EAST ACTION ORGANIZATION (EAO) ORGANIZATIONAL PROFILE

East Action Organization

ACTION FOR BETTERMENT

JULY 2025

About Us

East Action Organization (EAO) is a registered, women-led, and community-centered non-governmental organization operating primarily in the Somali Regional State of Ethiopia. Established in 2019 and federally registered in 2023, EAO works across 23 woredas within 11 zones and Dire Dawa City Administration, focusing on empowering marginalized populations through sustainable development and humanitarian programs.

EAO is recognized for its commitment to inclusive leadership, with women holding over 55% of senior positions, ensuring gender-responsive and transformative approaches across all interventions. The organization holds valid certifications from Ethiopian governmental bodies and international recognition, enabling it to collaborate effectively with national and global partners.

Guided by a vision of equitable and resilient communities, EAO's mission is to empower women, youth, and vulnerable groups through community-led, rights-based programming that fosters social cohesion, economic empowerment, and sustainable environmental stewardship.

VISION & MISSION

VISION

A resilient and equitable society where marginalized communities particularly women and youth, are empowered to lead sustainable development and social transformation.

MISSION

To empower communities through inclusive, community-led, and rights-based programs that address inequalities, build resilience, and foster sustainable social, economic, and environmental development.

Community Participation

We believe that sustainable solutions begin with active community involvement in every step of the project cycle.

Respect

We uphold the dignity, culture, and rights of every individual, promoting inclusive and respectful engagement.



Empowerment

- We enable individuals and communities to take charge of their development and become agents of positive change.

Equity

- We are committed to fairness and justice in all our programs, ensuring equal access to opportunities regardless of gender, ability, or background.

Sustainability

- We prioritize long-term impact by promoting environmentally sound and socially responsible practices.

Collaboration

- We foster partnerships and collective action, working together with communities, government, and development actors.

Transparency

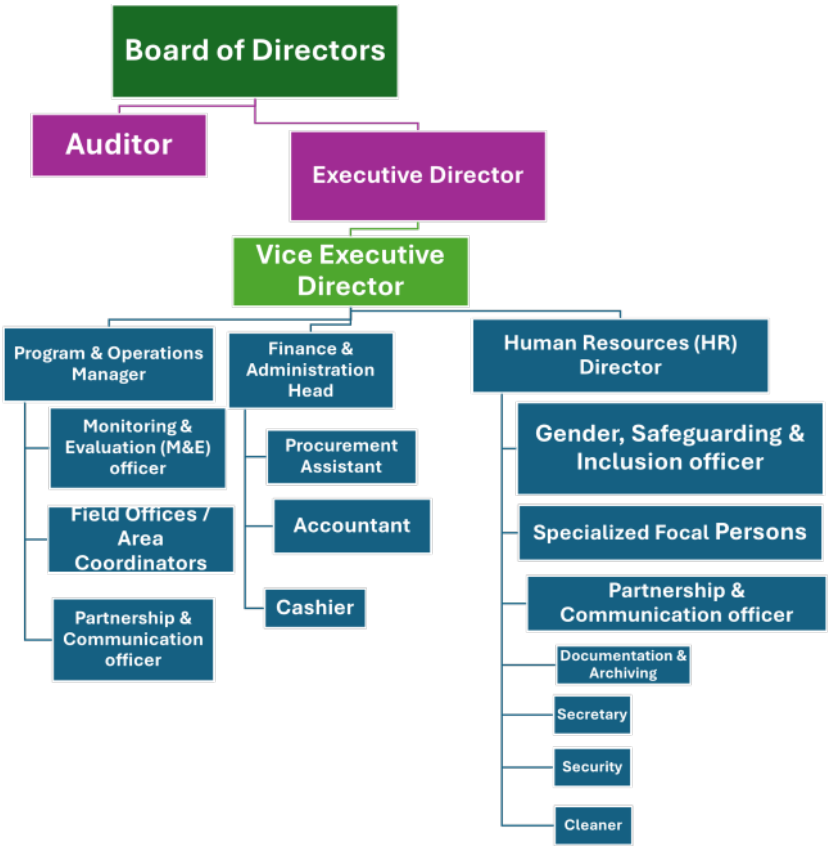
- We operate with openness and integrity, ensuring accountability in the use of resources and delivery of services.

Innovation

- We embrace new ideas and creative approaches to tackle complex challenges in humanitarian and development work.

Organizational structure

East Action Organization (EAO) is governed by a Board of Directors, the highest decision-making body responsible for strategic oversight and accountability. The Executive Director, supported by a Deputy Executive Director, leads the organization's day-to-day operations. EAO's functional structure includes key departments such as Finance, Public Relations, Logistics and Procurement, Human Resources and Administration, Program and Partnership, and Safeguarding and Compliance. Each department is led by experienced heads overseeing specialized teams to ensure efficient management of resources, program implementation, and adherence to safeguarding and compliance standards. This structure promotes clear roles, effective coordination, and alignment with EAO's mission to empower communities sustainably.



EAO –Priority Program Areas

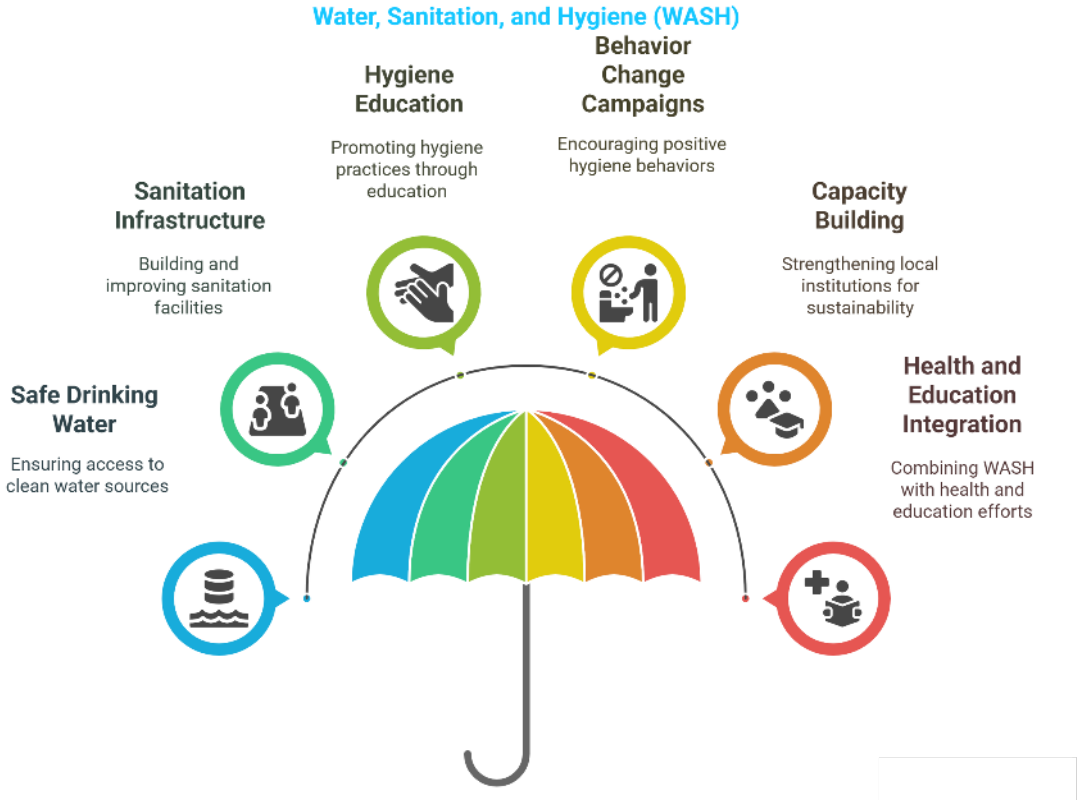
East Action Organization (EAO) focuses its efforts on nine interconnected thematic areas that are critical to fostering community resilience, sustainable development, and social equity. These areas reflect EAO's commitment to addressing the complex challenges faced by marginalized populations, particularly women, youth, and vulnerable groups, through inclusive, rights-based programming:



Water, Sanitation, and Hygiene (WASH)

East Action Organization's WASH program aims to improve public health and dignity by expanding access to safe drinking water, improved sanitation facilities, and hygiene education in vulnerable communities. The organization implements a range of interventions including the construction and rehabilitation of water systems, installation of latrines in schools and public spaces, and the distribution of hygiene kits, particularly during emergencies. Hygiene promotion activities focus on behavior change, such as handwashing practices, menstrual hygiene, and safe water use.

To ensure long-term impact, EAO emphasizes sustainability through the training of local water committees and government partners in WASH system management and maintenance. The program is integrated with health and education initiatives to maximize outcomes, reduce waterborne diseases, and support school attendance—especially for girls. Through these efforts, the WASH program contributes to healthier, more resilient, and empowered communities.



Livelihoods and Food Security

East Action Organization's Sustainable Livelihoods and Food Security program focuses on breaking the cycle of poverty by promoting climate-resilient agriculture, diversified income opportunities, and improved access to markets. The program supports smallholder farmers and pastoralist communities through training in sustainable farming techniques, provision of agricultural inputs, and the promotion of alternative livelihoods suited to the local context.

To ensure long-term food security and economic empowerment, EAO strengthens community-based cooperatives, facilitates linkages to markets, and delivers tailored support to women and youth entrepreneurs. The program also integrates nutrition-sensitive agriculture and capacity-building initiatives that enhance local resilience to climate shocks and economic instability. Through these efforts, OWS helps communities move toward self-reliance and sustainable development.



Health, and Nutrition

East Action Organization delivers essential health services to underserved communities, with a strong emphasis on maternal and child health, nutrition, and disease prevention. The program enhances access to primary healthcare facilities, supports immunization and nutrition programs, and implements hygiene promotion to reduce preventable illnesses and improve community well-being.

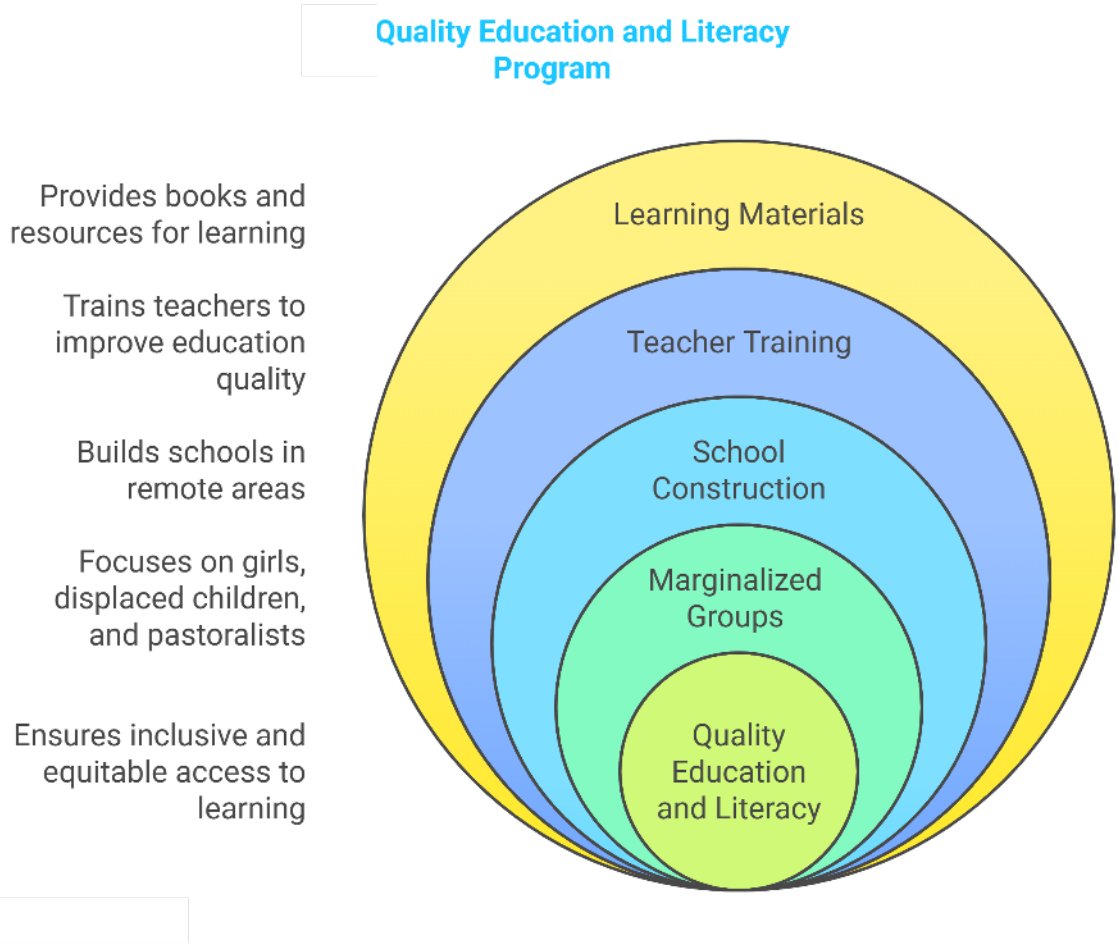
In partnership with health institutions and local authorities, EAO conducts awareness campaigns on sanitation, reproductive health, and preventive care, especially targeting vulnerable populations. Through integrated interventions, the program contributes to healthier communities and stronger health systems.



Education and Literacy

The Quality Education and Literacy program seeks to ensure inclusive and equitable access to learning opportunities, particularly for marginalized groups such as girls, internally displaced children, and pastoralist communities. EAO supports school construction, teacher training, and provision of learning materials in remote areas.

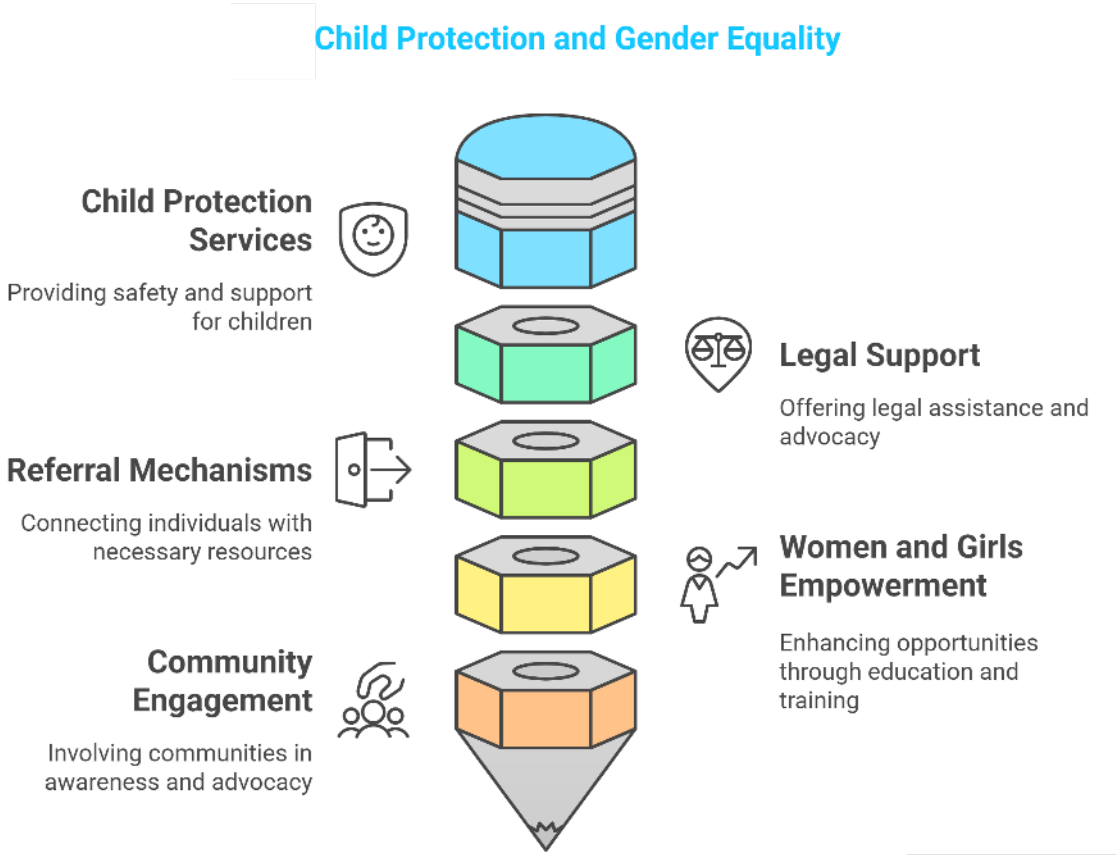
In addition to formal education, the program promotes adult literacy, vocational skills training, and community-based education models that enhance livelihoods and social mobility. These efforts aim to break the cycle of poverty through education and lifelong learning.



2.5. Child Protection and Gender Equality

East Action Organization is committed to protecting children from violence, exploitation, and abuse, while promoting gender equality at all levels of society. The program provides child protection services, legal support, and referral mechanisms, particularly in emergency and displacement settings.

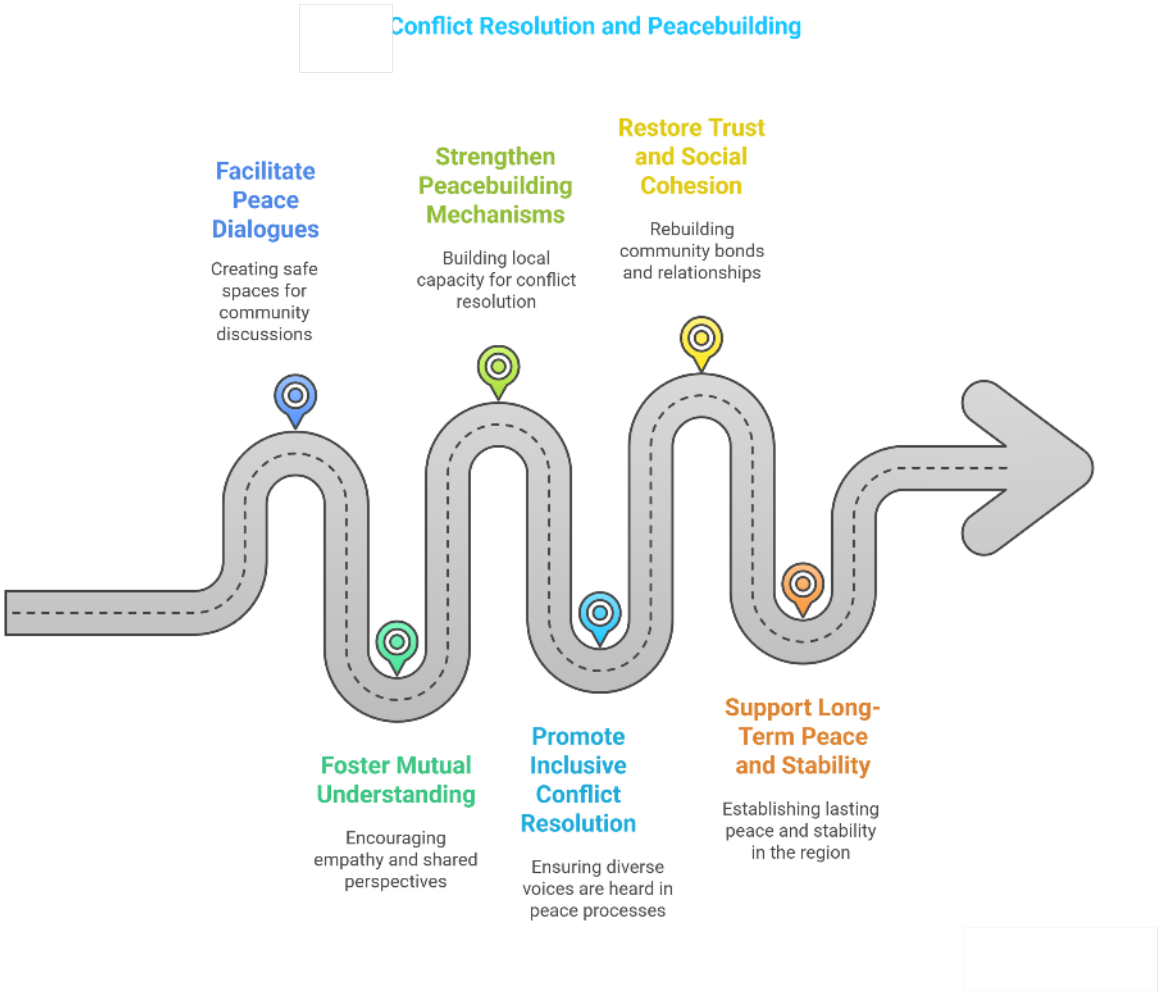
Simultaneously, EAO empowers women and girls through education, leadership training, and economic opportunities. The program engages communities in awareness and advocacy efforts to combat harmful practices and advance inclusive development.



Peacebuilding and Social Cohesion

In regions affected by intercommunal conflict and resource-based tensions, EAO facilitates peace dialogues, community reconciliation, and trauma healing. The program creates safe spaces for dialogue, fosters mutual understanding, and strengthens local peacebuilding mechanisms.

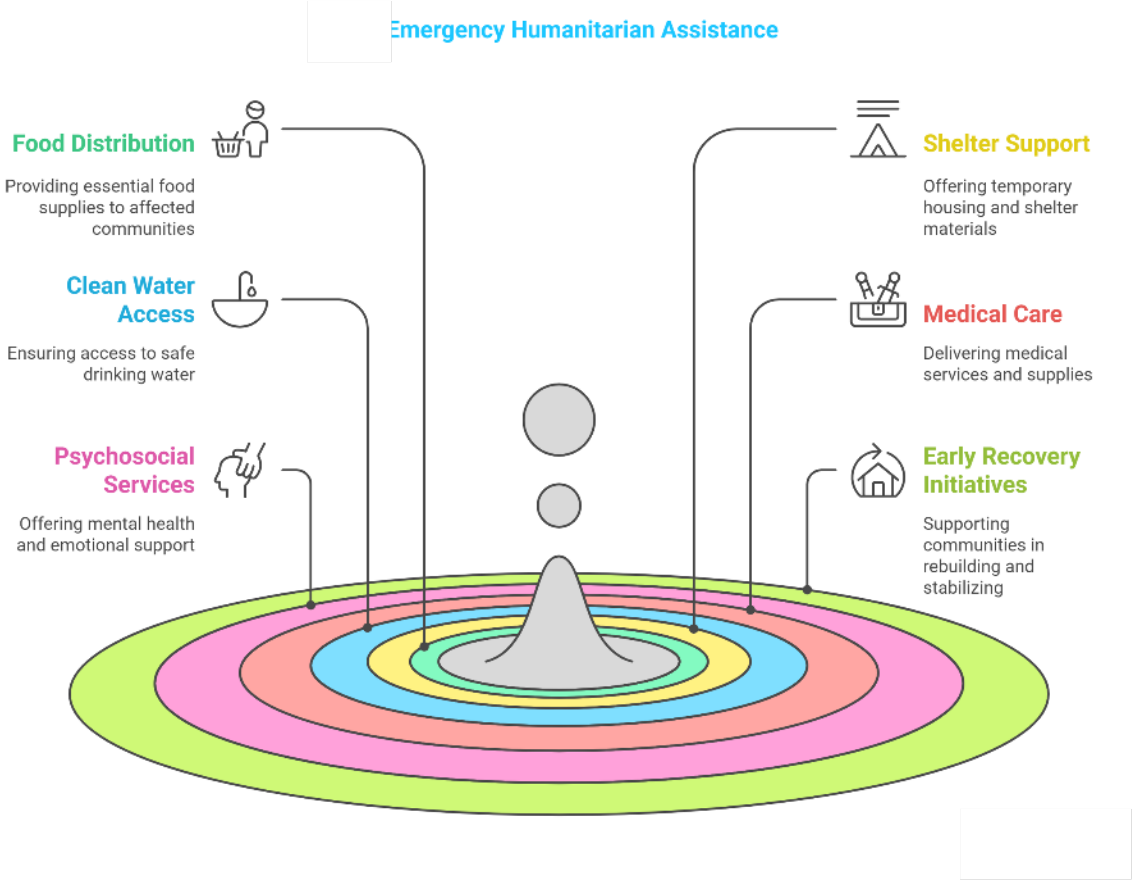
By involving elders, youth, women, and traditional leaders, the program promotes inclusive conflict resolution and helps restore trust and social cohesion in Somali pastoralist communities. These initiatives support long-term peace and stability.



Emergency Response and Disaster Risk Management

East Action Organization provides rapid humanitarian relief in response to crises such as droughts, floods, disease outbreaks, and displacement. Emergency interventions include food distribution, shelter support, clean water access, medical care, and psychosocial services.

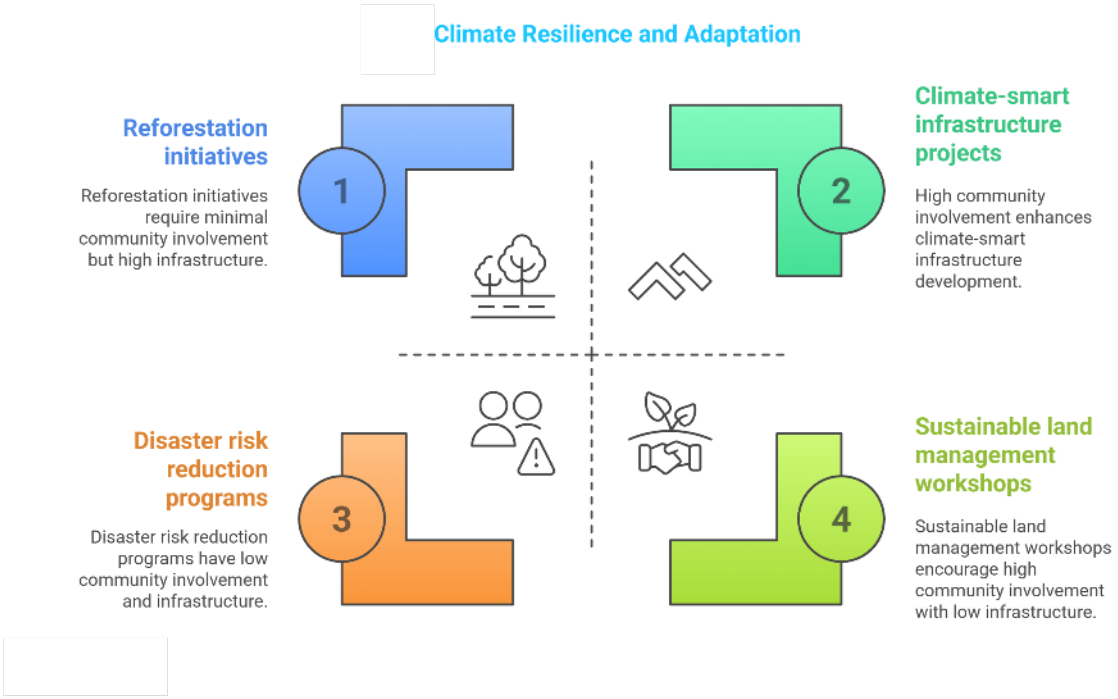
In coordination with local and international partners, EAO also supports early recovery and resilience-building initiatives, helping communities transition from crisis to stability with dignity and security.



Climate Resilience and Environmental Protection

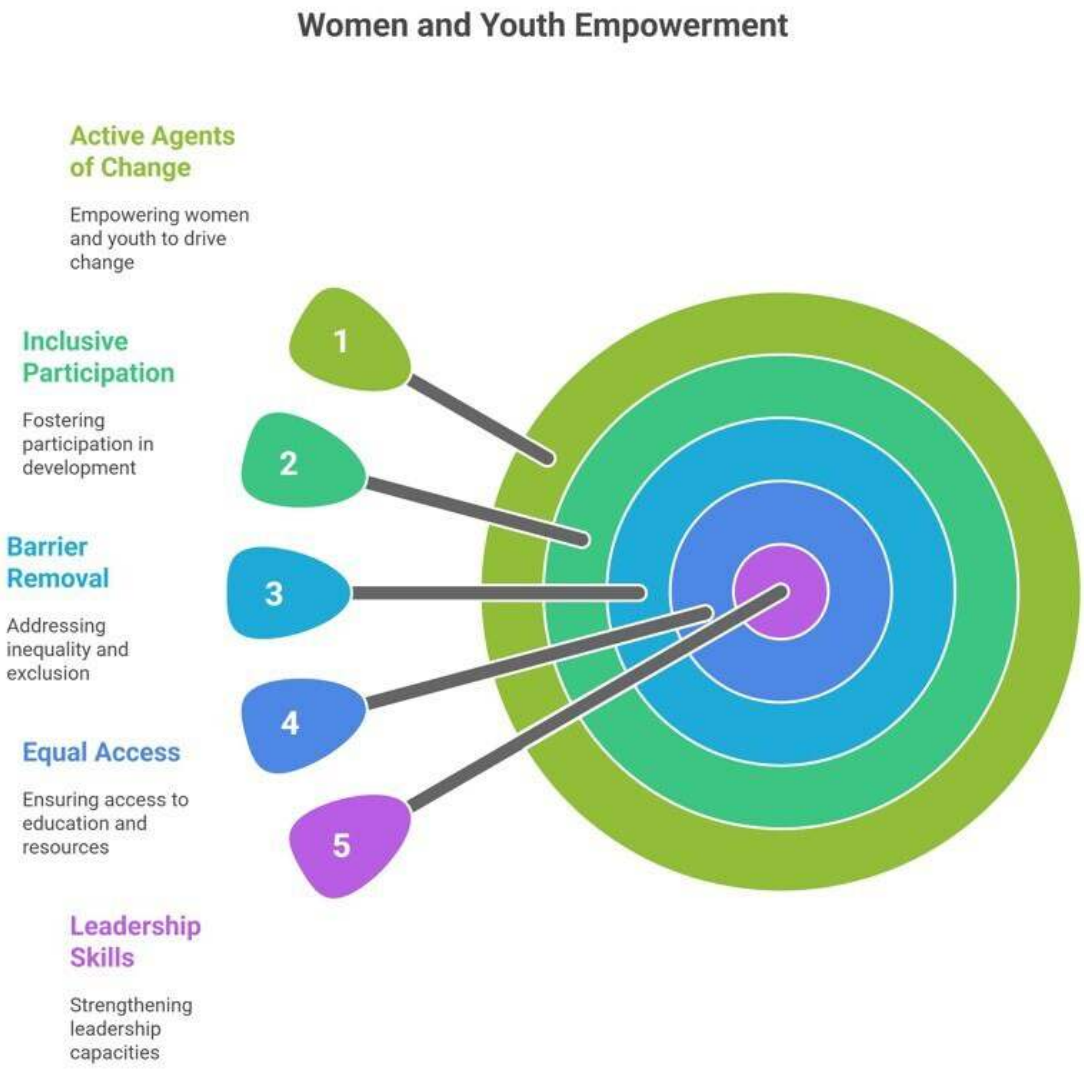
To address the growing impacts of climate change, EAO works with communities to enhance environmental resilience and adaptive capacity. Programs focus on sustainable land and water management, reforestation, and disaster risk reduction.

In addition, the organization supports the construction of climate-smart infrastructure and strengthens local awareness on environmental stewardship. These actions enable communities to prepare for and recover from climate-related shocks.



2.9 Women and Youth Empowerment

This focus area aims to strengthen the leadership skills, capacities, and opportunities available to women and young people. By fostering inclusive participation and promoting equal access to education, economic resources, and decision-making platforms, EAO empowers these groups to become active agents of change within their communities. Programs under this thematic area prioritize addressing barriers such as gender inequality and social exclusion, enabling women and youth to contribute meaningfully to sustainable development and social transformation.



Key Partners and Collaborators

We collaborate with a wide range of partners to scale impact and strengthen accountability:

- Ethiopian National Women's Agency (ENWA)
- UN Partner Portal (UNPP)
- CHS Alliance
- Ethiopia PSEA Network
- East Action Network (EAN)
- EAO Alliance for Impact
- UNESCO
- Somali Regional Women and Children Affairs Bureau
- Somali Regional Disaster Risk Management Bureau (DRMB)
- Jigjiga University
- Private sector partners, agricultural cooperatives, and youth-led enterprises in Somali Region and Dire Dawa
- CAD Consortium (EAO and OWDA)

Active Global Memberships

EAO is an active, verified member of:

- United Nations ECOSOC
- UN Partner Portal (ID: 632036)
- USAID Partner Portal
- SAM.gov & Grants.gov
- Ethiopia PSEA Network
- Network of Ethiopian Women's Associations (NEWA)
- World Bank & IMF Civil Society Policy Forums

Our Impact

East Action Organization (EAO) implements a diverse range of community-driven programs aligned with its strategic focus areas, reaching marginalized and vulnerable populations across the Somali Regional State and Dire Dawa City Administration. In the 2023–2024 fiscal year, EAO successfully managed over 17 impactful projects focusing on women and youth empowerment, health and nutrition, education in emergencies, and climate resilience. Collaborating closely with local stakeholders, government bodies, and international partners, EAO ensures its interventions are rights-based, sustainable, and backed by rigorous monitoring and evaluation systems. Through strong partnerships and adaptive management, EAO continues to deliver innovative solutions that advance social inclusion, economic opportunity, and environmental sustainability.

Recognition and Achievements

- Recognized at the 2023 World Bank–IMF Meetings for leadership in women-led climate resilience and youth-driven humanitarian efforts.
- Recipient of the UNESCO Youth Fund Grant for gender-responsive, youth-led climate solutions.
- Commended by Somali Regional authorities for GBV prevention, women's empowerment, drought response, and humanitarian leadership.
- Endorsed by the Office of the President of the Somali Region as a trusted partner in inclusive development and child protection.

Due Diligence Assessments

East Action Organization (EAO) has successfully undergone comprehensive due diligence assessments conducted by leading international partners and donors, demonstrating its commitment to transparency, accountability, and operational excellence. Notable assessments include those by the Rapid Response Fund Ethiopia (RRF-E) / International Organization for Migration (IOM), Norwegian Refugee Council (NRC), and Plan International Ethiopia. These evaluations affirm EAO's robust governance, financial management, safeguarding practices, and program quality, enabling the organization to maintain strong partnerships and effectively deliver humanitarian and development interventions.

Operational Capacity

East Action Organization (EAO) boasts a strong operational capacity with a dedicated team of 17 full-time staff and 8 active volunteers, including highly qualified professionals with advanced degrees. Our skilled finance department employs QuickBooks Online Plus and a double-entry accounting system to maintain financial accuracy, transparency, and donor compliance, supported by regular internal and external audits. Comprehensive policies in human resources, procurement, logistics, asset management, and safeguarding further enhance EAO's efficiency and governance, enabling effective delivery of community-centered programs with the highest standards of accountability.

Operational Manuals and Strategic Frameworks

To ensure the highest standards of accountability, efficiency, and ethical conduct, EAO has developed and institutionalized a comprehensive suite of manuals and policies. These tools guide our operations, strengthen internal governance, and ensure alignment with international donor requirements and national regulatory standards.

Below is a detailed overview of our operational governance tools:

1. Financial and Accounting Manual

Outlines the principles, procedures, and controls for managing financial resources. This manual ensures compliance with international financial reporting standards (IFRS), supports budgeting and auditing processes, and promotes transparency in financial transactions.

2. Internal Audit and Compliance Manual

Outlines internal audit procedures, compliance checks, and financial control systems. This manual supports regular audits, identifies non-compliance, and strengthens financial discipline.

3. Human Resources Manual

Provides comprehensive guidance on recruitment, staff orientation, compensation, leave, disciplinary measures, performance management, and professional development. It fosters a fair, equitable, and supportive work environment for all employees.

4. Anti-Fraud Manual

Defines strategies to prevent, detect, and respond to fraud, bribery, and corruption. It includes whistleblowing mechanisms and reinforces a culture of integrity and zero tolerance for unethical behavior.

5. Per Diem Policy

Regulates daily subsistence allowances for local and international travel. The policy aligns with donor standards and ensures fairness, transparency, and cost control in travel-related expenditures.

6. Procurement Manual

Establishes clear and competitive procedures for procuring goods, works, and services. It promotes transparency, value for money, and ethical vendor engagement, and it reduces procurement-related risks.

7. Employee Performance Evaluation Guidelines

Provides structured tools and processes to assess staff performance, set goals, and identify development needs. It ensures alignment with organizational objectives and encourages a culture of accountability and continuous improvement.

8. Monitoring and Evaluation (M&E) Manual

Defines the frameworks, indicators, and tools used to track program performance, assess impact, and facilitate learning. It enhances program quality and supports adaptive management and evidence-based decision-making.

9. Code of Conduct Manual

Outlines the ethical standards expected of all EAO staff and partners. It includes guidelines on respect, non-discrimination, professionalism, and accountability, helping uphold the reputation and integrity of the organization.

10. Data Security and Controls Manual

Ensures responsible management and protection of beneficiary and organizational data. It outlines protocols for data access, storage, sharing, and cyber security to comply with data protection regulations.

11. Organogram and Job Descriptions Guide

Presents the organizational structure, reporting relationships, and job responsibilities of staff across all levels. It facilitates efficient coordination, role clarity, and accountability.

12. Conflicts of Interest Manual

Provides clear procedures for identifying, disclosing, and managing personal or organizational conflicts of interest. It supports fair decision-making and prevents undue influence in procurement, hiring, and partnerships.

13. Security Manual

Covers staff safety, field security, emergency response, and risk mitigation in high-risk and conflict-prone areas. It supports safe access to vulnerable communities and crisis environments.

14. Policy on Sexual Exploitation, Abuse, and Harassment (PSEA)

Reinforces EAO's zero-tolerance policy on sexual misconduct. The manual includes survivor-centered response procedures, staff training guidelines, reporting mechanisms, and monitoring systems.

15. Risk Management Manual

Establishes a structured approach to identifying, assessing, mitigating, and monitoring operational, financial, and strategic risks. It enhances the organization's resilience and preparedness.

16. Whistleblowing Manual

Enables staff and stakeholders to report unethical behavior or misconduct confidentially and without fear of retaliation. It defines reporting channels, protection protocols, and investigation procedures.

17. Logistics and Materials Management Manual

Standardizes procedures for the acquisition, distribution, storage, and disposal of goods and materials. It ensures efficiency, accountability, and proper asset management across operations.

18. Child Protection Manual

Establishes procedures to safeguard children from abuse, neglect, and exploitation in all EAO activities. It includes screening protocols, staff training, incident reporting, and child-sensitive programming practices.

19. Environmental and Social Safeguards Policy

Ensures that all EAO projects are environmentally responsible and socially inclusive. It outlines mitigation strategies, do-no-harm principles, and community consultation guidelines, aligned with international environmental and social standards.

20. Program Design and Implementation Manual

Provides a step-by-step guide for designing, executing, monitoring, and closing projects. It includes needs assessments, community engagement, budgeting, and reporting processes to ensure high-quality programming.

21. Fleet Management Manual

Provides operational procedures for vehicle use, maintenance, tracking, driver responsibilities, fuel consumption, and safety protocols. It ensures cost efficiency, accountability, and safety in fleet operations.

22. Strategic Plan

A multi-year strategic roadmap outlining the vision, mission, goals, strategic priorities, and resource mobilization strategies of EAO. It guides institutional growth, program focus, and long-term impact across thematic sectors.

This comprehensive framework reflects EAO's commitment to institutional excellence, donor accountability, ethical conduct, and sustainable development outcomes.

Join Our Mission

Together, we can make a transformative impact in the lives of vulnerable communities across Ethiopia's Somali Region. East Action Organization welcomes collaboration from individuals, organizations, and institutions committed to sustainable development, humanitarian relief, and social justice.

1. Donate

Your financial contribution can help deliver life-saving services and long-term development to Somali pastoralist communities. Every donation supports emergency aid, education, clean water, health services, and livelihood opportunities.

2. Partner

Join us as an institutional partner, development agency, or NGO to co-create and implement scalable, sustainable, and locally driven projects. We are committed to transparency, mutual accountability, and shared impact.

3. Volunteer

Bring your expertise, energy, and compassion to the field. Volunteers play a vital role in enhancing our programs—from capacity building and training to research and community engagement.

🔗 **Learn more at** www.eastaction.org

Discover how you can get involved, support our work, or initiate a partnership that builds resilience and hope where it's needed most.

Contact Information

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Together, we lead with purpose. Together, we build resilient communities.