

UPU Emergency and Solidarity Fund response report – supporting the Postal Corporation of Kenya following the 2024 floods

Between March and June 2024, Kenya experienced some of the most devastating floods in recent history. Triggered by prolonged heavy rainfall during the long rains season, the flooding and associated landslides led to the deaths of 315 people, left 188 injured and 38 missing, and displaced more than 293,200 people across the country. Widespread damage was reported in 38 of Kenya's 47 counties, affecting homes, schools, croplands, water sources, roads and health facilities. The Postal Corporation of Kenya (PCK) was not spared. Postal infrastructure suffered significant damage, with collapsed roofs, flooded offices, destroyed equipment, and inaccessibility reported in multiple regional facilities – including in the Nairobi, Rift Valley, Mount Kenya, Western and Coast regions.

UPU Emergency and Solidarity Fund responds

In response to the disaster and its impact on Kenya's postal operations, the UPU activated its Emergency and Solidarity Fund (ESF) to assist PCK in restoring critical services. The UPU's disaster risk management team worked closely with PCK to conduct a detailed needs assessment. Damage included collapsed drainage systems and ceilings, submerged vehicles and equipment, destroyed ICT infrastructure, and service disruptions in multiple locations. As a result, the ESF prioritized the equipment necessary to re-establish operational continuity and restore essential public postal services in the most affected areas.

Global solidarity in action

In a strong gesture of international solidarity, the UPU provided support through its regular budget, which enabled the provision of an emergency package that included air conditioners, computers, uninterruptible power supply units, and printers. This targeted assistance allowed for the gradual resumption of services in critical areas, supported staff working conditions, and ensured that facilities could continue serving communities despite ongoing infrastructural challenges.

Conclusion

The 2024 floods in Kenya inflicted severe damage on the country's public infrastructure and the postal network, underscoring the vulnerability of essential services to climate-induced disasters. The swift activation of the ESF and close coordination with PCK helped minimize the impact. This response not only reaffirms the importance of international cooperation but also strengthens Kenya's ability to recover and build resilience to face future emergencies.