence, while at the same time substantially reduced the ability of victims to report abuse and seek effective shelter, support and access to justice,” said Danielle Bell, Head of UN Human Rights in Iraq. The Office redoubled its advocacy efforts to contribute to the protection of women against violence and increase accountability, including through the adoption of the Anti-Domestic Violence Law.

“COVID-19 exacerbated all of the issues we had pointed out before the pandemic: the intersectionality of certain factors like poverty, level of education and the lack of access to health services,” said Nwanneakolam Vwede-Obahor, former Head of the UN Human Rights East Africa Regional Office. The Office addressed issues linked to stigmatization and discrimination, monitored states of emergency with CSOs partners and worked on risk communication and community engagement.

“One thing is certain: COVID-19 has made it even more important to work with voices on the ground. People need to know what their rights are and how to protect them,” said Sally Soen, a UN Human Rights staffer in Cambodia. The Office developed ways to support and protect HRDs and CSOs, such as maintaining direct contacts with them through secure communication platforms or by increasing its advocacy with the Government for the protection of fundamental rights and freedoms.

“Since the outbreak of COVID-19, we have seen a diminishing of the civic and democratic space in Cambodia where freedom of expression, peaceful assembly and association are being met with a deepening intolerance of dissent and repression by the Government,” said Sally Soen, a UN Human Rights staffer in Cambodia. The Office developed ways to support and protect HRDs and CSOs, such as maintaining direct contacts with them through secure communication platforms or by increasing its advocacy with the Government for the protection of fundamental rights and freedoms.
COVID-19 Tracker: Leveraging information to build back better

In 2020, the COVID-19 crisis cast a long shadow over human rights across the globe and required UN Human Rights to increase its situational awareness around the many human rights concerns that arose. The Office took proactive steps to track COVID-19-related issues of concern and transform itself into an organization that employs technology to effectively work with data and develop analytics. This resulted in enhanced collaboration across UN Human Rights and informed strategic decision-making.

**EARLY PHASE AND BUILDING THE TRACKER**

At the onset of the crisis, human rights concerns were quickly emerging. The UN Human Rights Emergency Response Section immediately began monitoring the media and analysing secondary data to identify trends and design data visualizations for the internal COVID-19 Task Force.

As information needs evolved, the team adapted its work. “We failed fast, learned and altered our approach as required,” noted Mark McCarthy, Head of the Information Management and Data Analytics Unit. The team set up a prototype COVID-19 Tracker, which was initially used to store data from open source media monitoring efforts and field inputs for the UN Operations and Crisis Centre (UNOCC). Three areas were defined to capture and organize information: issues of concern (trends, risks, early warning); mitigating measures undertaken by governments and others; and actions undertaken by UN Human Rights.

Building this tool was central to supporting integrated analysis as mandated by the Secretary-General’s Prevention Platform. The Tracker provided human rights officers and content experts with a structured way to gather, extract and analyse data. It also enabled the Office to produce two-page visual snapshots with regional information on key human rights concerns, which were prominent contributions used by the Crisis Management Team that was hosted by WHO.

**EMBEDDING HUMAN RIGHTS IN COVID-19 RESPONSES**

By December, the Tracker had identified over 3,100 issues of concern, 1,900 mitigating measures and 1,050 UN Human Rights actions related to the pandemic. The data were leveraged to provide case samples, enhance the Office’s reporting and respond to a wide range of requests from various partners. For instance, “This helped to draft a UN Human Rights report on COVID-19 for the March 2021 session of the Human Rights Council,” said Human Rights Officer Chitralekha Massey. Further, it was used by UN Human Rights to encourage States, UN partners and other stakeholders to incorporate human rights into their pandemic responses.

This innovative tool made it possible for UN Human Rights to track a global situation in near real-time, for the first time. It improved internal access to information and fostered cooperation. It also supported evidence-based decision-making and engagement with external actors. Moreover, the Tracker highlighted good practices that could be replicated across countries to mitigate the negative impacts of COVID-19 on human rights and build back better.

“The Tracker enabled UN Human Rights to gather and provide timely information and analysis on the human rights impacts of COVID-19 and the required responses by all relevant stakeholders. It also helped to illustrate the Office’s key message that a human rights approach is indispensable to overcoming the crisis,” concluded Reem Mazzawi, Human Rights Officer at the UN Human Rights Executive Office.