

UPU Emergency and Solidarity Fund response report – supporting CAMPOST following the 2024 floods in Cameroon

In 2024, the Far North region in Cameroon faced severe and prolonged flooding, among the worst in recent memory. Torrential rains between July and September caused widespread devastation, affecting more than 500,000 people across the Mayo-Tsanaga, Mayo-Danay and Logone-et-Chari departments. Floodwaters destroyed over 56,000 houses, 262 schools, and large swathes of agricultural land, displacing thousands and disrupting essential services. The postal sector was not spared. Eight post offices across Logone-et-Chari and Mayo-Danay suffered substantial damage, including destroyed electrical installations, cracked and collapsed walls, damaged IT equipment (computers, printers and scanners), lost operational documents, compromised cable networks, and access roads rendered impassable. Postal service disruptions included a full month-long halt in mail delivery, the suspension of savings services, and the inability to process salary payments for account holders.

UPU Emergency and Solidarity Fund responds

In response to CAMPOST's request for assistance, the UPU activated its Emergency and Solidarity Fund (ESF) to facilitate urgent recovery operations. Through the coordinated efforts of the disaster risk management team at the International Bureau, the UPU launched an appeal to the global postal community, emphasizing the urgent need to restore essential postal services. The support focused on replacing vital equipment, including IT infrastructure, office hardware and operational tools, ensuring that postal services in the hardest-hit regions could resume as swiftly as possible.

Global solidarity in action

The UPU supported CAMPOST's recovery through the ESF regular budget. The funding enabled the procurement of essential postal equipment, including multifunction printers, uninterruptible power supply units, computers, wireless handheld scanners, electronic letter scales and heavy-duty weighing scales. This equipment was crucial for the restoration of the affected post offices, allowing them to resume vital operations and services for the affected communities.

Conclusion

The 2024 floods in Cameroon's Far North region presented unprecedented challenges for the country's postal infrastructure. Thanks to the swift activation of the UPU ESF and the steadfast support of Japan, CAMPOST was able to restore critical services, reaffirming the importance of international cooperation in times of crisis. This case highlights the pivotal role of the ESF in enabling tangible, timely assistance to postal operators, ensuring that even in the midst of disaster, postal services continue to serve as lifelines for communities. **However, given the scale and severity of the damage sustained, additional support is still needed. To fully restore postal operations across all affected areas, a call for voluntary donations from UPU member countries is being issued to help address the remaining gaps and ensure complete recovery.**