United Nations System response to COVID-19
Core messages

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Core Messages are produced by the UNCG Crisis Team based on information received from across the UN system. They should be used by UN principals and spokespeople when speaking to media. They serve as a guide to UN editorial and content production teams who may tailor the language for their target audiences. New messages are highlighted in yellow.

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On 31 December 2019, the Government of China reported a cluster of cases of pneumonia of unknown cause in Wuhan, Hubei Province. A novel coronavirus was eventually identified. The virus, subsequently named SARS-CoV-2, causes the new disease COVID-19. WHO declared a Public Health Emergency of International Concern (PHEIC) on 30 January 2020. UN Secretary-General established a UN System-wide Crisis Management Team led by Dr Mike Ryan, Executive Director, WHO Health Emergencies. On 11 March, WHO characterized the outbreak as a pandemic, meaning this new disease has spread worldwide.

Latest data on WHO website: https://www.who.int/emergencies/diseases/novel-coronavirus-2019
Latest Information on UN response: https://www.un.org/coronavirus

1. OVERARCHING MESSAGES

- The world faces an unprecedented threat from COVID-19. This is the most challenging crisis the world has faced since the Second World War. This virus is a threat to all of humanity, regardless of nationality, ethnicity or faith. No country has been spared. Nobody is immune to its impacts.

- COVID-19 is more than a global health crisis – it is an economic crisis, a humanitarian crisis, a security crisis, and a human rights crisis. COVID-19 has disrupted billions of lives, upended the global economy and is the greatest global security threat in our world today.

- The pandemic has laid bare severe and systemic inequalities. The UN is particularly concerned about the impact on vulnerable populations. Migrants, refugees, women, children, older persons, persons with disabilities, indigenous peoples and those on low-income, especially in countries with weaker health systems, facing existing humanitarian crises.

- The world will get through this crisis, but only if we act together. COVID-19 anywhere is a threat to people and economies everywhere. The world is only as strong as the weakest health system. Coming out of this crisis will require a whole-of-society, whole-of-government and whole-of-the-world approach driven by national unity and international solidarity.

- The UN is advocating for a three-point response:
  i. Delivery of a large-scale, coordinated and comprehensive health response guided by WHO.
  ii. Adoption of policies that safeguard lives and livelihoods.
  iii. A recovery process that leaves no-one behind, leading to a safer, fairer, more resilient and sustainable post-COVID world.

- The world needs the biggest public health effort in human history. We need a vaccine, diagnostics and treatment that are for everyone, everywhere. A COVID-19 vaccine must be seen as global public good.
The UN system is supporting all governments through the response. We mobilized early and comprehensively to save lives, control the spread of the virus and ease the economic fallout. The UN has led on the global health response, provided life-saving humanitarian assistance to the most vulnerable, established instruments for rapid responses to the socio-economic impact, and laid out a broad policy agenda.

WHO must be supported. It is absolutely critical to the world’s efforts to win the war against COVID-19. WHO needs enhanced resources, particularly to provide support to developing countries, which must be our greatest concern. A high-level, independent panel has been set up to look at the global response and learn lessons for future challenges.

2. DELIVERING THE HEALTH RESPONSE

A substantial, immediate, and sustained global response is crucial. No country can overcome it alone. Governments must support the multilateral, multi-faceted response, led by WHO, to control transmission and stop the pandemic. This includes developing guidance to countries, facilitating an international trial to search for a vaccine and effective therapeutics, and working with partners to secure supplies of PPE and ensure they are distributed to where they are needed most.

The virus can be contained through aggressive and targeted tactics – find, test, isolate, treat and trace. This requires expanded testing, increasing capacity of healthcare facilities, supporting healthcare workers, and ensuring adequate supplies.

Health care workers and first responders must be protected. They must have adequate personal protective equipment and the resources they need to do their job. They must also be protected against discrimination, stigmatization and attacks.

Every person has a role to play to protect lives and stop the virus. By following WHO’s advice – physical distancing, washing your hands frequently, practicing cough etiquette, wearing a mask if unable to physically distance or required by the government, isolating if you have symptoms. Your individual acts will have a direct impact on ending the pandemic.

The fastest way to end this pandemic is to start by protecting the highest risk populations everywhere, rather than the entire populations of a few countries.

As the pandemic accelerates in low- and middle-income countries, attention must be given to those who already struggle to access health services – often women, children and adolescents.

Without proper safeguards and monitoring, there is a threat of COVID-19 resurging in those countries experiencing a decrease in cases. Countries must manage transitions out of lockdown extremely carefully, and in a phased approach.

All human rights must be respected. The threat is the virus, not people. More than ever, governments must be transparent, responsive and accountable. The UN is calling for a people-centered response that engages communities affected by COVID-19, respects human rights and inclusion, gender equality and dignity for all.

Emergency measures — including states of emergency — must be legal, proportionate, necessary and non-discriminatory. They should have a specific focus and duration, and take the least intrusive approach possible to protect public health.

Mental health services are an essential part of government responses to COVID-19. They must be expanded and fully funded to support the enormous increase in psychological suffering,
from grief and depression to anxiety and fear for the future. Lockdowns and quarantines must not discriminate against those with poor mental health.

- The entire UN system has directly supported the front-line health response. As of September 2020, the UN has distributed medical supplies to 172 countries, including 450 million items of PPE; trained over 2.1 million health workers; provided mental health support for 45 million children, parents and caregivers; reached over 2.6 billion people with information on staying safe. The UN had helped essential health services and immunization campaigns resume, including for 148 million children at-risk of missing out on vaccinations.

2.1 VACCINES, THERAPEUTICS AND DIAGNOSTICS

- The world needs the development, production and equitable delivery of safe and effective COVID-19 vaccine, therapeutics and diagnostics. There is no panacea in a pandemic. A vaccine alone cannot solve this crisis.

- It is in every country’s national and economic self-interest to work together to massively expand access to tests and treatments, and to support a vaccine. The ACT-Accelerator - with its COVAX Facility - is the solution. A groundbreaking collaboration between the WHO and international partners with the world’s largest portfolio of vaccines in the most advanced trial stages, and with so many countries already on board, the bargaining power to secure the lowest prices.

- Investing in the ACT-Accelerator, and its COVAX Facility, is the fastest way to end the pandemic. Investing in the ACT-Accelerator, and its COVAX Facility, is the fastest way to end the pandemic.

- We need a ‘people’s vaccine’ that is affordable and available to all. A vaccine must be seen as a global public good. No one and no country will be safe until everybody is safe.

2.2 MISINFORMATION

- We must do our utmost to halt deadly misinformation. As the virus spreads, so does the misinformation, particularly about a future vaccine.

- The UN has launched ‘Verified’, an initiative to combat the growing scourge of COVID-19 misinformation by increasing the volume and reach of trusted, accurate information. The initiative asks people to become “information volunteers” to keep their communities safe, and reminds everyone to “Pause. Take care before you share”. [https://www.shareverified.com/](https://www.shareverified.com/)

- Tackling the “infodemic” - the over-abundance of information which makes it difficult for individuals to find reliable information to protect themselves - is a critical part of the response. WHO’s Information Network for Epidemics (EPI-WIN) provides resources for communicating accurate information and de-bunking myths.

- Journalists and media workers are crucial to helping the public make informed decisions. The United Nations call on governments -- and others -- to guarantee that journalists can do their jobs throughout the pandemic and beyond.

- Every person must fight the stigma, discrimination, racism and xenophobia created by this pandemic. Misinformation spreads fear, stigmatization and a false sense of protection.
3. ADDRESS THE SOCIO-ECONOMIC IMPACT

- There is no choice between addressing the health impact and the economic and social fallout from this pandemic. Unless we control the spread of the virus, the economy will never recover.

- The UN is calling for policies to address the devastating social and economic dimensions of the crisis. COVID-19 has led to: the deepest global recession since WWII; the broadest collapse in per capita incomes since 1870; a $9 trillion cost to the global economy over the next two years; a global loss of the equivalent of 400 million jobs; up to 100 million people pushed into extreme poverty; hunger and famine of historic proportions; gains on gender equality risk being reversed by decades.

- This is a human crisis – not a banking crisis. We need to focus on people – low-wage workers, small and medium enterprises and the most vulnerable, including women, children and older persons. The crisis is having a particularly dramatic impact on families and communities in developing countries that have fewer resources and weaker social safety nets.

- Leaders must cushion the impact on people’s lives, their livelihoods and the economy. Countries must consider offering resources to support workers and households, providing health and unemployment insurance, scaling-up of social protection, and support to businesses to prevent bankruptcies and job loss.

- The UN is calling for a large-scale, coordinated and comprehensive relief package - amounting to at least 10% of the global economy. Developing countries need massive and urgent support. For Africa, that means more than $200 billion.

- Alleviating crushing debt is absolutely crucial. UN welcomes the steps taken by the G20, including the suspension of debt service payments for the poorest countries, but this is not enough. Debt relief must be expanded to all developing and middle-income countries that really need it. UN is calling for a comprehensive debt framework: an across-the-board debt standstill for countries unable to service their debt; targeted debt relief; and a comprehensive approach to structural issues in the international debt architecture to prevent defaults.

- Resources need to go directly into the hands of people to ensure support reaches those entirely dependent on the informal economy and countries less able to respond. Specific measures from cash transfers to credits and loans must target women.

- Remittances are a lifeline in the developing world. Countries have already committed to reduce remittance fees to three percent, but this crisis requires us to get closer to zero. The loss of income from COVID-19 is likely to lead to colossal $110 billion drop in remittances – the equivalent of nearly three-quarters of all official development assistance.

- COVID-19 pandemic has turned the world of work upside down. Hundreds of millions of jobs have been lost. We need immediate support for at-risk workers, enterprises, jobs and incomes to avoid closures, job losses and income decline.

- The pandemic poses a threat to food security and nutrition, and could have a long term impact on hundreds of millions of children and adults. The pandemic could almost double the number of people suffering acute hunger, pushing it to 265 million by the end of 2020.
• **Action must be taken now to avoid spiraling into a global food emergency.** We must designate food and nutrition services as essential. Countries must strengthen social protection systems for nutrition - safeguarding access to safe, nutritious foods for at-risk groups.

• **COVID-19 has caused an unprecedented disruption in education.** School closures have affected over 1 billion students worldwide, with knock-on effects on parents, child nutrition, and gender equality.

• **The reopening of schools is an urgent and complex priority.** The UN supports the safe reopening of schools and learning institutions once local transmission of COVID-19 is under control. The decision must be taken in consultation with parents and teachers and balance health risks against the risks of further educational losses.

• **Tourism has been one of the sectors hardest hit by COVID-19.** The massive shock on international and national tourism could reduce global GDP by 1.5%-2.8% and place as many as 100 million direct tourism jobs at risk.

• **The destinations that are most reliant on tourism for jobs and economic growth are likely to be hit hardest.** Small Island Developing States and Least Developed Countries are also least prepared to absorb the shock.

• **Our commitment to sustaining peace is more urgent than ever.** COVID-19 threatens not only hard-won development and peacebuilding gains, but also risks exacerbating conflicts or fomenting new ones.

• **The Secretary-General is calling for a global ceasefire in all corners of the world by the end of 2020 so we can focus together ending this pandemic.**

• **This is not a time for political opportunism.** Any decision to postpone or proceed with elections or referenda should be made following broad consultation aimed at reaching consensus. Otherwise these decisions risk creating political tensions and undermining confidence.

• **The Secretary-General has appealed for an all-out effort to end hate speech globally.** Political leaders must show solidarity with all members of society; the media, especially social media companies, must do more to flag and remove racist, misogynist and harmful content.

• **The Secretary-General appeals to governments to resolve the national and international travel restrictions that have resulted in some 400,000 seafarers stranded at sea.** The deteriorating welfare of these seafarers jeopardises the safety of maritime navigation and threatens the supply chain, vital for food and medicines. Governments must consider designating seafarers and other marine personnel as “key workers”.

4. **RECOVERING TO LEAVE NO-ONE BEHIND**

• **For the first time in 30 years, poverty is rising.** Human development indicators are declining. We are careening off track in achieving the Sustainable Development Goals. COVID-19 has laid bare the world’s fragilities - rising inequalities, climate catastrophe, widening societal divisions, rampant corruption - preyed on the most vulnerable and wiped away the progress of decades.

• **We will recover from COVID-19 but we must use this opportunity to build a more equal, inclusive, sustainable, safer and healthier planet.** Any recovery that fails to address the causes of our present vulnerabilities condemns us to more acute crises in the future.
The response to the pandemic, and to the widespread discontent that preceded it, must be based on a New Social Contract and a New Global Deal. Together they will create equal opportunities for all and respect the rights and freedoms of all. The pandemic has also underscored the need for a strengthened and renewed multilateralism.

The world must ensure that lessons are learned, and that this is a watershed moment for health emergency preparedness and for risk-informed investment in critical 21st century public services. It is vital to strengthen pandemic preparedness, management and response. Countries must take steps to curb zoonotic contagions, otherwise pandemics will become more common.

Public funds should invest in the future, not the past. The recovery must respect the rights of future generations, enhancing climate action aiming at carbon neutrality by 2050 and protecting biodiversity. Spending to revitalize economies should accelerate the decarbonization of our economy and privilege the creation of green jobs.

We cannot postpone climate action because climate change is not on hold. 2020 remains critical for making progress on the climate emergency and halting biodiversity loss. Addressing climate change and COVID-19 simultaneously and at enough scale requires a response stronger than any seen before to safeguard lives and livelihoods.

Governments must put women and girls at the centre of their recovery efforts. COVID-19 could reverse the limited progress that has been made on gender equality and women’s rights.

We have an opportunity to strengthen our societies by reimagining the future of human mobility to ensure that it is inclusive, safe and respects human rights. Authorities need to include people on the move in the COVID-19 response and recovery.

We must pursue a recovery that tackles the underlying deficits in the world of work exposed by this crisis and draws on the positive ways companies and workers have adapted to these times. We must mobilize for a sustainable, inclusive recovery that addresses social protection, informality, unpaid care work, labor rights protection and the risks related to new technologies.

The world needs food systems that are more sustainable, resilient and inclusive. We must address the shortcomings in our food systems that this pandemic has exposed.

We must seize this moment to reimagine education and avoid a generational catastrophe.

The recovery should prioritize education and use it as a springboard for the achievement of the Sustainable Development Goals. The recovery must address the funding gap in low and middle-income countries and ensure we reach those most at risk of being left behind.

We must rebuild and transform the tourism sector and support the millions of livelihoods that depend on it. We need a sustainable, climate friendly and responsible travel experience that is safe and equitable for host communities, workers and travellers.

The UN is committed to creating a world in which everyone, everywhere, has someone to turn to for psychological support. As we recover, we must shift more services to the community, and make sure mental health is included in universal health coverage.

It is time to rethink and reshape the urban world. We must build more resilient, inclusive and sustainable cities. Nearly one-quarter of the world’s urban population lives in slums. We must tackle inequalities and long-term development deficits and safeguard social cohesion.
• We must strengthen the capacities of local governments. This requires deeper cooperation between local and national authorities. Stimulus packages should support tailored responses and boost local government capacity.

• The better we manage the health of our ecosystems, the better we manage human health and the spread of zoonotic diseases. 60% of all known diseases and 75% of new infectious diseases are zoonotic. To prevent future outbreaks, countries need to conserve wild habitats, promote sustainable agriculture, strengthen food safety standards, monitor and regulate food markets, invest in technology to identify risks, and curb the illegal trade in wildlife.

• The UN, and our global network of regional and country offices, will support all governments to ensure that the global economy and the people we serve emerge stronger. We have a framework for action – the 2030 Agenda for Sustainable Development, the Paris Agreement on Climate Change. We must keep our promises for people and planet.

5. VULNERABLE POPULATIONS

• The COVID-19 pandemic affects everyone, everywhere, but it does not affect everyone equally.

• The crisis is having a substantial impact on women. Women play a disproportionate role in responding to the virus, including as frontline healthcare workers and carers at home. Women disproportionately work in insecure labour markets - nearly 60% of women work in the informal economy - and are at greater risk of falling into poverty. Women’s unpaid care work has increased as a result of school closures and the increased needs of older people.

• Unless we act now, COVID-19 could wipe out a generation of fragile progress towards gender equality. We must put women front and centre of the response and the recovery with equal representation and decision-making power. We need gender expertise in response teams; public health messaging that targets women; measures to protect and stimulate the economy that target women. Unpaid care work must be recognized as a vital contribution to the economy.

• Women are suffering a shadow pandemic of gender-based violence during COVID-19. All governments must make the prevention and redress of violence against women a key part of their national response plans. Nearly one in five women worldwide has experienced violence in the past year and many are now trapped at home with their abusers. The humanitarian access for sexual and gender-based violence service providers has been also restricted.

• Governments must ensure the safety and wellbeing of children. The socio-economic impact – and of the containment and mitigation measures – is potentially catastrophic for millions of children. More than 1.6 billion children and youth are out of school. Nearly 369 million children who rely on school meals must now look to other sources for daily nutrition. Children living in conflict situations are amongst the most vulnerable.

• The world must act urgently, and collectively, to prevent a broader child-rights crisis. Hundreds of thousands of additional children could die this year as a result of the looming global recession. This would reverse the 2-3 years of progress in reducing infant mortality.

• Governments must preserve opportunities for young people and prevent this pandemic from turning into a crisis of mental health. ILO reported that youth are disproportionately affected by the pandemic with more than one in six young people stopping work.

• The pandemic is putting older people at greater risk of poverty, discrimination and isolation, particularly in developing countries. Older people have the same rights to life and health as everyone else. They may face great suffering and isolation under lockdowns and
restrictions.

- **To reduce the impact on older people** we need improved social support and smarter efforts to reach them through digital technology. Many older people are fully engaged in work, in teaching and learning, and in looking after others. Their voices and leadership count. The majority of older people are women, who are more likely to be in poverty and without access to healthcare.

- **The pandemic is intensifying the inequalities experienced by the world’s one billion people with disabilities.** Persons with disabilities are less likely to access education, healthcare and income opportunities or participate in the community, and are among the hardest hit in terms of fatalities.

- **We must guarantee the equal rights of persons with disabilities to access healthcare and lifesaving procedures during the pandemic.** Governments must consult and engage with persons with disabilities and put them at the centre of response and recovery efforts.

- **This crisis is devastating the lives and livelihoods of the millions of people on the move** — such as refugees and internally displaced persons who are forced to flee their homes from violence or disaster, or migrants struggling to make a living in the informal economy.

- **The rights and health of refugees, migrants, internally displaced persons and stateless must be protected.** Tens of millions of vulnerable people on the move live in cramped, unsanitary quarters where social distancing is an impossible luxury. Those working in the informal economy are without access to social protection and are among the first to lose their jobs. They are the targets of growing stigmatization and xenophobia.

- **People fleeing war or persecution must be able to access safety and protection, including health care.** Border-control measures should be implemented in compliance with human rights and international law and must not stop access to protection measures.

- **People on the move are part of the solution.** Millions of migrants and refugees are unsung heroes, working as essential workers. They tend to the sick and work on farms to keep up the food supply. Countries can maximize these contributions by validating migrants’ work, lowering barriers and costs for them to cross borders, exploring options to regularize migrants, and reducing transaction costs for remittances.

- **COVID-19 has had a devastating impact on more than 476 million indigenous people around the world.** Indigenous women, who are often the main providers of food and nutrition for their families, have been hard hit with the closures of markets. Indigenous children lack opportunities for virtual learning.

- **Countries must respect the inalienable rights of indigenous people, honour their contributions and marshal the resources to respond to their needs.** Indigenous communities with the autonomy to manage their lands, territories and resources, have ensured food security and care through traditional crops and traditional medicine.

- **COVID-19 is exacerbating difficulties for LGBTI people, including discrimination and stigma.** We must ensure LGBTI people can fully enjoy their human rights, notably access to health care services, and are protected from violence and persecution.

- **Governments must ensure safety and health for sexual and gender minorities.** Gay, lesbian, transgender, and bisexual people are discriminated against and face violence in many countries, including from their families, which can intensify under movement restrictions.
COVID-19 is colliding with the ongoing HIV epidemic in many parts of the world. Gender inequalities, gender-based violence and the criminalization and marginalization of vulnerable groups continue to drive HIV forward. COVID-19 must be a wake-up call to do things differently and mount a recovery based on economic and social justice.

People affected by HIV must have uninterrupted access to HIV prevention services. Those living with HIV, TB and other chronic illnesses must be given at least 3 months of lifesaving medicines.

Many of world’s most vulnerable people live in informal settlements and slums in cities. Governors and mayors need to work with urban health experts, government agencies, sanitation experts and urban planners to stop the pandemic spreading while maintaining food supplies and access to health care.

6. REGIONS

6.1 Africa:

Only victory in Africa can end the pandemic everywhere. The UN is calling for debt relief and international action to maintain food supplies, protect jobs and cushion the continent against lost income and export earnings. African countries, like everyone, everywhere, should also have quick, equal and affordable access to any eventual vaccine and treatment.

African governments can use this moment to shape new policies that bolster health systems, improve social protection and pursue climate-friendly pathways. Important steps to recovery include targeting measures to informal sector workers and leveraging the leadership of women and young people.

6.2 Latin America and the Caribbean:

The UN is calling on governments in the Latin America and the Caribbean to do more to reduce poverty, food insecurity and malnutrition. This could include the provision of a basic emergency income and anti-hunger grants.

Latin American and Caribbean countries – and in particular Small Island Developing States – should not be excluded from global assistance. The international community must provide liquidity, financial assistance and debt relief.

Recovery should address the root causes of inequality, political instability and displacement and transforming the development model of Latin America and the Caribbean.

6.3 Arab States:

All Arab countries – whether oil-rich, middle-income or least developed – face difficulties in responding. The region is struggling with decades-long development challenges, including occupation and conflict and a dire economic situation. The regional economy is expected to shrink by more than 5%. One-quarter of the Arab population may end up living in poverty.

The Arab region must leverage recovery plans to address inequalities. This means investing in universal health and education; social protection floors; and technology. Investing in women and girls, ensuring equal rights and participation.

The Arab region should use this moment to prioritize human rights, ensure a vibrant civil society and free media and create more accountable institutions.

6.4 Southeast Asia:
• Southeast Asia has contained the worst health effects of the pandemic through effective cooperation and rapid early responses.

• Southeast Asia’s recovery must bridge the significant disparities in income, health and social protection. This means promoting transparency, upholding human rights and targeting women and girls in all aspects of the economic recovery.

• The region must use this moment to decarbonize its economy and create more green jobs.

7. RESOURCE MOBILIZATION

There are three main plans for which the UN is seeking funding:

1. Strategic Preparedness and Response Plan: To address immediate health needs
   The plan, produced by WHO and partners, sets out the priorities for the global health response and outlines the public health measures that all countries need to implement to prepare for and respond to COVID-19. The plan will be financed through several channels, above all Governments’ own budgets, the WHO ‘Solidarity Fund’, and the Central Emergency Response Fund (CERF).
   Funding required: $1.74 billion.
   Resources raised: $1.44 billon (as of 3 sept 2020).

   → Solidarity Response Fund: WHO, UN Foundation and partners launched a first-of-its-kind Solidarity Response Fund to allow corporations and individuals to directly contribute to WHO’s COVID-19 response. It has raised over $235 million so far. https://covid19responsefund.org/

2. Global Humanitarian Response Plan: To fight the impact in the most vulnerable countries
   The Plan, coordinated by OCHA with IASC partners, is the international community’s primary fundraising vehicle to respond to the humanitarian impacts of the virus in low- and middle-income countries, and support their efforts to fight it. It brings together appeals from WHO and other UN humanitarian agencies. NGOs and NGO consortiums have been instrumental in shaping and delivering the plan, and can access funding through it. The Plan supports 63 vulnerable countries and also covers the global transport system needed to deliver relief.
   Funding required: $10.3 billion.
   Resources raised: $2.48 billion (as of 3 sept 2020) https://fts.unocha.org/

3. UN framework for the immediate socio-economic response: To deliver rapid recovery
   The UN Framework helps social and economic recovery in middle and lower-income countries. It guides the actions of the UN system through the next 12 to 18 months. While a significant proportion of the $17.8 billion portfolio of sustainable development programmes across UN entities will be adjusted towards COVID-19 needs, additional funds will be required.
   Funding required: $1 billion (for 2020).
   Resources raised: $58 million (as of 3 sept 2020).

   → Recover Better Trust Fund: The Secretary-General initiated the fund to support efforts in low- and middle-income countries. http://mptf.undp.org/factsheet/fund/COV00

In addition, we are calling for support for the ACT-Accelerator:

• We must see a quantum leap in funding for the ACT-Accelerator and its COVAX Facility.
  The pandemic is costing the global economy $375 billion a month and 500 million jobs since the crisis erupted. We need a small fraction of that to stop the spread of the disease everywhere.

• Funding required: $38 billion
  Resources raised: $4 billion (as of October 2020)