



**UNHCR**  
The UN Refugee Agency

# GLOBAL REPORT

2019



FINANCIAL | OPERATIONAL | STATISTICAL

GLOBAL  
REPORT  
2019



The Global Report presents the work carried out by UNHCR in 2019 to protect and improve the lives of tens of millions of people of concern—refugees, returnees, internally displaced people, stateless persons, and others of concern. It highlights the year’s achievements, as well as challenges faced by the organization and its partners, in attempting to respond to multiple life-threatening crises and ever-growing humanitarian needs.

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### OVERVIEW OF 2019

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The **Global Focus website** is UNHCR’s main operational reporting platform for donors. Regularly updated, it complements and augments information in the Global Report with greater detail on UNHCR operations, data on key operational themes and objectives, and in-depth information on UNHCR’s budgets, funding and expenditure. It contains also a glossary of technical terms used throughout this publication.



**497,280**  
page views  
in 2019

**21,910**  
visits  
per month (+12%)

**175,230**  
documents  
downloaded

**14,600**  
documents  
downloaded  
per month (+22%)

# UNHCR IN 2019

## Mission

The High Commissioner for Refugees is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution of refugee problems. As of November 2019, 149 States are parties to the 1951 Convention relating to the Status of Refugees and/or to its 1967 Protocol.

UNHCR's primary purpose is to safeguard the rights and well-being of refugees. In its efforts to achieve this objective, the Office strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, and to return home voluntarily. By assisting refugees to return to their own country or to settle permanently in another country, UNHCR also seeks lasting solutions to their plight.

UNHCR's Executive Committee (106 Member States as of October 2019) and the UN General Assembly have authorized involvement with other groups. These include former refugees who have returned to their homeland, internally displaced people, and persons who are stateless or whose nationality is disputed.

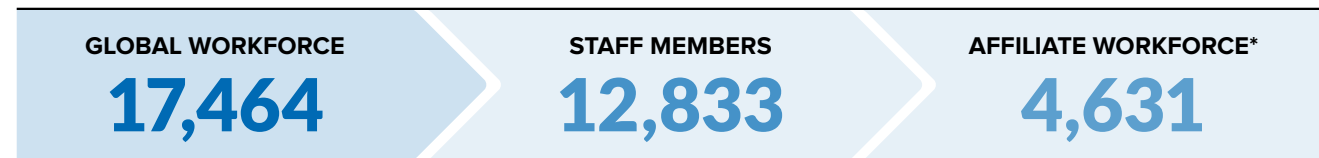
As of December 2019, 94 States are parties to the 1954 Convention relating to the Status of Stateless Persons and 74 to the 1961 Convention on the Reduction of Statelessness.

The Office seeks to reduce situations of forced displacement by encouraging States and other institutions to create conditions which are conducive to the protection of human rights and the peaceful resolution of disputes. In all of its activities, it pays particular attention to the needs of children and seeks to promote the equal rights of women and girls.

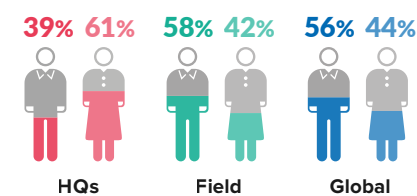
The Office carries out its work in collaboration with many partners, including governments, regional organizations, and international and non-governmental organizations. It is committed to the principle of participation, believing that refugees and others who benefit from the Office's activities should be consulted over decisions which affect their lives.

## Global presence

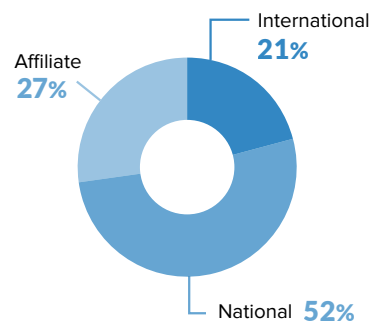
UNHCR is present in **130 countries and territories** with offices in **507 locations**



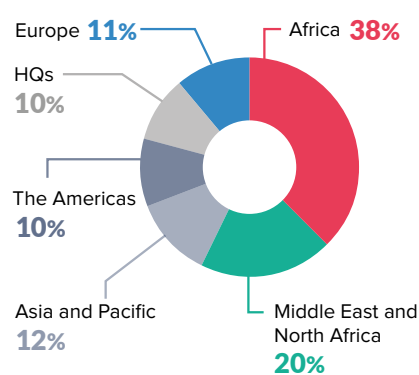
Gender breakdowns of UNHCR workforce



Global workforce by category



Global presence by region



\* UNVs, individual contractors and consultants hired through UNOPS or directly, deployees, secondees and interns.

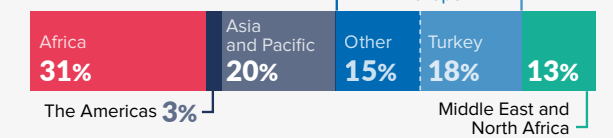
# 86.5M People of concern to UNHCR worldwide

**4.1M**  
Asylum-seekers  
pending cases

The largest numbers of pending cases were in — The Americas: 1.9 million  
Europe: 1.2 million  
Africa: 529,600

**20.4M** Refugees

Refugee populations by region of asylum



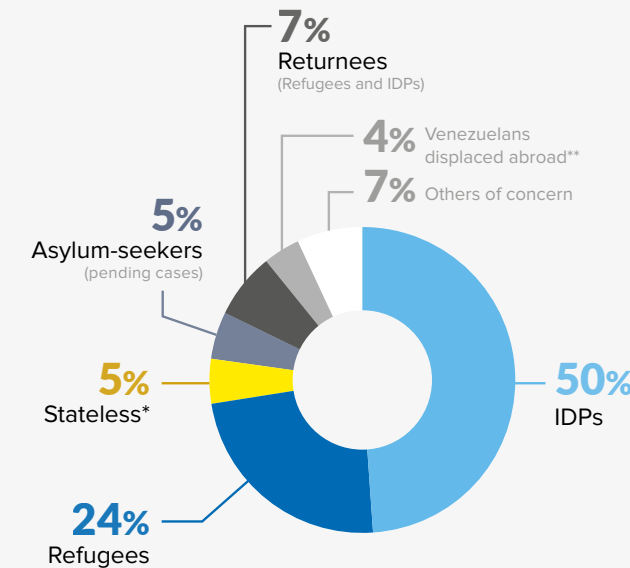
**57%** coming from three countries



**3.6M** Venezuelans displaced abroad\*\*

**6.1M** Others of concern

\*\*See footnote (6) in map of global populations of concern



**4.2M**  
Stateless persons\*

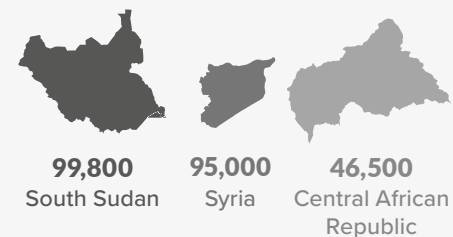
81,100 formerly stateless individuals acquired a nationality or had their nationality confirmed in 26 countries

\* Includes 1,113,315 stateless persons of Rohingya ethnicity who are also counted as refugees, asylum-seekers or others of concern in Bangladesh, India, Indonesia, Malaysia and Thailand or as IDPs in Myanmar.

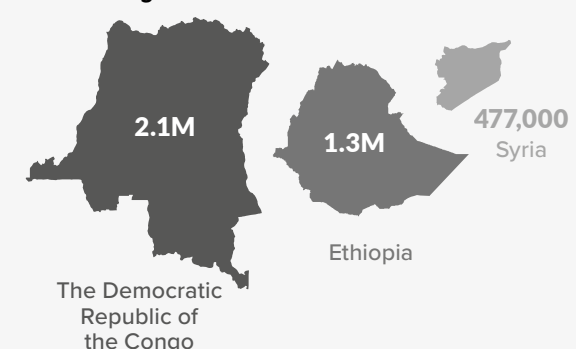
**5.7M**  
Returnees (Refugees and IDPs)

Unresolved conflicts and insecurity in countries of origin presented major constraints for returns and their sustainability.

Largest refugee returns



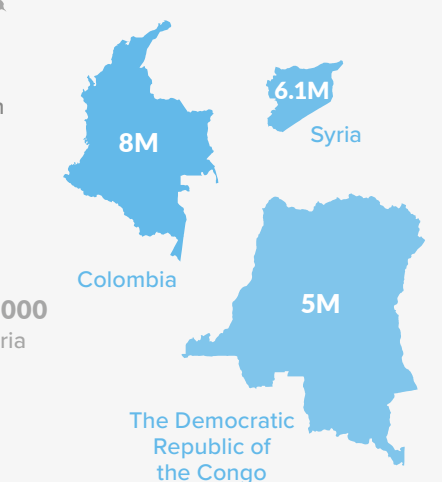
Largest IDP returns



**43.5M** IDPs

Many IDPs were in protracted situations characterized by critical protection and humanitarian challenges.

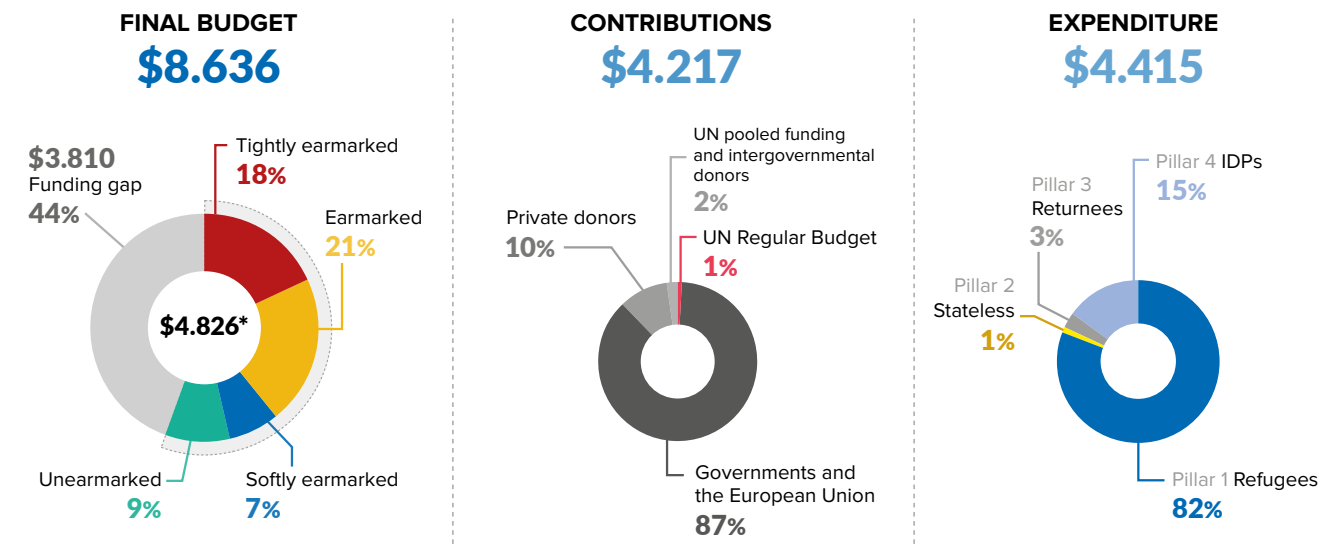
**44%** were in three countries





# Key data and achievements in 2019

Unit: billion



\*Funds available: contributions (voluntary contributions and UN Regular Budget); carry-over; other income and adjustments

## PARTNERSHIPS



## Safeguarding fundamental rights

- Legal protection frameworks**  
16 States adopted laws and legislative changes improving refugee rights
- Refugee status determination**  
2.3M new and appeal asylum applications were registered globally, including 120,400 registered by UNHCR (5% of the total)
- Statelessness**  
81,074 individuals who were formerly stateless acquired a nationality or had their nationality confirmed
- Registration**  
8.8M individual records biometrically registered in UNHCR's Biometric Identity Management System across 69 countries

## Responding with lifesaving support

**Emergencies**

**6 new emergencies**

- 3 IDP emergencies: Burkina Faso, the Democratic Republic of the Congo, Cyclone Idai (Mozambique, Malawi, Zimbabwe)
- 3 refugee emergencies: Costa Rica, Iraq, Niger

**Emergency deployments**

- 167 UNHCR emergency staff deployed
- 102 emergency standby partner staff deployed

**Core relief items**

7 global stockpiles used to deliver \$30 million-worth of CRIs to 23 emergency-affected countries

8 emergency airlifts, fulfilling 122 requests

**Cash assistance**

\$650M distributed, 13% increase on 2018

100 operations implemented cash assistance

80% of cash assistance disbursed electronically

**Shelter**

15,198 Refugee housing units deployed to 15 operations

86,426 Households received cash grants for rental accommodation

116,527 People of concern received emergency shelter

## Building better futures

**Resettlement**

1.4M refugees in need of resettlement

81,671 resettlement submissions to 29 countries

63,726 UNHCR-facilitated resettlement departures

**Education**

- 63% of refugee children attend Primary school
- 24% of refugee children attend Secondary school
- 3% of refugee youth attend University

**Energy and environmental protection**

- 1M refugees accessed a sustainable source of cooking fuel
- 838,220 tons of CO<sub>2</sub> emissions reduced by using cleaner sources of energy
- 100 UNHCR offices conducted an environmental inventory



# A decade of crisis, a decade of opportunity



In the course of the last ten years, UNHCR has become in many respects a different organization, working in a quite different world.

As 2019 drew to a close, we reached the end of a decade in which forced displacement climbed to a record high. The number of people of concern to the Office rose from 36.4 million people in 2009 to over 86.5 million people at the end of 2019. The number of refugees under UNHCR's responsibility almost doubled, from 10.4 to 20.4 million, and internal displacement grew by more than 60% from 27.1 million people to 43.5 million.

Two of the biggest and most complex crises currently facing us did not exist in 2009. Then, the Syrian Arab Republic (Syria) hosted over one million refugees, the third highest number worldwide, most of whom were from Iraq. By the end of 2019, however, it had become the epicentre of the largest displacement crisis in decades, with nearly 15 million of its people—well over half of its pre-war population—displaced inside the country or abroad.

In December 2009, more than 300,000 refugees had recently returned home to southern Sudan as hopes for a peaceful and prosperous future grew after the signing of the Comprehensive Peace Agreement in 2005. A decade later, more than 2.2 million refugees have fled a brutal civil war, and some 1.67 million people are displaced within the world's newest country.

Crises persisted in Afghanistan, the Democratic Republic of the Congo,

*Having fled Afghanistan 40 years ago, Abdul Rashid is a refugee in Pakistan. Now in his 70s, he sells qabli—an Afghan dish his family makes with rice, chicken, raisins and cumin—on the streets of Quetta.*



and Somalia, and new or recurring crises in many other countries required large-scale emergency responses.

While the vast majority of refugees remained in regions of origin, responses to mixed movements, consisting of refugees and migrants on the move for different reasons, became more complex and politically charged, as was the case of the influx of more than a million refugees and migrants into Europe in 2015. The complexity of population flows deepened as climate change, weak governance, inequitable development, urban violence, organized crime and transnational extremist networks wreaked havoc and despair across communities and regions. As these fault-lines widened, the number of refugees continued to grow.

With few political solutions reached, voluntary repatriation benefited an average of just under 400,000 refugees per year. Resettlement as a solution declined. There was a net drop in refugees departing for resettlement, with some 86,200 refugees resettled in 2009, but only 63,726 in 2019, and this over a period during which the number of refugees doubled.

As the decade drew to a close, UNHCR was also stepping up its engagement with the over 43.5 million internally displaced people around the world. A new policy on internal displacement was issued in 2019, placing particular emphasis on protection leadership, solutions and aligning interventions with those of partners. Major IDP operations in the Central African Republic, the Democratic Republic of

the Congo, Iraq, Syria, Ukraine, Yemen and the Lake Chad Basin remained among the Office's most politically and operationally complex, and represented important priorities.

The situation of stateless people also took on greater prominence, as UNHCR's ten-year #IBelong Campaign reached the half-way mark in 2019. UNHCR accelerated its work with States and other partners to eradicate statelessness, including through the High-Level Segment in October 2019, which resulted in some 360 pledges from 66 States, as well as from international and regional entities and civil society organizations.

Last but not least, by the end of the decade the climate emergency had taken on considerable prominence, and climate-related causes had become a growing driver of displacement. UNHCR stepped up its work to highlight in particular the protection gaps resulting from climate-driven cross-border displacement and helped steer the policy and normative debate. It also continued to work to help governments deliver an operational response to disaster-related displacement, guided by protection considerations. Further, in Bangladesh and elsewhere, UNHCR reduced the environmental impact of refugee crises through renewable energy options, reforestation, and the provision of clean fuels. Conscious of its own environmental impact, UNHCR worked to measure and reduce its carbon footprint.

In the course of the decade, it became clear that tackling the challenge of refugee crises and their complex root causes, called for a bigger and broader ambition than had been evident in the past. This vision shaped the Global Compact on Refugees, grounded in more equitable and

predictable burden- and responsibility-sharing by the international community, and led to the Global Refugee Forum in December 2019.

Through its burden- and responsibility-sharing arrangements, the Compact built on and accelerated many of the trends that had been emerging in the course of the decade—the growing involvement of the private sector; the drive for practical instruments to bridge the humanitarian-development divide, recognizing the impact of large refugee flows for development outcomes in hosting States; and a shift from camp-based assistance models that entrenched exclusion towards a more inclusive one based on building the resilience of both refugees and their hosts. The Compact is notable for its comprehensive approach that preserves the humanitarian imperative, but brings in peacebuilding, development action and private sector investment, seeks to leverage the Sustainable Development Goals, and draws on synergies with UN reforms.

In the East and Horn of Africa, for example, the regional application of the Comprehensive Refugee Response model by the Intergovernmental Authority for Development is helping strengthen asylum, access to rights, and refugee inclusion in health, education and national economies. In Latin America, too, a regional application has helped build a coherent response in a context of high mobility. Expertise and financing from the World Bank and other international financial institutions, bilateral development support and private sector investments are helping drive these achievements and so transforming the lives of refugees and refugee-hosting communities and providing models for the Compact's application elsewhere.



In Nyarugusu camp, in the United Republic of Tanzania, the High Commissioner for Refugees Filippo Grandi talks with an elderly Congolese refugee.



This decade of crisis and opportunity also called for changes in how UNHCR equipped itself to respond, with consequences for its budget, its presence around the world, and its staff and organizational culture.

It saw our needs-based budget increase from \$2.3 billion to \$8.6 billion. UNHCR received strong and steadfast support from its donors throughout the decade, and accelerated efforts to diversify its funding base in the spirit of responsibility-sharing and ensuring a stable platform for its work. Nowhere was this more notable than in the success of UNHCR's private sector fundraising, growing from \$50.7 million in 2009 to \$421.7 million in 2019. Overall funds available to UNHCR in 2019 reached \$4.8 billion; however, the gap between requirements and available resources remained at around 42% throughout the decade.

The number of regular staff increased from 6,000 to over 12,800, and by the end of 2019 the entire workforce exceeded 17,460, of whom 44% were female, and 90% of which was in the field. The number of countries and territories where UNHCR was present increased from 126 to 130. UNHCR's regionalization and decentralization process, undertaken in the course of 2019, brought greater authority and flexibility for country offices, front-loading support through bureaux located in their regions, as part of a wider transformation process. Risk management was strengthened across the Office, and systems and tools were reinforced for preventing and responding to misconduct, including sexual exploitation and abuse, and sexual harassment. These will remain important priorities in the coming years.

UNHCR also continued to invest in the quality of its work, improving and streamlining systems and processes, creating space

for innovation, and increasing efficiency, in line with its Grand Bargain commitments and as an active participant in broader UN reforms. A Joint Data Centre was established together with the World Bank and a new data transformation strategy was issued in 2019 to help inform and drive these efforts.

As the decade drew to a close, the Global Refugee Forum marked a pivotal moment. It was the largest-ever gathering on refugee matters, building on many months of consultations and bringing together over 3,000 participants from diverse backgrounds. It helped showcase what had been achieved through the application of the Comprehensive Refugee Response model and generated some 1,400 pledges across a broad range of areas. Some are already being operationalized, or will be very shortly, while others will take more time, requiring legislative changes, new instruments, or resources to support their implementation.

Looking ahead to the decade to come, I believe that in the Global Compact we have a powerful tool, born of a narrative of possibility and charting a measurable, practical way forward. I hope that the Compact, and the Global Refugee Forum, can provide a springboard for collective action, inspiring and driving our work over the next decade and beyond, and demonstrating in practical and concrete ways why international cooperation remains essential in addressing forced displacement and other shared global challenges, and how it can be made to work.

# The Special Envoy



“A generation of Rohingya children are still without access to the education they deserve.”  
The Special Envoy talks to refugees in Chakmarkul camp, Cox's Bazar, Bangladesh.

UNHCR's Special Envoy, Angelina Jolie, continued her focus on major displacement situations and advocacy work for UNHCR throughout the year, carrying out field visits and other activities. Since joining in 2001, the Special Envoy has now conducted more than 65 field missions on behalf of UNHCR.

In early 2019, the Special Envoy visited Bangladesh for a three-day mission to assess the humanitarian needs of Rohingya refugees and some of the more critical challenges faced in Cox's Bazar, observing as well the humanitarian response led jointly by the Government of Bangladesh and UNHCR. This was not the Special Envoy's first mission to this crisis, having met with forcibly displaced Rohingya people during prior visits to Myanmar in 2015, and India in 2006.

She heard humbling testimony from Rohingya women, children and men who had endured lifetimes of persecution and discrimination, and urged continued support for those who have been displaced until such a time as refugees may return voluntarily, in safety and in dignity.


Focusing also on education, the Special Envoy appealed strongly for access to formal education for refugee children during her visit with the Prime Minister in Dhaka, subsequently raising the matter through an exchange of letters with the Government. Nearly a year later, Bangladesh announced steps to improve education programmes for Rohingya refugee children in the camps.



# Key developments in 2019


## THE GLOBAL COMPACT ON REFUGEES

The Global Compact on Refugees, affirmed by the UN General Assembly in December 2018, sets out arrangements for more equitable and predictable burden- and responsibility-sharing in response to large refugee situations. There was important progress throughout 2019 towards the Compact's four objectives, including through operational achievements flowing from comprehensive refugee responses; as well as the convening of the first Global Refugee Forum, one of the Compact's key arrangements for burden- and responsibility-sharing, and which collected some 1,400 pledges including more than 300 pledges made as part of the High-Level Segment on Statelessness in October 2019. Progress was also made in establishing other Compact arrangements for burden- and responsibility-sharing, as well as for follow-up and review.




**GLOBAL REFUGEE FORUM**

16 - 18 December 2019, Geneva, at a glance



Read more about the Forum's outcomes



**3,000+ participants** including 4 Heads of State/Government, 70+ refugees, 90+ ministers and high-level government officials, 130+ private sector participants, 300+ other stakeholders

**1,400 pledges** across 6 areas of focus: burden- and responsibility-sharing; education; jobs and livelihoods; energy and infrastructure; protection; and solutions

**Pledges to ease pressures on host countries, including:**

**\$2.2 billion** pledged for the IDA18 refugee sub-window

**\$2 billion** pledged from States and other actors

**\$250 million** pledged from the private sector

**40 States** and other stakeholders committed to support green energy and conservation efforts

**Pledges to enhance refugee self-reliance, including:**

**100+ pledges** in support of inclusive national policies

**100+ pledges** addressing jobs and livelihoods

**170+ pledges** focused on expanding access to quality education

**Pledges on solutions, including:**

**180+ pledges** focusing on achieving lasting solutions, including voluntary repatriation

**120+ commitments** aimed at expanding third-country solutions

### Progress towards the objectives of the Global Compact in 2019

#### Objective 1 | Easing pressure on host countries

**Considerable new resources supporting additional instruments and programmes were made available for refugees and host communities by an increasing number of donors** in 2019. While support envisaged under the Compact goes beyond funding alone, the Forum saw States and other stakeholders pledge over \$2 billion for refugees and their hosts; with an additional \$2.2 billion pledged by the World Bank Group; and \$1 billion from the Inter-American Development Bank. The Forum also saw progress in broadening the donor base, notably with the private sector pledging to contribute more than \$250 million in funding, as well as for the direct employment of more than 15,000 refugees and other support. Leveraging the Compact, UNHCR worked closely with the OECD's Development Assistance Committee and its subsidiary body, the International Network on Conflict and Fragility (INCAF), to facilitate a new approach to financing refugee situations through the "INCAF Common Position on supporting comprehensive responses in refugee situations".

There was also **increased support for national arrangements and coordinated refugee responses**. States in the Americas participating in the regional comprehensive protection and solutions strategy (MIRPS) concluded a joint assessment and quantification of the investment needed to operationalize national action plans to address displacement, identifying both existing State resources and financing gaps to be met through international support. Ethiopia's national arrangements—including the national comprehensive refugee response strategy, the latest in a series of progressive developments with regards to refugee rights—have attracted some \$1 billion in assistance from the international community. More generally, both at regional and national levels, government-led coordination mechanisms were consolidated in 2019, bringing together key ministries beyond refugee departments, supported by a broad range of stakeholders, in line with the Compact's multi-stakeholder approach. As government-owned inclusive mechanisms, these arrangements are facilitating area-based responses for both refugees and their hosts that align with national planning priorities.

#### Global Compact burden- and responsibility-sharing arrangements established in 2019

The working modalities of the **Asylum Capacity Support Group** were finalized in 2019, prior to its launch at the Forum. The Support Group can be activated at a State's request to assist its national authorities to strengthen or adapt their asylum systems.

Three **Support Platforms** were launched at the Forum to reinforce existing regional refugee responses with more robust international support, including the MIRPS in the Americas, the Nairobi Process facilitated by the Intergovernmental Authority on Development (IGAD) in the East and Horn of Africa, and the Solutions Strategy for Afghan Refugees (SSAR).

The **Global Academic Interdisciplinary Network** was launched to facilitate research, teaching, and scholarships relating to the Compact, including through support for refugee scholars and academics.

The **"Three Year (2019-2021) Strategy on Resettlement and Complementary Pathways"** commenced, with an ambitious blueprint for third-country solutions over the next ten years.

The launch of the **World Bank-UNHCR Joint Data Center on Forced Displacement** in October 2019 marked progress towards better data on host country and community needs.

Global Academic Interdisciplinary Network



## Objective 2 | Enhancing refugee self-reliance

**Progress was made in supporting refugees to participate in the social and economic life of host countries** notably through access to education. Building on good operational practices, at the Forum some 180 pledges were made on refugee education, including support from the international community for the inclusion of refugees in national systems. Uganda's "Integrated education response plan for refugees and host communities", for example, received matching pledges by several donors at the Forum. Pledges were also made to ensure recognition of refugee qualifications (Peru), provide access to financial services, as well as towards green energy and conservation in refugee-hosting areas, including through UNHCR's Clean Energy Challenge.

In addition, 2019 saw a **strengthening of self-reliance by refugees and host communities**. The "Kampala declaration on jobs, livelihoods and self-reliance for refugees, returnees and host communities in the IGAD region" (March 2019) explicitly recalled the Compact in its commitments to move beyond refugee camps and allow refugees access to work. Support for access to livelihoods was also advanced through Forum pledges to ensure that refugees have the same conditions of access to the labour market as nationals, to provide business development support services and low-cost loans (African Entrepreneurship Collective, Sweden, Grameen Crédit Agricole Foundation) or to create jobs for refugees (Qatar). Mexico and Germany pledged to strengthen the social, cultural and economic inclusion of refugees, asylum-seekers, IDPs and migrants in vulnerable situations in up to 15 Mexican municipalities. In addition, 27 law firms, bar associations, and corporations

pledged to provide 125,000 pro bono hours to support refugees' access to rights and protection, which are key to self-reliance, with 55 legal and community empowerment organizations pledging also to collaborate in this initiative.

## Objective 3 | Expanding access to third country solutions

Steps were taken to **support refugees in need to have access to resettlement opportunities in an increasing number of countries**. Pursuant to the Three-Year Strategy almost 80 pledges were made at the Forum, with the European Union announcing the collective commitment by its Member States to resettle 30,000 refugees in 2020, and more than 20 States making individual resettlement commitments. Countries that are part of the Global Refugee Sponsorship Initiative States Network issued a joint ministerial statement noting their expansion of and support for community-based refugee sponsorship programmes.

Building on existing progress prior to the Compact, States and other stakeholders also stepped up commitments relating to **complementary pathways for admission**. Mexico pledged to facilitate student visas for refugees identified for the Habesha scholarship programme, and Norway pledged to reduce the fee for family reunification for recognized refugees. World University Service of Canada and the ICU Japan Foundation committed to provide third-country scholarships for refugees, and Talent Beyond Boundaries and more than 25 companies jointly pledged to consider refugees as candidates when hiring internationally.

## Objective 4 | Supporting conditions in countries of origin for return in safety and dignity

**Resources were made available to support the sustainable reintegration of returning refugees by an increasing number of donors** in 2019. At the Forum, over 400 pledges were made to use political and financial resources to address root causes, create conditions that enable refugees to return home voluntarily, and to help them rebuild their countries. The World Bank Group created a funding sub-window under its International Development Association of \$2.5 billion to boost the private sector and create jobs in countries affected by fragility, conflict and violence, including many refugee countries of origin.

Progress was also made to **enable refugees to return and reintegrate, socially and economically**, in 2019. Leveraging the Compact, in the Central African Republic, Iraq, Myanmar and Somalia, UNHCR worked with partners such as UNDP and UN-Habitat to remove obstacles for future return, including through increased access to justice, employment and basic services, as well housing, land and property. In Afghanistan, the launch of the Compact support platform for the SSAR facilitated UNHCR's efforts to link humanitarian interventions to development programming in 15 priority areas. At the Forum, 10 countries of origin pledged to work to create conditions for voluntary, safe, dignified and sustainable returns, including through conflict resolution, rule of law and peacebuilding.

(For more details on UNHCR's work on objectives 2, 3 and 4, see *Building better futures*.)

## Establishment of follow-up and review mechanisms under the Global Compact

Mechanisms to ensure follow-up and review of the Compact and to assess progress towards the achievement of its objectives were established in 2019. These include:

- A Global Compact indicator framework containing 15 indicators to support its periodic review and strengthen the availability of global data structured around its four objectives. The first report on the Compact's indicators will be presented at the 2021 High-Level Officials' Meeting.
- Ongoing coordination by UNHCR of a process to measure the impact of hosting, protecting and assisting refugees and to capture the costs and contributions, particularly of refugee-hosting States.
- A pledges and contributions tracking dashboard as part of the Compact's digital platform, recording all pledges and good practices from the Forum that will be used to monitor implementation.

GCR pledges and contributions dashboard





## STRENGTHENING UNHCR



Umar Khan, 65, an Afghan returnee from Pakistan, collects water from a solar-operated well near his home in Tarakhail Daag, near Kabul. Before the well was built with UNHCR's support, Umar had to walk far to collect water from a well near the main road or buy it from a water tanker.

The year saw the completion of the first phase of reforms to strengthen UNHCR and its capacity to operate in a new decade, including decentralization and regionalization; reinforcing risk management and operational integrity; and partnerships. These reforms were driven by the organization's catalytic and supportive role in the Global Compact on Refugees; the need to better link humanitarian responses with development approaches (including through the United Nations development system reform process); and the quest for more accountability, effectiveness and efficiency by the United Nations and other humanitarian actors, exemplified by the Grand Bargain.

### Strengthening the field: decentralization and regionalization

As of 31 December 2019, the seven regional bureaux had moved out of Headquarters into their respective regions. This was the first step in shifting capacities and authorities closer to field operations in order to improve the level and quality of support, monitoring and oversight. NGO consultations were also regionalized with events in Amman and in Pretoria, a first under the new structure.

Key internal processes to support the decentralized structure were also finalized, such as the revision of the resource

allocation framework, consolidation of regional asset management boards, and committees on contracts supported by greater authority. Devolution of further authority to bureaux and country operations to recruit and manage personnel was completed, as was the creation of technical positions in the field such as dedicated regional data analysis teams.

### Strengthening risk management and operational integrity

#### Risk management

By the end of 2019, the "Risk management 2.0 initiative" (2018-2020) had resulted in the establishment of a risk management network across the organization including senior risk management and compliance advisors in the regional bureaux, and a combination of country-based risk advisors, roving advisors and/or training for in-country focal points. Risk management positions increased from three in 2017 to 30 at the end of 2019, and over 2,500 staff were e-trained in risk management and 600 risk focal points received face-to-face training. Staff in partner organizations were also trained. UNHCR's strategic risk register was updated, and all UNHCR operations and Headquarters entities carried out a mandatory annual risk assessment. These steps improved the quality of available risk information and identification of risk mitigation measures to support future planning and decision-making.

With 2019 the midpoint of the "Risk management 2.0" initiative, UNHCR commissioned an independent review of its enterprise risk management (ERM) maturity and progress. The review found the system met the standard for an "established" function as set by the UN High-Level Committee on Management risk maturity model, with defined, documented and

standardized ERM processes in place with good organizational coverage. A plan of action was implemented to respond to the recommendations made through the maturity review and benchmarking exercise. UNHCR also participated in the inter-agency working group on risk management under the High-Level Committee to ensure a harmonized approach to risk management within the United Nations system.

#### Oversight and investigations

Two new frameworks strengthened UNHCR's integrity measures including independent oversight and investigations. The "Policy on independent oversight" and the "Administrative instruction on conducting investigations in UNHCR" entered into force on 1 January 2020. At the end of 2019, the Investigation Service of the Inspector General's Office had a presence in Amman, Bangkok, Nairobi and Pretoria, and the number of complaints relating to misconduct reached 1,200.

The increase was attributable to the strengthening of the Investigation Service through the professionalization of its workforce; strong messaging on integrity and the promotion of a "speak up" culture from executive management; the impact of the "Risk management 2.0 initiative" and the establishment of senior risk advisors in key operations; and mandatory training on integrity matters. The top three misconduct categories for complaints in 2019 included fraud with financial implications, sexual exploitation and abuse (SEA), and refugee status determination or resettlement fraud.

### Preventing and responding to sexual exploitation and abuse and sexual harassment

These remained key priorities as UNHCR continued to implement its 2018 strategy and action plan with a commitment to a victim and survivor-centred approach. UNHCR mapped good practices on protection from SEA in 29 operations, including in relation to leadership, reporting, refugee engagement, and case management. The network of focal points for protection from SEA increased from 350 to 440, and they received online and face-to-face technical support and training, including through an interactive platform. An independent evaluation of UNHCR's policies and procedures on prevention of and response to SEA was finalized in June 2019 and UNHCR began implementing the recommendations, many of which were in line with ongoing and planned initiatives.

Efforts to encourage dialogue and empower UNHCR staff members to detect sexual misconduct, understand its impact and undertake prevention and response measures were intensified and expanded in 2019. These wide-ranging initiatives included: an informal exchange on sexual harassment led by the High Commissioner and livestreamed to all colleagues; an ideas challenge to better address sexual harassment within UNHCR, which generated 42 proposals, four of which were chosen for funding and showcased; the development of two innovative learning packages for UNHCR personnel, one each on SEA and sexual harassment; closer engagement with risk management experts to better identify and mitigate risks associated

with sexual misconduct and the inclusion of this topic in all risk management training; and the piloting of a learning package for managers to support organizational change. These were complemented by integrating responsibilities to combat sexual misconduct in managerial job descriptions as part of regionalization and increasing capacity to run sexual misconduct checks in the recruitment process.

Recognizing the need to capitalize on inter-agency and other partnerships, the High Commissioner took up the role of IASC Champion on Protection from Sexual Exploitation and Abuse and Sexual Harassment in September 2019, focusing on the three pillars of bolstering prevention, expanding safe spaces, and promoting a respectful use of authority. The Deputy High Commissioner took on the role of Interim Chair of the Chief Executive Board's Task Force on Addressing Sexual Harassment, overseeing initiatives including the development of an investigator's manual on sexual harassment investigations, and the integration of a victim-centred approach in such investigations.

### Accountability to affected populations

Strengthening UNHCR's accountability to people of concern remained a key pillar of its reform and transformation efforts. The framework for accountability to affected people (AAP) remained a point of reference, as part of the broader age, gender and diversity approach.

UNHCR conducted a comprehensive analysis of strengths, weaknesses, opportunities and threats in terms of accountability to affected populations in

Egypt, Ethiopia, Kenya, Jordan, Lebanon, Uganda, and Sudan. UNHCR also contributed to efforts to further accountability to affected people across the wider United Nations system, including within the IASC and through workshops on leadership and accountability to affected people for resident coordinators, humanitarian coordinators, deputy humanitarian coordinators and OCHA heads of offices.

### Strengthening partnerships

A multi-stakeholder and partnerships approach is a cornerstone of the Global Compact on Refugees, the High Commissioner's "Strategic directions 2017-2021" and UNHCR's Grand Bargain commitments. The participation of a broad range of stakeholders including development and peace actors and the private sector at the Global Refugee Forum demonstrated this approach in practice (see the *Global Compact Overview*). In 2019, UNHCR also commissioned a review of the Refugee Coordination Model, taking into account lessons learned in the five years of implementation to shape a new partnership approach. The main recommendation was the need to foster inter-agency and partnership skills across all levels in the organization.

UNHCR supported the United Nations reform agenda as an active member of the Chief Executives Board for Coordination, and the IASC. Within the IASC, UNHCR co-led the results group on accountability and inclusion, focusing on accountability to affected communities, localization, disability inclusion and risk communication. The "Guidelines on disability inclusion in humanitarian action" were launched,

with UNHCR steering the process through the IASC results group and leading the protection input.

UNHCR participated in 23 out of 25 inter-agency humanitarian response plans and some 100 United Nations Development Assistance Frameworks or United Nations Sustainable Development Cooperation Frameworks. Regional refugee response plans—often co-led by UNHCR and UNDP and collectively involving over 580 partners—were coordinated for the Burundi, the Democratic Republic of the Congo, Nigeria, South Sudan and Syria situations. UNHCR and IOM continued to co-lead the regional Refugee and Migrant Response Plan for the Venezuela situation, and coordinated the Bangladesh Joint Response Plan for refugees from Myanmar with 48 partner agencies.

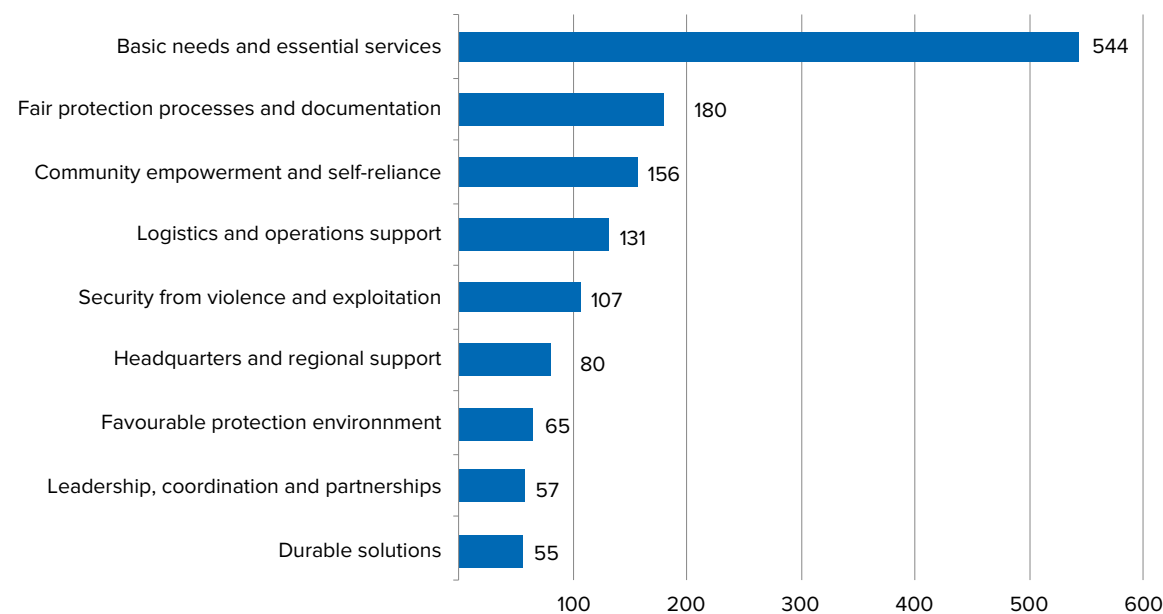
Cooperation continued with partners including FAO, ILO, IOM, OCHA, UN-Habitat, UNDP, UNICEF, WFP and WHO, with new memorandums of understanding signed with FAO and UN-Habitat. UNHCR was also a member of the executive committee of the United Nations Network on Migration, coordinated by IOM, to ensure UN system-wide support to States in implementing the Global Compact for Safe, Orderly and Regular Migration. Collaboration between UNHCR and the World Bank Group was furthered with the establishment of a Joint Data Centre, which will improve the collection and analysis of population and socioeconomic data on people of concern and host communities.

See the Refugee Funding Tracker for information on funding to RRP





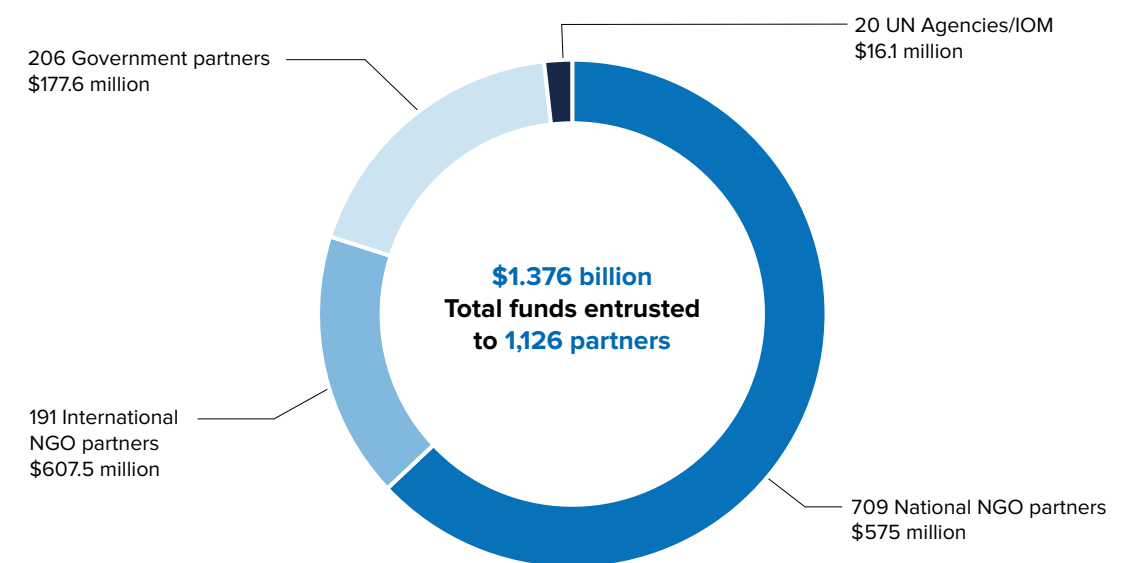
### EXPENDITURE ON PARTNERS BY RIGHTS GROUP | USD millions



UNHCR reached its Grand Bargain commitment of providing 25% of its programme expenditures through local and national responders, up from 18% in 2015. Some \$752.6 million was provided to 915 local and national responders, including \$575 million to 709 NGO partners, the highest number of local and national partners recorded. Overall, UNHCR disbursed some \$1.376 billion to 1,126 partners, many of them working to provide lifesaving protection and assistance in some of the world's most difficult or dangerous humanitarian environments. The main activities, some 40%, involved support for basic needs and essential services, a figure which closely paralleled overall UNHCR expenditure.

UNHCR introduced a policy on partner integrity capacity and support costs to enhance the integrity, accountability, oversight and general support for national and international NGOs undertaking UNHCR-funded projects. With almost all local NGO partners benefitting from the new arrangement by the end of 2019, full compliance is due by 2021. A guidance handbook was released for partners on engaging and working with UNHCR. UNHCR operations were able to enter into multi-year partnership agreements (with or without having multi-year funding), and 34 such agreements were in place at the end of 2019.

### NUMBERS OF PARTNERS AND EXPENDITURE | 2019



UNHCR's annual consultations with NGOs took place in July 2019, attended by 500 delegates from some 300 civil society organizations working in more than 80 countries, and focused on the theme of "working together better". The NGO Innovation Award was given to the Xavier Project (community-led learning) for connectivity, to Video Games Without Borders (for making literacy accessible), and to Laboratorio 53 ONLUS (for soundwalks bringing together refugees and local communities in Rome).

The implementation of Multi-year, multi partner strategies in 22 operations\* enabled UNHCR to continue applying comprehensive responses at country level, bringing comparative advantages to

resolve protection and solution challenges in a sustainable way for people of concern, including helping bring humanitarian and development actors closer together.

Lessons learnt have been integral for the ongoing renewal of UNHCR's results-based management (RBM) approach. Within a wide-ranging set of reforms and innovations, the new RBM approach will incorporate key changes in operations management processes. These include empowering UNHCR's field operations to develop, implement and monitor multi-year, context-appropriate protection and solution strategies and plans for UNHCR and (implementing) partners' responses, focusing on joint results for outcomes and impacts.

\* Algeria, Brazil, Cameroon, Chad, Colombia, Costa Rica, Djibouti, Ghana, Ethiopia, Ecuador, Kenya, Malawi, Mali, Mauritania, Mexico, Niger, Rwanda, Senegal, Uganda, Ukraine, the United Republic of Tanzania and the Regional Office for Northern Europe

## UNHCR'S ENGAGEMENT IN SITUATIONS OF INTERNAL DISPLACEMENT



A grandmother and her grandchild receive humanitarian assistance at Rukban, in the Syrian Arab Republic (Syria).

© UNHCR/Musa Khalil

For more information on internal displacement and related trends, see Chapter 3 of the 2019 Global Trends report.



There were 43.5 million people internally displaced worldwide in 2019, fleeing violence, armed conflict, and human rights violations. There were 10.8 million new displacements associated with conflict, violence and disasters across 148 countries and territories, mostly due to unresolved conflicts and a rise in communal violence.

Looking back at 2019, the year saw a complex set of trends in internal displacement and a reinvigorated, stepped-up response from UNHCR.

Intercommunal violence triggered massive internal displacement and, in some cases, spillover across international borders. This was particularly the case in the Sahel, with vulnerable populations in Burkina Faso, Mali and Niger forced into flight. UNHCR activated an internal L2 emergency declaration in Burkina Faso and stepped up emergency preparedness in Mali and Niger. In the Democratic Republic of the Congo (DRC), violence in the North and South Kivu and Ituri Provinces saw an L3 emergency declared for the ensuing large-scale internal displacement.

Fragmented international peace efforts contributed to the continuation of internal displacement. Countries such as Afghanistan, Libya, Syria, and Yemen were cases in point. Alongside operational delivery, UNHCR enhanced advocacy for the protection of civilians, humanitarian access and principled humanitarian action through engagement with key stakeholders in relevant regional and international political fora.

Major natural disasters, such as Cyclone Idai in Mozambique and neighbouring countries, and slow-onset climate change drove significant internal displacement. UNHCR led the inter-agency protection response in Mozambique, providing timely information and analysis to inform the wider humanitarian response, targeted assistance to IDPs, and support to authorities. Climate change contributed to worse, and more frequent, seasonal droughts and flooding, with resulting internal displacement in countries such as Afghanistan, Ethiopia, South Sudan, and Yemen. UNHCR developed contingency plans, delivered emergency relief items, and coordinated protection, shelter and CCCM preparedness and response interventions, to enable early action and community resilience.

These trends wove through the more than 30 operations in which UNHCR assisted IDPs and other crisis-affected populations. With its IDP work based on IASC-assigned leadership accountabilities and adherence to principles of partnership, UNHCR contributed to IASC-led humanitarian reform processes, including those related to operational response, accountability and inclusion, collective advocacy, humanitarian-development collaboration, humanitarian financing, and collective outcomes.

The year also saw the release of an updated IDP Policy, which recommitted UNHCR to being a predictable and effective actor in situations of internal displacement both operationally and within inter-agency response mechanisms, in support of affected States and communities.

Along with the Policy, UNHCR stepped up its support to IDPs through the progressive adjustment of internal systems, processes and tools to enable revitalized engagement in internal displacement situations, including:

- A Principal Advisor on Internal Displacement to facilitate whole-of-UNHCR coherence.
- Development of a forthcoming preparedness package for IDP emergencies.
- Overhaul of existing RBM systems for smarter integrated and equitable programming to target people of concern.
- Launch of a data transformation strategy emphasizing strategic partnerships with key data partners on UNHCR's engagement in internal displacement situations. The establishment of Data, Identity Management and Analysis units in regional bureaux will contribute to more coherent regional overviews also on IDP data.
- Solutions-orientation including for IDPs to be adequately reflected through the UNHCR-World Bank Joint Data Centre.

Policy on UNHCR's engagement in situations of internal displacement





Protection in a Climate of Change Strategic Framework 2020-2024



- Development of a mandatory managerial e-learning module on engagement in internal displacement situations, and strengthened human resource management systems.
- Support to the UN Secretary-General's High-Level Panel on Internal Displacement.

### Global collaboration on internal displacement

UNHCR and OCHA co-chaired the 20<sup>th</sup> anniversary of the Guiding Principles on Internal Displacement (GP20) Initiative—a multi-stakeholder effort to galvanize and intensify collaborative action by States, UN agencies, NGOs, national human rights institutions and civil society to address the challenge of internal displacement. The co-chairs fostered dialogue and collective action on internal displacement with States, particularly in the ECOWAS and IGAD regions, supported the development and implementation of laws on internal displacement in El Salvador, Ethiopia, Niger and South Sudan, and advocated the ratification of the Kampala Convention in Somalia and South Sudan. GP20 supported UNHCR's work in Colombia, Ethiopia, Georgia, Kosovo (S/RES/1244 (1999)) and Ukraine to advance solutions for IDPs, and with the Central African Republic for a more harmonized approach to the collection and use of data on internal displacement.

disaster—in 30 operations. In 2019, the GPC developed its new strategic framework, which sets out the Cluster's commitments and areas of focus for the next five years.

To address complex protection issues at the field level, the GPC provided remote support through technical advice and sharing of good practices. The GPC reviewed the Humanitarian Country Team protection strategies in Afghanistan, Ethiopia, Libya, Syria, Sudan and the State of Palestine, and fielded a mission to Syria to support protection mainstreaming and the humanitarian response plan, while it addressed protection concerns through its community of practice platform.

To build the capacity of field protection clusters and protection actors, the GPC organized a training of trainers on law and policy on internal displacement with 19 participants from the DRC, Equatorial Guinea, Malawi, Mozambique, South Africa and Zimbabwe. The GPC Task Team on Anti-Trafficking also conducted workshops with protection actors in Nigeria, Myanmar, South Sudan, Switzerland and Ukraine to sensitize responders on integrating anti-trafficking action into protection work.

In order to understand protection challenges and contribute to future guidance, the GPC convened two thematic roundtables with 80 participants on the "Use of data to promote age, gender and diversity mainstreaming" and on "Operating in violent extremism and counter terrorism environments". In addition to the roundtables, three webinars with 1,114 participants were organized on "climate preparedness and community-based protection", "coordination and collaboration with the GPC", and "the future of protection in the humanitarian, development, peace and security nexus".

### Global CCCM Cluster (co-led with IOM)

UNHCR coordinated partners to provide CCCM services and support to over 9.5 million IDPs and other affected populations targeted through humanitarian response plans. UNHCR provided 123 days of capacity-building mission support to Burkina Faso, Ethiopia, Jordan and Sudan and 260 days of cluster coordination, information management and camp management support missions to the Burkina Faso, Chad, Colombia, the DRC, Nigeria, Venezuela (Bolivarian Republic of) and Yemen, with a focus on the 14 (out of 23) activated country-level CCCM clusters and cluster-like mechanisms co-led by UNHCR.

Many multi-sectoral humanitarian interventions are implemented in environments with limited access, and in small and informal sites where IDPs were able to find some safety. Such environments are challenging for the coordination of services and interventions. Based on field input and lessons learned, the Cluster developed guidance on management and coordination of collective settings through

a mobile area-based approach supported by a volume of case studies. The guidance has been already applied in Somalia and Yemen.

With over a million IDPs living in hundreds of makeshift camp-like locations across Yemen, the delivery of humanitarian assistance was sporadic, unequal, and at times ineffective. To address this, UNHCR separated CCCM from the merged Shelter/CCCM Cluster to create a stand-alone CCCM Cluster. Since then, it has effectively intervened in 143 informal settlements hosting over 123,000 IDPs, focusing on identification of needs, community engagement and leadership of projects, and maintenance of the camps infrastructure.

Site-specific and population data/information management systems are vital for the CCCM Cluster to profile displaced populations, monitor services and facilitate the interventions of other clusters. A partnership with CartONG allowed CCCM clusters in Iraq, Nigeria, Somalia, and Syria (cross-border) to improve visual representation and management of geographical and site monitoring data, enhancing evidence-based response.

Global CCCM Cluster website



Global Protection Cluster website



### Global Protection Cluster (UNHCR-led)

The Global Protection Cluster (GPC) is a network of more than 1,400 NGOs, international organizations and UN agencies working on protection for some 84 million people—IDPs and other populations affected by conflict and natural

### Clearing landmines in Ukraine, one careful step at a time



With nearly 734,000 people internally displaced, Ukraine is one of the most mine-infected countries in the world.

The most severely-mined areas are those near or along the contact line, where civilians are most at risk.

Coordinated by the UNHCR-led Protection Cluster, the HALO Trust, a British demining charity, is helping to clear these landmines. Mines are not the only threat, however. More support is needed for mine victims and their families, including long-term medical care, rehabilitation and psychosocial support.

"I'm happy to be reducing the chance of deaths of both adults and children. I hope one day Ukraine will be a country free from landmines."

—Tetiana Nikoforva, Ukrainian demining expert.



### Global Shelter Cluster (co-led with IFRC)

Global Shelter Cluster website



The Global Shelter Cluster (GSC) provided support to 30 field clusters throughout the year, coordinating 639 partners and providing shelter and NFI support to over 14.2 million people affected by natural disasters and IDPs affected by conflict with the means to live in safe, dignified and appropriate shelter. UNHCR led 15 clusters, thereby contributing to reaching about 70% of people targeted by shelter interventions, and the GSC support team provided 503 mission support days and 697 days of remote support (55% by UNHCR), including to the newly-established clusters in Burkina Faso and the Bolivarian Republic of Venezuela.

With the shelter sector only 28% funded in 2019—despite acknowledgment that lack of access to shelter has broader impacts on affected populations’ health, education, and livelihoods, and increases their vulnerability to protection risks—UNHCR-led clusters innovated in designing and implementing activities to deliver efficient and effective responses.

For example, in Iraq, working with local partners the Shelter Cluster promoted

solutions-oriented shelter responses while also addressing emergency needs. Guidelines were produced on rehabilitation of war-damaged buildings while delivering cash, combined with in-kind material assistance and technical support. This resulted in a cost-effective and customized response that was more relevant to the diverse shelter needs of the affected population.

Elsewhere, the Somalia Shelter Cluster developed guidance on the distribution of NFI kits, harmonizing both the process and kit contents to ensure equality and consistency of implementation approaches and technical standards, while ensuring a more efficient use of limited resources.

In the Bolivarian Republic of Venezuela, the complex needs and implementation modalities required GSC support to establish a national coordination mechanism. With energy identified as a pressing need, the Cluster provided technical support to partners on renewable and alternative energy sources for shelter, health, and education infrastructures. Capacity-building activities were carried out with local partners to increase access to populations living in remote locations.

## CLIMATE ACTION IN 2019



Community members take advantage of a lowering of flood waters to run errands in Maban county, South Sudan. Three days later, this road was completely impassable.

In 2019 disasters triggered 24.9 million new displacements (IDMC). This is the highest figure recorded since 2012 and nearly three times the number of displacements caused by conflict and violence. Global trends are likely to see disasters and environmental degradation as increasing contributors to global displacement—either as direct causes or threat multipliers.

People of concern to UNHCR are on the frontlines of climate change, with refugees and IDPs often hosted in “climate hotspots” where they are exposed to the risk of secondary or multiple displacement due to disasters linked to natural hazards and the effects of climate change. Furthermore,

the impacts of climate change on certain regions may also hamper, or even rule out, possibilities for voluntary return.

Climate change and its effects on how and when people are displaced is thus of importance to UNHCR, with both legal and operational relevance to its work, spanning preparedness, to emergency response, to solutions.

In line with its protection mandate and the analysis that disasters are expected to increase due to global warming, both in frequency and intensity, in 2019 UNHCR continued its work on legal and normative developments on international protection for people displaced in the context of



climate change and disasters. It also raised awareness on displacement and related protection needs in global policy discussions.

UNHCR was active in the State-led Platform on Disaster Displacement and the Task Force on Displacement under the UN Framework Convention on Climate Change, at a time when both entities saw their mandate and workplans renewed. UNHCR co-organized or contributed to events where climate change and disaster displacement were key features, including with the African Union and at COP 25 in Madrid. UNHCR also worked to develop regional guidelines on human mobility in the context of climate change.

UNHCR's revised IDP Policy reaffirms that in countries prone to displacement, UNHCR will participate in inter-agency emergency preparedness measures, and strengthen local and national capacity to prevent and mitigate displacement risks. UNHCR also affirmed its commitment to contribute to any inter-agency response to disaster-induced internal displacement, taking the lead on protection, whenever the criteria—outlined in UNHCR's IDP Policy—are met, including in the context of displacement linked to environmental degradation and climate change.

UNHCR worked to improve people of concern's access to sustainable and clean energy and bolster the environmental protection of refugee-hosting areas, launching the "Global strategy for sustainable energy 2019-2024" (see *Building better futures*). The Strategy aims to ensure that the priority energy needs of people of concern for cooking, lighting and heating are safely and sustainably met, supporting both refugees and host communities.

At the Global Refugee Forum, the High Commissioner launched the Clean Energy Challenge, the aim of which is for "All refugee

settlements and nearby host communities to have access to affordable, reliable, sustainable and modern energy by 2030".

UNHCR also turned its attention to mitigating its own environmental footprint, scaling up its contribution to UN-wide sustainability targets by better monitoring its carbon emissions. In 2019, 100 UNHCR offices participated in the environmental inventory, which covered emissions of greenhouse gases, waste generation and water use—up from 10 in 2018—thus enabling a better estimation of the whole organization's emissions. UNHCR procured Certified Emission Reductions from two wind power projects in India to offset all its emissions for 2019, making it carbon neutral and fully compliant with the UN Climate Neutral Strategy.

Looking to a future in which UNHCR can anticipate and be better equipped for the challenges ahead, in October 2019 the High Commissioner appointed a Special Advisor on Climate Action. This position will provide strategic guidance, oversight and expertise to shape UNHCR's climate action agenda, and respond to the growing challenges and protection concerns posed by climate change. Moving forward, climate action at UNHCR will be approached in a way that facilitates collaboration, and supports development plans and host governments, both in addressing current needs and in preparing for the future.

Climate action at UNHCR will build on the "Global strategy for sustainable energy" and UNHCR's role as cluster lead or co-lead in internal displacement situations. In line with the Global Compact, UNHCR will support measures that assist those forcibly displaced by disasters and enable those in need of international protection to receive it, as well as address root causes, drivers and triggers of displacement.

## Delivering through partnerships

© UNHCR Bangladesh



### The greening of Cox's Bazar - the positive impacts of liquefied petroleum gas distribution among refugee and host communities



Once heavily forested, Cox's Bazar has suffered over the years from deforestation as communities have cut wood for construction and cooking, with studies showing the forested area has declined by approximately 40% since the 1990s. With the arrival of hundreds of thousands of refugees fleeing violence in Myanmar, the rate of deforestation greatly increased.

To counter this, since August 2018 UNHCR has been distributing an alternative fuel—liquefied petroleum gas (LPG)—and improved cooking stoves, reducing the need for refugees to gather firewood from the nearby forest. Currently, over 107,000 refugee households within the camps are receiving LPG, and the results have been remarkable. According to a UNHCR-commissioned study, in just under a year and a half since LPG's distribution, there has been an 80% reduction of demand for firewood by Rohingya households in the camps. The impact of this initiative, as well as the work of partners and other reforestation efforts, is striking and visible.

© UNHCR Bangladesh



© UNHCR Bangladesh



In line with the objective of the Global Compact to ease pressure on host communities, the initiative was scaled up in 2019 to include vulnerable local families. UNHCR and IOM began providing LPG to local communities near the camps, with 10,700 local families receiving LPG in 2019. Similar reductions in the use of firewood have been observed.

Parallel efforts by members of the Energy and Environment Technical Working, in collaboration with the Bangladesh Forest Department, saw more than 300 hectares of land reforested in 2019 alone. This also contributes to disaster risk reduction through the stabilization of soil, which leads to a reduction in landslides.

LPG's benefits go beyond easing pressure on forests. It has an impact on food habits and nutrition due to ease of cooking and reduces pollution in the kitchen. The spectrum of ingredients and food diversity has increased for all households using LPG and in terms of nutritional balance, LPG users are found to be consuming more vitamins, as their intake of vegetables has increased.

Having LPG at home means women and girls need not travel long distances to collect firewood, thus reducing the risk of sexual and gender-based violence. And children, who used to spend hours collecting firewood, now have more time for classes.

# GLOBAL STRATEGIC PRIORITIES 2018-2019

The Global Strategic Priorities (GSPs) for the 2018-2019 biennium set out areas targeted by UNHCR to enhance protection for people of concern and identify solutions for them. The GSPs are divided into two categories: operational priorities for field operations and support and management priorities for core organizational functions. The operational priorities influence the development and implementation of country-level plans by field operations and take into account the 2030 Agenda for Sustainable Development. The support and management GSPs reflect UNHCR's 2017-2021 Strategic Directions, as well as commitments made at the World Humanitarian Summit and under the Grand Bargain. In line with the Global Compact on Refugees, UNHCR continued strengthening a broad range of partnerships within the humanitarian and development fields and the private sector.

UNHCR's operations collected and analysed programme implementation information and communicated progress and results through Focus, UNHCR's results-based management system, as well as through the organization's integrated refugee health information system.

## ACHIEVEMENTS

Continued efforts across core GSP areas prompted significant improvements in several areas. At the end of 2019, 149 States were party to the 1951 Convention relating

to the Status of Refugees, its 1967 Protocol, or both. The first Global Refugee Forum encouraged many States to address refugee protection in a more comprehensive manner. UNHCR-led efforts to reinforce collaboration aimed at addressing internal displacement, including through the improvement of legislation and national policies in Ethiopia, Mali, the Philippines, Somalia and the Syrian Arab Republic. Angola acceded to the 1954 Convention relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness, while Colombia and Malta acceded to the 1954 Convention. This brought to 94 the number of States party to the 1954 Convention, and 74 States to the 1961 Convention. Furthermore, the Kyrgyz Republic became the first country to resolve all known cases of statelessness on its territory, having granted nationality to 13,700 stateless persons over the last five years.

UNHCR registered over 8.8 million refugees in its digital population registration and identity management ecosystem (PRIMES) and strengthened its identity management capacity to achieve a 38% expansion in coverage compared to 2018. Some 15,200 refugee housing units (RHUs) were deployed to 15 operations with 219,000 people of concern (including some 90,020 IDPs) living in them by year's end.

UNHCR supported new and ongoing emergencies, dispatching \$30 million-worth

of emergency core relief items from seven global stockpiles to 23 emergency-affected countries. Approximately \$650 million in cash assistance was distributed, an increase of 13% compared to 2018 and 50% compared to 2015. Of the cash provided by UNHCR, 95% was unrestricted in use.

UNHCR launched the "Refugee Education 2030" strategy, and supported the launch of the Tertiary Refugee Student Network, a global network of refugee students committed to enabling 15% of all refugee students to access higher education by 2030. Supporting community empowerment and self-reliance, UNHCR invested in the capacities and skills of people of concern. UNHCR expanded its MADE51 multi-stakeholder initiative to provide refugee artisans with access to international markets developing refugee-made product lines in 15 countries.

## CHALLENGES

Throughout 2019, UNHCR staff and partners planned, budgeted, implemented and adjusted strategies tailored to their local context, applying those GSPs which were relevant, and reprioritizing in the face of unexpected developments. In some instances, reprioritization forced operations to address certain essential needs over others, due to limited availability of resources.

The main challenge, however, remained that of accommodating a comprehensive response within limited budgetary resources which, in 2019, left a 44% funding gap.

Limited resources resulted in cuts across the range of planned services and activities. They affected lifesaving assistance and support to meet basic needs, with cuts to food and nutritional assistance

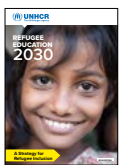
and a rise in food insecurity in places such as Chad, Cameroon, Ethiopia, Kenya, Malawi and South Sudan. They also hampered progress achieved by both UNHCR and partners on the prevention of risk mitigation for and response to sexual and gender-based violence in emergencies and protracted situations, with challenges including lack of funding, limited access to justice for survivors, insecurity and limited and fragmented services in certain locations.

There were also constraints on UNHCR's work to promote solutions. In 2019, 63,726 refugees referred by UNHCR were resettled to 29 countries, a modest increase from 2018 which surpassed the target of 60,000 set out in UNHCR's Three-Year Strategy. Still, this represents less than 5% of the 1.4 million refugees estimated to be in need of resettlement. Although other durable solutions, such as local integration or repatriation had some successes, none of them kept pace with needs, and in only in very few situations did conditions allow for voluntary return in safety and dignity.

## MORE INFORMATION

Detailed reporting on UNHCR's achievements and challenges across all GSP areas in 2019 can be found in the 2019 GSP Progress Report, which is available on the Thematic page of the Global Focus website.

Refugee Education 2030: A Strategy for Refugee Inclusion



The Three Year (2019-2021) Strategy on Resettlement and Complementary Pathways



Integrated Refugee Health Information System





# Funding UNHCR's Programmes

TABLE 1 | BUDGET AND EXPENDITURE | USD

REGION AND SUB-REGION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>AFRICA</b>							
West Africa	Budget	180,592,744	10,352,157	37,624,511	59,326,284	287,895,697	
	Expenditure	134,266,057	6,450,998	11,632,820	32,050,326	184,400,200	
East and Horn of Africa	Budget	1,398,660,091	5,788,161	156,010,483	121,987,863	1,682,446,598	
	Expenditure	640,231,951	2,257,051	34,713,377	75,312,519	752,514,898	
Central Africa and the Great Lakes	Budget	469,560,282	2,817,860	31,569,912	91,297,824	595,245,878	
	Expenditure	223,024,052	742,175	19,798,047	66,870,514	310,434,789	
Southern Africa	Budget	100,082,262	1,513,290	-	8,712,717	110,308,269	
	Expenditure	66,944,628	1,363,026	-	5,667,724	73,975,378	
<b>SUBTOTAL AFRICA</b>		<b>Budget</b>	<b>2,148,895,380</b>	<b>20,471,468</b>	<b>225,204,907</b>	<b>281,324,688</b>	<b>2,675,896,442</b>
		<b>Expenditure</b>	<b>1,064,466,687</b>	<b>10,813,250</b>	<b>66,144,244</b>	<b>179,901,083</b>	<b>1,321,325,265</b>
<b>THE AMERICAS</b>							
Regional Bureau and activities for the Americas	Budget	11,936,200	-	-	-	11,936,200	
	Expenditure	5,389,022	-	-	-	5,389,022	
North America and the Caribbean	Budget	28,849,188	8,415,010	-	-	37,264,197	
	Expenditure	20,048,325	3,672,122	-	-	23,720,447	
Latin America	Budget	318,655,186	981,548	-	16,963,267	336,600,001	
	Expenditure	213,616,269	289,722	-	8,638,012	222,544,003	
<b>SUBTOTAL THE AMERICAS</b>		<b>Budget</b>	<b>359,440,573</b>	<b>9,396,558</b>	<b>-</b>	<b>16,963,267</b>	<b>385,800,398</b>
		<b>Expenditure</b>	<b>239,053,615</b>	<b>3,961,844</b>	<b>-</b>	<b>8,638,012</b>	<b>251,653,471</b>
<b>ASIA AND THE PACIFIC</b>							
Regional Bureau and activities for Asia and the Pacific	Budget	5,187,578	-	-	-	5,187,578	
	Expenditure	3,910,183	-	-	-	3,910,183	
South-West Asia	Budget	201,041,632	558,163	96,879,763	21,344,496	319,824,055	
	Expenditure	68,273,634	109,894	38,392,750	18,397,052	125,173,329	
Central Asia	Budget	6,193,297	2,482,851	-	-	8,676,147	
	Expenditure	3,371,104	1,785,092	-	-	5,156,195	
South Asia	Budget	25,155,141	675,301	-	-	25,830,442	
	Expenditure	13,597,253	605,305	-	-	14,202,558	
South-East Asia	Budget	365,600,708	25,708,851	-	12,394,796	403,704,354	
	Expenditure	205,154,822	14,541,549	-	7,681,700	227,378,071	
East Asia and the Pacific	Budget	13,511,857	364,291	-	-	13,876,148	
	Expenditure	10,343,728	289,631	-	-	10,633,359	
<b>SUBTOTAL ASIA AND THE PACIFIC</b>		<b>Budget</b>	<b>616,690,212</b>	<b>29,789,457</b>	<b>96,879,763</b>	<b>33,739,292</b>	<b>777,098,725</b>
		<b>Expenditure</b>	<b>304,650,723</b>	<b>17,331,470</b>	<b>38,392,750</b>	<b>26,078,751</b>	<b>386,453,694</b>

The total population of concern to UNHCR grew in 2019 to reach 86.5 million people, an increase of nearly 16% from the 74.8 million of 2018. In response to new, protracted or worsening crises generating greater needs, UNHCR's 2019 global needs-based budget increased by 5% in comparison with 2018.

This chapter presents an overview of UNHCR's 2019 requirements, income and expenditure. More detailed information, including dedicated dashboards showing budget and funding by quarter linked to interactive donor profiles, can be found on UNHCR's main operational reporting platform, Global Focus.



REGION AND SUB-REGION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>EUROPE</b>							
Regional Bureau and activities for Europe	Budget	8,552,833	194,616	-	-	8,747,448	
	Expenditure	3,293,984	18,847	-	-	3,312,831	
Eastern Europe	Budget	413,702,397	2,486,602	-	26,492,668	442,681,667	
	Expenditure	139,308,336	1,828,422	-	17,757,131	158,893,888	
South-Eastern Europe	Budget	26,708,186	4,793,174	-	-	31,501,360	
	Expenditure	20,180,273	2,937,377	-	-	23,117,650	
North, West and South Europe	Budget	345,219,214	2,745,456	255,925	-	348,220,595	
	Expenditure	309,745,390	1,999,084	206,313	-	311,950,786	
<b>SUBTOTAL EUROPE</b>		<b>Budget</b>	<b>794,182,630</b>	<b>10,219,848</b>	<b>255,925</b>	<b>26,492,668</b>	<b>831,151,070</b>
		<b>Expenditure</b>	<b>472,527,982</b>	<b>6,783,729</b>	<b>206,313</b>	<b>17,757,131</b>	<b>497,275,155</b>
<b>MIDDLE EAST AND NORTH AFRICA</b>							
Regional Bureau and activities for the Middle East and North Africa	Budget	60,962,518	-	-	-	60,962,518	
	Expenditure	7,108,845	-	-	-	7,108,845	
Middle East	Budget	1,251,132,894	1,633,543	259,382,854	904,704,774	2,416,854,065	
	Expenditure	685,330,021	1,100,337	17,180,980	402,207,560	1,105,818,898	
North Africa	Budget	246,000,941	-	-	26,968,830	272,969,771	
	Expenditure	132,723,432	-	-	7,083,269	139,806,702	
<b>SUBTOTAL MIDDLE EAST AND NORTH AFRICA</b>		<b>Budget</b>	<b>1,558,096,353</b>	<b>1,633,543</b>	<b>259,382,854</b>	<b>931,673,604</b>	<b>2,750,786,354</b>
		<b>Expenditure</b>	<b>825,162,298</b>	<b>1,100,337</b>	<b>17,180,980</b>	<b>409,290,830</b>	<b>1,252,734,445</b>
<b>SUBTOTAL FIELD</b>		<b>Budget</b>	<b>5,477,305,148</b>	<b>71,510,874</b>	<b>581,723,448</b>	<b>1,290,193,519</b>	<b>7,420,732,990</b>
		<b>Expenditure</b>	<b>2,905,861,306</b>	<b>39,990,630</b>	<b>121,924,287</b>	<b>641,665,808</b>	<b>3,709,442,031</b>
Global Programmes	Budget	491,220,030	-	-	-	491,220,030	
	Expenditure	462,576,303	-	-	-	462,576,303	
Headquarters	Budget	246,988,720	-	-	-	246,988,720	
	Expenditure	234,494,571	-	-	-	234,494,571	
<b>SUBTOTAL PROGRAMMED ACTIVITIES</b>		<b>Budget</b>	<b>6,215,513,898</b>	<b>71,510,874</b>	<b>581,723,448</b>	<b>1,290,193,519</b>	<b>8,158,941,740</b>
		<b>Expenditure</b>	<b>3,602,932,179</b>	<b>39,990,630</b>	<b>121,924,287</b>	<b>641,665,808</b>	<b>4,406,512,904</b>
Operational Reserve	Budget	459,384,981	-	-	-	459,384,981	
	Expenditure	-	-	-	-	-	
New or additional activities- mandate-related (NAM) Reserve	Budget	5,600,748	-	-	-	5,600,748	
	Expenditure	-	-	-	-	-	
JPO	Budget	12,000,000	-	-	-	12,000,000	
	Expenditure	8,778,022	-	-	-	8,778,022	
<b>TOTAL</b>		<b>Budget</b>	<b>6,692,499,627</b>	<b>71,510,874</b>	<b>581,723,448</b>	<b>1,290,193,519</b>	<b>8,635,927,468</b>
		<b>Expenditure</b>	<b>3,611,710,201</b>	<b>39,990,630</b>	<b>121,924,287</b>	<b>641,665,808</b>	<b>4,415,290,926</b>



## 2019 BUDGET

The Executive Committee, at its 68<sup>th</sup> session in October 2017, approved an original global needs-based budget for 2019 of \$7.352 billion.

At its 69<sup>th</sup> session in October 2018, the Executive Committee approved a revised budget of \$8.591 billion based on updated assessed needs. The final budget of \$8.636 billion represents the sum of the approved revised budget of \$8.591 billion, two supplementary budgets of \$107.4 million issued for new or worsening crises in Cameroon (\$35.4 million) and the Venezuela situation (\$72 million) and a budget reduction of \$62.6 million.

The final budget of \$8.636 billion comprised programmed activities of \$8.159 billion (including management and administration costs at Headquarters, which were covered in part by the United Nations Regular Budget contribution); an operational reserve of \$459.4 million; the “new or additional activities – mandate-related” reserve of \$5.6 million; and the \$12 million fund for Junior Professional Officers. When compared with the final 2018 budget of \$8.220 billion, the final 2019 budget increased \$415.5 million or 5%.

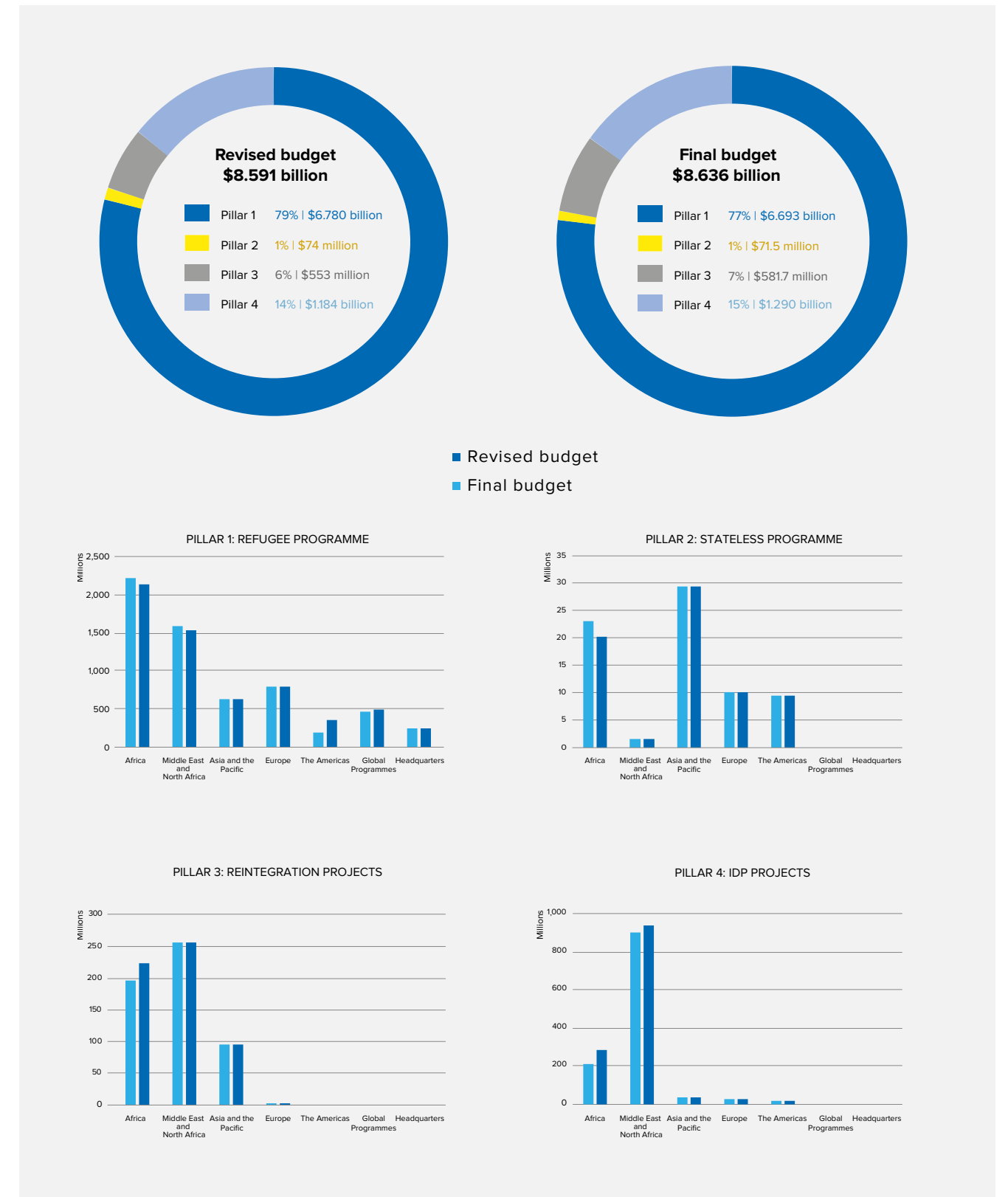
Globally, Pillar 1 (global refugee programmes) was the largest component of the budget for programmed activities, at 77% of total requirements.

The largest requirements under Pillar 1 were in the Middle East and North Africa region for Lebanon (\$562 million) and Jordan (\$372 million), in Africa for Uganda (\$386 million) and Ethiopia (\$311 million), in Asia and the Pacific for Bangladesh (\$308 million) and in Europe for Turkey (\$391 million) and Greece (\$272 million).

The second largest component of programmed activities was Pillar 4 (global IDP projects) at 15% of requirements. Major operations were in the Middle East and North Africa region, namely Iraq (\$416 million) and the Syrian Arab Republic (Syria) (\$318 million).

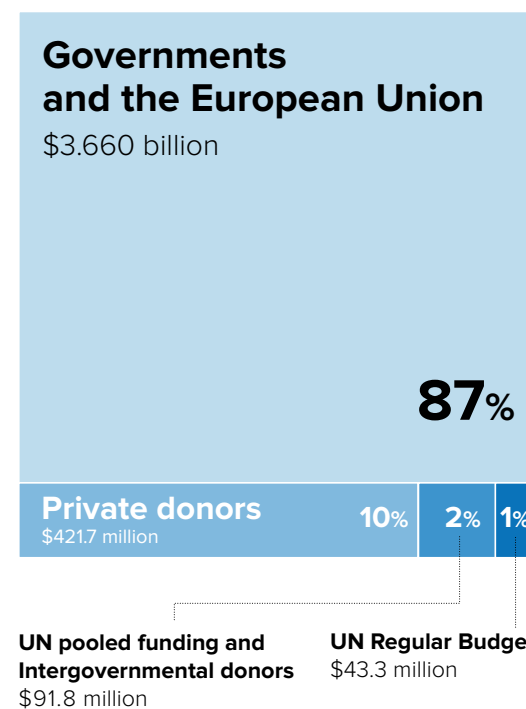
Regionally, the largest requirements were in the Middle East and North Africa and the Africa regions, at \$2.751 billion, or 34%, and \$2.676 billion, or 33%, of requirements for programmed activities respectively. This reflected the continuing challenges of responding to protracted and overlapping crises in these two regions.

CHART 1 | REVISED AND FINAL BUDGETS BY REGION AND PILLAR | 2019



## 2019 INCOME

CHART 2 | SOURCES OF INCOME | 2019



UNHCR raised \$4.174 billion, a record level. The assessed contribution of the UN Regular Budget accounted for a further \$43.3 million, bringing total contributions to \$4.217 billion. Voluntary contributions included \$101 million acknowledged in 2019 for implementation in 2020 or beyond and excluded \$78.4 million acknowledged

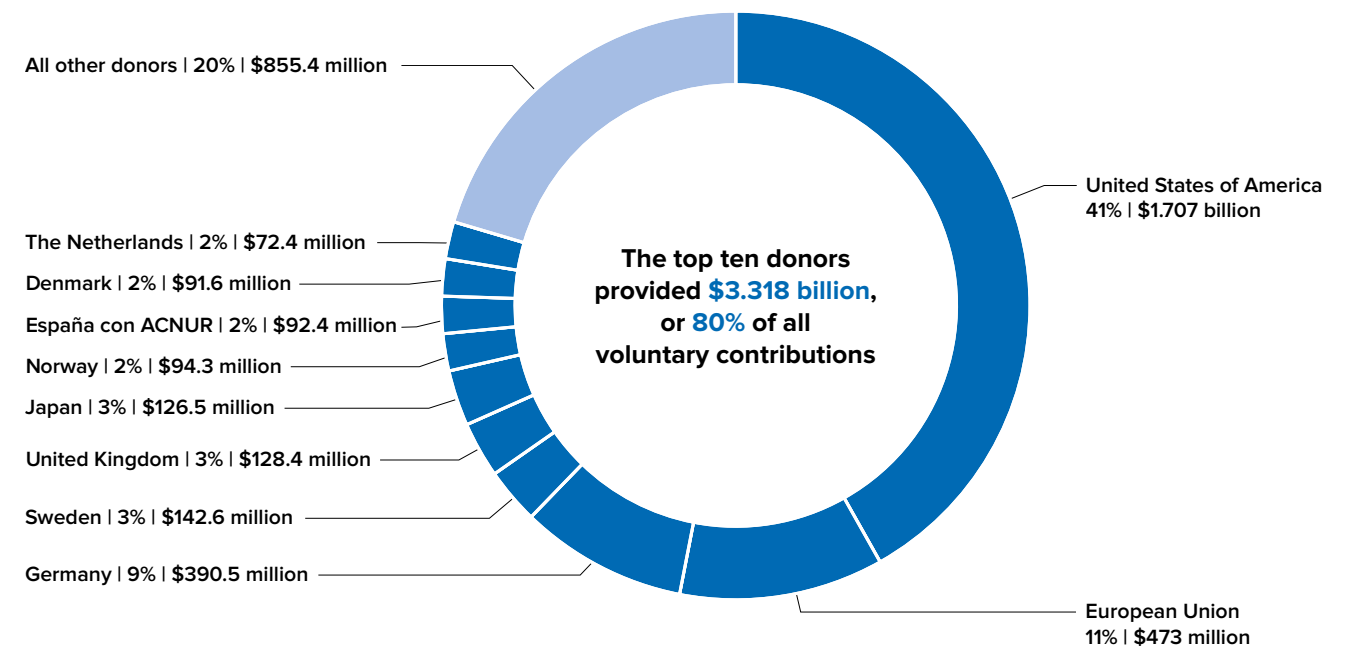
in 2017 and 2018 for implementation in 2019. Write-offs of \$1.3 million reduced funds available. Overall, this meant UNHCR had contributions of \$4.193 billion available against budgetary needs.

The United States of America was the top donor to UNHCR, providing 41% of all voluntary contributions for 2019. The top three donors—the United States, the European Union (EU) and Germany—provided 62% of all voluntary contributions received. The top ten donors provided 80% of voluntary contributions, an increase from the 76% in 2018.

Since 2010, on average the top ten donors have provided annually between 74-79% of UNHCR's voluntary contributions. In the last ten years, UNHCR has benefited from increased support from a few donors—notably the United States, the European Union, and Germany—while seeing reductions from other top ten donors.

Notable increases came from the United States (\$117.1 million, 7% increase), the United Kingdom (\$23 million, 23%), Qatar (\$12 million, 139%), Denmark (\$9.6 million, 12%), Japan (\$6.4 million, 5%), Ireland (\$2.4 million, 15%), and Czechia (\$2.2 million, 84%)

CHART 3 | CONTRIBUTIONS FROM THE TOP TEN DONORS | 2019



In 2019, Gulf Cooperation Council volatility had a major impact, with a total reduction of \$72.3 million from the United Arab Emirates (\$36 million, 93% reduction from 2018), Kuwait (\$23.4 million, 54% reduction), and Saudi Arabia (\$13 million, 26% reduction). Canada also reduced its support by 18% (\$13 million).

There were also significant declines in pooled funding, with contributions from the CERF and country-based pooled funds dropping \$11.2 million (18%) and \$9 million (36%) respectively.

However, contributions from development funding sources of \$133.9 million represented some 3% of voluntary contribution in 2019, remaining an important source of support to UNHCR.

In-kind contributions such as support for premises, provision of standby partners or supply of core relief items, came to \$31.7 million, including \$12.6 million from the private sector. This was an overall 12% drop compared to 2018.

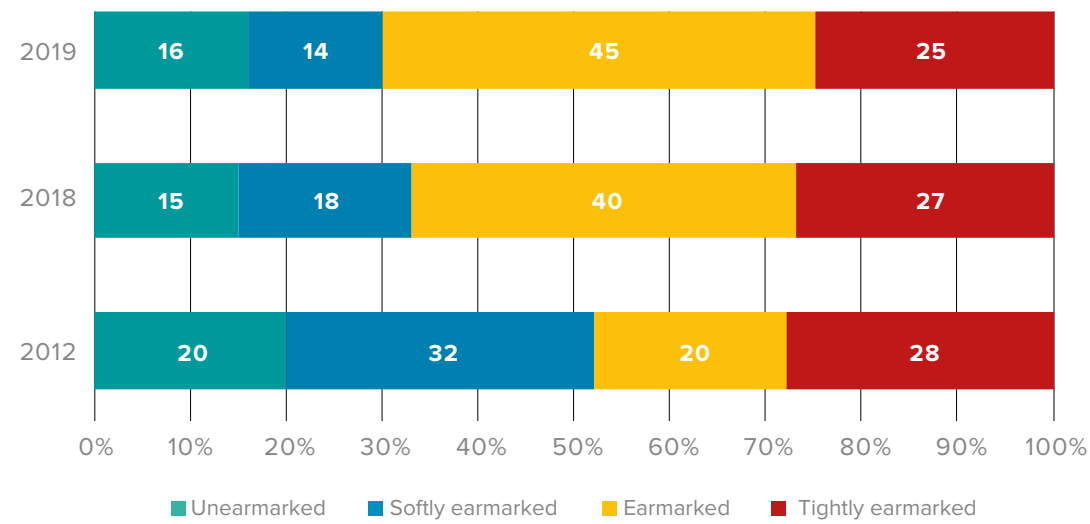


### Flexibility, timeliness and predictability

Despite Grand Bargain commitments, the trend of increased earmarking continued, with a marked drop in softly earmarked contributions and continued increases in earmarking at the country level.

At \$1.257 billion, flexible funding—which comprises unearmarked and softly earmarked funding—represented 30% of voluntary contributions. This was \$115.4 million less than 2018, when it represented 33% of voluntary contributions.

CHART 4 | LEVELS OF EARMARKING | 2012 - 2019

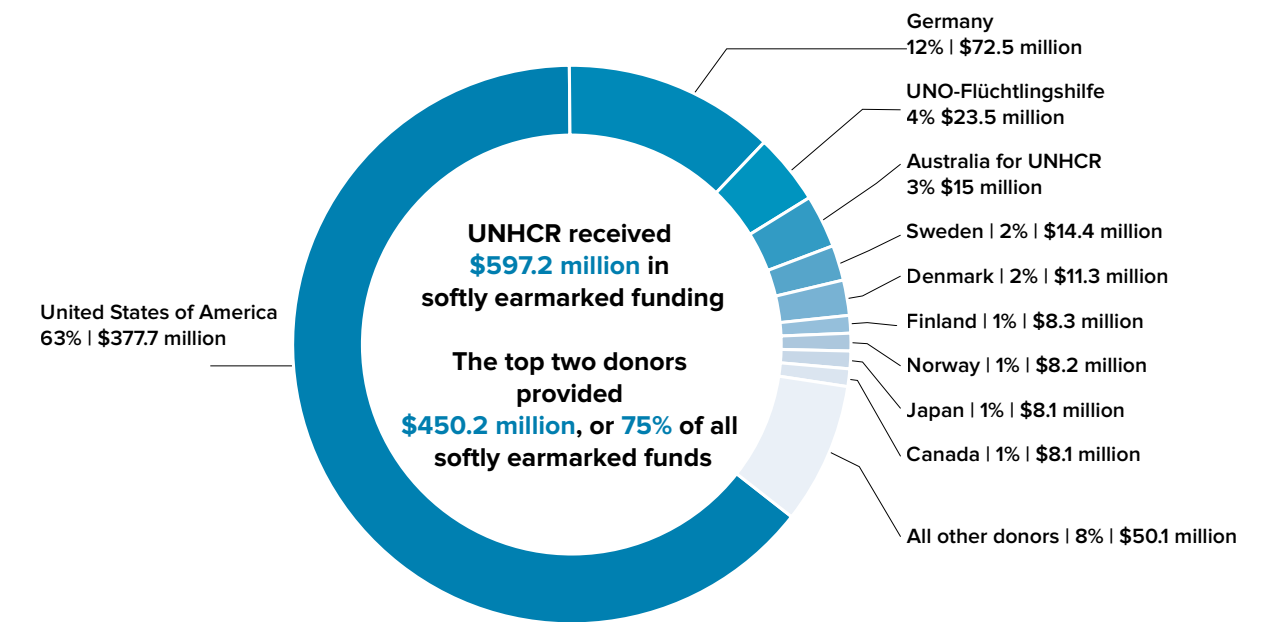
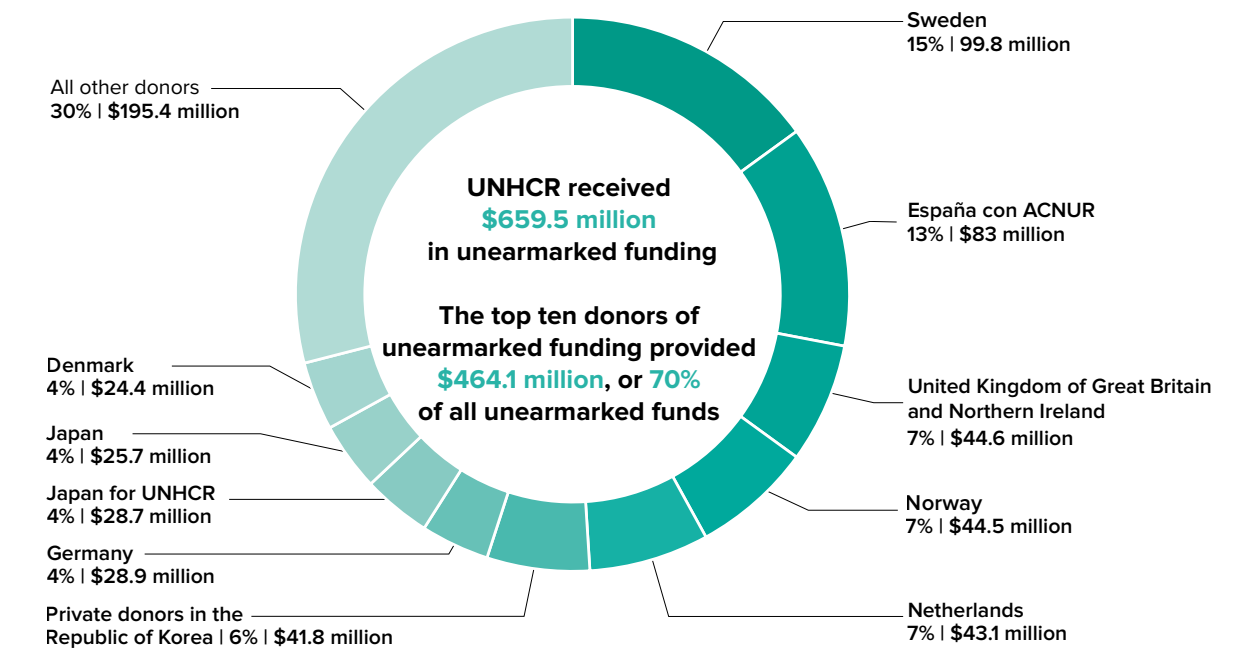


Unearmarked funding, which is contributed without restrictions on its use, came to \$659.5 million. This was 7% increase on 2018's levels and comprised 16% of all voluntary contributions. Sweden continued to be the largest unearmarked donor (\$99.8 million); notably, these funds are also predictable and multi-year. The private sector provided 37% of UNHCR's unearmarked funding, on par with 2018 levels.

Three private donors made the top-ten donors of unearmarked funding: España con ACNUR (\$83 million), private donors in the Republic of Korea (\$41.8) and Japan for UNHCR (\$28.7 million).

Softly earmarked funding, which can be used across a range of countries and activities in a given region or situation, came to \$597.2 million. This was a 21% drop compared to 2018, as the United States adjusted its earmarking classifications.

CHART 5 | TOP TEN SOURCES OF FLEXIBLE FUNDS | 2019

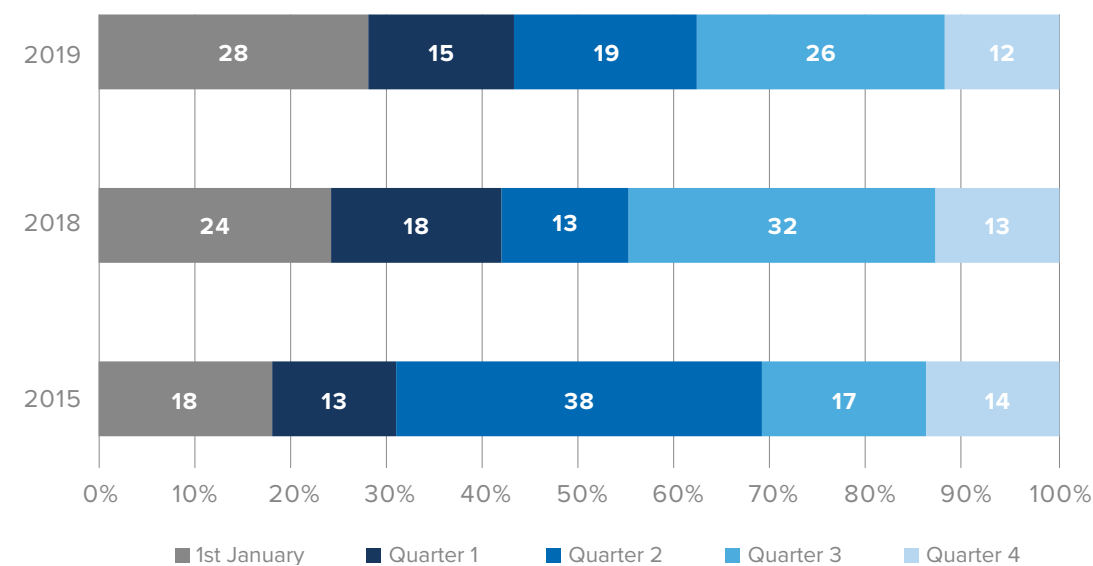


However, the United States also provided UNHCR with a critical source of flexible funding through contributions to the Operational Reserve, with a record \$93 million in 2019. These funds allowed UNHCR to meet critical needs in underfunded operations around the world such as Bangladesh, the Central African Republic (CAR), the Democratic Republic of the Congo (DRC), Ecuador, Iraq, Niger, Nigeria, Somalia, South Sudan, and Uganda.

On timeliness, more voluntary contributions were received prior to the start of the year, helping ensure continuity of services and building in more predictability.

Even compared to 2018, availability of funds within the first quarter showed a marked increase in 2019.

CHART 6 | TIMELINESS OF CONTRIBUTIONS | 2015 - 2019



See Global Focus situation dashboards



Multi-year funding is another measure of flexibility and predictability for UNHCR operations. It reduces the negative impact of income fluctuations throughout the year which can have knock-on effects across all areas of UNHCR operations, from emergency supply chains, staffing capabilities in the field, and core operations. UNHCR was able to draw from over \$542 million in multi-year funding in 2019.

Other positive developments to note included some donors reducing reporting requirements in line with Grand Bargain commitments. In particular, Germany accepted situation level reports, which were developed on Global Focus.

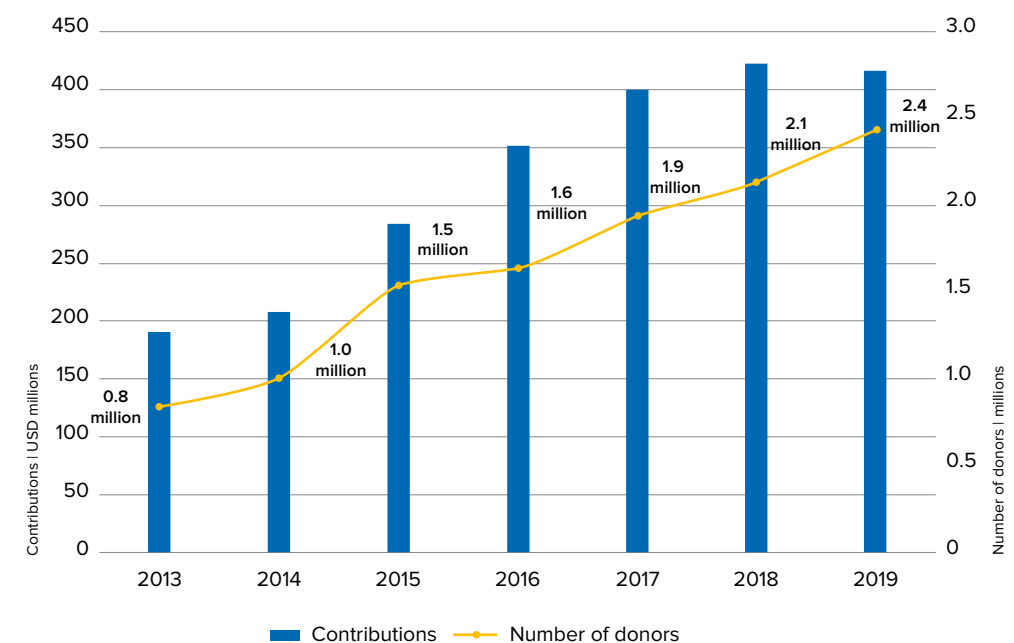
### Private sector income

UNHCR raised \$422 million from private donors, of which \$242 million (57%) was unearmarked and \$71 million (17%) softly earmarked. Around \$305 million (72%) was raised from individuals (4% growth from 2018), and \$117 million (28%) from corporations, foundations and high-net-worth individuals (9% decrease since 2018).

Income equaled that raised in 2018. Growth stabilized in 2019 mainly because of a divisive political environment which translated into increased anti-refugee sentiment; a shift in public interest from refugee causes to climate action; and the negative impact of exchange rates.

Nevertheless, UNHCR reached more than 2.4 million donors, of whom 1.4 million were regular donors providing monthly support. Its global network of private sector fundraising operations grew, with two new National Partners in Argentina and the United Kingdom. As part of its strategy for diversification of income, UNHCR is now present in more than 30 countries. The largest private sector contributions came from Europe (\$186 million), followed by Asia and the Pacific (\$122 million), the Middle East and North Africa (\$61 million), the Americas (\$52 million), and Africa (\$391,000).

CHART 7 | PSP CONTRIBUTIONS AND DONOR NUMBERS | 2013-2019





In 2019, Qatari philanthropist H.E. Sheikh Thani Bin Abdullah Bin Thani Al-Thani made the largest ever gift from an individual donor (see story below). The next two largest private sector donors were Qatar Charity with \$10 million in support of the Rohingya, Yemen and Iraq situations, and Japanese fashion retailer UNIQLO with a \$5 million in-kind donation of clothing to displaced people in 13 countries.

The increasingly crucial role of the private sector in supporting refugees was demonstrated at the Global Refugee Forum, with over 100 companies and foundations attending and more than 30 private sector organizations such as Ingka Group, Vodafone Foundation and LEGO Foundation

announcing pledges worth more than \$250 million.

Private donors provided timely support to UNHCR's response to refugee, natural disaster and internal displacement emergencies. Over \$111.7 million was raised in mostly softly earmarked funding. Important donations were received for the Rohingya refugee situation in Bangladesh (\$30.6 million), Yemen (\$24 million), Syria (\$17 million, including \$2.5 million for the escalation of violence in north-east Syria in late 2019), the DRC (\$8.3 million), South Sudan (\$8 million), Somalia (\$6.6 million), the Bolivarian Republic of Venezuela (\$3.7 million) and Cyclone Idai in Southern Africa (\$1.8 million).

Global campaigns continued to support fundraising. The shelter campaign, Nobody Left Outside, which started in 2016, was UNHCR's first global campaign to raise funds from private donors for one thematic area. The campaign ended in 2019, exceeding its fundraising target of \$25 million, and raising \$3.4 million in 2019.

The Ramadan campaign continued to grow, raising \$3.8 million globally. UNHCR also successfully beta tested a new mobile application that enables refugees and donors to communicate directly and securely, as part of a fundraising campaign to raise funds for cash assistance.

### UNHCR's National Partners

In times of rising xenophobia, the role of the National Partners is more important than ever before. In addition to funding for UNHCR's programmes, National Partners engaged and mobilized individual supporters, corporations and foundations and raised awareness through their extensive networks about what it means to be forcibly displaced. Two new National Partners were established in Argentina and the United Kingdom, bringing the number of committed supporters worldwide to over 1.4 million.



#### Islamic philanthropy in focus

UNHCR launched the Refugee Zakat Fund in 2019, a transparent and effective distributor, harnessing the power of zakat to transform the lives of refugees and IDPs.

In 2019, \$43 million in zakat was received, including \$35.2 million from the Thani Bin Abdullah Bin Thani Al-Thani Humanitarian Fund, \$4 million from Qatar Charity, and \$3.51 million from individuals through the Fund's digital platform.

Zakat supported more than 1 million beneficiaries in Yemen, Bangladesh, Egypt, Iraq, Jordan, Lebanon, Malaysia, and Mauritania, and UNHCR aims to establish partnerships with entities interested in expanding the impact of zakat by utilizing UNHCR's distribution network in hard-to-reach areas.

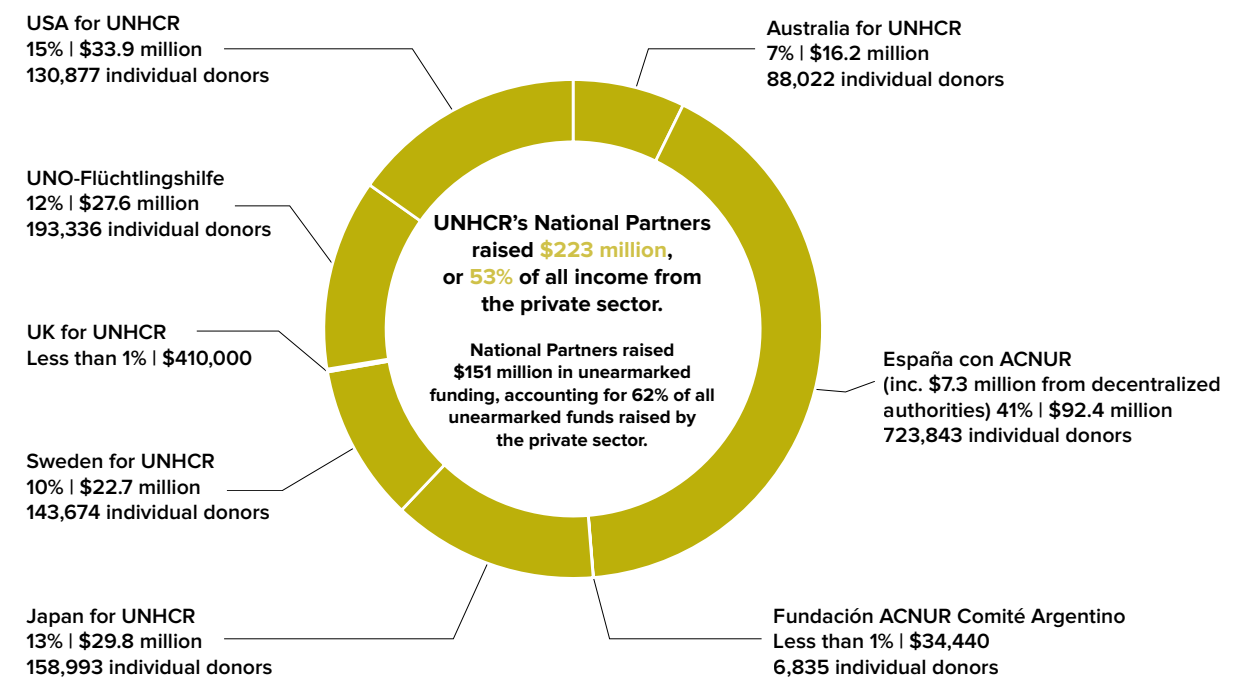
#### UNHCR's Eminent Advocate supports displaced families through zakat

H.E. Sheikh Thani Bin Abdullah Bin Thani Al-Thani contributed \$35.2 million in support of Rohingya refugees in Bangladesh and displaced Yemenis in the form of zakat through UNHCR. This was the largest contribution UNHCR has ever received from an individual donor and the first major zakat contribution of its kind. Approximately one million Rohingya refugees and Yemeni IDPs, returnees and members of host communities were supported through this generous contribution.



© UNHCR/Susan Hoppe

CHART 8 | INCOME FROM NATIONAL PARTNERS | 2019



**Australia for UNHCR** | Mobilizing and connecting corporates and leading women in Australia with refugee women and girls, Australia for UNHCR supported the Office's maternal health programmes in the DRC for refugees from the CAR with its corporate partner, Teachers Health. A high-level women's donor mission to Uganda raised funds for local UNHCR programmes and launched the Australia for UNHCR-funded Vocational Training Centre in Kyaka2 refugee settlement. Leading up to the Global Refugee Forum, its flagship World Refugee Day breakfast with 500 attendees highlighted how businesses can support resettled refugees through employment, training and mentoring. To empower refugee voices, Australia for UNHCR created a full tuition scholarship to give a talented refugee storyteller the opportunity to attend the Australian Film, Television and Radio School.

**España con ACNUR (Spain)** | Fundraising grew steadily due to a strong fundraising programme with regular donors, corporations, foundations and pioneering segments such as major and legacy donors; and to a communication and public engagement strategy bringing together civil society, boosting UNHCR's brand and keeping the refugee cause a top priority for Spanish people. The "Loco de ACNUR" (Crazy about UNHCR) brand campaign continued with a fresh look and feel and a multi-year development plan.

**Fundación ACNUR Comité Argentino (Argentina)** | Inaugurated in 2019, the Committee rolled out multiple donor recruitment channels and launched its first multichannel campaign "Crazy not to help" for World Refugee Day. A live TV concert was attended by some 2,000 people and accompanied by street advertising and telemarketing. Over 50 celebrities and influencers supported the campaign, which had a potential reach of 37 million people with 5 million impressions. The Committee recruited 6,700 donors, helped by a successful end-of-year winterization campaign, and received its first donation from a high-net-worth individual worth \$14,000.

**Japan for UNHCR** | Achieving the milestone of 104,709 monthly donors at year-end, the number of newly-acquired monthly donors grew by 57% compared to 2018. One-off donations exceeded expectations (37% over target), especially in reactivating lapsed donors, growing the middle donor programme (donors giving over \$1,000 annually), and cultivating legacy gifting. Brand communication included media coverage of key events such as the lighting up in blue of 15 landmarks on World Refugee Day and re-branding of the film festival as UNHCR WILL2LIVE Cinema, which was mentioned by 131 media outlets.

**Sweden for UNHCR** | Taking the opportunity of its relationship with Roger Akelius (see below), new ways of communicating with donors and the general public were tested. Income from other partnerships and high-net-worth individuals surpassed expectations, thanks to continued support

from the Swedish Postcode Lottery, H&M Foundation, Lindex, IKEA Sweden and The World We Want Foundation, a new donor. In-house social media content production increased and surpassed targets (30 million views and 100,000 followers).



#### Sweden for UNHCR and Swedish billionaire find each other via newspaper ad



Each year, Swedish billionaire Roger Akelius selects three humanitarian organizations for an end of year "matching" campaign. In 2019, UNHCR was not one of them. In response, Sweden for UNHCR published a full-page advertisement in a Swedish newspaper which read "Unfortunately, we were not one of the selected organizations. But we happen to know that there are 190 other billionaires in Sweden". Mr. Akelius replied with an ad saying, "I already have three relationships. But if you don't find a better partner, let me try". The light-hearted response resulted in Mr. Akelius matching Sweden for UNHCR's 2019 Christmas campaign. The matching received extensive media attention and played a key role in the outstanding increase of one-off income in late 2019—a 66% increase compared to 2018.

**UNO-Flüchtlingshilfe (Germany)** | Putting strong emphasis on acquiring one-off and regular donors, donations from individuals increased thanks to extended programmes to retain donors and multi-channel donor communications. For regular donors, a welcome cycle (including the innovative refugee story series "Between Lives") was implemented and steps taken to build a personalized donor engagement strategy. Successful mailing appeals were combined with several telemarketing campaigns to convert existing one-off donors into regular supporters. Campaigns to reactivate lapsed donors showed very promising results. Strong progress was also made in terms of legacy fundraising.

**USA for UNHCR** | Realizing growth among its most valuable donor segments and enhancing engagement on many fronts, both gift value and retention improved among its most loyal donors (43,732 individuals who have given for two or more years consecutively), each of whom donated over \$348 monthly. Efforts to maintain strategic partnerships led to \$3.3 million in funding from Latter-Day Saints Charities, and ongoing financial and in-kind support from Microsoft, UPS Foundation, Google, Nike and others. USA for UNHCR drove awareness and engagement with compelling content, and its social media engagement rate was 3.3% with nearly 1.6 million visits to its website.



## 2019 EXPENDITURE

Total funds available to UNHCR came to \$4.826 billion, including contributions of \$4.193 billion, carry-over of \$484.1 million, and \$149 million from other income and adjustments.

Expenditure totaled \$4.415 billion, an increase of \$189 million or 4% in comparison with 2018, and with an implementation rate (expenditure over total funds available) of 91%.

Expenditure under **Pillar 1** (global refugee programmes) increased by approximately \$137.4 million or 4% compared to 2018 and, at 82% of total expenditure, continued to account for the overwhelming majority of UNHCR expenditure.

**Pillar 2** (global stateless programme) increased by \$2 million or 5%, or approximately 1% of total expenditure; approximately 33% of the expenditure for statelessness programmes was associated to the operation in Myanmar.

Expenditure for **Pillar 3** (global reintegration projects) increased by nearly \$2 million or 1% and accounted for 3% of total expenditure. The largest reintegration projects were in Afghanistan, Somalia, and Syria.

**Pillar 4** (global IDP projects) increased by \$47.8 million or 8% compared to 2018 and accounted for 15% of total expenditure. Major IDP projects were in the Middle East and North Africa—in Syria, Iraq and Yemen—followed by Africa—in the DRC, Somalia and South Sudan.

In **Africa**, expenditure increased by \$17.2 million or 1% compared to 2018. Major increases were in the DRC, followed by Niger, Nigeria, Rwanda and Burkina Faso. In the DRC, the increase was in response to increased conflict-induced displacement in North Kivu and Ituri Provinces. The increases in Niger, Nigeria and Burkina Faso were also for conflict-induced displacement in the Sahel, while for Rwanda, the increase was mainly attributable to the launch of an Emergency Transit Mechanism.

The increases were partially offset by decreases in Uganda, followed by Ethiopia and Chad. In Uganda the decrease was attributable to the reduced budget following the revision downwards of population planning figures for refugees from Burundi, the DRC and South Sudan.

In Ethiopia, delays were encountered in the approval of Eritrean refugees. Chad being a CRRF country, resources available from partners such as the World Bank and the European Union meant UNHCR was able to reduce some budgeted activities.

Expenditure in the **Middle East and North Africa** remained relatively stable, decreasing slightly by \$2.3 million (0.2%) mainly in Iraq, Jordan and Syria. In Iraq and Syria, the decreases were mainly due to challenges in reaching people of concern due to the situation in north and north-eastern Syria. The decreases were partially offset by an increase in Lebanon for provision of cash assistance and winterization to extremely vulnerable households under the Syria situation.

CHART 9 | EXPENDITURE BY REGION AND BY PILLAR | per cent

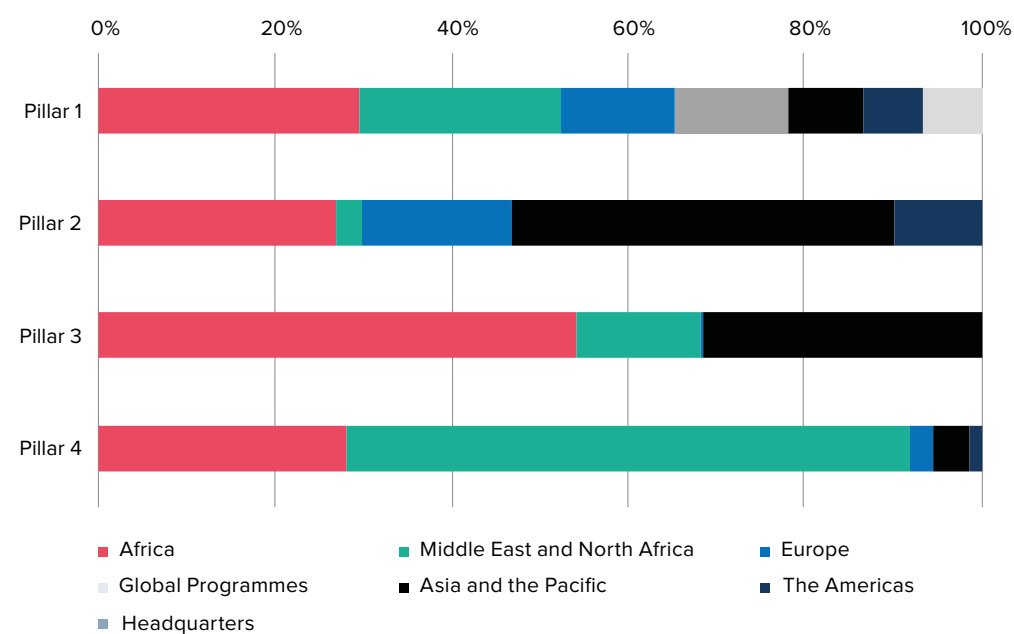
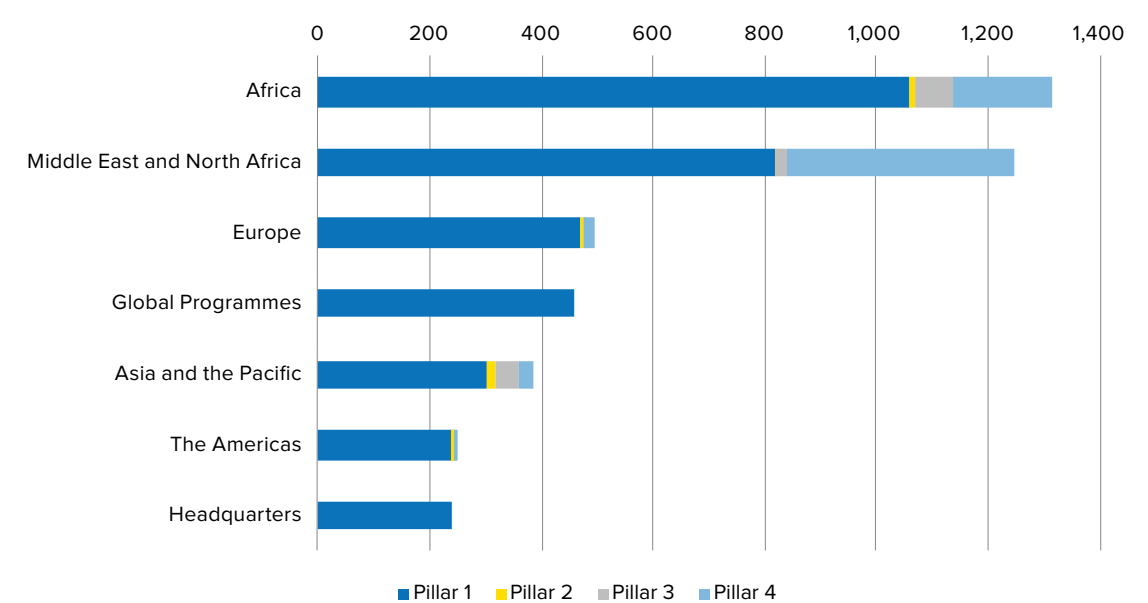


CHART 10 | EXPENDITURE BY REGION AND BY PILLAR | USD millions



In **Asia and the Pacific**, expenditure increased by \$17.3 million or 5%, with major increases for the Myanmar situation for expansion in the provision of water and sanitation, registration, core relief items, education and staffing, and peaceful coexistence projects. The increases were partly offset by decreases in Indonesia under resettlement, shelter and peaceful coexistence.

Expenditure in **the Americas** increased by nearly \$118 million or 88% to respond to the Venezuela and North of Central America situations. The major increases were in the Bolivarian Republic of Venezuela, Peru, Colombia, Ecuador, Brazil for the Venezuela situation; and in Mexico, Costa Rica and Panama for the North of Central America situation.

Lastly, expenditure in **Europe** increased by \$11.8 million or 2%. The main increase was in Greece due to the growing number of refugees arriving from Syria requiring assistance and protection.

**Expenditure for global programmes.**

This increased by \$27 million, or 6%, with the main increases in the Division of External Relations (activities under Private Sector Partnerships), in the Division of Resilience and Solutions (activities under the Global Compact on Refugees) and in Executive Direction and Management (additional resources for risk management, evaluation, and initiatives to curb sexual exploitation and abuse and sexual harassment). The increases were partly offset by decreases related to restructuring the Division of Programme Support and Management and the impact of decentralization and regionalization on the Division of Information Systems and Telecommunications.

**Headquarters** expenditure remained stable compared to 2018 with a slight decrease of \$0.6 million or 0.2%. As was the case in 2018, this represented 5% of overall expenditure.

CHART 11 | EXPENDITURE FOR GLOBAL PROGRAMMES AND HEADQUARTERS | 2015-2019

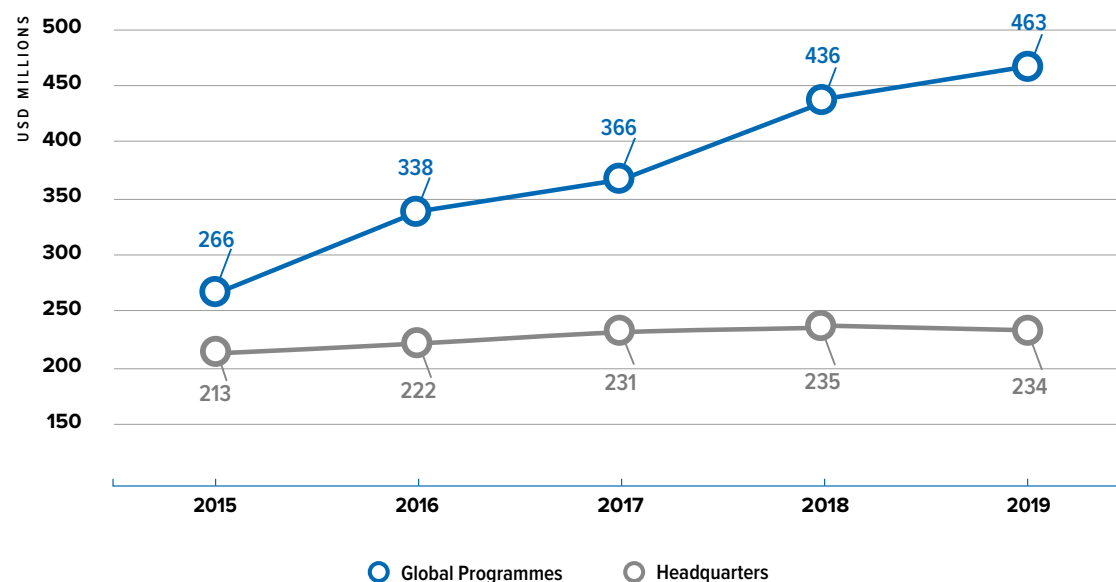


TABLE 2 | 2019 EXPENDITURE BY SOURCE OF FUNDING | USD thousands

	SOURCE OF FUNDING									TOTAL
	Carry-over from prior years		Voluntary cash contributions			Voluntary in-kind contributions	Programme support costs	United Nations Regular Budget	Other income <sup>2</sup>	
	Earmarked	Unearmarked	Earmarked	Softly earmarked <sup>1</sup>	Unearmarked					
<b>FIELD OPERATIONS</b>										
Africa	91,197	50,002	693,218	250,051	163,007	6,972	17,644		49,234	1,321,325
The Americas	14,580	6,813	130,673	56,470	22,522	1,020	3,479		16,096	251,654
Asia and the Pacific	27,694	6,965	248,141	66,633	29,202	270	3,960		3,590	386,454
Europe	32,560	7,350	366,202	28,076	54,966	1,519	1,940		4,664	497,275
Middle East and North Africa	52,975	7,134	1,045,467	84,246	35,132	864	2,304		24,612	1,252,734
<b>TOTAL FIELD OPERATIONS</b>	<b>219,006</b>	<b>78,263</b>	<b>2,483,700</b>	<b>485,475</b>	<b>304,829</b>	<b>10,646</b>	<b>29,327</b>	<b>-</b>	<b>98,196</b>	<b>3,709,442</b>
Global Programmes	9,755	65,776	47,554	42,804	220,302	11,601			64,784	462,576
Headquarters	20		509			9,496	178,744	43,328	2,398	234,495
Operational Reserve and new or additional activities - mandate-related reserve										-
Junior Professional Officers Fund			8,778							8,778
<b>TOTAL</b>	<b>228,782</b>	<b>144,039</b>	<b>2,540,541</b>	<b>528,279</b>	<b>525,131</b>	<b>31,742</b>	<b>208,072</b>	<b>43,328</b>	<b>165,378</b>	<b>4,415,291</b>
%	5%	3%	58%	12%	12%	1%	5%	1%	4%	100%

Notes:  
<sup>1</sup> Includes contributions earmarked at the regional, subregional, situation or thematic level.  
<sup>2</sup> Includes miscellaneous income, prior year adjustments and cancellations and other internal transfers.

Table 2 displays how UNHCR used its various sources of income to cover its expenditure, and usefully highlights how the unearmarked funding was allocated. Unearmarked income was allocated throughout the year in line with identified priorities and needs, and according to the overall objectives of kickstarting emergency operations; bolstering underfunded operations; and enabling programmes to implement fully.

UNHCR raised \$208 million in programme support costs, with \$178 million or 86%

spent on Headquarters. The resulting surplus of \$29.3 million was allocated to the five regional bureaux.

Earmarked voluntary contributions funded 58% of UNHCR operations in 2019, while unearmarked and softly earmarked contributions each funded 12%. The largest expenditures funded from earmarked voluntary contributions were in the Middle East and North Africa, followed by Africa and Europe at 41%, 27% and 14% respectively.



This table shows all contributions coming from all sources, including from governments and the private sector in countries supporting UNHCR's work, and from inter-governmental and pooled funding mechanism. As such, it is a way of reflecting the financial support to UNHCR from the "whole-of-society" approach. A traditional donor ranking is available from the Global Focus website using the QR code opposite.



TABLE 3 | TOTAL CONTRIBUTIONS | 2019

DONOR	GOVERNMENT	PRIVATE DONORS	INTER-GOVERNMENTAL BODIES	UN FUNDS	TOTAL
United States of America	1,706,832,053	37,816,302			1,744,648,355
European Union			473,024,447		473,024,447
Germany	390,479,234	27,601,051			418,080,285
Japan	126,466,093	36,522,777			162,988,870
Sweden	142,556,147	19,442,156			161,998,303
United Kingdom of Great Britain and Northern Ireland	122,408,890	6,382,725			128,791,615
Spain <sup>1</sup>	11,685,890	92,407,654			104,093,544
Norway	94,345,776	2,668,000			97,013,776
Denmark	91,641,152	728,735			92,369,887
Netherlands	72,362,386	9,471,472			81,833,858
Republic of Korea	25,850,008	47,369,647			73,219,655
Italy	47,331,349	22,318,676			69,650,025
Qatar	20,535,000	48,012,940			68,547,940
Canada	59,732,515	8,370,524			68,103,039
Central Emergency Response Fund <sup>2</sup>				48,829,890	48,829,890
Australia	28,652,493	16,418,500			45,070,993
Switzerland	41,688,356	2,945,981			44,634,337
United Nations Regular Budget				43,306,822	43,306,822
France	40,652,187	1,537,396			42,189,583
Saudi Arabia	37,014,001	1,966,825			38,980,826
Finland	22,500,245				22,500,245
Kuwait	20,115,400	1,978,179			22,093,579
Belgium	22,034,357	17,570			22,051,927
Ireland	18,105,393	1,155			18,106,548
Country-based pooled funds <sup>3</sup>				16,186,789	16,186,789
China	1,924,229	11,668,092			13,592,321
Luxembourg	10,361,584	111,483			10,473,066
United Arab Emirates	2,812,175	4,851,349			7,663,524
New Zealand	6,715,573				6,715,573
Thailand	20,000	6,443,383			6,463,383
Czechia	4,826,684				4,826,684
Austria	3,956,389	42,283			3,998,671
Education Cannot Wait <sup>4</sup>				3,363,485	3,363,485
Hungary	3,324,676				3,324,676
Bahamas		3,209,929			3,209,929
Brazil	1,089,574	1,872,832			2,962,407
European Economic Area			2,739,448		2,739,448
IOM				2,717,326	2,717,326
UNAIDS				2,677,400	2,677,400
Lebanon		2,397,390			2,397,390
United Nations-African Union Hybrid Operation in Darfur				2,352,163	2,352,163
UN-Habitat				2,209,438	2,209,438
WFP				2,107,476	2,107,476
Russian Federation	2,000,000				2,000,000
Malaysia		1,833,778			1,833,778
Philippines	10,000	1,659,071			1,669,071
Spotlight Initiative to eliminate violence against women and girls <sup>5</sup>				1,586,396	1,586,396
African Development Bank			1,559,623		1,559,623
United Nations Peacebuilding Fund <sup>6</sup>				1,204,501	1,204,501
Intergovernmental Authority on Development			1,115,074		1,115,074
United Nations Trust Fund for Human Security <sup>7</sup>				1,038,823	1,038,823
Mexico	50,000	987,477			1,037,477
Egypt		939,816			939,816
Iceland	875,303				875,303
Sudan	854,107				854,107
Poland	850,523				850,523



Monaco	666,438	68,534			734,972
Liechtenstein	403,226	220,200			623,426
United Nations Office for Project Services			516,206		516,206
Estonia	477,547				477,547
UNDP			393,889		393,889
Singapore	60,000	330,488			390,488
UNICEF			326,537		326,537
Malta	310,140				310,140
Argentina	267,100	38,166			305,266
Turkey	300,000	18			300,018
Greece		294,329			294,329
Oman		262,765			262,765
Isle of Man	261,549				261,549
Portugal	259,176				259,176
FAO			236,968		236,968
Kenya		208,098			208,098
United Nations Post-Conflict Multi-Partner Trust Fund for Colombia <sup>8</sup>			163,602		163,602
Kazakhstan	150,931				150,931
One UN Fund <sup>9</sup>			139,489		139,489
Peru	129,933				129,933
Serbia	120,942				120,942
Angola	120,000				120,000
South Africa	19,481	99,647			119,128
Nigeria	63,735	49,872			113,607
UNESCO			108,070		108,070
Colombia	106,323				106,323
Romania	103,521				103,521
African Union			100,000		100,000
Algeria	100,000				100,000
Armenia	98,000				98,000
Montenegro	94,122				94,122
Lithuania	89,685				89,685
Indonesia	60,000	17,537			77,537
Azerbaijan	67,200				67,200
Slovenia	57,405				57,405
Bulgaria	55,000				55,000
Equatorial Guinea	50,000				50,000
Kyrgyz Republic	47,520				47,520
Latvia	38,504				38,504
India		37,998			37,998
WHO			33,294		33,294
Botswana	30,472				30,472
Uruguay	30,000				30,000
Fund to End Violence Against Children <sup>10</sup>			29,182		29,182
Morocco	25,184				25,184
Andorra	22,321				22,321
Islamic Republic of Pakistan	20,000				20,000
Cyprus	16,502				16,502
Guyana	15,883				15,883
Sri Lanka	15,000				15,000
Costa Rica	14,475				14,475
Zimbabwe		14,000			14,000
Organisation of Islamic Cooperation			12,901		12,901
Senegal		11,991			11,991
Slovakia	11,481				11,481
UN Women			9,173		9,173
Ghana		7,286			7,286
<b>TOTAL*</b>	<b>3,187,438,540</b>	<b>421,656,075</b>	<b>478,551,492</b>	<b>129,536,919</b>	<b>4,217,183,026</b>

<sup>1</sup> The total for Spain includes \$7,326,160 in contributions from other public sources channelled through España con ACNUR.

<sup>2</sup> The Central Emergency Response Fund is a multi-donor funding mechanism. For details, see [www.unocha.org/cerf/donors/donorspage](http://www.unocha.org/cerf/donors/donorspage).

<sup>3</sup> Country-based pooled funds are multi-donor funding mechanisms. For details, see [www.unocha.org/ourwork/humanitarian-financing/country-based-pooled-funds-cbpf](http://www.unocha.org/ourwork/humanitarian-financing/country-based-pooled-funds-cbpf).

<sup>4</sup> Education Cannot Wait is a multi-donor funding mechanism. For details see, [www.educationcannotwait.org](http://www.educationcannotwait.org).

<sup>5</sup> The Spotlight Initiative to eliminate violence against women and girls is a multi-donor funding mechanism. For details, see [www.un.org/en/spotlight-initiative](http://www.un.org/en/spotlight-initiative).

<sup>6</sup> The United Nations Peacebuilding Fund is a multi-donor funding mechanism. For details, see [www.unpbf.org](http://www.unpbf.org).

<sup>7</sup> The United Nations Trust Fund for Human Security is a multi-donor funding mechanism. For details, see <https://www.un.org/humansecurity>.

<sup>8</sup> The United Nations Post-Conflict Multi-Partner Trust Fund for Colombia is a multi-donor funding mechanism. For details, see <http://mptf.undp.org>.

<sup>9</sup> The One UN Fund is a multi-donor funding mechanism. For details, see <http://mptf.undp.org>.

<sup>10</sup> The Fund to End Violence Against Children is a multi-donor funding mechanism. For details, see [www.end-violence.org](http://www.end-violence.org).

\* Excludes \$78,385,157 acknowledged in 2017 and 2018 for activities with implementation in 2019 and includes \$101,039,639 acknowledged in 2019 for activities with implementation in 2020 and beyond.

TABLE 4 | IN-KIND CONTRIBUTIONS | 2019

DONOR	DESCRIPTION	USD
		AMOUNT
<b>GOVERNMENTS AND UN FUNDS</b>		
Angola	Premises for the UNHCR office in Luanda	120,000
Argentina	Premises for the UNHCR office in Buenos Aires	107,100
Armenia	Premises for the UNHCR office in Yerevan	98,000
Austria	Premises for the UNHCR office in Vienna	57,471
Azerbaijan	Premises for the UNHCR warehouse in Baku	7,200
Botswana	Premises for the UNHCR office in Gaborone	30,472
Brazil	Premises for the UNHCR office in Brasilia	20,341
Canada	Deployment of standby experts for UNHCR Global Programmes	156,917
China	Premises for the UNHCR office in Hong Kong SAR (China)	90,034
Czechia	Premises for the UNHCR office in Prague	38,100
Denmark	Premises for the UNHCR office in Copenhagen	2,540,701
Germany	Premises for the UNHCR office in Nuremberg	27,127
Guyana	Premises for the UNHCR office in Georgetown	15,883
Hungary	Premises for the UNHCR office in Budapest: Global Service Centre and Regional Representation for Central Europe	3,324,676
Ireland	Deployment of standby experts through Irish Aid	155,000
Italy	Premises for the UNHCR office in Rome	98,172
Kazakhstan	Premises for the UNHCR office in Almaty	50,931
Kuwait	Premises for the UNHCR office in Kuwait City	39,490
Kyrgyz Republic	Premises for the UNHCR office in Bishkek	47,520
Luxembourg	Premises for the UNHCR office at the University of Luxembourg	10,274
Montenegro	Premises for the UNHCR office in Podgorica	82,745
Morocco	Premises for the UNHCR office in Laayoune, Western Sahara	25,184
Nigeria	Premises for the UNHCR office in Lagos	63,735
Poland	Premises for the UNHCR office in Warsaw	87,000
Romania	Premises for the UNHCR office in Bucharest	103,521
Serbia	Premises for the UNHCR office in Belgrade	115,942
South Africa	Premises for the UNHCR office in Pretoria	19,481
Spain	Premises for the UNHCR office in Madrid	366,038
Sudan	Mosquito nets for the UNHCR operation in Sudan	441,032
Sweden	Deployment of standby experts by Swedish Rescue Services (MSB) to various UNHCR operations	930,500
Switzerland	Deployment of standby experts to various UNHCR operations and premises for UNHCR Headquarters in Geneva due to Switzerland's host-state policy that provides excellent conditions for international organizations to work effectively	6,385,459
United Arab Emirates	Premises for the UNHCR warehouse in Dubai provided through the International Humanitarian City and transportation services to the UNHCR operations in Albania and Zimbabwe	2,612,175
United Kingdom of Great Britain and Northern Ireland	Deployment of standby experts to various UNHCR operations	538,000
UNDP	Mosquito nets for the UNHCR operation in Chad	262,861
<b>SUBTOTAL</b>		<b>19,069,081</b>



TABLE 4 | IN-KIND CONTRIBUTIONS | 2019

DONOR	DESCRIPTION	USD
		AMOUNT
<b>PRIVATE DONORS</b>		
Autodesk Foundation	Computer software for the Division of Resilience and Solutions	1,115,700
Avanti Communications Group	Telecommunications equipment for the UNHCR operation in Uganda	93,740
Danish Refugee Council	Deployment of standby experts to various UNHCR operations	639,500
Fast Retailing (UNIQLO)	New and used clothing for UNHCR operations in Afghanistan, Algeria, Angola, Botswana, Burkina Faso, Chad, the Democratic Republic of the Congo, India, Lebanon, Malawi, Mauritania and Uganda	5,143,651
Fuji Optical Co Limited	Optical package to the UNHCR operation in Azerbaijan	221,616
Hope Health Action	Supplementary food to the UNHCR operation in Uganda	87,920
HUGO BOSS	Donation of new winter clothing for the UNHCR operation in Ecuador	31,220
iMMAP	Deployment of standby experts to various UNHCR operations	151,500
Microsoft Corporation	Laptops and software to the UNHCR operation in Kenya	32,194
Norwegian Refugee Council	Deployment of standby experts to various UNHCR operations	2,668,000
RedR	Deployment of experts by RedR Australia to various UNHCR operations	200,500
Rituals Cosmetics Enterprise	New clothing and accessories for the UNHCR operation in Ecuador	789,967
TOMS Shoes LLC	Shoes for the UNHCR operations in Burkina Faso and Uganda	446,511
Unilever (UK)	Soap for the UNHCR operation in Lebanon	31,250
UPS Corporate	Transportation services to the UNHCR operations in the Bolivarian Republic of Venezuela, Malawi, Nigeria and Somalia	900,000
War Child Holland	Information technology equipment for the UNHCR operation in Chad	54,268
WeWork	Office premises for the Division of External Relations	64,922
<b>SUBTOTAL</b>		<b>12,672,458</b>
<b>TOTAL</b>		<b>31,741,539</b>





TABLE 5 | PRIVATE DONORS OVER \$100,000 IN SUPPORT OF UNHCR | 2019

UNHCR GLOBAL	EUROPE	MIDDLE EAST AND NORTH AFRICA
Agência Brasileira de Cooperação	<b>FRANCE</b>	<b>EGYPT</b>
Bill and Melinda Gates Foundation	Fondation BNP Paribas	Mansour Abd El Meguid Amer
Educate A Child Programme (EAC) Programme - Education Above All (EAA) Foundation	<b>GERMANY / UNO-FLÜCHTLINGSHILFE</b>	<b>KUWAIT</b>
Fast Retailing Co. Ltd. (UNIQLO)	AmazonSmile	Alghanim Industries
IKEA Foundation	<b>ITALY</b>	Mabarrat Ghanaem Al Khair (MGAk)
NPT (UK) Ltd.	Intesa Sanpaolo	Zain Telecommunications Group
The JCMCRJ Sorrell Foundation	Fondazione Milan Onlus	<b>QATAR</b>
United Nations Foundation	Fondazione Prosolidar-Onlus	Qatar Charity
UN Fund for International Partnerships	<b>LUXEMBOURG</b>	Silatech
United Nations Foundation	Fondation de Luxembourg	Thani Bin Abdullah Humanitarian Fund
	<b>NETHERLANDS</b>	<b>SAUDI ARABIA</b>
<b>THE AMERICAS</b>	Dutch Postcode Lottery (NPL)	Athmar Holding (AH)
<b>CANADA</b>	Rituals Cosmetics Enterprise BV	Tamer Family Foundation
Morneau Shepell	<b>SPAIN / ESPAÑA CON ACNUR</b>	<b>UNITED ARAB EMIRATES</b>
Mr. & Mrs. Martin & Brenda Gibson	"la Caixa" Banking Foundation	Al Tayer Insignia
NASIMCO	Equatorial Coca-Cola Bottling Company	Careem Networks
<b>MEXICO</b>	Laboratorios Vinas	Falcon Trading Group
Nacional Monte Piedad, I.A.P.	<b>SWEDEN / SWEDEN for UNHCR</b>	The Big Heart Foundation
<b>USA / USA FOR UNHCR</b>	Akelius Foundation	
Autodesk Foundation	H&M Hennes & Mauritz AB	
Global Environment & Technology Foundation	Swedish Postcode Lottery	
Google	The Einar Belvén Foundation	
iMMAP	The World We Want Foundation	
Kuwait-America Foundation	<b>SWITZERLAND</b>	
Microsoft Corporation	CorPa Treuhand AG	
The Church of Latter-day Saints	Fondation Sesam	
TOMS Shoes LLC	Krueger Foundation	
UPS Corporate	Üsine Foundation	
<b>ASIA AND THE PACIFIC</b>	<b>UNITED KINGDOM</b>	
<b>HONG KONG SAR</b>	Allen & Overy LLP	
Shih Wing Ching Foundation	Asfari Foundation	
<b>JAPAN / JAPAN FOR UNHCR</b>	Bloomsbury Publishing	
Fuji Optical Co Limited	Said Foundation	
<b>MALAYSIA</b>	The Hands Up Foundation	
Maybank Islamic Berhad	Unilever Gulf FZE	
<b>THAILAND</b>	Vodafone Foundation	
Mr. Wanchai Tachavejnukul		
Vimuttayalaya Institute		

TABLE 6 | BUDGET AND EXPENDITURE FOR HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	PILLAR 1 - REFUGEE PROGRAMME	
	Budget <sup>1</sup>	Expenditure <sup>1</sup>
<b>EXECUTIVE DIRECTION AND MANAGEMENT</b>		
Executive Office	5,542,460	5,452,163
Liaison Office New York	4,851,811	4,851,811
Inspector General's Office	12,165,770	11,569,746
Legal Affairs Section	5,240,618	4,604,456
Office of the Ombudsman	552,246	513,060
Ethics Office	3,595,825	2,987,273
Enterprise Risk Management	1,229,032	1,190,763
Evaluation Service	2,335,613	2,043,541
Change Management	3,457,355	2,628,909
Governance Service	2,667,303	2,481,519
<b>SUBTOTAL</b>	<b>41,638,033</b>	<b>38,323,240</b>
<b>DIVISION OF EXTERNAL RELATIONS</b>		
Office of the Director	2,395,268	2,395,268
Donor Relations and Resource Mobilization Service	7,458,929	7,400,524
Private Sector Partnership Service	1,284,412	1,199,937
Global Communications Service	5,352,196	5,281,596
Records and Archives Section	1,925,780	1,901,795
Partnership and Coordination Service	2,252,293	2,240,257
Digital Engagement	361,781	361,781
Public Outreach and Campaigns	1,660,557	1,607,545
Joint UN Activity Contributions	2,539,000	2,478,788
<b>SUBTOTAL</b>	<b>25,230,216</b>	<b>24,867,492</b>
<b>DIVISION OF INTERNATIONAL PROTECTION</b>		
Office of the Director	2,523,876	2,505,538
Specialized sections	12,358,326	12,302,331
<b>SUBTOTAL</b>	<b>14,882,202</b>	<b>14,807,868</b>
<b>DIVISION OF RESILIENCE AND SOLUTIONS</b>		
Office of the Director	2,634,037	2,333,199
Specialized sections	1,406,320	805,397
<b>SUBTOTAL</b>	<b>4,040,357</b>	<b>3,138,596</b>
<b>DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT</b>		
Office of the Director	2,989,410	2,628,767
Specialized sections	6,916,729	4,965,075
<b>SUBTOTAL</b>	<b>9,906,140</b>	<b>7,593,842</b>
<b>DIVISION OF EMERGENCY, SECURITY AND SUPPLY</b>		
Office of the Director	2,032,188	2,023,450
<b>SUBTOTAL</b>	<b>2,032,188</b>	<b>2,023,450</b>





TABLE 6 | BUDGET AND EXPENDITURE FOR HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	PILLAR 1 - REFUGEE PROGRAMME	
	Budget <sup>1</sup>	Expenditure <sup>1</sup>
<b>REGIONAL BUREAUX</b>		
Office of the Director for Africa	10,602,057	10,554,635
Office of the Director for the Middle East and North Africa	6,410,159	5,595,221
Special Envoy for the Central Mediterrean Situation	225,902	202,727
Office of the Director for Asia and the Pacific	5,295,105	5,136,022
Office of the Director for Europe	6,522,968	4,689,408
Office of the Director for the Americas	4,923,458	3,803,143
<b>SUBTOTAL</b>	<b>33,979,647</b>	<b>29,981,155</b>
<b>DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS</b>		
Office of the Director	7,055,680	7,022,752
Infrastructure and Telecommunications Service	17,749,409	17,721,314
<b>SUBTOTAL</b>	<b>24,805,089</b>	<b>24,744,066</b>
<b>DIVISION OF HUMAN RESOURCES</b>		
Office of the Director	3,573,559	3,544,069
Specialized sections	12,122,002	11,653,781
<b>SUBTOTAL</b>	<b>15,695,561</b>	<b>15,197,851</b>
<b>DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT</b>		
Office of the Controller and Director	6,403,442	5,868,379
Specialized sections and services	5,954,911	5,917,307
<b>Audit</b>	<b>789,052</b>	<b>789,052</b>
UN Finance Division	1,150,000	1,150,000
Headquarters running costs (including security and safety at Headquarters)	18,052,462	17,963,367
<b>SUBTOTAL</b>	<b>32,349,867</b>	<b>31,688,105</b>
<b>GLOBAL SERVICE CENTRE (BUDAPEST)</b>		
Management unit	4,190,848	4,150,158
Ombudsman office	138,792	119,138
Division of Financial and Administrative Management	3,448,789	3,348,410
Division of Human Resources	19,755,345	19,646,634
Division of Information Systems and Telecommunications	2,835,679	2,827,640
Division of Emergency, Security and Supply	6,121,688	6,115,378
<b>SUBTOTAL</b>	<b>36,491,141</b>	<b>36,207,357</b>
<b>GLOBAL SERVICE CENTRE (COPENHAGEN)</b>		
Management Unit	4,970,743	4,962,214
<b>SUBTOTAL</b>	<b>4,970,743</b>	<b>4,962,214</b>
Staff Council	967,537	959,335
<b>TOTAL</b>	<b>246,988,720</b>	<b>234,494,571</b>

<sup>1</sup> Includes allocations from the UN Regular Budget as follows: \$43,306,822 (Budget) and \$43,327,815 (Expenditure). The excess UN Regular Budget expenditure in 2019 is covered by the carry-over allotment from 2018 of \$42,949.

TABLE 7 | CONTRIBUTIONS TO HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1		
		Refugee programme	ALL PILLARS	TOTAL
<b>HEADQUARTERS OVERALL</b>	United Nations Regular Budget	43,306,822		<b>43,306,822</b>
	<b>SUBTOTAL</b>	<b>43,306,822</b>		<b>43,306,822</b>
<b>DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT</b>	Switzerland	3,892,459		<b>3,892,459</b>
	<b>SUBTOTAL</b>	<b>3,892,459</b>		<b>3,892,459</b>
<b>EXECUTIVE DIRECTION AND MANAGEMENT</b>	Hungary		3,062,343	<b>3,062,343</b>
	Denmark		2,540,701	<b>2,540,701</b>
	United States of America	176,725		<b>176,725</b>
	European Union	16,722		<b>16,722</b>
	<b>SUBTOTAL</b>	<b>193,447</b>	<b>5,603,044</b>	<b>5,796,491</b>
<b>DIVISION OF EXTERNAL RELATIONS</b>	Japan		180,603	<b>180,603</b>
	Germany	128,400		<b>128,400</b>
	<b>SUBTOTAL</b>	<b>128,400</b>	<b>180,603</b>	<b>309,003</b>
<b>REGIONAL BUREAUX</b>	European Union	157,826		<b>157,826</b>
	<b>SUBTOTAL</b>	<b>157,826</b>		<b>157,826</b>
<b>DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT</b>	Bill & Melinda Gates Foundation	10,695		<b>10,695</b>
	<b>SUBTOTAL</b>	<b>10,695</b>		<b>10,695</b>
<b>TOTAL*</b>		<b>47,689,649</b>	<b>5,783,647</b>	<b>53,473,296</b>

\*Notes:

<sup>1</sup> Contributions include 7% programme support costs.

<sup>2</sup> Includes \$176,725 million acknowledged in 2018 for activities with implementation in 2019.



TABLE 8 | BUDGET AND EXPENDITURE FOR GLOBAL PROGRAMMES | USD

ACTIVITIES	PILLAR 1 - REFUGEE PROGRAMME	
	Budget	Expenditure
<b>OPERATIONAL ACTIVITIES</b>		
Cash-based interventions	999,784	662,849
Durable solutions	5,600,415	4,520,240
Education-related projects	25,221,584	24,143,069
Emergency-related projects (including stockpiles)	47,388,829	43,165,337
Environment-related projects	620,000	444,842
Health-related projects (including HIV/AIDS, anaemia, water & sanitation)	3,486,320	3,433,427
Innovation project	2,932,873	2,042,623
Protection-related projects	6,221,126	5,503,696
Private sector fundraising	129,350,107	124,174,700
Public information and media projects	9,400,648	8,515,736
Refugee women, children and adolescents	976,811	945,741
Registration, data and knowledge management	6,467,896	6,608,036
Research, evaluation and documentation	4,200,000	3,040,406
Resettlement	12,017,334	11,306,233
Shelter-related projects	23,846,876	22,105,395
Training-related projects	1,417,732	1,329,513
Miscellaneous	904,800	852,582
<b>SUBTOTAL OPERATIONAL ACTIVITIES</b>	<b>281,053,135</b>	<b>262,794,426</b>
<b>PROGRAMME SUPPORT ACTIVITIES</b>		
<b>EXECUTIVE DIRECTION AND MANAGEMENT</b>		
Innovation project	2,072,669	1,783,463
Inspector General's Office field activities	2,135,637	1,771,937
Legal Affairs Section field activities	1,103,199	920,700
Risk Management 2.0	2,594,310	2,511,284
<b>DIVISION OF EXTERNAL RELATIONS</b>		
Division of External Relations Service	9,209,205	6,105,956
Private sector fund raising - investment funds and activities	16,548,930	15,909,726
<b>DIVISION OF INTERNATIONAL PROTECTION</b>		
<b>DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS</b>		
<b>DIVISION OF RESILIENCE AND SOLUTIONS</b>		
<b>DIVISION OF PROGRAMME SUPPORT MANAGEMENT</b>		
<b>DIVISION OF EMERGENCY, SECURITY AND SUPPLY</b>		
Emergency Capacity Management Section	4,999,181	4,999,059
Field Safety Section and - field security support	11,842,124	11,834,488
Supply Management - field strengthening and support	22,273,465	21,841,919

TABLE 8 | BUDGET AND EXPENDITURE FOR GLOBAL PROGRAMMES | USD

ACTIVITIES	PILLAR 1 - REFUGEE PROGRAMME	
	Budget	Expenditure
<b>DIVISION OF HUMAN RESOURCES</b>		
Special staff costs	39,401,948	38,896,541
Training of UNHCR staff	10,074,077	9,738,386
<b>DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT</b>		
Audit IPMS	4,973,475	4,952,782
Business Innovation Group	711,352	711,352
<b>BUDAPEST GLOBAL SERVICE CENTER</b>		
Division of Emergency, Security and Supply	1,749,255	1,749,255
<b>COPENHAGEN GLOBAL SERVICE CENTER</b>		
Division of International Protection	1,167,457	1,167,318
Division of Programme Support Management	10,251,330	9,876,277
Division of Information Systems and Telecommunications	1,768,058	1,768,058
Division of External Relations	9,206,245	8,582,785
<b>SUBTOTAL PROGRAMME SUPPORT ACTIVITIES</b>	<b>210,166,896</b>	<b>199,781,877</b>
<b>TOTAL</b>	<b>491,220,030</b>	<b>462,576,303</b>

TABLE 9 | VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1		TOTAL
		Refugee programme	ALL PILLARS	
<b>DIVISION OF EMERGENCY, SECURITY AND SUPPLY</b>				
Deployment of standby experts	Danish Refugee Council	639,500		<b>639,500</b>
Deployment of standby experts	iMMAP	151,500		<b>151,500</b>
Deployment of standby experts	Ireland	155,000		<b>155,000</b>
Deployment of standby experts	Norwegian Refugee Council	2,143,625	53,875	<b>2,197,500</b>
Deployment of standby experts	RedR Australia	200,500		<b>200,500</b>
Deployment of standby experts	Sweden	930,500		<b>930,500</b>
Deployment of standby experts	Switzerland	1,818,500		<b>1,818,500</b>
Deployment of standby experts	United Kingdom of Great Britain and Northern Ireland	538,000		<b>538,000</b>
Emergency preparedness and response	Luxembourg	313,808		<b>313,808</b>
Emergency preparedness and response	United Arab Emirates	2,109,175		<b>2,109,175</b>
Emergency preparedness and response	UPS Corporate	311,570		<b>311,570</b>
Global fleet management	UPS Corporate	107,000		<b>107,000</b>
Global Protection Cluster	United States of America	160,500		<b>160,500</b>
UNHCR e-Centre	Japan		392,605	<b>392,605</b>
	<b>SUBTOTAL</b>	<b>9,579,178</b>	<b>446,480</b>	<b>10,025,658</b>
<b>DIVISION OF EXTERNAL RELATIONS</b>				
Nansen Refugee Award	IKEA Foundation	100,000		<b>100,000</b>
Nansen Refugee Award	Norway	165,216		<b>165,216</b>
Nansen Refugee Award	Switzerland	218,484		<b>218,484</b>
Private Sector Partnerships	China		82,832	<b>82,832</b>
Private Sector Partnerships	IKEA Foundation	134,983		<b>134,983</b>
Private Sector Partnerships	IOM	56,710		<b>56,710</b>
Private Sector Partnerships	WeWork		64,922	<b>64,922</b>
Olympic 2020	Japan		225,754	<b>225,754</b>
Urban outreach: Telling the Real Story 2.0 project	European Union	2,154,030		<b>2,154,030</b>
	<b>SUBTOTAL</b>	<b>2,829,423</b>	<b>373,508</b>	<b>3,202,930</b>
<b>DIVISION OF HUMAN RESOURCES</b>				
Emergency preparedness supply training	UPS Corporate	30,510		<b>30,510</b>
Emerging Resettlement Countries Joint Support Mechanism	United States of America	383,907		<b>383,907</b>
Protection in Conflict project	IOM	16,050		<b>16,050</b>
Safe from the Start project	Germany	62,046		<b>62,046</b>
	<b>SUBTOTAL</b>	<b>492,513</b>		<b>492,513</b>
<b>DIVISION OF INTERNATIONAL PROTECTION</b>				
Climate change project	Monaco	22,753		<b>22,753</b>
Deployment of standby experts	Switzerland	280,500		<b>280,500</b>
Emerging Resettlement Countries Joint Support Mechanism	IOM	677,932		<b>677,932</b>
Enhancing resettlement activities	Canada	156,917		<b>156,917</b>
Enhancing resettlement activities	Germany	555,554		<b>555,554</b>
Enhancing resettlement activities	Norway	944,223		<b>944,223</b>
Enhancing resettlement activities	United Kingdom of Great Britain and Northern Ireland	4,270,370		<b>4,270,370</b>



TABLE 9 | VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1		TOTAL
		Refugee programme	ALL PILLARS	
Enhancing resettlement activities	United States of America	2,000,000		<b>2,000,000</b>
Global Protection Cluster	Germany	46,805		<b>46,805</b>
Global Protection Cluster	Norwegian Refugee Council	319,000		<b>319,000</b>
Global Protection Cluster	Switzerland	308,960		<b>308,960</b>
Global Protection Cluster	United States of America	981,190		<b>981,190</b>
High-level meeting on statelessness and related activities	Germany	192,890		<b>192,890</b>
Partnership Jobs and education project	Netherlands	372,360		<b>372,360</b>
Prevention of detention of children	European Union	74,215		<b>74,215</b>
Quality protection partnership and asylum capacity support project	United Kingdom of Great Britain and Northern Ireland	250,983		<b>250,983</b>
Resettlement case law	Allen & Overy LLP	32,342		<b>32,342</b>
Safe from the Start project	United States of America	4,176,466		<b>4,176,466</b>
	<b>SUBTOTAL</b>	<b>15,663,460</b>		<b>15,663,460</b>
<b>DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT</b>				
Deployment of standby experts	Norwegian Refugee Council	151,500		<b>151,500</b>
Deployment of standby experts	Switzerland	394,000		<b>394,000</b>
Energy and environment	IKEA Foundation	87,931		<b>87,931</b>
Global Protection Cluster	United States of America	32,100		<b>32,100</b>
High-level meeting on statelessness and related activities	Germany	160,500		<b>160,500</b>
HIV/AIDS	UNAIDS	2,000,000		<b>2,000,000</b>
Improved plastic latrine slab design project	Bill & Melinda Gates Foundation	114,815		<b>114,815</b>
Improving nutritional conditions	"la Caixa" Banking Foundation	200,000		<b>200,000</b>
Improving nutritional conditions	Laboratorios Viñas	4,449		<b>4,449</b>
Joint IDP Profiling Service	Norway		228,441	<b>228,441</b>
Joint IDP Profiling Service	United States of America		107,000	<b>107,000</b>
Mental health and psychological support project	WHO	33,294		<b>33,294</b>
Partnership jobs and education project	Netherlands	1,605,000		<b>1,605,000</b>
Refugee Housing Units	Nando Peretti Foundation	55,006		<b>55,006</b>
Safe from the Start project	United States of America	107,000		<b>107,000</b>
Saving newborn lives project	Bill & Melinda Gates Foundation	259,358		<b>259,358</b>
Shelter and settlement	Autodesk Foundation	1,115,700		<b>1,115,700</b>
Tuberculosis interventions	UNDP	31,712		<b>31,712</b>
Waste-to-water project	Bill & Melinda Gates Foundation	70,602		<b>70,602</b>
	<b>SUBTOTAL</b>	<b>6,422,967</b>	<b>335,441</b>	<b>6,758,408</b>







TABLE 9 | VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1		TOTAL
		Refugee programme	ALL PILLARS	
<b>DIVISION OF RESILIENCE AND SOLUTIONS</b>				
A.Einstein German Academic Refugee Initiative (DAFI)	Asfari Foundation	231,910		231,910
A.Einstein German Academic Refugee Initiative (DAFI)	Germany	18,461,729		18,461,729
A.Einstein German Academic Refugee Initiative (DAFI)	Private donors in the Republic of Korea	22,217		22,217
A.Einstein German Academic Refugee Initiative (DAFI)	Said Foundation	356,910		356,910
A.Einstein German Academic Refugee Initiative (DAFI)	SAP (UK) Ltd.	25,000		25,000
A.Einstein German Academic Refugee Initiative (DAFI)	The Hands Up Foundation	527,266		527,266
A.Einstein German Academic Refugee Initiative (DAFI)	UNO-Flüchtlingshilfe (Germany)	329,670		329,670
A.Einstein German Academic Refugee Initiative (DAFI)	USA for UNHCR	50,000		50,000
A.Einstein German Academic Refugee Initiative (DAFI)	Usine Foundation	107,646		107,646
Digital education	Google	223,146		223,146
DRS livelihoods	European Union	53,499		53,499
Durable solutions	Denmark	3,049,245		3,049,245
Education for All	Google	390,854		390,854
Education for All	Netherlands	36,024		36,024
Education for All	UNICEF	248,203		248,203
Global Compact on Refugees	European Union	887,441		887,441
Global Compact on Refugees	Germany	1,106,195		1,106,195
Global Compact on Refugees	IKEA Foundation	39,339		39,339
Global Compact on Refugees	Japan		903,016	903,016
Innovative solutions	Luxembourg	299,163		299,163
Innovative solutions	Sweden	23,468		23,468
MADE51 livelihoods initiative	Krueger Foundation	5,000		5,000
MADE51 livelihoods initiative	The Andan Foundation	80,000		80,000
Partnership jobs and education project	Netherlands	567,100		567,100
Peace nexus	Japan		90,302	90,302
Resilience and solutions	Germany	2,272,727		2,272,727
	<b>SUBTOTAL</b>	<b>29,393,754</b>	<b>993,318</b>	<b>30,387,072</b>
<b>EXECUTIVE DIRECTION AND MANAGEMENT</b>				
Innovative solutions	Belgium	457,882		457,882
Innovative solutions	Luxembourg	1,361,506		1,361,506
	<b>SUBTOTAL</b>	<b>1,819,388</b>		<b>1,819,388</b>
Global operations	United States of America		45,800,000	45,800,000
	<b>SUBTOTAL</b>		<b>45,800,000</b>	<b>45,800,000</b>
<b>TOTAL*</b>		<b>66,200,682</b>	<b>47,948,746</b>	<b>114,149,428</b>

Notes:

\* Contributions include 7% programme support costs.

\* Includes \$12.3 million acknowledged in 2018 for activities with implementation in 2019 and excludes \$17.2 million acknowledged in 2019 for activities with implementation in 2020 and beyond.

TABLE 10 | CONTRIBUTIONS TO THE JUNIOR PROFESSIONAL OFFICERS SCHEME | 2019

USD		USD	
DONOR	AMOUNT	DONOR	AMOUNT
United States of America	2,650,000	Finland	300,025
Japan	2,407,086	France	285,683
Netherlands	1,436,542	Switzerland	224,164
China	1,034,195	Luxembourg	200,300
Germany	992,842	Republic of Korea	185,278
Denmark	662,231	Austria	122,019
Sweden	487,749		
Italy	485,186	<b>TOTAL</b>	<b>11,473,300</b>

TABLE 11 | TRANSFERS FROM THE 2019 "NEW OR ADDITIONAL ACTIVITIES - MANDATE-RELATED" RESERVE | USD

1. "NEW OR ADDITIONAL ACTIVITIES - MANDATE-RELATED" RESERVE APPROVED BY EXCOM IN OCTOBER 2018		20,000,000				
2. TRANSFERS						
		Pillar 1	Pillar 2	Pillar 3	Pillar 4	Total
<b>OPERATIONAL RESERVE</b>						
Operational reserve	Transfer from the operational reserve	30,000,000	-	-	-	30,000,000
2. TOTAL TRANSFERS IN		30,000,000	-	-	-	30,000,000
3. TRANSFERS OUT						
<b>THE AMERICAS</b>						
Mexico	Strengthening capacity to support increased protection and assistance activities	44,399,252	-	-	-	44,399,252
3. TOTAL TRANSFERS OUT		44,399,252	-	-	-	44,399,252
4. BALANCE AFTER TRANSFERS						5,600,748

TABLE 12 | TRANSFERS FROM THE OPERATIONAL RESERVE | 2019

1. OPERATIONAL RESERVE APPROVED BY THE EXECUTIVE COMMITTEE IN OCTOBER 2018		620,168,102		
2. TRANSFERS FROM THE OPERATIONAL RESERVE				
		Pillar 1	Pillar 4	Total
<b>AFRICA</b>				
Burkina Faso	Provision of protection and assistance to internally displaced persons	-	3,000,000	3,000,000
Eritrea	Response to the voluntary return of Somali refugees and the return of Eritreans from Libya	5,785,086	-	5,785,086
Niger	Assistance for the socioeconomic integration of Malian refugees	3,356,474	-	3,356,474
Rwanda	Emergency Transit Mechanism related to central Mediterranean mixed movement situation	10,000,000	-	10,000,000
<b>SUBTOTAL</b>		<b>19,141,560</b>	<b>3,000,000</b>	<b>22,141,560</b>
<b>THE AMERICAS</b>				
Bolivarian Republic of Venezuela	Increase for the situation for the Bolivarian Republic of Venezuela	9,730,669	-	9,730,669
Brazil	Increase for the situation for the Bolivarian Republic of Venezuela	2,506,238	-	2,506,238
Costa Rica	North of Central America's additional requirements	10,000,000	-	10,000,000
Panama Regional Office	1) Strengthen protection policy and asylum processes	2,400,000	-	2,400,000
	2) Strengthen protection capacity and provision of humanitarian aid and multi-purpose cash grants	5,900,000	-	5,900,000
	3) Strengthen asylum system and solutions mechanism	8,900,000	-	8,900,000
	4) Enhance protection capacity	8,000,000	-	8,000,000
	5) Enhance protection and solutions process	8,500,000	-	8,500,000
Regional activities	North of Central America's additional requirements	850,000	-	850,000
<b>SUBTOTAL</b>		<b>56,786,907</b>	<b>-</b>	<b>56,786,907</b>
<b>GLOBAL PROGRAMMES</b>				
Executive Direction and Management	Humanitarian education accelerator project	634,815	-	634,815
Division of External Relations	"Telling the real story" project	2,415,723	-	2,415,723
Division of International Protection	1) Global Compact on Refugees	687,437	-	687,437
	2) Prevention and response to sexual exploitation and abuse, and sexual harassment and abuse of authority	225,437	-	225,437
	3) Enhancing UNHCR's resettlement capacity	788,458	-	788,458
	4) Senior Advisor on IDPs	334,538	-	334,538
Division of Emergency, Security and Supply	1) Additional cost sharing for security-related UN joint activities	259,840	-	259,840
	2) Global Fleet Management*	14,794,136	-	14,794,136
Division of Resilience and Solutions	1) Global Compact on Refugees	5,669,630	-	5,669,630
	2) Education project	625,284	-	625,284
	3) Government of the Netherlands - Partnership Seed Funding	238,400	-	238,400
Division of Information Systems and Telecommunications	Additional costs related to software revised subscriptions	1,910,000	-	1,910,000
Division of Human Resources	1) Prevention and response to sexual exploitation and abuse, and sexual harassment and abuse of authority	1,718,791	-	1,718,791
	2) Voluntary separation costs	9,500,000	-	9,500,000
	3) Additional termination costs	4,000,000	-	4,000,000
Division of Programme Support and Management	1) Support to the Business Innovation Group	683,827	-	683,827
	2) Additional external audit cost for partnership projects	500,000	-	500,000



TABLE 12 | TRANSFERS FROM THE OPERATIONAL RESERVE | 2019

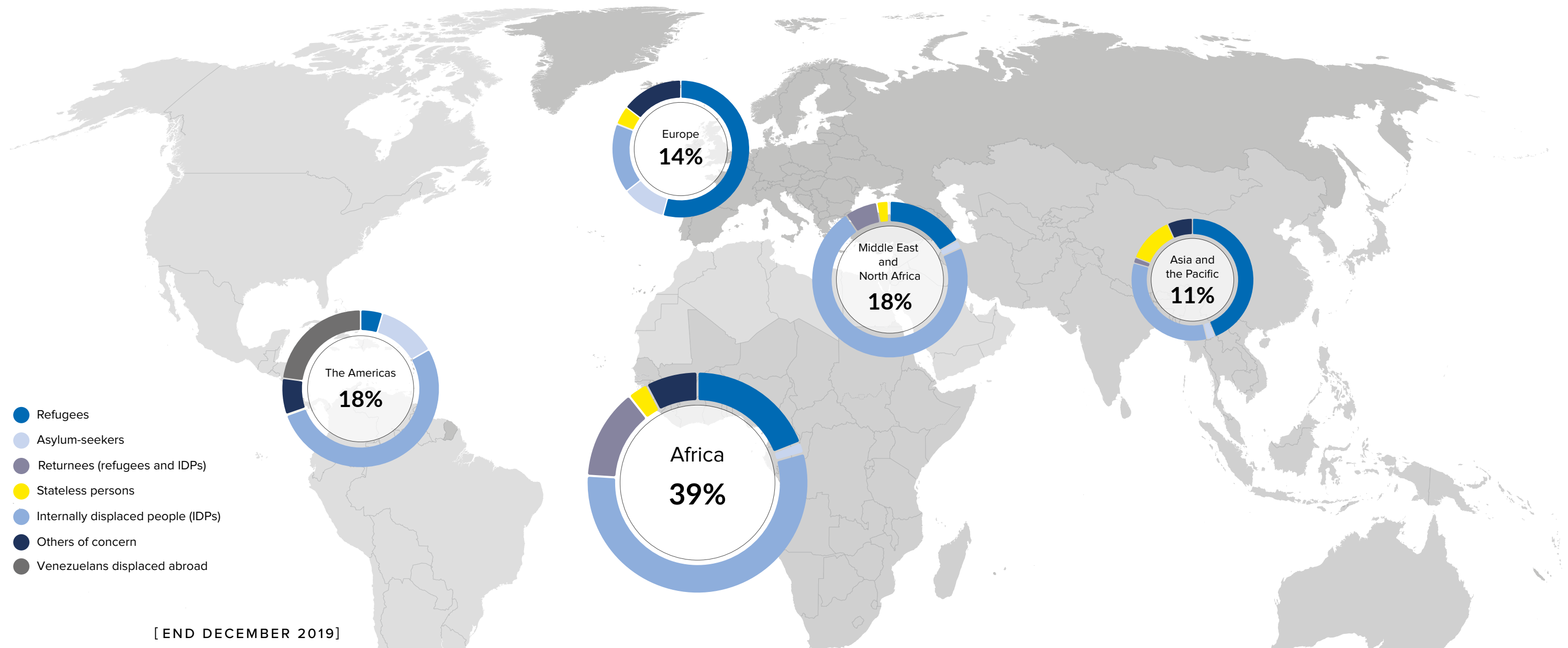
1. OPERATIONAL RESERVE APPROVED BY THE EXECUTIVE COMMITTEE IN OCTOBER 2018		620,168,102		
2. TRANSFERS FROM THE OPERATIONAL RESERVE				
<b>SUBTOTAL</b>		<b>44,986,316</b>	<b>-</b>	<b>44,986,316</b>
<b>HEADQUARTERS</b>				
Executive Direction and Management	1) Global Compact on Refugees	36,000	-	36,000
	2) Prevention and response to sexual exploitation and abuse, and sexual harassment and abuse of authority	250,000	-	250,000
	3) Additional share of costs for administration of justice	302,290	-	302,290
Executive Direction and Management	1) Prevention and response to sexual exploitation and abuse, and sexual harassment and abuse of authority	376,809	-	376,809
	2) Strengthening donor relations support functions	437,493	-	437,493
Regional Bureaux	Special Envoy for the Central Mediterranean Situation	225,902	-	225,902
Division of Human Resources	Prevention and response to sexual exploitation and abuse, and sexual harassment and abuse of authority	1,347,386	-	1,347,386
Division of Financial and Administrative Management	In-kind contribution for rental of premises	3,892,459	-	3,892,459
<b>SUBTOTAL</b>		<b>6,868,339</b>	<b>-</b>	<b>6,868,339</b>
<b>"NEW OR ADDITIONAL ACTIVITIES - MANDATE-RELATED" (NAM) RESERVE</b>				
NAM reserve	Independent Audit and Oversight and Internal Audit's additional requirements	30,000,000	-	30,000,000
<b>SUBTOTAL</b>		<b>30,000,000</b>	<b>-</b>	<b>30,000,000</b>
<b>TOTAL TRANSFERS</b>		<b>157,783,122</b>	<b>3,000,000</b>	<b>160,783,122</b>
<b>3. BALANCE AFTER TRANSFERS</b>				<b>459,384,979.775</b>

\* This line consolidates several transfers in accordance with the business model of the Global Fleet Management.





# POPULATIONS OF CONCERN TO UNHCR



[ END DECEMBER 2019 ]

	Africa	The Americas	Asia and the Pacific	Europe	Middle East and North Africa	TOTAL POPULATION OF CONCERN
Refugees	6,348,744	592,892	4,133,666	6,543,455	2,602,424	20,221,181
Persons in refugee-like situations <sup>(1)</sup>	-	108,760	48,659	26,967	40,332	224,718
Total refugees	6,348,744	701,652	4,182,325	6,570,422	2,642,756	20,445,899
Asylum-seekers	529,570	1,902,133	212,396	1,242,168	263,586	4,149,853
Returned refugees <sup>(2)</sup>	211,676	31	10,361	58	95,081	317,207
IDPs protected/assisted by UNHCR <sup>(3)</sup>	18,511,592	8,295,002	3,170,095	1,983,659	11,543,014	43,503,362
Returned IDPs <sup>(4)</sup>	4,234,467	-	127,128	165	982,033	5,343,793
Stateless persons	974,988	4,052	2,284,461*	527,959	370,519	4,161,979*
Others of concern <sup>(5)</sup>	2,540,697	1,165,309	632,492	1,761,024	41,166	6,140,688
Venezuelans displaced abroad <sup>(6)</sup>	-	3,582,203	-	-	-	3,582,203
<b>TOTAL</b>	<b>33,351,734</b>	<b>15,650,382</b>	<b>9,505,943</b>	<b>12,085,455</b>	<b>15,938,155</b>	<b>86,531,669</b>

The data are generally provided by Governments, based on their own definitions and methods of data collection. A dash ("-") indicates that the value is zero, not available or not applicable. All data are provisional and subject to change. More information on people of concern to UNHCR in 2019, including statistical trends and changes of global displacement during the year, can be found in the "2019 Global Trends" report.



<sup>(1)</sup> Includes groups of persons who are outside their country or territory of origin and who face protection risks similar to those of refugees, but for whom refugee status has, for practical or other reasons, not been ascertained.

<sup>(2)</sup> Includes refugees who have returned to their place of origin during 2019. Source: country of origin and asylum.

<sup>(3)</sup> Includes IDPs who are in IDP-like situations.

<sup>(4)</sup> Includes IDPs protected/assisted by UNHCR who have returned to their place of origin during 2019.

<sup>(5)</sup> People of concern to UNHCR not included in the other categories but to whom UNHCR may extend its protection and/or assistance.

<sup>(6)</sup> Venezuelans displaced abroad refers to persons of Venezuelan origin who are likely to be in need of international protection under the criteria contained in the Cartagena Declaration, but who have not applied for asylum in the country in which they are present. Regardless of status, Venezuelans displaced abroad require protection against forced returns, and access to basic services. UNHCR and IOM work together with this population by leading the Regional Inter-Agency Coordination Platform, which is aimed at strengthening protection and consistent responses across the region in line with human rights standards.

\* The total statelessness figure includes 1,113,315 stateless persons of Rohingya ethnicity who are also counted as refugees, asylum-seekers or others of concern in Bangladesh, India, Indonesia, Malaysia and Thailand or as IDPs in Myanmar. UNHCR's statistical reporting generally follows a methodology that reports only one legal status for each person of concern. However, due to the size of the stateless Rohingya population displaced from Myanmar, UNHCR considers it important to reflect the dual status of this population group as both displaced and stateless.



# Africa

“ Despite development challenges and resource constraints, governments and communities in the region have continued to show exemplary solidarity in hosting forcibly displaced people. Ahead of the Global Refugee Forum, the region had embraced the Global Compact on Refugees through the implementation of the Comprehensive Refugee Response Framework for greater social and economic inclusion of refugees and other people of concern. ”

—Raouf Mazou, Former Director, Regional Bureau for Africa

*Refugee children from Cameroon sit with their belongings while their families wait to be relocated at the Agadom refugee settlement in Ogoja, Nigeria.*





In 2019, the number of uprooted people in sub-Saharan Africa reached record levels with 33.4 million people of concern to UNHCR—39% of the global total—including 6.3 million refugees—57% children—and 18.5 million IDPs.

Violent extremism, intra-communal clashes, food insecurity and climate change fueled displacement, with UNHCR working in major refugee and internal displacement situations across the Sahel and Lake Chad Basin—in Burkina Faso, Mali, Niger, and Nigeria—as well as in Burundi, Cameroon, the Central African Republic (CAR), the Democratic Republic of the Congo (DRC), Somalia and South Sudan, among others.

At 2.2 million people, the single largest refugee population remained the South Sudanese, most of whom were hosted in Uganda. African countries largely maintained open-door asylum policies. Uganda remained the country hosting the most refugees in Africa, with large refugee populations also in Ethiopia, Sudan, and Kenya.

Alongside refugees, UNHCR also responded to the protection and assistance needs of millions of IDPs. The number of IDPs in West and Central Africa reached 5 million by the end of the year, an increase of 30% compared to 2018. In the DRC, 520,000 more Congolese were displaced for a total of 5.01 million IDPs at the end of 2019, the world's third largest internally displaced population. Other significant IDP populations included Somalis (2.65 million) and South Sudanese (1.67 million).

Stepping up and renewing its commitments to IDPs, UNHCR's updated IDP Policy included priority initiatives targeting Burkina Faso, the DRC, Ethiopia, Sudan and South Sudan.

UNHCR provided protection and assistance to the most vulnerable, supported social cohesion programmes, led protection, shelter and CCCM clusters as part of inter-agency responses, and prioritized services for close to 13,000 survivors of sexual and gender-based violence (SGBV). Overall cash assistance was scaled-up, with \$50.5 million distributed across the region in 2019, facilitating the socioeconomic inclusion of beneficiaries.

The Office worked with States and regional actors to strengthen asylum and refugee protection, including extensive work on a Sahel protection strategy. In South Africa, a UNHCR-initiated project was launched to address the backlog of around 150,000 individuals in the Government's refugee status determination appeal process. UNHCR's Biometric Identity Management System was rolled out in nine countries in West Africa, registering some 130,600 individuals. In line with the UNHCR data strategy, Data Identity Management and Analysis units were set up in the new bureaux.

With governments, UNHCR facilitated voluntary returns of refugees to Burundi (20,900), the CAR (12,400), Chad (300), Côte d'Ivoire (3,200), the DRC (17,000), Mali (3,770) and Somalia (6,200).

On local integration of refugees, out-of-camp arrangements and residence and work permits were pursued. Notably, the Gambia and Guinea-Bissau granted citizenship to more than 5,000 refugees. To eradicate statelessness, UNHCR facilitated birth registration and certificates, provided governments with technical support on removing gender discrimination from nationality laws and supported national action plans and high-level events advancing legal instruments. In Kenya, some 18,500 stateless persons will qualify for nationality under the citizenship law.

Though resettlement quotas decreased significantly, available places served as a lifeline for 24,248 refugees who departed for resettlement in 2019, and 878 refugees were evacuated from Libya through the Emergency Transit Mechanism (ETM) in Niger. An ETM was also established in Rwanda following the Government's offer to the African Union to host up to 30,000 vulnerable refugees and asylum-seekers; some 300 people were evacuated there by the end of 2019.

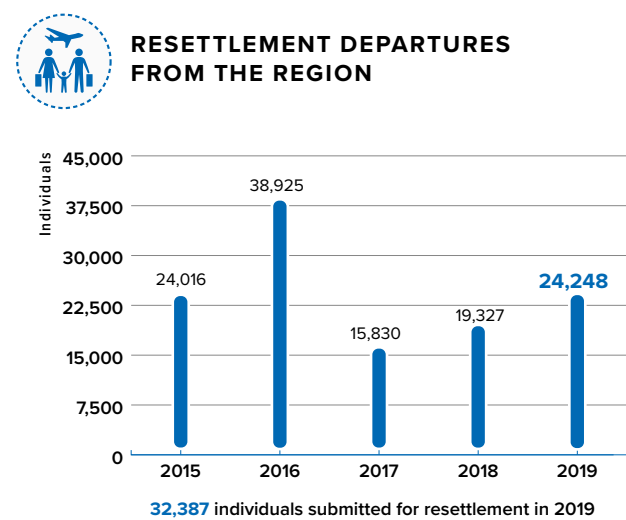
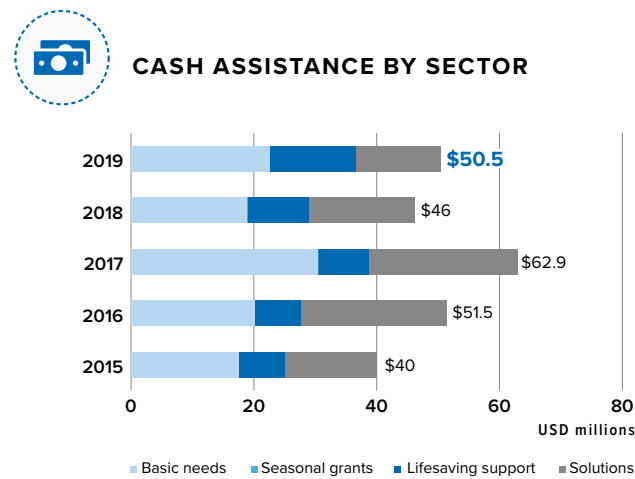
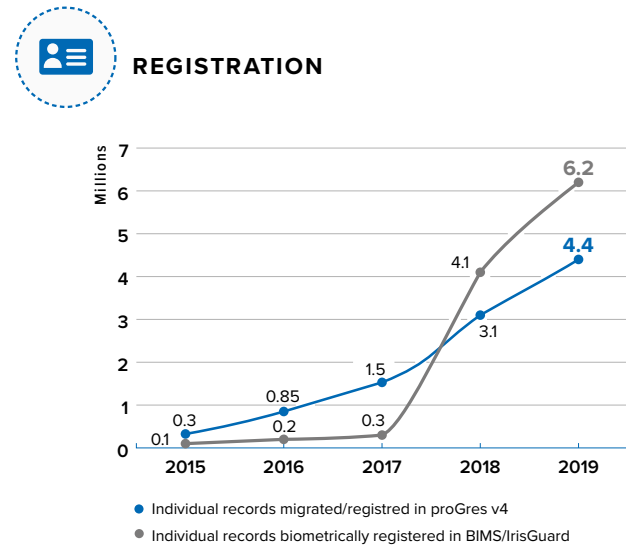
The Comprehensive Refugee Response Framework was implemented in Chad, Ethiopia, Kenya, Malawi, Somalia, Uganda and Zambia. In line with the Global Compact on Refugees, UNHCR engaged governments and partners to increase the socioeconomic inclusion of refugees, expanded partnerships with development actors such as the World Bank, and worked with governments to build inclusive national education strategies. In Ethiopia,

refugees were granted greater freedom and access to local economies, while in Malawi they gained access to banking services stimulating micro-businesses. At the Global Refugee Forum hundreds of pledges were made towards greater burden- and responsibility-sharing and the Intergovernmental Authority on Development (IGAD) Support Platform was launched.

Designed to improve oversight and management of operations, three new bureaux were established towards the end of the year as part of UNHCR's decentralization and regionalization process, in the East and Horn of Africa and the Great Lakes, West and Central Africa, and Southern Africa regions. Across its operations, UNHCR maintained clear standards with respect to accountability, abuse of authority and power and protection from sexual exploitation and abuse and sexual harassment.

The region's budget in 2019 was \$2.676 billion. Expenditure reached \$1.321 billion, meaning a funding gap of 51%. Underfunding obliged UNHCR to prioritize lifesaving activities, thereby limiting the range of self-reliance interventions that were implemented.

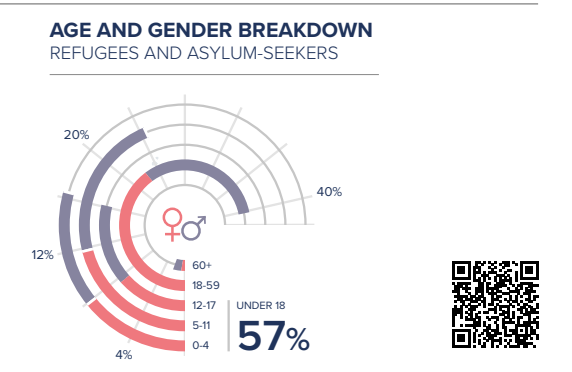
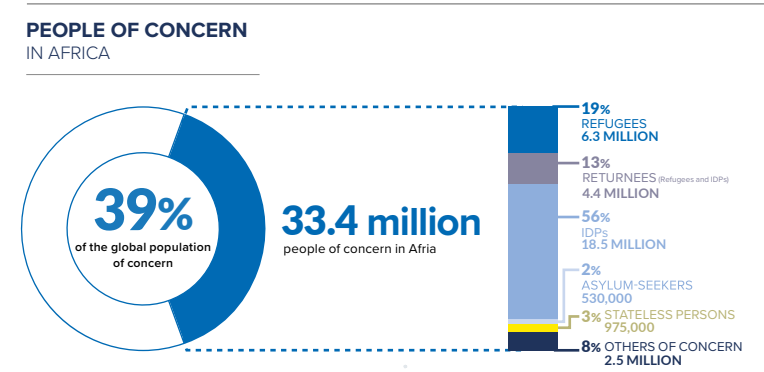
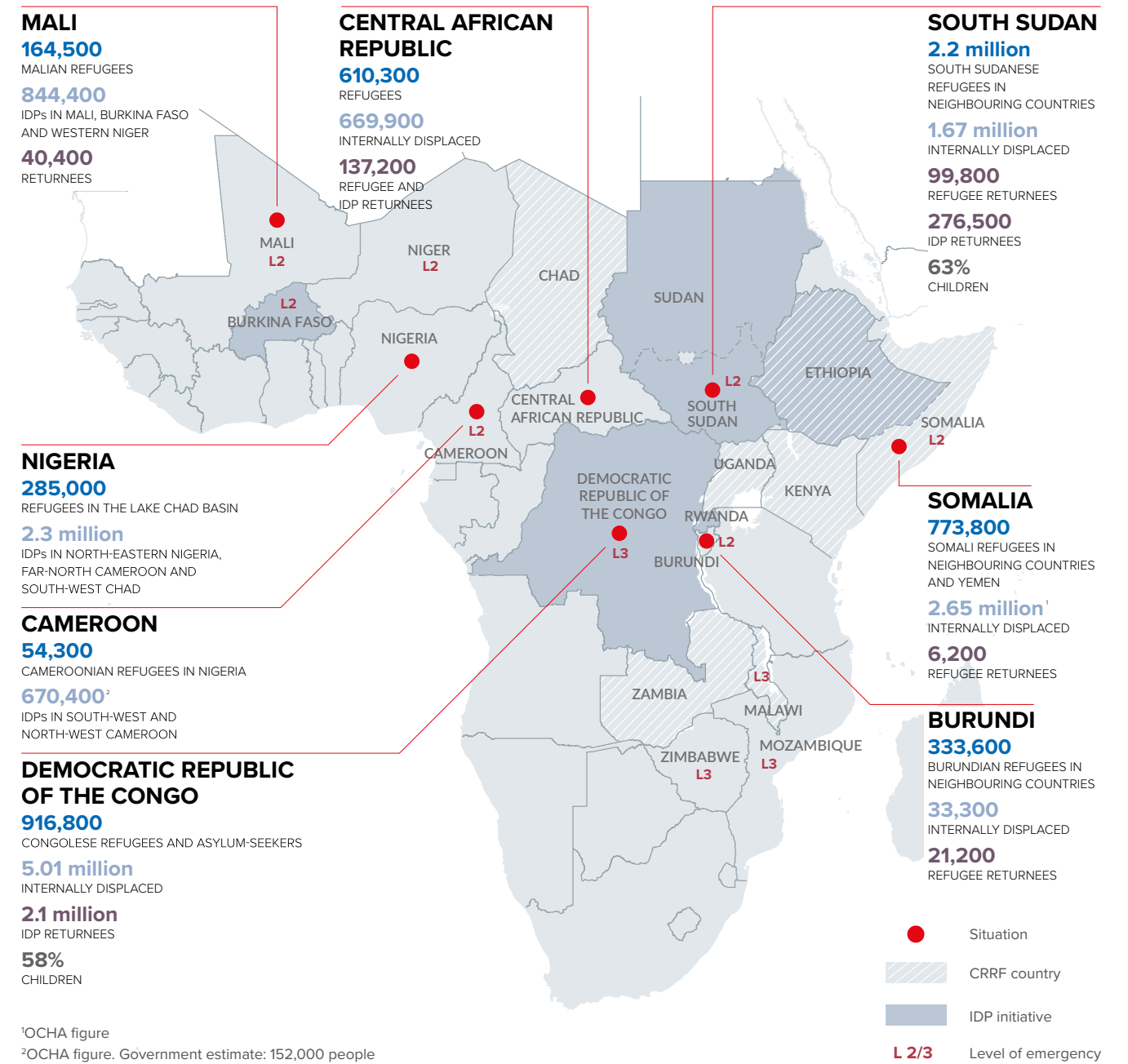
## ACHIEVEMENTS AND KEY RESULTS IN AFRICA



- 48,643** unaccompanied or separated children had a best interests assessment initiated or completed
- 12,993** SGBV incidents reported for which survivors received psychological and social counselling
- 590,011** households reached with core relief items  
**672,715** women received sanitary materials
- 89,036** live births attended by skilled personnel  
**0.38** under-5 mortality rate (per 1,000 people a month)
- 18** litres of safe water available per person per day in refugee camps  
**49%** of assisted population had access to a household latrine
- 143,286** people of concern received emergency shelter  
**44%** of households lived in adequate dwellings
- 917,985** children enrolled in primary education  
**122,605** children enrolled in secondary education  
**6,368** people of concern received tertiary education scholarships
- 56,272** people of concern enrolled in vocational training
- 84,559** people of concern received voluntary repatriation cash grants

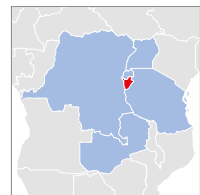
Across the continent, displacement—driven by conflict, inter-communal tensions, poverty, disease outbreaks, climate change and disasters—increased. However, despite rising numbers of people of concern—especially of internally displaced people—the continent's strong tradition of hospitality remained. States largely kept their borders open, and pledged extensively alongside many other actors at the Global Refugee Forum.

## MAJOR SITUATIONS OR OPERATIONS IN AFRICA IN 2019





# MAJOR SITUATIONS OR OPERATIONS IN AFRICA IN 2019 (continued)



## BURUNDI

The Burundi situation remained one of the least-funded refugee situations in the world, with over 333,600 Burundian refugees in the Democratic Republic of the Congo (DRC), Rwanda, the United Republic of Tanzania and Uganda contending with inadequate shelter, lack of medicine and overcrowded classrooms.

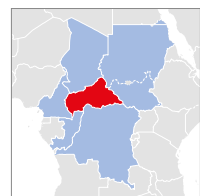
The situation within Burundi remained complex. While overall insecurity decreased, reported human rights violations continued and over 11,000 new Burundian refugees sought asylum in neighbouring countries and beyond.

UNHCR and partners did not promote returns, however, 21,200 refugees made a free and informed choice to return voluntarily and UNHCR assisted with repatriation and reintegration support in Burundi, along with 19 partners through the Joint Refugee Return and Reintegration Plan.

In line with the Burundi Regional Refugee Response Plan, which brought together over 35 partners, UNHCR provided humanitarian assistance and protection for Burundian refugees in the four main countries of asylum.

### KEY RESULTS AND ACHIEVEMENTS

- 20,916** refugees assisted to voluntarily repatriate to Burundi
- 42,865** Burundian refugee children enrolled in primary school in the United Republic of Tanzania
- 3,626** Burundian refugee households received core relief items in the United Republic of Tanzania



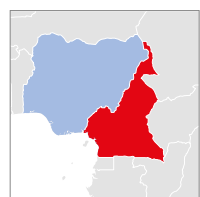
## CENTRAL AFRICAN REPUBLIC

Despite insecurity throughout the year, relative calm in parts of the country and the signing of tripartite agreements in 2019 allowed UNHCR to facilitate the voluntary return of over 12,400 Central African Republic (CAR) refugees from Cameroon, the Republic of the Congo and the DRC.

UNHCR also provided protection for over 600,000 CAR refugees in neighbouring countries and pursued solutions in collaboration with development actors and host governments.

In the CAR, UNHCR led the Protection, Shelter and CCCM Clusters in support of over 687,000 IDPs through the rehabilitation of health and educational facilities; assistance in securing documentation and birth registration; livelihoods training; and the distribution of agriculture kits and tools. Collaboration with local authorities and key humanitarian and development partners was strengthened to facilitate the return and reintegration of IDPs.

- 12,400** refugees assisted to voluntarily return to the CAR
- 12,592** IDP households received core relief items and shelter kits
- 52,296** CAR refugee children enrolled in primary and secondary education in Cameroon and Chad



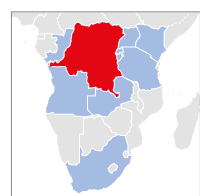
## CAMEROON

Against a backdrop of deteriorating security, UNHCR and partners supported the Government of Cameroon in providing protection and assistance to over 240,000 newly displaced IDPs in the south-western and north-western regions of Cameroon.

By the end of 2019, over 51,000 Cameroonian refugees had fled to border areas of South-East Nigeria. With support from the Government of Nigeria, UNHCR relocated 8,041 refugees to Benue, Cross River and Taraba States,

promoting an out-of-camp approach, and increasing its use of cash assistance to foster socioeconomic inclusion and strengthen the resilience of both Cameroonian refugees and host communities.

- 7,350** IDP households received core relief items in Cameroon
- 7,027** Cameroonian refugee children enrolled in primary and secondary education in Nigeria
- 6,057** Cameroonian refugees received shelter support in Nigeria



## DEMOCRATIC REPUBLIC OF THE CONGO

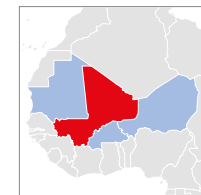
Although a peaceful transition of power followed the presidential elections in December 2018, the security and humanitarian situation continued to deteriorate, mainly in the east, in what is one of the most complex and long-standing humanitarian crises in Africa. Approximately 1.67 million people were newly displaced in 2019, despite Government efforts to promote returns for refugees, asylum-seekers and IDPs. Furthermore, Ebola and measles epidemics took more than 2,000 lives and 2,700 lives respectively.

As part of its humanitarian response, UNHCR provided shelter support; built schools, health centers and other community infrastructures; provided cash assistance; and responded to protection incidents. As part of the CCCM coordination strategy, UNHCR strengthened the capacity of site management personnel and Government actors to ensure the protection of IDPs and proper site management.

UNHCR also led advocacy efforts for the decongestion of the Institut Supérieur Pédagogique displacement site and the closure of the overcrowded General Hospital site in Bunia, Ituri Province. A new displacement site was opened in October 2019, where people were relocated to decongest other sites. UNHCR created and revitalized IDP committees to strengthen self-management in displacement sites.

In 2019, as part of the Regional Refugee Response Plan, UNHCR along with 57 partners provided critical protection and assistance to some 916,800 Congolese refugees in seven neighbouring countries as well as in the wider Southern Africa region.

- 61,000** IDPs benefitted from multi-purpose cash assistance
- 118,000** IDPs received core relief items
- 87,576** IDPs received shelter support



## MALI

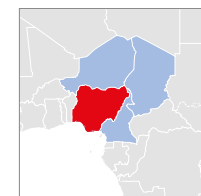
In the second half of 2019, rising insecurity triggered forced displacement in the Liptako-Gourma area, where Burkina Faso, Mali and Niger share common borders. Violent extremism was a key driver of this multifaceted crisis, exacerbating pre-existing vulnerabilities such as weak governance, severe climate change, rapid demographic growth and scarce natural resources.

Despite these factors and a shrinking humanitarian space, UNHCR and its partners scaled up assistance to a growing population of concern, notably in

Burkina Faso. Seven clusters were activated, including the Protection and Shelter/NFI Clusters led by UNHCR. At the regional level and in coordination with the Governments of Burkina Faso, Chad, Mali, Mauritania and Niger, UNHCR initiated the development of a Sahel protection strategy, to address sexual and gender-based violence and ensure continued access to education, while providing shelter assistance in an environmentally-conscious manner in a region particularly affected by climate change. This strategy was to be launched in January 2020.

### KEY RESULTS AND ACHIEVEMENTS

- 98,000** identity documents issued to displaced populations and hosts in Burkina Faso
- 2,936** refugee and IDP families received emergency shelter assistance and shelter kits in western Niger



## NIGERIA

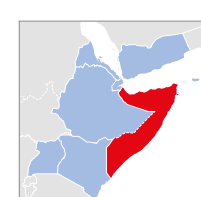
Throughout northern Nigeria, especially around the Lake Chad Basin, people of concern and humanitarian workers alike were faced with mounting insecurity. The situation in Katsina, Sokoto and Zamfara States in north-western Nigeria drove over 40,000 refugees to the Maradi region in southern Niger.

In South-East Nigeria, the number of Cameroonian refugees increased by 35%, reaching 51,700 by the end of 2019. UNHCR and partners provided emergency assistance such as multi-purpose cash grants, shelter and core relief items, and

relocated over 8,000 refugees from border areas while undertaking biometric registration, protection monitoring and ensuring the provision of basic health care services to those with the most pressing needs.

In North-Eastern Nigeria, over 2 million people were internally displaced in Borno, Adamawa, and Yobe States by the end of 2019. There, UNHCR provided protection and assistance in support of the Government, leading the Protection, Shelter/NFI and CCCM Clusters, and with partners conducted some 2,472 monitoring missions to inform UNHCR's protection response in the region. A strong focus was placed on sexual and gender-based violence prevention and response, with more than 768 survivors receiving assistance, including psychosocial counselling and referrals to specialized services.

- 12,522** Nigerian IDP and refugee households received core relief items in Cameroon, Chad, Niger and Nigeria
- 15,526** Nigerian refugee children were enrolled in primary and secondary education in Cameroon, Chad and Niger



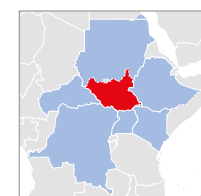
## SOMALIA

Efforts continued in what is one of the world's longest-running refugee situations to create an enabling environment for the reintegration of over 120,000 Somali refugee returnees who repatriated in previous years. The volatile security situation in Somalia however remained an impediment to safe return, with only 6,200 returnees in 2019.

Against the backdrop of an ongoing state-building process, returnees and IDPs faced severe hunger, drought and ongoing insecurity. Funding shortfalls meant the majority of IDPs, and the 17,900 refugees hosted in Somalia, remained in need of urgent humanitarian assistance.

UNHCR's Special Envoy to the East and Horn of Africa played a key role in maintaining high-level political focus and support to the Somalia situation and prioritized education and jobs through the implementation of the Djibouti Declaration on Education and the Kampala Declaration on Livelihoods. Support was also mobilized from the private sector and the global Somali diaspora. UNHCR and partners provided capacity building to the Government of Somalia to implement comprehensive solutions for the 2.65 million IDPs in 2019.

- 20,500** Somali IDP households received cash grants
- 46,886** Somali refugee children enrolled in primary education in Kenya
- 16,459** Somali refugee households received core relief items in Ethiopia



## SOUTH SUDAN

South Sudan remained the largest refugee displacement situation in Africa, with over 2.2 million refugees recorded. While most parts of the country saw less armed conflict, the formation of the transitional Government was delayed and over 74,000 new South Sudanese refugees sought safety in neighbouring countries.

Although UNHCR's regional intention survey highlighted that the majority of refugees did not have plans to return in the near future, nearly 100,000 South Sudanese refugees returned spontaneously, of which 4,560 households were assisted with core relief items. A majority of those who returned are living in IDP-like situations, in addition to an already existing internally displaced population of 1.67 million, including some 190,000 IDPs living in Protection of Civilian sites. Over 38,700 South Sudanese IDP households received core relief items.

In line with the South Sudan Regional Refugee Response Plan, and working with 95 partners, UNHCR's humanitarian response focused on ensuring protection, providing lifesaving assistance and expanding opportunities for self-reliance.

- 181,297** South Sudanese refugee children enrolled in primary school in Uganda
- 64,610** South Sudanese refugee households received core relief items in Ethiopia
- 38,741** South Sudanese IDP households received core relief items



## KEY ACHIEVEMENTS AND IMPACT

### EAST AND HORN OF AFRICA AND THE GREAT LAKES



Unaccompanied South Sudanese minors sit outside their house at Jewi refugee camp in Ethiopia.

#### Safeguarding access to protection and asylum

UNHCR and partners worked in support of governments hosting a total of 4.6 million refugees and asylum-seekers with the aim of maintaining open-door asylum policies. While the protection environment remained generally hospitable in 2019, there were concerning instances of forced return of refugees. UNHCR worked closely with States to strengthen asylum institutions and refugee protection capacity, including those where the quality and accessibility of asylum procedures were deteriorating. Advocacy interventions included engagement with the East African Community Chiefs of Refugee Management to develop a regional refugee management policy.

A key development in UNHCR's response to mixed movements was the establishment in late 2019 in Rwanda of the Emergency Transit Mechanism. This followed an offer by the Government to the African Union to host up to 30,000 vulnerable refugees and asylum-seekers evacuated from detention centers and highly insecure conditions in Libya. By the end of 2019, more than 300 evacuees had arrived in Rwanda, with a range of options for durable solutions and complementary pathways being pursued, including a first group of resettlement departures to Sweden. Another initiative was "Telling the Real Story", an information campaign designed to communicate with communities on the dangers of the perilous journeys across the Gulf of Aden and the Mediterranean.

Telling the Real Story



#### Responding with lifesaving assistance

UNHCR's lifesaving support in the region focused on interventions in emergency preparedness, strengthening community-based protection, child protection, prevention and response to SGBV, shelter, water and sanitation, nutrition, education, livelihoods and energy conservation. The Office scaled up capacity-building activities on prevention and response to SGBV for UNHCR staff, government counterparts, partners and refugee communities in different country operations, with two regional and six national workshops organized. In collaboration with UNHCR's operational partner in Kenya, Population Council, additional technical assistance was provided to eight country operations implementing the SAUTI project, (SAUTI a Swahili word meaning VOICE—Violence Prevention and Response through Information, Communication, and Evidence) with various strategies of preventing, mitigating and responding to SGBV.

In line with the objectives of the Global Compact on Refugees, UNHCR's overarching strategic objective in the region was to support socioeconomic inclusion and resilience for refugees living in camps and camp-like settlements (82%), urban areas (13%) and other rural out-of-camp settlements (5%). As many camps and settlements were in remote and underdeveloped areas, where resources, infrastructure and basic services were extremely limited, UNHCR and its humanitarian and development partners prioritized including refugees in national and local systems for basic service provision and renewing focus on sustainable energy, environmental protection and social cohesion.

In 2019, UNHCR spearheaded inter-agency efforts to scale up cash assistance where feasible, with approximately 5% of UNHCR's assistance in the region delivered through such interventions, a 3% increase compared to 2018. Multi-purpose cash for basic needs, livelihoods, repatriation and reintegration, education and shelter, as well as services for persons at heightened risk remained critical in support of self-reliance efforts.

#### Seeking durable solutions for protracted refugee situations

The protracted Burundi, Eritrea, Somalia and Sudan refugee situations saw little scope for comprehensive durable solutions. Despite constraints, UNHCR worked with governments to achieve more equitable responsibility-sharing and durable solutions where possible, promoting the self-reliance of refugees, returnees and host communities. A revitalized peace agreement created opportunities for the return of some displaced South Sudanese, while small-scale returns continued to Burundi, Somalia and Sudan. UNHCR supported 21,200 Burundian and 6,200 Somali refugees in the United Republic of Tanzania and Kenya respectively to voluntarily repatriate.

Resilience was strengthened through the gradual inclusion of refugees in national development plans and national service delivery systems. Ethiopia adopted a progressive Refugee Proclamation in January 2019, granting refugees greater freedom of movement and access to local economies. In Uganda, the largest refugee-hosting country in Africa, work commenced to include refugees in national and district development plans. In Somalia, a National Durable Solutions Secretariat was launched in October 2019 to coordinate solutions initiatives in 2020 and beyond.



Regional actors, in particular IGAD and the International Conference of the Great Lakes Region (ICGLR) promoted multiple regional commitments in support of durable solutions. Several States pledged to create conditions conducive to return and local integration at the Global Refugee Forum, which also saw the launch of the IGAD Support Platform, featuring a dedicated returns and reintegration pillar, aiming to galvanize additional support for Member States' efforts in rolling out more comprehensive responses to refugee situations.

Opportunities for third-country resettlement were reduced in 2019, with 24,393 individuals submitted for resettlement in 2019, compared to 27,119 in 2018, an 11% decrease. Despite these challenges, over 18,700 individuals departed for resettlement in 2019, compared to only 15,388 in 2018.

### Ensuring protection, assistance and solutions in internal displacement contexts

Large-scale internal displacement continued in Ethiopia, Somalia, South Sudan and Sudan, cumulatively raising to 7.9 million the number of IDPs across these four countries. In line with UNHCR's IDP initiative, application of which was prioritized in Ethiopia, South Sudan and Sudan, areas of intervention for IDPs included community-based approaches to prevention, response and mitigation of the most urgent protection risks and needs, including engagement with relevant lead agencies to combat SGBV and promote child protection. In Ethiopia, UNHCR devised a new protection and solutions strategy in late 2019 to respond to internal displacement and adapted following new displacement as a result of inter-communal

violence. Working with the Government and other stakeholders in support of the National Durable Solutions Initiative, UNHCR initiated quick impact projects as part of an area-based assistance model and strengthened protection monitoring and analysis. In South Sudan, through the GP20 Initiative, IDPs were consulted on the development of the IDP law and UNHCR supported the internally displaced community to ensure a solutions-oriented approach for those returning.

Intra-communal tensions, often exacerbated by disasters, continued to impede safe return and reintegration for many. Opportunities to pursue solutions for IDPs in the region were bolstered by South Sudan's accession and Somalia's ratification of the Kampala Convention. Somalia's Government adopted a national framework on IDPs and returnees, and similar national frameworks are being revised or will soon be adopted by other countries in the region.

UNHCR's role leading the Protection Clusters in Ethiopia, South Sudan, Somalia and Sudan was pivotal to addressing key issues such as access to housing, land and property.

### Reducing and preventing statelessness

In preparation for the High-Level Segment on Statelessness (HLS), UNHCR co-convened a ministerial conference on the eradication of statelessness with the ICGLR Secretariat and the Government of Kenya. This landmark regional preparatory event allowed the 12 ICGLR Member States and key regional bodies to deliver strong indicative pledges to end statelessness in their respective countries.

At the HLS in October 2019, these indicative pledges were translated into 49 formal commitments to eradicate statelessness by Ethiopia, Kenya, Rwanda, Somalia, Uganda, and South Sudan, two key regional bodies (ICGLR and the AU Commission), and four NGOs from the region. Kenya, Rwanda, South Sudan and Uganda each committed to adopt national action plans to end statelessness by 2024 and the ICGLR Secretariat pledged to support the adoption of the consolidated action plan on the eradication of statelessness and steer the development of a regional policy on birth registration to prevent statelessness.

These commitments will pave the way for further concrete engagement in the region by States to identify, reduce and prevent statelessness for the four remaining years

of the #IBelong Campaign. This will include access to nationality for about 18,500 stateless persons who qualify under the Citizenship Act in Kenya; accession to the statelessness conventions and reform of domestic law to incorporate safeguards against statelessness; and facilitated birth registration for those at risk of statelessness such as refugees and returnees.

In Sudan, a project that began in 2012 to support individuals of South Sudanese origin to acquire South Sudanese nationality documentation—in partnership with the South Sudanese Directorate of Nationality, Passports and Immigration, and the South Sudanese Consulate in Khartoum—saw a total of 70,349 individuals acquiring their nationality documents in 2019.

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### Environmentally-friendly, economically productive and user-friendly sanitation solutions for refugees



In 2019, UNHCR and the Bill and Melinda Gates Foundation completed a four year Waste-to-Value Sanitation Solutions project in Sub-Saharan Africa. The project explored sanitation technologies that can be used in difficult ground conditions and which capture the embodied energy or nutrients in human waste: transforming human waste into a commodity, such as fuel briquettes for cooking or a fertilizer for agro-forestry products.

In Kenya, the project was implemented together with the company Sanivation which provides container-based toilet systems and processes waste into a solid fuel product. The system ensures safely managed sanitation for households and reduces the land area required for sanitation facilities. The product created is a more economical, efficient and environmentally-friendly alternative to conventional charcoal which refugees use as fuel for cooking. In addition, the project has generated livelihood opportunities, with over 25 refugees and 8 members of the host community gaining employment opportunities as a result.



## SOUTHERN AFRICA



Returnees wave to Congolese people on the shoreline of the Ubangi river, as the boat carrying them back to the CAR leaves Zongo port in the DRC.

### Safeguarding access to protection and asylum

In 2019, UNHCR sought to strengthen and promote a favourable protection environment for people of concern by reinforcing asylum systems and legal protection frameworks, as well as improving the quality and integrity of registration and reinforcing data management and analysis.

In addition to advocating accession to and ratification of international and regional refugee instruments, UNHCR worked closely with governments to ensure the passing of robust asylum systems and laws. In Malawi, UNHCR participated in the finalization of the Malawi migration policy which, once approved, will lead to the review of the Refugee Act, opening a discussion on lifting reservations to the 1951 Convention. In South Africa, a UNHCR-initiated project was launched to address the backlog of around 150,000 individuals in the Government's refugee status determination (RSD) appeal process. In Zambia, UNHCR also continued to invest in RSD and refugee

law training with 50 Zambian government officials trained in border areas of the DRC.

With registration and identity management a cornerstone of UNHCR's protection response, UNHCR ensured the pre-registration of 5,000 new CAR asylum-seekers in the DRC to quickly move them away from unsafe border areas. In Mozambique, an identification card distribution campaign expanded the protection environment and guaranteed the freedom of movement of the over 23,693 refugees and asylum-seekers residing there and in the Republic of the Congo: with the assistance of UNHCR, the Government issued 8,939 refugee identity cards and 1,508 temporary resident permits to refugees and asylum-seekers. In Zimbabwe, UNHCR supported the Government in the issuance of civil status documentation including identification cards and birth certificates to 65,095 Zimbabweans affected by Tropical Cyclone Idai to ensure continued access to basic social services.

In total, the Southern Africa region presented 87 pledges—69 by States

and 18 by non-State actors—at the Global Refugee Forum. Most of the pledges centered around improving protection capacity (24), providing solutions (17) and improving access to livelihoods (8).

### Responding with lifesaving assistance

In 2019, UNHCR strengthened emergency preparedness and enhanced partnerships following cyclical emergencies in the DRC and large-scale displacements in Malawi, Mozambique and Zimbabwe as a result of Tropical Cyclone Idai. As part of the collective UN system-wide response, UNHCR deployed emergency teams to the three affected countries, and swiftly airlifted shelter and core relief items from global stockpiles to assist vulnerable cyclone survivors.

Cash, along with other assistance and services anchored in national systems, was an integral element of UNHCR's protection and solutions strategy. Operations in South Africa and Zambia used cash as a vehicle for the financial inclusion of refugees. In South Africa, UNHCR and partners supported improved access to social grants for 316 refugees, and 1,049 refugees and asylum-seekers received cash assistance for food, transport, household and hygiene items, accommodation, shelter and funeral costs.

In areas where cash could not be distributed, UNHCR prioritized core relief items and shelter. In the DRC, UNHCR provided 23,619 IDP households and vulnerable members of the local population with core relief item kits. UNHCR built 6,494 shelters and provided shelter assistance to 87,576 IDPs. UNHCR also built and rehabilitated shelters for 5,777 Burundian refugees and assisted 112 Central African refugee and Congolese host community households with relief items after flooding destroyed shelters, farmlands and basic social infrastructure.

In Malawi, with additional land granted by the Government for the expansion of Dzaleka refugee camp, UNHCR constructed shelters for 320 families. In Mozambique, UNHCR conducted core relief item distributions of sanitary napkins and soap to women and girls of reproductive age. In the Republic of the Congo, UNHCR constructed 790 permanent and 300 temporary shelters, 180 blocks of latrines and showers and school class buildings to respond to the influx of Congolese asylum-seekers, and distributed essential household items to 2,000 families.

### Seeking durable solutions for protracted refugee situations

Pending the availability of durable solutions, UNHCR enhanced collaboration with development actors to bridge the gap between humanitarian and development efforts, and to ensure that refugees, particularly those living in poverty, could access livelihood opportunities.

Livelihood interventions in the region, mainly in agriculture, enabled beneficiaries to increase their income and savings, and meet their basic needs such as food, education, health and shelter. In Malawi, 450 people of concern benefitted from the support provided to the poorest and most vulnerable refugee and host community households through the Graduation Approach. In Angola's Lóvuá settlement, a comprehensive livelihood strategy was developed with WFP, with a focus on building refugee resilience and self-reliance. Under the strategy, the Government provided access to land and UNHCR supported 400 refugee farmers with seeds, farming tools and training. Elsewhere in the region, UNHCR's advocacy for access to land to help people of concern feed themselves in the short and medium term and become self-reliant in the longer term, had some success. In Zimbabwe, the



Government allocated an additional 25,000 hectares of land to refugees for agriculture, and during the Global Refugee Forum, Governments such as Eswatini, Namibia and Zambia, all pledged to support refugee self-reliance through the provision of agricultural land.

Following the signing of a tripartite agreement with the Governments of the DRC and the CAR, UNHCR facilitated the voluntary repatriation of over 3,000 refugees from the DRC to the CAR. Following the signing of a tripartite agreement between UNHCR, the DRC and Angola, over 17,000 Congolese refugees were assisted to voluntarily return with cash assistance as part of their return package. In the Republic of the Congo, UNHCR facilitated the return of 6,216 refugees in safety and dignity to the CAR.

The Office also continued to advocate for resettlement opportunities. UNHCR submitted 3,861 cases and a total of 1,342 resettlement departures took place to Australia, Canada, Finland, Sweden and the United States of America. However, resettlement is increasingly becoming an option only for a very limited number of the most vulnerable refugees.

### Ensuring protection, assistance and solutions in internal displacement contexts

UNHCR's response to internal displacement in 2019 focused on the coordination of protection and shelter/NFI clusters, protection monitoring, peaceful coexistence projects, prevention and response to SGBV, as well as community empowerment. These approaches were put into practice in two significant, but quite different emergency contexts: that of continued, conflict-induced displacement in the DRC, and the response to Tropical Cyclone Idai.

Focusing on eastern DRC, UNHCR adopted a mutually reinforcing three-pronged approach to tackle cyclical displacement. The approach included strengthening and formalizing UNHCR's role in rapid response; expanding its protection work in prevention, community-based approaches, resilience, and social cohesion; and investing in durable solutions.

As an example of community-based approaches and durable solutions, in North Kivu Province, UNHCR established 16 hectares of communal fields, helping IDPs gain access to agricultural land and contributing to solutions for almost 10,000 IDPs. UNHCR also included host communities in its programming, reinforced local protection structures, and promoted peaceful coexistence, access to justice (for example, in case of disputes over land and property, which were a major cause of conflict in the DRC), and the participation of IDPs in decision making. UNHCR's support to community protection structures and the strengthening of community complaints mechanisms greatly contributed to improving dialogue with local authorities on the protection of displaced people, and the involvement of IDPs in identifying solutions to their problems.

UNHCR also developed a data matrix for humanitarian actors and other service providers, which contributed to the mobilization of multi-sectoral assistance for 230,000 IDPs across 51 sites.

As Protection Cluster co-lead within the inter-agency response to Tropical Cyclone Idai in Malawi, UNHCR coordinated closely with the authorities and partners to ensure protection was mainstreamed throughout the response, including through preventing and responding to SGBV, as well as sexual exploitation and abuse. UNHCR also provided core relief items to tens of thousands of affected people.

In Beira, Mozambique, 104 protection focal points were empowered by UNHCR to facilitate peer sensitization on protection-related issues; strengthen community structures; identify protection risks, capacities and solutions; and refer protection cases to relevant actors.

During 2019, UNHCR's protection monitoring programme in the DRC was reinforced, with an added emphasis on quality of analysis, dissemination practice, and more effective use of monitoring for advocacy purposes. In 2019, a total of 31,581 protection incidents were identified and followed up on through legal support, medical assistance, temporary accommodation, cash assistance and other means.

UNHCR also strengthened its community-based protection work. A range of complementary community-based protection methodologies and tools were used in communities at heightened risk of displacement, and in displaced and hosting communities, including accompaniment of community-based protection structures, quick impact projects, technical support to local authorities and community leaders, and distribution of multi-purpose cash

assistance for women at risk of sexual exploitation or negative coping mechanism.

### Reducing and preventing statelessness

Advocacy efforts targeting the DRC and the Republic of the Congo to ratify the 1954 and 1961 Conventions resulted in the DRC submitting two draft laws on accession to the 1954 and 1961 Statelessness Conventions in 2019. The Governments of Malawi, Zambia and Zimbabwe committed to acceding to the 1961 Convention on the Reduction of Statelessness.

The High-Level Segment generated 53 pledges from 13 countries in the region to end statelessness by 2024. The Republic of the Congo, Eswatini and Zimbabwe adopted national action plans to end statelessness that provide for nationality law reform, and in the case of Eswatini, for the removal of gender discrimination from the nationality law. In Malawi, the Citizenship Act was amended to help ensure that both men and women have equal citizenship rights when married to Malawians. In Mozambique, the Government submitted a pledge at the Global Refugee Forum to undertake a comprehensive study on persons at risk of statelessness.

### Congolese refugees lend a hand to Cyclone Idai survivors

In a strong show of solidarity, refugees supported the humanitarian response to Cyclone Idai in Mozambique.

Responding to a call by UNHCR for volunteers to help with emergency response activities, Kinga and Kevin, two refugees, volunteered to help those affected by the storm in the port town of Beira, Mozambique.

**"I was protected in Mozambique when I needed help and now, I am giving a hand to those who received me"**  
—Kinga, Congolese refugee in Mozambique.

Every day, Kinga and Kevin joined UNHCR, other aid agencies, and the Mozambican authorities to support response activities in the town. These included the registration of cyclone survivors living in improvised shelters, their relocation to more secure settlements and allocation of tents and distribution of core relief items like solar lamps, kitchen sets and blankets.



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## WEST AND CENTRAL AFRICA



A Malian Tuareg refugee in Burkina Faso brings his goats back to Goudoubo camp.

### Safeguarding access to protection and asylum

UNHCR supported West African countries' efforts to strengthen their national asylum systems, with significant improvements in Guinea, Guinea-Bissau and Togo, while new decrees and legislation await parliamentary endorsement in Benin, Burkina Faso, Côte d'Ivoire, Mali, Nigeria, Senegal and Sierra Leone. UNHCR also rolled-out its Biometric Identity Management System in Burkina Faso, Cameroon, the CAR, Chad, Gabon, Guinea, Mali, Niger and Nigeria, resulting in the biometric enrollment of 130,631 individuals in 2019. In Burkina Faso, UNHCR contributed to the issuance of over 76,000 birth certificates, 15,000 nationality certificates and over 7,000 national identity cards to displaced populations and their hosts in 2019, helping thousands at risk of statelessness.

Refugees and migrants on the move across West and Central Africa continued to be exposed to severe protection risks such as SGBV, arbitrary detention, torture and human trafficking, as well as attacks by armed groups. In addition to its work to strengthen asylum systems in the region, UNHCR and its partners provided meaningful alternatives to onward movements, including through UNHCR's Emergency Transit Mechanism (ETM) in Niger, which secured the evacuations of 878 refugees from Libya to Niger in 2019.

### Responding with lifesaving assistance

Refugee and IDP women and children were disproportionately affected by violence and exploitation, including SGBV, for which UNHCR prioritized specialized services such as medical and legal assistance, safe spaces for refugee women and psychosocial support.

Due to the pervasive insecurity across the region and the many attacks on schools, UNHCR advocated for an increase in educational facilities and alternative learning solutions. Over 110 additional classrooms were constructed or renovated in 2019. In Chad, the "Can't Wait to Learn" project engaged locally-based education stakeholders, community-based organizations and international software developers to produce a Ministry of Education-approved curriculum accessible on tablets, providing an opportunity for refugee children to work towards primary certification even where no teachers or schools were accessible. In 2019, UNHCR was able to respond to the educational needs of 3 million refugee and IDP children in West and Central Africa, with 736 refugees awarded DAFI scholarships and 22 graduates employed by the United Nations Volunteers.

The discrimination and abuse faced by LGBTI asylum-seekers was a key concern, with an analysis of their specific needs undertaken, including a mapping of existing support mechanisms and gaps to inform UNHCR's approach to this issue.

Faced with increasing security challenges hindering its access to people of concern, UNHCR scaled up the use of cash assistance for the provision of shelter and NFIs and other basic needs, particularly in the Sahel and the Lake Chad Basin, thus facilitating the socioeconomic inclusion of forcibly displaced populations and contributing to strengthening local markets and services. In 2019, over \$11 million worth of cash assistance was distributed, representing over 9% of UNHCR's operational response in 2019, a 6% increase compared to 2018. UNHCR also engaged with governments and development partners in the region to foster stronger linkages between its cash

interventions and the existing national social protection schemes and safety-net programmes.

In line with this inclusive approach and given that all refugees have access to public health systems in the West and Central Africa region, UNHCR worked towards increasing their enrolment in health insurance schemes by covering their insurance premiums. However, major gaps persisted, with limited numbers of health personnel trained in emergency response and in case detection and management, as well as inadequate treatment units, particularly in remote areas hosting refugees and IDPs in Burkina Faso, Cameroon, the CAR, Chad, Mali, Niger and Nigeria.

### Seeking durable solutions for protracted refugee situations

UNHCR operations in the region made over 4,133 resettlement submissions, including for 1,261 for refugees evacuated from Libya through the ETM in Niger, while over 1,246 departed to resettlement countries in 2019. However, with only around 2,800 resettlement places available in 2019, the demand for resettlement opportunities in West and Central Africa considerably exceeded existing opportunities.

UNHCR also explored opportunities for local integration in 2019. The Governments of the Gambia and Guinea-Bissau granted citizenship to more than 5,000 refugees, and in Ghana and Togo, UNHCR engaged with the respective governments on the possibility of providing long-term residence permits to refugees.

Close to 19,800 refugees were repatriated with UNHCR's support across the region, mostly to the CAR (around 12,400 facilitated returns), Mali (3,770), Chad (300),



and Côte d'Ivoire, where over 3,200 people voluntarily returned, in line with the 2018 roadmap for return and reintegration.

Some 416,000 IDPs also returned to their areas of origin in the Far-North region of Cameroon, the CAR, Mali and Nigeria. While reintegration progressed in the CAR, Chad and Côte d'Ivoire, the deteriorating situation in northern and central Mali was less conducive for sustainable return.

### Ensuring protection, assistance and solutions in internal displacement contexts

The number of IDPs in West and Central Africa reached 5 million by the end of the year, an increase of 30%. Given the rapid deterioration of the security situation across the Sahel, UNHCR scaled up its protection activities for IDPs through targeted assistance to the most vulnerable people including victims of SGBV, shelter and NFI distributions, cash assistance and support to education and health facilities in the main hosting areas. Building on the conclusions from the Regional Dialogue on Protection and Solutions held in Bamako in September 2019 with the Governments of Burkina Faso, Chad, Mali, Mauritania and Niger, UNHCR and partners activated seven clusters, including the UNHCR-led Protection and Shelter/NFI Clusters in Burkina Faso. In the CAR, UNHCR also led the Protection Cluster while co-leading the Shelter and CCCM Clusters, assisting 687,000 IDPs.

Given the severity of internal displacement, UNHCR was instrumental in assembling key actors to address the underlying policy and operational questions surrounding the issue. For example, UNHCR organized the Regional Protection Dialogue on the Lake Chad Basin in Abuja in January 2019, bringing together representatives from Cameroon, Chad, Niger and Nigeria, as well as key NGOs and UN sister agencies. Subsequently, an updated regional action plan was announced at the Global Refugee Forum in December. In March, with the Global Protection Cluster and the Economic Community of West African States (ECOWAS), UNHCR co-organized the West Africa Regional Exchange on Law and Policy to address internal displacement with the specific aim to share experiences on domestication and implementation of the Kampala Convention.

### Reducing and preventing statelessness

With over 1.65 million people estimated to be stateless or at risk of statelessness, reducing and preventing statelessness was an integral part of UNHCR's strategy in West and Central Africa.

Since the adoption of the Abidjan Declaration on the Eradication of Statelessness in February 2015 by all Member States of ECOWAS, 12 of its 15 States have now ratified both UN Statelessness Conventions and nine have established national action plans to resolve and prevent statelessness.

Among other initiatives, UNHCR supported birth registration campaigns in Burkina Faso, Côte d'Ivoire, Mali and Niger. Sierra Leone removed gender discrimination provisions from its nationality laws which prevented mothers from passing nationality on to their children and Liberia pledged to follow suit in 2020.

At the October 2019 High-Level Segment on Statelessness, of the 21 countries covered by the Regional Bureau, 17 States made 69 pledges for action against statelessness, along with commitments from ECOWAS and the Economic and Monetary Community of Central Africa. Building on these

achievements, UNHCR continued its advocacy for the ratification of the 1954 Convention and supported the development of national-level mechanisms to prevent statelessness in the region.

In December 2019, the first edition of a francophone course on nationality and statelessness organized by UNHCR and the Catholic University of Central Africa, was launched in Yaoundé, attracting significant attention including from academia and the media. 35 high-level participants, including members of parliament as well as academics and humanitarian actors participated.

### Delivering through partnerships



#### MADE51 initiative expanding to Niger



"We have learnt to think outside the box, to be creative and to transform simple objects into beautiful pieces of jewelry."

—Sidi, a Tuareg artisan, during a MADE51-organized design workshop in Niger in November 2019.

Bringing beautiful, refugee-made products to the global market, MADE51 is one of UNHCR's flagship initiatives and represents a commitment to working in new ways with new partners.

It connects refugee artisans with social enterprises, and with international buyers. MADE51 is implemented in collaboration with the World Fair Trade Organization, with pro-bono input from leading private sector companies.

Recognizing the enormous potential of the artisanal sector to Tuareg refugees, whose culture is deeply tied to craftsmanship, with the support of the EU Trust Fund for Africa, UNHCR began expanding MADE51 in 2019 beyond Burkina Faso, where hundreds of refugees are actively earning a living through their craft. Refugees in countries across the Mali situation—refugees like Sidi—are now benefitting from the opportunities MADE51 can bring, attending trainings, working with fellow artisans, and making new contacts.

## OPERATIONAL HIGHLIGHTS ON THE IMPLEMENTATION OF THE GLOBAL COMPACT ON REFUGEES

### East and Horn of Africa and the Great Lakes

In Kenya, the Garissa Integrated Social-Economic Development Programme (GISED) seeks to strengthen the humanitarian-development nexus, allowing for sustainable growth in Garissa County. The programme, which was developed in 2019, builds on a multi-stakeholder approach to enhance investments and support socioeconomic opportunities for refugees and host communities, with a focus on protection, access to education, health and other basic and social services, self-reliance, environmental protection, sustainable energy solutions and institutional capacity. The GISED identified a number of flagship projects to address key challenges affecting both refugees and host communities and will aim to drive Garissa's social and economic transformation with the inclusion of refugees.

Area-based comprehensive responses were an integral part of UNHCR's operations in 2019, ensuring refugee and host-community inclusion in the context of UNHCR's humanitarian response. In Ethiopia, UNHCR developed specific advocacy products to catalyze partner investments in refugee-hosting areas, leading to concrete examples of inclusion, such as by the Tigray Regional State, which ensured prioritization in local government plans and led to four schools in host communities that refugees attend being rehabilitated. UNHCR also supported the Government of Ethiopia in developing

databases to link refugees to economic opportunities in refugee-hosting areas, as part of the Ethiopia Economic Opportunities Programme, the first Government initiative targeting economic inclusion of refugees and development of host regions.

In January 2019, the parliament of Ethiopia adopted a revised refugee law, providing for increased rights to refugees. UNHCR supported the Government to develop the law and is promoting arrangements and guidelines for the issuance of work permits and other documents for refugees in the coming years.

### Southern Africa

The New Finance Bank, a subsidiary of My Bucks Banking Corporation, in Dzaleka camp, Malawi, opened more than 7,500 accounts for people of concern in 2019, stimulating micro-businesses and other entrepreneurial activities. In addition, My Bucks also began facilitating financial inclusion of refugees in Maratane refugee camp in Mozambique.

In Malawi, Zambia and Zimbabwe, the Poverty Alleviation Coalition, a global coalition of 15 organizations convened by UNHCR to help alleviate poverty for refugees and host communities, is scaling up the Graduation Approach that benefitted 11,500 refugee and host community members in the three countries. The Governments of Mozambique, Namibia and Zimbabwe also made pledges at the Forum on scaling up livelihoods through the provision of arable land to refugees.

### West and Central Africa

In Cameroon, a support plan for host communities was formulated to ensure inclusion of CAR refugees in development

programmes in the most affected areas. A cost-sharing agreement between the Government and UNHCR provided public health care to CAR refugees, and discussions were initiated in 2019 to explore the possibility of expanding this arrangement to urban refugees. The Government also partnered with the ILO and UNHCR to facilitate refugees' access to the job market by including them in the national labour programme, implemented by the national employment fund.

In Chad, the Government committed to increasing the capacity of universities in refugee-hosting areas by 10%, to deliver work permits more systematically and to revise the legal framework to increase refugees' land access to enhance their self-reliance through more sustainable income-generating activities. Chad has also demonstrated a clear commitment to the Compact's objective of enhancing refugee self-reliance by integrating refugees more systematically into its national development plan and by promoting a "villagization approach," which aims to integrate refugee settlements within local municipalities, with the aim of reaching the target of fewer than 50% of refugees living in camps by 2023. Four additional refugee camp schools were accredited by the Chadian Government and are now considered national schools, alongside the 108 others accredited in 2018.

## CONSEQUENCES OF UNDERFUNDING

With only 49% of funding needs met in the Africa region in 2019, the consequences of underfunding were many and varied, and seriously affected the delivery of protection and assistance to people of concern. This meant the region had to continue

prioritizing lifesaving interventions. Activities aiming at self-reliance suffered from lack of funding; too often returns could not be adequately supported; and too many people remained stateless. Despite continued population displacements, coordinated assistance to refugees suffered as well, with none of the regional refugee response plans adequately funded. Percentages of funding ranged from 46% for the Nigeria RRP to 22% for the DRC RRP.

### East and Horn of Africa and the Great Lakes

Emergency response and core relief items were critically underfunded, with refugees who had access to adequate dwellings averaging 48%. Support to survivors of SGBV and unaccompanied children among other persons at heightened risk was limited by available funding. High malnutrition rates caused by food ration cuts remained a matter of grave concern, as well as low access to sanitation.

Limited support to livelihood activities to contribute to refugees' self-reliance led to negative coping mechanisms, compounding protection risks. Overcrowded classrooms averaging 1:130 children per class, low access to education at 54% with critically low enrolment at secondary school, particularly for girls, and limited access to vocational training were concerns.

### Southern Africa

Operations reported challenges in promoting self-reliance and livelihood interventions to people of concern due to lack of sufficient resources. In Malawi, 70% of people of concern lived below the poverty line but only 2% had access to livelihood interventions. In the DRC, lack of livelihood support hindered not only the self-reliance of people of concern but also peaceful coexistence with local



communities. In the Republic of Congo, livelihood opportunities were required for 30,000 refugees and asylum-seekers dependent on food assistance.

Lack of resources also affected delivery of education. In Malawi, only half of 9,806 school-age refugee children had access to education. In Mozambique, cyclone damage meant schools had limited capacity to absorb displaced children, while facilities in camps in Malawi and Zambia all needed repair, maintenance and expansion.

Several operations, including Angola, the DRC, Malawi and Zambia experienced chronic shortages of food for camp-based refugees. In Malawi, worsening food shortages affected 44,000 refugee and asylum-seekers in Dzaleka refugee camp as food rations provided by WFP were halved due to insufficient funding, resulting in negative coping mechanisms.

In Mozambique, UNHCR faced significant challenges responding to the needs of approximately 250,000 cyclone-affected people, including IDPs. Heightened protection risks, particularly for women and children, including increased risk of gender-based violence, exacerbated the situation.

In Zimbabwe, lack of sustainable cooking energy sources led to deforestation in areas surrounding the Tongogara refugee camp, resulting in greater risk of SGBV for women and girls collecting firewood.

### West and Central Africa

Underfunding affected assistance and solutions programmes across the region, with significant unmet needs in education, shelter, WASH and core relief items causing hardships for vulnerable IDPs and refugees in the Sahel region. 55% of core relief item needs remained underfunded, with only 37,500 households receiving them, leaving thousands of refugees and over 3 million

IDPs deprived of basic assistance, many of whom consequently resorted to negative coping mechanisms including child labor.

In Burkina Faso, humanitarian assistance covered only about 52% of shelter needs and 48% of needs in SGBV prevention and response. In Mali, only 7% of refugees received cash to cover their priority needs, and more than 49% of shelter needs remained unmet. In Niger, the relocation of over 4,500 Malian refugees, and a further 10,000 in Diffa could not be carried out due to funding constraints.

Limited access to self-reliance opportunities exposed people of concern to SGBV in all its forms. Lack of funding for biometric registration hindered the access of out-of-camp Nigerian refugees in Cameroon to public health care and education services. The same held true in Mali and Niger, where refugees were excluded from national socioeconomic systems and funding limitations affected their access to health and education.

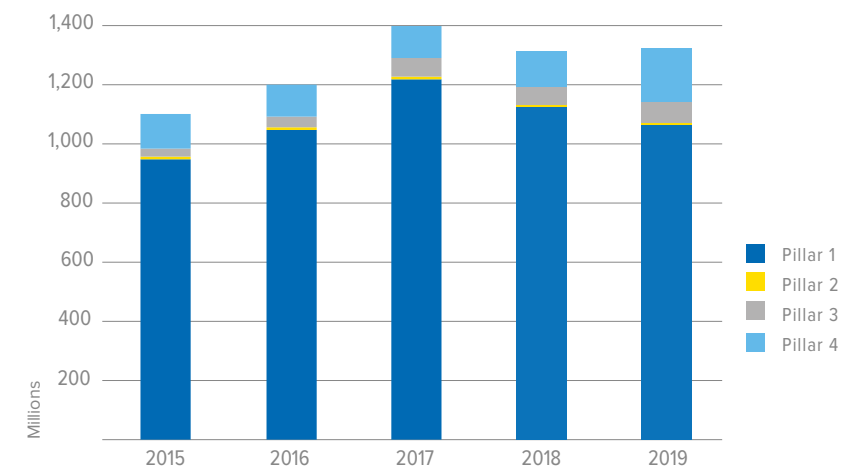
UNHCR was also forced to limit its efforts to enhance resilience and solutions. In Ghana, UNHCR was unable to support self-reliance projects, despite a planned transition away from care and maintenance activities, leading to many refugees living in abject poverty and finding themselves in a worse situation than at the beginning of 2019. In Côte d'Ivoire, only 20% of the most vulnerable returnee households were provided with very basic shelter assistance, insufficient to cover their reintegration and protection needs. In Cameroon, many requests for assistance for voluntary repatriation were not met, and in Mali, 95% of returnees did not receive any form of assistance. Natural resource and energy interventions were also significantly affected in Burkina Faso, Cameroon, Chad and Niger, despite the pre-existing scarcity of natural resources available.

Across the region, millions of stateless persons and persons at risk of statelessness continued to live in precarious conditions along border regions. With more funding, UNHCR could

have worked with governments on legislative reforms and sought to identify populations at risk of statelessness, while also supporting digitized birth registration.

## FINANCIAL INFORMATION

### EXPENDITURE IN AFRICA 2015-2019 | USD



### SOURCE OF EXPENDITURE FOR AFRICA

SOURCE OF EXPENDITURE		USD   thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	91,197	7%	40%
	Unearmarked	50,002	4%	35%
Voluntary contributions	Earmarked	693,218	52%	27%
	Softly earmarked <sup>1</sup>	250,051	19%	47%
	Unearmarked	163,007	12%	31%
	In-kind	6,972	1%	22%
Programme support costs		17,644	1%	8%
Other income <sup>2</sup>		49,234	4%	30%
<b>TOTAL</b>		<b>1,321,325</b>	<b>100%</b>	<b>30%</b>

Notes:

<sup>1</sup> Includes contributions earmarked at the regional, subregional, situation or thematic level.

<sup>2</sup> Includes miscellaneous income, prior year adjustments and cancellations and other internal transfers.

## BUDGET AND EXPENDITURE IN AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
<b>CENTRAL AFRICA AND THE GREAT LAKES</b>								
Burundi	Budget	46,825,982	12,017	2,000,000	2,086,596	50,924,595		
	Expenditure	22,277,896	-	-	78,382	22,356,278		
Cameroon	Budget	68,043,297	478,282	-	21,670,004	90,191,583		
	Expenditure	36,372,720	103,041	-	9,196,563	45,672,325		
Central African Republic	Budget	9,790,969	20,000	14,102,915	18,686,116	42,600,001		
	Expenditure	7,210,125	6,920	9,303,677	13,432,863	29,953,585		
Congo, Republic of the	Budget	23,460,164	1,250,599	-	2,158,222	26,868,985		
	Expenditure	12,232,460	369,309	-	504,642	13,106,411		
Democratic Republic of the Congo Regional Office <sup>1</sup>	Budget	97,478,820	1,056,962	10,634,182	46,696,885	155,866,849		
	Expenditure	58,079,631	262,905	7,652,771	43,658,063	109,653,370		
Rwanda	Budget	100,101,244	-	2,650,000	-	102,751,244		
	Expenditure	40,430,484	-	1,416,160	-	41,846,644		
United Republic of Tanzania	Budget	123,859,806	-	2,182,815	-	126,042,621		
	Expenditure	46,420,737	-	1,425,439	-	47,846,176		
SUBTOTAL	Budget	469,560,282	2,817,860	31,569,912	91,297,824	595,245,878	22%	
	Expenditure	223,024,052	742,175	19,798,047	66,870,514	310,434,789	23%	52%
<b>EAST AND HORN OF AFRICA</b>								
Regional Bureau for the East and Horn of Africa and the Great Lakes	Budget	3,294,449	-	-	-	3,294,449		
	Expenditure	2,235,395	-	-	-	2,235,395		
Regional activities for the East and Horn of Africa and the Great Lakes	Budget	2,647,659	-	-	-	2,647,659		
	Expenditure	204,081	-	-	-	204,081		
Chad	Budget	123,727,254	1,054,253	2,425,000	3,177,506	130,384,013		
	Expenditure	66,771,054	513,626	251,534	1,441,358	68,977,572		
Djibouti	Budget	16,925,148	-	-	-	16,925,148		
	Expenditure	7,680,364	-	-	-	7,680,364		
Eritrea	Budget	9,728,288	-	-	-	9,728,288		
	Expenditure	2,450,421	-	-	-	2,450,421		
Ethiopia	Budget	310,809,537	-	7,000,000	28,700,322	346,509,859		
	Expenditure	127,073,205	-	555,133	14,381,422	142,009,760		
Ethiopia UNHCR Representation to the AU and ECA	Budget	4,135,551	-	-	-	4,135,551		
	Expenditure	3,321,419	-	-	-	3,321,419		
Kenya	Budget	169,415,073	555,990	-	-	169,971,062		
	Expenditure	99,701,462	238,622	-	-	99,940,084		
Kenya Regional Support Hub	Budget	8,464,458	-	-	-	8,464,458		
	Expenditure	7,820,784	-	-	-	7,820,784		
Somalia	Budget	34,261,076	-	112,636,247	36,394,302	183,291,625		
	Expenditure	12,938,006	-	27,537,036	26,197,198	66,672,239		
South Sudan	Budget	107,752,839	1,156,964	12,000,000	31,273,540	152,183,344		
	Expenditure	89,266,895	531,712	2,563,800	22,307,739	114,670,145		
Sudan	Budget	221,498,759	2,820,954	21,949,236	22,442,193	268,711,143		
	Expenditure	61,257,392	904,023	3,805,874	10,984,802	76,952,091		
Uganda	Budget	386,000,000	200,000	-	-	386,200,000		
	Expenditure	159,511,474	69,068	-	-	159,580,542		
SUBTOTAL	Budget	1,398,660,091	5,788,161	156,010,483	121,987,863	1,682,446,598	63%	
	Expenditure	640,231,951	2,257,051	34,713,377	75,312,519	752,514,898	57%	45%



## BUDGET AND EXPENDITURE IN AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
<b>SOUTHERN AFRICA</b>								
Regional Bureau for Southern Africa	Budget	2,941,881	-	-	-	2,941,881		
	Expenditure	2,333,930	-	-	-	2,333,930		
Angola	Budget	23,206,892	-	-	-	23,206,892		
	Expenditure	12,751,269	-	-	-	12,751,269		
Malawi	Budget	13,194,964	-	-	2,197,091	15,392,055		
	Expenditure	8,842,095	-	-	1,608,350	10,450,445		
Mozambique	Budget	5,830,197	117,973	-	3,111,623	9,059,794		
	Expenditure	3,867,193	93,828	-	2,085,260	6,046,281		
South Africa Regional Office	Budget	25,189,536	1,110,311	-	-	26,299,847		
	Expenditure	18,064,242	1,064,879	-	-	19,129,120		
Zambia	Budget	21,998,310	-	-	-	21,998,310		
	Expenditure	13,939,350	-	-	-	13,939,350		
Zimbabwe	Budget	7,720,481	285,006	-	3,404,003	11,409,490		
	Expenditure	7,146,549	204,319	-	1,974,114	9,324,982		
SUBTOTAL	Budget	100,082,262	1,513,290	-	8,712,717	110,308,269	4%	
	Expenditure	66,944,628	1,363,026	-	5,667,724	73,975,378	6%	67%
<b>WEST AFRICA</b>								
Regional Bureau for West and Central Africa	Budget	2,761,700	3,300	-	-	2,765,000		
	Expenditure	2,173,156	3,278	-	-	2,176,434		
Burkina Faso	Budget	18,030,041	436,361	-	12,047,849	30,514,251		
	Expenditure	13,053,748	222,071	-	6,752,547	20,028,366		
Côte d'Ivoire	Budget	7,078,136	6,431,205	3,088,491	-	16,597,833		
	Expenditure	3,841,354	4,146,049	1,755,474	-	9,742,878		
Ghana	Budget	7,697,082	-	-	-	7,697,082		
	Expenditure	5,733,794	-	-	-	5,733,794		
Liberia	Budget	11,041,618	-	-	-	11,041,618		
	Expenditure	7,831,328	-	-	-	7,831,328		
Mali	Budget	8,282,250	-	7,449,999	1,600,000	17,332,250		
	Expenditure	6,540,751	-	5,300,932	1,262,029	13,103,713		
Niger	Budget	68,952,051	916,541	-	14,306,824	84,175,416		
	Expenditure	57,460,534	547,826	-	8,355,597	66,363,957		
Nigeria	Budget	34,607,605	-	27,086,020	31,371,611	93,065,236		
	Expenditure	20,027,855	-	4,576,414	15,680,153	40,284,422		
Senegal Regional Office <sup>2</sup>	Budget	22,142,262	2,564,750	-	-	24,707,012		
	Expenditure	17,603,535	1,531,774	-	-	19,135,309		
SUBTOTAL	Budget	180,592,744	10,352,157	37,624,511	59,326,284	287,895,697	11%	
	Expenditure	134,266,057	6,450,998	11,632,820	32,050,326	184,400,200	14%	64%
TOTAL	Budget	2,148,895,380	20,471,468	225,204,907	281,324,688	2,675,896,442	100%	
	Expenditure	1,064,466,687	10,813,250	66,144,244	179,901,083	1,321,325,265	100%	49%

<sup>1</sup> Coordinates activities in the Democratic Republic of the Congo and in Gabon.

<sup>2</sup> Includes activities in Benin, Gambia, Guinea, Guinea-Bissau, Senegal, Sierra Leone and Togo.





## VOLUNTARY CONTRIBUTIONS TO AFRICA | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
United States of America	24,841,400		3,391,725	3,286,760	580,595,564	612,115,449
Germany	29,636,016	112,350		722,222	52,968,615	83,439,203
European Union	44,682,886		1,595,031		7,517,906	53,795,823
Central Emergency Response Fund	19,680,376		939,200	15,683,869	969,738	37,273,183
Denmark	17,044,435				12,778,512	29,822,947
United Kingdom of Great Britain and Northern Ireland	25,733,035				343,865	26,076,900
Japan	16,954,838		1,861,800	1,587,533	5,236,700	25,640,871
Sweden	1,054,649				17,994,678	19,049,327
France	6,199,336		1,136,364	2,862,216	3,555,114	13,753,030
Italy	5,736,575	608,646	1,385,011	1,752,900	2,930,634	12,413,767
Canada					11,551,020	11,551,020
UNO-Flüchtlingshilfe (National Partner in Germany)					10,205,186	10,205,186
Norway	6,612,010				3,472,722	10,084,732
Netherlands	8,213,168	223,465		155,150	143,000	8,734,783
Republic of Korea	3,134,666		2,400,000		2,314,000	7,848,666
España con ACNUR (National Partner in Spain)	1,359,276				6,196,765	7,556,041
Finland	1,112,347				6,071,188	7,183,535
Belgium	2,275,313			2,275,313	2,275,313	6,825,939
Private donors in Japan	4,477,660				1,009,660	5,487,320
Switzerland					5,022,105	5,022,105
Country-based pooled funds				3,019,800	1,696,908	4,716,708
Ireland	1,624,292				2,474,156	4,098,449
USA for UNHCR	1,776,375			1,449,573	756,395	3,982,343
Private donors in the Netherlands	3,607,210				11,804	3,619,014
Spain	1,819,262			1,664,237	59,091	3,542,590
United Nations Peacebuilding Fund	466,667		181,480	168,316	2,041,422	2,857,885
United Nations-African Union Hybrid Operation in Darfur	1,241,738			1,110,426		2,352,163
Luxembourg	261,506				2,039,749	2,301,255
UN-Habitat	2,209,438					2,209,438
Czechia	2,206,111					2,206,111
WFP	1,885,084				222,392	2,107,476
Spotlight Initiative to eliminate violence against women and girls	1,586,396					1,586,396
African Development Bank	1,559,623					1,559,623
Private donors in the United States of America	1,000,680				438,223	1,438,904
Private donors in Qatar	410,433				1,027,147	1,437,580
Private donors in Switzerland	636,890				686,713	1,323,602
Austria	1,228,593					1,228,593
Intergovernmental Authority on Development	1,115,074					1,115,074
Sudan	854,107					854,107
Australia for UNHCR	148,837				583,082	731,918
Private donors in Canada	198,798				368,923	567,721
Sweden for UNHCR	157				551,664	551,821
United Arab Emirates				503,000		503,000

## VOLUNTARY CONTRIBUTIONS TO AFRICA | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
UNAIDS	311,792				183,308	495,100
United Nations Trust Fund for Human Security	80,378			332,734		413,112
Private donors in Italy	209,517				174,583	384,100
Education Cannot Wait	320,837					320,837
Private donors in the Republic of Korea	280,219				20,986	301,205
UNDP	262,861					262,861
Private donors in China					181,438	181,438
Private donors in Kenya	105				142,479	142,584
One UN Fund					139,489	139,489
Angola					120,000	120,000
Private donors in Luxembourg	111,483					111,483
UNESCO					108,070	108,070
Japan for UNHCR	15,473				91,888	107,362
African Union					100,000	100,000
Private donors in the United Arab Emirates	20,000				78,158	98,158
Private donors in South Africa					97,685	97,685
Private donors in France					78,441	78,441
Nigeria					63,735	63,735
Private donors in Denmark					59,065	59,065
Malta	55,804					55,804
Equatorial Guinea	50,000					50,000
Private donors in Nigeria					49,872	49,872
Botswana					30,472	30,472
Azerbaijan					30,000	30,000
Fund to End Violence against Children					29,182	29,182
Private donors in Thailand					24,950	24,950
Private donors in Lebanon					19,850	19,850
South Africa					19,481	19,481
Private donors in Zimbabwe	14,000					14,000
Private donors in Singapore					12,896	12,896
UN Women	9,173					9,173
Private donors in Saudi Arabia					8,517	8,517
Private donors in Ghana					7,194	7,194
Private donors in Senegal					6,448	6,448
Private donors in Austria					2,271	2,271
Private donors in Kuwait					1,760	1,760
Private donors in Oman					1,209	1,209
Private donors in Egypt					1,071	1,071
Private donors in India					808	808
Private donors in Mexico					205	205
<b>TOTAL*</b>	<b>246,326,898</b>	<b>944,461</b>	<b>12,890,611</b>	<b>36,574,049</b>	<b>747,995,464</b>	<b>1,044,731,483</b>

\*Notes:

1 Contributions include 7% programme support costs.

2 Includes a total of \$27.5 million acknowledged in 2018 for activities with implementation in 2019 and excludes \$11.4 million acknowledged in 2019 for activities with implementation in 2020 and beyond.

3 Includes contributions earmarked to the situations for Burundi, Cameroon, the CAR, the DRC, Mali, Nigeria, Somalia and South Sudan.





# The Americas

“The Americas witnessed an alarming increase in forced displacement in 2019. With millions of people fleeing their countries in search of safety, the absorption capacity of receiving communities was increasingly challenged, asylum systems were overwhelmed, and xenophobia rose. As forced displacement in the region is expected to continue, a strong UNHCR presence and partnerships through coordinated responses are more needed than ever.”

—Renata Dubini, Director, Regional Bureau for the Americas



# MAJOR SITUATIONS OR OPERATIONS IN THE AMERICAS IN 2019



## BOLIVARIAN REPUBLIC OF VENEZUELA

In a year marked by domestic upheaval, close to 5,000 people a day left the Bolivarian Republic of Venezuela. This brought to nearly 4.5 million the number of Venezuelans who have sought refuge worldwide, most of whom were in Colombia, Ecuador and Peru.

In hosting countries, more than 2 million Venezuelans received regular stay permits or were granted asylum. Within the framework of the Regional Inter-Agency Coordination Platform, UNHCR provided lifesaving assistance in

border areas to new arrivals, supported access to basic goods and services, promoted peaceful coexistence with host communities, as well as access to fundamental rights, such as documentation, education and employment.

Under the leadership of UNHCR and IOM, seven national platforms were established, bringing together 130 partners across 16 countries under the Regional Refugee and Migrant Response Plan. These coordinated efforts facilitated the delivery of assistance to nearly 1.4 million refugees and migrants from the Bolivarian Republic of Venezuela.

Countries participating in the Quito Process continued joint efforts to promote regional initiatives and exchange good practices for the protection of Venezuelan refugees and migrants, as well as their inclusion in national policies and programmes.

### KEY RESULTS AND ACHIEVEMENTS

**\$8.5 million** distributed in cash assistance and voucher transfers, of which **\$5.7 million** was multi-purpose

**19,778** households received multi-purpose cash grants or vouchers for basic and domestic items

**48,294** people of concern received emergency shelter



## NORTH OF CENTRAL AMERICA

Violent crime, insecurity and economic hardship forced thousands of people to flee within and from the North of Central America (NCA: El Salvador, Guatemala, Honduras). With more than 469,300 refugees and asylum-seekers from the NCA registered globally by the end of 2019—a six-fold increase compared to 2014—and 320,000 IDPs in El Salvador and Honduras alone, all countries in Central America were affected as a point of origin, transit or destination for an increasing number of persons in need of international protection.

UNHCR strengthened community structures and resilience, provided lifesaving assistance and counselling services to displaced populations while in transit, and worked to strengthen asylum systems and integration capacities in host countries, particularly in border areas.

Under the MIRPS—the Comprehensive Regional Protection and Solutions Framework—people of concern enjoyed better access to legal and social protection, employment and education. For instance, close to 3,400 households received conditional cash grants for education in Mexico.

To respond to the needs of IDPs in El Salvador and Honduras, UNHCR implemented interventions in 55 communities benefitting some 24,000 people. In El Salvador, 400 households received cash transfers, including 63 young entrepreneurs and seven women-led community groups, benefitting approximately 70 people of concern.

**\$17.1 million** distributed in cash assistance and voucher transfers, of which **\$16.4 million** was multi-purpose

**72,412** people assisted through the Safe Spaces Network in Guatemala, including **4,000** children

**24,000** people of concern in 55 communities benefitted from community-based interventions in Honduras and El Salvador



## NICARAGUA

Political repression and economic hardship drove displacement from Nicaragua, with most people fleeing to neighbouring Costa Rica. Since the start of the country's socio-political crisis in April 2018, more than 71,500 Nicaraguans have sought international protection abroad.

UNHCR implemented cash and voucher transfer programmes and provided legal, psychological and social support, or livelihoods-oriented assistance.

**2,093** Nicaraguans received guidance on labour market opportunities in Costa Rica

**2,238** households received 3 months of multi-purpose cash transfers in Costa Rica



## COLOMBIA

In Colombia, clashes between illegal armed groups over territory and resources in border regions and the Pacific Coast led to large-scale displacement, confinements, the killing of community leaders and increased humanitarian needs.

These same groups restricted humanitarian access to affected populations, with the effects felt predominantly by indigenous people, Afro-Colombians and, increasingly, Venezuelans displaced abroad. The number of voluntary returns to

Colombia were also limited, with only 31 people assisted with cash transfers in 2019.

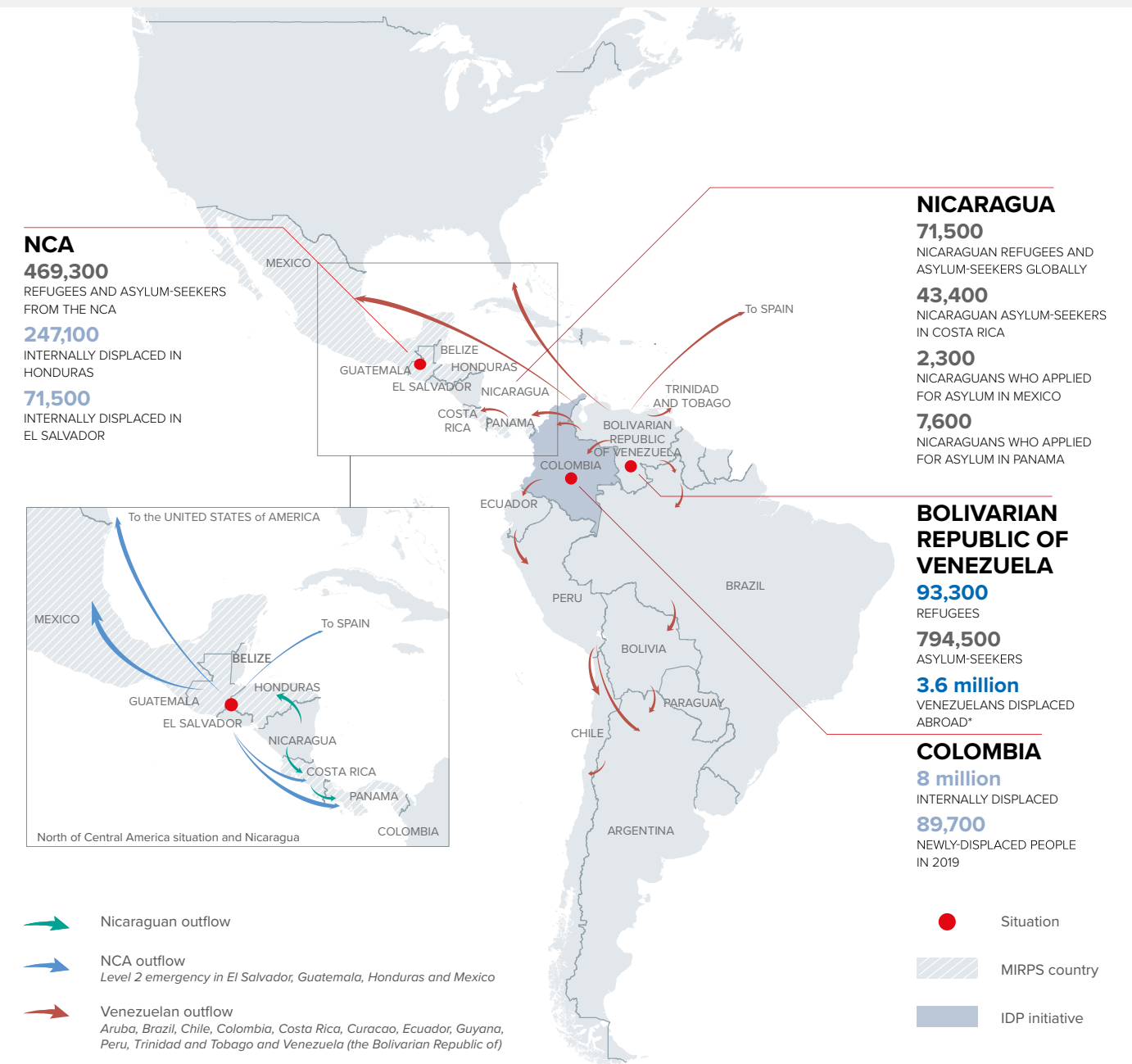
Over 89,700 people were forcibly displaced in 2019, bringing the total number displaced since the signing of the Peace Agreement to more than 400,000. UNHCR worked closely with newly-elected local and regional authorities to ensure the inclusion of IDPs in development plans. In Ecuador, more than 5,000 Colombian nationals sought asylum in 2019, at an average rate of some 400 asylum applications per month.

**100,000** IDPs and host communities received assistance for registration and documentation

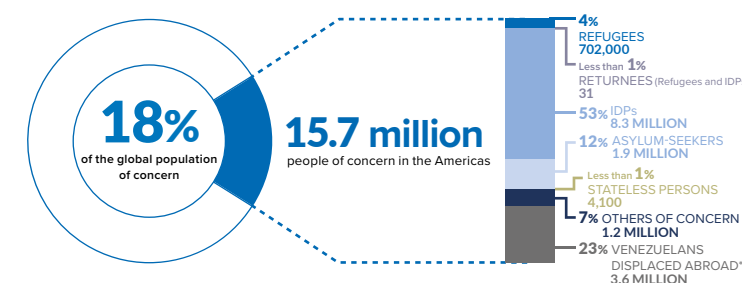
**16,125** IDPs and host community members received property titles in 13 formalized settlements

**2,450** newly displaced individuals received core relief items

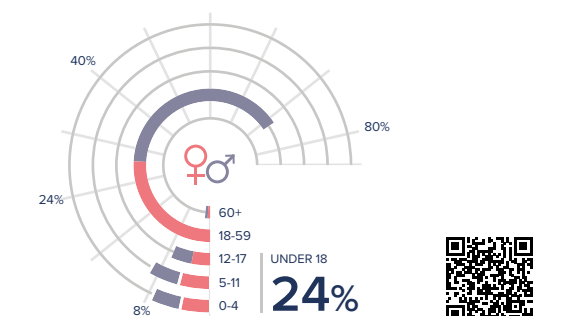
*Hundreds of thousands of people were on the move in the Americas in 2019 in search of safety and freedom from violence, persecution and widespread human rights violations. By the end of the year, some 4.5 million Venezuelans were displaced worldwide. In many of these countries, national capacities were largely exhausted and there was considerable social unrest in parts of the continent.*



### PEOPLE OF CONCERN IN THE AMERICAS



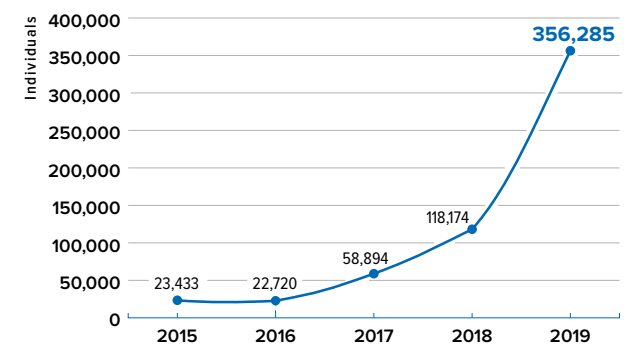
### AGE AND GENDER BREAKDOWN REFUGEES AND ASYLUM-SEEKERS



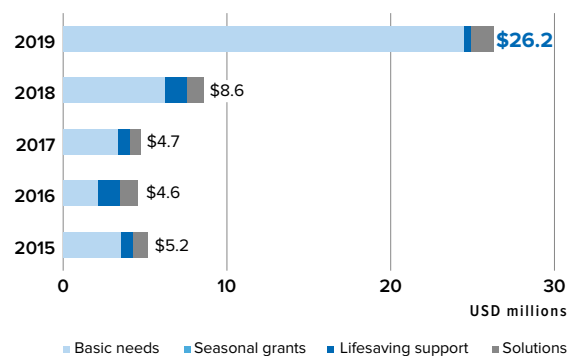
\*See footnote (6) in global populations of concern map

## ACHIEVEMENTS AND KEY RESULTS IN THE AMERICAS

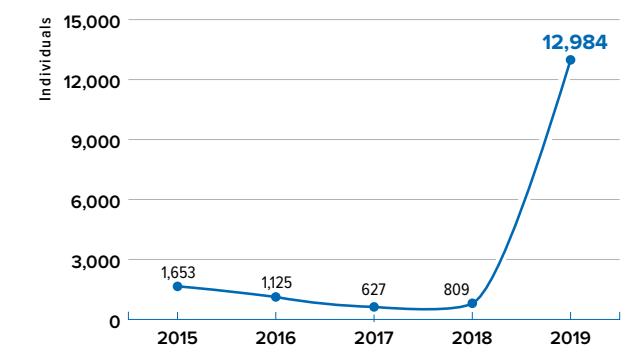
### APPLICANTS PROVIDED WITH INFORMATION ON GOVERNMENT STATUS DETERMINATION PROCEDURES
















### CASH ASSISTANCE BY SECTOR



### PEOPLE OF CONCERN PROVIDED WITH ENTREPRENEURSHIP TRAINING



\*Registration in the Americas is conducted for assistance and protection interventions, as well as mandate refugee status determination in the Caribbean. In all other cases, registration is the responsibility of the national authorities.

- 
**170,218\*** people of concern newly registered in proGres v4
- 
**45,959** individuals biometrically enrolled
- 
**2,000** border monitoring visits conducted and recorded
- 
**356,285** applicants provided with information on government status determination procedures
- 
**2,115** reported SGBV incidents for which survivors provided with a safe space, psychosocial counselling, or medical assistance
- 
**7,046** partner and government staff received training on child protection and children's rights
- 
**\$26.2 million** in cash assistance distributed
- 
**48,887** households received cash grants or vouchers for basic and domestic items (multi-purpose)
- 
**70,841** households received core relief items, including seasonal support
- 
**454** projects supporting peaceful coexistence and benefiting local and displaced communities implemented
- 
**12,984** people of concern provided with entrepreneurship training
- 
**9,965** people of concern advised on labour market opportunities
- 
**2,029** individuals submitted for resettlement by UNHCR

## KEY ACHIEVEMENTS AND IMPACT

### Safeguarding access to protection and asylum

Registration in the Americas is conducted for assistance and protection interventions, as well as mandate refugee status determination (RSD) in the Caribbean. PRIMES, UNHCR's own biometric tool, was rolled out in Aruba, Canada, the Dominican Republic, Ecuador and Guyana, bringing to 16 the number of countries using it across the region. More than 170,200 people were registered in PRIMES, with Ecuador and Guyana adopting it as their national registration tool for asylum-seekers. UNHCR supported the development of biometric registration and case management systems in Argentina, Costa Rica, Ecuador, Mexico, Paraguay, Peru, Uruguay and the Bolivarian Republic of Venezuela, thus strengthening national asylum systems and refugee commissions.

The refugee commissions of Argentina, Mexico and Uruguay improved their procedures to accelerate the recognition of Venezuelans as refugees. Brazil granted refugee status on a prima facie basis for Venezuelan nationals and Paraguay carried out group recognition of 700 Venezuelans in December 2019. In the Caribbean subregion, where most countries lacked asylum legislation and systems, UNHCR undertook registration and RSD. In Costa Rica and Mexico, new national registration offices were opened with UNHCR's support.

Across the region, people in transit—especially children, women, LGBTI persons or others at heightened risk—faced harsh conditions. With UNHCR's support, the Regional Safe Spaces Network provided humanitarian assistance and specialized services to some 50,000 people of concern, and produced a regional toolkit on

protection from exploitation and abuse, used to strengthen the capacity of 16,811 partner staff.

### Responding with lifesaving assistance

To respond to unprecedented numbers of refugees, asylum-seekers, internally displaced people and other people of concern moving across the region in dire conditions, UNHCR prioritized its response in border and transit areas, facilitating access to food and safe water, hygiene kits and other core relief items through direct assistance, as well as cash and voucher transfers for shelter. Through a network of support spaces and strengthened community mechanisms, the Office provided people of concern with essential information and lifesaving assistance.

Across the region, 48,887 vulnerable men and women received cash grants or vouchers for basic and domestic items. UNHCR launched its targeted cash assistance programme in Mexico in 2019, and 42,931 people there benefitted from multi-purpose cash transfers to cover the cost of food, domestic items, and housing and utility expenses. In Brazil, a similar initiative launched in June 2019 reached 3,667 people in 1,297 households, 94% of whom were Venezuelans.

With worsening shortages of food, medicines, basic supplies and public services in the Bolivarian Republic of Venezuela, community-centered programmes implemented by UNHCR and partners focused on those at heightened risk, such as children and people with medical conditions or disabilities. Solar lamps and jerry cans were among the 33,896 core relief items given to 79,584 people. With diverse community programmes, UNHCR and partners reached 495,687 individuals across 54 prioritized communities.

Regional Safe Spaces Network Toolkit





Through the Regional Inter-Agency Coordination Platform for refugees and migrants from the Bolivarian Republic of Venezuela, UNHCR supported a network of 152 support spaces in Brazil, Colombia, Ecuador and Peru, where more than 100,000 people a month received information, orientation and basic assistance to meet their most urgent needs. Across Colombia, information kiosks located in 30 sites provided more than 90,000 individuals with general orientation, information on asylum procedures, regularization of migratory status and other legal services and referrals to public services. An additional 20,300 people were sheltered, and 20,000 children had access to child-friendly spaces.

### Seeking durable solutions for protracted refugee situations

Pending durable solutions, to foster inclusion and promote access to livelihood opportunities, UNHCR organized six employment and entrepreneurship fora with the private sector in Brazil, Costa Rica, Ecuador and Panama. UNHCR initiatives with UNDP and UNCTAD, such as the Talento sin Fronteras (Talent Without Borders) in Panama or its collaboration with the Quito Municipality in Ecuador, proved to be effective public-private alliances that helped create employment opportunities for refugees.

As highlighted in the Brazil Plan of Action, cities and local authorities played a pivotal role in the socioeconomic inclusion of refugees and migrants. In Argentina, Bolivia, Chile, Paraguay and Uruguay, UNHCR worked with some 30 municipal authorities to foster refugees' integration. In addition, UNHCR along with the European Union, IOM and UN-Habitat launched a joint multi-year project to support inclusive

cities for Venezuelan refugees and migrants in Colombia, the Dominican Republic, Ecuador and Peru.

UNHCR supported two initiatives led by national authorities in Brazil and Mexico to relocate refugees, asylum-seekers and other people of concern within the country to promote inclusion and access to employment. In Brazil, more than 27,200 Venezuelans were relocated to 409 municipalities, while 5,200 were relocated to four cities in central and northern Mexico (Aguascalientes, Guadalajara, Monterrey and Saltillo).

In the region, 2,029 people were submitted for resettlement, including women or girls at risk, or survivors of violence and torture among others. With the support of the Emerging Resettlement Countries Joint Support Mechanism, Brazil implemented its first ever State-funded resettlement programme, focusing mainly on refugees from the NCA region. By the end of 2019, Argentina had admitted 443 Syrian refugees, the largest number among emerging resettlement countries.

### Ensuring protection, assistance and solutions in internal displacement contexts

The peace agreement between the Government of Colombia and the FARC—the Revolutionary Armed Forces of Colombia—continued to face difficulties. In parts of the country, notably border areas and the Pacific Coast, insecurity prevailed as a result of the reconfiguration of armed groups and growing social unrest. UNHCR supported 3,573 people of concern and 132 community-based organizations in the most displacement-affected regions, many from indigenous and Afro-Colombian communities.

As part of UNHCR's support to Colombia's special peace tribunal, more than 100 leaders

from Catatumbo, Chocó and Nariño were trained in accessing transitional justice mechanisms. UNHCR also facilitated dialogue and coordination between public oversight institutions, the Government and the Constitutional Court to ensure a coherent national response to internal displacement. As part of UNHCR's strategy to support the legalization of prioritized, informal peri-urban settlements, 13 settlements were legalized, and 16,125 people benefitted from property titles.

In El Salvador, with UNHCR assistance, the Government prepared, and later approved, a historic new law recognizing the rights of internally displaced populations and ensuring victims of forced displacement had access to protection and services.

### Reducing and preventing statelessness

Under the Towards Zero Statelessness mechanism, UNHCR actively engaged with States, partners and regional organizations to present pledges and commitments at the October 2019 High-Level Segment on Statelessness. Argentina, Belize, Colombia, Costa Rica, Guyana, Haiti, Panama, Paraguay, the United States of America and Uruguay presented 32 pledges aimed at eradicating statelessness in the region by 2024.

Furthermore, Argentina adopted comprehensive legislation to protect stateless persons, which included provisions for their naturalization. In Colombia, some 27,000 children born to Venezuelan parents are now acquiring Colombian nationality. The country also deposited instruments of accession to the 1954 Convention relating to the Status of Stateless Persons.

The Latin American and Caribbean Council for Civil Registration, Identity and Vital Statistics (CLARCIEV) held its annual meeting in Chile in September 2019, with support from UNHCR, the Organization of

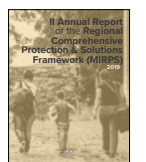
American States and its Universal Civil Identity Program in the Americas. CLARCIEV pledged to continue promoting universal birth registration, the issuance of identity documents, and action to prevent and resolve statelessness across the region. A comparative study on statelessness and late birth registration is now underway and is co-led by UNHCR, the Organization of American States and CLARCIEV.

### Operational highlights on the implementation of the Global Compact on Refugees

During 2019, seven Central American countries, all members of the Comprehensive Regional Protection and Solutions Framework, or MIRPS in Spanish, (including its newest member El Salvador), worked collaboratively to expand the inclusion of refugee and internally displaced people in national development plans. In Belize for instance, refugees and asylum-seekers were integrated in an education initiative resulting in 190 graduating from a State-led programme teaching English as a second language. In Panama, a labour integration programme, Talent Without Borders, was developed with UNHCR, resulting in 150 refugees and migrants, but also Panamanians, finding jobs.

In line with the MIRPS, additional steps were taken to strengthen asylum services across Central America. In Costa Rica, the Government decentralized its asylum services, allowing claims to be filed at border areas. In Mexico, the national asylum authority, COMAR, created a specialized registration directorate and opened new offices in strategic locations, such as Monterrey, Palenque and Tijuana, to address the growing number of people with international protection needs.

MIRPS II Annual Report



## Delivering through partnerships



### Responding to mixed movements in Brazil

The majority of the Venezuelan refugees and migrants in Brazil, who numbered 253,000 by November 2019, arrived through the Pacaraima crossing, in the state of Roraima.

One of the biggest challenges for UNHCR in Brazil was to voluntarily relocate refugees and migrants from Roraima, where capacities were stretched, to other states in the country.

The answer was the Interiorization Programme, created by the Government of Brazil with the support of UNHCR and other humanitarian actors. By the end of 2019, the Programme had relocated more than 27,200 Venezuelans to 409 municipalities across all five regions of Brazil, where possibilities for socioeconomic integration are greater.

Through Operação Acolhida (Operation Welcome), a partnership between the Government of Brazil and UNHCR along with over 100 partners including IOM, UNFPA, UNICEF, UN Women, civil society organizations and the private sector, a full range of services and benefits complement the relocation. These services provide protection and support, offering the chance of a new life to the most vulnerable Venezuelan refugees and migrants, either in Roraima or other states.

The agencies perform different roles across the three main pillars of the operation: border control and documentation, humanitarian assistance and shelter, and the interiorization strategy. This is an example of inter-agency coordination and partnership where different UN agencies including UNFPA, UN Women and UNICEF, in coordination with UNHCR and IOM, leverage their competence and strengths to support the displaced population as part of the Venezuelan Refugee and Migrant Response Plan.

“I was living on the streets of Boa Vista, looking for food. UNHCR provided me with shelter, and put me forward as a candidate for the Interiorization Programme. Two months later, I moved to Dourados (in the State of Mato Grosso do Sul). Now I have a job in a food company, and can rent a house and send money to my family in [the Bolivarian Republic of] Venezuela”.

—Daniel Andrade, 29, who, one year after moving to Dourados, was promoted to Supervisor Assistant.



© UNHCR/Luz Fernando Godinho

## CONSEQUENCES OF UNDERFUNDING

Given the number of people on the move across the Americas, UNHCR's presence in border areas was prioritized but underfunding prevented UNHCR from scaling up its presence at key border points such as Chuy (Uruguay), Guayaramerin (the Plurinational State of Bolivia) or Salta (Argentina). In Guatemala, additional capacity would have allowed new field offices to open in Esquipulas (covering the borders with Honduras and El Salvador) and Tecun Uman (covering the border with Mexico). Despite growing numbers of people fleeing Nicaragua, reduced financial support limited the ability to scale up UNHCR's border presence in Costa Rica.

Lifesaving assistance reached only the most vulnerable, prioritizing where possible

children, single-headed households, or individuals with severe medical conditions. In Peru, only 13.5% of households in need of assistance received cash transfers or core relief items. Insufficient funding at the reception centre in La Guajira, Colombia left 4,500 vulnerable people of concern without shelter and assistance.

Underfunding negatively impacted solutions-oriented activities in particular. With additional resources, UNHCR could have fostered livelihoods opportunities through education, vocational training or self-employment support, specifically targeting young people in border areas of Ecuador who are at heightened risk of resorting to negative coping mechanisms for survival, such as transactional sex.

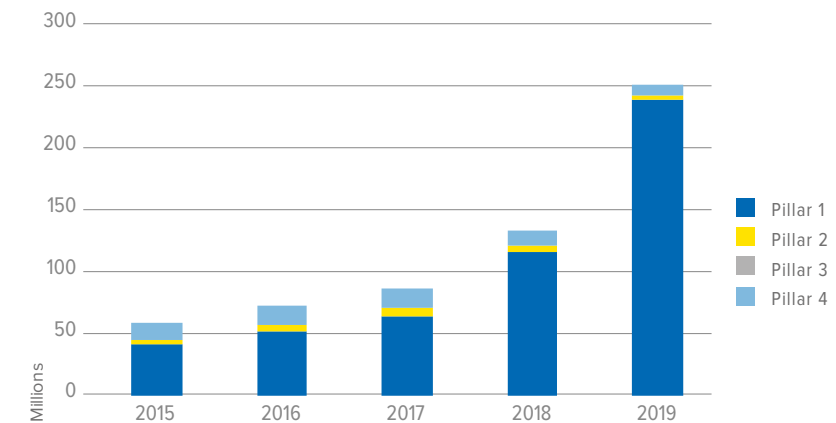
The Regional Response Plan for Venezuelans received 52% of its

required funding in 2019, leaving half of the 2.2 million targeted beneficiaries without assistance. While community-based initiatives helped promote peaceful coexistence, insufficient funding limited the scope of much needed anti-xenophobia campaigns, such as "Tu causa es mi causa" in Peru. Inside the Bolivarian Republic of Venezuela, UNHCR was unable to provide legal assistance to people of concern undergoing asylum procedures, survivors of SGBV, and parents seeking reunification with their children across borders.

Underfunding also hampered advocacy efforts to prevent internal displacement in Colombia. Funds intended to support the Government's monitoring of Colombian returnees from the Bolivarian Republic of Venezuela, especially those still in need of international protection, were insufficient. Reintegration activities for vulnerable returnees received no funding, with the exception of voluntary repatriation cash vouchers granted to a few spontaneous returnees who approached UNHCR offices.

## FINANCIAL INFORMATION

### EXPENDITURE IN THE AMERICAS 2015-2019 | USD



### SOURCE OF EXPENDITURE FOR THE AMERICAS

SOURCE OF EXPENDITURE		USD   thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	14.580	6%	6%
	Unearmarked	6.813	3%	5%
Voluntary contributions	Earmarked	130.673	52%	5%
	Softly earmarked <sup>1</sup>	56.470	22%	11%
	Unearmarked	22.522	9%	4%
	In-kind	1.020	0%	3%
Programme support costs		3.479	1%	2%
Other income <sup>2</sup>		16.096	6%	10%
<b>TOTAL</b>		<b>251.654</b>	<b>100%</b>	<b>6%</b>

Notes:

<sup>1</sup> Includes contributions earmarked at the regional, subregional, situation or thematic level.

<sup>2</sup> Includes miscellaneous income, prior year adjustments and cancellations and other internal transfers.



## BUDGET AND EXPENDITURE IN THE AMERICAS | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Regional Bureau for the Americas	Budget	3,838,884	-	-	-	3,838,884		
	Expenditure	3,398,961	-	-	-	3,398,961		
Regional activities for the Americas	Budget	8,097,316	-	-	-	8,097,316		
	Expenditure	1,990,060	-	-	-	1,990,060		
<b>SUBTOTAL</b>	<b>Budget</b>	<b>11,936,200</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>11,936,200</b>	<b>3%</b>	
	<b>Expenditure</b>	<b>5,389,022</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>5,389,022</b>	<b>2%</b>	<b>45%</b>
<b>LATIN AMERICA</b>								
Argentina Regional Office	Budget	12,182,286	-	-	-	12,182,286		
	Expenditure	10,453,592	-	-	-	10,453,592		
Brazil	Budget	26,540,616	-	-	-	26,540,616		
	Expenditure	21,495,813	-	-	-	21,495,813		
Colombia	Budget	32,767,555	-	-	16,963,267	49,730,822		
	Expenditure	29,599,249	-	-	8,638,012	38,237,261		
Costa Rica	Budget	24,005,906	-	-	-	24,005,906		
	Expenditure	13,711,815	-	-	-	13,711,815		
Regional Legal Unit Costa Rica	Budget	4,223,291	981,548	-	-	5,204,839		
	Expenditure	2,189,552	289,722	-	-	2,479,274		
Ecuador	Budget	38,025,536	-	-	-	38,025,536		
	Expenditure	22,253,400	-	-	-	22,253,400		
Mexico	Budget	60,565,518	-	-	-	60,565,518		
	Expenditure	52,369,900	-	-	-	52,369,900		
Panama Regional Office <sup>1</sup>	Budget	63,738,571	-	-	-	63,738,571		
	Expenditure	23,546,734	-	-	-	23,546,734		
Peru	Budget	20,496,332	-	-	-	20,496,332		
	Expenditure	14,173,698	-	-	-	14,173,698		
Venezuela (Bolivarian Republic of)	Budget	29,465,000	-	-	-	29,465,000		
	Expenditure	19,206,576	-	-	-	19,206,576		
Venezuela Regional Refugee Coordination Office	Budget	6,644,574	-	-	-	6,644,574		
	Expenditure	4,615,941	-	-	-	4,615,941		
<b>SUBTOTAL</b>	<b>Budget</b>	<b>318,655,186</b>	<b>981,548</b>	<b>-</b>	<b>16,963,267</b>	<b>336,600,001</b>	<b>87%</b>	
	<b>Expenditure</b>	<b>213,616,269</b>	<b>289,722</b>	<b>-</b>	<b>8,638,012</b>	<b>222,544,003</b>	<b>88%</b>	<b>66%</b>
<b>NORTH AMERICA AND THE CARIBBEAN</b>								
Canada	Budget	1,914,540	97,935	-	-	2,012,474		
	Expenditure	1,614,195	54,846	-	-	1,669,041		
United States of America Regional Office <sup>2</sup>	Budget	26,934,648	8,317,075	-	-	35,251,723		
	Expenditure	18,434,129	3,617,276	-	-	22,051,406		
<b>SUBTOTAL</b>	<b>Budget</b>	<b>28,849,188</b>	<b>8,415,010</b>	<b>-</b>	<b>-</b>	<b>37,264,197</b>	<b>10%</b>	
	<b>Expenditure</b>	<b>20,048,325</b>	<b>3,672,122</b>	<b>-</b>	<b>-</b>	<b>23,720,447</b>	<b>9%</b>	<b>64%</b>
<b>TOTAL</b>	<b>Budget</b>	<b>359,440,573</b>	<b>9,396,558</b>	<b>-</b>	<b>16,963,267</b>	<b>385,800,398</b>	<b>100%</b>	
	<b>Expenditure</b>	<b>239,053,615</b>	<b>3,961,844</b>	<b>-</b>	<b>8,638,012</b>	<b>251,653,471</b>	<b>100%</b>	<b>65%</b>

<sup>1</sup> Includes activities in Belize, El Salvador, Guatemala and Honduras.

<sup>2</sup> Includes activities in the Dominican Republic, Haiti and Trinidad and Tobago.

## VOLUNTARY CONTRIBUTIONS TO THE AMERICAS | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
United States of America	123,191,505			27,821,055	151,012,560
European Union	19,622,251		390,192		20,012,443
Germany		21,400		7,227,166	7,248,566
Japan	6,330,356			903,016	7,233,372
Central Emergency Response Fund	2,534,952		699,915		3,234,867
Switzerland	1,006,040			2,008,032	3,014,072
USA for UNHCR	1,948,237			935,437	2,883,675
Italy	2,195,188				2,195,188
Republic of Korea	500,000		1,592,575		2,092,575
Canada	1,557,751			455,927	2,013,678
Norway	1,297,003			574,977	1,871,980
Private donors in Brazil				1,472,629	1,472,629
Spain	950,097		238,118		1,188,214
Austria	1,141,553				1,141,553
Ireland				1,122,334	1,122,334
Brazil	1,075,680			13,895	1,089,574
United Nations Peacebuilding Fund	758,393		201,051		959,444
Private donors in Mexico	229,487			681,927	911,415
España con ACNUR (National Partner in Spain)	893,556			6,539	900,095
IOM	836,537				836,537
Private donors in the Netherlands	806,700				806,700
France	750,000				750,000
New Zealand	666,628				666,628
Sweden	549,995				549,995
UNO-Flüchtlingshilfe (National Partner in Germany)	461,709			16,884	478,592
Private donors in Canada	277,156			161,961	439,117
Iceland	249,314				249,314
United Nations Trust Fund for Human Security			245,400		245,400
FAO			236,968		236,968
Luxembourg				209,205	209,205
United Nations Post-Conflict Multi-Partner Trust Fund for Colombia			163,602		163,602
Argentina				107,100	107,100
Colombia	106,323				106,323
Czechia	101,523				101,523
Private donors in Switzerland	78,480			4,230	82,710
Private donors in Thailand	74,783				74,783
Portugal	68,757				68,757
UN Women	56,818				56,818
UNAIDS				50,300	50,300
Private donors in Italy	40,717			3,176	43,893
UNICEF	22,334				22,334
Private donors in France	21,001			228	21,228
United Kingdom of Great Britain and Northern Ireland	19,393			336	19,729
Guyana				15,883	15,883
Private donors in China	14,938				14,938
Sweden for UNHCR				8,897	8,897
Private donors in Singapore				3,542	3,542
Private donors in Denmark	2			1,371	1,373
Private donors in India	27				27
<b>TOTAL*</b>	<b>170,435,183</b>	<b>21,400</b>	<b>3,767,820</b>	<b>43,806,048</b>	<b>218,030,451</b>

\*Notes:

<sup>1</sup> Contributions include 7% programme support costs.

<sup>2</sup> Includes a total of \$1.8 million acknowledged in 2018 for activities with implementation in 2019 and excludes \$29.5 million acknowledged in 2019 for activities with implementation in 2020 and beyond.

<sup>3</sup> Includes contributions earmarked to the North of Central America and Venezuela situations.



# Asia and the Pacific

“ In 2019, UNHCR focused on securing durable solutions through voluntary return, resettlement and complementary pathways. Hand-in-hand with these were efforts to expand support to refugees, IDPs, stateless persons and communities generously hosting them. However, greater international burden- and responsibility-sharing, in the spirit of the Global Compact on Refugees, is needed to provide vital assistance to refugees and their host communities, and to support governments in further advancing inclusive policies. ”

—Indrika Ratwatte, Director, Regional Bureau for Asia and the Pacific

*A Rohingya refugee watches over his great-granddaughter at Kutupalong refugee settlement. While fleeing from violence at home in Myanmar, his wife and two sons were murdered, and he arrived with just one great-granddaughter.*

© UNHCR/Kamrul Hasan



# MAJOR SITUATIONS OR OPERATIONS IN ASIA AND THE PACIFIC IN 2019



## MYANMAR

The majority of refugees and stateless persons from Myanmar are Rohingya, for whom durable solutions and access to basic rights such as freedom of movement, livelihoods and education remained elusive, whether at home in Myanmar or in exile abroad.

In Bangladesh, UNHCR and the Government jointly completed the registration of some 855,000 Rohingya refugees, including 784,000 in 2019, providing them with identity documents—many for the first time in their lives—and establishing a basis for their right to return to Myanmar. UNHCR placed considerable focus on strengthening the protection environment through community-based mechanisms, including a network of community outreach members who identified and referred people at heightened risk within the refugee population to specialized services, disseminating as well lifesaving information. In total, 3,965 refugees were referred to service providers and direct support was provided by community outreach members to 6,980 people, while more than 14,000 emergency preparedness awareness sessions were conducted across the camps.

UNHCR, IOM and the UN Resident Coordinator led the coordination and implementation of the 2019 Joint Response Plan for the Rohingya humanitarian crisis with 132 partners, focusing on delivering protection, providing lifesaving assistance and fostering social cohesion.

In Myanmar itself, UNHCR advocated the rights and status of some 600,000 Rohingya who remain in Rakhine State, 140,000 of whom are internally displaced, as well as the protection of over 170,000 other IDPs throughout the country. UNHCR also worked with UNDP to conduct needs assessments and implement quick impact projects to improve conditions in the northern townships of Rakhine State, home to most Rohingya. Throughout Rakhine State, fighting between the Myanmar armed forces and the Arakan Army, an ethnic Rakhine armed group, led to a 25% increase in the total number of IDPs in Myanmar.

## KEY RESULTS AND ACHIEVEMENTS

- 15,000** individuals in Myanmar benefited from 16 community infrastructure projects and 4 projects targeting persons at heightened risk
- 784,387** refugees were registered in Bangladesh
- 6,980** refugees at heightened risk in Bangladesh benefited from UNHCR's network of community outreach members



## AFGHANISTAN

Entering the fifth decade of displacement, Afghans are the second largest refugee population globally, while Pakistan remains the world's second largest refugee-hosting country (with 69% of Afghan refugees residing in urban areas), and the Islamic Republic of Iran ranks sixth (with 97% of Afghan refugees residing in urban areas).

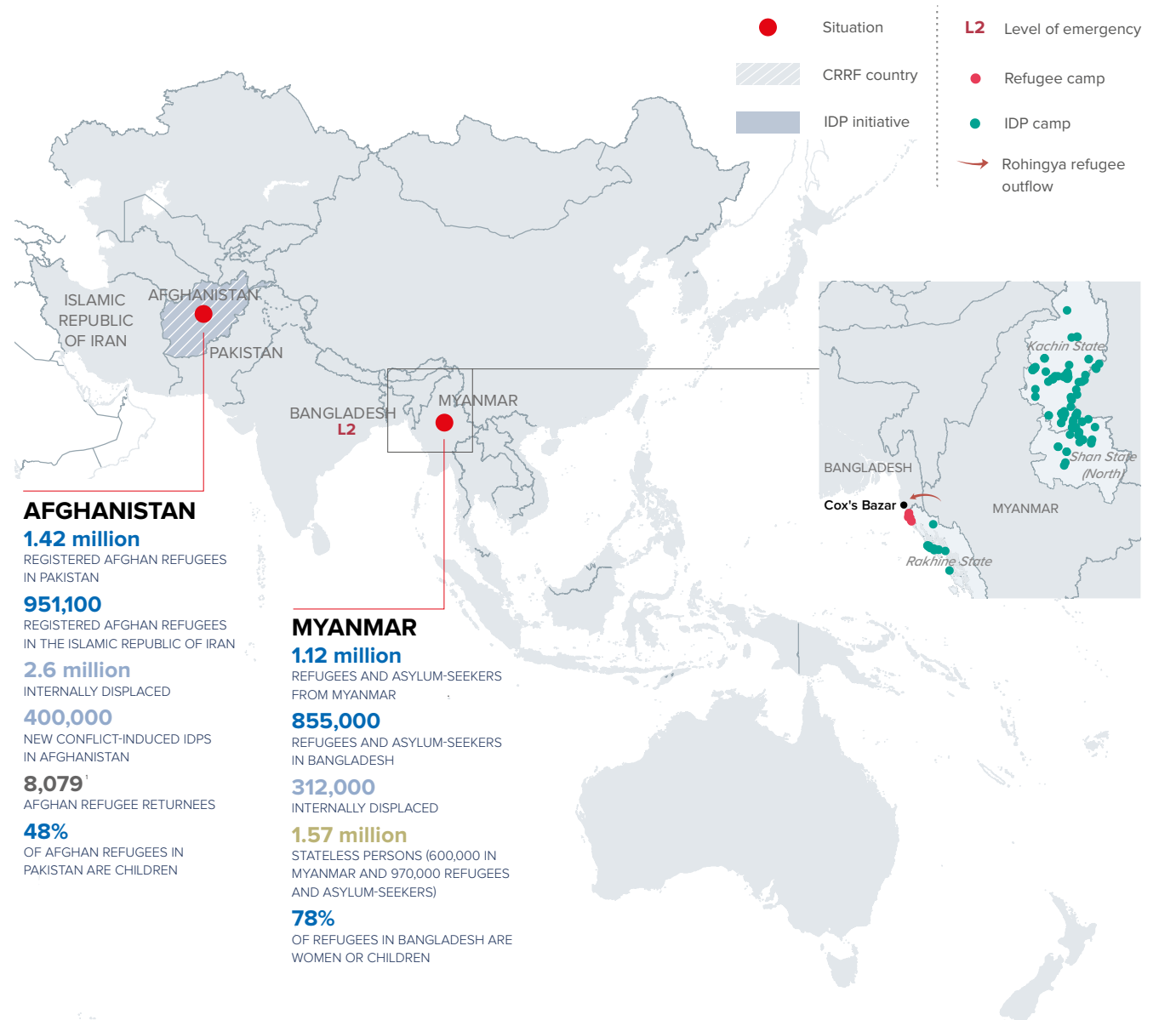
While voluntary repatriation to Afghanistan reached a new low due to uncertainty over the political transition and the deteriorating security situation, onward movements to Europe increased. 8,079 Afghan refugee returnees were assisted with voluntary repatriation cash grants in 2019, including 6,062 from Pakistan and 1,939 from the Islamic Republic of Iran. This was nearly half the number of repatriations recorded and assisted in 2018.

The Solutions Strategy for Afghan Refugees (SSAR) remained the overarching policy and operational framework for strengthening support to host countries while creating the conditions for sustainable return and reintegration. Entering its eighth year, the SSAR was augmented by a support platform under the Global Compact on Refugees, focused on resilience and youth empowerment through education, health and skills, and which prioritized investments in humanitarian-development-peace-related activities in the priority areas of return and reintegration (PARRs) in Afghanistan. 500,000 people benefited from UNHCR's investment in education, health care, WASH, and other community infrastructure projects in the PARRs, jointly approved by UNHCR and the Government of Afghanistan.

With more than 400,000 new conflict-induced IDPs recorded in 2019 in Afghanistan, UNHCR continued to co-lead the Protection Cluster and Shelter and NFI Cluster, working towards strengthening the humanitarian-development-peace nexus and the long-term integration of IDPs. With 72% of displaced households reporting shelter as their main priority after food, UNHCR rolled out a pilot cash-for-shelter project, aimed at assisting vulnerable households to construct permanent shelter by providing conditional cash (around \$3,300 per household).

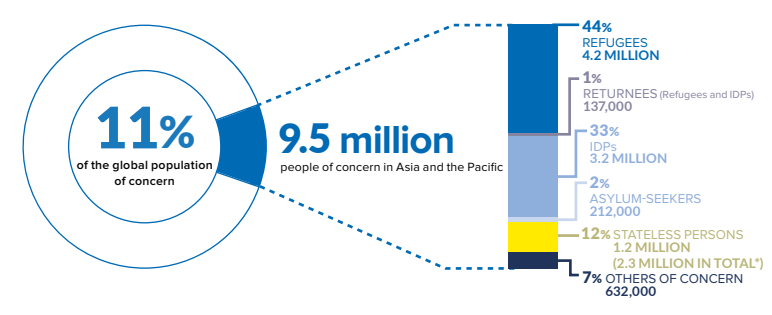
- 8,079** Afghan refugee returnees assisted with voluntary repatriation cash grants
- In Pakistan, **22** refugee-affected and hosting areas programme projects were implemented, benefitting some **280,000** people
- 480,000** Afghan and Iraqi children were enrolled in primary and secondary schools in the Islamic Republic of Iran, including **130,000** undocumented Afghan children
- 92,000** vulnerable refugees benefited from the Islamic Republic of Iran's Universal Public Health Insurance programme through UNHCR's contribution to the scheme (including **1,182** refugees with specific medication conditions)

*In 2019, progress in resolving the root causes of displacement stalled, meaning durable solutions remained out of reach for most people of concern to UNHCR in the region. However, in collaboration with governments and other partners, UNHCR made continued progress in securing the inclusion of the displaced in national systems.*

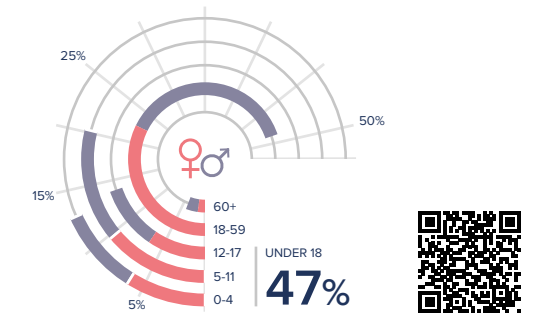


<sup>1</sup> Figure represents Afghans whose return was facilitated by UNHCR and who were processed at encashment centers in Afghanistan.

## PEOPLE OF CONCERN IN ASIA AND THE PACIFIC



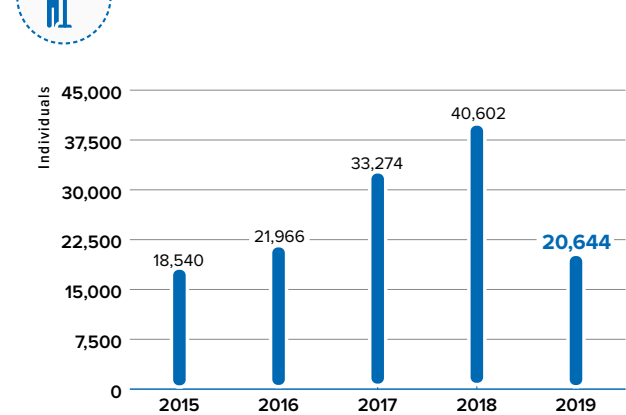
## AGE AND GENDER BREAKDOWN REFUGEES AND ASYLUM-SEEKERS



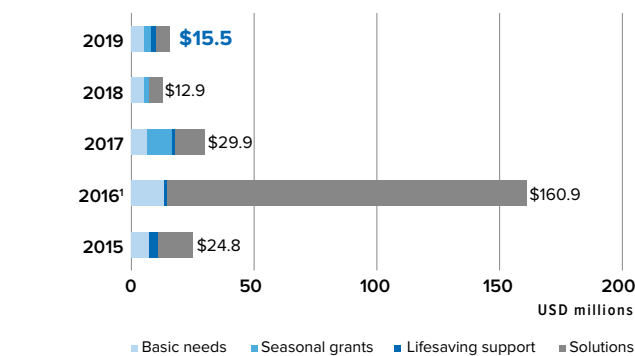
<sup>\*</sup> Chart reflects UNHCR's statistical reporting methodology that reports only one legal status for each person of concern. However the total statelessness figure includes 113,315 stateless persons of Rohingya ethnicity who are also counted as refugees, asylum-seekers or others of concern in Bangladesh, India, Indonesia, Malaysia and Thailand or as IDPs in Myanmar.

## ACHIEVEMENTS AND KEY RESULTS IN ASIA AND THE PACIFIC

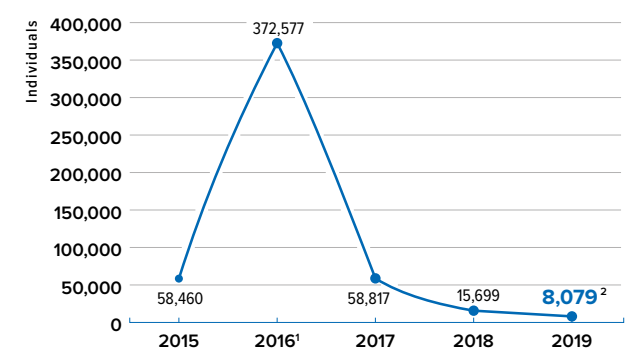
### PERSONS ASSISTED WITH CONFIRMATION OF NATIONALITY



### CASH ASSISTANCE BY SECTOR

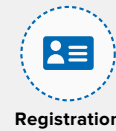


### VERIFIED AFGHAN RETURNEES



<sup>1</sup> The increase in cash assistance in the region in 2016 is explained by a significant increase in voluntary repatriation of Afghan refugees from Pakistan that year (over 370,000, the highest annual total since 2005). Under the voluntary repatriation programme, returning refugees receive a cash grant to aid their repatriation and reintegration.

<sup>2</sup> Figure represents Afghans whose return was facilitated by UNHCR and processed at encashment centers in Afghanistan.



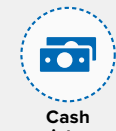
Registration

**862,923**  
people of concern registered on an individual basis



Statelessness

**20,644**  
persons with undetermined nationality assisted with confirmation of nationality



Cash assistance

**\$15.5 million**  
in cash assistance distributed across the region



Core relief items

**56,984**  
households received core relief items



Health

**92,000**  
vulnerable refugees benefited from the Islamic Republic of Iran's Universal Public Health Insurance programme



Shelter

**15,000**  
individuals in Myanmar benefitted from 16 community infrastructure projects and 5 projects targeting persons at heightened risk



Resettlement

**7,651**  
UNHCR-facilitated departures  
**5,719**  
individuals submitted for resettlement by UNHCR

## KEY ACHIEVEMENTS AND IMPACT

### Safeguarding access to protection and responding with lifesaving assistance

At the Global Refugee Forum, UNHCR, with the Islamic Republics of Afghanistan, Iran and Pakistan, launched a Support Platform for the Solutions Strategy for Afghan Refugees (SSAR). The Platform strengthens international responsibility-sharing through expanded partnerships and investments, prioritizing support in core areas—education, health, livelihoods, infrastructure, energy and water—and across population groups in the three countries to enable solutions in Afghanistan, while easing the burden on host communities in the Islamic Republics of Iran and Pakistan. This includes investments in humanitarian-development-peace-related activities in 20 PARRs in Afghanistan.

In Pakistan, the refugee-affected and hosting areas (RAHA) programme remained a cornerstone of the SSAR. Since 2009, some 4,260 RAHA projects have benefited over 12.4 million refugees and host community members. In the Islamic Republic of Iran, the Government remained committed to ensuring all Afghan children could access education and enabled more than 480,000 Afghan and Iraqi children to enroll in public schools. In Afghanistan, a wide range of projects implemented in the PARRs contributed to the safe reintegration of returnees and IDPs in local communities, reaching some 500,000 beneficiaries.

Responding to the needs of the Rohingya remained a priority, particularly refugees in Bangladesh and those who remained stateless in Myanmar. In Bangladesh, UNHCR and the Government completed the registration of 855,000 Rohingya refugees, securing their identity and

facilitating the prioritization of lifesaving assistance. A key success has been UNHCR's distribution of liquefied petroleum gas (LPG) and improved cooking stoves. Over 107,000 refugee households in the camps now receive LPG supplies and refills, as well as 10,700 host community families. A study has found that LPG distribution has resulted in an 80% reduction of demand for firewood by Rohingya households in the camps, positively benefitting sustainable tree growth and reforestation, and reducing other risks such as sexual and gender-based violence (SGBV) (see *Overview on Climate change* for more details on p.29).

In Myanmar, UNHCR and UNDP worked with the Government to improve conditions in Rakhine State. Access was sporadic, but they were able to conduct needs assessments in 102 villages and implement 45 quick impact projects in northern Rakhine State. UNHCR advocated for root causes to be addressed by implementing the recommendations of the Advisory Commission on Rakhine State, including on freedom of movement and a clear pathway to citizenship.

Across the region, despite limited accession to the 1951 Refugee Convention, several governments pursued policy shifts that will improve refugees' access to basic rights. In Malaysia, the Government is considering plans to grant refugees the right to work in certain sectors, while in Indonesia, refugee children can now enroll in public schools. Meanwhile, Thailand approved the establishment of a screening mechanism to identify people in need of international protection.

Following the terrorist attacks in Sri Lanka in April 2019, the Government ensured the security of refugees and assisted with their relocation, while resettlement countries admitted 368 individuals at risk in the wake of the attacks.



In late 2019, when approximately 200 people from West Papua, Indonesia, fled violent unrest to remote areas in Papua New Guinea, UNHCR provided emergency assistance through a local faith-based partner.

In Central Asia, UNHCR successfully advocated for non-refoulement in complex cases and supported the Almaty Process to address mixed population movements. Throughout the region, UNHCR provided technical support on mixed movements through the Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime. UNHCR in partnership with IOM launched campaigns to raise awareness in refugee camps in Bangladesh on the dangers of irregular maritime movements.

With two-thirds of refugees in the region living in urban and semi-urban areas, UNHCR's community engagement was critical to ensuring accountability to affected populations. Outreach volunteer programmes in Bangladesh (900 volunteers), Malaysia and Pakistan (1,800 volunteers) enhanced community mobilization and referral mechanisms for individuals at risk.

### Seeking durable solutions for protracted refugee situations

Due to protracted conflict and insecurity, declining resettlement quotas and few opportunities for local integration, durable solutions remained scarce. Despite the resettlement needs of more than 100,000 refugees, fewer than 8,000 departed. Some 2,500 people of concern were able to access complementary pathways, primarily in Australia and Canada, through humanitarian admission and private sponsorship programmes.

Just 8,079 Afghan refugee returnees were assisted with voluntary repatriation cash grants in 2019, nearly half as many as in 2018. Reasons for the fall in numbers included increased insecurity, which led to a rise in conflict-induced IDPs; uncertain outcomes from the presidential elections, political transitions and peace negotiations; and Afghanistan's limited absorption capacity and reintegration opportunities, particularly related to land, livelihoods and basic services.

In 2019, 880 refugees returned from Thailand to Myanmar, while UNHCR worked with both governments to achieve a dignified and sustainable end to the decades-long encampment of the remaining 93,000 refugees in Thailand. UNHCR's facilitated voluntary return programme also enabled 1,070 refugees to return to Sri Lanka, mostly from India.

Close to 500 individuals remained in Papua New Guinea and Nauru as a result of Australia's offshore processing policy. Approximately 200 people are in various stages of the resettlement process, with the remaining individuals still requiring solutions.

### Ensuring protection, assistance and solutions in internal displacement contexts

With more than 312,000 IDPs across the country, Myanmar adopted a national strategy on IDP camp closure and return in November 2019. With partners, UNHCR coordinated protection responses and assisted vulnerable households, while continuing to advocate for freedom of movement and non-discrimination.

In Afghanistan, more than 400,000 people were newly displaced internally by conflict, bringing the total number of IDPs in Afghanistan to 2.6 million. At the same

time, drought and other disasters continued to result in non-conflict-related internal displacement. UNHCR co-led the Protection and Emergency Shelter/NFI Clusters and provided tents to 2,137 households, as well as core relief items and sanitary kits to 50,650 households. Through protection monitoring, UNHCR reached out to 68,794 people of concern.

Armed conflict and disasters continued to drive internal displacement in the Philippines, with at least 294,000 IDPs in Mindanao. UNHCR provided 2,730 affected families with core relief items and supported authorities with protection interventions, capacity building and technical advice on emergency preparedness and response.

### Reducing and preventing statelessness

States in the region made 29 pledges at the High-Level Segment on Statelessness, led by Central Asia, where the nationality issues of more than 79,000 people have been resolved since 2014. In 2019, the Kyrgyz Republic became the first country to resolve all known cases of statelessness on its territory, after granting nationality to 13,700 stateless persons over the last five years; Uzbekistan announced plans to enact a progressive citizenship law and grant nationality to almost 50,000 stateless residents; Turkmenistan adopted a national action plan to end statelessness by 2024 and accelerated naturalization; Tajikistan enacted an amnesty law which will enable stateless persons to acquire legal status and apply for Tajik citizenship; and Kazakhstan enabled all children born in the country to be issued birth certificates, regardless of their parents' legal status.

A Kyrgyz human rights lawyer won the 2019 Nansen Refugee Award for his contribution

to the eradication of statelessness in his country (see section on *Public Campaigns and Goodwill Ambassadors*).

In South-East Asia, almost 60,000 formerly stateless persons in Thailand have either acquired nationality or had their nationality confirmed since the beginning of the #IBelong Campaign in 2014; Malaysia began resolving statelessness among ethnic Tamils of Indian descent; and both the Philippines and Viet Nam are in the process of acceding to the statelessness conventions. Through the ASEAN Commission on the Promotion and Protection of the Rights of Women and Children, UNHCR supported Member States to share good practices and research on birth registration, legal identity and the right to nationality.

In Assam, India, a national register of citizens exercise at its first stage excluded nearly 2 million residents, posing a potential risk of statelessness. The Government has clarified that exclusion from the final national registry will have no implications for the rights of individual residents and those excluded will not be rendered stateless or detained.

### Operational highlights on the implementation of the Global Compact on Refugees

The Government of Pakistan's landmark decision in February 2019 to enable Afghan refugees to open bank accounts paved the way for their greater economic and financial inclusion, in line with the key objectives of the Global Compact on Refugees. By the end of the year, close to 3,200 registered refugees had opened bank accounts in Pakistan.

In line with the pledge it made at the September 2016 Leaders' Summit on Refugees, the Government of Thailand approved the establishment of a screening mechanism to distinguish people in need of international protection from migrants. It is hoped that the mechanism will regularize the stay of people in need of international protection in Thailand and lend predictability to the asylum process. The approval follows a further pledge made during the Global Refugee Forum to strengthen the capacity and skills of its officers to effectively implement this mechanism.

With a long history of hosting refugees, the Philippines pledged to further enhance its policy, legal and operational framework to ensure refugees' full access to rights. In 2019, in cooperation with UNHCR and IOM, it continued implementing an emergency transit mechanism (ETM). By 2019, more than 350 refugees were resettled through the ETM. In addition to exploring complementary pathways for admitting refugees, the Philippines is looking at strengthening public-private partnerships for refugees' livelihood training.

## Delivering through partnerships



### Supporting the RAHA programme in Pakistan

Ayshea Bibi, a 3<sup>rd</sup> grade student, was delighted with the construction of the new classrooms in her schools.

*"Our school was old and the building was all cracked, but with this new school, we don't want to miss a single day!"*

UNHCR, together with the Government of Pakistan and other stakeholders, partnered in 2009 to launch the Refugee Affected Hosting Area programme, which entered its 10<sup>th</sup> year in 2019.

Today, it is a cornerstone of the implementation of the regional Solutions Strategy for Afghan Refugees in Pakistan and plays a vital role in achieving the objectives set out in the Global Compact on Refugees. Thanks to broad-based partnerships with the Government, international community, humanitarian and development actors, and the private sector, 4,260 projects worth \$220 million have been carried out across the health, livelihoods, education, water and community infrastructure sectors. These projects have benefitted more than 12.4 million refugees and their host communities, including refugees like Hafeez Khan.

*"The people of our village and their livestock used to drink water from the same ponds, but after the RAHA project, we receive clean drinking water at our doorstep".*

—Hafeez Khan, Afghan refugee living in Pakistan's Khyber Pakhtunkhwa Province.



UNHCR/Zohra Saleem

## CONSEQUENCES OF UNDERFUNDING

Underfunding hampered UNHCR's ability to comprehensively deliver protection, solutions and assistance to people of concern in a number of situations across the region. Activities were curtailed for two of UNHCR's largest humanitarian responses—the Myanmar and Afghanistan situations—and for several less high-profile operations.

In Myanmar, UNHCR provided 3,772 fewer shelters than originally planned due to funding constraints. Funding gaps in Bangladesh mostly affected sanitation and hygiene interventions, including the construction of latrines and bathing areas.

Underfunding meant a range of activities in the three countries of the Afghanistan situation could not be met, in particular, the ability to make a significant investment in solutions and better futures was curtailed.

In Afghanistan, return monitoring activities conducted by UNHCR identified hesitancy by Afghan refugee returnees about the country's limited absorption capacity. A lack of livelihoods, land, shelter, and access to basic services were highlighted by refugee returnees as the primary obstacles to return. Funding shortages forced UNHCR to focus on the most crucial needs among the wider gaps existing in the PARRs. As a result, the situation in many return areas, where UNHCR was often the only provider of assistance, remained challenging and people of concern remained at risk of adopting negative coping mechanisms. To address protection risks and vulnerabilities, and to ensure the sustainability of return in the medium and long term, greater investment in reintegration, pursued in cooperation with development actors through a community-based approach, was needed to facilitate access to basic services, livelihoods for youth, land, and shelter.

In Pakistan, the Government enabled refugees to access national public service delivery systems, such as education, health, and livelihoods despite significant challenges, including low absorption capacity and variable quality of services. The imperative to continue mobilizing resources for the severely underfunded RAHA programme remained a challenge.

In the Islamic Republic of Iran, UNHCR was able to make important contributions, however, rapidly increasing needs amidst budgetary constraints led to stringent prioritization and continued donor outreach to mobilize resources to meet a range of unmet needs, including support for the Government's progressive health and education policies. Given the significant efforts UNHCR made to support the country's Universal Public Health Insurance Programme, this left little scope for other activities, such as cash assistance, education, primary health care or livelihoods.

Operations such as India, Indonesia, Malaysia, Nepal and Thailand were forced to contend with even more severe resource constraints, resulting in fewer cash-based interventions and limited livelihood activities. Self-reliance support was restricted to only the most vulnerable, and outreach activities and monitoring coverage were reduced for people of concern residing in these countries. These lower profile operations received very little funding themselves and mostly relied on regionally earmarked or unearmarked funding, highlighting the importance of flexible funding to allow UNHCR to prioritize the most urgent needs and assure timely delivery of support to people of concern, regardless of their country of origin or country of asylum.



BUDGET AND EXPENDITURE IN ASIA AND THE PACIFIC | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Regional Bureau for Asia and the Pacific	Budget	3,966,778	-	-	-	3,966,778		
	Expenditure	3,861,802	-	-	-	3,861,802		
Regional activities for Asia and the Pacific	Budget	1,220,800	-	-	-	1,220,800		
	Expenditure	48,380	-	-	-	48,380		
SUBTOTAL	Budget	5,187,578	-	-	-	5,187,578	1%	
	Expenditure	3,910,183	-	-	-	3,910,183	1%	75%
<b>CENTRAL ASIA</b>								
Kazakhstan Regional Office	Budget	4,336,318	1,192,531	-	-	5,528,849		
	Expenditure	2,072,225	800,747	-	-	2,872,972		
Kyrgyz Republic	Budget	539,101	274,735	-	-	813,836		
	Expenditure	439,423	194,728	-	-	634,151		
Tajikistan	Budget	1,317,877	1,015,585	-	-	2,333,462		
	Expenditure	859,456	789,617	-	-	1,649,073		
SUBTOTAL	Budget	6,193,297	2,482,851	-	-	8,676,147	1%	
	Expenditure	3,371,104	1,785,092	-	-	5,156,195	1%	59%
<b>EAST ASIA AND THE PACIFIC</b>								
Australia Regional Office <sup>1</sup>	Budget	3,094,208	60,413	-	-	3,154,621		
	Expenditure	2,197,806	34,381	-	-	2,232,187		
China	Budget	4,963,622	138,968	-	-	5,102,589		
	Expenditure	3,259,018	109,101	-	-	3,368,119		
Japan	Budget	3,473,849	65,282	-	-	3,539,131		
	Expenditure	3,168,210	61,802	-	-	3,230,011		
Republic of Korea	Budget	1,980,178	99,629	-	-	2,079,807		
	Expenditure	1,718,695	84,347	-	-	1,803,042		
SUBTOTAL	Budget	13,511,857	364,291	-	-	13,876,148	2%	
	Expenditure	10,343,728	289,631	-	-	10,633,359	3%	77%
<b>SOUTH ASIA</b>								
India	Budget	16,017,407	150,824	-	-	16,168,231		
	Expenditure	5,987,085	96,416	-	-	6,083,501		
Nepal	Budget	5,066,458	492,988	-	-	5,559,446		
	Expenditure	4,720,896	483,625	-	-	5,204,522		
Sri Lanka	Budget	4,071,276	31,489	-	-	4,102,765		
	Expenditure	2,889,271	25,264	-	-	2,914,536		
SUBTOTAL	Budget	25,155,141	675,301	-	-	25,830,442	3%	
	Expenditure	13,597,253	605,305	-	-	14,202,558	4%	55%
<b>SOUTH-EAST ASIA</b>								
Bangladesh	Budget	307,553,397	-	-	-	307,553,397		
	Expenditure	175,667,944	-	-	-	175,667,944		
Indonesia	Budget	7,862,241	367,107	-	-	8,229,348		
	Expenditure	4,729,509	62,874	-	-	4,792,383		
Malaysia	Budget	17,088,602	860,594	-	-	17,949,196		
	Expenditure	8,536,180	149,535	-	-	8,685,716		
Myanmar	Budget	6,973,421	22,230,162	-	9,520,417	38,724,000		
	Expenditure	1,695,663	13,087,970	-	5,123,148	19,906,780		
Philippines	Budget	409,301	396,338	-	2,874,378	3,680,017		
	Expenditure	346,519	95,997	-	2,558,552	3,001,068		
Thailand	Budget	18,669,082	920,504	-	-	19,589,586		
	Expenditure	10,673,085	634,419	-	-	11,307,504		
Thailand Regional Office <sup>2</sup>	Budget	7,044,664	934,146	-	-	7,978,810		
	Expenditure	3,505,922	510,754	-	-	4,016,675		
SUBTOTAL	Budget	365,600,708	25,708,851	-	12,394,796	403,704,354	52%	
	Expenditure	205,154,822	14,541,549	-	7,681,700	227,378,071	59%	56%

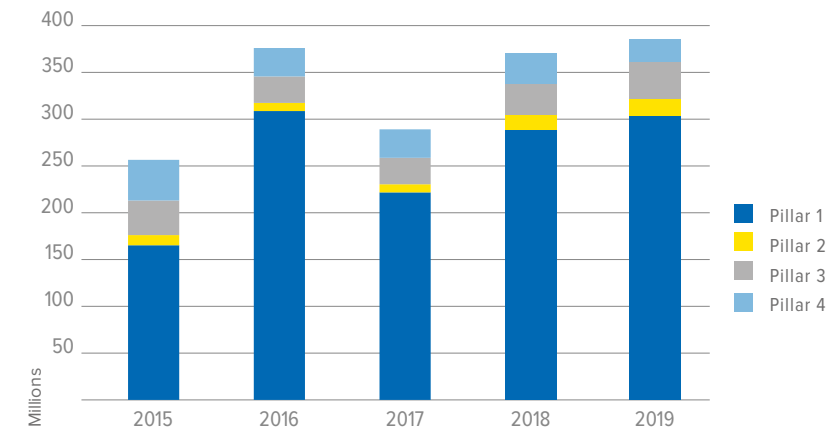


BUDGET AND EXPENDITURE IN ASIA AND THE PACIFIC | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
<b>SOUTH-WEST ASIA</b>								
Afghanistan	Budget	29,176,984	-	71,184,200	21,344,496	121,705,680		
	Expenditure	11,994,053	-	30,243,082	18,397,052	60,634,186		
Islamic Republic of Iran	Budget	98,916,706	-	-	-	98,916,706		
	Expenditure	28,824,208	-	-	-	28,824,208		
Pakistan	Budget	72,947,942	558,163	25,695,563	-	99,201,669		
	Expenditure	27,455,373	109,894	8,149,667	-	35,714,934		
SUBTOTAL	Budget	201,041,632	558,163	96,879,763	21,344,496	319,824,055	41%	
	Expenditure	68,273,634	109,894	38,392,750	18,397,052	125,173,329	32%	39%
TOTAL	Budget	616,690,212	29,789,457	96,879,763	33,739,292	777,098,725	100%	
	Expenditure	304,650,723	17,331,470	38,392,750	26,078,751	386,453,694	100%	50%

<sup>1</sup> Australia Regional Office covers New Zealand, Pacific Islands and Papua New Guinea.  
<sup>2</sup> Thailand Regional Office covers Viet Nam and Mongolia.

EXPENDITURE IN ASIA AND THE PACIFIC 2015-2019 | USD



SOURCE OF EXPENDITURE FOR ASIA AND THE PACIFIC

SOURCE OF EXPENDITURE	USD   thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	27,694	7%
	Unearmarked	6,965	2%
Voluntary contributions	Earmarked	248,141	64%
	Softly earmarked <sup>1</sup>	66,633	17%
	Unearmarked	29,202	8%
Programme support costs	In-kind	270	0%
		3,960	1%
Other income <sup>2</sup>	3,590	1%	
<b>TOTAL</b>	<b>386,454</b>	<b>100%</b>	<b>9%</b>

Notes:  
<sup>1</sup> Includes contributions earmarked at the regional, subregional, situation or thematic level.  
<sup>2</sup> Includes miscellaneous income, prior year adjustments and cancellations and other internal transfers.

VOLUNTARY CONTRIBUTIONS TO ASIA AND THE PACIFIC | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
United States of America	90,305,699				90,200,000	180,505,699
Private donors in Qatar	3,000,000				22,215,000	25,215,000
Japan	10,644,356	5,474,453	3,513,794	267,500	2,257,540	22,157,643
European Union	10,259,309	935,270		565,556	8,810,613	20,570,749
United Kingdom of Great Britain and Northern Ireland	18,317,460				255,792	18,573,252
Denmark	4,207,959				11,821,420	16,029,378
Australia	1,211,268				11,949,780	13,161,047
Germany	5,751,354	107,000	787,788		1,114,827	7,760,969
Republic of Korea	3,710,613				3,400,000	7,110,613
Canada	2,813,750				3,229,483	6,043,233
Private donors in Thailand	5,027,988				6,335	5,034,323
Switzerland	3,523,834				1,506,024	5,029,858
Sweden	2,563,051				1,983,013	4,546,065
Norway	1,604,511			326,975	1,027,984	2,959,470
Central Emergency Response Fund	1,576,580	40,840		910,846	134,912	2,663,178
Country-based pooled funds				2,395,892		2,395,892
Netherlands	2,352,941					2,352,941
Finland	1,112,347				1,112,347	2,224,694
New Zealand					1,950,585	1,950,585
Education Cannot Wait	1,639,226					1,639,226
France	568,182	568,182		300,000		1,436,364
USA for UNHCR	1,271,848				53,916	1,325,765
UNO-Flüchtlingshilfe (National Partner in Germany)	363,846				904,040	1,267,887
Italy		1,201,923				1,201,923
Saudi Arabia	1,155,671					1,155,671
Belgium			284,414	853,242		1,137,656
Ireland	1,122,334					1,122,334
Private donors in the United States of America	1,038,740					1,038,740
China					807,203	807,203
Austria	557,414					557,414
Luxembourg					523,013	523,013
United Nations Office for Project Services	516,206					516,206
Private donors in Saudi Arabia	502,298				460	502,758
Private donors in the Philippines	18,908			404,807		423,714
Australia for UNHCR	87,105				285,559	372,664
Private donors in the United Arab Emirates	316,765				10,993	327,758
Czechia					325,662	325,662
Private donors in China	183,064				109,450	292,514
Private donors in Lebanon	267,525				572	268,097
Private donors in Kuwait	216,820				6,627	223,447
Private donors in Japan	83,183			92,938		176,120
Kazakhstan					150,931	150,931
UNAIDS	132,000					132,000
Private donors in Malaysia	119,451					119,451
Russian Federation	100,000					100,000



VOLUNTARY CONTRIBUTIONS TO ASIA AND THE PACIFIC | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
UNDP	81,337				17,979	99,316
Private donors in Canada	525				87,461	87,986
Kuwait	75,910					75,910
Lithuania	55,556					55,556
Estonia	55,006					55,006
España con ACNUR (National Partner in Spain)	32,823				15,785	48,607
Kyrgyz Republic					47,520	47,520
Spain	41,786					41,786
Bulgaria	40,000					40,000
Private donors in France	16,392				19,307	35,699
Japan for UNHCR	34,131				1,229	35,360
Private donors in Switzerland	30,313				587	30,900
Private donors in the Republic of Korea	5,086				22,300	27,387
Private donors in the Netherlands					21,928	21,928
Private donors in Oman	21,814					21,814
Private donors in Egypt	19,961				258	20,219
Sweden for UNHCR	17,277				2,634	19,911
Private donors in Singapore	10,026				292	10,318
Private donors in Italy	6,409				1,596	8,005
Private donors in India	2,048					2,048
Private donors in Denmark	1,221					1,221
Private donors in South Africa	234					234
Private donors in Kenya	31					31
<b>TOTAL*</b>	<b>178,791,491</b>	<b>8,327,668</b>	<b>4,585,996</b>	<b>6,117,756</b>	<b>166,392,960</b>	<b>364,215,871</b>

\*Notes:  
<sup>1</sup> Contributions include 7% programme support costs.  
<sup>2</sup> Includes a total of \$4.6 million acknowledged in 2017 and 2018 for activities with implementation in 2019 and excludes \$17.9 million acknowledged in 2019 for activities with implementation in 2020 and beyond.  
<sup>3</sup> Includes contributions earmarked to the Afghanistan and Myanmar situations.

© Fuji Optical



Improving vision for refugees

In May 2019, the 15<sup>th</sup> anniversary of Fuji Optical's Vision Aid Mission for Azerbaijan was celebrated by UNHCR and country diplomats, and with free eye screening and over 3,000 glasses donated to refugees.

Over 37 years, 169,446 glasses have been donated by Fuji Optical to refugees in countries such as Armenia, Azerbaijan, Nepal and Thailand and more. During an interview at the Global Refugee Forum in December, the President of Fuji Optical, Dr. Akio Kanai, said, "Improving vision helps refugees live independently and gives them hope. Even though I am 77 years old, I want to keep going".





# Europe



“ Countries in Europe demonstrated admirable solidarity and support for refugees, as reflected in the 230 domestic and global pledges made at the 2019 Global Refugee Forum. Important steps were taken to ensure refugees could access national health systems, labour markets and education, while European States also showed solidarity with host countries by receiving refugees through resettlement and complementary pathways. ”

—Pascale Moreau, Director, Regional Bureau for Europe

*Local volunteers, Karmele Villarroel Labanda (kneeling) and Begonia Herrero, an 82-year-old retired auxiliary nurse, entertain a Syrian refugee family on a day trip to the Guggenheim Museum in Bilbao, Spain.*



# MAJOR SITUATIONS OR OPERATIONS IN EUROPE IN 2019



## UKRAINE

Low-intensity armed conflict continued along the contact line in eastern Ukraine, meaning vulnerable people living near or along it had to contend with insecurity, while movement restrictions and the suspension of social benefits continued to have a negative impact on well-being.

UNHCR continued implementing its 2018-2022 Multi-year, multi-partner (MYMP) protection and solutions strategy, working with partners to deliver emergency assistance on both sides of the contact line. In support of national efforts to repair conflict-damaged homes, a shelter assistance programme resulted in the repair of 1,330 shelters. Operational constraints in non-government-controlled areas saw individuals given materials to repair homes themselves, while NGOs and contractors undertook more significant repairs.

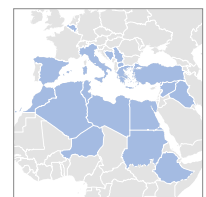
UNHCR's advocacy supported significant legislative changes which strengthened IDPs' voting and housing rights. Notably, an amendment to Ukraine's electoral code facilitated their rights to vote in local elections, while greater government funding for an affordable housing programme supported access to adequate housing for 785 IDP households.

<sup>1</sup> United Nations estimate of number of IDPs residing in government-controlled areas of Ukraine as of end-2019.

<sup>2</sup> In line with its MYMP strategy, UNHCR protects and assists persons with specific needs residing in non-government-controlled areas or within 20 km of the contact line in government-controlled areas; 81% reside in non-government-controlled areas. While the number of assisted persons is not expected to change compared to previous years, the population estimate increased following introduction of a new methodology used at the inter-sectoral level in preparing the Humanitarian Needs Overview for 2020.

## KEY RESULTS AND ACHIEVEMENTS

- \$1.4 million** distributed in cash assistance
- 2,666** people of concern received long-term/permanent shelter while **1,133** households were reached with core relief items
- 2,170** asylum-seekers received psychosocial support



## MEDITERRANEAN ROUTES

Some 123,700 refugees and asylum-seekers arrived in Europe through Mediterranean routes in 2019—a 15% decrease compared to 2018. A significant proportion (27%) were children. While fewer arrivals through the Mediterranean Sea meant fewer deaths, an estimated 1,336 people died crossing the Mediterranean Sea compared to 2,277 in 2018.

While Mediterranean Sea arrivals fell, more people of concern arrived in Cyprus, Greece, Malta and Spain than in 2018. Arrivals to Greece nearly doubled, representing 60% of all new arrivals to the continent. A significant spike in new arrivals to Greece during the second half of 2019 exacerbated poor conditions in and around the Aegean Islands' reception and identification centres. UNHCR supported the authorities to address the asylum and reception needs of asylum-seekers, including through large-scale cash and accommodation schemes. The authorities also sought to include refugees in national social services, and other structures.

In Spain, UNHCR worked with the Government to strengthen asylum procedures and improve outreach and access to information for asylum-seekers arriving by sea. A community-sponsorship programme saw communities in Spain's Basque Country play an active role in expanding alternative legal pathways for admission through support for the reception and integration of Syrian refugees.

In Italy, the fall in arrivals saw UNHCR strengthen its community-based protection efforts. To enhance social integration, work placements, as well as vocational training and further access to education, were actively promoted for refugees.

National reception capacities in Cyprus and Malta came under strain due to increased arrivals and asylum applications. UNHCR supported the authorities to reinforce national reception capacity, while improving access to information and assistance for people of concern. In Cyprus, UNHCR's advocacy saw asylum-seekers receive larger allowances to meet their basic needs.

- \$102.8 million** distributed in cash assistance benefitting **121,247** people of concern
- 2,324** unaccompanied and separated children supported through guardianship programmes in Greece
- 85,187** asylum-seekers received information on government status determination procedures



## TURKEY\*

Turkey continued to host the world's largest refugee population under UNHCR's mandate, with nearly 3.6 million Syrians under its temporary protection in addition to some 330,000 refugees and asylum-seekers from other countries. UNHCR supported the Directorate General of Migration Management (DGMM) verify more than 2.7 million Syrians under temporary protection, updating registration records and identifying those at heightened risk. Cash assistance was vital, particularly for people with specific needs.

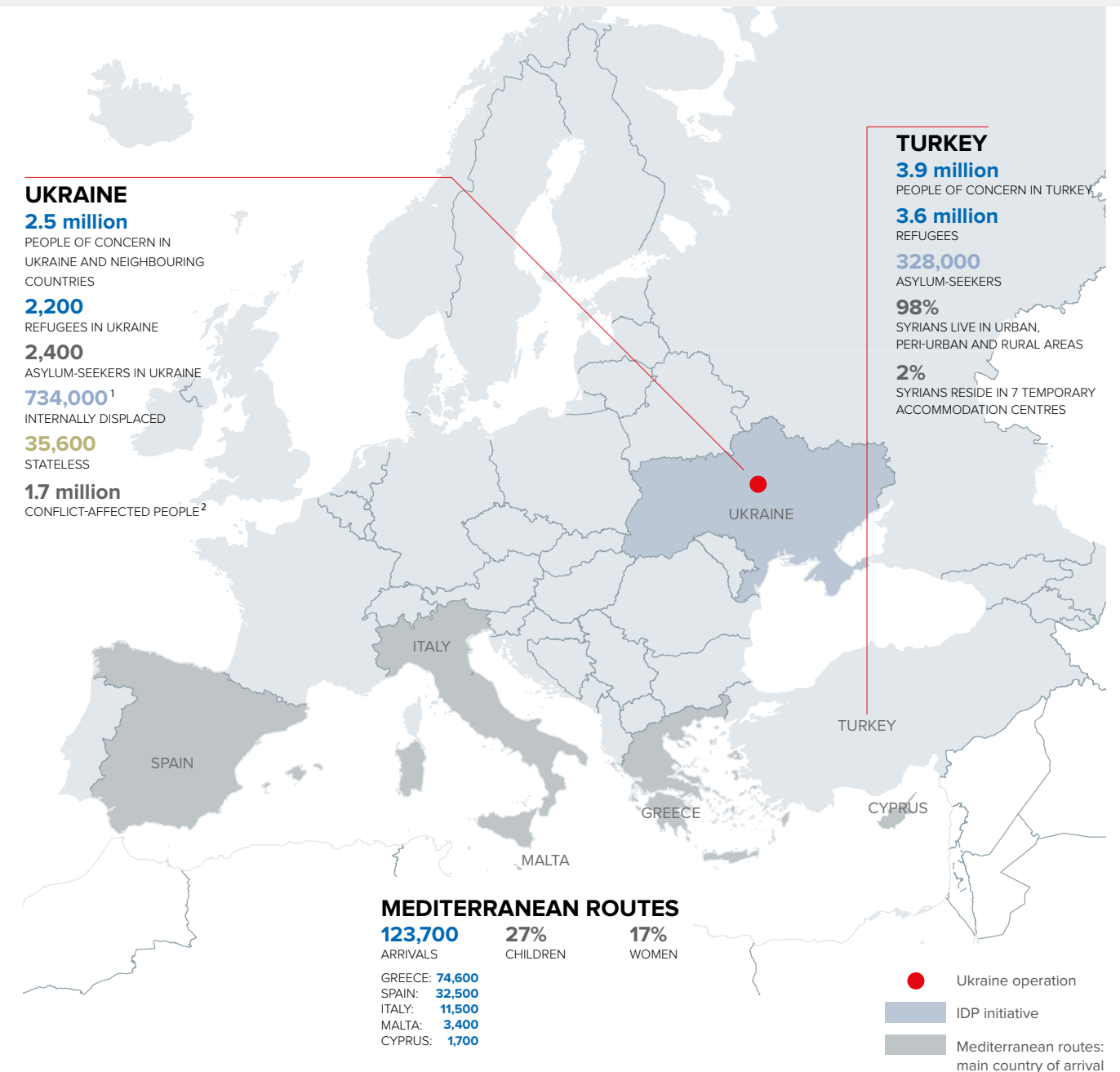
Turkey continued to allow refugees to access national services such as health and education, with UNHCR supporting overstretched national services. Strengthened operational partnerships with relevant State institutions facilitated both the inclusion of refugees and peaceful coexistence of communities, in line with the 2018 National Strategy on Harmonization.

With ISKUR, the Turkish Employment Agency, and the Turkish Labour Agency, UNHCR facilitated livelihood opportunities and access to the labour market for refugees, including their enrollment in national institutions for certified skills training.

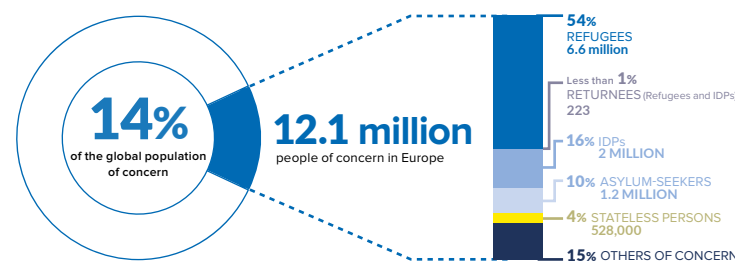
\* More details on UNHCR's response to the needs of Syrian refugees in Turkey are included in the chapter on the Middle East and North Africa.

- 100,337** refugees received cash assistance for protection, education and relocation from camps
- 5,123** refugees and **8,740** host community members were reached through the joint UNHCR-DGMM harmonization initiative through **48** events in **31** provinces
- 10,558** people of concern departed for resettlement, while **17,552** submissions for resettlement were made to **18** countries

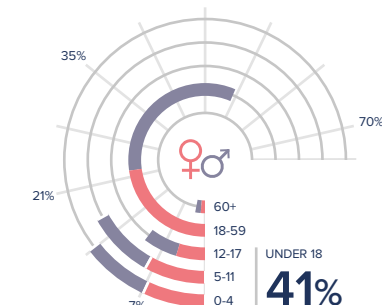
Europe continued to offer safety and protection to refugees fleeing conflict and persecution, while providing vital support to displacement situations elsewhere. The overall number of Mediterranean Sea arrivals continued to steadily decrease. Turkey continued to host the highest number of refugees worldwide as the number of people of concern in Turkey remained stable.



## PEOPLE OF CONCERN IN EUROPE



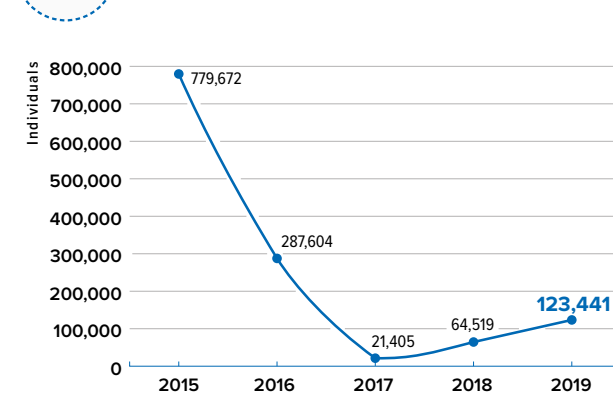
## AGE AND GENDER BREAKDOWN REFUGEES AND ASYLUM-SEEKERS



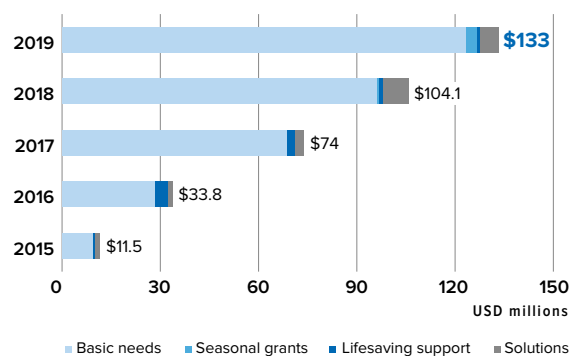


## ACHIEVEMENTS AND KEY RESULTS IN EUROPE

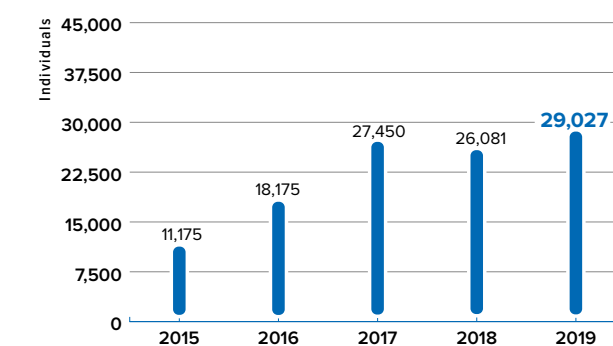
### INFORMATION ON ACCESS TO STATUS DETERMINATION PROCEDURES



### CASH ASSISTANCE BY SECTOR



### RESETTLEMENT DEPARTURES TO EUROPE



Reception conditions

**117,164** people of concern across Europe benefitted from improved reception conditions



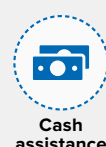
Child protection

**2,324** unaccompanied and separated children supported through guardianship programmes in Greece



Legal aid

**97,413** people of concern received legal assistance



Cash assistance

**\$133 million** distributed in cash assistance  
**227,471** people of concern received cash assistance



Community-based protection

**50** refugee-led and community-based organizations supported



Self-reliance and livelihoods

**100%** of refugees lived in countries where they have the legal right to work



Resettlement

**46%** of global resettlement departures were to countries in Europe  
**52%** of resettlement submissions in Europe included children

## KEY ACHIEVEMENTS AND IMPACT

### Safeguarding access to protection and asylum

UNHCR supported the region's governments in strengthening asylum systems to improve the identification of people in need of international protection. Notably, in Eastern Europe, the Quality Initiative remained a useful framework for asylum-related capacity development. In Moldova, an internal quality-control mechanism improved decision making, while Georgia saw a rise in recognition rates, from 5.5% in 2018 to 13% in 2019, following greater use of country of origin information, among other improvements.

In Greece, UNHCR's quality assurance work with the Greek Asylum Service supported the service's expansion and national efforts to ensure consistency in recognition rates. In 2019, the proportion of asylum-seekers who were accorded refugee status or a complementary form of protection at first instance increased from 49% in 2018 to 56%.

UNHCR worked with Turkey's DGMM to enhance registration and protection procedures. Together, 40 e-learning modules were developed in support of training, more than 500 bilingual support personnel were deployed and the availability of country of origin information was increased.

South-Eastern Europe (Albania, Bosnia and Herzegovina, Montenegro, North Macedonia and Serbia (and Kosovo: (S/RES/1244 (1999)\*)) remained an important transit corridor for mixed movements to Europe. A range of initiatives were implemented to reinforce national asylum infrastructures in the region with the objective of strengthening access to

international protection and potential solutions. The revision of a regional border monitoring tool played an important role in the harmonization of data collection and the identification of protection concerns related to access to asylum. Individual legal counselling and strategic litigation were essential tools in the response to issues identified, with 27,000 people of concern provided with counselling and legal aid. While asylum applications in the region increased by 19% from 2018, most applicants abandoned procedures before receiving a decision.

At the regional level, UNHCR maintained its proactive advocacy on legislation, policy, and procedures affecting asylum access. It reviewed the implementation of its "Fair and fast" discussion paper, which outlined concrete steps for establishing accelerated and simplified asylum procedures in the European Union.

### Responding with lifesaving assistance

UNHCR supported the improvement of reception conditions in areas receiving high numbers of arrivals, such as Cyprus, Greece, Malta and South-Eastern Europe. Working with national authorities, it promoted safe and dignified reception conditions, addressed critical protection needs and ensured access to services and information. Region-wide, 123,441 asylum-seekers received information on government status determination procedures.

Despite close cooperation with governments and partners to enhance and maintain minimum standards, reception conditions remained concerning with overcrowding in many countries. On the Greek islands, 36,435 asylum-seekers lived in poor conditions in informal settlements. Some \$133 million in cash assistance, including

Quality Initiative: Working together to improve asylum procedures



"Fair and Fast: UNHCR Discussion Paper on Accelerated and Simplified Procedures in the European Union"



\* Security Council Resolution 1244 (1999)

multi-purpose grants, was essential in supporting the immediate needs of more than 227,471 refugees and asylum-seekers across Europe, particularly in Greece.

More than a quarter (27%) of all arrivals to Europe were children (29,400), of which 8,500 (29%) were unaccompanied or separated. In response, UNHCR supported the development of child-friendly information materials on asylum procedures and children's rights within the child protection systems of countries of asylum. Child participation in assessment processes was also actively promoted. In Italy, UNHCR partnered with the Ombudsperson for Children to facilitate joint participatory assessments with more than 200 unaccompanied children.

In Greece, a guardianship programme implemented with national authorities provided invaluable protection and care to more than 2,324 unaccompanied children. Only a small number of children found solutions through placement in semi-independent living or foster care, or through family reunification or relocation. As such, UNHCR continued its advocacy for increased solidarity for this particularly vulnerable group.

In South-Eastern Europe, UNHCR and IOM provided psychological and social support, as well as safe shelter, to nearly 200 survivors of sexual and gender-based violence, while identification and referral mechanisms were established to support people at heightened risk.

### Seeking durable solutions for protracted refugee situations

Participatory and community-based approaches enhanced the protection and socioeconomic inclusion of refugees and

asylum-seekers across Europe, with more than 50 refugee-led and community-based organizations supported to implement pilot projects focused on enhancing the protection, engagement and inclusion of people of concern. In Italy, PartecipAzione supported 26 refugee-led organizations to facilitate the participation of refugees in economic, social and cultural activities, with projects ranging from cultural tours and story-telling events to access to information and legal counselling.

Investments in the socioeconomic integration of refugees and migrants produced multiple examples of good practice in Europe. UNHCR's Welcome: Working for Refugee Integration project—a multi-stakeholder partnership with the private sector, institutions and civil society organizations—promoted refugees' employment in Italy, with 147 companies offering employment or paid internships to refugees applying to the award in 2019. Private sector actors also offered refugees employment and training opportunities and promoted their economic inclusion by ensuring their participation in private sector forums in Estonia, Italy, Latvia, Lithuania and Ukraine. Private sector actors similarly contributed to the development of country-specific guides for refugee employment in Ireland, Malta and the United Kingdom.

In South-Eastern Europe, UNHCR also remained committed to facilitating durable solutions for the most vulnerable displaced populations in the region. In partnership with the OSCE, UNHCR supported the implementation of the Regional Housing Programme (RHP), facilitating beneficiary selection processes and ensuring the sustainability of solutions. Since the launch of the RHP, 6,280 vulnerable displaced

households have been supported with housing solutions, with 2,400 households receiving support in 2019 alone.

In Turkey, UNHCR worked closely with the Government to monitor the spontaneous voluntary return of refugees, while third-country solutions were pursued for the most vulnerable refugees. In 2019, 17,552 submissions for resettlement were made to 18 countries, while there were 10,558 departures. To boost their access to the labour market, 3,571 Syrian refugees were supported to enroll in formal national institutions for certified skills training in Turkey.

European States also showed solidarity with host countries by receiving resettled refugees, with a total of 33,824 submissions and 29,027 departures to Europe in 2019. France, Germany, Norway, Sweden and the United Kingdom received the highest number of refugees, with over 22,000 resettled to these five countries in 2019.

### Ensuring protection, assistance and solutions in internal displacement contexts

Protracted internal displacement remained a concern in Eastern Europe. UNHCR collaborated with governments in support of IDPs' rights and solutions, including to the right to return home in safety and dignity.

In Ukraine, some 734,000 people continued to be internally displaced. Those living along the contact line between government and non-government-controlled areas were most affected by risks to their physical security, movement restrictions and the suspension of social benefits. In line with the "Multi-year, multi-partner protection

and solutions strategy for Ukraine, 2018-2022", UNHCR supported durable solutions for IDPs and conflict-affected individuals through the rehabilitation of 1,330 damaged homes, providing 2,666 people with long-term and permanent housing solutions. Community-based initiatives led by 26 community groups, comprising IDPs and host community members, encouraged IDPs' integration and the peaceful coexistence of communities and resulted in the repair of community infrastructure damaged by the conflict.

UNHCR continued to transition responsibilities for IDP legal assistance to national service providers through training and referrals to free legal aid centres. This resulted in 3,000 IDPs receiving primary and secondary legal aid—a 15% increase compared to 2018. Plans to transition Shelter and NFI Cluster coordination to government counterparts were delayed, however, due to rotation in government personnel. Efforts will continue in 2020.

UNHCR's advocacy saw positive developments for IDP voting and housing rights. The Ukrainian Parliament amended the electoral code, giving IDPs the right to vote in local elections, while the Government increased funds for an affordable housing programme that addressed the needs of at least 785 IDP families in 2019.

With the strengthening of IDPs' access to national services in government-controlled areas, UNHCR focused its work in locations with high needs and fewer service providers, including along the contact line. Targeted support was provided to conflict-affected individuals unable to flee because of their specific

Welcome: working for refugee integration



Voting rights of internally displaced persons in Ukraine





needs and high vulnerability. Notably, a pilot voluntary relocation programme enabled 14 families to relocate away from dangerous areas close to the contact line.

### Reducing and preventing statelessness

With some 528,000 stateless persons in the region, UNHCR supported governments, lawmakers and civil society actors in the search for solutions. The October 2019 High-Level Segment on Statelessness saw 40 pledges by European countries, including the adoption of laws preventing statelessness at birth, improving access to civil registration and documentation, establishing procedures to identify and protect stateless persons, and accessions to the statelessness conventions. Malta and North Macedonia delivered on their commitments, with Malta acceding to the 1954 Convention relating to the Status of Stateless Persons and North Macedonia to the 1961 Convention on the Reduction of Statelessness (on 3 January 2020).

Affected communities helped UNHCR, authorities and partner organizations identify and protect stateless persons and populations most at risk. For example, in Bosnia and Herzegovina, members of the Roma community worked with UNHCR, municipal authorities and legal aid partners to identify and support people in obtaining birth registration and confirming their citizenship. Of the 54 birth registrations it supported in 2019, 37 led to citizenship confirmation for Roma individuals.

UNHCR continued collaborating with partners, including OSCE and the European Network on Statelessness, which led to the third OSCE-UNHCR practical seminar on sharing good practices on birth registration and childhood statelessness. To address

childhood statelessness, the Latvian Parliament passed a law providing automatic citizenship to children born to “non-citizens” of Latvia after 1 January 2020. A UNHCR-UNICEF advocacy brief on “Ending childhood statelessness in Europe” called on States and regional organizations to take urgent action to ensure no child was born, or remains, stateless in Europe. In line with UNHCR’s joint coalition with UNICEF on every child’s right to a nationality, implementation strategies were developed and pursued in Albania, Bosnia and Herzegovina, Montenegro, North Macedonia, Norway, and Serbia (and Kosovo: S/RES/1244 (1999)).

### Operational highlights on the implementation of the Global Compact on Refugees

The Humanitarian Corridors for Refugees programme, which won the entry from Europe to UNHCR’s Nansen Refugee Award, is a unique partnership between Italian faith-based organizations and UNHCR. Together with the Ministries of Foreign Affairs and the Interior, the Community of Sant’Egidio, Caritas Italiana, the Federation of Evangelical Churches in Italy and the Waldensian Table supported refugees resettled in Italy to rebuild their lives. Refugees were hosted in apartments, participated in language courses and received social assistance and legal support, all through the private funds of the organizations that manage the programme. At the end of 2019, more than 2,000 vulnerable people had been transferred to Italy as part of the programme, mainly Syrian and Eritrean refugees from Lebanon and Ethiopia, respectively. Such sponsorship programmes represent a critical lifeline to extremely vulnerable refugees who cannot rebuild their lives in a host country or return home.

UNHCR-UNICEF joint coalition on every child’s right to a nationality



Humanitarian Corridors: Nansen Refugee Award winner for Europe

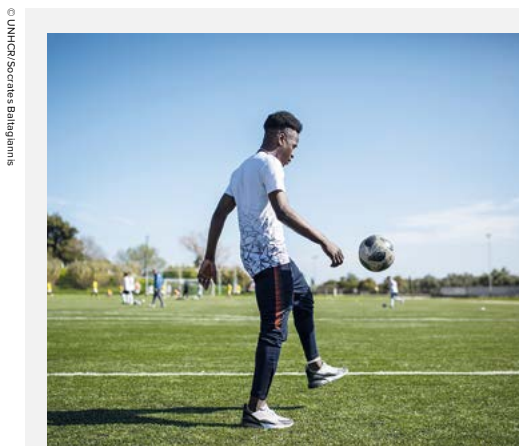


### Research on care arrangements for unaccompanied and separated children

UNHCR, along with IOM and UNICEF, collaborated with the Lumos Foundation to map alternative care arrangements for unaccompanied and separated children in Bulgaria, France, Greece, Italy, the Netherlands and Spain. This process highlighted challenges and positive practices regarding the reception of unaccompanied children arriving in Europe. Given the concerns around institutional

care identified through this research, concrete recommendations have been made on the importance of alternative family and community-based care arrangements. Looking ahead to 2020 and building on positive practices in Greece and the Netherlands, UNHCR will continue to work closely with sister agencies and national authorities to strengthen appropriate care arrangements for unaccompanied and separated children, including foster care and supported independent living.

### Delivering through partnerships



© UNHCR/Sciences Battlegrounds

### Lesvos football team is dream come true for Congolese teenager



Throughout his childhood, wherever he was, Francis played football. At the Moria reception centre on Lesvos in Greece, where he spent his first months, Francis joined Cosmos FC, an amateur team of asylum-seekers and refugees gaining a reputation for beating local clubs in friendly matchups. Cosmos—which means “world” in Greek—was set up in September 2016 by George Patlakas, a retired football player, to help asylum-seekers take their minds off Moria’s overcrowded conditions and ease the pressures of waiting for a decision on their asylum claim.

“Football helps them escape the daily life of the camp, they can stay fit and feel creative.”  
—George Patlakas, founder of Cosmos FC.

In line with the Global Compact on Refugees and the call for collaboration with new partners, UNHCR supported the UEFA Foundation for Children identify the right partners and locations for socio-educational and sports projects to help improve refugee children’s lives. Through its “Live Together” programme, the UEFA Foundation supports projects for unaccompanied children, adolescents and young adult refugees on Lesvos. In 2019, UEFA partnered with Cosmos FC to provide regular training and friendly matches against local clubs, helping give a sense of normality and stability for young refugees.

## CONSEQUENCES OF UNDERFUNDING

In 2019, Europe received a large amount of tightly earmarked funding for Greece and, to a lesser extent, Turkey and Ukraine. More than 83% of UNHCR's 2019 budget for operations in Europe was allocated to these three operations where contributions were essential in ensuring continuity in the response to the needs of highly vulnerable individuals.

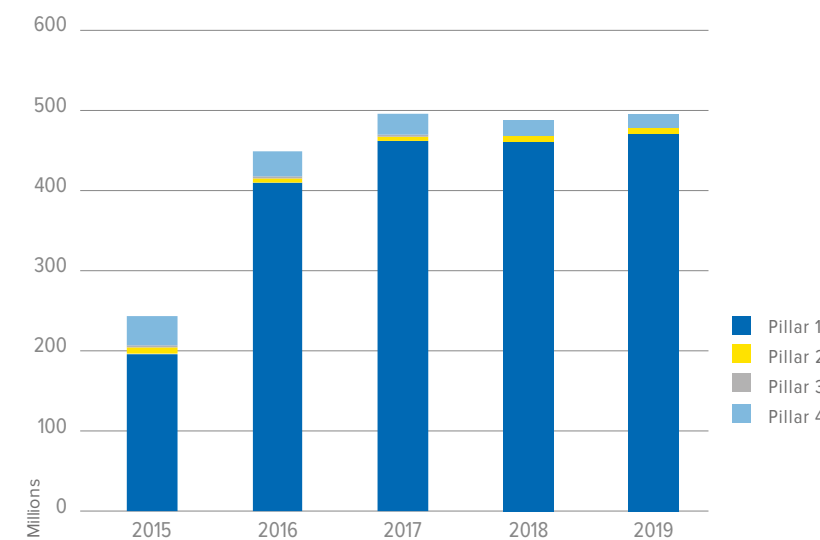
Nevertheless, underfunding of the multi-partner response in Ukraine limited UNHCR's support for reconstruction efforts, with the shelter needs of approximately 8,000 households in non-government-controlled areas unmet by collective response efforts.

In Greece, while earmarked funding ensured the continuity of large-scale accommodation and cash interventions, financial resources did not allow investment in essential economic inclusion activities needed to phase-out accommodation and cash support. In Turkey, finance for cash interventions limited the amount of assistance provided to individuals with specific needs, while just 10,558 of the 360,000 most vulnerable Syrian refugees needing resettlement in Turkey departed in 2019.

In other operations, UNHCR continued to rely on flexible funding to respond effectively to emerging and protracted needs across Europe. In line with the regional strategy, these interventions focused on strengthening asylum systems, supporting community-based protection initiatives and facilitating integration of people of concern across Europe.

## FINANCIAL INFORMATION

### EXPENDITURE IN EUROPE 2015-2019 | USD



### Millions of refugees worldwide supported by Dutch and Swedish Postcode Lotteries

With the partnerships with the Dutch and Swedish Postcode Lotteries dating back to 2002 and 2009 respectively, these are two of the longest-serving and most loyal partners to UNHCR. Millions of refugees benefit from the lifesaving support provided thanks to their funding.

In 2019, the support from both lotteries amounted to more than \$5 million, combining an annual core unearmarked contribution and project-based grants focusing on supporting refugee education and improved sustainability.



© Sweden for UNHCR/Anna Wess Widengren

### SOURCE OF EXPENDITURE FOR EUROPE

SOURCE OF EXPENDITURE		USD   thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	32,560	7%	14%
	Unearmarked	7,350	1%	5%
Voluntary contributions	Earmarked	366,202	74%	14%
	Softly earmarked <sup>1</sup>	28,076	6%	5%
	Unearmarked	54,966	11%	10%
	In-kind	1,519	0%	5%
Programme support costs		1,940	0%	1%
Other income <sup>2</sup>		4,664	1%	3%
<b>TOTAL</b>		<b>497,275</b>	<b>100%</b>	<b>11%</b>

Notes:

<sup>1</sup> Includes contributions earmarked at the regional, subregional, situation or thematic level.

<sup>2</sup> Includes miscellaneous income, prior year adjustments and cancellations and other internal transfers.



## BUDGET AND EXPENDITURE IN EUROPE | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Regional Bureau for Europe	Budget	4,238,700	-	-	-	4,238,700		
	Expenditure	1,769,850	-	-	-	1,769,850		
Regional activities for Europe	Budget	4,314,133	194,616	-	-	4,508,748		
	Expenditure	1,524,134	18,847	-	-	1,542,982		
<b>SUBTOTAL</b>	<b>Budget</b>	<b>8,552,833</b>	<b>194,616</b>	<b>-</b>	<b>-</b>	<b>8,747,448</b>	<b>1%</b>	
	<b>Expenditure</b>	<b>3,293,984</b>	<b>18,847</b>	<b>-</b>	<b>-</b>	<b>3,312,831</b>	<b>1%</b>	<b>38%</b>
<b>EASTERN EUROPE</b>								
Belarus	Budget	1,906,078	47,888	-	-	1,953,966		
	Expenditure	1,286,672	45,603	-	-	1,332,275		
Georgia Regional Office <sup>1</sup>	Budget	11,006,663	647,656	-	4,277,545	15,931,864		
	Expenditure	6,883,235	425,059	-	2,623,886	9,932,180		
Russian Federation	Budget	5,585,930	875,275	-	-	6,461,205		
	Expenditure	3,710,639	804,801	-	-	4,515,440		
Turkey	Budget	390,547,279	5,000	-	-	390,552,279		
	Expenditure	123,500,373	1,620	-	-	123,501,993		
Ukraine	Budget	4,656,445	910,783	-	22,215,123	27,782,352		
	Expenditure	3,927,417	551,339	-	15,133,245	19,612,000		
<b>SUBTOTAL</b>	<b>Budget</b>	<b>413,702,397</b>	<b>2,486,602</b>	<b>-</b>	<b>26,492,668</b>	<b>442,681,667</b>	<b>53%</b>	
	<b>Expenditure</b>	<b>139,308,336</b>	<b>1,828,422</b>	<b>-</b>	<b>17,757,131</b>	<b>158,893,888</b>	<b>32%</b>	<b>36%</b>
<b>NORTHERN, WESTERN, CENTRAL AND SOUTHERN EUROPE</b>								
Belgium Regional Office <sup>2</sup>	Budget	16,341,843	833,082	-	-	17,174,925		
	Expenditure	12,398,828	358,381	-	-	12,757,208		
France	Budget	3,345,691	213,710	-	-	3,559,401		
	Expenditure	2,833,052	173,087	-	-	3,006,139		
Germany	Budget	2,311,240	37,956	-	-	2,349,195		
	Expenditure	2,053,889	36,448	-	-	2,090,337		
Greece	Budget	271,761,912	50,000	-	-	271,811,912		
	Expenditure	253,140,218	32,682	-	-	253,172,900		
Hungary Regional Office <sup>3</sup>	Budget	13,447,895	467,633	255,925	-	14,171,452		
	Expenditure	10,580,329	398,338	206,313	-	11,184,979		
Italy Regional Office <sup>4</sup>	Budget	30,872,416	139,111	-	-	31,011,527		
	Expenditure	23,509,204	121,560	-	-	23,630,764		
Sweden Regional Office <sup>5</sup>	Budget	5,028,452	434,803	-	-	5,463,255		
	Expenditure	3,393,987	344,018	-	-	3,738,005		
United Kingdom	Budget	2,109,766	569,163	-	-	2,678,929		
	Expenditure	1,835,882	534,571	-	-	2,370,454		
<b>SUBTOTAL</b>	<b>Budget</b>	<b>345,219,214</b>	<b>2,745,456</b>	<b>255,925</b>	<b>-</b>	<b>348,220,595</b>	<b>42%</b>	
	<b>Expenditure</b>	<b>309,745,390</b>	<b>1,999,084</b>	<b>206,313</b>	<b>-</b>	<b>311,950,786</b>	<b>63%</b>	<b>90%</b>
<b>SOUTH-EASTERN EUROPE</b>								
Bosnia and Herzegovina <sup>6</sup>	Budget	26,708,186	4,793,174	-	-	31,501,360		
	Expenditure	20,180,273	2,937,377	-	-	23,117,650		
<b>SUBTOTAL</b>	<b>Budget</b>	<b>26,708,186</b>	<b>4,793,174</b>	<b>-</b>	<b>-</b>	<b>31,501,360</b>	<b>4%</b>	
	<b>Expenditure</b>	<b>20,180,273</b>	<b>2,937,377</b>	<b>-</b>	<b>-</b>	<b>23,117,650</b>	<b>5%</b>	<b>73%</b>
<b>TOTAL</b>	<b>Budget</b>	<b>794,182,630</b>	<b>10,219,848</b>	<b>255,925</b>	<b>26,492,668</b>	<b>831,151,070</b>	<b>100%</b>	
	<b>Expenditure</b>	<b>472,527,982</b>	<b>6,783,729</b>	<b>206,313</b>	<b>17,757,131</b>	<b>497,275,155</b>	<b>100%</b>	<b>60%</b>

<sup>1</sup> Includes activities in Armenia and Azerbaijan.<sup>2</sup> Includes activities in Austria, Ireland, the Netherlands and the office for Switzerland and Liechtenstein.<sup>3</sup> Includes activities in Bulgaria, Croatia, Czechia, Republic of Moldova, Poland, Romania, Slovakia and Slovenia.<sup>4</sup> Includes activities in Cyprus, Malta and Spain.<sup>5</sup> Includes activities in Latvia and Lithuania.<sup>6</sup> Includes activities in Albania, Montenegro, North Macedonia, and Serbia and Kosovo (S/RES/1244 (1999)).

## VOLUNTARY CONTRIBUTIONS TO EUROPE | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
European Union	292,283,988		2,131,673		294,415,661
United States of America	49,983,283			51,000,000	100,983,283
Italy	8,298,748			98,172	8,396,920
Germany	6,127,733			1,714,523	7,842,256
Japan	2,678,571		839,286		3,517,857
European Economic Area	2,739,448				2,739,448
UNO-Flüchtlingshilfe (National Partner in Germany)	1,404,255		34,443	33,525	1,472,223
Education Cannot Wait	1,403,422				1,403,422
France	1,389,232				1,389,232
Norway	1,315,000				1,315,000
Republic of Korea	700,000			500,000	1,200,000
IOM	1,130,097				1,130,097
Central Emergency Response Fund			928,181		928,181
Spain	275,224			366,038	641,262
Canada				569,909	569,909
Russian Federation		300,000	250,000		550,000
Sweden			549,995		549,995
United Kingdom of Great Britain and Northern Ireland	446,849			60	446,909
Austria	54,778			341,225	396,003
Hungary				262,333	262,333
Private donors in France	253,104				253,104
Sweden for UNHCR	125,000			100,807	225,807
Estonia			225,479		225,479
España con ACNUR (National Partner in Spain)	213,764				213,764
Ireland	185,463				185,463
Private donors in Japan			165,366		165,366
Switzerland	151,618				151,618
Serbia				115,942	115,942
Romania				103,521	103,521
Liechtenstein	100,806				100,806
Private donors in Switzerland	100,000				100,000
USA for UNHCR				99,600	99,600
Armenia				98,000	98,000
Private donors in Italy	91,235			5,688	96,924
Poland				87,000	87,000
Montenegro				82,745	82,745
Malta	51,195				51,195
Czechia				38,100	38,100
Lithuania				34,130	34,130
Latvia			27,503		27,503
Private donors in Austria	383			22,186	22,569
Luxembourg				10,274	10,274
Azerbaijan	7,200				7,200
Private donors in China	3,297				3,297
Private donors in the Netherlands	1,106			7	1,112
Private donors in Canada	437				437
<b>TOTAL*</b>	<b>371,515,235</b>	<b>300,000</b>	<b>5,151,925</b>	<b>55,683,783</b>	<b>432,650,943</b>

\*Notes:

<sup>1</sup> Contributions include 7% programme support costs.<sup>2</sup> Includes a total of \$219,886 acknowledged in 2018 for activities with implementation in 2019 and excludes \$107,000 acknowledged in 2019 for activities with implementation in 2020 and beyond.<sup>3</sup> Includes contributions earmarked to the Central Mediterranean situation.



# The Middle East and North Africa



“The scale of displacement across the Middle East and North Africa remained alarming throughout the year, as violence, political instability and sectarian strife continued unabated. By the end of 2019, the region hosted nearly 16 million people of concern to UNHCR. The Office worked hard to address the challenges in the region, relying on the solidarity and compassion of host communities.”

—Ayman Gharaibeh, Director, Regional Bureau for the Middle East and North Africa

*Ahmed, 80, fled his home in Bani Hassan, Hajjah, north-west Yemen, because of conflict. After being relocated to Az Zuhrah in Hudaydah, UNHCR helped Ahmed obtain an identification card, which gave him access to much-needed aid and cash assistance and assisted him and his family with emergency shelter.*



# MAJOR SITUATIONS OR OPERATIONS IN THE MIDDLE EAST AND NORTH AFRICA IN 2019



## SYRIAN ARAB REPUBLIC (SYRIA)\*

The Syria situation entered its ninth year with more than 5.5 million Syrian refugees hosted by neighbouring countries, of whom 45% were children and 21% were women. Living conditions were precarious, with some 60% of Syrian refugees living in poverty. UNHCR and UNDP co-led the Regional Refugee and Resilience Plan in response to the Syria crisis (3RP), coordinating the work of more than 270 partners in the five main hosting countries.

The level and pace of refugee returns to Syria gradually increased over the year. UNHCR verified the return of 95,000 refugees—75% more than in 2018.

Inside Syria, humanitarian access to IDPs and returnees was challenging. UNHCR reached more than 1.7 million people in Syria with protection activities such as child protection and legal counselling interventions, 1.8 million people with core relief items, and 520,900 people with shelter activities. In addition, 358,000 people were assisted through the cross-border operation from Turkey. While overall internal displacement decreased, new large-scale displacements in north-west and north-east Syria required an emergency response.

\* More details on UNHCR's response to the needs of Syrian refugees in Turkey are included in the Europe chapter.

### KEY RESULTS AND ACHIEVEMENTS

- \$180.3 million** distributed in cash assistance, benefitting **651,822** people of concern
- 1.8 million** people of concern were reached with core relief items
- 167,005** people of concern received emergency shelter



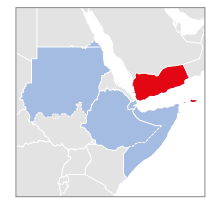
## IRAQ

There were some 1.4 million IDPs in Iraq, more than half of whom have been living in displacement for at least three years. Despite significant efforts to rebuild the country and revitalize local economies, significant challenges hindered return, exacerbated by a deteriorating political, economic and security situation. Despite this, UNHCR worked with the Government and development actors to incorporate IDPs' needs in development plans and support their gradual absorption into the Iraqi social welfare system.

There were some 280,000 Iraqi refugees and asylum-seekers in Jordan, Lebanon, Syria and Turkey, of whom 39% were children and 29% were women. UNHCR also provided protection and basic services in support of neighbouring countries' efforts.

In Iraq, UNHCR's focused on ensuring protection for people of concern and their gradual transition from humanitarian assistance to development programming through strengthening, and ensuring their inclusion in, national systems as well as identifying comprehensive solutions.

- \$44 million** distributed in cash assistance, benefitting **146,462** people of concern
- 169,340** people of concern were reached with core relief items
- 69,255** people of concern received emergency shelter



## YEMEN

Yemen remained the worst humanitarian crisis globally, with more than 80% of the population requiring some form of assistance. Some 10.5 million people had urgent needs resulting from malnutrition, food insecurity, disease and wide-spread displacement among others.

Active frontlines across multiple governorates drove displacement, with 66,499 households experiencing displacement at least once during the year, while airstrikes and clashes caused numerous civilian fatalities. Unprecedented heavy rain and flash floods led to a rise in cholera and diphtheria outbreaks, while the threat of famine loomed.

Notwithstanding restricted humanitarian access, UNHCR provided cash assistance to 1.2 million IDPs and delivered more than 1 million basic household items to 86,146 IDPs, IDP returnees and vulnerable host community members.

Despite a collapsing economy and diminished public services, Yemen hosted more than 279,000 refugees and asylum-seekers, primarily from the Horn of Africa.

- \$48.7 million** distributed in cash assistance, benefitting **167,831** IDP families and **10,459** refugee families
- 430,730** people of concern were reached with core relief items
- 74,715** people of concern received emergency shelter



## LIBYA

Conflict beginning in April 2019 in the south and in Tripoli displaced nearly 150,000 people, while the recorded number of IDP returnees since 2017 reached over 447,700. Despite peace talks, hostilities persisted in populated areas, causing civilian casualties and further displacement, and slowing returns. In the face of insecurity, UNHCR and partners supported IDPs, returnees and host communities with non-food items and cash, and quick impact projects such as the rehabilitation of schools and health facilities created conditions for peaceful coexistence.

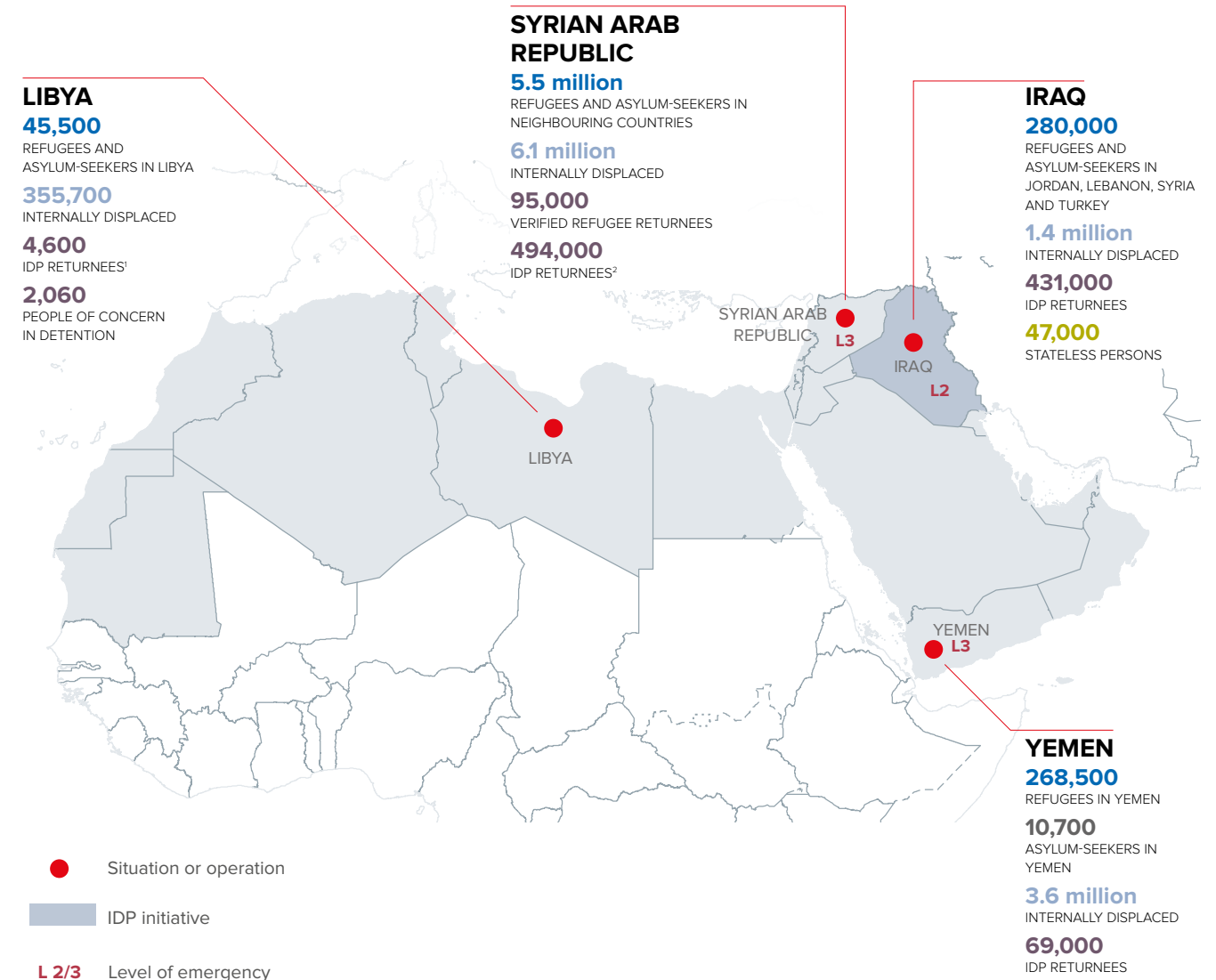
UNHCR monitored detention centres, registering some 3,400 people of concern. Thanks to UNHCR's advocacy, 1,800 people in need of international protection were released from detention.

842 refugees and asylum-seekers departed the country through resettlement while a total of 2,029 refugees and asylum-seekers departed through humanitarian evacuations to Italy, the Emergency Transit Centre in Romania, and the Emergency Transit Mechanisms in Niger and Rwanda. Of the evacuations, 1,385 people of concern evacuated through the Gathering and Departure Facility (GDF). The GDF was also instrumental in supporting direct resettlement, voluntary repatriation and reunification. Of the individuals who arrived in their resettlement country in 2019 (842), 29 were resettled through the GDF and 813 were resettled from urban areas.

To meet the growing needs of more than 45,500 refugees and asylum-seekers in urban areas, UNHCR provided emergency cash grants to more than 1,400 individuals, core relief items to 5,120 people, and other protection-related interventions, such as cash assistance and medical support through its community day centre in Tripoli and community outreach visits.

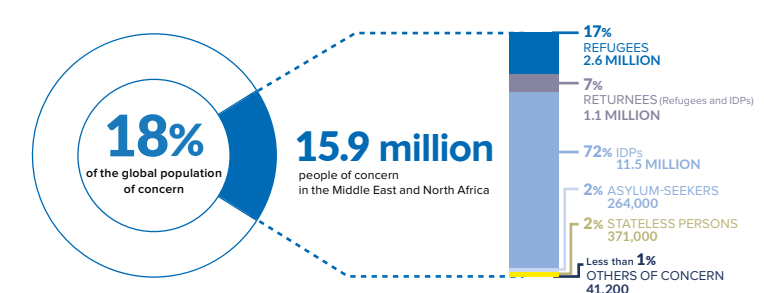
- 5,552** people of concern received rescue kits at disembarkation points
- 43,387** IDPs and refugees received non-food items
- 12,308** people of concern were registered, **3,399** while in detention

*With no political resolution to any of the region's emergencies, UNHCR strove to provide protection and lifesaving support to people of concern amidst several challenging contexts. Emergency assistance was at the forefront of UNHCR's response in 2019, in tandem with leading and coordinating large-scale refugee responses in line with the Global Compact on Refugees, preserving protection space and creating conditions for voluntary return in safety and in dignity.*

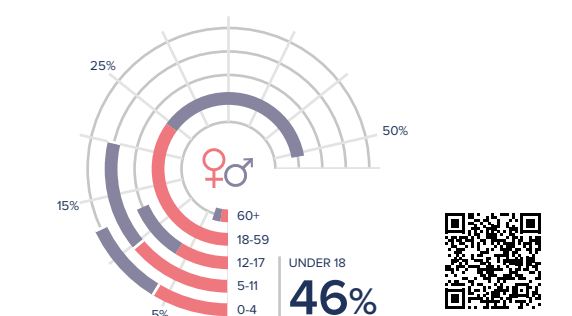


<sup>1</sup>According to IOM  
<sup>2</sup>According to OCHA

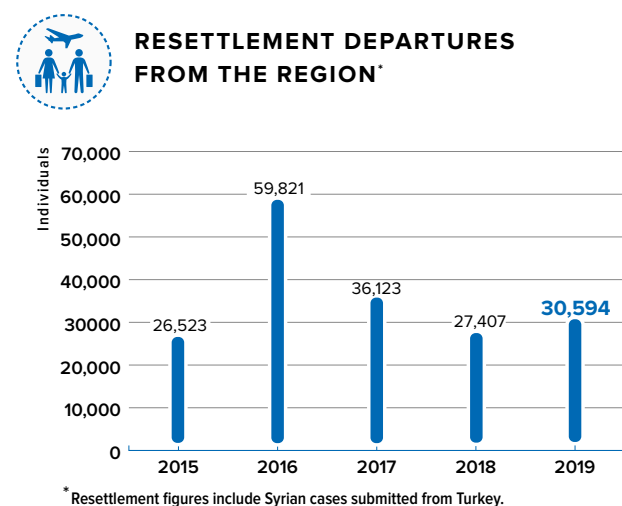
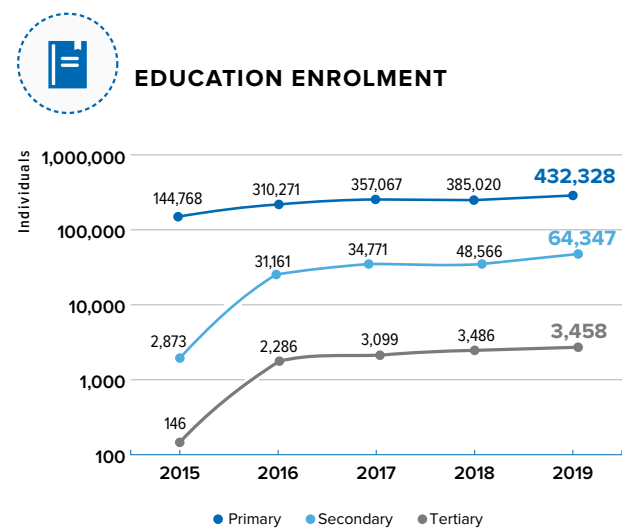
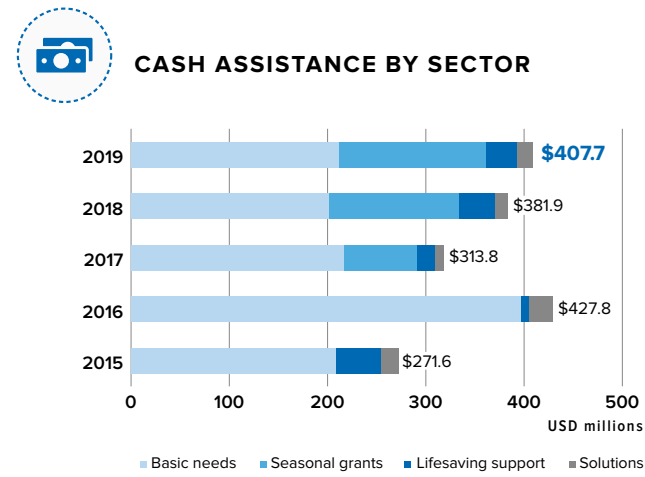
### PEOPLE OF CONCERN IN THE MIDDLE EAST AND NORTH AFRICA



### AGE AND GENDER BREAKDOWN REFUGEES AND ASYLUM-SEEKERS



## ACHIEVEMENTS AND KEY RESULTS IN THE MIDDLE EAST AND NORTH AFRICA



- Registration**  
**6,797,653** people of concern registered on an individual basis  
**29%** of individuals biometrically registered
- Child protection**  
**5,410** unaccompanied or separated children had a best interests assessment initiated or completed
- SGBV**  
**16,744** SGBV survivors received psychological and social counselling  
**1,895** SGBV survivors accessed medical assistance  
**790** SGBV survivors received legal assistance
- Cash assistance**  
**\$407.7 million** distributed in cash assistance  
**2,924,343** people of concern received cash assistance
- Core relief items**  
**2,193,660** people of concern received core relief items  
**\$103.3 million** in core relief items distributed
- Education**  
**496,675** children enrolled in primary and secondary education  
**3,458** people of concern received tertiary education scholarships
- Self-reliance and livelihoods**  
**34%** of refugees had their own business or were self-employed for more than 12 months
- Resettlement**  
**41,516** resettlement submissions from the region  
**30,594** UNHCR-facilitated departures

## KEY ACHIEVEMENTS AND IMPACT

### Safeguarding access to protection and asylum

UNHCR engaged with governments to establish domestic asylum systems. For instance, the Government of Egypt requested the Office to provide a blueprint on gradual transition to a domestic asylum mechanism. UNHCR engaged with Qatar on its asylum legislation after the Government adopted a national asylum framework, following its accessions to the International Covenant on Economic, Social and Cultural Rights and to the International Covenant on Civil and Political Rights.

UNHCR conducted refugee status determination (RSD) in many of the region's countries and supported the gradual transition of RSD to national authorities in others. In 2019, 6,797,653 people of concern were registered on an individual basis across the region—3% more than in 2018—while 1,971,319 (29%) people were biometrically registered, slightly more than the 1,324,929 in 2018. With the detention of asylum-seekers and refugees commonplace in several countries, UNHCR advocated to end child detention and find alternatives, in line with its global strategy "Beyond detention" (2014-2019). In Libya, UNHCR registered some 3,400 people of concern through monitoring visits to detention centres and, through its intervention, 1,800 people in need of international protection were released from detention in 2019.

To integrate mental health and psychosocial support services (MHPSS) into its protection response, UNHCR developed a MHPSS strategy for many operations, including Yemen. More than 150 UNHCR and partner frontline staff were trained in psychological first aid across the region.

Other countries, including Algeria, Egypt, Iraq, Lebanon and Turkey strengthened their MHPSS by designating UNHCR operational focal points, providing capacity-building for non-mental health experts on scalable psychological interventions, and promoting MHPSS integration within interventions. Improving the protection response for persons with disabilities, UNHCR coordinated "Power of inclusion: Mapping the protection responses for persons with disabilities among refugees in the Middle East and North Africa region", a regional study on persons with disabilities, to be used for future planning and to advocate integrated programming.

Guidance notes, specialized training and capacity development resulted in enhanced child protection, including child asylum claims for operations in North Africa, and some 5,410 unaccompanied or separated children had a best interests assessment initiated or completed. Protection interventions were strengthened by leveraging broader partnerships for technical and financial support, as well as through stronger engagement with civil society and the private sector. Protection from sexual exploitation and abuse measures were incorporated into UNHCR's partner selection procedures, and in project design and monitoring. Some 400 community centres operated across the region with 4,200 community volunteers facilitating social support and access to tailored services for women, girls, men and boys.

### Responding with lifesaving assistance

Conflicts and emergencies in Iraq, Libya, Syria and Yemen meant the scale, severity and complexity of humanitarian needs remained extensive. UNHCR implemented

Power of inclusion

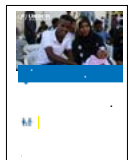




3RP in Response to the Syria Crisis



Emergency Transit Mechanism in Rwanda



preparedness measures, and supported operations in strengthening their presence and emergency response with lifesaving, multi-sectoral assistance, including protection services, shelter, basic relief items, multi-purpose cash and health assistance. UNHCR enhanced its leadership in refugee emergency responses, particularly through the 3RP, illustrating the progress that can be made when the Global Compact on Refugees is applied in practice, and provided assistance to IDPs with its lead in protection, shelter/NFI and CCCM clusters. It also coordinated with Humanitarian or UN Country Teams to address the protection dimensions of displacement crises.

Responding to the most urgent lifesaving needs, UNHCR provided nearly \$407.7 million in cash assistance to more than 2.9 million refugees and displaced people, particularly in urban settings. Some \$269.3 million-worth of core relief items supported more than 1.3 million refugees and IDPs in the Syria situation, and at least 619,500 people were provided with shelter assistance while 61% of households were living in adequate dwellings. Cash grants made rental accommodation possible for 84,588 households.

More than 148,000 people accessed primary health care and nutrition assistance while around 500,000 people were assisted with clean drinking water and adequate sanitation. About 92% of people of concern had access to national and/or government primary health facilities. UNHCR strengthened sexual and gender-based violence (SGBV) prevention, risk mitigation mainstreaming and response across all operations. There were 16,744 SGBV incidents reported, for which survivors received psychosocial counselling. Furthermore, region-wide, 790 survivors received legal assistance and 1,895 survivors accessed medical help.

Lifesaving mechanisms for humanitarian evacuation, resettlement, voluntary repatriation, reunification, and other solutions were expanded to Italy, Niger, Romania and Rwanda including via the Emergency Transit Mechanisms/ Emergency Transit Centres. In all, 878 people evacuated from Libya were processed through the mechanism in Niger; 393 people were evacuated to Italy; 452 to Romania; and 306 to Rwanda, where the first seven evacuees later departed for resettlement.

### Seeking durable solutions for protracted refugee situations

In 2019, UNHCR verified 95,000 refugee returns to Syria from neighbouring countries, representing an annual increase of 75%. In UNHCR's latest regional intention survey, which excluded Turkey, more than 75% of Syrian refugees in the region expressed a hope to return one day, while only around 6% intended to return in the coming year.

With more than 5.5 million Syrian refugees hosted in neighbouring countries, and to mitigate the reduction of global resettlement allocations observed in 2017 and 2018, UNHCR encouraged new resettlement programmes and the expansion of existing ones as a means of responsibility-sharing with host countries. There were 41,516 refugees submitted for resettlement from the region (including 17,552 from Turkey), an 11% increase on 2018 submissions. The largest number of referred refugees was from Syria (29,562), with almost 4,656 from Afghanistan and 2,443 from Iraq (most of whom were referred from Turkey). Some 20,036 refugees were resettled from the region, as well as a further 10,558 from Turkey, a slight increase compared to 2018 departures.

UNHCR's work with the new chairs of the Priority Situations Core Group—Ireland and Sweden—was important in achieving the increase in resettlement submissions. Work consisted of sharing good practices, demonstrating the strategic impact of resettlement and identifying durable solutions to ensure strong partnerships and collaboration in key ongoing resettlement programmes, such as in the Syria and Central Mediterranean situations.

Primary, secondary and tertiary education inclusive of people of concern was encouraged for children and young people. During 2019, 432,328 children were enrolled in primary school—a 12% increase compared to 2018. Meanwhile, 64,347 were enrolled in secondary school—nearly a third more than in 2018. Under UNHCR's DAFI scholarship programme, 3,458 youth also received tertiary education grants. UNHCR promoted the economic inclusion of those who had been forced to flee their homes, advocating their right to work and earn a livelihood, and 34% of refugees were self-employed for more than 12 months or owned a business by the end of 2019.

### Ensuring protection, assistance and solutions in internal displacement contexts

In Iraq, Libya, Syria, and Yemen, more than 11 million people were internally displaced by violence, many multiple times. Across the emergencies, UNHCR led protection, shelter/NFI and CCCM clusters or sectors. The IDP response took a community-based approach, with UNHCR and partners aiming to empower communities to obtain their rights safely and in dignity, while reducing their vulnerabilities. Outreach platforms—a network of community and satellite centres with mobile teams and volunteers linked to national NGOs—enhanced UNHCR's coverage. Given the security situation and difficulties accessing populations in need, this approach was instrumental in consulting and facilitating communities' participation in designing and shaping an evidence-based response across sectors, that achieved better protection, improved lives and found solutions.

### Delivering through partnerships

0118



#### Improving and empowering refugees to access decent work in Jordan



Employment service centres were established inside the Zaatari refugee camp in 2017 and Azraq refugee camp in 2018. The centres were the result of work done by UNHCR with ILO in coordination with the Government of Jordan, and sponsored by the Dutch Government.

The centres provide refugees with counselling services on employment, work permits, and help them leave the camps to attend job fairs where they can meet employers and gain

access to formal work opportunities across Jordan. This new leave system also provided refugees with increased protection and allowed them to take up job opportunities anywhere in the country within specified sectors.

To date, 13 employment centres have helped some 10,000 people, both Jordanians and Syrians, to obtain employment and training opportunities, as well as other services.

In Yemen, UNHCR assisted nearly 168,000 IDP families and vulnerable host community members with cash assistance; gave more than 86,000 families core relief items, such as bedding, kitchen sets and solar lamps; and distributed shelter kits to more than 17,000 families.

In Libya, UNHCR aimed to strengthen advocacy and promote IDPs' access to rights, basic services and solutions. Increased hostilities in Tripoli from April 2019 displaced 150,000 Libyans. UNHCR activated its emergency IDP response, reaching 1,086 IDP and IDP returnee households with multi-purpose cash assistance and distributing 9,785 shelter kits to IDPs in eastern Libya. By increasing its outreach capacity and expanding its partnerships, it conducted protection monitoring, identified needs and guided effective responses.

In Syria, despite operational challenges, UNHCR reached more than 1.7 million people with protection activities, including 236,000 with specific child protection activities and more than 300,000 with SGBV services. Around 1.8 million people also received basic relief items; more than 520,000 people had shelter support; and some 428,000 people accessed health assistance. Working cross-border from Turkey, UNHCR also provided basic relief items and shelter support to more than 358,000 people and reached over 153,200 people with protection services through referrals, awareness raising and psychological support.

In Iraq, more than 47,000 IDPs and returnees received legal assistance through UNHCR and at least 36,600 IDPs and returnees secured civil documentation. UNHCR also provided cash assistance to vulnerable IDP families, both as monthly cash support for

those living outside camps and through winter assistance. UNHCR's winter assistance programme provided cash assistance to more than 64,200 IDP families. It also distributed core relief items to more than 33,300 families in camps and urban areas. Meanwhile, UNHCR shelter interventions focused on improving the living conditions of IDPs in camps throughout Iraq and supporting returnees in their place of origin.

### Reducing and preventing statelessness

With some 371,000 stateless persons in the region, initiatives were in line with the regional strategic approach on the prevention and reduction of statelessness. In particular, initiatives built on the momentum created by the 2019 League of Arab States' Declaration on Belonging and Legal Identity, reinforced in the League of Arab States' Arab Strategy for the Protection of Refugee Children. UNHCR also worked closely with States in preparation for the October 2019 High-Level Segment on Statelessness, with dedicated support to Mauritania resulting in the submission of four pledges during the event.

Courses on statelessness for government officials strengthened awareness of international standards and provided a platform for States to share experiences and explore possible solutions and innovations. In Iraq, significant reductions in statelessness were sustained through legal aid. In 2019, 262 cases were resolved in Iraq through the acquisition and confirmation of nationality, with a total of 2,733 cases since 2015. In the 3RP context, interventions by UNHCR and partners significantly reduced the percentage of Syrian refugee children

born in the region each year without identity documents, such as a birth certificate or medical birth notification. The percentage fell from approximately 35% in 2012 to 1.8% in 2018, the last year for which data is available.

### Operational highlights on the implementation of the Global Compact on Refugees

The Middle East and North Africa Civil Society Network for Displacement became the principal regional platform for civil society national actors. The first regional NGO consultations in Amman, Jordan, held in association with the network, saw around 200 partners embracing the "whole-of-society" approach.

The consultations provided a platform for regional actors to amplify advocacy and present joint commitments to displacement prevention, response, and solutions. In Tunisia, for instance, civil society actors played a leading role in advocating and providing essential services to people of concern. The actors created a network of expertise, building the capacities of government officials and decision makers, by conducting training sessions on the international protection of refugees and asylum-seekers for representatives of ministries and government bodies.

Engagement with regional academia was another successful example of the pioneering outreach in the region, aligned with the Global Compact on Refugees. Think tanks, research centres, universities and professors supported building a culture of evidence-based policy making on displacement. At the first and second academic roundtable discussions in Amman, Jordan, partners highlighted the important role that academic institutions can play in conducting research on issues

related to displacement and building databases and scientific bases for policies and operations to advance refugees' rights. Progress was achieved in linking academia with policy-makers through follow-up on the creation of the first regional *Arabic Journal of Refugee Studies*, which will also support practitioners in the field.

## CONSEQUENCES OF UNDERFUNDING

Across the region, chronic underfunding affected all operations. With overall funding less than half (46%) of what was needed, critical lifesaving and protection services remained unmet in 2019.

The highest gaps were faced in Syria, where accessing people of concern regularly and delivering quality protection services faced significant resource-related constraints, as well as those engendered by the insecurity.

This was particularly relevant in the remote Governorates of Aleppo, Deir- ez-Zour, Idlib and Raqqqa. UNHCR's plans to expand its outreach network by opening 28 new community centres did not materialize, leaving 560,000 IDPs without protection services.

Given the scale of the crisis, Yemen remained one of the region's most underfunded operations. In 2019, more than 900,000 Yemenis, considered to be the most vulnerable of its internally displaced population, found refuge in one of 1,700 IDP hosting sites. However, underfunding of the CCCM Cluster meant the services offered were limited or sporadic.

Middle East and North Africa Civil Society Network for Displacement





In Jordan, limited funds meant the operation was unable to assist nearly 10,000 households of the 41,700 families targeted with cash assistance. Similarly, in Lebanon, UNHCR was only able to reach 42% of the 84,000 vulnerable Syrian refugee families targeted with regular cash assistance.

In Iraq, UNHCR had to prioritize 59% of IDP families for winter assistance, leaving significant needs unmet in areas where more than 4 million people had returned in 2019.

Difficult decisions had to be taken in refugee camps like Tindouf (Algeria) or

Mbera (Mauritania), where funding was redirected from critical infrastructural investments toward lifesaving interventions.

Challenges faced by urban refugees and asylum-seekers in countries such as Egypt or Morocco were amplified by increased costs of living, exposing them to higher risks, such as exploitation and forced labour.

Alongside a lack of funding, the limited opportunities for durable solutions in host countries and fewer resettlement places globally further complicated the protection and operational environment.



### Qatar Charity continues support for UNHCR

Since 2012, Qatar Charity (QC) has been one of UNHCR's top private partners and has supported 1,287,835 displaced people.

In 2019 alone, QC supported Rohingya refugees and IDPs in Iraq and Yemen with a contribution of \$12,091,813 million, providing urgently-needed cash assistance for IDP families.

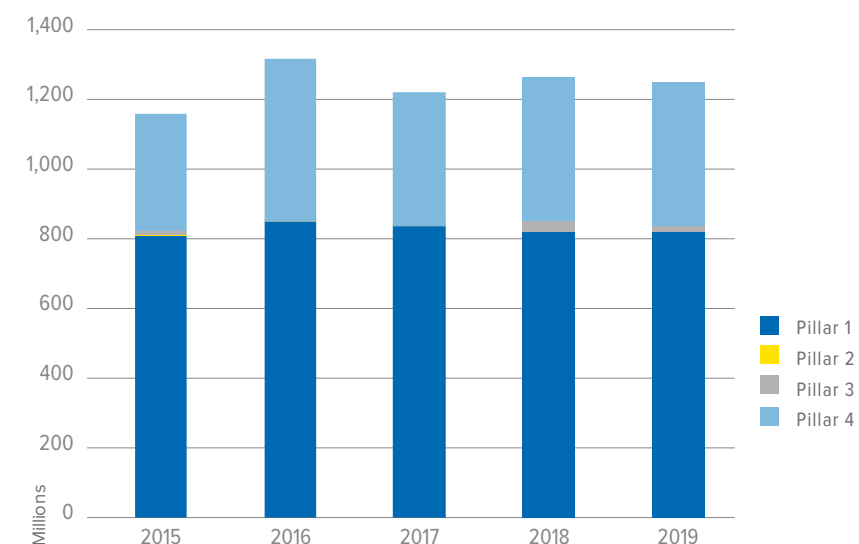
In Bangladesh, QC supported the development of water, health and sanitation facilities for Rohingya refugees and host communities.



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## FINANCIAL INFORMATION

### EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA 2015-2019 | USD



### SOURCE OF EXPENDITURE FOR THE MIDDLE EAST AND NORTH AFRICA

SOURCE OF EXPENDITURE		USD   thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	52,975	4%	23%
	Unearmarked	7,134	1%	5%
Voluntary contributions	Earmarked	1,045,467	83%	41%
	Softly earmarked <sup>1</sup>	84,246	7%	16%
	Unearmarked	35,132	3%	7%
	In-kind	864	0%	3%
Programme support costs		2,304	0%	1%
Other income <sup>2</sup>		24,612	2%	15%
<b>TOTAL</b>		<b>1,252,734</b>	<b>100%</b>	<b>28%</b>

Notes:

<sup>1</sup> Includes contributions earmarked at the regional, subregional, situation or thematic level.

<sup>2</sup> Includes miscellaneous income, prior year adjustments and cancellations and other internal transfers.

## BUDGET AND EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Regional Bureau for the Middle East and North Africa	Budget	3,294,998	-	-	-	3,294,998		
	Expenditure	2,189,138	-	-	-	2,189,138		
Regional activities for the Middle East and North Africa	Budget	57,667,520	-	-	-	57,667,520		
	Expenditure	4,919,707	-	-	-	4,919,707		
<b>SUBTOTAL</b>	<b>Budget</b>	<b>60,962,518</b>	-	-	-	<b>60,962,518</b>	<b>2%</b>	
	<b>Expenditure</b>	<b>7,108,845</b>	-	-	-	<b>7,108,845</b>	<b>1%</b>	<b>12%</b>
<b>MIDDLE EAST</b>								
Iraq	Budget	185,673,863	465,780	-	416,337,806	602,477,448		
	Expenditure	72,210,317	269,957	-	130,544,813	203,025,088		
Israel	Budget	4,223,967	-	-	-	4,223,967		
	Expenditure	2,934,831	-	-	-	2,934,831		
Jordan	Budget	371,918,461	-	-	-	371,918,461		
	Expenditure	213,880,490	-	-	-	213,880,490		
Lebanon	Budget	562,007,934	753,045	-	-	562,760,979		
	Expenditure	325,058,914	668,257	-	-	325,727,171		
Saudi Arabia Regional Office	Budget	11,306,232	216,077	-	-	11,522,309		
	Expenditure	9,642,494	134,364	-	-	9,776,858		
Syrian Arab Republic	Budget	46,968,149	198,641	259,382,854	317,833,049	624,382,693		
	Expenditure	13,574,185	27,758	17,180,980	145,349,316	176,132,239		
Syrian Regional Refugee Coordination Office	Budget	20,519,570	-	-	20,400,000	40,919,570		
	Expenditure	16,186,501	-	-	18,325,282	34,511,783		
Yemen	Budget	48,514,717	-	-	150,133,920	198,648,637		
	Expenditure	31,842,288	-	-	107,988,149	139,830,437		
<b>SUBTOTAL</b>	<b>Budget</b>	<b>1,251,132,894</b>	<b>1,633,543</b>	<b>259,382,854</b>	<b>904,704,774</b>	<b>2,416,854,065</b>	<b>88%</b>	
	<b>Expenditure</b>	<b>685,330,021</b>	<b>1,100,337</b>	<b>17,180,980</b>	<b>402,207,560</b>	<b>1,105,818,898</b>	<b>88%</b>	<b>46%</b>

## BUDGET AND EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
<b>NORTH AFRICA</b>								
Algeria	Budget	37,091,284	-	-	-	37,091,284		
	Expenditure	17,016,854	-	-	-	17,016,854		
Egypt Regional Office	Budget	104,156,716	-	-	-	104,156,716		
	Expenditure	46,118,503	-	-	-	46,118,503		
Libya	Budget	61,683,093	-	-	26,968,830	88,651,923		
	Expenditure	39,483,378	-	-	7,083,269	46,566,647		
Mauritania	Budget	19,348,835	-	-	-	19,348,835		
	Expenditure	15,586,690	-	-	-	15,586,690		
Morocco	Budget	8,581,290	-	-	-	8,581,290		
	Expenditure	6,215,881	-	-	-	6,215,881		
Tunisia	Budget	7,880,311	-	-	-	7,880,311		
	Expenditure	6,175,322	-	-	-	6,175,322		
Western Sahara: Confidence building measures	Budget	7,259,413	-	-	-	7,259,413		
	Expenditure	2,126,804	-	-	-	2,126,804		
<b>SUBTOTAL</b>	<b>Budget</b>	<b>246,000,941</b>	-	-	<b>26,968,830</b>	<b>272,969,771</b>	<b>10%</b>	
	<b>Expenditure</b>	<b>132,723,432</b>	-	-	<b>7,083,269</b>	<b>139,806,702</b>	<b>11%</b>	<b>51%</b>
<b>TOTAL</b>	<b>Budget</b>	<b>1,558,096,353</b>	<b>1,633,543</b>	<b>259,382,854</b>	<b>931,673,604</b>	<b>2,750,786,354</b>	<b>100%</b>	
	<b>Expenditure</b>	<b>825,162,298</b>	<b>1,100,337</b>	<b>17,180,980</b>	<b>409,290,830</b>	<b>1,252,734,445</b>	<b>100%</b>	<b>46%</b>



## VOLUNTARY CONTRIBUTIONS TO THE MIDDLE EAST AND NORTH AFRICA | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
United States of America	274,801,724	30,566		125,708,280	183,350,000	583,890,570
Germany	159,754,801			44,614,602	26,904,002	231,273,405
European Union	64,743,485			16,142,552		80,886,037
Kuwait	12,186,542			25,093,458	5,039,490	42,319,490
Japan	13,096,720		481,500	18,828,917	3,872,676	36,279,813
Norway	16,438,090			9,141,745	5,148,792	30,728,627
Canada	7,929,331			3,799,392	18,417,933	30,146,657
United Kingdom of Great Britain and Northern Ireland	19,096,024			2,402,332	1,520,580	23,018,936
Private donors in Qatar				20,335,260	1,025,100	21,360,360
Saudi Arabia	10,416,265			5,164,001	5,000,000	20,580,266
Netherlands	16,058,275			3,138,062	210,148	19,406,485
Italy	14,102,781			1,189,080	590,510	15,882,371
Denmark	8,533,742				6,608,946	15,142,688
Qatar	11,000,000			1,335,000		12,335,000
UNO-Flüchtlingshilfe (National Partner in Germany)					10,143,224	10,143,224
Sweden	621,445			2,199,978	7,097,204	9,918,627
France	7,333,334			1,136,364	568,182	9,037,880
Country-based pooled funds			311,820	8,325,208		8,637,029
Australia	8,165,438					8,165,438
Switzerland	3,202,878			502,008	3,014,072	6,718,959
Belgium	2,702,009			3,054,710		5,756,719
Finland	109,156				4,896,406	5,005,562
Spain	2,690,058			1,303,797		3,993,855
USA for UNHCR	211,196			524,693	3,081,954	3,817,843
Republic of Korea	1,728,057			500,000	1,500,000	3,728,057
Private donors in the United Arab Emirates	786,861			1,896,287		2,831,431
Private donors in the Republic of Korea					2,419,130	2,419,130
Luxembourg					2,405,858	2,405,858
Czechia	2,155,288					2,155,288
Ireland	1,706,485					1,706,485
Private donors in Kuwait	1,391,118			16,525	176,471	1,584,114
Central Emergency Response Fund	275,000			1,200,000		1,475,000
Private donors in Canada	90,729				1,348,795	1,439,524
Private donors in the United States of America	35,000				1,000,000	1,035,000
Private donors in Lebanon	345,365			622	666,222	1,012,209
Australia for UNHCR					965,746	965,746
Private donors in Italy	683,332			1,430	231,145	915,907
Private donors in Japan	836,505					836,505
Russian Federation	300,000			500,000		800,000
Poland	504,032				259,491	763,523
Private donors in Egypt	30,040			122,639	568,122	720,801
Sweden for UNHCR					680,835	680,835
Monaco	598,179					598,179
Private donors in Saudi Arabia	281,443			26,116	284,714	592,272
Private donors in China	5,332				435,259	440,591
United Nations Trust Fund for Human Security	380,311					380,311

## VOLUNTARY CONTRIBUTIONS TO THE MIDDLE EAST AND NORTH AFRICA | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
Isle of Man	261,549					261,549
Private donors in Switzerland					252,640	252,640
Private donors in the Netherlands	84,181				138,065	222,246
Private donors in Liechtenstein				200,200	20,000	220,200
Iceland					216,589	216,589
España con ACNUR (National Partner in Spain)	11,416				199,436	210,851
Japan for UNHCR					205,234	205,234
Liechtenstein					201,613	201,613
Malta	168,896					168,896
Private donors in Oman	31,944			24	75,133	107,101
Private donors in France					105,596	105,596
Estonia	83,426					83,426
Private donors in Thailand	5,685				66,419	72,104
Private donors in Monaco					68,534	68,534
Slovenia					57,405	57,405
UNICEF	56,000					56,000
Private donors in the Philippines					33,032	33,032
Private donors in Singapore					31,629	31,629
Private donors in Brazil				1,587	24,361	25,947
Morocco					25,184	25,184
Andorra				22,321		22,321
Private donors in India	255				13,990	14,244
Organisation of Islamic Cooperation	12,901					12,901
Private donors in Indonesia	2,756				2,284	5,040
Private donors in Denmark					3,728	3,728
Private donors in Austria	1,484					1,484
Private donors in Kenya					1,233	1,233
Private donors in Ireland					1,155	1,155
Private donors in South Africa					699	699
Private donors in Belgium					547	547
Private donors in Mexico					154	154
<b>TOTAL*</b>	<b>666,046,864</b>	<b>30,566</b>	<b>793,320</b>	<b>296,679,186</b>	<b>303,071,951</b>	<b>1,266,621,888</b>

\*Notes:

<sup>1</sup> Contributions include 7% programme support costs.<sup>2</sup> Includes a total of \$31.9 million acknowledged in 2018 for activities with implementation in 2019 and excludes \$25 million acknowledged in 2019 for activities with implementation in 2020 and beyond.<sup>3</sup> Includes contributions earmarked to the situations for Iraq, Syria and Yemen.



# Safeguarding fundamental rights



*Once stateless, children from the coastal community of Burundians living in Kenya are now able to enjoy their full rights as Kenyan citizens.*

© UNHCR/Tobin Jones

The goal of all protection activities is to foster the full enjoyment of fundamental rights in response to the legal, physical and material needs of people of concern to UNHCR.

Protection work in 2019 was challenged by the increased complexity and scale of cross-border and internal displacement, but the year also saw significant protection achievements.

Many States took action to improve national asylum systems, seeking to ensure the fairness, efficiency, adaptability and integrity of their laws and policy frameworks.

The Asylum Capacity Support Group (ACSG), launched at the Global Refugee Forum, was a catalyst for action with more than 50 States pledging to strengthen their asylum systems or extend support to other States to do so. UNHCR provided guidance and practical tools to encourage compliance with international standards and facilitated the engagement of a wide range of stakeholders including law firms who pledged a significant number of pro bono hours in support of protection objectives at the Forum.

The principle of responsibility-sharing in the provision of protection and solutions also underpinned the High-Level Segment on Statelessness. At the half-way mark of the #IBelong Campaign, States committed to reinforce their actions to identify, prevent and reduce statelessness.

An updated IDP Policy, issued in 2019, promotes clarity and predictability in UNHCR's contribution to coordinated humanitarian responses and the protection of IDPs, in support of primary State responsibility. UNHCR's stepped up approach to IDP protection includes support to the Secretary-General's High-Level Panel on Internal Displacement, as well as to regional institutions to promote ratification and implementation of the Kampala Convention, with three more States acceding in 2019.

To reinforce the key role of communities, as well as the effective inclusion of age, gender and diversity considerations, UNHCR strengthened its framework for

accountability to affected people and actively contributed to the development of the UN Disability Inclusion Strategy and relevant IASC guidelines. Work on critical child protection issues and in response to gender-based violence was also undertaken.

Enhanced cooperation with development partners was part of broader advocacy for inclusion in nationally-provided services, to improve resilience and self-reliance within refugee and host communities. Advocacy addressing the importance of safety and dignity for sustainable voluntary repatriation was only moderately successful, with protracted conflict and neglect of underlying root causes for flight remaining significant obstacles to return. Less than 5% of global resettlement needs were met in 2019 but UNHCR continued to work with States and partners in rolling out the "Three Year (2019-2021) Strategy on Resettlement and Complementary Pathways" looking to a future in which opportunities will become more available, including through the involvement of new resettlement countries, and expanding complementary pathways for admission to third countries.

## In this chapter

- Legal protection frameworks
- Identifying international protection needs and national asylum systems
- Promoting and protecting human rights
- Addressing and responding to mixed movements
- Alternatives to detention
- Preventing and responding to statelessness
- Registration, documentation and identity management
- Age, gender and diversity-inclusive programming
- Community-based protection
- Gender equality
- Child protection, youth engagement and empowerment
- Protecting persons with disabilities and older persons
- Protecting LGBTI persons in forced displacement




## LEGAL PROTECTION FRAMEWORKS




A Sudanese asylum-seeker at UNHCR's humanitarian centre near Agadez, Niger.

### 2019 RESULTS


**16** States saw the adoption of laws and legislative changes demonstrating improvements in refugee rights




**17** judicial proceedings in 10 different jurisdictions in which UNHCR provided interpretation of relevant principles of international refugee and human rights law



**89** States received technical advice from UNHCR to ensure compliance with international and regional refugee protection standards



**11** countries developed national frameworks on internal displacement with UNHCR's support



### Refugee protection policy

In accordance with its mandate, UNHCR continued to supervise the application of international conventions for the protection of refugees. At the end of 2019, 149 States were party to the 1951 Convention relating to the Status of Refugees, its 1967 Protocol, or both. While no State became party to the 1951 Convention or the 1967 Protocol in 2019, one State lifted reservations to the 1951 Convention: Sweden. As a result, Sweden now accords refugees the same treatment

as nationals with respect to State pensions. States parties to the 1951 Convention and/or its 1967 Protocol are obliged to cooperate with UNHCR and to provide the Office with relevant information on the implementation of these instruments. As such, UNHCR continued to seek improvements to domestic laws and policies relating to the treatment of refugees, ensuring their compliance with international law.

In 2019, UNHCR issued detailed comments on law and policy proposals in 24 countries.

It strategically intervened before regional and national courts, and judicial bodies, on a range of legal and policy issues related to refugee protection, as well as the rights of people displaced across borders and stateless persons. UNHCR also provided interpretation of relevant international legal principles and standards.

Legal advice was provided to UNHCR operations, partners and States on a wide range of issues concerning international refugee protection. Importantly, a new edition of UNHCR's "Handbook and guidelines on procedures and criteria for determining refugee status" was released, ensuring further support to a full and inclusive application of international and regional refugee law instruments.

### IDP policy

UNHCR supported the development of national frameworks on internal displacement by providing legal and technical advice in 11 States, including El Salvador (which adopted its IDP law in January 2020), Ethiopia, Honduras, Liberia, Mali, Mexico and South Sudan. The Office continued to advocate for the participation and consultation of affected communities when developing such instruments, for example in South Sudan. In Colombia, it supported the work of the Special Jurisdiction for Peace, including by sharing international experiences around the criminalization of forced displacement (see as well the *IDP Overview*).

### Climate change and disaster displacement policy

In line with its protection mandate and the analysis that disasters are expected to increase due to global warming, both in frequency and intensity, UNHCR advanced work on legal and normative aspects of the international protection of people displaced

by the effects of climate change and disasters. It also sought to raise awareness of protection principles in global policy discussions.

UNHCR was active in the State-led Platform on Disaster Displacement and the Task Force on Displacement under the UN Framework Convention on Climate Change, at a time when both entities saw their mandate and workplans renewed. It co-organized and contributed to events where climate change and disaster displacement were key features, including with the African Union and at COP 25 in Madrid. UNHCR also worked to develop regional guidelines on human mobility in the context of climate change (see as well the *Climate Action Overview*).

### Constraints and unmet needs

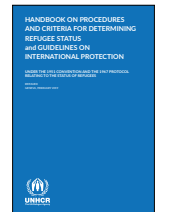
While States often solicited UNHCR's views on proposed law and policy changes, the Office was frequently given limited time to provide these, which restricted its ability to exercise its supervisory responsibility.

Despite States' obligations under the 1951 Convention and the 1967 Protocol, some occasionally gave insufficient background information on existing laws and the treatment of refugees.

When UNHCR submitted its views to a legislative proposal, they were not always followed, leading sometimes to the adoption of legislation with reduced protection safeguards or with provisions that may be at variance with international and/or regional legal obligations. For instance, of the 34 countries which saw the adoption of laws and legislative changes to their international protection framework, 9 of these (26%) involved some restrictions to refugees' rights.

Lastly, in some countries, electoral processes or other national political developments delayed progress on the enactment of legal instruments and amendments in 2019.

UNHCR's Handbook and guidelines on procedures and criteria for determining refugee status



## IDENTIFYING INTERNATIONAL PROTECTION NEEDS AND NATIONAL ASYLUM SYSTEMS



Ahead of the implementation of new visa laws, UNHCR staff at the Rumichaca International Bridge provide information, legal assistance, water and aid items to Venezuelan refugees and migrants crossing from Colombia into Ecuador.

### 2019 RESULTS

**2.3** million individual new and appeal asylum applications were registered globally and 121 States and territories implemented national asylum procedures



**58** States pledged to strengthen their national asylum systems at the Global Refugee Forum, specifically regarding fairness, efficiency, adaptability and integrity



Of this number **120,400** new individual asylum applications were registered by UNHCR, accounting for **5%** of the total



**43** States in which UNHCR strategically engaged with refugee status determination procedures, in accordance with its mandate



For more information on asylum and related trends, see Chapter 4 of the 2019 Global Trends report



Protection is a State responsibility and the existence of fully functioning national asylum/refugee status determination (RSD) systems operating with fairness, efficiency, adaptability and integrity are crucial.

The official launch of the Asylum Capacity Support Group (ACSG) at the Global Refugee Forum created new momentum

for coordinated efforts to develop national asylum capacities and further State responsibility in receiving countries. In consultation with States, civil society organizations and others, UNHCR developed guidance and practical tools to help them prepare pledges in this area. Using the Forum as a focus, UNHCR's work

with States led to around 58 pledging to develop or strengthen existing national asylum systems. It also saw the Office supporting other States in their efforts.

In the lead-up to the Forum, several States made welcome efforts to streamline their asylum systems, in line with UNHCR's country guidance. Examples included Mexico's decision to apply simplified procedures for cases involving certain profiles with high recognition rates; Brazil's move to recognize thousands of Venezuelan asylum-seekers as refugees on a prima facie basis; and Malawi's prima facie declaration of refugee status for certain groups of asylum-seekers from the Democratic Republic of the Congo (DRC).

Whether individually or collectively, many civil society organizations and private law firms also pledged to support efforts in this area by, for example, providing free legal advice and representation, training, research and interpreters. A portion of the legal community's joint pledge at the Forum for 125,000 hours of free legal aid per year is expected to be operational as of 2020.

High-quality country of origin information and UNHCR country guidance are the starting points for identifying international protection needs and are therefore at the heart of improving the efficiency and quality of policy and decision making in national asylum systems. In 2019, UNHCR produced and commissioned country of origin information reports on major countries of origin and issued country guidance on the DRC, Iraq, Mali, South Sudan, and Venezuela (Bolivarian Republic of). In addition, UNHCR's country-specific guidance was presented to a range of different first-instance decision makers, including judges, tribunal members, lawyers, legal aid providers and other

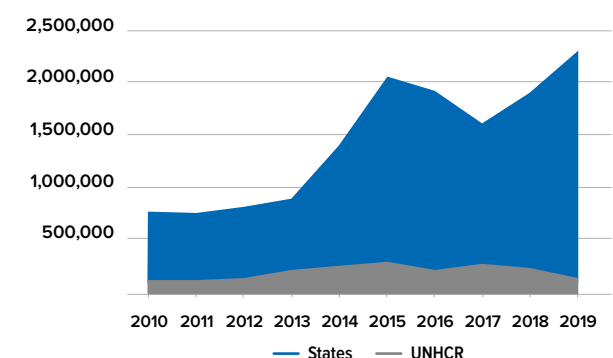
experts at the national, regional (European Asylum Support Office, Quality Assurance Initiatives) and global levels (Inter-Governmental Consultations, Priority Situations Core Group).

In 2019, close to 1.3 million substantive RSD decisions were made globally. UNHCR also completed the review and update of its "Procedural standards for RSD under UNHCR's mandate" and rolled out the new RSD learning programme. As well, 483 learners, including partner staff and State officials, completed UNHCR's e-learning modules on RSD and country of origin information. In addition, 293 individuals benefited from the continued roll-out of UNHCR's interview learning programme.

### Constraints and unmet needs

While the ACSG is expected to progressively improve the asylum landscape, challenges and gaps related to the institutional or technical components of national asylum systems remain. As such, UNHCR is expected to continue conducting RSD in accordance with its mandate in at least 43 countries, implying an ongoing need for dedicated capacity and expertise.

### NEW AND APPEAL ASYLUM APPLICATIONS REGISTERED | 2010-2019



\*In addition, UNHCR and States operating joint procedures received 149,400 applications between 2010 and 2019.



## PROMOTING AND PROTECTING HUMAN RIGHTS



A UNHCR staff member entertains a four-year old Eritrean child at Rome's Fiumicino Airport, after she arrived in Italy on a relocation flight from Niger.

### 2019 RESULTS

**6** **Universal Periodic Review** sessions to which UNHCR contributed through 25 stand-alone, country-specific submissions. In cooperation with Member States, this resulted in concrete recommendations to improve respect for the rights of displaced people



**12** **per month** average number of cases referred by OHCHR and human rights mechanisms related to people of concern on which UNHCR followed up. It also provided targeted support to field colleagues on human rights engagement queries (on average 20 requests per month)



UNHCR developed and issued **general guidance for its operations** on how to use the complaints procedures of the human rights mechanisms in urgent cases



**7** **Annual reports** of special procedures mandate holders to which UNHCR contributed, as well as supporting **60 country visits** by the special procedures in 2019 with detailed information



UNHCR continued to improve and strengthen its longstanding engagement with UN human rights mechanisms in 2019. This included raising issues affecting people of concern in standard setting and review processes. It also sought to encourage action by governments, civil society and other entities to promote and protect the human rights of people of concern to UNHCR.

Key achievements linked to UNHCR's engagement with human rights processes

included several Special Rapporteurs taking up the Office's calls for States to improve asylum systems and encouraging the concerned governments to strengthen asylum-seeker registration, legal aid services, accommodation and freedom of movement standards. Among other positive outcomes, vulnerable families were released from detention in a transit zone following coordinated advocacy with a special procedures mandate holder.

UNHCR also highlighted the vulnerabilities of displaced elderly persons by working with the Independent Expert on Enjoyment of Human Rights by Older Persons in an event at the Human Rights Council.

UNHCR engaged in six Universal Periodic Review (UPR) sessions by supporting field colleagues in how best to engage, preparing 42 feedback reports to operations informing them of UPR recommendations relevant to UNHCR; delivering eight oral statements related to adopting UPR outcomes at the Human Rights Council; and delivering the first oral statement on the need to strengthen respect for displaced people during the Council's general debate on the UPR.

UNHCR also regularly engaged with the UN human rights treaty bodies, raising protection considerations affecting people of concern under each of the treaties. It held eight strategic meetings with the OHCHR Secretariat supporting the treaty bodies and provided two statements and one thematic briefing to treaty body committees. These measures strengthened the channels of collaboration between UNHCR and treaty bodies, as well as their attentiveness to emerging human rights issues affecting people of concern.

In addition, UNHCR held strategic meetings related to 13 different special procedure mandate holders, identifying common synergies between mandates and proactively identifying priority issues and States for forthcoming country visits or annual reports, to which UNHCR could contribute expert advice and support. UNHCR also established and expanded existing channels for the exchange of information with the special procedures on individual cases, facilitating the sharing of information on such cases, where appropriate, and enabling their advocacy and action on behalf of people of concern, including those at risk of refoulement.

UNHCR reached out to a variety of stakeholders from NGOs, national human rights institutions and academia to strengthen partnerships, expand outreach and advocacy opportunities, and create opportunities to exchange on human rights. It also sought to strengthen existing linkages with OHCHR and other UN agencies. Developing and strengthening partnerships in the field of human rights helped identify new opportunities to ensure the mainstreaming of protection issues for people of concern. These included providing input to guidance prepared by UN sister agencies, as well as working on joint capacity-building initiatives to raise issues related to forced displacement and statelessness in international and regional normative human rights frameworks and leveraging the existing work of other stakeholders. UNHCR also participated in the UN Task Team on civic space, which is developing guidance and a UN system-wide strategy on promoting, expanding and protecting civic space and addressing cases of reprisal.

### Constraints and unmet needs

Human rights are a sensitive issue with certain States and dialogue around measures to safeguard the rights of people of concern, or redress threatened or actual violations, did not, in all cases, lead to swift action in 2019. This included situations in which obstacles derived not from lack of political will, but from limited resources, institutional capacity, and/or lack of strong systems to guarantee the rule of law. In other contexts, populist anti-foreigner rhetoric or sentiment also limited UNHCR's capacity to ensure that the rights of people of concern were guaranteed in practice.



## ADDRESSING AND RESPONDING TO MIXED MOVEMENTS



Piles of lifejackets used by refugees and migrants to cross the Aegean Sea from Turkey to Greece at a dumping ground near Molyvos, on the Greek island of Lesbos.

### 2019 RESULTS

Sea arrivals to Italy and the estimated number of dead and missing people along that route decreased by almost **50%** compared to 2018



**2,029**

people in need of international protection evacuated from Libya including through Emergency Transit Mechanisms/Centres



The year saw continuing mixed movements, with refugees in search of international protection moving alongside migrants, often sharing the same routes and the same dangers. Migration along dangerous sea and land routes was driven in many cases by the lack of opportunities for migrants to move legally, such as through labour mobility schemes. It was also driven by migrants' expectations of conditions in intended destination countries, encouraged by the rhetoric of smugglers and, in some cases, diaspora communities.

With 2019 the first year of the implementation of the Global Compact on Refugees (GCR)

and the Global Compact for Safe, Orderly and Regular Migration (GCM), UNHCR provided guidance on how the GCR and its architecture of support could be applicable to situations of mixed movements. The Office engaged with the UN Network on Migration, as a member of its executive committee, to develop guidance and tools supporting Member States' implementation of the GCM.

Irregular, dangerous movements through the Central Mediterranean route continued. However, sea arrivals to Italy, and the estimated number of dead and missing people along that route, decreased by almost 50% compared to 2018.

UNHCR promoted respect for international protection principles in rescue and interception at sea, including through judicial engagement and collaboration with partners, such as the International Maritime Organization. This contributed to disembarkation schemes for refugees and migrants, facilitated by agreements on the distribution of asylum-seekers among different countries.

Across the Central and West Mediterranean UNHCR cooperated with more than 15 States of origin, transit and destination in sub-Saharan and North Africa to strengthen presence, protection and solutions, including resettlement opportunities for people of concern on the move. A key part of UNHCR's strategic response was the use of resettlement and, in the case of Libya, humanitarian evacuations of individuals in need of international protection including through Emergency Transit Mechanisms or Emergency Transit Centres to Italy, Niger, Romania and Rwanda. In total 2,029 refugees were evacuated from Libya in 2019: 393 to Italy, 878 to Niger, 452 to Romania and 306 to Rwanda.

UNHCR also strengthened access to family reunification activities for children at risk through the pilot project "Live, Learn and Participate". In total, 597 cases were identified in Egypt, Ethiopia, Libya and Sudan, 129 of which were formally assessed and 64 referred for legal services.

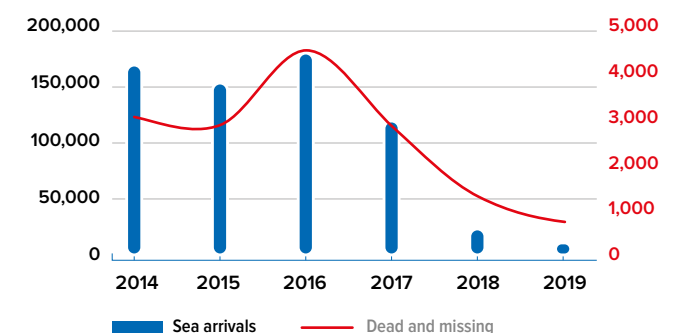
Countering the role of human traffickers in the often-dangerous movements of people of concern to UNHCR and migrants, UNHCR intensified efforts with partners, including IOM, UNODC, the Task Team of the Global Protection Cluster on Trafficking and the Inter-Agency Coordination Group against Trafficking in Persons. Such efforts included the development of practical tools and guidance, including the UNHCR-IOM

framework to develop standard operating procedures to facilitate the identification and protection of victims of trafficking. They also analyzed gaps in protection and assistance for victims of trafficking, including in refugee settings and situations of internal displacement. UNHCR delivered training on asylum and migration-related topics, including the Mixed Movement Learning Programme, to increase meaningful engagement by staff and partners in protection work for refugees and responses to migration that reflect human rights standards and effective, principled migration management strategies.

### Constraints and unmet needs

The complexity and scale of challenges in the area of asylum and migration require strategic, multi-actor responses. As conditions and mobility patterns evolved in different parts of the world in 2019, up-to-date information and analytical capacity were needed, alongside resources to develop and advise States and other partners on responses. This required specialist resources that could be adapted continuously and expertise in UNHCR's field operations, bureaux and Headquarters. In an environment where many competing priorities exist for UNHCR, ensuring scope for these proved challenging.

### SEA ARRIVALS TO ITALY COMPARED TO ESTIMATED NUMBER OF DEAD AND MISSING PEOPLE ALONG THE ROUTE | 2014-2019








## ALTERNATIVES TO DETENTION



Vulnerable refugees prepare for evacuation from Libya to Rwanda.

Across the 20 focus countries, UNHCR's "Global strategy - beyond detention 2014-2019" was instrumental in:

<p><b>Securing legal and policy developments</b> aimed at improving detention safeguards and developing alternatives to detention</p> 	<p><b>Passing or introducing laws</b> that limited or ended the immigration detention of asylum-seeking and refugee children</p> 	<p><b>Strengthening</b> immigration detention monitoring</p> 
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The end of 2019 marked the finalization of UNHCR's "Global strategy - beyond detention 2014-2019". Important progress was made in its 20 focus countries across the three goals of ending child detention; ensuring alternatives to detention are available to asylum-seekers; and promoting conditions of detention that meet international standards.

### Ending child detention

Most of the 20 participating countries passed laws or introduced high-level policy

decisions limiting or ending the immigration detention of asylum-seeking and refugee children. Such prohibitions are now legally enshrined in Canada, Malta, Mexico and the United Kingdom. Non-detention of asylum-seeking and refugee children is also the practice in Israel, Lithuania and Zambia. Bulgaria, Malaysia and Mexico made progress towards providing special protection and assistance for unaccompanied and separated children, including appropriate care arrangements and the introduction of child-sensitive screening and referral procedures.

### Alternatives to detention

Legislative reform, new regulations and effective partnerships led to the piloting of new alternatives to detention in several focus countries, including Canada, Indonesia, Mexico, Lithuania and the United Kingdom. Several of these programmes allow community-based solutions to be developed, in partnership with civil society.

### Conditions of detention that meet international standards

Immigration detention monitoring was strengthened in a number of countries, including Indonesia, North Macedonia and South Africa.

In addition to concrete achievements in focus countries, the Global Strategy served to consolidate clear and consistent protection messages regarding the detention of asylum-seekers and other people of concern. It also provided a strong platform for dialogue, capacity-building, practical cooperation and advocacy with governments and other key stakeholders in implementing countries. Similarly, it fostered the development of a capacitated and engaged global community of practice.

While the Global Strategy came to a formal conclusion at the end of 2019, UNHCR will continue to pursue its three key goals and build on its achievements and momentum. In doing so, UNHCR will capitalize on the regionalization of its bureaux to anchor detention work closer to the field, and maintain the partnerships established or strengthened in 2019 at global, regional and country level.

More broadly, developing and strengthening a wide range of partnerships was crucial in implementing the Strategy. At a global level, this included the renewal of the memorandum of understanding between UNHCR and the International Detention

Coalition (IDC), reaffirming each actor's commitment to promoting effective alternatives to detention and to working together in the fields of monitoring, research, advocacy and capacity-building. In addition, UNHCR assumed co-leadership, along with IDC and UNICEF, of the Working Group on Alternatives to Detention set up under the umbrella of the UN Network on Migration. The working group will focus on consolidating good practices and common positions and guidelines, as well as establishing a government peer-learning platform to improve States' capacity to develop and use alternatives to migration detention.

As a member of the advisory board to the UN global study on children deprived of liberty, UNHCR provided input and practical examples to the report, which was presented, along with recommendations, to the United Nations General Assembly in October 2019.

### Constraints and unmet needs

Despite progress, immigration detention of children remains a challenge in many countries, including in border and transit zones, during the asylum procedure and in the context of return procedures. Exacerbating this challenge, accurate global-level data on immigration-related detention is unavailable, for children or adults, as administrative records are limited in many immigration contexts and appropriate systems for data collection often do not exist nationally.

While alternatives to detention have been introduced in several countries, discrepancies between legislation and practice persist, creating uncertainty for asylum-seekers and challenges to judicial oversight. In several countries, conditions of detention fall short of international standards and intermingling of asylum-seekers with criminal offenders remains a problem.



## PREVENTING AND RESPONDING TO STATELESSNESS



Sama Bajau children, an indigenous and nomadic ethnic group at risk of statelessness, play in the Valle Vista resettlement community, near Zamboanga city, Mindanao, the Philippines. It is estimated that around 85% of the Sama Bajau in Zamboanga have no birth certificates. UNHCR and UNICEF have launched a pilot project to register 1,500 Sama Bajau and provide them with birth certificates.

### 2019 RESULTS

**94** States parties to the 1954 Statelessness Convention, and **74** States parties to the 1961 Convention, compared to **83** and **61** respectively at the start of the #IBelong Campaign in 2014



**20** States established dedicated statelessness determination procedures, compared to **9** at the start of the #IBelong Campaign



**92** States reported reliable quantitative data on stateless persons, compared to **77** at the start of the #IBelong Campaign



**81,074** individuals who were formerly stateless acquired nationality or had their nationality confirmed, compared to 37,100 at the start of the #IBelong Campaign



Results of the High-Level Segment on Statelessness

To mark the mid-point of the #IBelong Campaign to End Statelessness, a High-Level Segment on Statelessness was convened as part of UNHCR's 70<sup>th</sup> Executive Committee. An unprecedented 360 pledges were submitted by States, international and regional organizations, and civil society

organizations to accelerate progress in preventing and resolving statelessness. In particular, 66 States made 252 concrete, time-bound commitments to prevent and resolve statelessness. These included acceding to or ratifying the UN Statelessness Conventions, facilitating naturalization of

stateless persons, preventing statelessness by removing gender discriminatory provisions in nationality laws, ensuring universal birth registration, providing protection to stateless persons, and enhancing or initiating data collection on stateless populations. These pledges gave a strong boost to the #IBelong Campaign and the implementation of the accompanying Global Action Plan to End Statelessness.

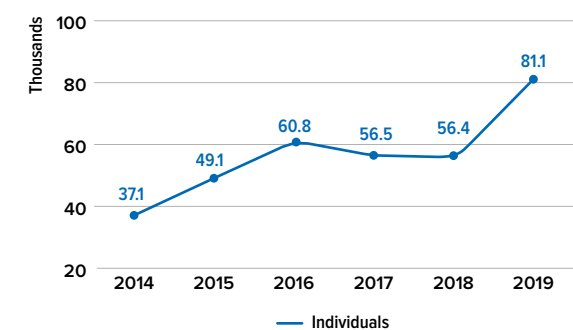
2019 saw some of the most significant progress in preventing and resolving statelessness since 2014. The granting of nationality to some 81,100 stateless persons represented the key achievement of 2019. The Kyrgyz Republic became the first country to resolve all known cases of statelessness on its territory, having granted nationality to 13,700 stateless persons over the last five years. This remarkable achievement can be attributed to the close collaboration between government authorities, civil society organizations and UN agencies and illustrates what can be done when political will is matched with dedicated support. Considerable progress was also made in other countries in Central Asia, such as in Tajikistan, where a large statelessness identification and reduction programme is underway following the example of the Kyrgyz Republic. Elsewhere, in the Asia and the Pacific region, significant reductions were achieved in Malaysia and Thailand.

With technical support from UNHCR, 13 States reformed their nationality laws, policies and procedures to close gaps leading to statelessness in 2019. Important examples include the passage of a law in Latvia automatically granting citizenship to children born to “non-citizens”; the adoption of provisions allowing for

facilitated naturalization of stateless persons in Argentina; and the removal of barriers to birth registration in a large number of countries with significant populations of persons at risk of statelessness. UNHCR also continued supporting States in establishing and improving statelessness determination procedures, including Argentina and Panama.

Deepening existing partnerships to address statelessness, UNHCR worked with the World Bank on a groundbreaking new study on the socioeconomic implications of statelessness among the Shona minority group in Kenya. The “Friends of the #IBelong Campaign”, a group of States represented by their Geneva-based Permanent Missions, raised awareness on the issue of statelessness, including through their participation in the Universal Periodic Review. UNHCR also maintained its collaboration with the Inter-Parliamentary Union, working with parliamentarians to help them more effectively address issues of statelessness.

### INDIVIDUALS WHO HAVE ACQUIRED A NATIONALITY | 2014-2019



For more information on statelessness, see Chapter 6 of the 2019 Global Trends report



### Unmet needs and constraints

The key unknown in UNHCR's work to resolve statelessness remains the actual number of stateless persons around the world. Current statistics cover only 76 countries, with 4.2 million stateless persons captured. With the true global figure estimated to be significantly higher, a key priority in 2019 was to improve data on statelessness. Working to remedy this, UNHCR supported studies on statelessness in Côte d'Ivoire and Mali, while questions on statelessness featured for the first time in censuses in Kenya and Niger.

Despite these efforts however, the number of States reporting statelessness data decreased in 2019. In December, UNHCR and UNFPA co-convened a global expert meeting on improving official statistics on statelessness in Thailand to enhance the

capacity of national statistics offices to collect data on stateless persons. Work to develop a handbook with recommendations on the production of statistics on statelessness will continue in 2020.

In 2019, there were four accessions to the UN Statelessness Conventions, with many States pledging to accede to the Conventions in 2020 and throughout the remainder of the #IBelong Campaign.

UNHCR's advocacy to address statelessness was negatively affected by the rise of xenophobia and pernicious forms of nationalism in many parts of the world. Going forward, it will be critical to continue making the strongest possible case for inclusive societies and, specifically, the removal of discriminatory provisions in nationality laws, civil registration laws and related procedures and practices.



### Colombia gives Venezuelan newborns a start in life

Under a new measure enacted by the Government of Colombia, children born in Colombia to Venezuelan parents are now granted Colombian nationality. This eliminates barriers to accessing education, health care and other vital rights enjoyed by Colombian citizens. Thanks to the measure—which went into effect in August 2019, will remain valid for two years, and retroactively includes babies born since January 2015—some 27,000 children born in Colombia to Venezuelan parents are now acquiring Colombian nationality.

UNHCR, IOM and UNICEF have pitched in to help pay for extra personnel at some of the registrar's offices with the heaviest workloads. The goal is to finish modifying all eligible children's birth certificates by the end of the year.



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## REGISTRATION, DOCUMENTATION AND IDENTITY MANAGEMENT



© UNHCR/Bruce Anaya

Rohingya refugees in Nayapara camp are registered using the Biometric Identity Management System (BIMS) in a joint exercise between UNHCR and the Government of Bangladesh.

### 2019 RESULTS

**10.2** million individual records migrated/registered in proGres v4 compared to **4.1 million** in 2018



**8.8** million individual records biometrically registered in BIMS compared to **7.2 million** in 2018



**73** country operations using proGres v4 compared to **45** in 2018



**69** country operations using BIMS and Irisguard compared to **60** in 2018



**14** country operations using UNHCR's Global Distribution Tool compared to **7** in 2018



The registration and identification of refugees is key for the people concerned, as well as for States to know who has arrived. It facilitates access to basic assistance and protection and enables the early identification of individuals at

heightened risk. Being registered can protect against refoulement, arbitrary arrest and detention; it helps keep families together; and it assists UNHCR in reuniting separated children with their families.

At the centre of UNHCR’s work with registration and identity management is PRIMES, UNHCR’s digital Population Registration and Identity Management Ecosystem. The interoperable use of PRIMES tools, including providing partners with secure access to data for continuity of identity in resettlement case management, digital distribution processes and biometric identity verification, has had tangible benefits. Incidents of misrepresentation, recycling and multiple distribution have been mitigated, leading to overall savings in assistance and assurance that aid is channeled and provided to beneficiaries.

In 2019, proGres v4 (UNHCR’s web-based registration and case management database, and a key component of PRIMES) was deployed to an additional 28 country operations, taking the overall number using the tool to 73. As part of this, the records of 10.2 million individuals of concern to UNHCR were registered or migrated to the system, up from 4.1 million at the end of 2018.

Additionally, PRIMES’ Biometric and Identity Management System was rolled out to a further nine countries, taking to 69 the number of operations biometrically enrolling populations of concern, and the number of individual records to 8.8 million, up from 7.2 million at the end of 2018.

UNHCR supported its field operations by providing training, negotiating data sharing agreements with partners and responding to emergencies. Eleven registration and data management specialists were deployed to emergencies in Bangladesh, Costa Rica, Ecuador, Mexico, Niger and Rwanda. They supported the planning, preparation and implementation of emergency registration activities and facilitated refugee access to documentation, protection and assistance. To strengthen operations’ capacities to carry out continuous registration, population verification and preparations for PRIMES tools, a roster was established with the Danish Refugee Council resulting in the deployment of seven registration specialists to Djibouti, the Democratic Republic of the Congo, Israel, Malawi, the Republic of the Congo, and Rwanda.

UNHCR also developed a secure platform to share biographic and biometric data with key resettlement countries, thereby improving the resettlement case submission process. In support of resettlement applications, UNHCR shared the biometric records of over 25,000 people of concern with key resettlement States using this data transfer platform. This provided greater assurance that individuals undertaking interviews,

medical checks and departures were the same as those who, prior to entering the resettlement process, were originally registered by UNHCR’s robust and proven procedures. This process, used for example by the Government of the United States, will be expanded to other resettlement States in 2020.

In 2019, UNHCR strengthened its engagement with strategic partners to promote the inclusion of all people of concern to UNHCR, including those at risk of statelessness, in governments’ digital identity management systems. It also promoted greater recognition of refugees’ identity credentials to access public and private sector services, including financial services. It undertook an online consultation project, in partnership with the Government of Canada and a wide range of external partners, on how digital identity can provide greater opportunities for refugees and asylum-seekers, allowing them to better contribute to their host communities. The findings were presented at the Global Refugee Forum and are

contributing to a five-year action plan, in line with UNHCR’s “Data transformation strategy 2020-2025”.

### Constraints and unmet needs

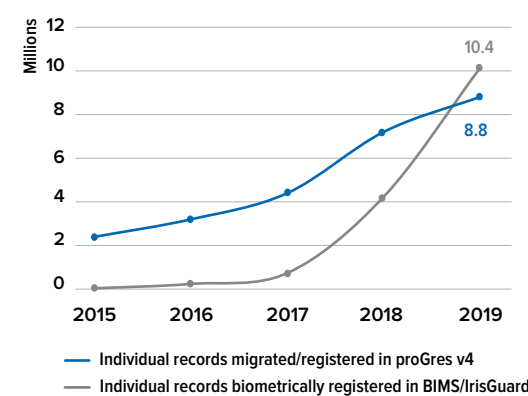
Interoperability between PRIMES and the systems and databases of other humanitarian actors, including UNICEF and WFP, was slower than anticipated. Additional interoperability resources, such as the Joint Excellence Hub and the UN Common Cash Statement will, however, become available in early 2020 to accelerate progress.

Other PRIMES development initiatives had to be deprioritized in 2019 due to competing priorities. These initiatives included the centralization of UNHCR’s Global Distribution Tool (GDT), which provides UNHCR and partners (including WFP) with secure access to its biometric database for identity verification purposes during aid distributions, for example. Other initiatives that were put on hold in 2019 included the developments of mobile applications for both BIMS and the GDT.

UNHCR’s Data Transformation Strategy 2020-2025



INDIVIDUAL RECORDS REGISTERED BY UNHCR | 2015-2019



The Global Virtual Summit on Digital Identity for Refugees





## AGE, GENDER AND DIVERSITY-INCLUSIVE PROGRAMMING



In Chad, a UNHCR staff member begins the process of registering newly-arrived Sudanese refugees.

### 2019 RESULTS


**510** participatory assessments reported across UNHCR operations



**15** operations in the Americas, East Africa and the Middle East and North Africa benefited from UNHCR's AGD policy roll-out



**4** Programming for Protection learning programmes implemented, benefiting 95 participants of multi-functional teams in 4 operations



**28** operations supporting refugee, IDP, returnee and stateless populations reported progress in the disaggregation of data by age, sex and diversity



**70+** refugees participated in the Global Refugee Forum through panels and speakers' corner presentations



Participatory approaches remain a critical component of UNHCR's age, gender and diversity (AGD) and community-based protection approaches, which are

implemented across its operations. Globally, 510 UNHCR-led participatory assessments, inclusive of all people of concern, were reported across operations in 2019, with

some operations applying particularly creative participatory methods. For example, in Rwanda, interactive activities and games with children, including theatre, photography and painting workshops, led to increased engagement and feedback. In Lebanon, 129 refugees were mobilized as evaluators to help increase refugee engagement in the monitoring and evaluation of programmes. By the end of 2019, this practice was expanded to different sectors, such as water, sanitation and hygiene.

UNHCR's AGD policy and its 10 core actions promote participation and non-discrimination, recognizing that each person of concern has unique capacities and priorities and faces different protection risks. Supporting the continued roll-out of the policy, a stock-taking and self-assessment tool was piloted in 15 operations, while an AGD policy monitoring tool, to record and track progress on the 10 core actions through 19 indicators, was also developed and field-tested in six operations.

To account for the differing needs of people of concern, UNHCR collected, as contextually appropriate, data disaggregated by age, sex and diversity, for both analysis and programming purposes. In 2019, 28 operations reported progress disaggregating data by age, sex and diversity. Moreover, all three UNHCR-led or co-led clusters—protection, shelter and CCCM—ensured that data collected for needs analyses and response planning was disaggregated by age, gender and increasingly, disability.

Over 70 refugees participated in the Global Refugee Forum through panels and speakers' corner presentations. They advocated and provided insight and guidance on the unique needs of women, youth, children, persons with disability and others of diverse backgrounds. Their engagement was sought both in the preparations leading up to and at the Forum.

### Constraints and unmet needs

It is often difficult to collect disaggregated data reflective of the true diversity of a population, meaning not only age and gender, but also identifying who within it may need particular assistance because of a disability, belonging to a particular ethnic group, or because of sexual preference. Where disaggregated data is not available, this may result in programmes that are inadequately responsive to all the community's needs.

Though data is typically disaggregated by age, its collection by differing age groups represented a challenge to UNHCR in 2019. This resulted in certain populations and their needs, such as youth, going unidentified and, therefore, overlooked. Due to limited funding, emerging priorities and the need to reprioritize activities, the development of the updated AGD e-learning programme was postponed to 2020.

UNHCR's Policy on Age, Gender and Diversity





## COMMUNITY-BASED PROTECTION



Members of Women Standing, an association that helps widows and orphans, both Christian and Muslim, overcome trauma and rebuild their lives, celebrate Mother's Day in Begoua, near Bangui in the Central African Republic.

### 2019 RESULTS

**33** operations reported a higher percentage of implemented programme priorities identified by community members



**29** operations reported a higher percentage of people of concern represented in leadership management structures



**24** operations reported a greater percentage of host community members' expressions of support for the continued presence of people of concern



**4,235** community groups supported by UNHCR operations across all regions, while 1,620 community self-management structures were strengthened in 45 operations



People of concern are powerful agents of their own protection and UNHCR is committed to ensuring their central participation in decisions that affect their lives. To strengthen this important work in its operations, UNHCR ensured dedicated community-based protection expertise and capacity was embedded in each of the seven newly-established regional bureaux.

Efforts in 2019 to ensure proximity and foster meaningful participation through community-based approaches included supporting community action plans, building leadership and project management skills,

diversifying communication and outreach channels, and strengthening community self-management and self-protection structures.

In Bangladesh, for example, community outreach volunteers reached 598,405 refugees with messaging on protection and emergency preparedness, and 554 religious leaders were engaged to positively influence the behavioural norms of their communities. In Jordan, 26 community centres and community support committees in the camps and urban areas served as protection hubs and provided a platform for structured dialogue between

UNHCR, refugees, host communities and local authorities. In Italy, the PartecipAzione programme expanded to 11 regions, targeting 145 refugees (50% women) affiliated with 69 community-based organizations with training to reinforce communication, fundraising, international protection, project management and administration activities. More than 6,000 people directly benefitted from these micro-projects. In the Syrian Arab Republic, UNHCR provided protection responses through 98 community centres and 33 satellite centres in 12 governorates, as a result of which 619,051 vulnerabilities were recorded.

UNHCR's capacity at country level to implement community-based protection was also supported through the community-based protection learning programme, which targeted 75 participants. In addition, a community-based protection online training module was launched in November 2019.

### Constraints and unmet needs

Effective community-based protection requires time, resources and constant

innovation to adapt to rapidly changing contexts. While the community-based protection learning programme allowed for this knowledge exchange, funding constraints limited the number of staff who could join the programme in 2019.

Support for community-based mechanisms was also challenged by funding limitations as well as context-specific realities, such as places where outreach and meaningful participation was hindered by insecurity and/or restrictions imposed by authorities. Where such limitations prevailed, and indeed more broadly, UNHCR invested in innovative means of outreach and communication, including with those it has limited or no direct contact with. For example, UNHCR operations in Egypt, Lebanon and Venezuela (Bolivarian Republic of) used WhatsApp to communicate key messages and receive information from communities. In Algeria, UNHCR started working on a feedback and complaint system using the KoBo toolbox as an additional means of seeking and collecting feedback in challenging environments from people of concern.

### Delivering through partnerships



#### Strengthening neighborhood policing in Bele refugee settlement in the Democratic Republic of the Congo

In Haut Uele Province, which hosts high numbers of South Sudanese refugees, a joint pilot project is underway between UNHCR, UNDP and UNPOL.

The project is designed to reinforce local governance, rule of law, community-based protection and the local economy by building the capacity of local authorities to protect communities. It involves 150 people from the local administration, police, the army, civil jurisdictions, traditional chiefs and others in and around the new Bele refugee settlement, to which South Sudanese refugees are being relocated. UNDP contributes by putting in place neighborhood policing structures, such as local peace and development committees. Under UNDP's supervision, UNPOL reinforces the technical and operational capacities of the police with training to ensure the respect of six key principles—proximity, partnership, prevention, resolution of problems, accountability, and respect of human rights. Modules cover topics such as escorting refugees, ensuring security in refugee settlements, respect of human rights, prevention and response to sexual and gender-based violence, protection and more. UNHCR supports income-generating activities, with a focus on women and youth.

*“Even the most experienced trainers saw this training as a plus. It has already helped us in our ways of working and dealing with refugees.”*  
—Major Saidi Mwinji Kaslow, Deputy Superior Commissioner of the Faradje police, trained at the police school in Ituri Province in November 2019.





## GENDER EQUALITY



© UNHCR/Anna Turner  
Somali high school students share a joke during computer lessons at Ifo Secondary School in Dadaab, Kenya's largest and oldest refugee camp.

### 2019 RESULTS

**56%** of situations reporting on UNHCR's global strategic priority indicator for female participation had either improved or maintained the percentage of female participants in leadership and management structures



### UNHCR's COMMITMENTS TO WOMEN AND GIRLS

- 1** Women and girls participate equally and meaningfully in all decision making, community management and leadership structures, and committees of people of concern.
- 2** Women and girls are provided with individual registration and documentation, directly or through support provided by UNHCR.
- 3** Women and girls have equal access to and control over management and provision of food, core relief items, and cash-based interventions.
- 4** Women and girls have equal access to economic opportunities, decent work, and quality education and health services.
- 5** Women and girls have access to comprehensive SGBV prevention and response services.

UNHCR's Policy on Age, Gender and Diversity



Guided by UNHCR's five updated commitments to women and girls, as outlined in the 2018 Age, Gender and Diversity Policy, the Office continued to promote and strengthen gender equality throughout its operational work.

A priority was to ensure women's equal and meaningful participation in all decision making, community management and leadership structures, as well as

committees of people of concern. Operations, including in Burkina Faso, Egypt, India, Malaysia, Nepal and Uganda, made specific efforts to provide individual registration and documentation, with an emphasis on women. In Liberia and Zambia, efforts were made to ensure equal access to and control over assistance, for example by including women on distribution committees. Access to economic opportunities and education

services was promoted in operations including in Burkina Faso, Jordan, Uganda and Yemen, where daycare in camps and community centres allowed mothers to continue their studies and engage in livelihood activities. Operations also worked with community structures to identify sexual and gender-based violence (SGBV) risks and support prevention and response mechanisms.

UNHCR focused on increasing organizational gender equality capacity and strengthened its staff's ability to respond effectively to gender equality concerns across operational contexts. Colleagues from operations across Africa participated in the third cohort of UNHCR's gender equality learning programme, enhancing their capacity to function as technical gender focal points and advocates within operations.

To enable cross-operational learning and inspire action to advance gender equality, promising practices were documented and shared. This includes promising practices on gender equality from the Asia and the Pacific region, as well as a study on barriers to IDP women and girls' participation in humanitarian settings. The findings from the study were shared with staff and partners through a webinar, which was part of a series celebrating the 20<sup>th</sup> anniversary

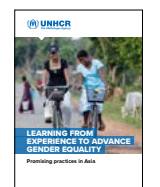
of the Guiding Principles on Internal Displacement. Operations also received guidance on how to apply the Gender with Age Marker to the operational planning process to strengthen gender equality integration in UNHCR programmes. The marker is also used to strengthen gender equality integration in projects included in Humanitarian Response Planning in inter-agency IDP responses.

### Constraints and unmet needs

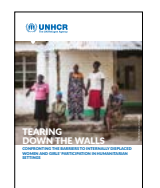
Deeply rooted and restrictive gender norms, discriminatory practices and structural barriers frequently prevent refugee women, internally displaced women and other women of concern to UNHCR from realizing their rights and participating meaningfully in the decision-making and leadership structures impacting their lives and communities.

UNHCR and partners must continuously strengthen and innovate when working with women and girls, their families and communities to maximize the change opportunities present in displacement contexts and to progressively and positively address entrenched and restrictive norms. This includes seeking out strategic partnerships around gender equality and partnering with local women's rights organizations.

Learning from experience to advance gender equality: Promising practices in Asia



Tearing down the walls: Confronting the barriers to internally displaced women and girl's participation in humanitarian settings



### Gender audit of the Global Refugee Forum

UNHCR promoted global-level participation and leadership of refugee women through support for a gender audit of the Global Refugee Forum and the processes leading up to it. Led by refugee women, the audit drew attention to gender equality-related challenges in refugee contexts. It sought to ensure the commitments made to refugee women and girls in the Global Compact on Refugees were acknowledged and integrated concretely through the Forum pledging process and by identifying good practices. Throughout the preparatory meetings, and at the Forum itself, the gender audit team documented the way gender equality, age, gender, diversity and SGBV were addressed by different stakeholders across key thematic areas. The team also provided specific recommendations on how to effectively implement and monitor pledges focusing on these areas.



## CHILD PROTECTION, YOUTH ENGAGEMENT AND EMPOWERMENT



Rohingya children participate in "Essence of Learning" activities in one of Caritas's child-friendly spaces in Kutupalong refugee camp in Bangladesh.

### 2019 RESULTS

In **25** operations, the proportion of unaccompanied or separated refugee children for whom a Best Interests Procedure was completed or initiated increased



compared to **32** operations in 2018

In **18** operations, non-discriminatory access to national child protection and social services for refugee children was improved



compared to **22** operations in 2018

**55,769** best interests assessments were conducted in **63** operations



compared to **62,790** in **57** operations in 2018

**551** children's committees, groups and other structures were supported across 19 operations



compared to **763** such structures across **18** operations in 2018

**18** youth-led initiatives were supported under UNHCR's Youth Initiative Fund



compared to **25** in 2018

Working with national authorities, civil society, communities and children themselves, in 2019 UNHCR protected displaced and stateless children and youth by strengthening national systems, scaling up best interests procedures and improving case management, and empowering and engaging youth, children and communities.

#### Strengthening national systems

At the Global Refugee Forum, 36 pledges related to child protection and youth

empowerment were made, with concrete initiatives from States including greater inclusion of refugee children in national child protection and birth registration systems, ending child detention and ensuring family unity. Progress was made regionally, too, with UNHCR supporting Member States of the East Africa Community and the Intergovernmental Authority on Development to strengthen their inclusion of refugees in national child systems. It also promoted cross-border

collaboration to respond to the needs of refugee and migrant children.

Demonstrating its commitment to IDPs at country level, UNHCR built up case management capacity in Iraq and enhanced the child protection expertise of 174 staff from a local NGO working with IDP children, as well as staff from the Federal Ministry of Labour and Social Affairs and the Directorate of Social Affairs. Staff were coached on child protection and case management at tailored child protection training sessions and peer-to-peer discussions.

#### Scaling up best interests procedures and improving case management

Despite UNHCR's work to scale up access to, and improve the quality of, best interests procedures and other child-friendly procedures, during the last three years the number of best interests assessments undertaken has decreased (from 65,561 in 2017 to 55,769 in 2019), while the number of unaccompanied and separated children in need has continued to increase. This has led to a widening gap between needs and access to services. Operations have cited a lack of both staffing and comprehensive, community-based programmes for children that allow for the effective identification and support of unaccompanied and separated children, and for other children at risk.

UNHCR's investment in timely identification and referral of children at risk, alongside quality best interests assessments, has been essential to improving the quality of care for children at risk. For example, UNHCR worked in the Syrian Arab Republic with ILO and the Ministry of Social Affairs and Labour to offer specialized case management services in support of 489 IDP children engaged in the worst forms of child labour. Of these children, 10% returned to school, 8% enrolled in

vocational training and 47% joined remedial classes with the objective of returning to school in 2020.

#### Empowering and engaging youth, children and communities

UNHCR improved the linkages between case management for refugee children and family strengthening initiatives, in line with guidance from the Global Partnership to End Violence Against Children. In Uganda, UNHCR reinforced alternative care monitoring for unaccompanied and separated children and positive parenting activities. UNHCR and partners trained 1,148 stakeholders to identify children at risk and implemented the Best Interests Procedure for individual children in need of targeted support. Together, they also conducted positive parenting training for 15,027 parents and caregivers, and awareness sessions on ending violence against children for 10,921 community members and 2,566 adolescents.

UNHCR supported a range of initiatives to strengthen youth leadership and action, including through youth-led projects, the Global Youth Advisory Council, and capacity building for youth. In 2019, UNHCR funded 18 youth-led projects in 16 countries under the Youth Initiative Fund. Some 900 refugees, host community and IDP youths identified creative solutions to address the protection problems they faced, including sexual and gender-based violence, child protection, integration with host communities, and the lack of education and livelihood opportunities.

#### Coordination, knowledge, and information management

UNHCR strengthened information management capacity for child protection to maximize resources, ensuring smarter, more effective and evidence-based programming.



Such investments resulted in 30 UNHCR operations using the child protection module in proGres v4, UNHCR’s case management software, up from 16 at the end of 2018. At the end of 2019, 8,047 child protection cases were entered in proGres v4, a 150% increase compared to 2018.

**Constraints and unmet needs**

In promoting inclusion in national child protection systems, challenges remained due to the complexity of the issues and involvement by stakeholders. Legal, policy or procedural barriers often prevented access to child protection systems and services. Where national child protection systems were accessible to refugees and other children of concern, key service providers often lacked the knowledge and capacity to effectively coordinate and respond to the complex protection needs of these children.

For UNHCR and its governmental and NGO partners, a commonly cited challenge in providing quality case management for children at risk was insufficient staffing. Further challenges included sudden increases in the numbers of unaccompanied and separated children and their onward movement in crises; little support for foster families; lack of access to unaccompanied and separated children in detention; limited capacity on best interests procedures; limited availability of durable solutions and specialized services; and weak national systems.

There is a strong foundation of innovative approaches to youth programming across UNHCR. However, no streamlined way exists to capture youth-disaggregated data across humanitarian agencies. This continued lack of a common means to systematically track progress and ensure accountability for the implementation of the Core Actions for Youth is hampering further progress.

**Delivering through partnerships**



**Football providing role models and mentors for children**

From May 2019 to February 2020, UNHCR teamed up with the Scort Foundation and the FCSA—the Football Club Social Alliance, a network of European football clubs from Austria, Germany and Switzerland—to implement the Young Coach Education Programme in Mexico.

This programme, which in the past few years has been rolled out in conflict-affected, post-war or developing regions around the world, uses football to create positive social change within host communities like in Mexico by empowering young people to become role models and mentors for children.

Drawn from 15 of UNHCR’s local partners in Mexico, 41 young adults were educated to become so-called Young Coaches—community leaders and grassroots football coaches for children aged 6-12. They learned how to promote the inclusion of refugees and asylum-seekers through football, how to pass on important values such as acceptance, openness and tolerance, and thus how to ease tensions between refugee and host populations.

During the modules, UNHCR and partners provided the Young Coaches with knowledge on relevant social topics such as child protection and sexual and gender-based violence, which now helps them in their work with youth. To date, the Young Coaches have passed on their knowledge to 321 peers, and over 7,700 children from both host and refugee populations have benefitted from these regular activities.

FCSA works with UNHCR in five different locations, providing full funding for programmes to use sport education and football as a tool to help integrate refugee children into their new communities.



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**PROTECTING PERSONS WITH DISABILITIES AND OLDER PERSONS**



© UNHCR/Amr Al-Sayid

Refugees returning to Afghanistan from Pakistan rebuild despite challenges.

**2019 RESULTS**

**30** operations reported progress in the percentage of older persons of concern who received services for their needs



**49** operations reported progress in the percentage of people of concern with disabilities who receive services for their needs



Persons with disabilities make up an estimated 15% of the global population, although disability prevalence in situations of forced displacement, particularly among refugees and other displaced populations, is estimated to be considerably higher.

The year saw the launch of two new resources to enhance UNHCR’s capacity to better protect and respond to the needs of persons with disabilities in situations of

forced displacement. The new e-learning programme provides an understanding of the rights of persons with disabilities, offers a foundation to strengthen inclusion, and suggests practical approaches to addressing barriers and fostering participation. The revised need-to-know guidance on working with persons with disabilities in situations of forced displacement presents principles and

actions for strengthening UNHCR's work across all areas of protection, assistance and solutions.

In line with UNHCR's Age, Gender and Diversity Policy, efforts to collect data disaggregated by age, sex and disability as a minimum diversity requirement were strengthened. To better identify persons with disabilities in Algeria, Lebanon and Mauritania, UNHCR operations started using the Washington Group Questions, a standardized set of questions designed to identify people with disabilities during registration activities. In Jordan, these questions were included in the vulnerability assessment framework. Data from this assessment ultimately revealed that up to 21% of Syrian refugees were living with a disability and 45% of households had at least one individual with a disability.

To further advance the Convention on the Rights of Persons with Disabilities, UNHCR actively contributed to developing the UN Disability Inclusion Strategy and the IASC guidelines on inclusion of persons with disabilities in humanitarian action.

At the regional and country levels, collaboration was strengthened with national and international disability and ageing partners, including organizations of persons with disabilities, the International Disability Alliance, Humanity and Inclusion and HelpAge International. For example, in Lebanon, UNHCR collaborated with the Lebanese Physically Handicapped Union

to improve support for those with disabilities during a humanitarian response. As a result, the Union signed cooperation protocols with 97 companies, which began adding inclusion standards to their employment policies, as well as ensuring full accessibility to their buildings. In Yemen, 156 children with disabilities had access to rehabilitation and education services in UNHCR-run early learning centres for children with disabilities, preparing them to enroll and learn in formal schools. In Libya, UNHCR collaborated with Humanity and Inclusion and four organizations of persons with disabilities to offer support to refugees and advocate their inclusion in social activities and vocational training, as well as their access to prosthetic devices and information and awareness raising. Over 860 persons with disabilities accessed rehabilitation services.

As a result of UNHCR's consultations with organizations of persons with disabilities to prepare for the Global Refugee Forum, 14 pledges supporting UNHCR's work on disability inclusion were made at the Forum. Commitments, most of which were global in scope and coverage, included developing policies and programmes that are disability inclusive; strengthening disability-inclusive practices in education and livelihood projects; supporting the institutionalization of disability inclusion in all UNHCR's activities through greater technical capacity; and facilitating the integration of refugees with disabilities.

They also pledged to strengthen the capacity of organizations of persons with disabilities for meaningful participation and leadership, which is expected to generate an institutional agreement for collaboration between the International Disability Alliance and UNHCR in 2020.

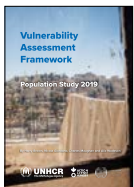
Recognizing the need to prioritize work on disability inclusion, UNHCR invested in additional staff resources to ensure both institutional mainstreaming and disability inclusion at the country level.

### Constraints and unmet needs

As displaced populations are often located in areas of conflict with limited government infrastructure, persons with disabilities remain under identified and do not fully

access assistance or services. UNHCR's methodology used to collect data on disability still relies heavily on observation (82% of all data disaggregated by disability), which is not in line with international recommendations. As such, the most pressing constraints identified in relation to the objectives laid out in the Global Compact on Refugees include: the development of harmonized or interoperable standards for the collection, analysis, and sharing of age, gender, disability and diversity disaggregated data on refugees and returnees; dedicated human and financial resources; and expertise to strengthen accessibility and the provision of reasonable accommodation in all refugee responses.

Vulnerability Assessment Framework: Population Study 2019



© Courtesy of Bawk Ra



### Internally displaced persons with disabilities share their stories

Since 2017, UNHCR has partnered with professional photographers to provide a 12-day masterclass on photo storytelling in Myanmar for internally displaced people with disabilities and their caregivers. The project empowers displaced persons with disabilities by giving them the skills, confidence and opportunity to tell their story and advocate for their needs. It also enables caregivers and frontline humanitarian workers to raise awareness on disability and the challenges associated with disability.

In February 2019, Bawk Ra, a young woman who acquired a physical disability when she was five, was selected to compete in the Yangon Photo Festival and won third prize in the emerging photographers category. She subsequently shared her skills in photo-training workshops for other displaced persons living with a disability in IDP camps in Kachin State.



↓ ↓  
 **PROTECTING LGBTI PERSONS IN FORCED DISPLACEMENT**



UNHCR/Diego Barria Sanchez

Two Syrian refugees who risked their lives for the sake of love, await resettlement.

**2019 RESULTS**

**5** regional consultations organized to better assess protection risks and priorities of LGBTI persons in forced displacement



Partnerships with global, regional and national LGBTI stakeholders established or strengthened through regional consultations



**50** UNHCR and partner staff in East Africa benefited from the LGBTI learning programme "Working with LGBTI persons in forced displacement"



UNHCR has made steady progress in the last several years to better protect persons of diverse sexual orientation, gender identity, gender expression and sex characteristics. These efforts have included issuing guidance and tools, and developing training that help create safe spaces and identify solutions for LGBTI persons of concern.

Despite this progress, in most operations, many LGBTI refugees, IDPs, stateless persons and returnees continued to experience discrimination and abuse. To counter this, UNHCR operations around the world invested in better understanding

of the needs and protection risks faced by LGBTI persons in forced displacement to ensure a rights-based and results-oriented response. This included creating a welcoming environment in UNHCR and partner offices, engaging with LGBTI displaced communities and their organizations, ensuring communication and feedback channels are accessible to them, and that services are available and accessible for those in need.

In Jordan, for example, UNHCR ensured its offices were safe for LGBTI persons and that staff were trained to identify and

address their concerns. Specific measures included a network of LGBTI-sensitized staff and fast-track, confidential and specialized standard operating procedures. Similarly, in Uganda, UNHCR established and trained gender and LGBTI focal points in all settlements, while in the Venezuela situation, questions on LGBTI protection risks were included in the protection monitoring tool used in all countries involved in the response.

Other operations recruited LGBTI refugees as outreach workers with the aim of conducting targeted and low-profile information sessions that meet the information needs of LGBTI refugees. In Thailand, in collaboration with an operational partner, a peer support group for LGBTI persons of concern was established to combat the overwhelming feelings of isolation often experienced by individuals in this population. In Ecuador, UNHCR reviewed its partner's interview and registration process to ensure sensitivity towards LGBTI persons and partnered with LGBTI organizations to establish safe spaces.

UNHCR continued to invest significantly in training and capacity-building of staff, partners, asylum officers and service providers, both at Headquarters and

country level. The official UNHCR learning programme on working with LGBTI persons in forced displacement was organized with a primary focus on East Africa. In addition to the global and regional training initiatives, operations also organized country-level training sessions that were contextualized and adapted to national needs, such as in Belgium, Israel, Kenya, Mozambique, Tajikistan and Uganda.

**Constraints and unmet needs**

In many parts of the world, LGBTI persons of concern face virulent and often violent discrimination. Despite all efforts, they remain a largely under-identified population and, as such, targeted programmes and interventions remain limited. Building the capacity to the required scale of UNHCR staff, partners, service providers and asylum adjudicators in this area will require significant further investment.

While identified LGBTI refugees most at risk are prioritized for RSD and resettlement, the reality of shrinking resettlement opportunities dictates that more effort must be dedicated to identifying alternatives, including complementary pathways and carefully-crafted integration strategies, where possible.

**LGBTI regional consultations across the globe**

Beginning in May 2019, UNHCR embarked on regional consultations in the Americas, Asia and the Pacific, the Middle East and North Africa, and East and West Africa to gain a contemporary understanding of the protection risks, perspectives and priorities of LGBTI persons in forced displacement. A wide range of actors in the LGBTI space were consulted, including civil society advocates and those displaced with an LGBTI profile. In addition to fostering the creation of new networks and avenues of collaboration, findings from these consultations will be the basis of a global round table in 2020, aimed at identifying concrete actions that will advance protection and solutions for LGBTI displaced and stateless persons.



# Responding with lifesaving support



A Somali woman carries her baby from a plane after being evacuated to safety from Tripoli, Libya, to Rome, Italy.

© UNHCR/Alessandro Penso

During 2019, UNHCR and its partners responded to the needs of 16.7 million displaced people affected by multiple and simultaneous emergencies worldwide. By mobilizing financial, human and material resources, and facilitating partnership engagement, UNHCR responded to refugee and IDP emergencies, providing protection and assistance despite challenging security environments.

Given the scale of needs, UNHCR activated six new emergencies involving eight countries, including four L3 and four L2 emergencies. These included three refugee emergencies, and three IDP emergencies—one of which was the response to the natural disaster and displacement caused by Cyclone Idai—during which UNHCR boosted its preparedness and response capacities. The Office also continued responding to emergencies activated in the previous year. However, the pace of emergency deployments did slow, as emergency declarations in 31 countries were deactivated throughout the year.

In 2019, 22 operations reported a high risk of new or escalated refugee or IDP situations in the High Alert List for Emergency Preparedness (HALEP), UNHCR's internal global repository of preparedness information.

UNHCR completed the Preparedness Package for IDP emergencies (PPIE), which is aligned with the Preparedness Package for Refugee Emergencies (PRRE) and the IASC's Emergency Response Preparedness Approach. The PPIE reaffirms UNHCR's commitment to engage more consistently, predictably and sustainably in situations of internal displacement, as called for in the revised IDP Policy issued in September 2019.

During the decentralization and regionalization process, UNHCR reviewed its emergency preparedness and response procedures.

It was decided to keep centralized management of emergency deployments, including UNHCR's Emergency Management Team and Emergency Response Team (ERT) rosters, ensuring overall coordination and fast decision making when deploying additional human resources to and between regions.

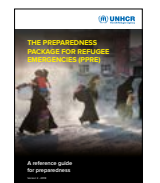
Roles and authorities for emergency preparedness remained within the operations, with support and oversight by the regional bureaux, whereas Headquarters continued to set preparedness standards and provide global analysis and technical support, while engaging in inter-agency preparedness work. The strategic and analytical capacities of the bureaux were reinforced. New thresholds governing procurement and asset management were introduced, and the seven regions increased their supply management capacity. In addition, work began on a new emergency stockpile in Panama City to serve emergencies in the Americas, bringing UNHCR's global emergency stockpiles to eight.

This chapter outlines UNHCR's emergency response in 2019 and its coordination of principled, comprehensive and prompt high-quality lifesaving interventions. It highlights the progress made, and challenges faced, in meeting the most urgent humanitarian and protection needs of refugees and IDPs, as well as those of the communities hosting them.

## In this chapter

- Emergency preparedness and response
- Global supply management
- Prevention and response to sexual and gender-based violence
- Cash assistance
- Public health
- Nutrition and food security
- Water, sanitation and hygiene
- Shelter and settlements

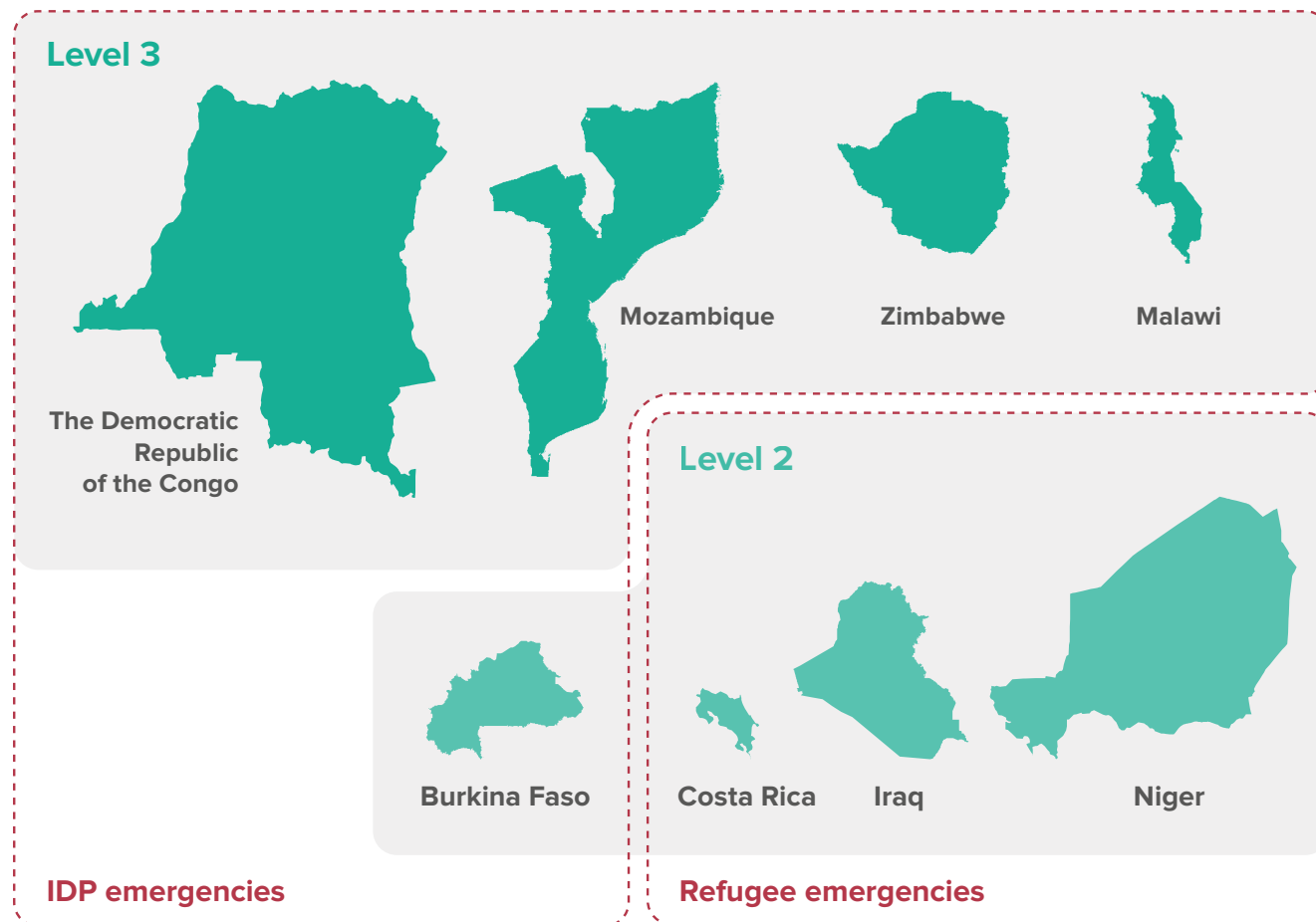
The Preparedness Package for Refugee Emergencies





## Emergencies

UNHCR activated six new emergencies affecting eight countries in 2019



**167** UNHCR emergency staff deployed

**102** Emergency standby partners deployed

**1,094** UNHCR staff & partners trained in emergency preparedness and response

**7** Global stockpiles were used to deliver CRIs

**8** Emergency airlifts, fulfilling **122** Requests

**Tents**  
**10,480**

**Solar lamps**  
**114,505**

**Plastic sheets**  
**452,390**

**Kitchen sets**  
**250,935**

**Thermal blankets**  
**1,052,905**

**Buckets**  
**261,813**

**Jerry cans**  
**305,376**

**Sleeping mats**  
**751,269**

**Mosquito nets**  
**431,345**

## EMERGENCY PREPAREDNESS AND RESPONSE



Eight tons of humanitarian aid arrives at Beira, Mozambique, for distribution to survivors of Cyclone Idai.

Preparing for an emergency requires risk monitoring and preparation, including scenario-based contingency planning. In 2019, UNHCR activated six new emergencies involving eight countries, including four L3s (the Democratic Republic of the Congo (DRC), Malawi, Mozambique and Zimbabwe) and four L2s (Burkina Faso, Costa Rica, Iraq and Niger). These activated countries included five IDP emergencies (Burkina Faso, the DRC, Malawi, Mozambique and Zimbabwe) and three refugee emergencies (Costa Rica, Iraq and Niger).

As some emergencies stabilized in places like Bangladesh and Uganda, and with the deactivation of emergencies in 31 countries,

the pace of emergency deployments slowed in 2019. UNHCR facilitated 269 deployments compared to 420 in 2018, including 167 UNHCR internal staff, and 102 external staff working for emergency standby partners.

Most staff deployed (161 or 60%) lent vital support to UNHCR's refugee responses, while most of the others (103 or 38%) joined efforts to help IDP responses, with 2% in roving roles. In addition, UNHCR's Emergency Management Team spent 1,779 days on emergency missions and 747 days providing functional support to UNHCR operations. More than half of these emergency deployments (54%) were to 14 countries, including: Burkina Faso,

Cameroon, Colombia, the Republic of the Congo, the DRC, Libya, Mozambique, Niger, Nigeria, South Sudan and the Bolivarian Republic of Venezuela.

UNHCR signed one new standby agreement with the Danish Emergency Management Agency (DEMA) and updated two agreements with the Swedish Civil Contingencies Agency (MSB) and IrishAid. At the end of 2019, the recorded annual in-kind contribution from the 18 emergency standby partners stood at nearly \$7 million. The Office also signed memorandums of understanding for cooperation on emergency response with EMERCOM—the Russian Federation’s Ministry for Civil Defense, Emergencies and Elimination of Consequences of Natural Disasters—and

with AFAD—Turkey’s Disaster and Emergency Management Authority. New frame agreements with iMMAP, REACH and CANADEM strengthened UNHCR’s capacity to quickly deploy quality information management experts, particularly to IDP operations worldwide.

There were 22 operations which reported a high risk of new or escalating refugee or IDP situations in the HALEP, with 81% prepared for the risk. New contingency plans were prepared for 23 country operations. There were 345 UNHCR and partner staff trained on emergency management and who participated in inter-agency emergency exercises and workshops.

### Working with standby partners on emergency preparedness and response

Partnership is critical for effective emergency preparedness and response. In 2019, UNHCR maintained 17 active emergency response partnerships:

- Bundesanstalt Technisches Hilfswerk
- CANADEM
- Danish Refugee Council
- Department for International Development, United Kingdom of Great Britain and Northern Ireland
- Directorate for Civil Protection and Emergency Planning of Norway
- Dutch Surge Support Water
- Emergency.lu, Luxemburg Ministry of Foreign Affairs
- iMMAP
- IrishAid
- International Humanitarian Partnership
- Norwegian Refugee Council
- RedR Australia
- Save the Children Norway
- Swedish Civil Contingencies Agency
- Swiss Agency for Development and Cooperation
- Veolia Environment Foundation
- White Helmets Commission

In the course of 2019, three new emergency response partnerships were established:

- Danish Emergency Management Agency
- Turkey’s Disaster and Emergency Management Authority
- Russian Federation’s Ministry for Civil Defense, Emergencies and Elimination of Consequences of Natural Disasters

In 2019, UNHCR completed the Preparedness Package for IDP emergencies, which is aligned with the Preparedness Package for Refugee Emergencies and the IASC Emergency Response Preparedness Approach. The tool reflects UNHCR’s aim to engage more consistently, predictably and sustainably in situations of internal displacement, in both its coordination and operational roles.

### Field security

UNHCR’s security workforce, made up of 88 international and more than 250 national security professionals, ensured security and safety were integrated as normal functions of the Office’s operations and activity. In addition to responding to 311 security incidents, UNHCR’s security workforce also supported managers and staff on 12 critical incidents in 2019, coordinating with the UN Department of Safety and Security in New York and government personnel.

Maintaining a robust training programme remained key to field security work. In 2019, 749 UNHCR and partner staff were trained on security-related topics, including

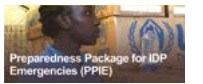
the Security Management Learning Programme and Women’s Security Awareness Training. UNHCR also adapted service delivery to the new, decentralized organizational model, focusing on effective field support through the new empowered regional bureaux. In addition, UNHCR was represented in key forums, such as the Inter-Agency Security Management Network, and it participated in developing IASC and UN guidance on civil-military coordination.

### Constraints and unmet needs

Key gaps identified in emergency preparedness included staffing capacity, stalled discussions with host governments regarding their willingness and approach to receive refugees, and technical expertise in areas such as site planning, supply and cash preparedness.

The diverse locations of the emergencies requiring UNHCR deployments meant multiple languages (French, Spanish and English) and profiles were needed, despite limited resources. This required more staff time and effort, both from UNHCR and its partners.

Preparedness Package for IDP Emergencies



### UPS Foundation transports critical supplies to refugees



In 2019, the UPS Foundation supported UNHCR through emergency funding to provide core relief items to affected populations in the DRC, and through in-kind air charter flights to Malawi, Niger and Somalia to deliver lifesaving supplies such as blankets, emergency shelter and sleeping mats.

Since 2010, the UPS Foundation has been a leading UNHCR corporate partner, contributing funds, services and expertise in transportation, supply chain logistics and communications to support refugees and displaced people across the globe.





## GLOBAL SUPPLY MANAGEMENT



UNHCR dispatches aid and shelter supplies to Bardarash camp in Duhok, Iraq, for Syrian refugees fleeing the north-east of the Syrian Arab Republic.

UNHCR provided timely, cost-effective support when responding to new and ongoing emergencies, dispatching \$30 million-worth of emergency core relief items from seven global stockpiles to 23 emergency-affected countries. The top five recipients of this assistance were the DRC and Yemen (900 tons each), and Ethiopia, Nigeria and South Sudan (500 tons each). Global stockpiles were used during eight emergency airlifts, fulfilling 122 requests. In addition to the seven global stockpiles in Accra, Amman, Copenhagen, Douala, Dubai, Nairobi and Kampala, work began on an eighth stockpile in Panama City.

UNHCR's supply chain provided reliable and efficient service delivery to new and ongoing emergencies and field operations throughout 2019. By merging the procurement, supply and logistics teams,

UNHCR developed a responsive, agile service that allowed more efficient decision making. This was important given UNHCR's newly-decentralized structures, and in a year when procurement requests increased from \$1.1 billion to \$1.14 billion, including \$803 million in the field and \$337 million in Headquarters. UNHCR also provided contract administration services for 296 global frame agreements with international suppliers for a wide range of relief items, supplies and services.

In 2019 UNHCR managed 5,150 vehicles under the centralized global fleet system—a 23% increase compared with 4,165 vehicles in 2018.

To boost its supply and delivery capacity, the Office collaborated with partners and sister UN agencies and remained an active

member of the High-Level Committee on Management, the UN's Procurement Network and the Common Procurement Activities Group. Collaborative procurement activities also continued via the United Nations Global Marketplace and other stakeholders. Inter-agency partnerships also grew as UNHCR made greater use of the opportunity to piggyback on the common procurement of UN country teams. The Office also participated in the UN Global Sustainable Transport Working Group and took the first steps towards greening UNHCR's supply chain through the United States Agency for International Development-led, multi-institutional effort to reduce packaging waste in aid delivery.

The UN Secretary-General remained committed to reforming the business practices of the United Nations. The Business Innovation Group (BIG), which is one of the United Nations Sustainable Development Goals' Results Groups, has been tasked with achieving greater effectiveness and efficiency by harmonizing back office functions, expanding common premises and mutually recognizing policies across different UN agencies and organizations. In 2019, UNHCR prioritized BIG participation, supporting 29 common office projects to reach the BIG target on common premises and facility services.

UNHCR organized inter-agency auctions to responsibly dispose of light vehicles. Seven sister UN agencies participated, as did three other humanitarian organizations. As part of its offer for fleet management services, UNHCR also developed a pilot carpool project in Lebanon, in coordination with other UN agencies. The service developed a project to optimize fleet size and cost performance through a carpooling business model that may also be of interest within the BIG concept.

Enhancing the supply chain, UNHCR introduced several automated processes, and Power BI-based key performance indicator reports revolutionized its big data analyses. For more efficient supply chain planning and forecasting, UNHCR successfully rolled out Demantra (a demand management and supply chain management tool) to more than 20 additional operations covering more than 90% of the inventory value for further distribution in 2019. The service provided supply chain-related, back office support with updated user guidelines, resolving more than 3,000 incidents.

Beyond guaranteeing efficient delivery, UNHCR helped deploy skilled workers to emergencies and conducted 451 functional clearances for supply positions worldwide, to ensure a broader range of more qualified and diverse UNHCR supply staff.

### Constraints and unmet needs

Throughout the year, supply structures needed continuous strengthening in terms of numbers of staff, their grade and access to up-to-date training and learning opportunities, so staff could effectively deal with ongoing and emerging crises.

New emergencies in the Americas and other places lacking established global stocks presented a challenge in terms of effective coverage. UNHCR coordinated through the new regional bureaux to explore how new stocks and fleet hubs could be established.

Road safety remained an area of concern. UNHCR worked to reduce the incident rate, both directly and through the Inter-Agency Steering Committee implementing the UN Road Safety Strategy.



## PREVENTION AND RESPONSE TO SEXUAL AND GENDER-BASED VIOLENCE



An internally displaced Congolese woman talks to UNHCR in Tshikapa, in the DRC. "While fleeing, I travelled for four days and nights. The militia killed two people in my group, and me and the other women were raped by one man after another."

### 2019 RESULTS

**45,557** reported SGBV incidents for which survivors received psychosocial counselling compared to **47,857** in 2018



**3,308** reported SGBV incidents for which survivors received legal assistance compared to **4,699** in 2018



**6,745** reported SGBV incidents for which survivors received medical assistance compared to **9,613** in 2018



**34** displacement situations in which UNHCR sought to improve community involvement in the prevention of SGBV and the protection of survivors compared to **35** in 2018



**50** displacement situations in which known SGBV survivors received appropriate support compared to **44** in 2018



Sexual and gender-based violence (SGBV), predominantly perpetrated against women and girls, remained a serious human rights

violation and public health problem. It affects all people of concern to UNHCR in all locations and situations.

In 2019, UNHCR expanded its SGBV prevention, risk mitigation and response work, including at the outset of emergencies. This was largely thanks to the Safe from the Start initiative, a joint United States of America-UNHCR partnership launched in 2014 that was designed to prevent and respond to SGBV among people of concern, promote multi-sectoral risk mitigation strategies, and ensure SGBV prevention and response programmes were mainstreamed at the onset of an emergency as a lifesaving intervention.

Under Safe from the Start, UNHCR deployed senior SGBV staff to Brazil, Cameroon, Chad, Djibouti, Ethiopia, Nigeria, Mozambique, Sudan, Uganda, Yemen and Zambia, six of which—Cameroon, Ethiopia, Nigeria, Sudan, Uganda and Yemen—had large IDP populations. An evaluative review, using UNHCR data, found these experts helped more than double the coverage (25% to 59%) and efficiency (35% to 82%) of SGBV programming.

To ensure quality case management systems, referral pathways and SGBV services were in place, UNHCR worked with national and local partners. In Lebanon, for instance, national standards for case management were raised when 438 case workers, supervisors and government staff completed a peer-to-peer coaching programme. In 2019, 2,885 UNHCR staff also completed an SGBV e-learning course. Emergency deployments to refugee and IDP operations meant 1.2 million additional people of concern had benefited from expanded SGBV-relevant medical referral systems since 2014.

UNHCR worked to prevent SGBV and encourage refugee and IDP women's participation in decision-making processes,

focusing on combatting unequal gender norms that legitimize violence against women and girls. For example, in Nigeria, UNHCR and partners reached around 45,000 IDPs through the Zero Tolerance Village Alliance model, which propelled community action against SGBV through community groups, peer-to-peer support and campaigns. They implemented SASA!, a community-led SGBV prevention programme addressing root causes by engaging men and boys, as well as religious, community and traditional leaders in Bangladesh, Ethiopia, Iraq, Kenya, Lebanon, Libya, Malaysia, Pakistan, Rwanda, Sri Lanka, Turkey, Uganda, the United Republic of Tanzania and Yemen. Assessments found a positive effect on attitudes towards power dynamics in relationships and gender norms.

UNHCR improved community involvement in SGBV prevention and protection of survivors in 24 refugee situations, as well as seven involving IDPs and three involving returnees. Working with communities, the Office implemented prevention programmes and awareness-raising initiatives addressing the root causes of gender-based violence, which brought changes in behavior and social norms.

Furthermore, UNHCR supported SGBV survivors in 50 situations, involving refugees (43), IDPs (six) and returnees (one). More than 55,600 SGBV survivors had better access to medical, psychological, social and legal services, and the Office promoted inclusive services for all survivors, including women, girls, men, boys and other at-risk groups.

UNHCR's multi-sectoral approaches to SGBV risk mitigation were strengthened in Asia and the Pacific, the Middle East and North Africa, and East Africa by implementing the IASC Guidelines for integrating

Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action





WHERE IS THE MONEY?



gender-based violence interventions in humanitarian action, which outline responsibilities for addressing SGBV and the practical steps humanitarian sectors should take to reduce risk in their relevant area. By the close of 2019, 414 UNHCR staff in 12 national and four regional cohorts had boosted their knowledge of risk mitigation by completing UNHCR's learning programmes. The Office also produced national action plans on SGBV risk mitigation. In Bangladesh, for example, UNHCR installed 2,500 streetlights, distributed 86,706 shelter locks, and issued 107,000 refugee households and 10,700 host community families with liquid petroleum gas canisters, thereby reducing the risks associated with firewood collection, a task that often falls to women and girls.

A UNHCR policy on the prevention, risk mitigation and response to gender-based violence (GBV), developed in 2019 and due for release in 2020, draws extensively on UNHCR's GBV work and will institutionalize and consolidate progress made by UNHCR and its partners.

Constraints and unmet needs

A recent study by the IRC and Voice found that SGBV funding accounted for just 0.12% of all humanitarian funding, representing one third of what was requested. Available funding did not meet needs or reach necessary targets or protection outcomes. The study found lifesaving services, such as clinical care for SGBV survivors and female-only safe spaces, continued to be significantly underfunded and deprioritized in humanitarian responses. This means the needs of millions of women and girls caught in crisis are not being met.

Early and effective SGBV programming saves lives and money. Having dedicated staff with SGBV expertise, particularly from the onset of emergencies, improves survivors' access to services and reduces SGBV risks. However, resource constraints meant that dedicated staff remain limited across UNHCR, which in turn restricted the systematic prioritization of lifesaving SGBV services and programming.



Asylum-seeker in Greece speaks out about the violence that upended her life

Virginie Laure, a woman in Cameroon, was attacked and raped by a group of strangers. Now seeking asylum in Greece, she is raising her voice to help others. The Greek charity Diotima works with UNHCR to help survivors like Virginie learn about their rights and access medical and legal services. But with victims often reluctant to come forward, the biggest hurdle to that work can be identifying them in the first place.

*"There is a huge stigma around sexual violence generally, but especially about rape. But survivors are now coming forward. Somehow, they overcome it."*  
—Adamantia Lambouka, a psychologist working with Diotima.



© UNHCR/CHIRIE ZEVALIS

CASH ASSISTANCE



Aziza Ibish, a Syrian asylum-seeker living in Greece, shops in the municipal market. Thanks to UNHCR's cash assistance programme, she has more choice in how she covers her daily needs.

2019 RESULTS

**\$650 million** in cash assistance was distributed compared to **\$568 million** in 2018



**100 country operations** implemented cash-based interventions compared to **93** in 2018



**5,000 UNHCR staff** trained in cash assistance compared to **3,800** in 2018



**80%** of UNHCR's cash assistance was disbursed electronically compared to **65%** in 2018



Cash assistance brings a measure of dignity and predictability to people of concern. In line with its Grand Bargain commitment to double the use of cash as a proportion of its assistance by 2020, UNHCR has delivered some \$2.4 billion in cash assistance since 2016 in more than 100 countries. Cash assistance now

exceeds in-kind assistance. In 2019, some \$650 million was distributed—a 13% increase on 2018 expenditure and a 50% increase since 2015 (\$325 million).

UNHCR used cash for a range of purposes, including protection, basic needs, education, shelter, health, livelihoods and winterization.

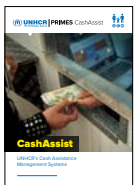


UN agencies  
Common Cash  
Statement



Most of the cash (95%) was multi-purpose, meaning it was disbursed without restriction. This allowed refugees and others of concern to choose how to meet their own needs. Evaluations demonstrated that cash prevented displaced people from resorting to negative coping strategies, such as child labour, selling or exchanging sex, early marriage or premature return to conflict zones. It also enhanced gender equality and women’s empowerment. UNHCR research in Ecuador, Lebanon and Morocco indicated that access to cash could render women and girls less vulnerable to sexual exploitation, too. In Lebanon, female cash recipients reported feeling stronger, more equal and more independent, thanks to the control cash gave them to meet their most pressing needs.

CashAssist



Cash assistance required a shift in mind set by UNHCR. Staff at all levels needed access to e-learning and face-to-face training, as well as guidance, implementation modalities and lessons learned. Since 2016, UNHCR has trained some 5,000 of its own and partners’ staff on cash assistance. More than 1,000 people were trained in 2019 alone, with a network of 100 cash experts established across UNHCR’s operations.

UNHCR’s Refugee Livelihoods and Economic Inclusion: 2019-2023 Global strategy



Pursuing collaborative cash delivery mechanisms to ensure efficiencies in aid remained a cornerstone of UNHCR’s cash institutionalization strategy. A common cash facility clause was implemented in 45 countries and the High Commissioner endorsed the Common Cash Statement—reaffirming UNHCR’s commitment to provide cash through a common cash system used in crises globally to avoid

parallel systems among operational agencies or duplicate financial instruments, based on the identification of “shared business needs” across agencies. UNHCR implemented the Common Cash Statement in seven priority countries and through global systems and guidance development, along with OCHA, UNICEF and WFP. The system is to be collectively owned, jointly governed, have clear and predictable roles, responsibilities and arrangements, and be available to multiple partners (including those outside the United Nations). Implementation built on existing good practices, such as LOUISE in Lebanon, the Common Cash Facility in Jordan and the Greece Cash Alliance. Among other achievements, UNHCR, UNICEF and WFP launched the Guidance for Collaborative Procurement for Humanitarian Cash Transfers and developed a minimum core data set for vulnerable populations.

To ensure accountability to populations affected by displacement, UNHCR developed CashAssist, a cash management system that ensured cash transfers were made to refugees, IDPs and others of concern in a timely, efficient and accurate manner while avoiding duplication and minimizing fraud. By the end of 2019, CashAssist had been rolled out in 10 operations, with the roll out to another 50 planned in the coming two years.

UNHCR quadrupled its use of cash assistance for livelihoods programming too, increasing from 18 to 54 countries. Cash was an integral element of UNHCR’s forthcoming “Refugee livelihoods and economic inclusion: 2019-2023 Global strategy”.

The Office increasingly leveraged its cash assistance to promote financial inclusion and facilitated refugees’ access to formal bank and mobile money accounts in countries such as Cameroon, the DRC, Ethiopia, Iraq, Niger, Jordan, Kenya, Rwanda, Uganda and Zambia.

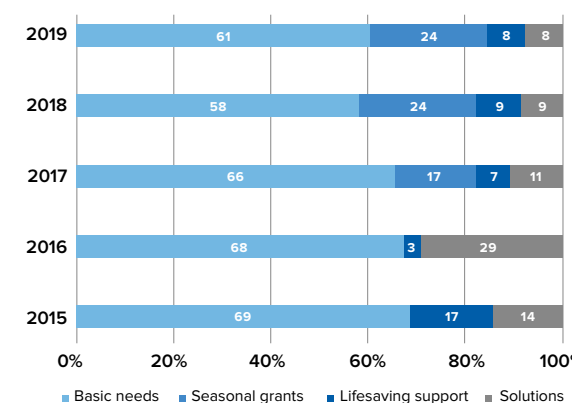
Most of UNHCR’s cash assistance (80%) was electronically disbursed, meaning vulnerable populations could access funds via their mobile phone or bank accounts. In addition, in line with the objectives of the Global Compact on Refugees and building on the World Bank’s IDA18 regional sub-window for refugees and host communities initiative, UNHCR leveraged its cash assistance to align with national social protection systems. Most recently, for instance, the Governments of Cameroon and Chad allowed refugees to access their national social safety nets.

### Constraints and unmet needs

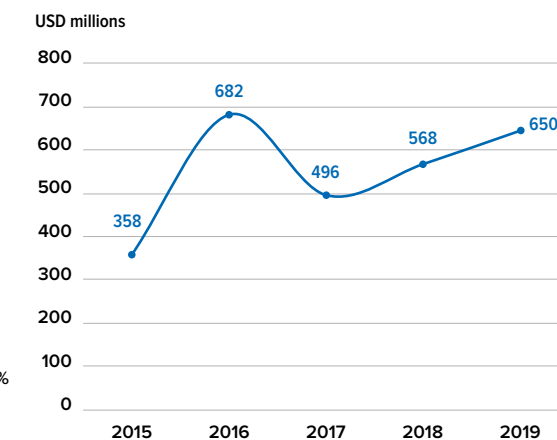
While cash was an efficient form of aid that gave beneficiaries the power to prioritize their own spending, UNHCR analysis in nine countries revealed just 4% of interviewees could meet their basic needs with the cash assistance they received. Nearly half (47%) said the assistance met just half of their basic needs. As a result, many engaged in negative coping mechanisms, such as pulling children out of school, begging, onward movement or child labour. While it remained an efficient way to provide assistance, there was not enough cash available for it to meet people’s basic needs in a long-term and sustainable way.

Targeted assistance was crucial to ensuring the most vulnerable families were reached. UNHCR is therefore working with partners on common targeting approaches and developed joint guidance with WFP.

CASH ASSISTANCE BY SECTOR | 2015-2019



CASH ASSISTANCE | 2015-2019





 PUBLIC HEALTH



Manirakiza, a 25-year-old refugee from Burundi, and her baby, Irakoze, at Kalobeyei health clinic in north-west Kenya.

2019 RESULTS

**0.3**  
under-5 mortality rate  
(per 1,000 people a month)  
compared to **0.3** in 2018



**0.12**  
crude mortality rate  
(per 1,000 people a month)  
compared to **0.13** in 2018



**93.5%**  
of births were attended  
by skilled personnel  
compared to **94.4%** in 2018



UNHCR remained committed to refugees, IDPs and host communities accessing health services. In 2019, it supported access to primary health care, including sexual and reproductive health and nutrition services in 46 countries. It delivered HIV prevention and treatment, as well as reproductive health programmes within a framework of public health, protection and community development.

UNHCR's aim was for people of concern to be included in national health policies and

systems. In 2019, it supported countries in making that happen. For instance, the Islamic Republic of Iran continued to provide access to 92,000 refugees through its national health insurance scheme, while seeking to increase the number of most vulnerable enrolled. Rwanda also made significant progress, enrolling 12,000 refugees in its national health insurance scheme.

To advance access to quality health care and related data, UNHCR rolled out

iRHIS—its new integrated refugee health information system—in 18 countries hosting refugees in camps, including the DRC, Ethiopia, Iraq and Yemen. More than 7.3 million registered consultations took place across 179 sites. UNHCR and partners conducted quality of care assessments in 71 sites or camps and 148 health facilities in Bangladesh, Chad, Djibouti, Ethiopia, Jordan, Kenya, Malawi, Rwanda, Somalia, South Sudan, Sudan and Uganda using the balanced scorecard. The scorecard was designed to assess care quality in primary health care facilities. The average country scores ranged between 70% and 89%, well above the moderate range of 60%. Results were available immediately, allowing decisions to be made on capacity and other gaps at health facilities.

UNHCR continued its mental health and psychosocial support (MHPSS) to people of concern, including by training 26 Bangladeshi psychologists working with Rohingya refugees on interpersonal therapy for depression. The integration of mental health into primary health care continued in Burundi and Zambia, where 49 primary care staff in refugee settings were trained as part of the Mental Health Gap Action Programme. In the last five years, 1,133 partner staff in 14 countries completed the training, significantly improving access to mental health services for refugees and host populations. In addition, UNHCR remained an active member of the IASC MHPSS Reference Group and supported MHPSS efforts for IDPs through its Protection Cluster.

A UNHCR initiative to improve non-communicable diseases care for people of concern saw approximately 300 health staff from 12 countries receive training and support introducing treatment

protocols. These included participants from UNHCR, NGOs and government partners in countries such as Burundi, Cameroon and Ethiopia. UNHCR worked with the Centres for Disease Control and Prevention and national tuberculosis programmes to assess the challenges facing urban refugees and asylum-seekers needing health care in Cameroon and South Africa.

Despite systems being inadequately equipped to meet their needs, and discrimination from some health care workers, most refugees could access HIV tests. Refugees were also confident they could get tuberculosis treatment in the health care system and stay in the country after a tuberculosis or HIV diagnosis.

UNHCR developed a comprehensive approach to improving access to national systems for people of concern, which included greater partnership and coordination with national authorities and partners, translation services in health care facilities, translating information material into refugees' languages, sensitizing health care workers to refugees' needs and ensuring refugees' contact information was updated at each appointment.

In 2019, two-thirds of preventable maternal deaths and nearly half (45%) of newborn deaths occurred in countries affected by recent conflict, natural disaster or both. The majority (94%) of live births occurred with the assistance of skilled health personnel. The under-five mortality rate improved slightly, with one in 3,000 children under five dying.

In 2019, a UNHCR project in refugee-hosting regions of Cameroon, Chad and Niger, saw 29 health centres and district hospitals receive training,

iRHIS, UNHCR's integrated refugee health information system





equipment, supplies, monitoring and community outreach to improve the quality and uptake of maternal, newborn and family planning services.

**Constraints and unmet needs**

Although UNHCR focused on expanding service delivery for refugees through existing national systems and strengthening access for refugees and host populations, including refugees in national health care systems will take years.

In the meantime, during emergencies, UNHCR must mobilize timely and quality public health support for people of concern. When national services are available, they often require considerable support,

including medicines and medical supplies, equipment, training and human resources. Furthermore, refugees' impact on national delivery systems should be assessed early on and monitored as the situation unfolds.

Humanitarian-specific responses, such as vaccinations, screening for acute malnutrition and prioritized interventions are still needed to minimize avoidable morbidity and mortality.

Gaps remained in 2019 in services such as palliative care; high-impact elective surgeries, such as for blindness-preventing cataract surgery; treatment for hepatitis B and C through national programmes; adolescent, maternal and newborn care; and integrated mental health services.

**Working towards refugees' and IDPs' access to quality disease prevention and care services**

Malaria, HIV and AIDS, and tuberculosis (TB) present unique risks to refugees and IDPs. High levels of mobility, poor living conditions, exposure to violence and less access to health services are all contributing factors. The Global Fund to Fight AIDS, TB and Malaria remained a vital support to ensure refugees and IDPs could access quality disease prevention, treatment and care services.

UNHCR and the United Nations Foundation (UNF) reviewed how refugees and IDPs were included in Global Fund applications between 2002-2019. The global results and downloadable scorecards for each eligible country were discussed with the Global Fund, to be shared with UNF partners. As part of the review and annual public health report, the team also analyzed how refugees benefit from country grants. The scorecards will help encourage national programmes to include refugees, IDPs and surrounding populations in proposals for the next three-year funding cycle (2021-2023).



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**NUTRITION AND FOOD SECURITY**



© UNHCR/Miriam Gray Pearson

Two refugees working with the standardized expanded nutrition survey team in Pamir camp, South Sudan, take a blood sample from a four-year-old Sudanese refugee to screen for anemia.

**2019 RESULTS**

**61%** of surveyed sites in which levels of acute malnutrition were acceptable (<10%) compared to 2018 levels: **48%**



**6%** of surveyed sites in which anemia levels were acceptable (<20%) compared to 2018 levels: **5%**



**23%** of surveyed sites in which levels of stunting were acceptable (<20%) compared to 2018 levels: **32%**



**74%** of surveyed sites met the UNHCR target (≥70%) for the rate of exclusive breastfeeding compared to 2018 levels: **61%**



While malnutrition causes vary, food insecurity is a significant contributing factor among refugee and IDP populations, particularly for children. Malnutrition is a major challenge to protection and threatens development gains. UNHCR focuses on tackling it in all its forms, stressing the need for a multi-sectoral approach to nutrition and food security.

The collection and use of good quality data is pivotal to decision-making and targeted responses. The Standardized Expanded Nutrition Survey, known as SENS, was updated in 2019. It aligns with international standards; with Sustainable Development Goal (SDG) 2 (end hunger, achieve food security and improved nutrition and



promote sustainable agriculture) and the nutrition targets of SDG 2.2, which aims to end all forms of malnutrition by 2030; and with indicators and methodologies from agencies such as UNICEF and WFP.

UNHCR ensured robust methodologies for all nutrition surveys undertaken in 77 sites across 13 countries, 91% of which were in Africa, predominantly in East and Central Africa, to ensure the accuracy of data generated. It sought to prioritize the effects of rising malnutrition when funding and designing programmes for country operations. To make the data more accessible to other sectors and partners, the UNHCR SENS dashboard was developed, providing a comprehensive overview of all data and allowing analyses of nutrition and food security trends.

UNHCR's SENS dashboard



The information from nutrition surveys conducted in 13 countries during 2019 highlights the extremely precarious nutrition situation of refugee populations, notably in Ethiopia, Nigeria and Sudan. All forms of childhood malnutrition are at concerning levels. High stunting—indicative of longer-term nutritional deficits—was present in almost 50% of sites; high anemia in almost 70% of sites; and global acute malnutrition (GAM) standards exceeded the 10% threshold in 39% of the sites monitored.

With malnutrition representing a significant concern for refugee populations, improving the prevention of undernutrition and micronutrient deficiencies, and managing existing malnutrition cases, was a priority and challenge in 2019. In addition to treatment, UNHCR focused on preventing malnutrition in collaboration with other sectors. Poor infant and young child feeding (IYCF) is a major driver of malnutrition and, while exclusive breastfeeding levels among UNHCR operations are improving, complementary feeding indicators remain poor. The IYCF framework, which outlines the practical steps each sector can take to mitigate malnutrition, was rolled out at new sites in seven operations, including in Uganda and the United Republic of Tanzania, with further roll out planned for 2020.

Lastly, UNHCR conducted a comprehensive five-day nutrition and food security training session in Nairobi for public health and nutrition staff with 28 staff from 10 operations. Specialists from the region, including from other agencies, shared their expertise, which promoted synergies between various sectors and agencies. This training was the first to be held by UNHCR since 2011.



**Taking steps to fight child malnutrition in refugee camps**

“la Caixa” Banking Foundation supports innovation for tackling the issue of child malnutrition in Ethiopia through the MOM Project.

The IYCF framework has been implemented for the first time in an emergency context, resulting in a substantial reduction in child mortality in Gambella camp, while global acute malnutrition was nearly halved in Gambella and Melkadida camps.

In October 2019, the international conference “Building innovative partnerships: tackling child malnutrition and achieving sustainable developments goals” was organized in Barcelona, involving experts and stakeholders from the public and private sectors, providing innovative ideas for sustainable solutions.



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© UNHCR/David Aziz



**Nutrition services scale up in Bangladesh**

In Bangladesh, following the influx of almost 1 million refugees in 2017 to the Cox’s Bazar district, levels of GAM in the Kutupalong refugee camp were well above the emergency levels ( $\geq 15\%$ ) at 24.3%, with stunting and anemia also exhibiting extremely high prevalence.

In response, local and international actors ramped up efforts to reduce the overcrowded conditions by massively scaling up the extension areas. Efforts were also multiplied to ensure refugees had access to regular food distributions and to expand community management of acute malnutrition practices.

This improved enrolment and use of nutrition services.

While in 2018 only 27% of eligible children were enrolled in treatment programmes for severe acute malnutrition, this figure increased to 78% in 2019. Promotion of appropriate IYCF was also scaled up, with pregnant and lactating women receiving counselling while mother-to-mother support groups were established in communities to enhance the adoption of IYCF and health practices in the first 1,000 days of life.

**Constraints and unmet needs**

Refugee food security continued to deteriorate in many protracted situations where UNHCR operates, particularly in Africa. This was most concerning in contexts where drought was coupled with limited livelihood opportunities.

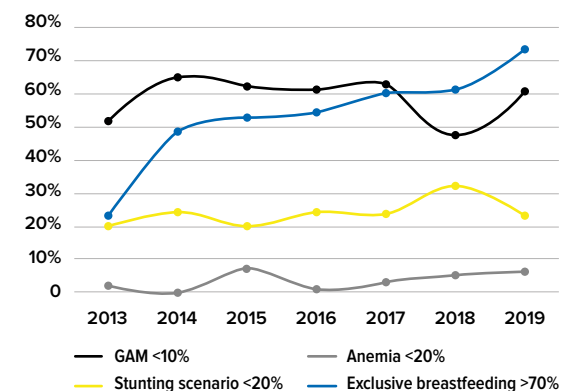
Refugee food security is largely dependent on humanitarian food assistance provided by WFP. Funding shortfalls resulted in basic needs not being met in Cameroon, Chad, Ethiopia, Malawi, Kenya and South Sudan, among others. To deal with these challenges, refugees often put themselves at great risk leaving camps to search for income or livelihoods. Some migrated to mining areas. Women often took their children to the fields for weeks at a time, resulting in a break in access to health centres providing malnutrition prevention and treatment services and school.

The nutritional impact of food insecurity contributed to detrimental effects on the growth and development of refugee children at the most critical window of opportunity between conception and

two years of age. Stunting levels increasing in 2019 could be a physical manifestation of this.

UNHCR and WFP collaborated to address resource challenges by shifting from providing assistance to all, to targeting those most in need, increasing biometric verification in food assistance distribution, and jointly fundraising for additional support.

**% OF SURVEYED SITES MEETING THE NUTRITION INDICATOR TARGETS 2013-2019**





## WATER, SANITATION AND HYGIENE



Somali refugees collect water from a waterpoint in Hagadera camp, Dadaab, Kenya. UNHCR provides water to more than 200,000 refugees there and 19 of these boreholes operate on a solar photovoltaic-diesel hybrid system.

### 2019 RESULTS

**21** liters of potable water on average available per person per day in 24 refugee situations compared to **20 liters** in 26 refugee situations in 2018



**17** average number of people of concern per drop-hole compared to **22** in 2018



**1,755** average number of people of concern per hygiene promoter compared to **1,200** in 2018



**30** average number of people of concern per shower/bathing facility compared to **31** in 2018



UNHCR's WASH dashboard



In 2019, approximately 8.1 million people accessed water and sanitation services thanks to UNHCR support. Effective monitoring helped UNHCR address inequalities, enhance its accountability to affected populations, and mitigate financial and reputational risks.

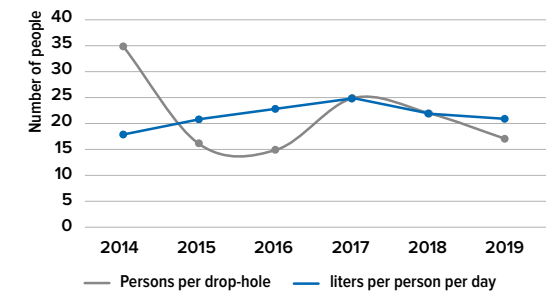
In September 2019, the Office launched the WASH dashboard, providing access to live WASH data from 144 refugee camps and settlements in 29 countries on 4.3 million refugees. It also installed smart meters, allowing it to study the WASH situation in any camp. The meters helped reveal

disparities across UNHCR operations. In some countries, such as Iraq, refugees and IDPs had their own household toilet, while in other operations such as Kepembele camp in the Republic of the Congo, as many as 110 people shared one toilet.

Monitoring is key to addressing inequalities, enhancing UNHCR's accountability to affected populations, and mitigating financial and reputational risks to UNHCR. Smart monitoring technology was piloted in Iraq, Kenya, Rwanda, Uganda, and the United Republic of Tanzania, allowing UNHCR and partners to ensure service standards were maintained by tracking water trucking operations, the performance of water distribution networks, water levels in boreholes, and water quality.

UNHCR also invested in cost-effective and environmentally-sustainable technologies, such as urine-diverting dry toilets that

### WATER SUPPLY AND SANITATION SERVICES 2014-2019



require little maintenance in hot and dry climates. Rapid groundwater assessments were rolled out in Sudan (White Nile), Uganda (Adjumani, Bidibidi, and Kyangwali), and Zimbabwe (Tongogara) to increase the probability of finding water when drilling boreholes and the yield of finalized wells, and substantially reduce the costs for sustainable water supply systems.



### Working together to help refugee children stay healthy



UNHCR partnered in 2019 with Lifebuoy, a soap brand owned by the multinational company Unilever, to improve hygiene conditions for Syrian refugees in Lebanon, with the aim of reaching 10,000 refugee mothers through Lifebuoy's "Mum's Magic Hands" handwashing behaviour change programme. Through a combination of financial investments in water and sanitation programmes, a donation of 50,000 bars of soap, and working together to co-create new Mum's Magic Hands materials, the project ensured refugee mothers and children had the information and resources they needed to stay healthy.





In addition, 50 UNHCR WASH staff learned how to operationalize the Global Compact on Refugees at training sessions, particularly how to ensure WASH services are sustainable for refugees and host communities. Specific tools in the training included: the global solar water initiative; tools to reduce the maintenance costs of water supply; real-time monitoring of WASH systems to improve effectiveness; and a suite of tools on applied hydrogeology and rapid groundwater potential mapping to improve the overall lifespan of WASH infrastructure.

In addition, 10 people were selected for an in-depth field training on applied hydrogeology and solar water pumping in order to build capacity for planning and constructing sustainable water supply systems.

### Constraints and unmet needs

Gaps in UNHCR's technical expertise remained. Only one region had WASH technical staff in 2019 and there were 17 operations with WASH expenditure but no technical WASH staff. In addition, and most importantly, the budget did not meet emergency needs, let alone ensure longer-term service sustainability. In 2019, only 28% of the requested funding for WASH was allocated. UNHCR often operates in remote areas without pre-existing infrastructure. Establishing sustainable water and sanitation systems remained costly and takes significant time.

Sustainable infrastructure requires a larger cash injection from the outset; therefore, the Office faces the dilemma of targeting more people with emergency facilities or fewer with sustainable facilities.

### Full solarization of water supply systems in refugee camps

In 2019, solarization took place for three boreholes in Zambia, two water supply systems in Chad, one water supply system in Sudan, while full solarization was achieved for the water supply systems in northern Iraq's refugee camps.

Nonetheless, there were still more systems that run on fossil fuel than on solar power. To intensify UNHCR's efforts to become carbon neutral, solarizing camp and settlement water supply systems was identified as a key component of the UNHCR Clean Energy Challenge, announced at the Global Refugee Forum in 2019. An overview of solarized boreholes and those running on alternative power can be found on the UNHCR borehole database.



## SHELTER AND SETTLEMENTS



Nor Kalam, 25, helps to prepare bamboo logs for chemical treatment at Kutupalong camp, Bangladesh. Bamboo treatment brings more sustainable housing to camps.

### 2019 RESULTS

**219,000** people of concern lived in refugee housing units compared to **143,101** in 2018



**27,880** transitional shelters were provided to people of concern compared to **16,457** in 2018



**86,426** households received cash grants for rental accommodation compared to **93,942** in 2018



**9,516** long-term/permanent shelters provided to people of concern compared to **11,849** in 2018



**94,488** emergency shelters provided to people of concern compared to **161,603** in 2018



Adequate shelter and settlements provide refugees and IDPs with the space they need to live safely and as part of a wider community. The Office improved the quality and type of shelter options, providing emergency shelter to more than 116,527 people of concern, while

139,400 people of concern benefited from transitional shelter. However, mounting displacement meant at least half of emergency shelter needs went unmet.

To improve the living conditions of 76,000 refugees and IDPs, 15,198 refugee housing units (RHUs) were deployed to



Cash for shelter programme



15 operations. The majority (70%) went to operations in Africa, and the remainder to the Americas, Asia and the Pacific, and the Middle East and North of Africa. Globally, 219,000 people of concern were living in RHUs by the end of 2019 and, reflecting UNHCR's commitment to engage decisively and predictably in situations of internal displacement, 90,200 IDPs were living in a RHU by year's end, with a third of RHUs set aside for IDPs. With Better Shelter, UNHCR trained 450 additional staff, partners and people of concern in RHU assembly and safety standards across 15 operations.

Throughout the year, UNHCR pursued comprehensive responses, which promoted progressive shelter solutions. The aim was a more permanent solution for people of concern, including IDPs in Burkina Faso, the Democratic Republic of the Congo (DRC), Iraq and the Syrian Arab Republic. People of concern received a holistic package of assistance that supported them to transition from emergency to more durable shelter and settlement solutions.

To improve emergency preparedness and response, UNHCR developed revised shelter strategy templates and checklists to facilitate a prompt and efficient response. For example, in Bangladesh, the response evolved from a transitional shelter-only approach to a multi-faceted one, also incorporating emergency upgrades and hazard preparedness, reflecting the dynamic nature of the conditions in Bangladesh where multiple shelter options are required.

UNHCR humanitarian settlements should promote local development and the inclusion of people of concern, so settlement profiling tools were developed with UN-Habitat. These allowed UNHCR to rapidly obtain information that could

inform decision-making and sustainable investments in settlements housing people of concern. Settlement profiles were also developed for Ethiopia (Kebri Beyah) and Uganda (Nakivale).

At the onset of emergencies, UNHCR deployed experts and increased its use of new technology and cash to improve shelter response, with cash assistance as an effective way to ensure people of concern had shelter. UNHCR scaled up cash assistance for immediate shelter needs, with 17 operations implementing cash for shelter programmes, including for IDPs in Burkina Faso, the DRC, Iraq, Somalia and Ukraine. Globally, households could buy shelter construction materials using cash grants (27,387) or vouchers (722); buy shelter-related core relief items using cash grants (7,524); or use cash grants to rent accommodation (86,426).

The technical capacity of staff, partners and people of concern was strengthened through comprehensive training sessions organized for 20 national shelter and settlement planners from 17 countries. UNHCR also facilitated peer-to-peer learning and opportunities to share lessons learned, and outlined ways to implement the "Master Plan" approach to settlement planning.

Aligned with institutional priorities for better data when implementing technical programmes, the settlement information portal (SIP) continued to grow and connect with other UNHCR information databases, including the cash assistance dashboards, the WASH portal, the health facility balanced scorecard, HALEP and emergency deployments dashboards, as well as the UNHCR operational portal. The SIP now contains more than 4,000 documents, ranging from AutoCAD

files to shelter strategies, drawing templates, guidelines, construction guidance, site planning reference, settlement maps and RHU guidelines. The SIP dashboard is a comprehensive community of practice, which also allows a more in-depth technical monitoring of sectoral activities in 690 settlements, covering both IDP and refugee contexts.

### Constraints and unmet needs

Insufficient funding, mounting or prolonged displacement, the growing impact of climate variability, difficult access to affected populations, limited technical capacity and challenging political environments, all remained significant barriers to UNHCR meeting the shelter needs of people of concern.

In Burundi, for example, UNHCR supported refugees and asylum-seekers living in

camps, including through sensitization activities and by providing shelter kits and materials. However, increased numbers of refugees arriving from the DRC saw funding diverted from the much-needed rehabilitation of existing shelters and infrastructure towards the construction of neighborhoods to accommodate new arrivals. As a result, only 6,595 people of concern received shelter support instead of the 10,000 intended, and only 1,530 shelter kits were distributed instead of the 2,000 that were originally planned.

In Myanmar, UNHCR and partners continued to prioritize reconstructing temporary shelters in camps hosting Rohingya. However, limited funding for shelter and the rapid degradation of temporary shelters (built to last two years) caused by local weather conditions meant that only 380 of the 800 communal shelters targeted for reconstruction could be rebuilt.

© UNHCR/Caroline Gluck



### Rohingya refugee volunteers work to avert monsoon damage in Bangladesh



Volunteers were at the forefront of a drive to protect residents of the sprawling refugee settlements as the cyclone and monsoon season approached.

While humanitarian agencies strengthened essential infrastructure and pre-positioned relief items in the settlements, the shift in emergency planning is towards a community-centred approach.

Volunteer community outreach members went house-to-house, spreading information and awareness about how families can better protect themselves and their shelters. At the same time, UNHCR focused on improving the fragile and densely-crowded refugee

settlements, building kilometre after kilometre of roads, steps and bridges. Drainage, water and sanitation systems and upgraded shelters were installed and built, tie-down kits and plastic tarpaulins distributed to families, and emergency items pre-positioned.





# Building Better Futures



Um Nour, a Syrian returnee, was able to open a repair shop in Aleppo thanks to the grant she received from UNHCR's livelihoods programme.

— UNHCR/Antwan Chnkdi

The affirmation of the Global Compact on Refugees in December 2018, and the first Global Refugee Forum, which took place a year later, created momentum for enhanced and innovative approaches to achieving solutions and resilience for refugees, returnees, the internally displaced and stateless persons.

The Forum saw significant pledges, some cross-cutting, made in the areas of education; energy; settlements; water, sanitation and hygiene; health and infrastructure; jobs and livelihoods; and solutions, including local integration and reintegration. Providing employment opportunities for refugees—crucial for allowing them to live in dignity and give back to the communities they reside in—also saw strong support. In addition to humanitarian and development pledges at the Forum, significant funding was pledged by business groups. At least 15,000 jobs will be made available to refugees through these initiatives, along with some 125,000 hours per year of pro bono legal counselling.

The Compact also called for the establishment of a global academic network on refugees, as well as other forced displacement and statelessness issues, to facilitate research, training and scholarship opportunities involving universities, academic alliances and research institutions. This network, the Global Academic Interdisciplinary Network, was launched at the Forum. It builds on the many academic networks that individual UNHCR teams currently work with, both regional and thematic. As it begins its work in 2020, it will focus on creating links between academics, policymakers and practitioners (see the *Global Compact Overview*).

In 2019, there were further advances in implementing the Comprehensive Refugee Response Framework (CRRF) by 15 vanguard countries, as well as a more global uptake of the Compact's principles in support of refugee-hosting countries and countries of origin.

During the year, more States reviewed their policies towards refugees and strengthened efforts to support self-reliance through socioeconomic inclusion, including by extending national services to refugees such as education systems and birth registration. In doing this, many developed multi-stakeholder approaches, drawing on the expertise and contributions of line ministries and other stakeholders, including the private sector. These efforts were supported by further investment from the development donor community, with increased financing and commitments to work more closely with humanitarian donors to achieve more harmonized and sustained support in nexus situations. For example, UNHCR-World Bank Group cooperation has supported policy changes to include refugees in national service delivery systems and ensure their economic inclusion, such as through improved access to labour markets.

Furthermore, the affirmation of the Compact and the variety of pledges made at the Forum have been accompanied by renewed enthusiasm among many States for resettlement and complementary pathways for refugees. These States recognize them as tangible, lifesaving mechanisms by which governments and communities across the world share responsibility for finding solutions for the increasing number of refugees worldwide. However, although expanding third-country solutions is a key objective of the Compact, in 2019 those solutions were still only available to a fraction of the world's refugees.

## In this chapter

- Delivering through partnerships
- Voluntary return and local integration and solutions
- Resettlement and complementary pathways
- Access to quality education
- Livelihoods and economic inclusion
- Strengthening city networks and supporting the urban displaced
- Energy and environmental protection



## Delivering through partnerships

© UNHCR/Roger Arnold



Shifat Ullah, 23, holds up his chequebook at his fabrics shop in Karachi, Pakistan. Afghan refugees like Shifat have recently been allowed to open bank accounts in Pakistan.



### Key partnerships and engagement with development actors

The Global Compact on Refugees and the first Global Refugee Forum encouraged development actors to strengthen their engagement in the humanitarian-development-peace nexus. UNHCR played a catalytic role in supporting host governments to strengthen complementarity of programmes and policy interventions by development actors, targeting areas hosting forcibly displaced populations.

A stronger engagement in forced displacement issues by multilateral development banks—through targeted financing instruments and policy dialogue—was exemplified by the commitments to the Compact made by the African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, European Investment Bank, Inter-American Development Bank, Islamic Development Bank and the World Bank Group at the Forum in December 2019.

By the end of 2019, approximately 20 projects receiving financing from the IDA18 sub-window for host communities and refugees (RSW) were approved by the World Bank in support of 13 low-income countries hosting major refugee populations.

Examples include an integrated water management and development project in the north-east of Uganda designed to gradually replace water trucking to refugee hosting sites with sustainable water supply systems, as well as an RSW-supported project in Niger, providing community infrastructure and better access to basic services and economic opportunities.

Other elements of the partnership continue to flourish, including joint learning and capacity-building initiatives that are increasing technical collaboration in specific sectors, such as employment, social protection, education, and data collection and analysis. The latter was exemplified by the launch in October 2019 of the UNHCR-World Bank Joint Data Centre on Forced Displacement.

The World Bank and UNHCR also completed comparable (nationals and refugees) socioeconomic data studies in Chad, Niger and Uganda and finalized a socioeconomic study comparing the Shona, a stateless population in Kenya, with citizens. The analysis from this data informs programming and policy, and it provides evidence with which to work in a more informed way with host governments, development and other partners.

Partnerships were also strengthened with bilateral development actors, such as the German Federal Ministry of Economic Cooperation and Development (BMZ), the European Commission's Directorate-General for International Cooperation and Development (DEVCO) and the Japan International Cooperation Agency (JICA). With BMZ's support, an urbanization project supporting out-of-camp solutions in the Tillabery region of Niger began, with planned construction of social housing and services for 40,000 Malian refugees and host community members. JICA has also supported basic services, including water and health, in Cox's Bazar.

Partnerships and support from Denmark, Luxembourg and the Netherlands, have built significant opportunities for UNHCR to grow its knowledge and practical experience in the humanitarian-development nexus.

Under the framework of the joint action plan, UNHCR and UNDP developed a Sustainable Development Goals (SDG) tool on displacement and an internal displacement guide. They further collaborated on the regional refugee responses for the Congolese, Nigeria, Rohingya and Syria crises; rule of law and governance efforts in more than 20 countries; and livelihoods programming in Ethiopia, Somalia, Turkey and Uganda, among others.

A UNHCR and ILO joint action plan saw collaboration to advocate refugees' inclusion in national social protection health systems in eight African countries. They also called for the monitoring and follow-up of child labour cases in the Syrian Arab Republic among displaced and host populations.

The agencies further collaborated to support the Intergovernmental Authority on Development regarding the adoption of the "Kampala declaration on jobs, livelihoods and self-reliance for refugees, returnees and host communities"; and collaborated on the Venezuela situation through the Regional Inter-Agency Coordination Platform for refugees and migrants. In addition, supporting efforts to translate international standards into national policies, ILO and UNHCR developed "Decent work for refugees" guidelines, and training sessions on market-based livelihoods and access to decent work.



© UNHCR/James Maki Kimulira



### Hope for a refugee child of becoming an electrical engineer

With financial support from the Netherlands, David Kiiza, a refugee born in the Democratic Republic of the Congo (DRC), secured a scholarship from UNHCR to study electrical installation at Nakivale Vocational Training Centre in Uganda.

Through the Prospects Partnership, the Netherlands brings UNHCR, UNICEF, ILO, the World Bank and the International Finance Corporation together to provide decent work opportunities for skilled young people like David, lifting the local economy and increasing earnings.

The type of initiative available through the Prospects Partnership will allow refugees to send their children to school and further invest in household self-reliance. David says that he is happy and motivated to complete his course.

**"I am already an engineer because I can wire a house and do any electrical work."**  
—David Kiiza, a refugee from the DRC in Uganda.



## VOLUNTARY RETURN AND LOCAL INTEGRATION



Binianga Asiya and her family are Congolese returnees living in their new house in Tshikapa, in the Democratic Republic of the Congo.

### 2019 RESULTS

**317,291** refugees returned to their country of origin



compared to 593,814 in 2018

**55,000** people of concern were supported with naturalization processes



compared to 62,600 in 2018

**41** situations in which refugees were supported to return voluntarily in safety and in dignity, where conditions permitted



compared to 40 in 2018

**42** situations in which refugees were supported to integrate



compared to 31 in 2018

### Voluntary return

For more information on solutions, see Chapter 5 of the 2019 Global Trends



The number of refugees who returned in 2019 decreased from 593,814 in 2018 to 317,291 in 2019—a 46% decrease when compared with 2018. UNHCR worked with governments and key humanitarian and development partners to ensure sustainable conditions for the reintegration of returnees and IDPs. For example, in Afghanistan,

15 priority areas were selected based on government planning, the number of returnees and the range of communities' protection needs. UNHCR projects supported 334,028 people, around a third of the total population in priority areas, with cash and in-kind assistance, shelter, education and skills training, entrepreneurial support, quick impact livelihood projects, and public

infrastructure. Nearly 13,000 individuals benefitted from livelihood and cash-for-work activities, job placements and entrepreneurial skills development, with many later establishing grocery shops or wool-spinning projects.

The African Union declared 2019 the year of refugees, returnees and IDPs. This encouraged States parties to adopt national laws and policies. Equatorial Guinea acceded to the African Union Convention for the Protection and Assistance of Internally Displaced Persons in Africa, also known as the Kampala Convention, which remains the world's only legally binding regional instrument on internal displacement.

Other African countries took measures to support solutions for IDPs and refugees. The Central African Republic established a national strategy for sustainable solutions for IDPs and returned refugees covering 2018 to 2021, with UNDP and UNHCR as facilitators. In Chad, the National Commission for Reception and Reintegration of Refugees and Repatriated Persons was tasked to support the implementation of the Kampala Convention, while the Government of Niger adopted a law on the protection of, and assistance to, IDPs. To create conditions for the safe, sustainable and voluntary return and reintegration of refugees and IDPs following adoption of the Nairobi Declaration, the Federal Government of Somalia drafted a national policy for refugees, returnees and IDPs; a land distribution policy for returning refugees and IDPs; and a national disaster management plan. Mogadishu is home to nearly 400,000 IDPs, more than a third of the country's IDPs. More than half (55%) are concentrated in two of Mogadishu's peripheral districts and live in informal settlements within urban areas, a sign

that protracted internal displacement is becoming an urban phenomenon. In response, UNHCR identified collective aims to be achieved by 2022, including risk and vulnerability mitigation; strengthening the resilience of IDPs, refugee returnees and host communities; and searching for durable solutions for 100,000 displaced households.

Despite complex security situations and fragile peace, UNHCR observed self-organized refugee and IDP returns to or within places like the Syrian Arab Republic (Syria) and South Sudan. In Syria, between November 2018 and January 2019, UNHCR conducted its fifth Refugee Perceptions and Intentions Survey in Egypt, Iraq, Jordan and Lebanon with Syrian refugees. The majority (75%) hoped to return to Syria eventually, but only 5.9% intended to return in 2019. Most wanted to return to their place of origin (93%). Refugees planning to return were motivated by better security, family reunification, and livelihood opportunities. To improve return conditions, UNHCR strengthened its support and capacity in documentation, pre-departure vaccination, health referrals, housing, land and property, legal counselling and return monitoring.

In 2019, UNHCR worked with the South Sudan Relief and Rehabilitation Commission and others to monitor self-organized returnees. It also advocated including vulnerable returnees in existing aid programmes. In countries hosting South Sudanese refugees, a Regional Intention Survey was organized, to help prepare for possible returns. In Sudan, UNHCR and other UN agencies supported the Government in designing and launching a project to implement the peace process, with three main priority areas identified: rule of law, durable solutions and community peacebuilding. In Ethiopia, to make returns

Syrian refugees' perception and intentions on return to Syria



more sustainable, refugees were included in a government-run national justice perception survey, with the report available in 2020.

### Local integration and solutions

Refugees' local integration is a complex and gradual process, comprising distinct but inter-related legal, economic, social and cultural dimensions, all of which are important for refugees' ability to integrate successfully as full members of society.

UNHCR welcomed Ethiopia's historic new refugee proclamation in January 2019, which enables refugees who have stayed in the country for a protracted period to locally integrate, if they wish to do so. The Proclamation also provides refugees the right to acquire work permits; access primary education; obtain drivers' licenses; register life events, such as births and marriages; and open bank accounts. The Abuja Action Statement was reaffirmed, calling for proactive approaches to local integration and alternatives to camps.

Civil registration, documentation and legal stay options for refugees and asylum-seekers was a focus in several countries. In Zambia, UNHCR advocated issuing residence permits for 10,000 former Angolan refugees and 4,000 former Rwandan refugees as part of the legal integration process. Namibia also began formalizing the residency and inclusion of

former Angolan refugees. In Gambia and Guinea Bissau, more than 5,000 refugees gained citizenship in 2019. Some 55,000 refugees were naturalized, a decrease of 12% compared to 62,600 in 2018. UNHCR and governments worked to improve refugees' access to adequate housing, exploring options to include them in national housing services and pursuing alternatives to camps, as in the Kurdistan region of Iraq, and in Niger.

During the Global Refugee Forum, several countries pledged to advance and promote local integration and solutions. The DRC committed to offering 10-year residence permits to the 200,000 Rwandan refugees who opted to stay in the DRC after their status clause ended, while the Government of Liberia pledged to provide land for agriculture and permanent housing to 5,000 locally-integrated Ivorian refugees.

### Constraints and unmet needs

Sustainable voluntary repatriation is contingent on addressing the root causes of displacement. Despite some promising steps, many countries could not offer displaced populations safe and dignified returns.

More displaced people were gravitating towards urban centres rather than their places of origin, requiring a different response for housing, infrastructure and

service delivery. Development actors needed greater understanding of trends in urbanization and increased engagement in support of refugees and host communities.

Sustainable reintegration was hindered in Sudan when returnees did not receive their civil documentation, which was mainly available locally. As in several other contexts, access to land also remained a concern, leading to secondary displacement. Some IDP families in Iraq

returned to camps after discovering partially damaged houses, homes occupied by relatives, or finding themselves unable to pay rent on return. UNHCR continued "know-before-you-go" campaigns as well as "go-and-see" visits to support access to reliable information ahead of returning.

Ethiopia law grants more rights to refugees



### Delivering through partnerships

© UNHCR/Armando S. S. / UNHCR



#### Central African Republic returnees rebuild their lives



While parts of the country remain unstable because of the conflict that has now lasted for over five years, a recent peace agreement between the Government of the CAR and armed groups has brought security to other areas.

UNHCR and partners are working closely with the Government and those of asylum countries to organize and assist refugees who have made an informed choice to voluntarily return to the CAR to do so in safety and in dignity.

Returning from the Republic of Congo, Clavette Bodo is one of them, using the voluntary return money she received to rebuild her destroyed house in Mongoumba.

For those who choose to return, UNHCR and partners, including WFP, UNICEF and UNFPA, provide relocation support of three months of food and a modest cash grant, yellow fever vaccines, and sanitary kits for women. Altogether, 116,000 CAR refugees have voluntarily chosen to return home since 2016.





## RESETTLEMENT AND COMPLEMENTARY PATHWAYS



Somali refugees aboard a flight from Dadaab to be resettled in Sweden.

### 2019 RESULTS

**81,671** refugees identified in need of resettlement, submitted for resettlement

compared to **81,337** in 2018



**63,726** UNHCR-facilitated resettlement departures

compared to **55,680** in 2018



**81** country operations submitted refugees for resettlement

compared to **82** in 2018



For more information on solutions, see Chapter 5 of the 2019 Global Trends



Against a backdrop of continuing large-scale forced displacement, resettlement and complementary pathways remained important tools for protection and solutions for some of the world's most vulnerable refugees as well as tangible demonstrations of solidarity and responsibility-sharing.

In total, 81 UNHCR operations submitted 81,671 refugees to 29 countries for resettlement consideration. The majority (three-quarters) of those submitted in 2019 originated from just five countries: the Syrian Arab Republic (Syria, 29,660), the Democratic Republic of the Congo (DRC, 18,997), Afghanistan (5,892),

Somalia (4,393) and Eritrea (3,147), all of which suffered from protracted conflict or insecurity.

States accepted more than 90% of the cases referred by UNHCR. The largest number of UNHCR-facilitated resettlement departures in 2019 were from five major refugee-hosting countries, including Turkey (10,558), Lebanon (8,359), Jordan (5,501), the United Republic of Tanzania (4,030) and Egypt (3,995). Women and girls comprised half (50%) of those submitted for resettlement and 52% were children, while urgent/emergency submissions represented 18% of all submissions.

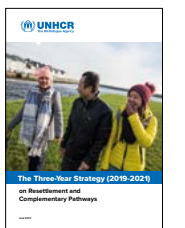
Lifesaving mechanisms for evacuation, resettlement and other solutions were expanded by establishing a second Emergency Transit Mechanism (ETM) facility in Rwanda, which opened on 10 September 2019. In all, 878 people were evacuated from Libya through the mechanism in Niger; 393 people were evacuated to Italy; 452 were evacuated to Romania; and 306 to Rwanda, where the first seven evacuees later departed for resettlement. In Central America, the Protection Transfer Arrangement (PTA) continued to provide people at serious risk with safe and legal access to a resettlement country. Of the 1,023 people processed from El Salvador, Guatemala and Honduras, 716 were resettled in five countries.

UNHCR and IOM worked together on the Emerging Resettlement Countries Joint Support Mechanism (ERCM) and expanded the overall resettlement base

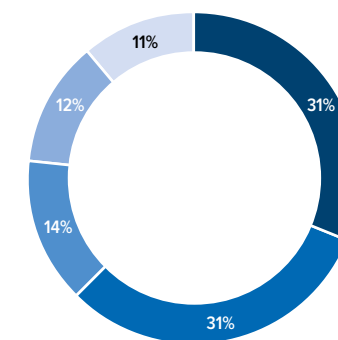
in the Southern Cone (Argentina, Brazil and Chile). The ERCM culminated in September 2019, having started in 2016.

An objective of the Global Compact on Refugees was to expand refugees' access to third-country solutions as a means of achieving comprehensive refugee responses. In 2019, UNHCR and stakeholders launched the "Three Year (2019-2021) Strategy on Resettlement and Complementary Pathways". Its aim is to increase the number of refugees obtaining solutions through resettlement or complementary pathways by, for example, greater opportunities in education and labour, and its targets are ambitious. By the end of 2028, the strategy aims to have 3 million refugees benefit from effective protection and solutions through resettlement (1 million refugees) in 50 resettlement countries and complementary pathways (2 million refugees).

The Three Year (2019-2021) Strategy on Resettlement and Complementary Pathways

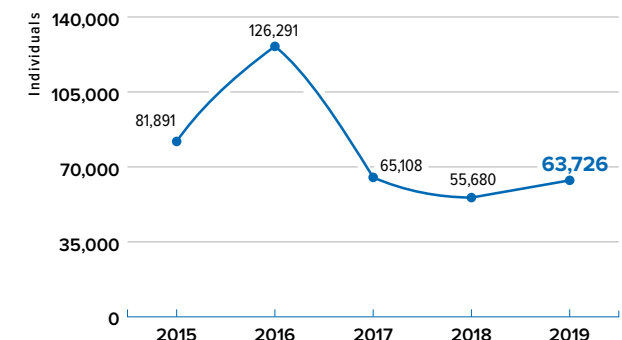


### GLOBAL RESETTLEMENT SUBMISSIONS BY CATEGORY | 2019



- Legal and/or physical protection needs
- Survivor of violence and/or torture
- Women and girls at risk
- Lack of foreseeable alternative durable solutions
- Other

### GLOBAL RESETTLEMENT DEPARTURES | 2015-2019



More than 63,000 refugees assisted by UNHCR were resettled in 2019, surpassing the 60,000 target.

To achieve these targets, in 2019 UNHCR enhanced its operational capacity. For example, it used innovative processing methods and leveraged data and evidence to monitor global progress against submission targets.

In August 2019, a new Priority Situations Core Group was established, under the co-chairmanship of Ireland and Sweden, to boost support for resettlement and complementary pathways, facilitate joint advocacy between States and UNHCR, and maximize the impact of resettlement for refugees at risk in countries under the Syria and Central Mediterranean priority situations. UNHCR and IOM also launched the Sustainable Resettlement and Complementary Pathways Initiative, crucial for implementing the Three-Year Strategy. In line with the strategy, the initiative seeks to grow sustainable resettlement programmes and advance complementary pathways for admission through multi-stakeholder partnerships and targeted capacity-building of States and key actors.

In 2019, UNHCR issued “Key considerations for complementary pathways”, while taking steps to build its operational architecture. It released internal guidance on planning and reporting on complementary pathways, introduced staff positions to cover this area of work in various regions, and forged internal partnerships for advancing complementary pathways.

The Office launched a pilot project for family reunification covering the Central Mediterranean region with six staff deployed to Egypt, Ethiopia, Libya and Sudan to assist the most vulnerable unaccompanied children. As a result, UNHCR reached approximately 600 children, conducted 129 best interests determinations, and referred 129 children for legal assistance.

UNHCR also enhanced its engagement with partners working on complementary pathways. With the World University Service of Canada, it convened the first conference on education pathways at UNESCO in Paris. The conference was the first step in engaging relevant actors in a task force on education pathways, guided by the Three-Year Strategy and aimed at expanding education pathways globally. The conference produced a guidance report specifying steps to build education programmes.

Partnerships with the ILO, the OECD, Talent Beyond Boundaries and United World Colleges were also strengthened in 2019. The OECD-UNHCR study, “Safe pathways for refugees”, was updated to include 2018 data, and discussions with non-OECD countries began for their inclusion in future editions.

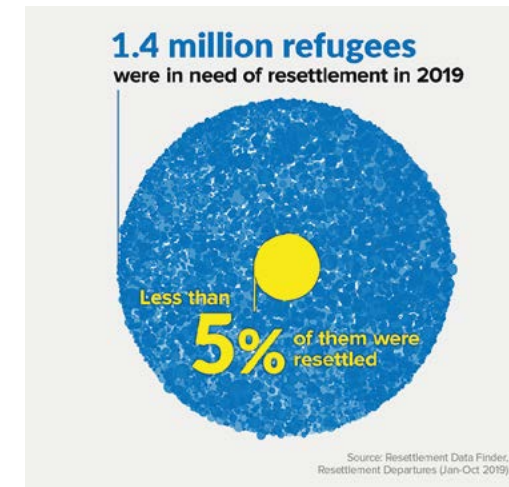
Doubling our Impact: Third Country Higher Education Pathways for Refugees



UNHCR's Complementary pathways for admission of refugees to third countries - Key considerations



### Constraints and unmet needs



Less than 5% of global resettlement needs were met in 2019, meaning a small fraction of those at risk found a safe and lasting solution to their plight.

The lack of consistent information-sharing among States and partners hindered the comprehensive and accurate counting of refugees accessing pathways separate from government-sponsored resettlement programmes. During the past few years, UNHCR has worked closely with resettlement States to conclude or revise data-sharing agreements that ensure the safe, secure and reliable transfer of data.

Further partnerships were needed to support people of concern who require legal, financial, and in-kind assistance to access complementary pathways. Overly restrictive visa requirements kept many refugees from accessing potentially life-changing programmes.

© UNHCR/Amie Sakhalo



### Syrian software developer starts new life as Canadian skilled worker



After eight years in Lebanon, Mohammed Hakmi is the first refugee to arrive in Canada as a skilled worker under an innovative pilot programme.

Bonfire Interactive, a Canadian tech company in Kitchener, Ontario, recently welcomed Mohammed to their team.

*“We’ve got a great candidate who went through the same process other candidates go through, very high technical ability, good communication skills, everything you’d expect.”*

—Corry Flatt, Bonfire’s CEO.

Mohammed sees the model as “a two-way benefit” because employers are helping to change the lives of refugees for the better and, in return, they profit from their skills and talents.

This belief in a win-win situation is at the heart of Talent Beyond Boundaries (TBB), an organization that matches employers to refugees who have the skills they need, which is how Bonfire found Mohammed. In Lebanon and Jordan, TBB has identified over 10,000 Syrian professionals in IT, engineering, trades, accounting and health care, most of the whom are unable to work, so their skills go unused.

The Canadian Government created an innovative pilot programme, called the Economic Mobility Pathways Project, to test the possibility for refugees to immigrate as skilled workers. Mohammed is its first success story.





## ACCESS TO QUALITY EDUCATION



Afghan refugee children stand outside a school in an Islamabad settlement, Pakistan.


### 2019 RESULTS

**1,136,002**  
children of concern enrolled in primary education



compared to 1,076,935 in 2018

**63,888**  
children of concern enrolled in secondary education in four countries



compared to 51,649 in 2018

**8,362**  
students supported in tertiary education



compared to 6,866 in 2018

**10**  
operations supported in strengthening educational programming for out-of-school children



compared to 5 in 2018

**10**  
operations supported in increasing access and enrolment to secondary education



compared to 4 in 2018

Refugee Education 2030: A strategy for Refugee Inclusion



Throughout 2019, UNHCR worked to support access to quality primary and secondary education to refugee, asylum-seeker, returnee and internally displaced children and youth around the world, with its educational activities aligned with “Refugee education 2030: a strategy for refugee inclusion”. Launched in September 2019, the strategy outlines the Office’s approach to supporting refugee inclusion in national education systems,

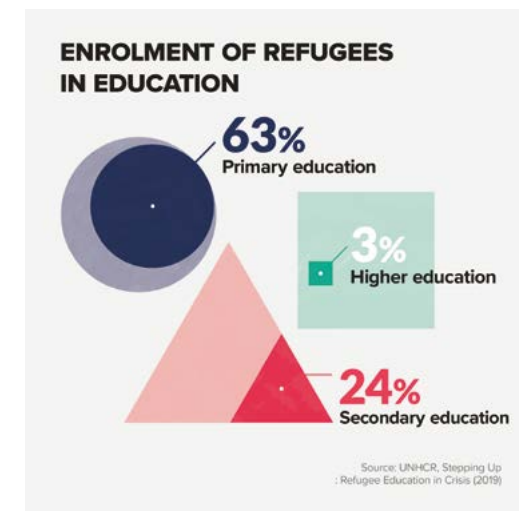
in line with the Compact and SDG 4 (ensure inclusive and equitable quality education and promote lifelong learning opportunities for all). Activities to support the provision of quality education included construction of, or improvements to, school facilities; the distribution of teaching and learning materials; specialized teacher training; cash assistance for vulnerable households; and skills training, also linked with employment.

Encouragingly, the education theme at the Global Refugee Forum received vast support, with 68 stakeholders, including 16 States, joining the Education Co-sponsorship Alliance. More than 204 pledges were received on education (27 of them cross-cutting other themes). Pledges, made by governments, humanitarian and development actors, covered a range of activities: inclusion in national development plans and education systems; teacher training; scholarships for higher education; support to language learning; support to girls and women; development of early childhood education; better education infrastructure; and continued or increased financing of education in emergencies.

and South Sudan. These same 10 countries were also supported to prioritize refugee children’s access to secondary education as part of the Secondary Youth Education Initiative, which promotes the inclusion of refugee learners in national education systems. In tertiary education, UNHCR’s higher education scholarship programme, DAFI (Albert Einstein German Academic Refugee Initiative) continued to offer financial support to undergraduate refugees. UNHCR supported 8,362 refugee students in 54 countries with a DAFI scholarship, with more than 2,643 newly-enrolled students. In 2019, the programme opened in Mexico, Afghanistan and Somalia, with additional focus on returnees in the latter two countries. UNHCR also supported the launch of the Tertiary Refugee Student Network, a global network of refugee students from different programmes, which is committed to the Office’s goal of enabling 15% of refugee students to access higher education by 2030.

In 2019, more than 12,600 additional students were enrolled in digital blended programmes through the Connected Learning in Crisis Consortium including in bachelor and master’s degrees, preparatory programmes and professional development. Consortium membership grew to 27 university and higher education partners in 21 countries, all dedicated to increasing access to blended higher education opportunities. In 2019, 11 countries received remote and field-based technical assistance to strengthen educational data management.

UNHCR continued its leadership of the inter-agency Accelerated Education Working Group (AEWG), collaborating and strengthening partnerships straddling the humanitarian and development nexus.



Refugee enrolment in primary school rose from 61% to 63%, while secondary level enrolment increased from 23% to 24%. More refugees were also accessing higher education, rising from 1% to 3%. Peer-to-peer schemes were set up with UNHCR support, enabling operations to share challenges and lessons learned in facilitating refugee children’s access to primary education in Cameroon, Egypt, Ghana, Iraq, Malaysia, Mexico, Mozambique, Pakistan, Rwanda

Tertiary Refugee Student Network



Connected Learning in Crisis Consortium





The AEWG worked with governments and key stakeholders to improve programme quality for both refugees and host communities. In 2019, the AEWG collaborated with governments and partners to harmonize accelerated education at a national level in Kenya, Pakistan and Uganda; conducted a global mapping of accelerated education programmes in 51 countries; developed an Accelerated Education Monitoring and Evaluation Toolkit; and advocated key donors' support for accelerated education. One of the working group's key achievements was the inclusion of the AEWG's tools and guidance in ECHO's "Education in emergencies" policy document.

### Constraints and unmet needs

Funding remained inadequate to meet growing education needs. This was demonstrated by the large number of out-of-school refugee and displaced children and youth, both at primary and secondary levels, and by the high number of applications that were received for the DAFI tertiary education scholarship programme but could not be met. Further evidence could be found in the ambition

and success of the AEWG, in line with the capacity and funding available to meet demand. Furthermore, UNHCR lacked dedicated education personnel in many field locations, limiting its capacity to effectively mobilize humanitarian and development funding at country level.

In situations where the legal framework and policy environment was not conducive with inclusion in national systems, children and youth may have had no educational alternatives besides parallel systems offering uncertified, poor quality education. Ministries of education in host countries may have lacked the capacity or support to meet the education needs of refugees and the internally displaced, particularly at the onset of an emergency. More area-based approaches where the host community is included were needed, as nationals often have similar or sometimes even worse educational conditions than refugees.

A lack of robust data in 2019 continued to hamper advocacy and programming at all education levels, including in accelerated education programmes. Efforts were underway to improve education data management, in line with UNHCR's data transformation strategy for 2020 to 2025.



### Expanded programme to benefit more than 500,000 young refugees

Vodafone Foundation has been a flagship partner for UNHCR since 2013, expanding refugees' access to education and connectivity through the Instant Network Schools programme. As of the end of 2019, there are 35 Instant Network Schools in Kenya, the United Republic of Tanzania, South Sudan and the DRC. Since the programme's inception, it is estimated that the Instant Network Schools programme has reached over 130,000 students and over 2,000 teachers.

In December 2019, Vodafone Foundation and UNHCR announced the ambitious plan to scale up to 255 schools and improve learning outcomes for 500,000 refugee and host community students by 2025. Selected schools will be provided with a digital package that includes computer tablets, a laptop, solar-powered batteries, connectivity and a suite of digital learning material. The programme is supported by a dedicated team at Vodafone Foundation and more than 50 employee volunteers worldwide.



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## LIVELIHOODS AND ECONOMIC INCLUSION



© UNHCR/Report Arabia

Azeem Mohamed, 27, sells spices at his shop in Al-Asif Square market in Karachi, Pakistan. Afghan refugees like Azeem benefit from a 2019 law allowing them to open bank accounts.

### 2019 RESULTS

**17** financial service providers in 12 countries offered financial services to refugees compared to **16** financial service providers in **10** countries in 2018



**30%** of refugees lived in countries with the right to work



**34%** of refugees lived in countries with the unrestricted right to freedom of movement



**53%** of refugees lived in countries with the unrestricted right to access bank accounts



In 2019, UNHCR engaged with partners to enhance the economic inclusion of refugees and other forcibly displaced communities. Platforms were established to promote and advocate multi-stakeholder actions and commitments in the lead up to the Global Refugee Forum in December 2019. Progress looked promising, as more than 125 pledges for jobs and livelihoods were received during the Forum and 35 good practice examples of refugee inclusion shared.

Over the year, with IOM, OECD and UNCTAD, UNHCR organized 14 employment and

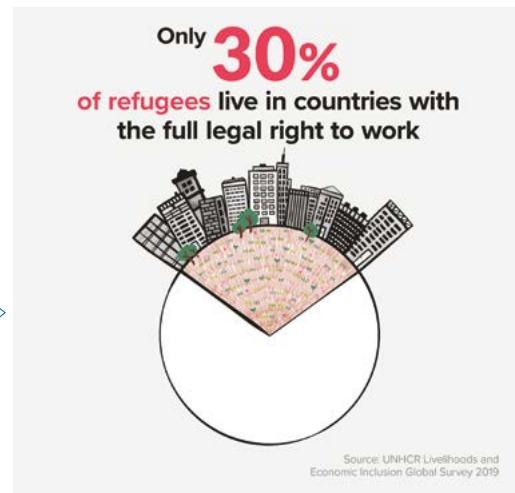
entrepreneurship forums engaging the private sector, governments, NGOs and refugee communities in Argentina, Brazil, Chile, Costa Rica, Ecuador, Estonia, Ghana, Italy, Mozambique, Pakistan, Panama and Ukraine to promote and advocate refugees' access to entrepreneurship and employment opportunities. These countries were chosen based on needs and opportunities identified by refugees, local partners and UNHCR.

Following presentations of the OECD-UNHCR joint publication "Engaging with



employers in the hiring of refugees” and the UNCTAD-IOM-UNHCR “Policy guide on entrepreneurship for migrants and refugees”, policy- and programme-related recommendations were developed by different stakeholders to facilitate the hiring of refugees and establish refugee-owned businesses. These forums enabled local firms to share best practice and encouraged peer companies to hire refugees. They also helped form a local network of companies and organizations committed to including refugees and encouraged links across countries, including with multi-national companies committed to hiring refugees and offering them apprenticeship programmes; and with government agencies committed to enhancing refugee employment.

### Advancing economic and financial inclusion of refugees



Access to affordable financial services, such as bank accounts, mobile money, loans and credit, are key to ensuring refugees’ financial inclusion. These enable them to cope with negative shocks, reduce their exposure to risk and stimulate economic activity in their communities as consumers, producers and business-owners. Following UNHCR’s outreach, 17 financial service providers in Argentina,

Brazil, Ecuador, Jordan, Kenya, Lebanon, Malawi, Morocco, Peru, Rwanda, Tunisia and Uganda are now offering financial services to refugees, while more than 15 others are working on doing likewise.

A joint initiative with Grameen Crédit Agricole Foundation and Sida was launched in 2019, providing technical assistance to three financial service providers in Uganda (BRAC, Ugafode and VisionFund). Services, such as microcredit, are expected to benefit 100,000 refugees and host community members in the next four years, most of whom (70%) are women.

In 2019, UNHCR and the ILO conducted rapid market assessments in Ethiopia, Malawi and Thailand. More than 15 joint market assessments have been finalized in the past three years. The countries were chosen based on needs identified by UNHCR and local partners.

These assessments identify gaps and opportunities in refugees’ access to economic opportunities, informing plans to enhance refugees’ economic inclusion in each country.

### Alleviating poverty for refugees

In July 2019, UNHCR launched the “Poverty Alleviation Coalition” with the Partnership for Economic Inclusion of the World Bank and several NGO partners, including BRAC, The BOMA Project, Caritas, Concern, the Danish Refugee Council, GOAL, HIAS, Innovations for Poverty Action, Mercy Corps, Norwegian Refugee Council, Trickle Up, Village Enterprise, and World Vision. Through this coalition, partners aim at supporting 500,000 refugees and host community households in 35 countries within five years in their journey out of poverty.

The Coalition implements the Graduation Approach—a sequenced, multi-sector

intervention that supports the poorest and most vulnerable households to achieve sustained income and move out of extreme poverty within a specified period (18-36 months). Targeting for the Graduation Approach is context-specific and draws on socioeconomic criteria. Four joint proposals for funding in three countries have been approved, while five are awaiting decision.

MADE51 helps craftspeople who have fled conflict or persecution achieve economic inclusion by providing a global platform to market and sell their crafts. In 2018 and 2019, MADE51 was implemented in 15 countries, in partnership with 22 local social enterprises. This enabled more than 2,600 refugee and host community artisans to access market opportunities. In 2019 alone, MADE51 participated in six events reaching more than 500 buyers.

Efforts continued to include refugees and other forcibly displaced people in national systems and development plans through UN Development Assistance Frameworks at country level.

In Iraq, a vulnerability assessment model aligned to a government and World Bank system is helping allocate multi-purpose cash grants. It has identified up to 2.8 million highly vulnerable people requiring assistance.

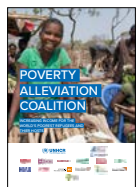
Potential referrals will be made to various social protection schemes, including those administered by the Government for poverty reduction. Efforts to strengthen links between humanitarian, development and State actors include the National Development Plan, Poverty Reduction Strategy 2028-2022 and the Social Protection Strategic Roadmap 2015-2019.

### Constraints and unmet needs

UNHCR and partners raised awareness of refugees’ potential to be contributors to their host communities and economies. However, legal barriers, a lack of awareness of how refugees’ economic inclusion can be supported, as well as the limited capacity or presence of some actors to offer services in remote refugee locations, all limited refugees’ access to the labour market and financial services.

The 2019 UNHCR Global Livelihoods and Economic Inclusion Survey revealed 70% of refugees lived in countries with restricted right to work; 66% of refugees lived in countries with restricted freedom of movement; and 47% of refugees lived in countries with restricted access to bank accounts. These statistics highlight the need to continue advocating towards more favorable conditions enabling refugees’ economic inclusion.

The Poverty Alleviation Coalition



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### An ingenious and inclusive approach to agricultural livelihood in Rwanda

UNHCR and the IKEA Foundation have been creating livelihood opportunities for refugees and host communities since 2012.

An example comes from Rwanda where, since 2018, 1,427 Congolese refugee and host community farmers have farmed land provided by the Government of Rwanda. The earnings from the harvest provide a sustainable income, helping families cover their basic needs, and improving children’s access to education. Additionally, a portion of the earnings is reinvested in agricultural activities to maintain and improve future crops. This project has enhanced livelihoods, improved food security and encouraged social cohesion between refugees and host communities.



## STRENGTHENING CITY NETWORKS AND SUPPORTING THE URBAN DISPLACED



Congolese refugee Aimee Vwase at RefuSHE in Nairobi, Kenya, where urban refugees find skills and friendships.

### 2019 RESULTS

5

urban contexts in which UNHCR had a shelter response strategy



225

cities engaged in refugee advocacy through the Cities #WithRefugees initiative



compared to 126 in 2018

According to projections, it is likely that by 2050, 6.7 billion (68%) of the world's population will live in cities, while the current figure is 4.2 billion (55%). This situation is similar for refugees, IDPs, stateless persons and asylum-seekers, with more than half living in urban settings, often in situations where essential services are overstretched or inaccessible and national social safety nets are not fully accessible. Refugees in urban settings live in privately hosted and out-of-camp individual accommodation. As recognized in the Global Compact on Refugees, city or municipal administrations are increasingly important for delivering protection, assistance and solutions to people of concern to UNHCR.

In 2019, the Office tackled both policy and operational challenges related to cities and urban displacement through integrated support to national and local governments to enable them to absorb the needs of people of concern. To support cities in this endeavour, UNHCR also provided refugees and others of concern with cash assistance for basic needs covering rent and essential items, while facilitating education, child protection and mitigating sexual and gender-based violence. The Office also established community outreach networks as well as complaints and feedback mechanisms. It provided identification and documentation, engaged in case management and legal advice, and monitored protection concerns.

In 2019, the partnership with UN-Habitat delivered the first draft of “Guidance for responding to displacement in urban areas”, as well as assessment methodologies, including settlement profiling tools that prioritize developing interventions in settlements. The tools are applicable at any scale, including in urban areas, and build on several years of development and implementation of the “Master Plan” process for sustainable settlements. They were used in 2019 in Kebribeyah, Ethiopia, and Nakivale, Uganda, for multi-sectoral spatial assessment and to plan future interventions.

The presence of large refugee or IDP populations in urban areas can strain the capacities of local authorities and put pressure on basic social services, such as education, health, housing, civil documentation, justice, and water and waste management. At the operational level, UNHCR adapted how protection and assistance are delivered. With UN-Habitat, it deployed technical experts to urban settlements. For example, an urban planning specialist in Cox's Bazar, Bangladesh, carried out detailed planning

and analysis inside Kutupalong camp and across the district with local government. This produced a detailed district settlement profile, which supported the Asian Development Bank and Government stakeholders' understanding and prioritizing of current needs and future investments in the area, benefiting both refugees and host communities.

Shelter and settlement response strategies covering urban contexts were developed for Iraq, Lebanon, the Syrian Arab Republic, Ukraine and Yemen. Globally, most people of concern to UNHCR in urban areas live in privately hosted and individual accommodation. While finding safe and affordable housing is a challenge for everyone in the lower economic strata, refugees and IDPs can face additional barriers, such as not knowing how to find, or not being able to secure, somewhere to rent; not possessing the necessary rental documentation; and not understanding local, informal rental mechanisms. UNHCR's “Rental assistance guidelines” facilitated a standardized approach to establishing cash-for-rent programmes for all people of concern to UNHCR.

### Cities stand #WithRefugees at the Global Refugee Forum

UNHCR sought to anchor cities' implementation of the Compact in international refugee and migrant policy fora, including in the lead up to the Global Refugee Forum. More than 50 pledges directly involving local authorities, and those given through the efforts of global city networks were made. Pledges by international organizations, NGOs and academic institutions included engagement with local authorities varying from capacity-building efforts to addressing the challenges of including the forcibly displaced in urban areas.

Pledges were made by cities ranging from Bristol to Milan and São Paulo at the Global Refugee Forum. Bristol pledged to create a bespoke programme facilitating refugee entrepreneurship with local businesses and civil society. Milan pledged to pilot a municipal website to expand and strengthen in-person services, facilitating access to verified and updated information about hiring procedures for asylum-seekers and employers. São Paulo committed to creating the city's first municipal migration policy, in consultation with hundreds of locally-elected migrant and refugee representatives.

Durban (eThekweni municipality), in South Africa, pledged to improve social cohesion between refugees and host community members. It also committed to set up “one-stop shops” to provide information, as well as linguistic and cultural mediation, for migrants, refugees and asylum-seekers, so they could effectively access health care, education and welfare services. Advocacy efforts were also strengthened through the Cities #WithRefugees initiative, which recognizes the importance of municipalities as advocacy and communications partners.





The guidelines were implemented during the Venezuela situation, as well as in Iraq, Libya, Mexico, and Nigeria.

While rental support was scaled-up in urban contexts, there were in-kind solutions in many locations. In cities across Argentina (400), Bolivia (516), Chile (933) and Paraguay (112), 1,961 people of concern were assisted with transitional shelter. In Argentina, UNHCR provided food and non-food items, as well as home appliances, to vulnerable Venezuelans in four cities. The Office also supported infrastructure improvements in 12 community shelters run by civil society organizations and local governments, providing shelter to 400 people of concern, including 200 women. In Santiago, Chile, UNHCR provided financial and technical support to seven community shelters hosting Venezuelan families. Financial support was given to five partners so they could refer people to alternative emergency accommodation in the cities of Antofagasta, Arica, Iquique and Santiago.

Reflecting UNHCR's commitment to stepping up responses in all IDP contexts, significant support was provided to urban IDP operations. In South Sudan, where 12,147 IDPs received shelter and infrastructure assistance, significant numbers of those receiving assistance were in, or returning to, urban areas such as Bentiu and Juba.

### Constraints and unmet needs

Despite some notable success, multiple challenges remained for displaced populations in cities. Refugees faced numerous disadvantages; these include lack of community support systems, uncertain legal status and legal restrictions, cultural and linguistic differences, exclusion from social security systems or health insurance schemes, and insufficient income or support to meet even half of their basic needs, such as rent or food. Stigma and discrimination also reduced access to already overstretched government services.



### Refugees get traction in Germany's auto industry

Mastura Ekhlas, an Afghan refugee, arrived in Germany in 2013. On inquiring at the job centre, she found Volkswagen had a year-long qualification programme for refugees at its huge plant and logistics centre in Baunatal and, once accepted, gave everything to impress her superiors.

Volkswagen's programme started in 2017 and has helped 5,000 refugees across its sites. Its entry qualification couples a traditional programme with extra language tuition to help newcomers find their feet in the German workplace.



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## ENERGY AND ENVIRONMENTAL PROTECTION



© UNHCR/Omerica Elahi

Thanks to solar lighting, a Burundian refugee studies in his refugee housing unit in Kigoma refugee camp, in the United Republic of Tanzania.

### 2019 RESULTS

**1,000,000** people of concern had access to a sustainable source of cooking fuel compared to **200,000** in 2018



**838,220** tons of CO<sub>2</sub> emissions reduced by using cleaner sources of energy compared to **18,120** in 2018



**100** UNHCR field offices participated in the UN-wide environmental inventory compared to **10** in 2018



**4** country operations where plastic waste audits were completed compared to **2** in 2018



In 2019, UNHCR scaled up its work to improve people of concern's access to sustainable and clean energy and bolster the environmental protection of refugee-hosting areas. By strengthening collaborations with partner agencies, it increased its technical capacity in the field. For example, NorCap and the Swedish Civil Contingencies Agency supported the deployment of six energy and two environmental experts, respectively, to UNHCR field locations.

In line with UNHCR's integrated approach, highlighting the key relationship between energy, environment and WASH, UNHCR's partnership with Engineers Without Borders Norway helped solve challenges with solid waste management. By the end of 2019, waste audits were completed in camps in Algeria and Zambia, leading to a plastic waste processing and recycling proposal, which received support from donors with funding for innovative projects. Similar support was received for a "trash to cash"

project in Ethiopia, with the Norwegian Geotechnical Institute managing the project in Melkadida refugee camp, in partnership with the Norwegian Refugee Council and with UNHCR support. The project will improve solid waste management in the camp and create job opportunities in the plastic recycling facility for approximately 15 refugees and members of the host community. In the long-term, more people are likely to benefit as the project upscales in size and location, and it will also give the wider community the opportunity to collect plastic and sell it to the recycling facility.

Collaboration between UNHCR and Land Life Company, a Dutch social enterprise, led to the establishment of the first ever green refugee camp, in Minawao, Cameroon. The project provided environmentally-sustainable shelter and cooking solutions, while protecting the environment through reforestation. The cocoon technology applied in this project, and replicated in Sudan, has significantly increased the survival rate of trees planted in refugee-hosting areas. In 2019, the project was selected as a global best practice for delivering on the SDGs.

In a bid to have a more comprehensive picture of the energy data and capacity in operations worldwide, UNHCR partnered with the Global Plan of Action for Sustainable Energy Solutions (GPA) in 2019. The GPA brings together UN and development agencies, the private sector, NGOs, research institutions and donors to develop responses that improve access to affordable, reliable, sustainable and modern energy services for forcibly displaced people and their hosting areas.

UNHCR also collaborated with GIZ to improve access to electricity and cooking fuel in refugee hosting areas and boost sustainable energy use at UNHCR compounds in Ethiopia, Kenya and Uganda.

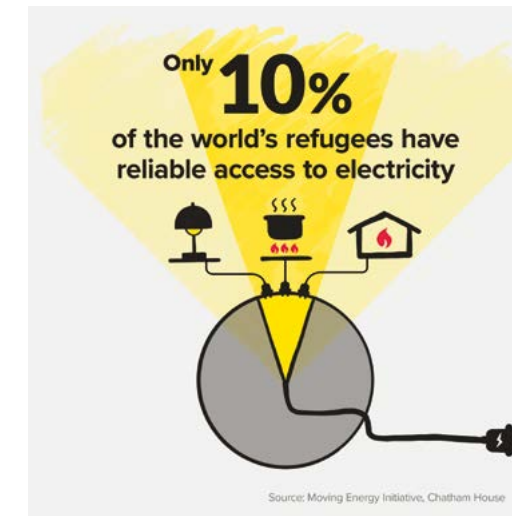
The project targets three main interventions: improving the policy framework in the energy sector in support of the CRRF; market-based access to sustainable energy for UNHCR infrastructure; and access to sustainable energy for households, businesses and social institutions.

UNHCR also scaled up its contribution to UN-wide sustainability targets by better monitoring carbon emissions. In 2019, 100 UNHCR offices participated in the environmental inventory, which covers emissions of greenhouse gases, waste generation and water use—up from 10 in 2018. This enabled UNHCR to estimate its total emissions and offset them, being declared carbon neutral for the first time.

A Sida-commissioned study demonstrated that converting field offices from diesel fuel to solar energy could have a positive carbon and financial impact. Based on this, Sida committed seed funding to establish an internal UNHCR green fund that would help convert its offices. Renewable energy will be provided through private sector independent power producers and savings will be reinvested in future conversions.

UNHCR and its partners successfully scaled-up the liquefied petroleum gas (LPG) programme in Bangladesh, which not only reduced deforestation and net carbon emissions but also diminished the risk to women and girls of sexual and gender-based violence (SGBV). A 2019 survey conducted by IUCN showed that the distribution of LPG in the camp meant a Rohingya family currently only uses one kilo of firewood per day, compared to 4.76 kilos before the LPG distribution programme. As household demand for firewood fell by 80% in the Rohingya camp, so did the need for firewood collection from the forest—one of the causes of SGBV in refugee-hosting areas (see the *Climate Action Overview* for more details).

### Constraints and unmet needs



UNHCR continues to seek innovative and cost-effective means of delivering environmentally-sound services to people of concern, while greening its own operations.

UNHCR increasingly mainstreamed environmental concerns in its various activities and sectors—through its choice of shelter materials and during procurement—minimizing, as far as possible, subsequent adverse environmental impacts.

There has been a net increase in the number of people of concern having access to sustainable cooking fuel in 2019, but about 80% of UNHCR's people of concern still rely on unclean and unsustainable energy for their cooking needs. UNHCR is therefore collaborating with the Global LPG Partnership on a concept note for a global LPG market creation fund for refugees, for which UNHCR will be seeking international community support.

### Global Strategy for Sustainable Energy and the Clean Energy Challenge



In October 2019 UNHCR developed and launched the “Global strategy for sustainable energy 2019-2024”. The strategy aims to ensure that the priority energy needs of people of concern for cooking, lighting and heating are safely and sustainably met, supporting both refugees and host communities. In December 2019 at the Global Refugee Forum, the High Commissioner launched the Clean Energy Challenge underlining that its aim is for “all refugee settlements and nearby host communities to have access to affordable, reliable, sustainable and modern energy by 2030”. The Challenge sets an ambitious and forward-looking agenda, pushing to do more around a measurable target that helps refugees and host communities to access clean energy, while also delivering on commitments towards climate action. The Challenge is aligned to the SDGs and speaks to SDG 7 (ensure access to affordable, reliable, sustainable and modern energy for all).





## PUBLIC CAMPAIGNS AND GOODWILL AMBASSADOR SUPPORT



A refugee student delegation visits Free University of Berlin on World Refugee Day 2019 in Germany.

### Public campaigns

As part of its advocacy to raise empathy and increase support for refugees, IDPs and stateless persons, UNHCR strives to engage audiences through broad-based platforms such as World Refugee Day, the Nansen Refugee Award and the #IBelong Campaign to End Statelessness.

For World Refugee Day, UNHCR launched a global challenge to #StepWithRefugees. Thousands of people walked, ran, danced, cycled or took inspiring steps in support of refugees. Similarly, the private sector campaign, 2 Billion Kilometres to Safety, launched in 2019, engaged over 110,000 new supporters who covered 30 million km in solidarity with refugees. The campaign raised UNHCR's profile through promotion at major (sporting) events, fitness apps, media and social media coverage and partnerships, and reached over 870 million people worldwide.

UNHCR also launched its 2019 World Tour, resulting in 280 solidarity events in 190 cities around the world. From food and music festivals to community walks and 10 km runs, the narrative reinforcing better inclusion of refugees was loud and clear. More than 225 cities across some 50 countries added their support to a global statement of welcome and inclusiveness for families forced to flee. The statement is part of UNHCR's year-old Cities #WithRefugees initiative. The "Take a Step With Refugees" video series also highlighted shared values between six refugees and their welcomers in Beirut, Denver, Kuala Lumpur, Nairobi, Paris and Panama City.

Cities #WithRefugees initiative



"Take a Step With Refugees" video series



Similarly, 25 faith actors came together to communicate their commitment to upholding the dignity of refugees through offering effective protection, access to social services, fulfilment of human rights and enhancing peacebuilding efforts.

Since 2016, the #WithRefugees Coalition has focused the support of powerful civil society entities in the worlds of faith, sport, education, business, technology, and humanitarianism to drive action and keep refugee inclusion on the global agenda. By the end of 2019 the Coalition's membership had grown to 500 companies, universities, foundations, faith-based organizations, and youth groups, and had members in 82 countries. In 2019 the Coalition amplified key communication milestones such as World Refugee Day and UNHCR's annual Education Report, and its thematic groups made important commitments at the Global Refugee Forum.

UNHCR's ten year #IBelong Campaign to End Statelessness reached its mid-point in 2019, marked by a High-Level Segment on Statelessness during the Executive Committee meeting in October. Throughout the year, positive actions by governments and NGOs towards the Campaign's goals were highlighted, most notably the Kyrgyz Republic becoming the first country to resolve all known cases of statelessness, an achievement reflected in the choice of 2019's Nansen Refugee Award winner.

Watch the video "What does it mean to be stateless?"



© UNHCR/Mark Henner



### The Nansen Refugee Award

Since the Nansen Refugee Award was established in 1954, more than 60 people, groups and organizations have been acknowledged for their dedication and outstanding work on behalf of forcibly displaced people.

Mr. Azizbek Ashurov, a lawyer whose work was crucial in the efforts of the Kyrgyz Republic in becoming the first country in the world to end statelessness, was honoured as the 2019 winner. The Award recognized Mr. Ashurov's dedication over sixteen years in helping thousands of people gain Kyrgyz nationality after they became stateless following the dissolution of the Soviet Union.

The monetary prize of \$150,000, jointly donated by the Norwegian and Swiss Governments, will be used by Mr. Ashurov to focus on the prevention of future statelessness in the Kyrgyz Republic and the region, with the opening of a centre for legal identity and nationality in Osh, and on setting up legal clinics for law students.

Five regional winners were also honoured with Nansen Refugee Award certificates. These were Mr. Évariste Mfaume, the founder of NGO Solidarité des Volontaires pour l'Humanité in the Democratic Republic of the Congo, who champions the rights of Congolese people displaced by conflict as well as the rights of refugees and their host communities; Ms. Bianka Rodriguez, a trans woman and executive director of NGO COMCAVIS TRANS who advocates for the rights of forcibly displaced LGBTI persons in El Salvador; Mr. Alberto Cairo, a physiotherapist in Afghanistan and head of the International Committee of the Red Cross orthopaedic programme, who for 30 years has worked in Afghanistan to provide prosthetics and help find jobs for injured Afghans; Humanitarian Corridors, a cross-border initiative established with the Italian Government in 2015 to enable particularly vulnerable refugees to start a new life in safety in Italy; and Mrs. Abeer Khreisha, a community volunteer in Jordan, known as "the mother of Syrians" for her work helping refugees.





### Goodwill Ambassador support

“We all have an individual duty should [...refugees] reach our own doorstep in search of safety and sanctuary that we welcome them.”

—Khaled Hosseini, novelist and UNHCR Goodwill Ambassador

With the support of a core group of diverse and committed UNHCR Goodwill Ambassadors, celebrity supporters and influencers around the world, 2019 was another impactful year for UNHCR in leading the global narrative on the refugee cause. By generously donating their time and harnessing their networks, they raised awareness, leveraged fundraising, and amplified refugee voices. Their advocacy included 73 missions across 27 countries, reaching new and existing audiences in the hundreds of millions across a variety of media platforms. Their support also bolstered partnerships and helped raise millions of dollars. By conveying the humanity of the refugee story through innovative and creative projects, they inspired empathy, uniting people in their commitment to make a real difference in the lives of the forcibly displaced and their hosts.

The Global Refugee Forum enjoyed the prominent backing of UNHCR celebrity supporters and refugee advocates via the #EveryoneCounts campaign. The campaign galvanized expressions of solidarity for its core message that “everyone has a role to play”, by promoting inclusion, compassion and tolerance, while giving refugees a voice and opportunities to positively impact society. The main campaign video was viewed 7 million times. Other dialogues between supporters and refugee advocates, such as Goodwill Ambassador Ben Stiller and South Sudanese model and former refugee Adut Akech, elevated the stories of refugees in public debate and discourse in countries around the world.

Through a powerful and insightful interview with activist Maha Mamo at the High-Level Segment on Statelessness, Goodwill Ambassador Cate Blanchett brought prominence to the global plight of an estimated 10 million stateless persons.

#EveryoneCounts  
multi ambassador  
film



Platforms were provided for young refugee advocates such as UNHCR high-profile supporter and Syrian refugee trainee pilot, Maya Ghazal who brought her personal story and her powerful advocacy to many events during the year, including at the Global Refugee Forum, where she spoke about the importance of education. With determination, hope and resilience Maya has started a new life in the UK and is currently studying Aviation Engineering at Brunel University with the aspiration of becoming the first female Syrian refugee pilot. Pictured with her, after her inaugural solo flight, was British actor Douglas Booth, who has supported UNHCR since 2015. He met in Sicily with survivors of the Mediterranean sea crossing, and with families resettled through safe and legal pathways.

Elsewhere, UNHCR supporter and Iraqi refugee, Aya Mohammed Abdullah, joined high-profile speakers to champion refugee voices at The Imagine Forum: Women for Peace, in Iceland; while UNHCR Goodwill Ambassador and Sudanese refugee, Emi Mahmoud’s powerful and poignant slam poetry at the Sziget festival in Hungary went viral with 1.3 million views on social media.





## MEMBERS OF UNHCR'S EXECUTIVE COMMITTEE AND STATES PARTIES TO THE REFUGEE AND STATELESSNESS CONVENTIONS

UNHCR is governed by the United Nations General Assembly and the Economic and Social Council (ECOSOC). In 1958, ECOSOC established the Executive Committee of the High Commissioner's Programme (ExCom), pursuant to a resolution of the General Assembly. Its main tasks are to approve the High Commissioner's programmes, advise the High Commissioner in the exercise of his functions and oversee the Office's finances and administration.

ExCom holds an annual session in Geneva every October. The 70<sup>th</sup> session took place from 7 to 11 October 2019. Meetings of the Executive Committee's Standing Committee are held at various dates throughout the year to carry on the work between plenary sessions.

ExCom membership is on the widest possible geographical basis from those States (Members of the United Nations) with a demonstrated interest in, and devotion to, the solution of refugee problems. By the end of 2019, there were 106 ExCom members in the following table—in blue—which also shows the States parties to the 1951 Convention relating to the Status of Refugees and its Protocol of 1967 and to the 1954 Convention relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness.



Angola acceded to the 1954 and 1961 Conventions in 2019.

Colombia and Malta acceded to the 1954 Convention in 2019.

	1951	1967	1954	1961
Afghanistan	2005	2005		
Albania	1992	1992	2003	2003
Algeria	1963	1967	1964	
Angola	1981	1981	2019	2019
Antigua and Barbuda	1995	1995	1988	
Argentina	1961	1967	1972	2014
Armenia	1993	1993	1994	1994
Australia	1954	1973	1973	1973
Austria	1954	1973	2008	1972
Azerbaijan	1993	1993	1996	1996
Bahamas (the)	1993	1993		
Bangladesh				
Barbados			1972	
Belarus	2001	2001		
Belgium	1953	1969	1960	2014
Belize	1990	1990	2006	2015
Benin	1962	1970	2011	2011
Bolivia (Plurinational State of)	1982	1982	1983	1983
Bosnia and Herzegovina	1993	1993	1993	1996
Botswana	1969	1969	1969	
Brazil	1960	1972	1996	2007
Bulgaria	1993	1993	2012	2012
Burkina Faso	1980	1980	2012	2017
Burundi	1963	1971		
Cabo Verde		1987		
Cambodia	1992	1992		
Cameroon	1961	1967		

	1951	1967	1954	1961
Canada	1969	1969		1978
Central African Republic (the)	1962	1967		
Chad	1981	1981	1999	1999
Chile	1972	1972	2018	2018
China	1982	1982		
Colombia	1961	1980	2019	2014
Congo	1962	1970		
Costa Rica	1978	1978	1977	1977
Côte d'Ivoire	1961	1970	2013	2013
Croatia	1992	1992	1992	2011
Cyprus	1963	1968		
Czechia	1993	1993	2004	2001
Dem. Rep. of the Congo	1965	1975		
Denmark	1952	1968	1956	1977
Djibouti	1977	1977		
Dominica	1994	1994		
Dominican Republic	1978	1978		
Ecuador	1955	1969	1970	2012
Egypt	1981	1981		
El Salvador	1983	1983	2015	
Equatorial Guinea	1986	1986		
Estonia	1997	1997		
Eswatini	2000	1969	1999	1999
Ethiopia	1969	1969		
Fiji	1972	1972	1972	
Finland	1968	1968	1968	2008
France	1954	1971	1960	

	1951	1967	1954	1961
Gabon	1964	1973		
Gambia	1966	1967	2014	2014
Georgia	1999	1999	2011	2014
Germany	1953	1969	1976	1977
Ghana	1963	1968		
Greece	1960	1968	1975	
Guatemala	1983	1983	2000	2001
Guinea	1965	1968	1962	2014
Guinea-Bissau	1976	1976	2016	2016
Haiti	1984	1984	2018	2018
Holy See	1956	1967		
Honduras	1992	1992	2012	2012
Hungary	1989	1989	2001	2009
Iceland	1955	1968		
India				
Iran (Islamic Republic of)	1976	1976		
Ireland	1956	1968	1962	1973
Israel	1954	1968	1958	
Italy	1954	1972	1962	2015
Jamaica	1964	1980		2013
Japan	1981	1982		
Jordan				
Kazakhstan	1999	1999		
Kenya	1966	1981		
Kiribati			1983	1983
Kyrgyzstan	1996	1996		
Latvia	1997	1997	1999	1992
Lebanon				
Lesotho	1981	1981	1974	2004
Liberia	1964	1980	1964	2004
Libya			1989	1989
Liechtenstein	1957	1968	2009	2009
Lithuania	1997	1997	2000	2013
Luxembourg	1953	1971	1960	2017
Madagascar	1967			
Malawi	1987	1987	2009	
Mali	1973	1973	2016	2016
Malta	1971	1971	2019	
Mauritania	1987	1987		
Mexico	2000	2000	2000	
Monaco	1954	2010		
Montenegro	2006	2006	2006	2013
Morocco	1956	1971		
Mozambique	1983	1989	2014	2014
Namibia	1995	1995		
Nauru	2011	2011		
Netherlands	1956	1968	1962	1985
New Zealand	1960	1973		2006
Nicaragua	1980	1980	2013	2013
Niger	1961	1970	2014	1985
Nigeria	1967	1968	2011	2011
North Macedonia	1994	1994	1994	
Norway	1953	1967	1956	1971
Pakistan				
Panama	1978	1978	2011	2011

	1951	1967	1954	1961
Papua New Guinea	1986	1986		
Paraguay	1970	1970	2014	2012
Peru	1964	1983	2014	2014
Philippines	1981	1981	2011	
Poland	1991	1991		
Portugal	1960	1976	2012	2012
Republic of Korea	1992	1992	1962	
Republic of Moldova	2002	2002	2012	2012
Romania	1991	1991	2006	2006
Russian Federation	1993	1993		
Rwanda	1980	1980	2006	2006
Saint Kitts and Nevis	2002			
Saint Vincent and the Grenadines	1993	2003	1999	
Samoa	1988	1994		
Sao Tome and Principe	1978	1978		
Senegal	1963	1967	2005	2005
Serbia	2001	2001	2001	2011
Seychelles	1980	1980		
Sierra Leone	1981	1981	2016	2016
Slovakia	1993	1993	2000	2000
Slovenia	1992	1992	1992	
Solomon Islands	1995	1995		
Somalia	1978	1978		
South Africa	1996	1996		
South Sudan	2018	2018		
Spain	1978	1978	1997	2018
Sudan	1974	1974		
Suriname	1978	1978		
Sweden	1954	1967	1965	1969
Switzerland	1955	1968	1972	
Tajikistan	1993	1993		
Thailand				
Timor-Leste	2003	2003		
Togo	1962	1969		
Trinidad and Tobago	2000	2000	1966	
Tunisia	1957	1968	1969	2000
Turkey	1962	1968	2015	
Turkmenistan	1998	1998	2011	2012
Tuvalu	1986	1986		
Uganda	1976	1976	1965	
Ukraine	2002	2002	2013	2013
United Kingdom of Great Britain and Northern Ireland	1954	1968	1959	1966
United Republic of Tanzania	1964	1968		
United States of America		1968		
Uruguay	1970	1970	2004	2001
Venezuela (Bolivarian Republic of)		1986		
Yemen	1980	1980		
Zambia	1969	1969	1974	
Zimbabwe	1981	1981	1998	
<b>Total Parties</b>	<b>146</b>	<b>147</b>	<b>94</b>	<b>74</b>

In 2019, Burkina Faso, Iceland, Mali and Malta became ExCom Members bringing the total of ExCom Members to 106.

# ACRONYMS

**3RP** Regional Refugee and Resilience Plan in response to the Syria crisis

**AGD** Age, gender and diversity (UNHCR)

**ASEAN** Association of Southeast Asian Nations

**AU** African Union

**BIMS** Biometric Identity Management System

**BMZ** Federal Ministry of Economic Cooperation and Development (Germany)

**CAR** the Central African Republic

**CCCM** Camp coordination and camp management (cluster)

**CERF** Central Emergency Response Fund

**COP 25** 25<sup>th</sup> United Nations Climate Change Conference

**CRIs** Core relief items

**CRRF** Comprehensive Refugee Response Framework

**DAFI** German Albert Einstein Academic Scholarship Programme for Refugees

**DFID** Department for International Development (United Kingdom)

**DRC** the Democratic Republic of the Congo

**EAC** East African Community

**ECA** Economic Commission for Africa (UN)

**ECHO** Directorate-General for European Civil Protection and Humanitarian Aid Operations

**ECOSOC** Economic and Social Council (UN)

**ECOWAS** Economic Community of West African States

**ERC** Emergency Relief Coordinator (UN)

**ERCM** Emerging resettlement countries joint support mechanism

**ETM** Emergency transit mechanism

**EU** European Union

**ExCom** Executive Committee of the High Commissioner's Programme

**FAO** Food and Agriculture Organization (UN)

**GAM** Global acute malnutrition

**GCR** Global Compact on Refugees

**GP20** 20<sup>th</sup> anniversary of the Guiding Principles on Internal Displacement

**GPC** Global Protection Cluster

**GRF** Global Refugee Forum

**GSC** Global Shelter Cluster

**GSP** Global Strategic Priority (for UNHCR)

**HALEP** High Alert List for Emergency Preparedness

**HIV and AIDS** Human Immunodeficiency Virus and Acquired Immunodeficiency Syndrome

**HLS** High-level segment on statelessness

**HRP** Humanitarian Response Plan

**HRWG** Human Rights Working Group (UNDG)

**IASC** Inter-Agency Standing Committee

**ICGLR** International Conference of the Great Lakes Region

**ICT** Information and communications technology

**IDA** International Development Association (World Bank)

**IDMC** Internal Displacement Monitoring Centre

**IDP** Internally displaced person

**IFRC** International Federation of Red Cross and Red Crescent Societies

**IGAD** Intergovernmental Authority on Development

**ILO** International Labour Organization

**IMF** International Monetary Fund

**IOM** International Organization for Migration

**IUCN** International Union for Conservation of Nature

**IYCF** Infant and young child feeding

**JICA** Japan International Cooperation Agency

**JPO** Junior Professional Officer

**LGBTI** Lesbian, gay, bisexual, transgender and intersex

**MERCOSUR** Mercado Común del Sur (Common Market of the South)

**MHPSS** Mental health and psychosocial support

**MSB** Swedish Civil Contingencies Agency

**NCA** North of Central America

**NFIs** Non-food items

**NGO** Non-governmental organization

**NRC** Norwegian Refugee Council

**OCHA** Office for the Coordination of Humanitarian Affairs (UN)

**OECD** Organization for Economic Cooperation and Development

**OHCHR** Office of the High Commissioner for Human Rights (UN)

**OSCE** Organization for Security and Cooperation in Europe

**PARR** Priority area of return and reintegration

**PRIMES** UNHCR's digital population registration and identity management ecosystem

**RAHA** Refugee-affected and hosting areas

**RBM** Results-based management (for UNHCR)

**RHU** Refugee housing unit (for UNHCR)

**RRP** Refugee Response Plan

**RSD** Refugee status determination

**SDC** Swiss Agency for Development and Cooperation

**SDG** Sustainable Development Goal(s)

**SEA** Sexual exploitation and abuse

**SENS** Standardized expanded nutrition survey (UNHCR)

**SGBV** Sexual and gender-based violence

**SIDA** Swedish International Development Cooperation Agency

**SSAR** Solutions strategy for Afghan refugees

**THW** Technisches Hilfswerk (German Federal Agency for Technical Relief)

**UN Women** United Nations Entity for Gender Equality and the Empowerment of Women

**UNAIDS** Joint United Nations Programme on HIV/AIDS

**UNCDF** United Nations Capital Development Fund

**UNCTAD** United Nations Conference on Trade and Development

**UNDAF** United Nations Development Assistance Framework

**UNDG** United Nations Development Group

**UNDP** United Nations Development Programme

**UNEP** United Nations Environment Programme

**UNESCO** United Nations Educational, Scientific and Cultural Organization

**UNFCCC** United Nations Framework Convention on Climate Change

**UNFPA** United Nations Population Fund

**UN-Habitat** United Nations Human Settlements Programme

**UNICEF** United Nations Children's Fund

**UNVs** United Nations Volunteers

**UNODC** United Nations Office on Drugs and Crime

**UNPOL** United Nations police

**UPR** Universal Periodic Review (by the Human Rights Council)

**WASH** Water, sanitation and hygiene

**WFP** World Food Programme

**WHO** World Health Organization



# C R E D I T S

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A mother takes care of her baby in her hammock in Pintolandia refugee camp, Brazil.  
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