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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. Its 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 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. 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.

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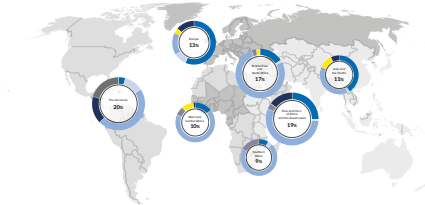
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The Global Report presents the work carried out by UNHCR in 2020 to protect and improve the lives of tens of millions of people of concern—refugees and asylum-seekers, returnees, internally displaced people, stateless persons, and others of concern. It highlights the year's achievements, as well as challenges faced by the organization and its partners, in responding to multiple life-threatening crises and ever-growing humanitarian needs.

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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.

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595,070
page views
in 2020 compared to 497,000 in 2019 (+20%)

26,390
visits
per month (+20%)

242,200
documents downloaded
compared to 175,230 in 2019 (+38%)

20,180
documents downloaded
per month (+38%)

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An unprecedented response in an unprecedented year

UN High Commissioner for Refugees Filippo Grandi meets refugee children from Ethiopia at Hamdayet border reception centre in Sudan.

If you have no reserves to fall back on, you have no resilience in a crisis. When the COVID-19 pandemic shocked the world in 2020, refugees and other people of concern to UNHCR were among the most vulnerable. For them, the most basic advice was often impossible to follow:

“Don’t travel.” “Stay at home.” “Keep your distance.” “Get tested.” “Wash your hands frequently.” “Study or work online.”

COVID-19 meant UNHCR’s mission to protect and assist refugees was suddenly mired in an unprecedented emergency, and in a context where travel was difficult and physical contact all but impossible. The borders refugees must cross to reach safety were abruptly closed to stem the spread of the disease. Forcibly displaced people risked being excluded from the COVID-19 response, impoverished, evicted, unfed and unable to travel to seek safety or return home. Resettlement, already

straining to keep pace with a historic decade of displacement, was squeezed further by the pandemic, with the fewest departures since 2002. There were fears for a worsening of the plight of stateless persons.

And yet, UNHCR had started 2020 on a positive note. The international community had come together for the first Global Refugee Forum in December 2019, making more than 1,400 pledges that would put the Global Compact on Refugees into operation, a manifestation of the whole-of-society approach to respond to forced displacement.

UNHCR had also completed its regionalization and decentralization process, a significant component of an ambitious reform agenda. It aimed to improve delivery, giving more authority to the field while maintaining and strengthening risk management and appropriate controls.

And how important those pledges and reforms were.

When COVID-19 hit, most States found practical solutions to enable protection from persecution and from the pandemic. Some States, particularly in Africa, worked closely with UNHCR to ensure they could uphold their international legal protection obligations to even large influxes of refugees, while shielding their own citizens from the disease. Their leadership and solidarity have been exemplary.

Alongside our international, national and local NGO partners, UNHCR stayed and delivered vital protection activities and services and, critically, bolstered host State health systems and provided cash assistance, shelter and other support to help mitigate the most immediate impacts of the pandemic on the displaced and host communities.

Yet COVID-19’s impact has gone far beyond health and has driven millions of refugees into deeper poverty and despair. Often reliant on daily wage jobs or informal employment, they were among the first to lose out in lockdowns, with poverty rates amongst refugees soaring. And the consequences have been grave, especially for women and children. Gender-based violence has increased, as has domestic violence and early child marriage. Refugee children, especially girls, were already less likely to attend school than their host counterparts, had less access to remote learning opportunities, and are less likely to return to school after the pandemic. Mental health needs have grown faster than the response can manage.

While COVID stopped many things, it did not stop conflict. Old conflicts persisted or even reignited and new ones erupted, increasing the number of displaced as the year went on. Brutal killings were meted out in Mozambique. Conflict, which included sexual violence, engulfed Tigray in Ethiopia. The scourge of gang violence in parts of Central America drove more

people—including children—into exile. The people of the Sahel continued to be plagued and persecuted by conflict and climate change, forcing more and more away from their homes.

UNHCR and partners were determined that the pandemic would not stop them protecting and assisting record numbers of forcibly displaced and stateless people around the world, with by year’s end more than 91.9 million people of concern—refugees and asylum-seekers, returnees, IDPs, and stateless persons. And despite the challenges of conflict, the pandemic and paralysis on political progress on most conflicts, UNHCR has continued to search for solutions so that men, women and children can stop living in a state of uncertainty and instead make the most of their potential. For example, at the behest of South Sudan and Sudan and under the stewardship of IGAD, the Intergovernmental Authority on Development, UNHCR is developing a solutions strategy that could help resolve displacement for up to 7 million people in and from the two countries. This has the potential to end the plight of millions of people, but it needs the support of the international community to strengthen peace and security efforts and provide resources to develop the countries, including areas where the displaced will live.

Despite the global economic challenges brought on by COVID, solidarity with and for refugees persevered. The major host governments, themselves often relying on fragile health systems, did not hesitate to include refugees in their health responses. Donors funded a large percentage of our COVID-19 response and, led by the United States of America, Germany and the European Union, responded with an unprecedented overall financial contribution to our budget of over \$4.7 billion, including generous levels of unearmarked funding from donors such as Sweden, España con ACNUR, and the United Kingdom.

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The World Bank and international financial institutions took drastic measures, including rapidly providing around \$1 billion of grants instead of loans for refugee-hosting countries. The private sector, including contributions from innovative Islamic financing mechanisms, contributed \$537.5 million and shared its valuable expertise to improve our worldwide response.

This was an unprecedented response to an unprecedented year and helped us carry out our mandate around the world.

This support also steadied our resolve to see through our ambitious reform agenda. The pandemic forced acceleration in a number of areas, including streamlining processes and partnerships to enable greater flexibility and improved delivery of assistance. And the global uprising against racism and social justice gave us pause and prompted reflection on our own shortcomings and biases, unconscious or not. This led to sometimes painful, yet necessary, internal discussions on race equality and inclusion within UNHCR. To address the issues raised, and building on work on the prevention of sexual exploitation and abuse and sexual harassment, we launched agency-wide discussions, hired external experts to guide us, and developed an interim plan of action to make UNHCR a better, more inclusive agency which will undoubtedly make us a better champion of refugees and the displaced.

Despite the many achievements of 2020, there are unfortunately more forcibly displaced people than ever and their needs are greater. The additional hardship brought by COVID-19, the lack of political progress on resolving conflicts, combined with funding shortfalls for UNHCR and other humanitarian agencies, compounds their suffering. Ending wars and rebuilding peace would allow many millions to fulfil their dreams of going home. Yet even a fully-funded UNHCR would only be able address a portion of these needs, and humanitarian funding windows are not

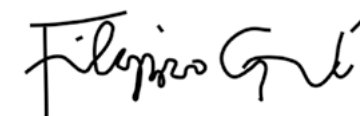
adequate or sufficiently predictable for the response that is required.

This is why the underpinnings of the Global Compact on Refugees must be implemented in response to today's displacement crises. There must be greater inclusion—not only in the health response and vaccinations, but in other social services and the socioeconomic response. In designing and implementing financial rescue packages, host countries need to include refugees to prevent further hardship and suffering, and donor States must ensure hosts are properly resourced to allow them to continue to extend the protection and support needed to refugees, the displaced and the communities that host them.

And we need greater support elsewhere, including crucially in the area of vaccine equity to avoid a world divided by inoculated and infected, ultimately leaving no one safe from a resurgence of the virus. I appeal in the strongest terms to those States with resources and capacity to do more to share vaccines and logistical support so that all people, including refugees and their hosts, can be protected from the virus.

The COVID-19 pandemic also reminds us of the importance of prevention and preparedness. Clearly this applies to future pandemics, but it must also be applied to prevent and resolve conflict and address the climate emergency, which threatens us all and from which no country alone can protect its population.

If it has taught us anything, I trust this year has taught us all that the gravest threats to our health and safety—whether it be a pandemic, the climate emergency or conflict—require multilateral cooperation and action to address and resolve.



—Filippo Grandi
UNHCR High Commissioner



Special Envoy Angelina Jolie with UNHCR colleagues in Bangladesh and Myanmar on a Zoom discussion.

The Special Envoy

At its heart, UNHCR's mission is about compassion and humanity. That simple truth is easily drowned out by the din of social media or lost in political arguments. In the Special Envoy of the UN High Commissioner for Refugees, Angelina Jolie, UNHCR has a high-profile champion whose inspiring and focused advocacy can cut through the noise and bring the conversation back to solutions for refugees.

On World Refugee Day, in an [article](#) for *Time* magazine, she urged Americans to look beyond borders and see the fight for rights and equality as universal, and asked governments to work towards durable settlements to the world's conflicts. The article cited UNHCR data on displacement, while an accompanying video helped spotlight the plight of refugees in Bangladesh and Myanmar, with UNHCR staff briefing the Special Envoy on day-to-day challenges they encounter. She addressed the UN Security Council on sexual violence against children, highlighting Iraq's Yazidi minority and challenging Member States to do more for survivors. At a UNHCR-UNICEF roundtable, co-hosted by Canada and the United Kingdom, she urged governments to invest in educating refugee children.

Although COVID-19 made travelling almost impossible, the Special Envoy remained informed and engaged, making a virtual

visit to UNHCR's Yemen operation in December and learning about the challenges that both the displaced and UNHCR staff on the ground are battling on daily basis, and speaking to UNHCR field officers in the Bolivarian Republic of Venezuela about the impact of the pandemic on their work.

Separately, during a virtual design competition and fashion show organized by UNHCR's Kenyan partner RefuSHE, the Special Envoy reunited virtually with a Congolese refugee she had met three years before and who had since been resettled to the United States of America. In October, the Special Envoy joined U.S. Representative Chrissy Houlahan for an online conversation on combatting gender-based violence, and the following month she addressed the Republic of Korea's conference on Action with Women and Peace, demanding an end to impunity around sexual violence in conflict. Her poignant op-ed in the [Financial Times](#) invited readers to consider the context and complexity of UNHCR's work, and to support refugees with respect and understanding as well as donations.



—Angelina Jolie
UNHCR's Special Envoy

UNHCR IN 2020

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To protect and assist **91.9 million** people of concern in 132 countries and territories,



UNHCR's budget was
\$9.131 billion

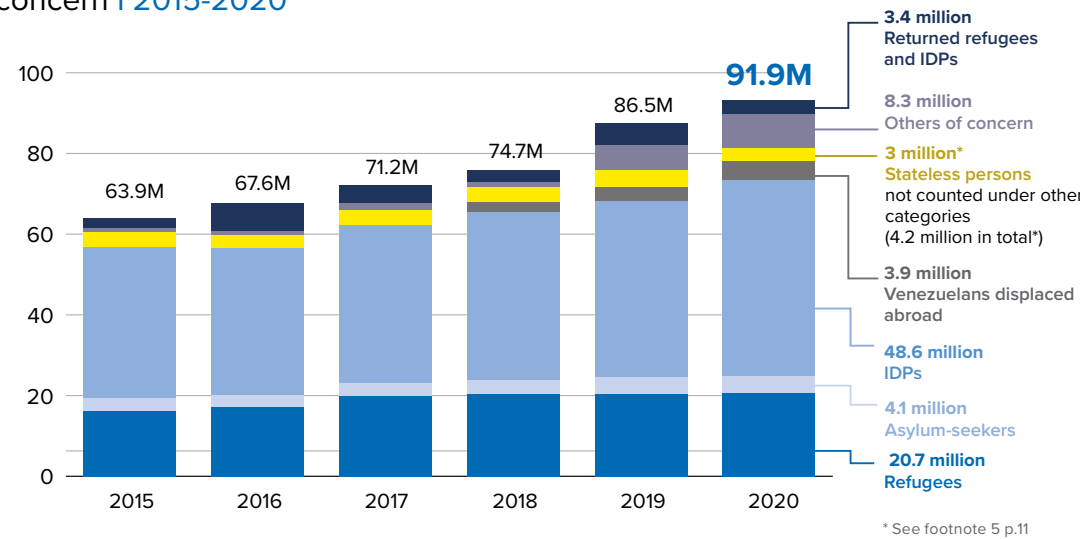


It received
\$4.776 billion
in contributions



Its expenditure was
\$4.838 billion

People of concern | 2015-2020



UNHCR was present in **132 countries and territories** with offices in **520 locations**

STAFF MEMBERS

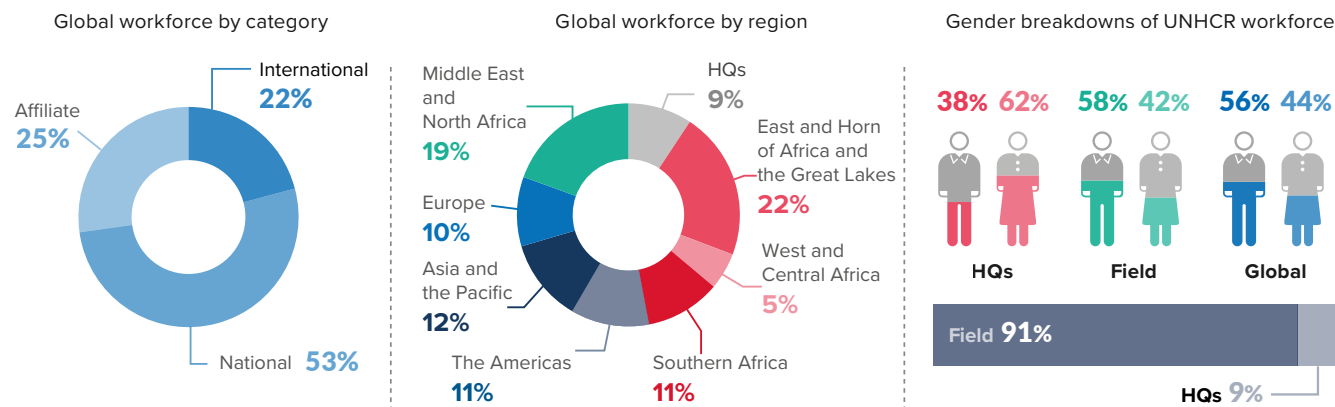
13,336

AFFILIATE WORKFORCE*

4,542

GLOBAL WORKFORCE

17,878



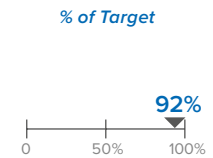
* UNVs, individual contractors and consultants hired through UNOPS or directly, employees, secondees and interns.

KEY RESULTS IN 2020

Safeguarding fundamental rights

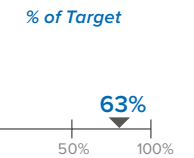
REGISTRATION

9.2 million individuals (5 years and above) with biometric records in PRIMES. Target: **10 million** | 2019 result: **8.8 million**



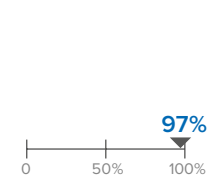
STATELESSNESS

63,200 stateless persons acquired a nationality, or had it confirmed. Target: **100,000** | 2019 result: **81,074**



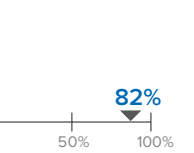
ASYLUM APPLICATIONS

115,800 Individual asylum applications processed by UNHCR. Projection before COVID-19 **120,000**, 2019 result: **120,400**



CHILD PROTECTION

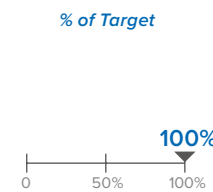
45,974 best interests assessments conducted. Target: **48,451** | 2019 result: **56,091***



Responding with life-saving support

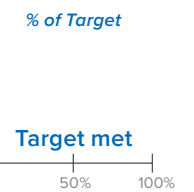
EMERGENCY AND CORE RELIEF ITEMS

600,000+ people of concern received core relief items in emergency-affected countries. Target: **600,000** | 2019 result: **600,000**



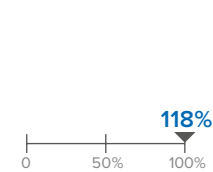
HEALTH

0.19 under-5 mortality rate (per 1,000 under-5s per month) in refugee camps. Target: **<1.5** | 2019 result: **0.3**



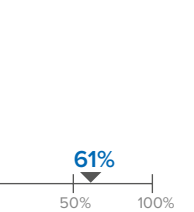
CASH ASSISTANCE

\$695 million of cash assistance delivered to people of concern across all operations. Target: **\$588 million** | 2019 result: **\$650 million**



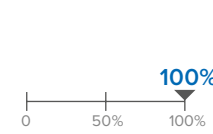
FOOD SECURITY AND NUTRITION

61% of surveyed sites had acceptable levels of global acute malnutrition (<10%). 2019 result: **61%**



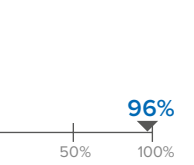
SHELTER

249,000 people of concern lived in a refugee housing unit. Target: **250,000** | 2019 result: **219,000**



WATER, SANITATION AND HYGIENE

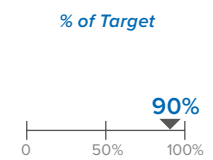
43% of people of concern had at least 20 litres of safe water per day. Target: **45%**



Building better futures

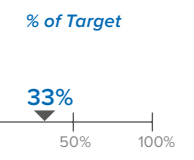
EDUCATION

1.7 million children enrolled in primary education. Target: **1.9 million** | 2019 result: **1,476,716****

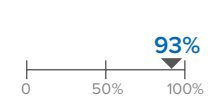


RESETTLEMENT

22,800 UNHCR-facilitated resettlement departures. Target: **70,000** | 2019 result: **63,726**

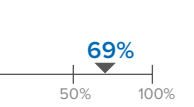
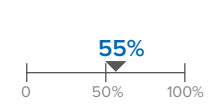


170,000 students enrolled in lower and upper secondary education. Target: **182,900** | 2019 result: **63,888**



ENERGY AND ENVIRONMENTAL PROTECTION

1.7 million people of concern had access to a sustainable source of electricity. Target: **2.5 million**

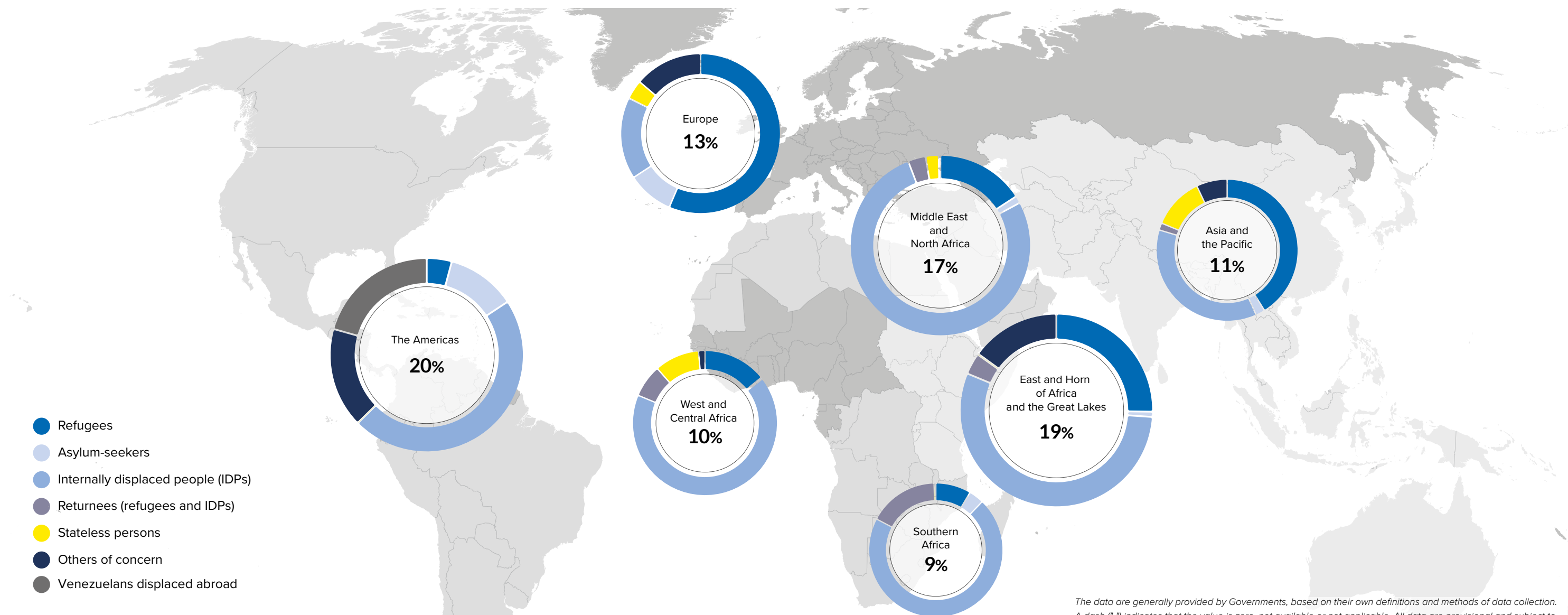


** Data addition included since the previous Global Report reporting cut-off date (55,769 best interests assessments reported in the Global Report 2019). 1,136,002 reported in the Global Report 2019. 2019 figure has been revised to reflect the cut-off date.

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POPULATIONS OF CONCERN TO UNHCR



[END DECEMBER 2020]

	West and Central Africa	East and Horn of Africa and the Great Lakes	Southern Africa	The Americas	Asia and the Pacific	Europe	Middle East and North Africa	TOTAL POPULATION OF CONCERN
Refugees	1,353,611	4,511,575	720,533	650,932	3,968,708	6,673,149	2,483,780	20,362,288
Persons in refugee-like situations ⁽¹⁾	-	-	-	108,759	47,997	105,271	26,000	288,027
Total refugees	1,353,611	4,511,575	720,533	759,691	4,016,705	6,778,420	2,509,780	20,650,315
Asylum-seekers	38,058	157,008	294,788	2,112,469	203,480	1,125,616	207,902	4,139,321
Returned refugees ⁽²⁾	42,160	165,467	675	10	2,547	24	40,068	250,951
IDPs protected/assisted by UNHCR ⁽³⁾	6,373,076	9,875,419	6,000,599	8,571,378	3,544,916	1,985,782	12,206,269	48,557,439
Returned IDPs ⁽⁴⁾	655,815	474,822	1,434,272	-	155,113	375	463,721	3,184,118
Stateless persons ⁽⁵⁾	954,646	27,794	-	4,423	2,285,074	534,438	370,527	4,176,902
Others of concern ⁽⁶⁾	138,157	2,690,328	37,408	3,052,456	685,100	1,657,095	49,207	8,309,751
Venezuelans displaced abroad ⁽⁷⁾	-	-	-	3,856,327	-	-	-	3,856,327
TOTAL	9,555,523	17,901,439	8,488,275	18,356,358	9,755,055	12,016,349	15,847,447	91,920,446

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 2020, including statistical trends and changes of global displacement during the year, can be found in the [2020 Global Trends](#) report.

⁽¹⁾ 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.
⁽²⁾ Includes refugees who have returned to their place of origin during 2020. Source: country of origin and asylum.
⁽³⁾ Includes IDPs who are in IDP-like situations.
⁽⁴⁾ Includes IDPs protected/assisted by UNHCR who have returned to their place of origin during 2020.
⁽⁵⁾ Refers to persons who are not considered as nationals by any State under the operation of its law. This category refers to persons who fall under the agency's statelessness mandate because they are stateless according to this international definition, but data from some countries may also include persons with undetermined nationality. The figures reported include stateless persons who are also counted as refugees, asylum-seekers, IDPs or others of concern to UNHCR. UNHCR's statistical reporting generally follows a methodology that reports only one legal status for each person of concern. However, due to the extraordinary size of the displaced stateless population from Myanmar, UNHCR considers it important to reflect the dual status of this population group as both displaced and stateless. Additional stateless refugees, asylum-seekers, and IDPs will be reported on as UNHCR continues to review and improve its reporting on stateless persons with a dual status.
⁽⁶⁾ People of concern to UNHCR not included in the other categories but to whom UNHCR may extend its protection and/or assistance.
⁽⁷⁾ 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 the International Organization for Migration work together with this population by leading the Regional Inter-Agency Coordination Platform, which is aimed at strengthening the protection dimensions and consistent responses across the region in line with human rights standards.

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GLOBAL STRATEGIC PRIORITIES 2020-2021

The Global Strategic Priorities (GSPs) for the 2020-2021 biennium set out areas targeted by UNHCR to enhance protection for people of concern and find 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. The GSPs are in line with the 2030 Agenda for Sustainable Development and reflect UNHCR's 2017-2021 Strategic Directions and commitments made at the World Humanitarian Summit, including under the Grand Bargain.

This year for the first time, the Global Strategic Priorities are fully integrated into the Global Report, and reporting on UNHCR's achievements and challenges across all GSP areas in 2020 can be found in the thematic chapters of the Global Report.

OPERATIONAL GSPs

FAVOURABLE PROTECTION ENVIRONMENT

1. Safeguarding access to territorial protection and asylum procedures; protection against refoulement; and supporting the adoption of nationality laws that prevent and/or reduce statelessness (Legislation on refugees, Law and Policy on IDPs and Legislation on statelessness)

>NARRATIVES in the chapter on *Safeguarding fundamental rights*

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
Extent law consistent with international standards relating to refugees and asylum seekers	Improving national law and policy in 80 countries.	Improved in 9 countries
Extent law and policy consistent with international standards relating to internal displacement	Improving national law and policy in 17 countries.	Improved in 14 countries
Extent citizenship law consistent with international standards relating to prevention of statelessness	Improving citizenship laws in 40 countries.	Improved in 19 countries
% of stateless persons for whom nationality granted or confirmed	Seeking rise in rate of stateless people acquiring or confirming nationality in 14 situations.	63,200 stateless individuals acquiring or having their nationality confirmed.

FAIR PROTECTION PROCESS AND DOCUMENTATION

2. Securing birth registration, profiling and individual documentation based on registration (Birth registration and Registration)

>NARRATIVES in the chapter on *Safeguarding fundamental rights*

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
% of children under 12 months old who have been issued with a birth certificate by the authorities	Increasing systematic issuance of birth certificates to newborns in 53 situations.	Improved in 20 situations
% of people of concern registered on an individual basis	Maintaining or increasing levels of individual registration in 96 refugee situations.	Improved in 12 situations Maintained in 45 situations



SECURITY FROM VIOLENCE AND EXPLOITATION

3. Reducing protection risks faced by people of concern, in particular, discrimination, gender-based violence and specific risks faced by children (Gender-based violence response, Best interests procedures and Access to national child services)

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
>NARRATIVES in the chapter on <i>Responding with life-saving support</i>		
Extent known gender-based violence survivors receive appropriate support	Improving support for gender-based violence survivors in 95 refugee operations, 10 IDP situations and 3 returnee situations.	Improved in 42 situations
Extent community is active in gender-based violence prevention and survivor-centred protection	Improving community involvement in prevention of gender-based violence and protection of survivors in 58 refugee situations, 8 IDP situations and 4 returnee situations.	Improved in 21 situations
>NARRATIVES in the chapter on <i>Safeguarding fundamental rights</i>		
% of unaccompanied and separated children for whom a best interest process has been initiated or completed	Maintaining or increasing the rate in 74 refugee situations.	Increased in 25 situations Maintained in 9 situations
Extent children of concern have non-discriminatory access to national child protection and social services	Increasing non-discriminatory access to national child protection and social services in 37 refugee situations, 4 IDP situations and 3 returnee situations.	Increased in 15 situations Maintained in 10 situations

BASIC NEEDS AND SERVICES

4. Reducing mortality, morbidity and malnutrition through multi-sectoral interventions (Global Acute Malnutrition (GAM) and Under-5 mortality rate)

5. Meeting international standards in relation to shelter, water, sanitation and hygiene (Shelter and Water)

>NARRATIVES in the chapter on *Responding with life-saving support*

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
Prevalence of global acute malnutrition (GAM) (6-59 months)	Maintaining UNHCR standards or reducing level of GAM in 36 refugee camp/settlement situations.	Standard met in 27 situations
Under-5 mortality rate	Seeking UNHCR standards or reducing under-5 mortality rates in 44 refugee camp/settlement situations.	Standard met in 159 sites in 19 countries
% of households living in adequate dwellings	Maintaining or increasing the percentage of households living in adequate dwellings in 48 refugee situations, 15 IDP situations and 7 returnee situations.	Increased in 56 situations Maintained in 9 situations
Average number of litres of potable water available per person per day	Maintaining or increasing the level of water supply in 46 refugee situations.	Increased in 26 situations Maintained in 6 situations





COMMUNITY EMPOWERMENT AND SELF-RELIANCE

6. Promoting active participation in decision-making of people of concern and building coexistence with hosting communities (Female participation in leadership and management and Coexistence)

7. Promoting human potential through increased opportunities for quality education and livelihoods support (Self-reliance and Education)

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
>NARRATIVES in the chapter on <i>Safeguarding fundamental rights</i>		
% of active female participants in leadership/management structures	Improving participation of women in leadership/management structures in 54 refugee situations and 4 IDP situations.	Improved in 33 situations Maintained in 7 situations
Extent local communities support continued presence of people of concern	Improving relations between refugees and local communities in 65 situations.	Improved in 26 situations
>NARRATIVES in the chapter on <i>Building better futures</i>		
% of people of concern (18-59 years) with own business/self-employed for more than 12 months	Maintaining or increasing the percentage of people of concern who improve their business/self-employment opportunities in 38 operations.	Increased in 27 situations Maintained in 6 situations
% of primary school-aged children enrolled in primary education	Improving primary school enrolment in 95 refugee situations.	Increased in 33 situations Maintained in 14 situations

DURABLE SOLUTIONS

8. Expanding opportunities for durable solutions for people of concern, particularly those in protracted situations, including by strengthening the use of comprehensive approaches and contributing to sustainable reintegration, local settlement and successful resettlement in third countries

>NARRATIVES in the chapter on *Building better futures*

IMPACT INDICATOR	HOW WAS UNHCR ENGAGED?	RESULTS
Extent return has been voluntary, and in safety and dignity	Supporting refugees to return voluntarily, and in safety and dignity in 41 situations (where conditions permit).	Supported in 41 situations
Extent returnees have same access to rights as other citizens	Supporting returnees in 11 situations to reintegrate in a sustainable manner, with the same access to rights as other citizens.	Supported in 9 situations
Extent social and economic integration is realized	Supporting local integration in 42 refugee situations (where conditions permit).	Improved in 11 situations
% of people of concern, identified in need of resettlement, submitted for resettlement	Maintaining or increasing the percentage of people submitted for resettlement to support solutions in 74 situations.	UNHCR submitted the cases of 39,500 refugees for resettlement to 25 countries, representing a decrease of 48% when compared with the previous year.

SUPPORT AND MANAGEMENT GSPs

1. FINANCIAL ACCOUNTABILITY AND OVERSIGHT

>NARRATIVES in the chapter on *Funding UNHCR's programmes*

INDICATOR	RESULTS
UNHCR streamlines and enhances its financial management and reporting systems and applies effective financial controls.	UNHCR's annual financial statements included a statement of internal controls for the first time.
UNHCR records and discloses its accounts in compliance with the International Public Sector Accounting Standards (IPSAS).	UNHCR closed its 2019 accounts and obtained an unqualified opinion from an audit conducted virtually due to COVID-19.
UNHCR embeds robust financial controls and business processes in delivery of cash assistance.	UNHCR supported digitalization of new payment mechanisms and secure and direct cash delivery.
UNHCR simplifies and harmonizes its partnership arrangements and entrusts a greater share of resources to local partners.	\$1.455 billion went to 1,143 partners, including 728 national NGOs. 28% of operational programme expenditure went to local/national responders (above 25% Grand Bargain commitment.)

2. INTERNATIONAL PROTECTION

>NARRATIVES in the chapter on *Safeguarding fundamental rights*

INDICATOR	RESULTS
UNHCR strengthens global protection and solutions capacity and response with direct operational support, enhanced monitoring and partnerships.	Greater community engagement and COVID-related innovations facilitated forcibly displaced people's active participation and role as frontline responders.
UNHCR enhances promotion of gender equality and reinforces accountability to people of concern at global and operational levels.	UNHCR issued operational guidance on risk communication and use of instant messaging, and operational guidance and a guide for senior managers on accountability to affected people.

3. PROTECTION AND SOLUTIONS

>NARRATIVES in the chapters on *Safeguarding fundamental rights* and *Responding with life-saving support*

INDICATOR	RESULTS
UNHCR (in close collaboration with States, international development and peacebuilding entities and other relevant actors) supervises and advocates in favour of national, regional and global protection frameworks and capacities.	UNHCR advocated for States' accession to the 1951 Refugee Convention and its 1967 Protocol. Despite COVID-related court closures, UNHCR intervened as a third party in 18 cases in 10 jurisdictions.
By partnering, supporting national systems and institutions, and implementing comprehensive responses, UNHCR strengthens the protection of displaced and stateless persons.	UNHCR co-chaired the Global Protection Cluster task team on anti-trafficking in humanitarian action, and issued the "Introductory guide to anti-trafficking action in internal displacement contexts".

4. USE OF DATA AND INFORMATION

>NARRATIVES in the chapter on *Transformative initiatives*

INDICATOR	RESULTS
UNHCR and partners manage and use data and information to enable evidence-based actions, programme design and resourcing decisions.	UNHCR issued a report on SDGs and displacement, led assessments for UN Special Rapporteurs' reports on people with disabilities, and developed a demographic data model for evidence-based programming.
UNHCR makes information and analysis available to support the inclusion of refugees and other people of concern in international and national development frameworks.	UNHCR led inter-agency processes to develop monitoring frameworks, including a global inter-agency multi-sectoral COVID-19 monitoring framework.
UNHCR's data and information management approaches, including storing and sharing of personal data, respect protection practices and privacy concerns.	A WFP-UNHCR hub supported collaboration and data interoperability, and UNHCR provided technical leadership to the UN Common Cash Statement Working Group.

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5. HUMANITARIAN COORDINATION

>**NARRATIVES** in the chapter on *Transformative initiatives*

INDICATOR	RESULTS
<ul style="list-style-type: none"> ■ Effective coordination and leadership is established for refugee responses and for UNHCR-led clusters at the global and operational levels. ■ UNHCR provides protection expertise and analysis to guide and inform joint humanitarian action. 	<ul style="list-style-type: none"> ■ UNHCR led 29 of 32 field protection clusters/ cluster-like mechanisms. GPC missions visited Burkina Faso, Ethiopia, Iraq and Sudan. The Global CCCM Cluster supported 23 clusters/cluster-like structures (19 UNHCR-led or co-led). In shelter, UNHCR led 16 country clusters and 19 coordination mechanisms. ■ UNHCR combined coordination and leadership with field operations, enhancing accountability, collaboration and government relations. An Operational Data Review covered collection, analysis, and use of data disaggregated by age, sex, disability, and other diversity considerations.

6. PROGRAMME AND RESULTS-BASED MANAGEMENT

>**NARRATIVES** in the chapter on *Transformative initiatives*

INDICATOR	RESULTS
<ul style="list-style-type: none"> ■ UNHCR's strategies are informed by improved joint needs assessments and developed and implemented in consultation with key stakeholders, including national authorities, civil society, development partners and private sector representatives. 	<ul style="list-style-type: none"> ■ UNHCR's finalized design of its Results-Based Management framework for multi-year strategic planning, aiming to engage stakeholders throughout the programming cycle and support SDG goals.

7. CASH ASSISTANCE

>**NARRATIVES** in the chapter on *Responding with life-saving support*

INDICATOR	RESULTS
<ul style="list-style-type: none"> ■ UNHCR has the systems, tools, skills and processes needed to implement and scale up cash assistance programmes in an accountable manner. ■ UNHCR aims for common cash transfer arrangements with partners, in line with UNHCR's cash assistance policy and strategy. 	<ul style="list-style-type: none"> ■ UNHCR distributed \$695 million to 8.6 million people. Refugees in 47 countries got digital payments. Over 65 operations launched cash initiatives and expanded or adapted cash assistance. ■ UNHCR worked towards the UN Common Cash Statement in the seven focus countries, which have launched joint procurement for financial service providers, joint cash feasibility and risk assessments, and joint post-distribution monitoring.

8. EMERGENCY PREPAREDNESS AND RESPONSE

>**NARRATIVES** in the chapters on *Safeguarding fundamental rights* and *Responding with life-saving support*

INDICATOR	RESULTS
<ul style="list-style-type: none"> ■ UNHCR has stocks of core relief items to provide emergency assistance for up to 600,000 people and dispatched within 72 hours. ■ UNHCR maintains active standby capacity. UNHCR and partner personnel, with appropriate leadership, coordination and protection skills, are available for immediate deployment to emergency operations. ■ Representation of local and national partners and communities is increased in preparedness action planning. ■ UNHCR applies a proactive approach to security management, with a qualified security workforce, security training and support to emergencies. 	<ul style="list-style-type: none"> ■ UNHCR's global stockpiles sent out CRIs worth \$36.2 million and kept ready to serve 600,000 people within 72 hours. UNHCR carried out 22 airlifts and added an eighth global stockpile in Panama. ■ COVID-19 affected deployments to emergencies, and some were done remotely until travel was possible. UNHCR facilitated 319 deployments, including 150 UNHCR staff and 169 external staff. ■ Some 722 UNHCR staff and partners were trained in emergency management/leadership, security management procedures and awareness, situation emergency, and inter-agency emergency exercises. ■ UNHCR undertook security missions to Ethiopia, Mozambique, the Sahel and elsewhere, and responded to 298 security incidents. Around 3,000 UNHCR and 500 partner staff received security training.



9. HUMAN RESOURCES

>**NARRATIVES** in the chapter on *Transformative initiatives*

INDICATOR	RESULTS
<ul style="list-style-type: none"> ■ UNHCR analyses its talent requirements to improve strategic workforce planning, taking into account diversity and gender balance. ■ UNHCR provides learning opportunities and performance reviews to support career management, informed by the organizational demand for skills. ■ UNHCR uses efficient human resources systems and a fair and transparent assignments framework to ensure diversity and gender balance in the deployment of qualified personnel, particularly in emergencies and high-risk operations. ■ UNHCR's operations observe standards of occupational health and safety. 	<ul style="list-style-type: none"> ■ UNHCR analyzed progress towards workforce diversity and gender parity, and created the UNHCR Skills Catalogue, including close to 1,400 skills, including insights on skill gaps and talent requirements. ■ 15,000 staff took part in learning programmes; 4,000 joined career webinars; 400 signed up for coaching or mentoring; 400 managers joined dialogues on inclusion and enabling work environments. ■ 1,700 vacancies, 110 for fast track situations, were processed. 52% of external recruits into the international professional category were female. 33 talent pools were managed, with 1,300 applications received a month. ■ External mental health support, peer advisors and staff councils strengthened psychosocial capacity. UNHCR actively contributed to the UN System-Wide Task Force on Medical Evacuations and the UN vaccination strategy, underpinning UN preparedness and response plans.

10. MOBILIZATION OF SUPPORT

>**NARRATIVES** in the chapters on *Funding UNHCR's programmes* and *Global communications*

INDICATOR	RESULTS
<ul style="list-style-type: none"> ■ UNHCR increases its funding from public and private sources. ■ UNHCR holds regular and substantive dialogue to enhance and maintain its partnerships with Member States of the Executive Committee, United Nations agencies, NGOs and other partners. ■ UNHCR strengthens its strategic communications with targeted multimedia campaigns, timely public updates and increased outreach to target audiences, building a strong community of supporters. ■ UNHCR expands political and operational support from private and public sectors to improve the welfare of displaced populations and host communities. 	<ul style="list-style-type: none"> ■ UNHCR raised \$4.084 billion from governmental donors, including \$404.8 million in unearmarked funding. Private sector fundraising raised an unprecedented \$537.5 million, \$256.4 million unearmarked, an overall 27% growth in income and above the ambitious \$500 million target. ■ UNHCR redoubled efforts to collaborate with development banks, agencies and institutions. UNHCR worked with ILO on decent work for refugees and host communities, UNICEF on streamlining country-level collaboration, and UNDP on integrating displacement into development initiatives. ■ Goodwill Ambassadors and high profile supporters with 177 million followers brought record social media engagement. Posts on World Refugee Day reached 55.2 million via the #WithRefugees coalition. ■ UNHCR maintained positive, strategic relations with nine National Partners, with a new National Partner in Switzerland. España con ACNUR contributed a record \$103 million to UNHCR



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Funding UNHCR's Programmes

OVERVIEW

This chapter presents an overview of UNHCR's budget, expenditure and income in 2020. More detailed information can be found on [Global Focus](#), UNHCR's main operational reporting platform.

UNHCR's final 2020 budget was \$9.131 billion, having increased from the 2020 original budget of \$8.668 billion. The increase was the result of two supplementary budgets totalling \$463.7 million which were added during the year.

Expenditure totalled \$4.838 billion leading to an implementation rate (expenditure over total funds available) of 89.5%. Taking total funds available over the final budget, the funding gap was 41%.

Total funds available to UNHCR reached \$5.404 billion, comprising voluntary contributions of \$4.722 billion, carry-over of \$410.9 million, \$40.1 million from the Regular Budget of the United Nations, and \$229.8 million from other income and adjustments.

BUDGET

At its 70th session in October 2019, UNHCR's Executive Committee approved an original global needs-based budget for 2020 of \$8.668 billion. At its 71st session in October 2020, the Executive Committee approved a revised budget of \$9.131 billion based on updated assessed needs.

That budget represented the sum of the approved original budget of \$8.668 billion and two supplementary budgets of \$463.7 million. It comprised programmed activities of \$8.721 billion (including management and administration costs at Headquarters, covered in part by the United Nations Regular Budget contribution); an operational reserve of \$395.4 million; the "new or additional activities – mandate-related" reserve of \$2.5 million; and \$12 million for Junior Professional Officers.

When compared with the 2019 budget of \$8.636 billion, the final 2020 budget of \$9.131 billion represents an increase of \$495.4 million or 5.7%, mainly reflecting the response to the COVID-19 pandemic.

Programmed activities are field operations; global programmes, which are technical activities undertaken by Headquarters, but which are of direct benefit to field operations; and the work of Headquarters to provide leadership and management, policy guidance, administrative support, and managerial and programmatic assistance to the field.

Global Strategic Priorities
Mobilization of support
See p. 9 for GSP result



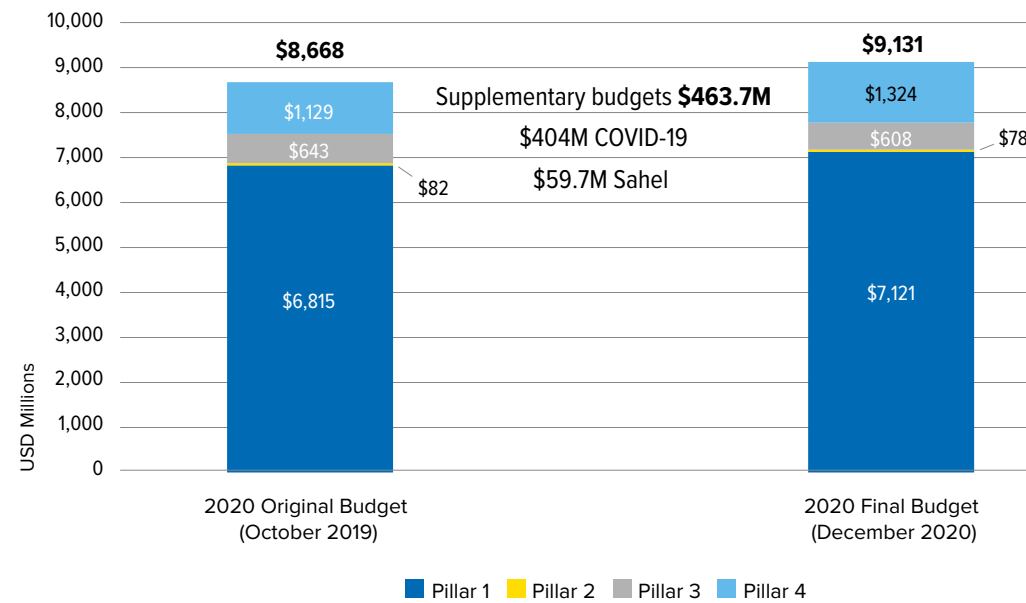
TABLE 1 | 2020 BUDGET AND EXPENDITURE OVERVIEW | USD

REGION AND SUB-REGION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF GLOBAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
EAST AND HORN OF AFRICA AND THE GREAT LAKES	Budget	1,621,244,381	5,274,955	143,554,123	131,764,764	1,901,838,224	21%
	Expenditure	747,600,502	1,998,892	31,157,159	82,547,299	863,303,853	18%
SOUTHERN AFRICA	Budget	247,011,245	9,409,927	6,233,495	62,057,132	324,711,800	4%
	Expenditure	134,122,489	3,896,910	3,379,144	58,094,262	199,492,805	4%
WEST AND CENTRAL AFRICA	Budget	425,620,444	11,610,274	41,047,988	186,728,715	665,007,422	7%
	Expenditure	285,769,116	6,034,952	22,890,552	127,755,485	442,450,105	9%
THE AMERICAS	Budget	552,096,027	6,333,500	-	53,408,847	611,838,373	7%
	Expenditure	288,912,099	3,011,184	-	28,907,020	320,830,302	7%
ASIA AND THE PACIFIC	Budget	626,145,530	33,536,652	99,256,656	49,309,937	808,248,775	9%
	Expenditure	343,295,596	17,907,741	51,501,679	30,235,481	442,940,497	9%
EUROPE	Budget	793,298,456	9,845,970	236,860	28,287,818	831,669,105	9%
	Expenditure	484,245,015	6,865,790	209,672	17,800,586	509,121,063	11%
MIDDLE EAST AND NORTH AFRICA	Budget	1,680,562,394	2,319,747	317,833,049	812,650,228	2,813,365,419	31%
	Expenditure	893,311,155	1,591,909	102,610,319	355,374,173	1,352,887,557	28%
SUBTOTAL FIELD	Budget	5,945,978,479	78,331,026	608,162,171	1,324,207,441	7,956,679,117	87%
	Expenditure	3,177,255,973	41,307,379	211,748,525	700,714,305	4,131,026,182	85%
Global programmes	Budget	552,989,978				552,989,978	6%
	Expenditure	486,250,291				486,250,291	10%
Headquarters	Budget	211,723,778				211,723,778	2%
	Expenditure	211,406,556				211,406,556	4%
SUBTOTAL PROGRAMMED ACTIVITIES	Budget	6,710,692,235	78,331,026	608,162,171	1,324,207,441	8,721,392,873	96%
	Expenditure	3,874,912,820	41,307,379	211,748,525	700,714,305	4,828,683,030	100%
Operational Reserve	Budget	395,408,657				395,408,657	4%
	Expenditure						
NAM Reserve	Budget	2,546,876				2,546,876	0.03%
	Expenditure						
JPOs	Budget	12,000,000				12,000,000	0.1%
	Expenditure	8,983,004				8,983,004	0.2%
TOTAL	Budget	7,120,647,768	78,331,026	608,162,171	1,324,207,441	9,131,348,406	
	Expenditure	3,883,895,824	41,307,379	211,748,525	700,714,305	4,837,666,034	

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CHART 1 | 2020 ORIGINAL AND FINAL BUDGET | USD millions



Supplementary budgets

With COVID-19 the overwhelming priority for response, two supplementary budgets were issued for the COVID-19 pandemic (\$404 million) and in support of the refugee and displacement crisis in the central Sahel region (\$59.7 million). The financial requirements for these budgets were \$463.7 million or 5.3% of the total budget for programmed activities (\$8.721 billion).

With reference to the financial requirements for 2020 programmed activities of \$8.721 billion, these increased by \$562.5 million or 7% compared to 2019.

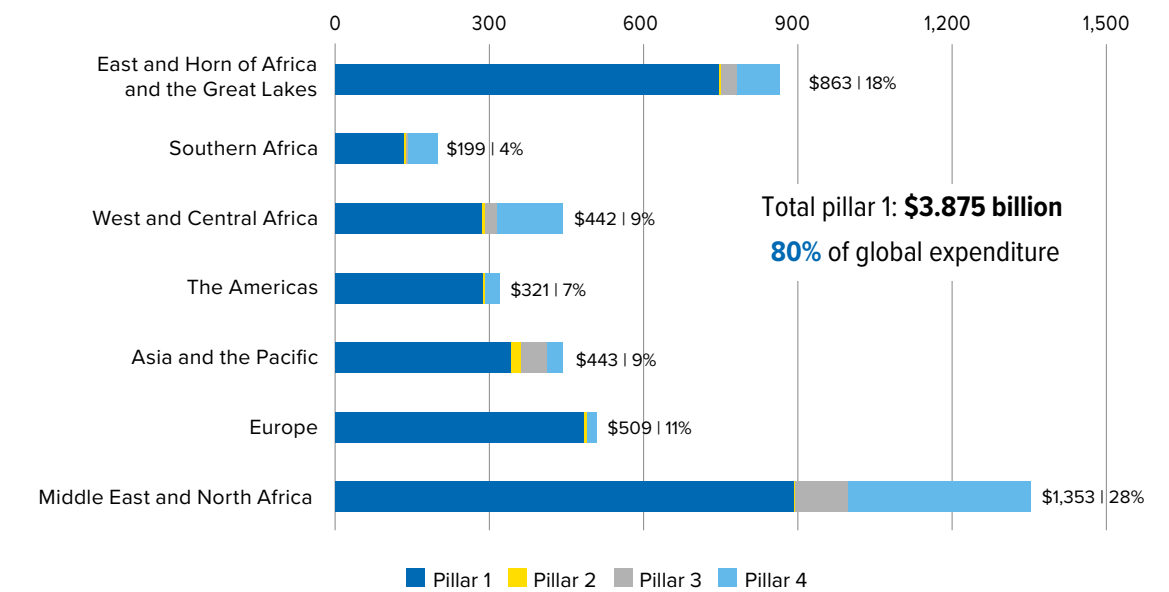
Globally, Pillar 1 (global refugee programmes), was the largest component of the programmed activities, at 77%. The largest requirements under Pillar 1 were in the Middle East and North Africa for operations in Lebanon (\$607 million) and Jordan (\$427 million); in the East and Horn of Africa and the Great Lakes

in Ethiopia (\$346 million), and Uganda (\$357 million); in Asia and the Pacific for Bangladesh (\$319 million); and in Europe for Turkey (\$365 million) and Greece (\$284 million).

The second largest component of programmed activities was Pillar 4 (global IDP projects), at 15% of requirements, where the major operations continued to be in the Middle East and North Africa, specifically in Iraq (\$328 million) and the Syrian Arab Republic (\$210 million).

Regionally, the largest requirements were in the Middle East and North Africa and in the East and Horn of Africa and the Great Lakes regions, at \$2.813 billion, or 32%, and at \$1.901 billion or 22%, of total requirements for programmed activities respectively. This is reflective of a series of protracted and overlapping crises in these two regions.

CHART 2 | EXPENDITURE BY REGION AND BY PILLAR | USD millions



EXPENDITURE

Expenditure totalled \$4.838 billion, an increase of \$422.4 million or 9.6% in comparison with 2019. This is an implementation rate (expenditure over total funds available) of 89.5%. Expenditure under Pillar 1 increased by \$272 million or 7.5% compared to 2019 and at 80% of total expenditure continued to account for the overwhelming majority of UNHCR expenditure. Pillar 2 (stateless programme) increased by \$1.3 million or 3.3% compared to 2019 and accounted for approximately 1% of total expenditure; approximately 34% of the expenditure for stateless programmes was associated to the operation in Myanmar. Expenditure

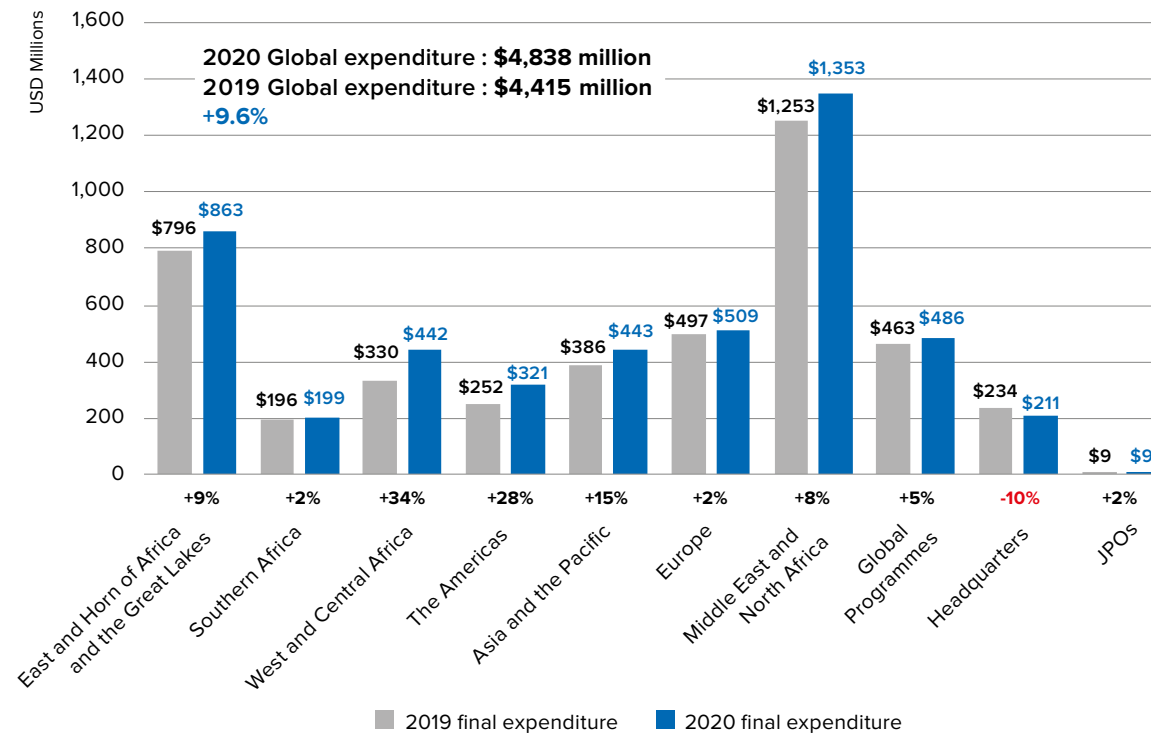
for Pillar 3 (global reintegration projects) increased by \$89.8 million or 73.7% and accounted for 4% of total expenditure. The largest expenditure (\$103 million) under Pillar 3 was in the Syrian Arab Republic.

Expenditure for Pillar 4 increased by \$59 million or 9.2% compared to 2019 and accounted for 14.5% of total expenditure. Major IDP projects were in Iraq, the Syrian Arab Republic and Yemen in the Middle East and North Africa; the Democratic Republic of the Congo in Southern Africa; Burkina Faso and Nigeria in West and Central Africa; and Somalia, South Sudan and Sudan in the East and Horn of Africa and the Great Lakes.

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CHART 3 | 2020 vs 2019 EXPENDITURE | USD millions



By region

Increases in expenditure were recorded in all regions (see [Chart 3](#)). This was mainly attributable to the response to COVID-19, but also to new and growing displacement crises including those in the Sahel, in northern Mozambique, and in Ethiopia's Tigray region.

East and Horn of Africa and the Great Lakes | Expenditure grew by \$68 million or 9%.

The increase included Sudan for the emergency in Ethiopia, providing assistance to some 55,000 refugees from Tigray. Over 6 million people accessed health care services and benefited from organized information campaigns about COVID-19. UNHCR also disbursed \$30.2 million in cash assistance to 1 million people of concern.

Southern Africa | Expenditure grew by \$3 million or nearly 2%.

The conflict in Cabo Delgado in north-east Mozambique saw UNHCR increase its support to some 530,000 displaced people. Across the region, some 1.4 million people of concern received protection services, and 261,400 received cash assistance to mitigate the impact of COVID-19.

West and Central Africa | Expenditure grew by \$113 million or 34%.

Major increases were in Burkina Faso, Mali, Niger and Nigeria. In response to the emergency in the Sahel, some 154,000 people received shelter assistance, and almost 80,000 households received core relief items. UNHCR biometrically registered more than 1.2 million people across the region, and over 1 million people received health care services.

The Americas | Expenditure grew by \$69 million or 28%.

The increase was spread across the region, with the most significant growth in Colombia, Ecuador, Guatemala, and Honduras. In Colombia, UNHCR supported an additional 64,000 displaced people through protection monitoring, advocacy, outreach and assistance, and supported access to asylum through innovative technologies in Ecuador. With continued forced displacement in the north of Central America, UNHCR supported government reception facilities in Honduras and provided assistance and protection at border locations in Guatemala. Cash assistance in the region supported some 374,000 people.

Asia and the Pacific | Expenditure grew by \$56 million or 15%.

Increases included Myanmar and Pakistan. Some 1.4 million refugees, IDPs and other people of concern accessed protection services and 797,561 people received cash assistance to mitigate the impact of COVID-19. In Bangladesh, Malaysia, and Thailand, UNHCR supported community-based organizations and reinforced community networks. With conflict-related internal displacement in Afghanistan, Myanmar, and the Philippines, UNHCR advanced data-driven protection and solutions for IDPs. UNHCR worked to reduce and prevent statelessness, supporting legal and policy reforms, particularly in Central Asia, where the nationality issues of an estimated 34,600 people were resolved.

Europe | Expenditure grew by \$12 million or 2%.

The main increase was in Greece, where UNHCR worked with the Government to quickly identify and move people at high risk of COVID-19 to safer accommodation under the "Emergency Support to Integration and Accommodation programme". Throughout the region, in response to

the pandemic, UNHCR advocated the inclusion of people of concern in national health responses, vaccination campaigns and social protection schemes, and some 520,383 vulnerable refugees and asylum-seekers received cash assistance

Middle East and North Africa | Expenditure grew by \$100 million or 8%.

The increases were mainly in Jordan, Lebanon, Libya, and Yemen, with COVID-19 exacerbating already precarious humanitarian situations in the region. UNHCR supported national health capacities so that people of concern could be supported through national systems. Across the region, 5.2 million people benefited from community outreach services, while 2.6 million women and girls accessed information on protection risks and services. Large-scale distribution of emergency core relief items continued in Libya, Syria, and Yemen, where more than 50 million core relief items were distributed. UNHCR provided support to over 30,000 survivors of gender-based violence with psychosocial counselling, legal and medical assistance into the national social welfare system.

Global programmes | Expenditure grew by \$24 million or 5%.

The main increases were in the Division of Information Systems and Solutions for investments in cyber security, replacement of obsolete equipment, and in the Business Transformation Programme; and in Executive Direction and Management due to the strengthening of the Enterprise Risk Management 2.0 in field operations and the creation of a small liaison office for the regional bureaux.

Headquarters | Expenditure decreased by \$23 million or nearly 10%.

All regions recorded a slight increase of expenditure due to the new regional bureaux having been relocated from Headquarters to the field.

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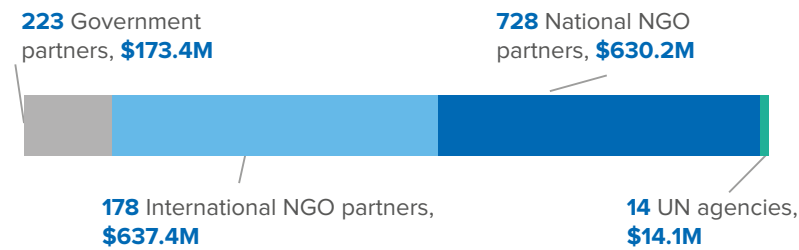
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CHART 4 | EXPENDITURE VIA PARTNERS | 2020

\$1.455 billion spent via **1,143** partners



UNHCR disbursed \$1.455 billion to 1,143 partners, including to 728 national NGOs. UNHCR again exceeded its Grand Bargain commitment of 25% of operational programme expenditure going to local and national responders, defined as including Governments, communities, Red Cross and Red Crescent National Societies, and local civil societies, with 28%. UNHCR simplified partnership

arrangements by reducing the length and complexity of required documentation, and by increasing budgetary flexibility a partner can apply within an agreement. The Office worked closely with other UN agencies, most notably within the framework of the UN Partner Portal, to harmonize procedures, including on risk and capacity assessments.

TABLE 2 | REFUGEE RESPONSE PLANS

RRP	2020		
	Inter-agency budget (USD)	Inter-agency funding received (USD)	Percent funded as at 31 December 2020
Burundi	299,769,628	118,880,396	39.66%
DRC	638,709,377	142,081,468	22.25%
Nigeria ¹	138,378,441	64,602,053	46.69%
South Sudan	1,429,908,307	359,811,922	25.16%
Syria 3RP ¹	5,995,975,757	3,201,787,882	53.40%
Venezuela RMRP ²	1,407,580,169	700,808,665	49.79%
JRP for the Rohingya Humanitarian Crisis ²	1,058,092,856	625,303,532	59.10%
TOTAL	10,968,414,535	5,213,275,918	47.53%

¹ Co-lead with UNDP
² Co-lead with IOM

Refugee coordination in 2020

Strengthening partnerships and promoting inter-agency coordination for large-scale or complex refugee situations, including for mixed movements, UNHCR

coordinated seven Refugee Response Plans (RRPs) with a regional perspective (see Table 2). Overall, 685 inter-agency partners worked to assist over 13.3 million refugees, migrants and returnees, and some 12.7 million members of host

communities, in 36 countries. Partners appealed for more than \$10.9 billion, for which \$5.2 billion was received.

The RRP evolved from emergency responses to more comprehensive responses strengthening livelihoods and resilience. A key lesson from the 2020 response was the need for RRP to integrate new health and socioeconomic needs arising from the COVID-19 pandemic within the humanitarian responses, in particular for situations where underlying vulnerabilities were already exacerbated by conflict and violence. Understanding the different dynamics of climate change on displacement, partners continued environmental mainstreaming. For example, in the development of the

2020 RMRP for the Venezuela situation, partners piloted a sector-based environmental self-assessment, introducing an environment marker to ensure that environmental considerations are integrated into project planning and mainstreamed into the overall response. In addition to its leadership of RRP, UNHCR participated in 23 of the 25 Humanitarian Response Plans (HRPs) led by Humanitarian Coordinators, out of which it coordinated 15 refugee chapters.

Table 3 displays how UNHCR used its various sources of income to cover its expenditure, and highlights how the unearmarked funding was allocated. Unearmarked income was allocated throughout the year in line with identified priorities and needs, and according to

TABLE 3 | UNHCR 2020 TOTAL EXPENDITURE BY SOURCE OF FUNDING | USD thousands

	SOURCE OF FUNDING								TOTAL	
	Carry-over from prior years		Voluntary cash contributions			Voluntary in-kind contributions	Indirect support costs	United Nations Regular Budget		Other income ²
Earmarked	Unearmarked	Earmarked	Softly earmarked ¹	Unearmarked						
FIELD OPERATIONS										
East and Horn of Africa and the Great Lakes	31,930	14,127	578,434	138,518	39,744	23,909	7,577		29,065	863,304
Southern Africa	982	15,881	64,201	56,430	44,677	3,906	5,964		7,452	199,493
West and Central Africa	21,452	18,039	204,626	106,043	50,749	26,382	5,628		9,531	442,450
<i>Africa</i>	<i>54,364</i>	<i>48,048</i>	<i>847,261</i>	<i>300,990</i>	<i>135,170</i>	<i>54,197</i>	<i>19,169</i>		<i>46,048</i>	<i>1,505,247</i>
Americas	15,895	7,888	186,099	70,261	22,191	5,440	8,024		5,032	320,830
Asia and the Pacific	33,024	13,424	284,469	55,300	38,829	3,945	6,631		7,319	442,940
Europe	17,232	17,467	386,160	28,207	49,140	2,034	7,862		1,020	509,121
Middle East and North Africa	54,762	10,109	1,120,433	98,877	28,439	4,028	8,044		28,194	1,352,887
TOTAL FIELD OPERATIONS	175,277	96,936	2,824,423	553,635	273,769	69,645	49,730		87,613	4,131,026
Global Programmes	2,221	62,523	43,350	78,339	196,392	15,818			87,607	486,250
Headquarters	129		145			9,522	161,500	40,111		211,407
Operational Reserve and new or additional activities - mandate -related reserve										
Junior Professional Officers Fund			8,983							8,983
TOTAL	177,627	159,459	2,876,901	631,974	470,160	94,985	211,230	40,111	175,219	4,837,666
% of total expenditure	4%	3%	59%	13%	10%	2%	4%	1%	4%	100%

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

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Global Strategic Priorities
Mobilization of support
See p. 9 for GSP result



the overall objectives of kickstarting emergency operations; bolstering underfunded operations; and enabling programmes to implement fully.

UNHCR funded \$211.2 million of expenditure from indirect support costs, \$161.5 million at Headquarters and \$49.7 million to the regions. Earmarked voluntary contributions funded 59% of UNHCR operations' expenditure, while softly earmarked and unearmarked voluntary contributions funded 13% and 10% respectively. The largest expenditures funded from earmarked voluntary contributions were in the Middle East and North Africa, followed by the East and Horn of Africa and the Great Lakes, and Europe at 39%, 20% and 13% respectively. No unearmarked funding was used for Headquarters.

Global Strategic Priorities
Financial Accountability and Oversight
See p. 8 for GSP result



Throughout the year, UNHCR's programmes were carried out in an environment of sound financial accountability and oversight. Financial management at UNHCR Headquarters and in the field was strengthened, and adequate internal control infrastructure was in place. For example, the launch of a PowerBI tool allowed offices to access and monitor local and regional financial data in real time. The Statement of Internal Controls was published for the first time in 2020 for 2019, and the groundwork started for the 2020 issuance.

It introduced standardized self-assessment of local internal controls, allowing global reporting. UNHCR prioritized COVID-19-relevant guidance

and published procedures on electronic signatures and mitigating measures for the pandemic. Committees on Contracts (CoCs) operated remotely, with emergency procedures in various locations and an e-submission tool for CoCs was developed for 2021.

Accounts were recorded in full compliance with IPSAS. However, due to the pandemic, the external audit was forced to shift to a virtual model. UNHCR adjusted and finished the closure of the 2019 accounts, supporting the audit, and ultimately obtained an unqualified opinion on its financial statements. The fieldwork for the 2020 audit was supported virtually with results expected in 2021.

Cash assistance was also supported by a robust financial control framework and business processes embedded in the delivery system. Cash assistance amounting to \$695 million (compared to \$646 million in 2019) was provided with oversight and expertise in financial and risk management and in review of financial policy and associated procedures for cash assistance implementation. Monitoring of cash assistance with operations included assessment and due diligence of global financial ecosystems, and validation of accessibility of financial service provision meeting requirements in mobile and digital money. UNHCR also supported the digitalization and delivery of new payment mechanisms and modalities, further enhancing secure and direct delivery of cash assistance to directly reach the global financial ecosystems and people of concern.

INCOME

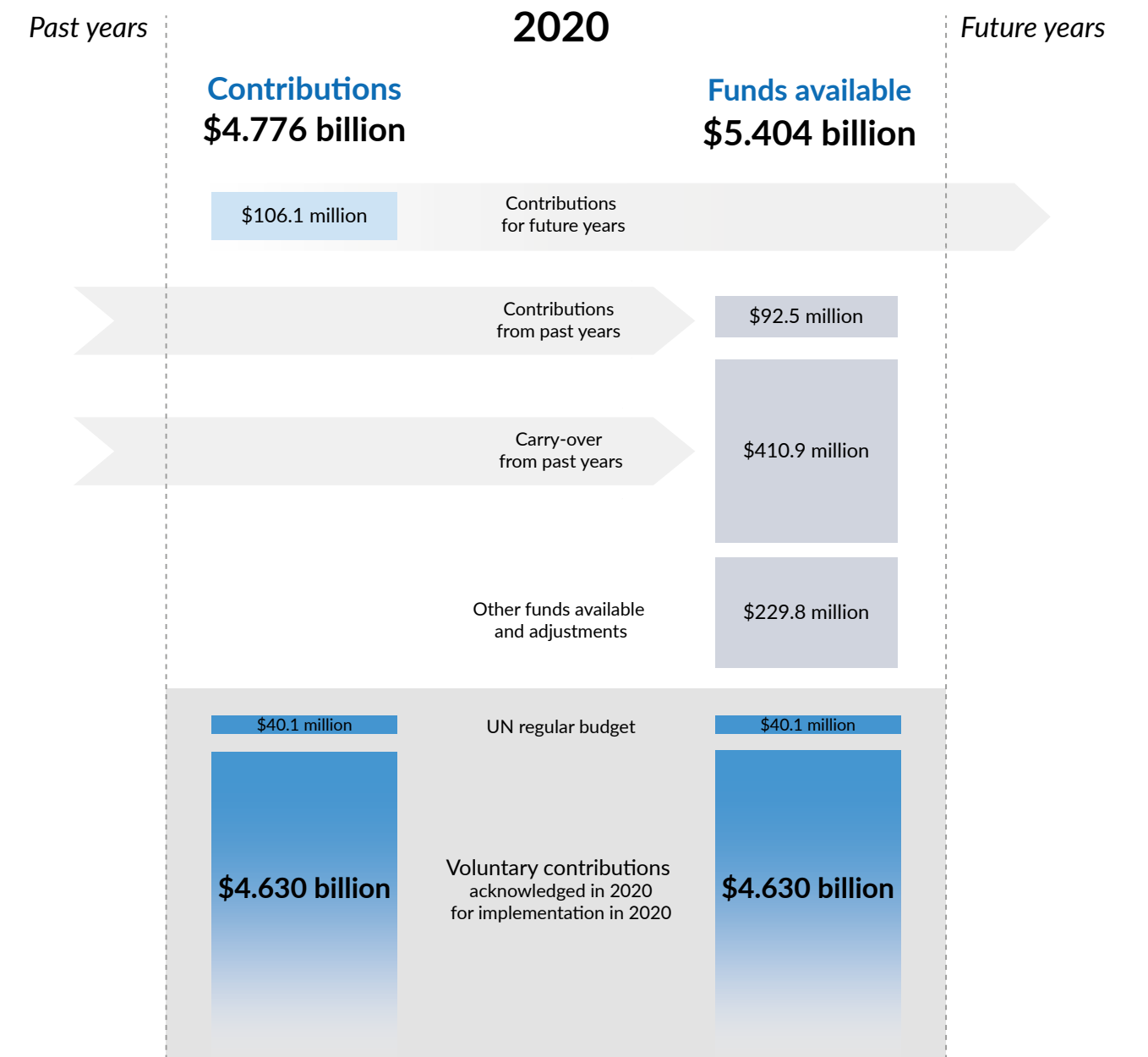
Including funds raised for implementation beyond 2020, UNHCR raised \$4.736 billion in voluntary contributions, a record level. With the assessed contribution of the UN Regular Budget of \$40.1 million,

total contributions came to \$4.776 billion. UNHCR had \$5.404 billion available against budgetary needs once the adjustments shown in [Chart 5](#) are taken into account.

Global Strategic Priorities
Mobilization of support
See p. 9 for GSP result



CHART 5 | CONTRIBUTIONS AND FUNDS AVAILABLE | 2020



GLOBAL REPORT 2020

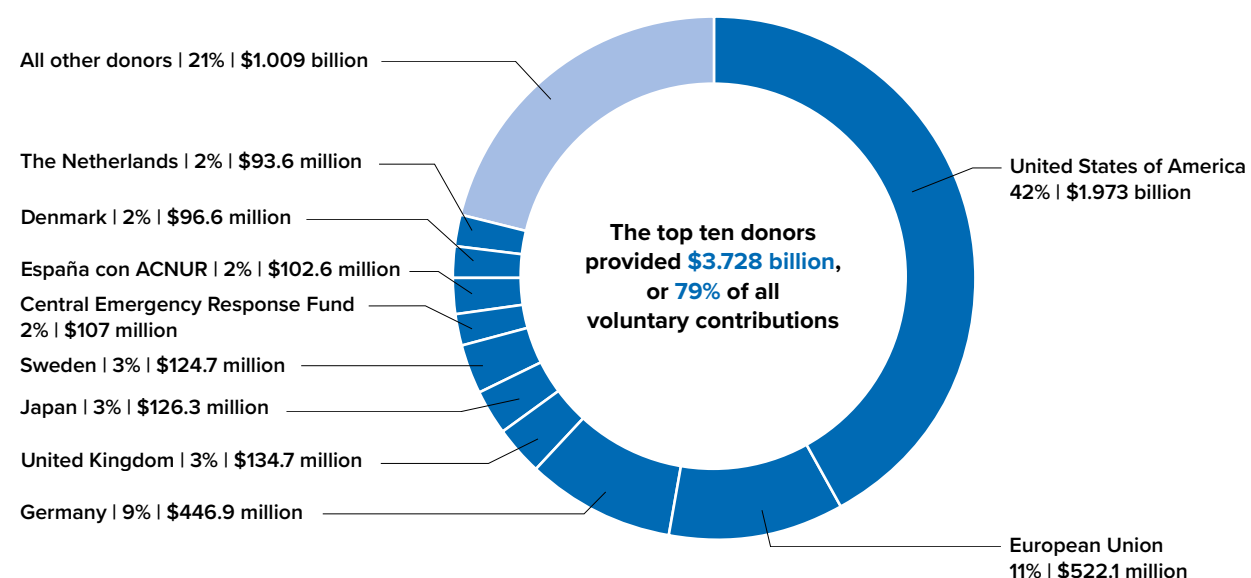
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Income from the top ten donors

Since 2010, the top ten donors have provided annually between 74-79% of UNHCR's voluntary contributions. When compared with their prior five-year

average contributions, UNHCR received increased support in 2020 from several of the top ten donors—notably the United States, the European Union, Germany, and CERF.

CHART 6 | CONTRIBUTIONS FROM THE TOP TEN DONORS | 2020



Overall funding from donors giving over \$20 million—the \$20 Million Club—increased by 5% in 2019 and by 11% in 2020. More than half of the increase was from the United States Government alone (\$266.4 million, a 16% increase). Other notable increases among top donors came from CERF (\$58.2 million, 119%), Germany (\$56.4 million, 14%), and the European Union (\$49.1 million, 14%). Taken together, funding from the EU and its Member States came to \$1.613 billion. Ireland and Spain both increased their level of contributions to surpass the \$20 million level in 2020 (to \$22.3 million and \$21.2 million, respectively), while Austria significantly increased its contribution from \$3.6 million in 2019 to \$10.1 million in 2020.

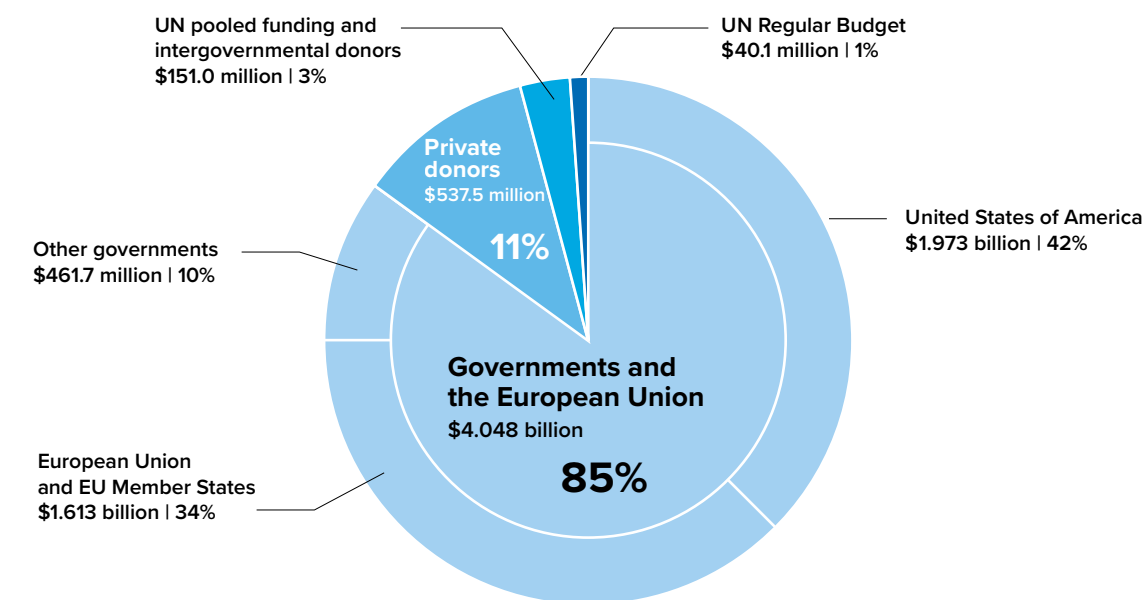
Qatar remained a strong partner, increasing its contributions by 16% to total \$23.8 million in 2020. This is in contrast to an overall decline in contributions from the Gulf region. Kuwait decreased the most, from \$20.1 million in 2019 to \$3.6 million (an 82% decrease), dropping out of the \$20 Million Club. Saudi Arabia declined 16%, from \$37 million to \$31 million in 2020.

Contributions from the CERF increased significantly to \$107 million (a 119% increase) while country-based pooled funds dropped to \$13.9 million (a 14% decline). Contributions from development funding sources decreased \$45.5 million (22%) from \$246.3 million in 2019 to \$200.8 million in 2020.

In-kind contributions such as support for premises, provision of standby partners and other goods and services, came to \$95 million which included \$68.5 million from the private sector. This represented

triple the level of in-kind giving from 2019, attributable in part to significant new clothing donations and large quantities of in-kind hygiene products and medical PPE for the COVID-19 response.

CHART 7 | SOURCES OF INCOME | 2020



Quality of income

Definitions

Unearmarked funding	Softly earmarked funding	Earmarked funding	Tightly earmarked funding	Multi-year funding
Contributed without restrictions on its use. It provides UNHCR with vital flexibility in determining how best to protect and assist people of concern who are in the greatest need or at the greatest risk.	Allows UNHCR to allocate resources across a range of countries and activities in a given region or situation, or a specific Pillar, theme or activity in accordance with identified priorities.	Contributions for a specific country without any further limitations. Also includes contributions for the response to an emergency situation within a specified country.	Contributions that are earmarked for a specific project or sector within a country or division. Also includes in-kind contributions and Junior Professional Officers.	Pledged for 24 months or more. Whilst not all multi-year funding is flexible, the value of this type of contribution is its predictability, allowing UNHCR to apportion resources where they are needed most at the beginning of the year.

Levels of earmarking (see Chart 8) in 2020 remained similar to 2019, in line with an overall trend of increased earmarking in funds provided to UNHCR. At \$1.376 billion, flexible funding—which comprises

unearmarked and softly earmarked funding—represented 29% of voluntary contributions. This was \$120 million more than 2019, when it represented 30% of voluntary contributions.

Full details available at the [flexible funding dashboard](#) on Global Focus.

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CHART 8 | LEVELS OF EARMARKING | 2012-2020

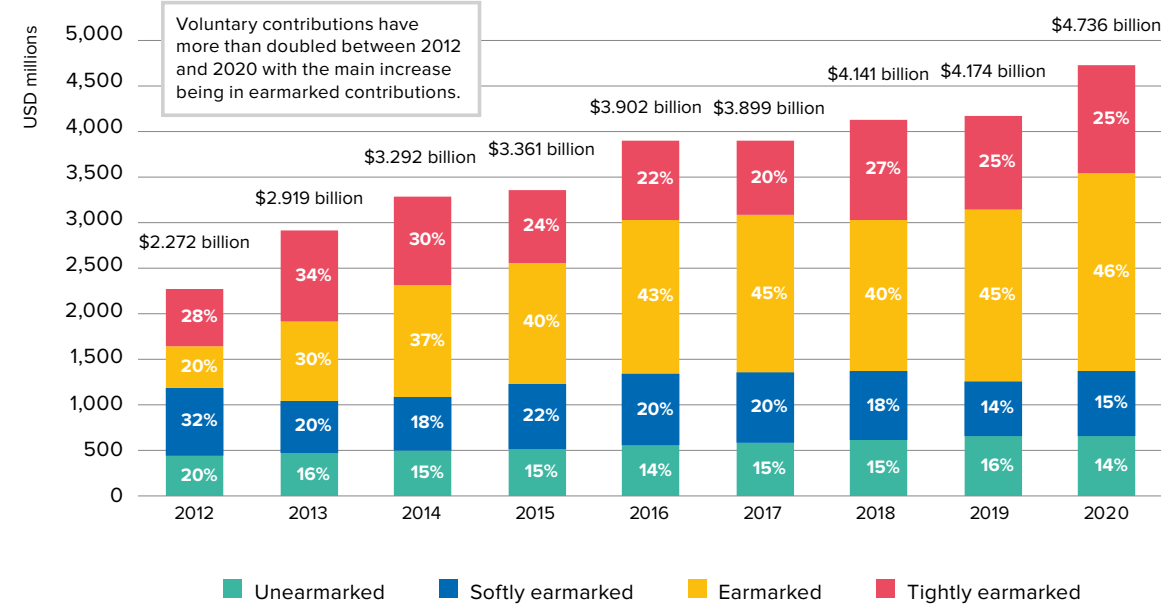
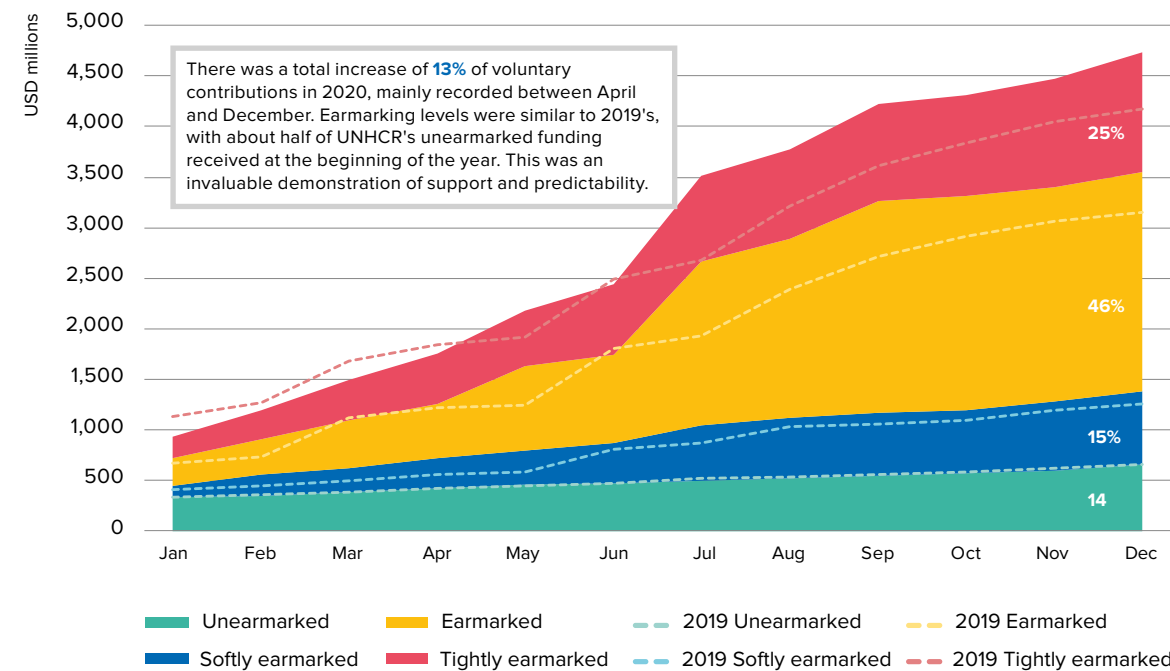


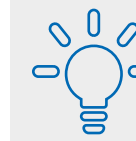
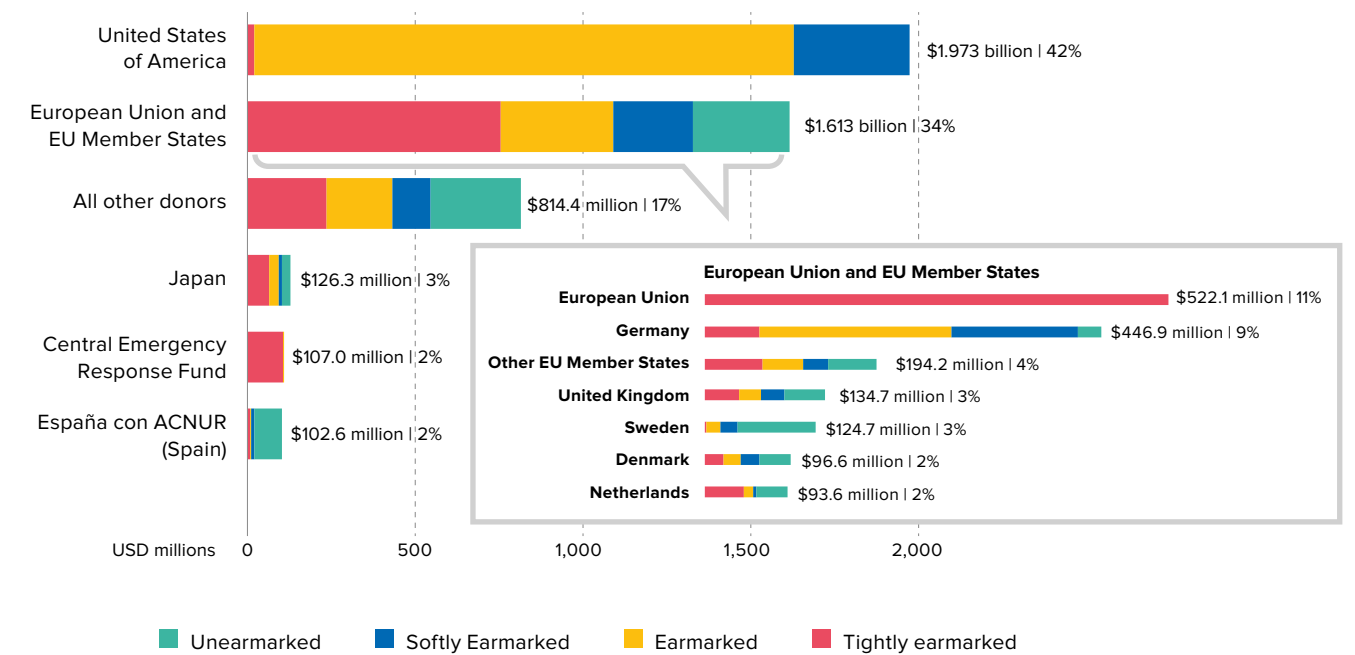
CHART 9 | TIMING OF PLEDGES IN 2020 VERSUS 2019



Unearmarked funding, which is contributed without restrictions on its use, came to \$661.2 million. This was only \$1.7 million more than in 2019 and comprised 14% of all voluntary contributions. Unearmarked funding from the public sector decreased 3% from \$417.2 million in 2019 to \$404.8 million. Sweden continued to be the largest

unearmarked donor (\$88.1 million); notably, these funds are also predictable and multi-year. The private sector provided 37% of UNHCR's unearmarked funding. This was a 6% increase from \$242.3 million in 2019 to \$256.4 million in 2020. España con ACNUR remained the second largest donor to UNHCR of such funds with \$83.4 million.

CHART 10 | QUALITY OF INCOME BY TOP TEN DONORS | IN 2020



SPOTLIGHT: Mr. Per Olsson Fridh, Sweden's Minister for International Development Cooperation, explains the commitment to unearmarked funding.

"Sweden's multi-year, unearmarked contributions to UNHCR are intended to be flexible, predictable and timely, helping UNHCR to be agile in responding to new emergencies, supporting refugees in forgotten and underfunded situations, and fully funding a wide range of programmes across the globe. We have confidence that the flexible funding provided is directed to where the needs are greatest, making our contribution as impactful as possible for the displaced populations and host communities we support through our partnership with UNHCR. As a leader in the provision of unearmarked funding over many years, we encourage UNHCR to continue to expand its base of unearmarked contributors and invite other donors to follow our example."

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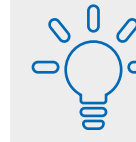
TABLE 4 | FLEXIBLE FUNDING IN 2020 | USD

DONOR	UNEARMARKED	SOFTLY EARMARKED	TOTAL FLEXIBLE
United States of America		346,300,000	346,300,000
Germany	25,852,585	143,388,266	169,240,851
Sweden	88,164,283	18,367,541	106,531,824
España con ACNUR (National Partner in Spain)	83,378,828	9,403,778	92,782,606
United Kingdom of Great Britain and Northern Ireland	49,025,951	30,189,083	79,215,034
Denmark	34,604,624	21,982,569	56,587,193
Norway	41,416,894	5,220,426	46,637,320
Private donors in the Republic of Korea	41,307,544	5,243,523	46,551,067
Japan for UNHCR	40,081,905	4,458,013	44,539,918
Netherlands	36,105,033	2,247,191	38,352,224
Japan	23,825,696	7,806,122	31,631,818
UNO-Flüchtlingshilfe (National Partner in Germany)	587	30,808,597	30,809,184
Canada	9,431,138	13,726,419	23,157,557
Private donors in Italy	20,232,967	2,290,346	22,523,313
Finland	7,700,770	14,205,732	21,906,502
Sweden for UNHCR	18,551,091	1,872,367	20,423,458
France	14,001,759	4,898,363	18,900,122
Switzerland	16,376,663		16,376,663
Australia for UNHCR		15,263,747	15,263,747
USA for UNHCR	10,778,552	4,128,190	14,906,742
All other donors	100,403,351	33,690,901	134,094,252
TOTAL	661,240,221	715,491,174	1,376,731,395

Flexible funding represented 29% of voluntary contributions in 2020.

Softly earmarked funding, which can be used across a range of countries and activities in a given region or situation, came to \$715.5 million (an increase of \$118.3 million from 2019). At 15% of contributions received, this was a 1% increase from 2019. Softly earmarked contributions funded 13% of total field expenditures. At the regional level, the largest expenditure funded by softly earmarked contributions were in the East and Horn of Africa and the Great Lakes (\$139 million or 16%), followed by West and Central Africa (\$106 million or 24%) and

Middle East and North Africa (\$99 million or 7%) and Southern Africa (\$56 million or 28%). Softly earmarked funding is used especially in countries affected by emergency situations. In 2020, over \$10 million in softly earmarked funding was used in Bangladesh, Burundi, Cameroon, the Central African Republic, Chad, the Democratic Republic of the Congo, Ethiopia, Iraq, Jordan, Kenya, Niger, Nigeria, Pakistan, South Sudan, Sudan, the Syrian Arab Republic, the United Republic of Tanzania, Uganda and Yemen.



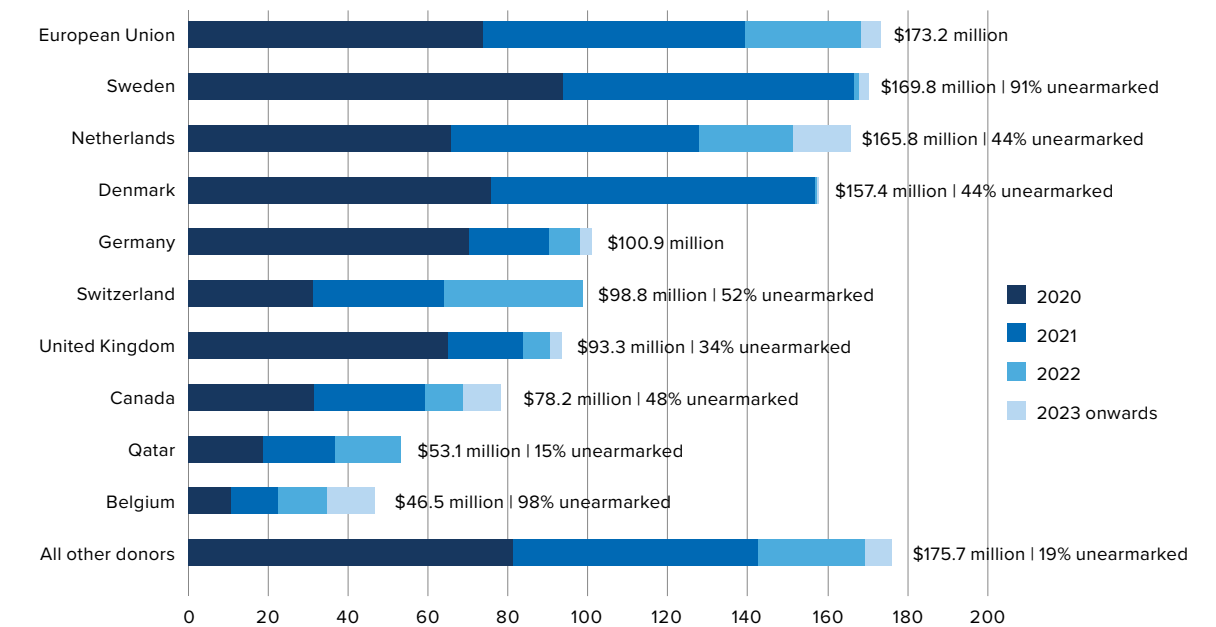
SPOTLIGHT: The United States—collaboration in the face of emergencies

The United States continued its strong support to UNHCR's operational reserve by providing a record \$94 million towards its Reserve Pledge for Emergencies. This flexible funding allowed UNHCR to respond swiftly to a rising series of emergencies, particularly during the last quarter of 2020, while also meeting the needs of the COVID-19 pandemic. In particular, support from the United States allowed UNHCR to immediately respond to the outflow of tens of thousands of people into Sudan from Tigray. The operation in Sudan was thus able to deploy critical resources along the border with Ethiopia to meet the dire humanitarian needs by ramping up infrastructure such as reception, registration, and transportation, providing urgent assistance such as shelter and healthcare, and life-saving protection such as family reunification and support for victims of gender-based violence.

Multi-year funding is another measure of flexibility and predictability for UNHCR operations (see Chart 11). 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 on close to \$618 million in multi-year funding in 2020. Of particular note are the multi-year contributions from Belgium and Sweden, respectively 98% and 91% unearmarked.

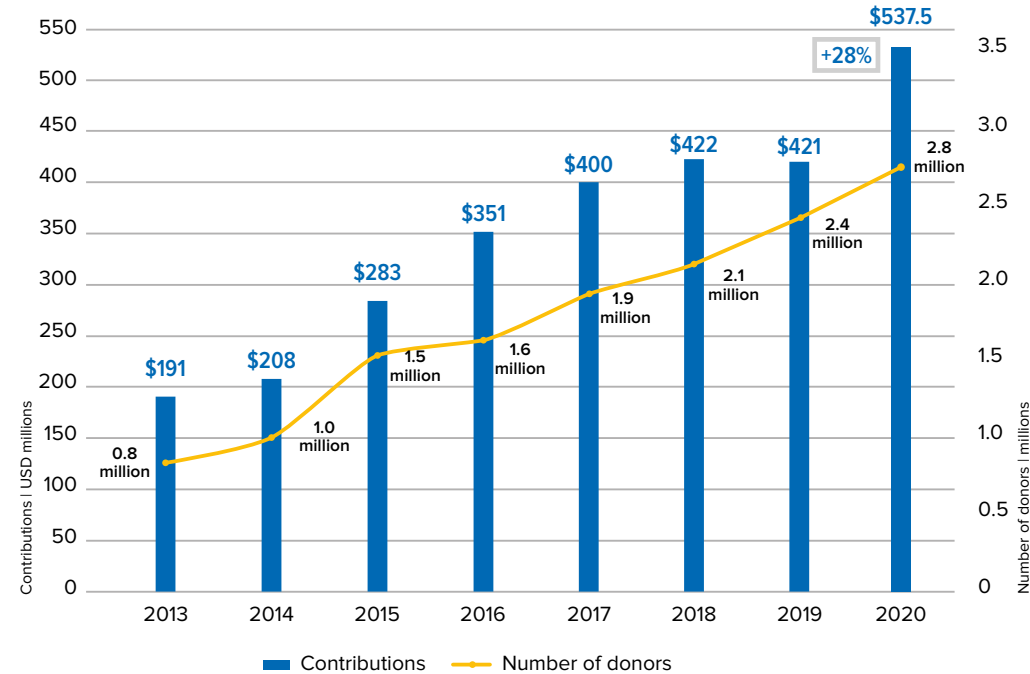
CHART 11 | TOP TEN DONORS OF MULTI-YEAR CONTRIBUTIONS | USD millions



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CHART 12 | PRIVATE SECTOR CONTRIBUTIONS AND DONOR NUMBERS | 2013-2020



Raising funds from the private sector

Global Strategic Priorities
Mobilization of support
See p. 9 for GSP result



2020 was a record-breaking year for UNHCR's private sector fundraising. Together with its National Partners, UNHCR raised an unprecedented \$537.5 million, including over \$256.4 million in unearmarked funding. This was an overall 28% growth in income compared to 2019, exceeding 2020's ambitious fundraising target of \$500 million.

After a period of rapid growth in private donor income for UNHCR and peer organizations in 2015-2017, there was stabilization in 2018 and a challenging year in 2019. Although a downturn was expected in 2020 due to COVID-19, private sector fundraising picked up and

all regions and all income streams performed above plan and above 2019 results. Despite the evident difficulties in 2020 with face-to-face fundraising, the number of UNHCR's individual donors increased from 2.4 million to 2.8 million and the final total income from individuals reached \$340 million. Income from corporations, foundations and private philanthropists came to \$198 million, an unprecedented 37% of the total private sector income and a 69% increase over 2019 income from the same donor segment.

Growth in 2020 was driven largely by a swift response to emergencies such as to COVID-19, the crisis in Idlib, the explosion

in Beirut, the Moria fire in Greece, and Tigray. In total, support to new or ongoing and deteriorating emergencies brought in more than \$197 million in 2020 of which 34% came from individuals and 66% from private sector partners. This was the highest emergency-related income ever raised from private donors representing over 36% of UNHCR's total private income in 2020.

While COVID-19 shifted fundraising priorities, it also provided new angles of approach to donors, and the pandemic ultimately led to increased solidarity and an interest in exploring new ways of partnering with UNHCR, with \$52 million raised for the pandemic response. Performance in channels such as direct response television (DRTV), direct mail and digital marketing increased, and digital income reached \$90 million, 30% growth compared to 2019. Corporates, foundations and private philanthropists also stepped up in larger numbers and contributed 69% more than in 2019. UNHCR received the largest in-kind donations to-date from GAP Inc. (\$22.7 million), Unilever (\$19.6 million) and Inditex (\$7.6 million), with the single largest individual donor for the second year in a row being H.E. Sheikh Thani Bin Abdullah Bin Thani Al-Thani.

Global campaigns raised over \$15 million. UNHCR successfully piloted Connecting Worlds, a mobile application and ecosystem to raise funds for cash assistance. Developed based on insights from refugees and donors, the app was tested in four countries, where it proved a successful engagement and fundraising product. [Step with Refugees](#), a new iteration of "2 Billion Kilometres to Safety", launched as a virtual month-long peer-to-peer challenge asking participants to seek sponsorship to complete a refugee's journey distance. The campaign will help establish community fundraising for

UNHCR. The [Ramadan campaign](#) raised \$8 million globally. [Aiming Higher](#) launched in December 2020, raising over \$1 million in its first week to fund refugee scholarships. CTP, a leading industrial European property developer, was the first large contributor to the campaign and generously funded 70 scholarships for four years. The [winterization campaign](#) brought in \$5.34 million in digital revenue, exceeding its target of \$5.1 million with three months left of the campaign.

UNHCR's National Partners

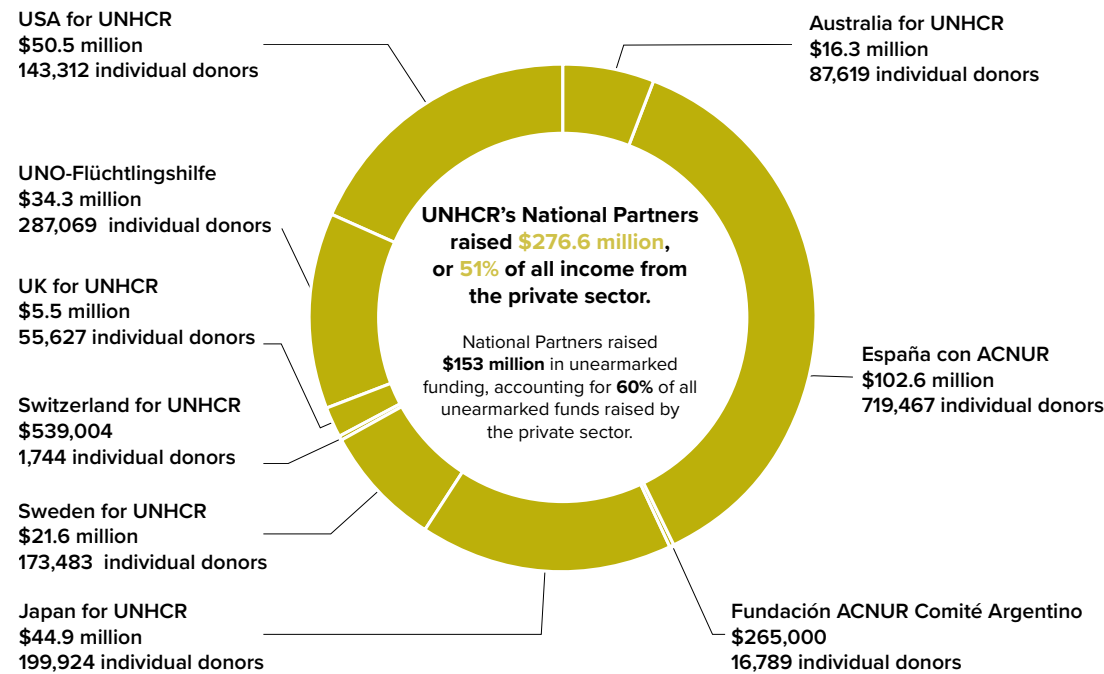
UNHCR continues to maintain positive, strategic relations with its nine National Partners. In 2020, a new National Partner was established in Switzerland, whereas UNO-Flüchtlingshilfe marked its 40th anniversary and achieved the best result so far in its history. España con ACNUR remained the largest contributor with a record \$103 million transferred to UNHCR.

Australia for UNHCR | Despite the impact of the bushfires, Australia for UNHCR recorded significant increases of income across individuals and middle-and high-net worth donors. Emergency appeals were launched for COVID-19, Ethiopia, Lebanon and the Syria crisis. The annual World Refugee Day breakfast featuring UNHCR Goodwill Ambassador Cate Blanchett was a virtual event and attracted a record attendance of 750 people. In its 20th anniversary year, Australia for UNHCR launched the Leading Women's Fund, a unique community of dynamic and passionate women committed to supporting refugee women and girls through donations and the Connecting World app. In October 2020, the cause-related marketing campaign [Design for a Cause](#) was launched with Australian online graphic design platform Canva, to support refugee education.

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CHART 13 | INCOME FROM NATIONAL PARTNERS | 2020



España con ACNUR (Spain) | España con ACNUR continued to grow due to the effective diversification of its fundraising channel mix. While the private philanthropy unit closed one of the most profitable agreements in the history of this National Partner with Inditex, the individual giving team faced COVID-19 head on, managing the negative impact on the performance of the regular donor database. These joint efforts, combined with creative strategies related to fundraising communications, public engagement, global citizenship education and social mobilization, kept on delivering and offer promise for the future.

Fundación ACNUR Comité Argentino (Argentina) | A totally new team manoeuvred through the pandemic and its impacts on the economy and the national health system. The team's engagement-first, data-driven, multi-audience, multichannel, multi-stakeholder and diverse content propositions all

combined showed promise. Key initiatives included Ponchos Azules for World Refugee Day, and the Concert with Refugees on World Music Day which reached over 30 million people with 25 celebrities supporting the campaigns and more than 200 positive impacts in the media.

Japan for UNHCR | Despite COVID-19, donations from individuals and private sector donors increased significantly. One-off donations increased by more than 50% compared to 2019, and regular giving from new and existing individual donors by 36% and 27% respectively. Donations from companies, organizations and high-value individuals also increased 91% year-on-year, including a gift for the COVID-19 response from Sony Corporation. Communication activities including the invitation of a refugee athlete to Japan, and the online music and cinema event UNHCR WILL2LIVE, attracted new audiences.

Sweden for UNHCR | There was a very positive outcome in 2020, mainly in response to emergency appeals for the Moria fire, the Sahel, Idlib, COVID-19 and Ethiopia. The Moria fire in particular saw the Swedish public respond generously and quickly, resulting in the highest private fundraising in Europe with over \$500,000 raised in a few weeks.

Switzerland for UNHCR (CH4U) | This new partner was established in March 2020. Several new strategic partnerships were developed with philanthropists and foundations while the first individual campaign was launched in December 2020, reaching 100,000 households with encouraging results.

UK for UNHCR | Another recently -established National Partner created in mid-2019 that become fully operational in 2020, it contributed \$5.5 million in 2020, mostly from key partnerships, including a \$3.9 million contribution from a joint Unilever-UK Government fund for COVID-19 response.

The charity also raised some \$100,000 from individual giving donors. This was in addition to nearly \$10 million that individuals in the UK donated to UNHCR in 2020 before the charity was fully operational, particularly for COVID-19, Yemen, winterization, the Beirut explosion, the Moria fire, the Democratic Republic of the Congo, and other emergencies.

UNO-Flüchtlingshilfe (Germany) | Celebrated its 40th anniversary by raising 24% more than in 2019. COVID-19 forced the rescheduling of several fundraising activities and a new focus on successful mailing, telemarketing and digital channels. Existing donors remained loyal, and emergency communication exceeded all expectations. In honour of the [anniversary](#), partnerships were initiated with prominent figures in arts and culture such as the pianist and conductor Daniel Barenboim and the theatre director Johan Simons. An innovative nationwide art lottery, [HEART](#), was organized and raised 1 million euros for UNHCR, thanks to the participation of over 100 artists committed to raise awareness for refugees and connect with new and existing donors.

USA for UNHCR | Despite the challenges of 2020, USA for UNHCR closed the year with its highest revenue to date thanks to its strong foundations and relationships. A partnership with Gap Inc., with an additional donation from Citizens of Humanity, launched a transformational gift-in-kind programme that provided more than 6 million pieces of clothing. Throughout the year, the voices of refugees in the United States were lifted up, bringing Americans together to advocate for and support refugees. In the face of so many unique workplace challenges created by the pandemic, culture and connection were prioritized, and USA for UNHCR was named a [Great Place to Work](#).

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This table shows all contributions coming from all sources, including from governments and the private sector in countries supporting UNHCR's work, and from intergovernmental 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](#).

TABLE 5 | TOTAL CONTRIBUTIONS | 2020

DONOR	GOVERNMENT	PRIVATE DONORS	INTERGOVERNMENTAL BODIES	UN FUNDS	TOTAL
United States of America	1,973,251,228	62,828,572			2,036,079,800
European Union			522,113,339		522,113,339
Germany	446,900,261	34,330,337			481,230,598
Japan	126,332,049	52,310,778			178,642,826
United Kingdom of Great Britain and Northern Ireland	134,725,928	35,230,696			169,956,623
Sweden	124,742,413	21,413,554			146,155,967
Spain ¹	21,167,370	102,553,172			123,720,542
Central Emergency Response Fund ²				106,988,819	106,988,819
Netherlands	93,576,166	10,195,205			103,771,371
Denmark	96,555,108	1,110,030			97,665,138
Norway	79,200,679	3,198,521			82,399,200
Canada	69,517,601	11,198,838			80,716,439
Republic of Korea	28,507,097	46,998,798			75,505,895
Qatar	23,868,460	49,620,984			73,489,444
Italy	37,492,322	23,629,047			61,121,369
France	44,241,599	3,917,080			48,158,678
Switzerland	41,922,836	3,499,762			45,422,597
Australia	28,741,727	16,337,030			45,078,757
United Nations Regular Budget				40,114,900	40,114,900
Saudi Arabia	31,000,000	2,412,045			33,412,045
Finland	27,351,370				27,351,370
Ireland	22,260,205	203			22,260,407
Belgium	21,726,476	515,139			22,241,615
China	1,765,630	12,606,346			14,371,976
Country-based pooled funds ³				13,933,341	13,933,341
United Arab Emirates	3,663,083	8,226,597			11,889,680
Austria	10,058,995	58,168			10,117,164
Luxembourg	8,667,211				8,667,211
African Development Bank Group			8,536,234		8,536,234
Education Cannot Wait ⁴				7,943,973	7,943,973
Kuwait	3,639,490	3,613,328			7,252,818
Thailand	20,000	6,878,206			6,898,206
New Zealand	5,923,175				5,923,175
Brazil	266,115	5,286,654			5,552,769
Lebanon		5,425,566			5,425,566
Czechia	3,420,954	910,973			4,331,926
Hungary	3,324,182				3,324,182
Malaysia		3,041,449			3,041,449
Singapore	60,000	2,307,675			2,367,675
Philippines	200,000	2,072,830			2,272,830
UNAIDS				2,189,222	2,189,222
United Nations Peacebuilding Fund ⁵				2,002,314	2,002,314
Russian Federation	2,000,000				2,000,000
United Nations-African Union Hybrid Operation in Darfur				1,674,611	1,674,611
Egypt		1,636,010			1,636,010
WFP				1,348,450	1,348,450
Greece	35,545	1,303,547			1,339,092
Iceland	1,327,613				1,327,613
Poland	1,326,371				1,326,371
Mexico	58,272	1,198,056			1,256,327
Monaco	1,120,114	33,482			1,153,596
IOM				1,151,585	1,151,585
Afghanistan	704,225				704,225
UNICEF				687,672	687,672
Spotlight Initiative to eliminate violence against women and girls ⁶				674,113	674,113
Liechtenstein	524,026	134,656			658,682



Intergovernmental Authority on Development			644,745		644,745
Morocco	624,995	953			625,948
European Economic Area			608,767		608,767
Estonia	549,201				549,201
United Nations Trust Fund for Human Security ⁷				519,302	519,302
Bailiwick of Jersey	444,146				444,146
United Nations Population Fund				429,995	429,995
UNDP				402,928	402,928
UN-Habitat				397,405	397,405
South Africa	140,479	242,014			382,493
Argentina	107,100	266,155			373,255
UN COVID-19 Response and Recovery Fund ⁸				369,217	369,217
Turkey	340,525				340,525
Oman		304,532			304,532
Kenya		265,973			265,973
Croatia	233,918				233,918
Bahamas (the)		216,170			216,170
Portugal	188,907				188,907
Slovakia	175,325				175,325
Malta	172,850				172,850
Kazakhstan	148,936				148,936
Serbia	99,202	45,029			144,231
Angola	120,000				120,000
Montenegro	113,059				113,059
Cyprus	110,833				110,833
Romania	106,794				106,794
Indonesia	60,000	44,978			104,978
World Bank			98,210		98,210
Armenia	98,000				98,000
United Nations Malawi SDG Acceleration Fund ⁹				90,000	90,000
Slovenia	88,916				88,916
Nigeria	63,735	19,962			83,697
UN Women				82,781	82,781
WHO				81,587	81,587
United Nations Joint SDG Fund ¹⁰				81,067	81,067
India		74,360			74,360
Bulgaria	70,991				70,991
Guyana	63,531				63,531
Lithuania	55,006				55,006
Colombia	35,000	15,000			50,000
Holy See	40,000				40,000
Start-up Fund for Safe, Orderly and Regular Migration ¹¹				37,500	37,500
Azerbaijan	37,208				37,208
Kyrgyzstan	34,784				34,784
Botswana	30,472				30,472
Uruguay	30,000				30,000
Peru	29,357				29,357
Andorra	23,895				23,895
United Nations Albania SDG Acceleration Fund ¹²				23,399	23,399
UNEP				20,000	20,000
Latvia	17,921				17,921
Costa Rica	16,282				16,282
Sri Lanka	15,000				15,000
Ghana		3,647			3,647
TOTAL *	3,525,672,264	537,532,106	532,001,294	181,244,181	4,776,449,845

¹ The total for the Government of Spain includes a total of \$5,390,621 in contributions from other public sources channelled through España con ACNUR.

² The Central Emergency Response Fund is a multi-donor funding mechanism. For details, see <https://cerf.un.org>.

³ Country-based pooled funds are multi-donor funding mechanisms. For details, see <https://www.unocha.org/our-work/humanitarian-financing/country-based-pooled-funds-cbpf>.

⁴ Education Cannot Wait is a multi-donor funding mechanism. For details see, <https://www.educationcannotwait.org>.

⁵ The United Nations Peacebuilding Fund is a multi-donor funding mechanism. For details, see <http://www.unpbf.org>.

⁶ The Spotlight Initiative to eliminate violence against women and girls is a multi-donor funding mechanism. For details, see <https://www.un.org/en/spotlight-initiative>.

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

⁸ The UN COVID-19 Response and Recovery Fund is a multi-donor funding mechanism. For details, see <http://mpf.undp.org/factsheet/fund/COVID>.

⁹ The United Nations Malawi SDG Acceleration Fund is a multi-donor funding mechanism. For details, see <http://mpf.undp.org/factsheet/fund/MW200>.

¹⁰ The United Nations Joint SDG Fund is a multi-donor funding mechanism. For details, see <https://www.jointsdgfund.org/>.

¹¹ The Start-up Fund for Safe, Orderly and Regular Migration is a multi-donor funding mechanism. For details, see <http://mpf.undp.org/factsheet/fund/MIG00>.

¹² The United Nations Albania SDG Acceleration Fund is a multi-donor funding mechanism. For details, see <http://mpf.undp.org/factsheet/fund/AL100>.

* Excludes a total of \$92,467,859 acknowledged in prior years for activities implemented in 2020 and includes \$106,084,892 acknowledged in 2020 for activities with implementation in 2021 and beyond.



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TABLE 6 | IN-KIND CONTRIBUTIONS | 2020

DONOR	DESCRIPTION	AMOUNT
GOVERNMENT, INTERGOVERNMENTAL AND UN FUNDS		
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	60,000
Azerbaijan	Premises for the UNHCR warehouse in Baku	7,208
Botswana	Premises for the UNHCR office in Gaborone	30,472
Brazil	Premises for the UNHCR office in Brasilia	191,115
Canada	Deployment of standby experts for UNHCR Global Programmes	333,488
China	Premises for the UNHCR office in Hong Kong SAR (China)	41,520
Czechia	Premises for the UNHCR office in Prague	38,100
Denmark	Premises for the UNHCR office in Copenhagen	2,567,536
European Union	Transportation services for the UNHCR operation in the Islamic Republic of Iran	390,000
Germany	Premises for the UNHCR office in Nuremberg	15,616
Guyana	Premises for the UNHCR office in Georgetown	63,531
Hungary	Premises for the UNHCR office in Budapest: Global Service Centre and Regional Representation for Central Europe	3,324,182
IOM	Plastic tarpaulins for the UNHCR operation in Turkey	224,000
Ireland	Deployment of standby experts through Irish Aid	436,500
Kazakhstan	Premises for the UNHCR office in Almaty	48,936
Kuwait	Premises for the UNHCR office in Kuwait City	39,490
Kyrgyzstan	Premises for the UNHCR office in Bishkek	34,784
Luxembourg	Premises for the UNHCR office at the University of Luxembourg	10,044
Mexico	Premises for the UNHCR office in Mexico City	8,272
Monaco	Deployment of personnel through the Volontariat International de Monaco programme	134,199
Montenegro	Premises for the UNHCR office in Podgorica	102,058
Morocco	Premises for the UNHCR office in Laayoune, Western Sahara	24,995
Nigeria	Premises for the UNHCR office in Lagos	63,735
Poland	Premises for the UNHCR office in Warsaw	826,863
Qatar	Tablet computers from the Government of Qatar via Qatar Charity for the UNHCR operation in Malaysia	261,600
Republic of Korea	Face masks for the COVID-19 response	3,915,000
Romania	Premises for the UNHCR office in Bucharest	106,794
Serbia	Premises for the UNHCR office in Belgrade	94,202
South Africa	Premises for the UNHCR office in Pretoria	19,481
Spain	Premises for the UNHCR office in Madrid	356,751
Sweden	Deployment of standby experts by Swedish Rescue Services (MSB) to various UNHCR operations	1,428,500
Switzerland	Face masks for the COVID-19 response, deployment of standby experts to various UNHCR operations and premises for the UNHCR HQ in Geneva due to Switzerland's host-state policy that provides excellent conditions for international organizations to work effectively	7,065,682
Turkey	Blankets for the UNHCR operation in Bangladesh	40,525
United Arab Emirates	Premises for the UNHCR warehouse in Dubai provided through the International Humanitarian City and transportation services to the UNHCR operations in Bangladesh, Burkina Faso, Somalia and Sudan	3,463,083
United Kingdom of Great Britain and Northern Ireland	Deployment of standby experts to various UNHCR operations	105,500
UNDP	Mosquito nets for the UNHCR operation in Chad	281,110
SUBTOTAL		26,479,974



TABLE 6 | IN-KIND CONTRIBUTIONS | 2020

DONOR	DESCRIPTION	AMOUNT
PRIVATE DONORS		
BabyBjorn	Baby products for the UNHCR operation in Colombia	287,500
BASF SE	Hand sanitizer for the UNHCR operation in the Republic of the Congo	227,365
Danish Refugee Council	Deployment of standby experts to various UNHCR operations	678,000
Fast Retailing (UNIQLO)	Clothing for the UNHCR operations in Angola, Belarus, Central African Republic, Chad, Ethiopia, India, Syrian Arab Republic, Tunisia and Uganda,	6,062,279
Flowcup	Hygiene items for the UNHCR operation in Colombia	12,500
Fuji Optical Co Limited	Optical equipment for the UNHCR operation in Azerbaijan	55,825
Fundação Itaú para Educação e Cultura	Medicines and medical equipment for the UNHCR operation in Brazil	2,333,567
GAP	Clothing for the UNHCR operations in Burkina Faso and Lebanon	22,680,054
GM Holdings	Hand sanitizer for the UNHCR operation in Bangladesh	15,038
IKEA Foundation	Mixed house goods for the UNHCR operations in Croatia and Serbia	83,750
Inditex	Clothing for the UNHCR operations in Ethiopia and Rwanda	7,552,779
International Orthodox Christian Charities	School supplies for the UNHCR operation in Greece	15,000
LTA Research and Exploration	Face shields for the UNHCR operations in Burundi, Djibouti, Kenya, Rwanda, Somalia, Sudan and Uganda	1,535,250
Maggie Program NPO	Prefabricated school buildings for the UNHCR operation in Kenya	120,347
Moncler	Clothing for the UNHCR operations in Lebanon and Niger	91,104
Moran (E.A.) Publishers	School books for the UNHCR operation in Kenya	79,543
Nike	Sports clothing and equipment for the UNHCR operation in Kenya	264,529
Norwegian Refugee Council	Deployment of standby experts to various UNHCR operations	3,198,521
O Boticário	Hygiene items for the UNHCR operation in Brazil	28,076
Qatar Airways	Transportation services to the UNHCR operation in the Islamic Republic of Iran	520,594
Reckitt Benckiser	Soap and liquid disinfectant for the UNHCR operation in Egypt	13,620
Relief Singapore	Face masks for the UNHCR operation in Bangladesh	1,014,000
Solvatten	Water treatment kits for the UNHCR operation in Uganda	527,378
Tencent Charity Foundation	Infrared thermometers for the UNHCR operation in Senegal	166,500
Transsion Holdings	Surgical masks and computer tablets for the UNHCR operation in Kenya	35,900
UK for UNHCR	Made51 collection for the UNHCR operation in the United Kingdom and new clothing for the UNHCR operation in Rwanda	214,279
Unilever (UK)	Soap for 57 UNHCR operations across the world	19,634,147
UPS Corporate	Transportation services to the UNHCR operations in Chad, India and Bangladesh	949,460
Vodafone Foundation	Computer equipment for the UNHCR operations in Mozambique and Tanzania	68,669
Zivon Cosmetic	Hand sanitizer for the UNHCR operation in Pakistan	11,587
ZOA Refugee Care	Soap for the UNHCR operation in Liberia	27,940
SUBTOTAL		68,505,101
TOTAL		94,985,075



Gap Inc. and Inditex make a landmark donation in 2020 of \$30.2 million worth of new clothing to UNHCR operations

Thanks to generous contributions from Gap Inc. and Inditex, two of the world's largest fashion retailers, nearly 7 million units of clothing were donated to refugees in Armenia, Burkina Faso, Lebanon and Rwanda. Brokered by UNHCR's National Partners [USA for UNHCR](#) and [España con ACNUR](#), the in-kind gifts represent more than one third of the annual global demand for clothing and are two of the single biggest new clothing donations to date for UNHCR. Valued together at nearly \$60 million over two years, these partnerships also created a more sustainable model to support the achievement of SDG12 on responsible consumption and production.

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TABLE 7 | TRANSFERS FROM THE OPERATIONAL RESERVE | 2020

1. OPERATIONAL RESERVE APPROVED BY THE EXECUTIVE COMMITTEE IN OCTOBER 2019		624,025,861			
2. TRANSFERS FROM THE OPERATIONAL RESERVE					
		Pillar 1	Pillar 3	Pillar 4	Total
AFRICA					
Regional Bureau East and Horn & Great Lakes	Extension of the Special Envoy for the Horn of Africa and Somalia Situation	330,840	-	-	330,840
Angola	Strengthening UNHCR's emergency preparedness and response for COVID-19:	582,336	-	-	582,336
Burkina Faso	1. Supporting health and water, sanitation and hygiene (WASH) prevention and service interventions, including national service providers	110,000	-	-	110,000
Burundi	2. Ramping up cash assistance and economic stimulus for those most affected	4,354,845	-	-	4,354,845
Cameroon Multi-Country Office	3. Reinforcing shelters and providing core relief items in congested urban and camp settings	190,000	-	-	190,000
Central African Republic	4. Strengthening protection monitoring, critical case management including provision of psychosocial support and/or legal advice for the survivors of sexual and gender-based violence, unaccompanied minors and other emergency protection cases	1,870,000	1,597,515	1,886,188	5,353,703
Chad	5. Communication with communities on COVID-19 issues, while ensuring that the UNHCR response is informed by community feedback	7,614,546	-	-	7,614,546
Congo, Republic of the	6. Reinforcing education systems by upgrading school sanitation facilities and expanding investments in connected education	1,306,080	-	-	1,306,080
Democratic Rep. of the Congo	7. Maintaining critical refugee registration activities	150,000	-	-	150,000
Djibouti	8. Ensuring business continuity by delivering protection and assistance to all persons of concern in the pandemic context	100,000	-	-	100,000
Ethiopia		348,000	-	-	348,000
Ghana		210,000	-	-	210,000
Kenya		8,282,693	-	-	8,282,693
Malawi		446,968	-	-	446,968
Mali		3,648,028	-	3,229,972	6,878,000
Mozambique	Emergency response to the needs of IDPs and communities in Cabo Delgado	-	-	2,265,098	2,265,098
Mozambique	Strengthening UNHCR's emergency preparedness and response for COVID-19:	339,180	-	-	339,180
Niger	1. Supporting health and water, sanitation and hygiene (WASH) prevention and service interventions, including national service providers	6,475,213	-	-	6,475,213
Nigeria	2. Ramping up cash assistance and economic stimulus for those most affected	1,168,928	-	500,000	1,668,928
Rwanda	3. Reinforcing shelters and providing core relief items in congested urban and camp settings	2,039,755	-	-	2,039,755
Somalia	4. Strengthening protection monitoring, critical case management including provision of psychosocial support and/or legal advice for the survivors of sexual and gender-based violence, unaccompanied minors and other emergency protection cases	6,104,084	-	-	6,104,084
South Sudan		175,000	-	-	175,000
Sudan		9,990,236	-	-	9,990,236
Uganda	5. Communication with communities on COVID-19 issues, while ensuring that the UNHCR response is informed by community feedback	575,000	-	-	575,000
United Republic of Tanzania	6. Reinforcing education systems by upgrading school sanitation facilities and expanding investments in connected education	2,005,229	-	-	2,005,229
Zambia	7. Maintaining critical refugee registration activities	3,940,981	-	-	3,940,981
Zimbabwe	8. Ensuring business continuity by delivering protection and assistance to all persons of concern in the pandemic context*	150,000	-	-	150,000
SUBTOTAL		62,507,942	1,597,515	7,881,258	71,986,715
MIDDLE EAST AND NORTH AFRICA					
Egypt	Strengthening UNHCR's emergency preparedness and response for COVID-19:	9,498,000	-	-	9,498,000
Syrian Arab Republic	1. Supporting health and water, sanitation and hygiene (WASH) prevention and service interventions, including national service providers	945,886	-	610,686	1,556,572
	2. Ramping up cash assistance and economic stimulus for those most affected				
	3. Strengthening protection monitoring and critical case management including provision of psychosocial support and/or legal advice for the survivors of sexual and gender-based violence, unaccompanied minors and other emergency protection cases	1,746,000	-	-	1,746,000
	4. Communication with communities on COVID-19 issues, while ensuring that the UNHCR response is informed by community feedback				
SUBTOTAL		12,189,886	-	610,686	12,800,572



TABLE 7 | TRANSFERS FROM THE OPERATIONAL RESERVE | 2020

		Pillar 1	Pillar 3	Pillar 4	Total
ASIA AND THE PACIFIC					
Afghanistan	Strengthening UNHCR's emergency preparedness and response for COVID-19:	-	6,085,150	-	6,085,150
Indonesia	1. Supporting health and water, sanitation and hygiene (WASH) prevention and service interventions, including national service providers	2,320,120	-	-	2,320,120
	2. Ramping up cash assistance and economic stimulus for those most affected				
	3. Strengthening protection monitoring and critical case management including provision of psychosocial support and/or legal advice for the survivors of sexual and gender-based violence, unaccompanied minors and other emergency protection cases	1,199,400	-	-	1,199,400
	4. Communication with communities on COVID-19 issues, while ensuring that the UNHCR response is informed by community feedback				
Japan	Support of UNHCR activities related to the Refugee Olympic Team	124,858	-	-	124,858
Kyrgyzstan	Strengthening UNHCR's emergency preparedness and response for COVID-19:	370,000	-	-	370,000
Myanmar	1. Supporting health and water, sanitation and hygiene (WASH) prevention and service interventions, including national service providers	-	-	7,300,000	7,300,000
Nepal	2. Ramping up cash assistance and economic stimulus for those most affected	1,261,200	-	-	1,261,200
	3. Strengthening protection monitoring and critical case management including provision of psychosocial support and/or legal advice for the survivors of sexual and gender-based violence, unaccompanied minors and other emergency protection cases				
	4. Communication with communities on COVID-19 issues, while ensuring that the UNHCR response is informed by community feedback	350,000	-	-	350,000
Tajikistan					
SUBTOTAL		5,625,578	6,085,150	7,300,000	19,010,728
EUROPE					
Regional Activities in Europe	Strengthening UNHCR's emergency preparedness and response for COVID-19:	300,000	-	-	300,000
Cyprus	1. Supporting health and water, sanitation and hygiene (WASH) prevention and service interventions, including national service providers	45,000	-	-	45,000
Greece	2. Strengthening protection monitoring	195,000	-	-	195,000
	3. Ramping up cash assistance				
	4. Communication with communities on COVID-19 issues, while ensuring that the UNHCR response is informed by community feedback	247,500	-	1,300,000	1,547,500
Ukraine					
SUBTOTAL		787,500	-	1,300,000	2,087,500
THE AMERICAS					
Regional Bureau in the Americas	Strengthening UNHCR's emergency preparedness for COVID-19	235,000	-	-	235,000
Regional Activities in the Americas		72,714	-	-	72,714
Argentina Multi-Country Office	Venezuela situation additional requirements	3,999,092	-	-	3,999,092
Brazil		2,372	-	-	2,372
Colombia		7,982,426	-	-	7,982,426
Argentina Multi-Country Office	Strengthening UNHCR's emergency preparedness and response for COVID-19:	220,079	-	-	220,079
Costa Rica	1. Supporting health and water, sanitation and hygiene (WASH) prevention and service interventions, including national service providers	3,300,000	-	-	3,300,000
Guatemala		902,800	-	-	902,800
Honduras	2. Strengthening protection monitoring	-	-	2,700,000	2,700,000
Mexico	3. Ramping up cash assistance	3,730,535	-	-	3,730,535
Panama Multi-Country Office	4. Communication with communities on COVID-19 issues, while ensuring that the UNHCR response is informed by community feedback	1,925,000	-	1,700,000	3,625,000
United States Multi-Country Office		5,976,785	-	-	5,976,785
United States Multi-Country Office		513,326	-	-	513,326
Venezuela (Bolivarian Republic of)	Venezuela situation additional requirements	5,182,250	-	-	5,182,250
SUBTOTAL		34,042,379	-	4,400,000	38,442,379





TABLE 7 | TRANSFERS FROM THE OPERATIONAL RESERVE | 2020

		Pillar 1	Pillar 3	Pillar 4	Total
GLOBAL PROGRAMMES					
Division of External Relations	1. Private Sector partnerships investment for fundraising	173,940	-	-	173,940
	2. State of the World's Forcibly Displaced	870,000	-	-	870,000
	3. Support of UNHCR activities related to the Refugee Olympic Team	735,772	-	-	735,772
	4. Business Transformation Programme (BTP) for the renewal of the Organization's administrative ERP system	21,317	-	-	21,317
Division of International Protection	1. Resettlement and complementary pathways	266,589	-	-	266,589
	2. Sexual Exploitation and Abuse/Staff Harassment additional requirements	906,742	-	-	906,742
Division of Emergency, Security and Supply	1. Strengthening UNHCR's Emergency preparedness for COVID-19	7,500,000	-	-	7,500,000
	2. Business Continuity for COVID-19 requirements	10,000,000	-	-	10,000,000
	3. Business Transformation Programme (BTP) for the renewal of the Organization's administrative ERP system	16,393	-	-	16,393
Division of Resilience and Solutions	1. Joint Data Center	3,696,685	-	-	3,696,685
	2. Global Refugee Forum team additional requirements	625,000	-	-	625,000
	3. Joint Programme Excellence and Targeting Hub	1,694,000	-	-	1,694,000
	4. Establishment of the Climate Change Advisory Team	695,079	-	-	695,079
	5. Improved plastic latrine slab project for emergencies	520,137	-	-	520,137
	6. Strengthening UNHCR's Emergency preparedness for COVID-19	1,902,000	-	-	1,902,000
	7. Green fund to phase out fossil fuel and enhance environmental management	202,500	-	-	202,500
Division of Information Systems and Telecommunications	1. CashAssist Project	464,154	-	-	464,154
	2. Result Based Management project	4,406,000	-	-	4,406,000
	3. Strengthening UNHCR's Emergency preparedness for COVID-19	1,554,525	-	-	1,554,525
	4. Business Continuity	4,864,797	-	-	4,864,797
	5. PRIMES and Identity Management	1,118,000	-	-	1,118,000
	6. Business Transformation Programme (BTP) for the renewal of the Organization's administrative ERP system	1,194,903	-	-	1,194,903
Division of Human Resources	1. Reflective Leadership Dialogues	850,000	-	-	850,000
	2. Business Transformation Programme (BTP) for the renewal of the Organization's administrative ERP system	958,080	-	-	958,080
Division of Financial and Administrative Management	Business Transformation Programme (BTP) for the renewal of the Organization's administrative ERP system	114,100	-	-	958,080
	1. Joint Programme Excellence and Targeting Hub	175,000	-	-	175,000
Global Service Centre Copenhagen	2. Global Data Service activities	406,305	-	-	406,305
	3. Strengthening UNHCR's Emergency preparedness for COVID-19	1,000,000	-	-	1,000,000
	4. PRIMES and Identity Management	705,000	-	-	705,000
SUBTOTAL		47,637,018	-	-	47,637,018



TABLE 7 | TRANSFERS FROM THE OPERATIONAL RESERVE | 2020

		Pillar 1	Pillar 3	Pillar 4	Total
HEADQUARTERS					
Executive direction and management	Additional requirements for Ombudsman Office	151,469	-	-	151,469
	Support of UNHCR activities related to the Refugee Olympic Team	105,000	-	-	105,000
Division of External Relations	1. Additional resources for the establishment of the new Division	2,107,902	-	-	2,107,902
	2. Sexual Exploitation and Abuse/Staff Harassment additional requirements	183,791	-	-	183,791
	3. Business Transformation Programme (BTP) for the renewal of the Organization's administrative ERP system	21,317	-	-	21,317
Division of Strategic Planning and Results	1. Business Transformation Programme (BTP) for the renewal of the Organization's administrative ERP system	693,767	-	-	693,767
	2. Sexual Exploitation and Abuse/Staff Harassment additional requirements	723,916	-	-	723,916
	3. Medevac Task Force (UN system-wide Medevac mechanism)	2,374,459	-	-	2,374,459
Global Service Centre Copenhagen	Additional requirements due to revised common service cost	290,671	-	-	290,671
	SUBTOTAL	6,652,292	-	-	6,652,292
"NEW OR ADDITIONAL ACTIVITIES - MANDATE-RELATED" (NAM) RESERVE					
NAM reserve	Transfer to the NAM reserve	30,000,000	-	-	30,000,000
SUBTOTAL		30,000,000	-	-	30,000,000
2. TOTAL TRANSFERS		199,442,595	7,682,665	21,491,944	228,617,204
3. BALANCE AFTER TRANSFERS					395,408,657

TABLE 8 | TRANSFERS FROM THE 2020 "NEW OR ADDITIONAL ACTIVITIES-MANDATE-RELATED" | 2020

		Pillar 1	Pillar 2	Pillar 3	Pillar 4	Total
USD						
1. "NEW OR ADDITIONAL ACTIVITIES-MANDATE-RELATED" APPROVED BY THE EXECUTIVE COMMITTEE IN OCTOBER 2019		20,000,000				
2. TRANSFERS IN						
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						
THE AMERICAS						
Guatemala	Strengthening the Operation's protection and solutions capacity	24,917,912	-	-	-	24,917,912
Honduras	Strengthening the Operation's protection and solutions capacity	-	-	-	11,267,606	11,267,606
Panama	Strengthening the Operation's protection and solutions capacity	-	-	-	11,267,606	11,267,606
3. TOTAL TRANSFERS OUT		24,917,912	-	-	22,535,212	47,453,124
4. BALANCE AFTER TRANSFERS						2,546,876

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TABLE 9 | 2020 BUDGET AND EXPENDITURE FOR HEADQUARTERS | USD

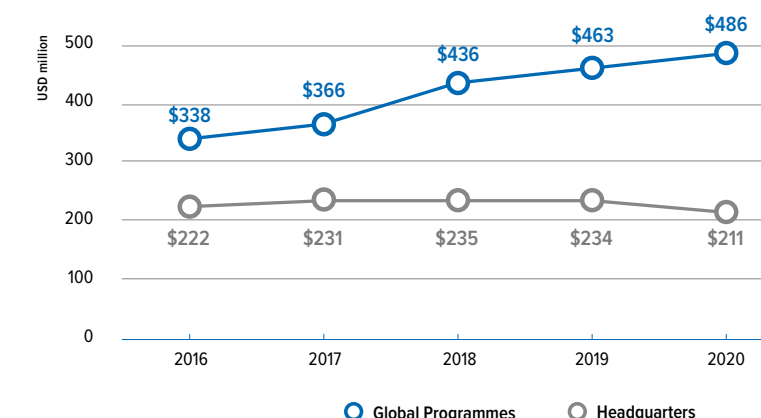
DIVISIONS/DEPARTMENTS	PILLAR 1 - REFUGEE PROGRAMME	
	Budget ¹	Expenditure ¹
EXECUTIVE DIRECTION AND MANAGEMENT		
Executive Office	5,388,429	5,388,429
Liaison Office New York	4,790,998	4,713,194
Inspector General's Office	11,072,113	11,072,113
Legal Affairs Section	4,950,497	4,950,497
Office of the Ombudsman	856,477	856,477
Ethics Office	3,193,554	3,193,554
Enterprise Risk Management	1,222,661	1,222,661
Evaluation Service	2,219,543	2,068,912
Change Management	1,775,074	1,775,074
Governance Service	2,764,392	2,764,392
SUBTOTAL	38,233,738	38,005,302
DIVISION OF EXTERNAL RELATIONS		
Office of the Director	2,893,579	2,893,579
Donor Relations and Resource Mobilization Service	9,244,797	9,244,797
Private Sector Partnership Service	1,309,465	1,309,465
Global Communications Service	5,687,952	5,687,952
Records and Archives Section	2,089,636	2,089,636
Partnership and Coordination Service	2,731,176	2,731,176
Digital Engagement	533,152	533,152
Public Outreach and Campaign	1,538,975	1,538,975
Joint UN Activity Contributions	2,478,788	2,478,788
SUBTOTAL	28,507,520	28,507,520
DIVISION OF INTERNATIONAL PROTECTION		
Office of the Director	3,188,182	3,188,182
Specialized sections	13,428,359	13,428,359
SUBTOTAL	16,616,541	16,616,541
DIVISION OF RESILIENCE AND SOLUTIONS		
Office of the Director	2,042,177	2,042,177
Specialized sections	121,520	121,520
SUBTOTAL	2,163,697	2,163,697
DIVISION OF STRATEGIC PLANNING AND RESULTS		
Office of the Director	2,399,187	2,344,374
Infrastructure and Telecommunications Service	11,897,168	11,897,168
SUBTOTAL	14,296,355	14,241,542
DIVISION OF EMERGENCY, SECURITY AND SUPPLY		
Office of the Director	2,497,580	2,497,580
SUBTOTAL	2,497,580	2,497,580
DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS		
Office of the Director	6,010,694	6,010,694
Infrastructure and Telecommunications Service	18,787,469	18,787,469
SUBTOTAL	24,798,163	24,798,163

TABLE 9 | 2020 BUDGET AND EXPENDITURE FOR HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	PILLAR 1 - REFUGEE PROGRAMME	
	Budget ¹	Expenditure ¹
DIVISION OF HUMAN RESOURCES		
Office of the Director	3,708,623	3,708,623
Specialized sections	12,458,886	12,458,886
SUBTOTAL	16,167,509	16,167,509
DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT		
Office of the Controller and Director	4,911,909	4,911,909
Specialized sections and services	2,461,545	2,461,545
Audit	789,052	789,052
UN Finance Division	1,115,500	1,115,500
Headquarters running costs (including security and safety at Headquarters)	17,497,165	17,497,165
SUBTOTAL	26,775,171	26,775,171
GLOBAL SERVICE CENTRE (BUDAPEST)		
Management unit	4,284,219	4,284,219
Ombudsman office	127,806	127,806
Division of Financial and Administrative Management	3,519,045	3,519,045
Division of Human Resources	18,784,905	18,784,905
Division of Information Systems and Telecommunications	2,945,992	2,945,992
Division of Emergency, Security and Supply	5,808,890	5,774,917
SUBTOTAL	35,470,855	35,436,882
GLOBAL SERVICE CENTRE (COPENHAGEN)		
Management Unit	5,079,812	5,079,812
SUBTOTAL	5,079,812	5,079,812
Staff Council	1,116,836	1,116,836
TOTAL	211,723,778	211,406,556

¹ Includes allocations from the UN Regular Budget as follows: USD 40,114,900 (Budget) and USD 40,110,543 (Expenditure).

CHART 14 | EXPENDITURE FOR GLOBAL PROGRAMMES AND HEADQUARTERS | 2016-2020



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TABLE 10 | CONTRIBUTIONS TO THE JUNIOR PROFESSIONAL OFFICERS SCHEME | 2020

USD		USD	
DONOR	AMOUNT	DONOR	AMOUNT
United States of America	2,650,000	Sweden	358,291
Japan	1,539,382	Finland	307,354
Germany	1,200,154	Luxembourg	180,796
Denmark	943,701	Republic of Korea	130,581
China	784,702	Czechia	124,200
Netherlands	703,689	Belgium	99,051
Italy	486,940	Austria	23,110
Switzerland	400,141		
France	366,940	TOTAL	10,299,031

TABLE 11 | CONTRIBUTIONS TO HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	DONORS	AMOUNT
HEADQUARTERS OVERALL	United Nations Regular Budget	40,114,900
	SUBTOTAL	40,114,900
EXECUTIVE DIRECTION AND MANAGEMENT	Hungary	3,062,343
	Denmark	2,567,536
	SUBTOTAL	5,629,879
DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT	Switzerland	3,892,459
	SUBTOTAL	3,892,459
DIVISION OF STRATEGIC PLANNING AND RESULTS	Netherlands	155,150
	SUBTOTAL	155,150
DIVISION OF EXTERNAL RELATIONS	Japan	77,551
	SUBTOTAL	77,551
TOTAL*		49,869,939

* Notes:
¹ Contributions include 6.5% indirect support costs.
² Contributions to Headquarters benefit all pillars.

TABLE 12 | BUDGET AND EXPENDITURE FOR GLOBAL PROGRAMMES | USD

ACTIVITIES	PILLAR 1 - REFUGEE PROGRAMME	
	Budget	Expenditure
OPERATIONAL ACTIVITIES		
Cash assistance	210,000	145,220
Durable solutions	5,675,327	3,758,073
Education-related projects	24,377,246	22,445,437
Emergency-related projects (including stockpiles)	110,850,133	83,980,545
Environment-related projects	397,500	238,266
Global Clusters	495,825	495,825
Innovation project	1,711,901	1,631,509
Protection-related projects	5,240,391	4,696,171
Private sector fundraising	135,128,865	125,657,599
Public information and media projects	8,127,635	6,756,839
Refugee women, children and adolescents	922,252	917,474
Registration, data and knowledge management	8,686,441	7,955,663
Research, evaluation and documentation	6,676,010	3,371,877
Resettlement	11,718,289	11,718,289
Shelter-related projects	13,207,681	11,507,103
Training-related projects	1,236,041	1,139,055
Miscellaneous	935,639	928,535
SUBTOTAL OPERATIONAL ACTIVITIES	335,597,175	287,343,480
PROGRAMME SUPPORT ACTIVITIES		
EXECUTIVE DIRECTION AND MANAGEMENT		
Innovation project	2,484,147	1,816,953
Inspector General Office Field activities	4,381,348	3,341,480
Legal Affairs Section Field activities	1,496,942	1,153,187
Risk Management 2.0	3,707,641	3,690,822
Liaison Office to Regional Bureaux	2,060,791	1,900,950
DIVISION OF EXTERNAL RELATIONS		
Division of External Relations Service	7,793,972	6,830,568
Private sector fund raising - investment funds and activities	19,512,907	16,526,597
DIVISION OF INTERNATIONAL PROTECTION		
Division of International Protection	4,579,166	4,161,191
DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS		
Division of Information Systems and Telecommunications	46,222,925	44,400,161
DIVISION OF RESILIENCE AND SOLUTIONS		
Division of Resilience and Solutions	26,996,979	21,528,277
DIVISION OF STRATEGIC PLANNING AND RESULTS		
Division of Strategic Planning and Results	5,330,000	4,933,601
DIVISION OF EMERGENCY, SECURITY AND SUPPLY		
Emergency Capacity Management Section	1,462,467	1,430,204
Field Safety Section and Field security support	13,068,458	12,938,291
Supply Management - Field strengthening and support	4,460,676	4,455,698
DIVISION OF HUMAN RESOURCES		
Special Staff Costs	38,801,983	36,592,089
Training of UNHCR staff	7,215,634	6,783,952
The Digital HR Project	1,908,080	1,847,543
DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT		
FI-Contributions-SC Project	114,100	
Business Innovation Group	513,083	511,180
Global Fleet Management	744,205	509,604
BUDAPEST GLOBAL SERVICE CENTRE		
Division of Financial and Administrative Management	2,189,382	1,910,099
COPENHAGEN GLOBAL SERVICE CENTRE		
Executive Direction and Management	10,318,018	10,107,220
Division of International Protection	495,572	484,974
Division of External Relations	9,747,695	9,265,534
Division of Information Systems and Telecommunications	1,786,635	1,786,635
SUBTOTAL PROGRAMME SUPPORT ACTIVITIES	217,392,803	198,906,811
TOTAL	552,989,978	486,250,291

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TABLE 13 | CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	AMOUNT
Global Operations	United States of America	46,000,000
	SUBTOTAL	46,000,000
DIVISION OF RESILIENCE AND SOLUTIONS		
A. Einstein German Academic Refugee Initiative (DAFI)	Asfari Foundation	124,508
A. Einstein German Academic Refugee Initiative (DAFI)	Czechia	100,000
A. Einstein German Academic Refugee Initiative (DAFI)	Denmark	1,472,537
A. Einstein German Academic Refugee Initiative (DAFI)	Germany	15,798,412
A. Einstein German Academic Refugee Initiative (DAFI)	NCSOFT Cultural Foundation	24,482
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in China	13,385
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Germany	314,936
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Italy	9,830
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Sweden	4,361
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in Switzerland	1,416
A. Einstein German Academic Refugee Initiative (DAFI)	Private donors in the Republic of Korea	22,217
A. Einstein German Academic Refugee Initiative (DAFI)	Said Foundation	514,771
A. Einstein German Academic Refugee Initiative (DAFI)	SAP Solidarity Fund e.V.	50,000
A. Einstein German Academic Refugee Initiative (DAFI)	The Hands Up Foundation	249,015
A. Einstein German Academic Refugee Initiative (DAFI)	Úsine Foundation	107,646
Camp Coordination and Camp Management Cluster	Norwegian Refugee Council	182,000
Climate Action	Germany	234,742
Development Partnerships	Germany	1,293,876
Energy and environment	Sweden	147,333
Global Compact on Refugees	European Union	256,729
Global Compact on Refugees	IKEA Foundation	9,674
Global Compact on Refugees	United States of America	42,800
Health	UNDP	31,713
Joint Data Center	European Union	1,952,465
Joint Data Center	The World Bank	48,710
Joint Data Center	United States of America	3,002,527
Operational Support	"la Caixa" Banking Foundation	122,474
Operational Support	Bill & Melinda Gates Foundation	345,596
Operational Support	Brunello Cucinelli Spa	109,890
Operational Support	Germany	573,871
Operational Support	IKEA Foundation	70,241
Operational Support	Switzerland	364,000
Operational Support	United States of America	1,812,580
Operational Support	WHO	66,587
Partnerships and Analytics	Denmark	1,278,439
Partnerships and Analytics	European Union	2,800,071
Partnerships and Analytics	Luxembourg	299,163
Partnerships and Analytics	Netherlands	508,250
Partnerships and Analytics	UNDP	21,300
Shelter Cluster	Monaco	23,003
Socioeconomic inclusion	Denmark	796,088
Socioeconomic inclusion	Education Cannot Wait	1,243,648
Socioeconomic inclusion	European Union	126,260
Socioeconomic inclusion	Germany	910,031
Socioeconomic inclusion	Google	368,036
Socioeconomic inclusion	M3 Hospitality Management S.A	103,413
Socioeconomic inclusion	Netherlands	299,707
Socioeconomic inclusion	Norway	1,083,189
Socioeconomic inclusion	Qatar	14,844
Socioeconomic inclusion	Slovakia	110,011
Socioeconomic inclusion	UK for UNHCR	41,779
	SUBTOTAL	39,502,554



TABLE 13 | CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	AMOUNT
DIVISION OF EMERGENCY, SECURITY AND SUPPLY		
Deployment of standby experts	Canada	43,500
Deployment of standby experts	Danish Refugee Council	678,000
Deployment of standby experts	Ireland	436,500
Deployment of standby experts	Luxembourg	313,808
Deployment of standby experts	Norwegian Refugee Council	2,779,500
Deployment of standby experts	Sweden	1,428,500
Deployment of standby experts	Switzerland	1,150,500
Deployment of standby experts	United Kingdom	105,500
Emergency preparedness and response	Republic of Korea	3,915,000
Emergency preparedness and response	Switzerland	1,302,202
Emergency preparedness and response	United Arab Emirates	2,081,465
Emergency preparedness and response	UPS Corporate	387,760
	SUBTOTAL	14,622,235
DIVISION OF INTERNATIONAL PROTECTION		
Child Protection and Youth	United States of America	1,556,865
Community-based protection and gender equality	Netherlands	476,471
Enhancing resettlement activities	Canada	289,988
Enhancing resettlement activities	Germany	774,061
Enhancing resettlement activities	Norway	954,768
Enhancing resettlement activities	Portugal	35,294
Enhancing resettlement activities	Republic of Korea	380,446
Enhancing resettlement activities	United States of America	213,000
Legal and policy research	Monaco	10,000
Protection Cluster Support	Minderoo Foundation	21,500
Protection Cluster Support	Norwegian Refugee Council	237,021
Protection Cluster Support	Switzerland	716,974
Protection Cluster Support	UNICEF	62,273
Protection Cluster Support	United States of America	3,840,834
Protection SURGE capacity	United Kingdom	222,805
Refugee Status Determination	Allen & Overy LLP	16,171
	SUBTOTAL	9,808,471
GLOBAL DATA SERVICE		
PROSPECTS Partnership Project	Netherlands	1,948,192
Joint IDP Profiling Service	Norway	193,181
Joint IDP Profiling Service	United States of America	505,051
Resettlement	United States of America	1,093,540
Improved Refugee Outcomes	United States of America	187,250
	SUBTOTAL	3,927,214





TABLE 13 | CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	AMOUNT
EXECUTIVE DIRECTION AND MANAGEMENT		
Innovative solutions	Belgium	630,790
Innovative solutions	Luxembourg	1,487,125
Innovative solutions	United Kingdom	104,389
	SUBTOTAL	2,222,305
DIVISION OF EXTERNAL RELATIONS		
Nansen Refugee Award	IKEA Foundation	100,000
Nansen Refugee Award	Norway	119,359
Nansen Refugee Award	Switzerland	104,679
Private Sector Partnerships	China	38,198
Private Sector Partnerships	IKEA Foundation	176,800
Private Sector Partnerships	Japan	229,592
Private Sector Partnerships	United Nations Foundation	2,884
Urban outreach: Telling the Real Story 2.0 project	Denmark	64,947
Urban outreach: Telling the Real Story 2.0 project	European Union	165,568
	SUBTOTAL	1,002,028
DIVISION OF HUMAN RESOURCES		
Safe from the Start project	United States of America	869,331
	SUBTOTAL	869,331
DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS		
Cash Assistance Enhancement Cooperation Project	UNICEF	496,645
	SUBTOTAL	496,645
TOTAL*		118,450,782

Notes:
 * Contributions include 6.5% indirect support costs.
 † Includes \$13.3 million acknowledged in past years for activities with implementation in 2020 and excludes \$10.1 million acknowledged in 2020 for activities with implementation in 2021 and beyond.

TABLE 14 | PRIVATE DONORS GIVING OVER \$100,000 IN SUPPORT OF UNHCR | 2020

UNHCR GLOBAL	EUROPE	MIDDLE EAST AND NORTH AFRICA
Bill and Melinda Gates Foundation	FRANCE	EGYPT
Fast Retailing Co. Ltd. (UNIQLO)	Fondation BNP Paribas	Ahmed Abdelkoudous Ehsan
Fondation Sesam	Fondation CHANEL	Sawiris Foundation for Social Development
IKEA Foundation	Fondation EDF	KUWAIT
International Olympic Committee	Fondation L'Oréal	Agility Logistics
M3 Hospitality	Generali	Global Charity Association for Development
TTY Management B.V.	GERMANY / UNO-FLÜCHTLINGSHILFE	Kuwait Society for Relief
Unilever (UK)	AmazonSmile	Patients Helping Fund Society
United Nations Foundation	Deutsche Postcode Lotterie	Zakat House
Usine Foundation	ITALY	QATAR
	Brunello Cucinelli Spa	Qatar Charity
	Calzedonia S.p.A	Sheikh Eid Bin Mohammad Al Thani
	Fondazione Prosolidar-Onlus	Thani Bin Abdullah Humanitarian Fund
	Intesa Sanpaolo	SAUDI ARABIA
	NETHERLANDS	Muslim World League
	Mr. Remon L Vos	Ms Omnia Abdullah Taha Bakhsh
	Dutch Postcode Lottery (NPL)	Tamer Family Foundation
	SPAIN / ESPAÑA CON ACNUR	World Assembly of Muslim Youth
	"la Caixa" Banking Foundation	UNITED ARAB EMIRATES
	Laboratorios Vinas	Abdulla Al Ghurair Education Program
	SWEDEN / SWEDEN for UNHCR	Mr. Badr Jafar
	Akelius Foundation	Etiad Airways
	IKEA Svenska Försäljning AB	International Charity Organization
	Lindex AB	NAMA Women Advancement Establishment
	Swedish Postcode Lottery	The Big Heart Foundation
	The World We Want Foundation	The Ducklife DMCC
	SWITZERLAND / SWITZERLAND FOR UNHCR	
	Krüger Foundation	
	F. Hoffmann-La Roche Ltd	
	UNITED KINGDOM / UK FOR UNHCR	
	Allen & Overy LLP	
	Asfari Foundation	
	Comic Relief	
	Islamic Aid	
	Said Foundation	
	The Hands Up Foundation	
	ASIA AND THE PACIFIC	
	CHINA / HONG KONG SAR	
	Lam Kin Chung Morning Sun Charity Fund	
	Mr. Lap Fai Lee	
	Ms. Pwee Ling Cheng	
	Shih Wing Ching Foundation	
	Sunshine Forever Limited	
	Transsion Holdings	
	JAPAN / JAPAN FOR UNHCR	
	Fuji Optical Co Limited	
	J.S. Foundation	
	Sony Corporation	
	SINGAPORE	
	Mr. Caesar Sengupta	
	RUSSING GROUP	
	Stephen Riady Foundation	
	TikTok	
	THAILAND	
	Mr. Wanchai Tachavejnukul	

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A young Burundian refugee washes her hands at a transit centre in South Kivu, Democratic Republic of the Congo, before her and her family's voluntary repatriation.

Transformative Initiatives

COVID-19

The COVID-19 pandemic tested the ability of UNHCR and partners to protect and assist people of concern in ways never before seen in its 70-year history, highlighting the importance of strategic collaboration, responsibility sharing, and the inclusion of forcibly displaced people in national responses.

The pandemic preyed on the vulnerabilities of forcibly displaced women, men, girls and boys. It blocked access to territory, jeopardized livelihoods and endangered

the lives of those without equitable access to health care. UNHCR adapted to stay and deliver, an achievement made possible by the dedication of its staff, particularly those in field locations, as well as by its emergency response capacity, its pre-pandemic investments in forging strong protection partnerships with communities, its partnerships, and, most importantly, the strength and resilience of displaced communities themselves.

The pandemic forced tough decisions about reallocating funds towards the most urgent needs, such as life-sustaining

support through health, WASH and protection services, ramped-up cash assistance and increased shelter capacity, among others. Unearmarked funds, the Operational Reserve, and operations' reprioritizing of their budgets were vital elements in kickstarting the response before fresh contributions were received against UNHCR's \$745 million appeal, which was ultimately 66% funded with \$492 million in contributions.

From the beginning, UNHCR's response had to deal with myriad challenges. Many people of concern were in areas where health systems were already struggling, capacity for COVID-19 testing, isolation and treatment was limited, and tracing and quarantining difficult. UNHCR urged governments to include refugees, the internally displaced and stateless in their pandemic responses and supported national health systems to increase capacity. It adapted programmes to ensure continuity in reproductive health and HIV services, chronic diseases and mental health. UNHCR constructed or rehabilitated isolation and treatment facilities for local hospitals, built governments' and partners' capacity for surveillance, contact tracing and case management, and supplied personal protective equipment (PPE), medicines, oxygen and rapid testing kits. Despite global shortages and the near-collapse of global transport links, UNHCR procured \$186.1 million of critical COVID-19 supplies, PPE and services, and 9.9 million people of concern received essential health care.

Crowded living conditions and inadequate WASH services amplified the pandemic's impact. UNHCR supported over 100 health care facilities and 95 schools with additional WASH facilities and distributed 50 million bars of soap, as well as hand sanitizer and disinfectant, to over 60 operations. Thousands of handwashing facilities were installed in public spaces, schools, health facilities and private accommodation.

The pandemic exacerbated protection concerns, with 80% of operations

reporting escalating conflict and violence, and pandemic-related restrictions affecting IDPs' ability to seek safety or return home, access health services and maintain their livelihoods. Through the Global Protection Cluster, UNHCR issued guidance to all field clusters and, with ICRC, issued common COVID-19 protection messages to all operations for joint demarches with States. UNHCR stepped up its response in the 33 countries where it engaged in situations of internal displacement. In Burkina Faso, Colombia and Sudan, UNHCR supported health authorities and ensured IDPs had access to health care; in Somalia, it reinforced COVID-19 awareness raising and ensured two-way communication; and in Afghanistan, the Democratic Republic of the Congo, Iraq and Ukraine, cash and livelihoods were vital in, for example, addressing the risk of evictions.

As the pandemic progressed, UNHCR increasingly invested in 24/7 protection helplines, local language call centres, and other remote delivery mechanisms. These kept communities informed about COVID-19, maintained two-way communication on gender-based violence and mental health, and allowed socially distant protection case management. About 85% of operations innovated to provide services and assistance remotely, such as delivering high-risk pregnancy telemedicine in Jordan and contactless cash in Ecuador.

Gender-based violence increased dramatically and restrictions on movement often made it impossible for those in need to seek help, especially for those already forcibly displaced. In Afghanistan, for example, 97% of forcibly displaced women interviewed for an assessment reported an increase in intimate partner violence, as did 69% in Jordan and an average of 73% in a multi-country assessment in 15 countries across Africa. Calls to gender-based

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violence hotlines rose 70% in Zimbabwe, 153% in Colombia, and 239% in eastern Ukraine. Together with partners and forcibly displaced women and girls themselves, UNHCR adapted programming, updated online guidance and tools, and expanded community mechanisms, ultimately assisting 2 million women and girls through dedicated 24/7 helplines.

For those already dealing with the stress of being uprooted, the pandemic created an added psychological burden and increased protection risks, often disrupting care for those with existing mental health conditions. UNHCR and its partners provided mental health and psychosocial support in 75 countries, reaching more than 647,000 people.

Displaced people's living conditions often precluded or hindered physical distancing. Overcrowding and evictions were major risks. UNHCR piloted innovative shelter approaches, as in Bangladesh, where adding mezzanines to shelters gave families nearly 70% more space without using more land. Globally, UNHCR provided almost 150,000 emergency shelters, 58% more than in 2019, installed 268 isolation and quarantine areas and decongested overcrowded conditions by providing shelter-related relief items to over 362,000 people, helping to create additional space to those modifying their homes.

With schools forced to close, 934,000 students in 74 countries were assisted to continue learning from home through radio, television and internet-based programmes. UNHCR worked with governments to enhance national educational content platforms, drawing on investments in connected education. It distributed books and supplies, supported refugee-led initiatives and helped pay refugee teachers. UNHCR's global advocacy ensured refugees' needs were included in national and global efforts to address losses in learning,

particularly where they were not addressed by humanitarian or development financing. The Office supported safe school reopening, ensuring schools had WASH and handwashing facilities and supplying catch-up resources for learners.

Cash assistance was scaled up to address immediate needs and mitigate the longer-term socioeconomic impact of COVID-19, and more than 65 UNHCR operations launched or expanded cash assistance programmes, disbursing \$695 million to 8.57 million people.

The pandemic underlined the need to strengthen the transition from immediate to long-term responses to ensure protection and solutions for people of concern, and it increased awareness of the importance of including forcibly displaced people in national services such as WASH, health and vaccine programmes, and in data collection. Noting that "what gets counted, counts", UNHCR made significant efforts to ensure socioeconomic assessments of COVID-19 took people of concern into account. Microdata in Bangladesh, Kenya, Lebanon and Nigeria provided insight into how COVID-19 affects people of concern and, in some cases, host communities. In nearly all contexts, job losses were significant, leading to reduced food consumption and increased poverty and the incidence of child labour, while families found it harder to obtain health care.

UNHCR engaged with development actors to encourage inclusion in financing, programmes and social protection policies, including through its close partnership with the World Bank Group which took important measures to systematically include refugees and others of concern in its COVID-19 response efforts in low- and middle-income countries. Its COVID-19 socioeconomic surveys carried out in Djibouti, Ethiopia, Kenya, Morocco and Uganda included a

refugee sample, with Kenya also including one on statelessness. Early findings of many surveys are striking, highlighting for example the refugee and host community poverty gap in Kenya. Overall, in 47 out of the 52 operations in countries hosting more than 10,000 refugees, UNHCR ensured people of concern were included in UN country teams' socioeconomic response plans.

Partnerships were crucial to UNHCR's ability to stay and deliver, adapt programmes and ensure protection and life-saving assistance. UNHCR rapidly issued new guidelines to implementing partners in April 2020 with greater flexibility to make discretionary budget allocations and reduced reporting requirements. Regional refugee response plans were revised with partners. Weekly consultations with NGO partners, co-organized with the International Council of Voluntary Agencies (ICVA), created a space to harmonize approaches to COVID-19. Annual consultations with over 100 NGOs, including local partners

and refugee-led organizations, focused on protection challenges raised by the pandemic. UNHCR encouraged localization through a specific fund set up to target small civil society actors and launched an innovation award for refugee led organizations responding to the pandemic. The annual UNHCR NGO Innovation Award was dedicated to refugee-led organizations and their response to COVID-19, with seven organizations in each region acknowledged for their dedication, innovation and creativity.

The Office increased collaboration with WHO and Gavi, the Vaccine Alliance, to enhance inclusion of people of concern in national health responses and vaccination campaigns, and with IFRC to strengthen localization efforts at country level. A specific strategic objective to ensure the rights and assistance needs of refugees, migrants, stateless and the internally displaced was also included in the IASC-led [Global Humanitarian Response Plan](#).



SPOTLIGHT: Community response to COVID-19

From the very start of the pandemic, faced with lockdowns and movement restrictions, communities themselves made extraordinary efforts to protect themselves and others. Community and religious leaders,

outreach volunteers and women's and youth groups all engaged to ensure culturally appropriate and understandable information reached people of concern through multiple channels. These included social media, going door-to-door, radio, bicycling to isolated communities, or using megaphones and loudspeakers to ensure all members of the community were contacted with accurate information.

Displaced women around the world led in protecting their communities, for example in Zambia where hygiene promoters and community health workers were trained on safe disclosure and referrals for gender-based violence, as well as psychological first aid. In Pakistan, female outreach volunteers, community mobilizers and gender support groups enhanced outreach and communication on COVID-19 preventive measures, including addressing social stigma and psychosocial support.

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COVID-19 triggered UNHCR's first-ever declaration of a global Level 2 emergency on 25 March 2020, prompting additional frame agreements with suppliers to allow more flexibility in procurement and deliveries, and UNHCR's active participation in the UN COVID-19 Supply Chain Task Force to streamline and expedite joint procurement of pandemic-related items. Strengthened regional leadership structures were key to the quality and speed of the COVID-19 response, helping UNHCR to stay and deliver by providing timely support to country offices, accessing regional or local pooled funding mechanisms, and speeding up decision-making. Regional bureaux supported procurement efforts, spearheaded measures to ensure health care services for frontline staff, and were

instrumental in sharing good practices across country operations.

In summary, COVID-19 triggered an immediate worldwide reflex. UNHCR raced to prevent its most vital protection and assistance from being disrupted or interrupted. It reallocated resources and found new ways of working, pressed governments to include refugees in their health responses, and strove to prevent the pandemic from exacerbating the plight of refugees—in terms of hunger, poverty, family separation, education, discrimination and violence, as well as health. The pandemic engendered new partnerships and creativity, but it tested UNHCR's ability to respond in a crisis, with already stretched funding and record numbers of forcibly displaced people.

Private donors' support to COVID-19 emergency appeal

Private donors responded generously with \$52 million for UNHCR's COVID-19 appeal, making it the emergency appeal best-funded by the private sector in UNHCR's history. Over 84% of the income came from companies, foundations and philanthropists, with the remainder from individual donors contributing mainly through digital channels. In addition to financial and in-kind donations, many private sector partners such as Microsoft and H&M supported UNHCR by raising awareness among their stakeholders and amplifying communications and content about refugees through their platforms.



UN Foundation and UNHCR reimagine shared global problems to ensure no one is left behind

[UN Foundation \(UNF\)](#) was critical in securing \$10 million of flexible funding from WHO's COVID-19 Solidarity Response Fund to ensure those under UNHCR's care in vulnerable communities were afforded immediate support as part of the global health response. This funding helped UNHCR to ensure populations of concern were included in national health systems and to mitigate some of the effects of the pandemic on vulnerable communities. With less than a decade of action left to achieve the 2030 SDGs, UNHCR's partnership with UNF represents the kind of collaboration and impact needed to transform the UN's approach to shared global problems.

Sony steps up as one of the first major contributors to UNHCR's COVID-19 response

[Sony](#) donated \$3 million from the Sony Global Relief Fund for COVID-19, established in 2020. This was the first major corporate contribution to UNHCR's COVID-19 appeal in early April. Sony complemented this by organizing an employee-matching gift programme, raising a further \$38,000 for UNHCR. Sony has been supporting UNHCR since 1991 through different initiatives, including in-kind donations and by sponsoring the UNHCR Refugee Film Festival.

UNHCR'S COVID-19 RESPONSE

 <p>9.89 million refugees and other people of concern received essential health care services</p> <p>68 countries reporting</p>	 <p>52% of countries included refugees in their national COVID-19 vaccination plans*</p> <p>28 countries reporting</p>	 <p>64 million medical masks (surgical and N95/FFP2) procured</p> <p>Health</p>
 <p>1.24 million women and girls accessed sexual and reproductive health services</p> <p>51 countries reporting</p>	 <p>647,068 refugees and other people of concern (including children, parents and primary caregivers) provided with mental health and psychosocial support services</p> <p>75 countries reporting</p>	 <p>85% of countries inhabited by refugees, IDPs and others of concern with feedback and complaints mechanisms functioning</p> <p>180 countries reporting</p> <p>Accountability to affected populations</p>
 <p>74% of countries where gender-based violence services were maintained or expanded in response to COVID-19</p> <p>115 countries reporting</p>	 <p>16.09 million refugees, IDPs and other people of concern have accessed protection services</p> <p>151 countries reporting</p> <p>Protection</p>	 <p>3.3 million refugees & asylum seekers benefited from increased or expanded social protection</p> <p>85 countries reporting</p> <p>Social Protection</p>
 <p>1.26 million refugees, IDPs and others of concern received livelihood support</p> <p>85 countries reporting</p>	 <p>Approximately 58.3 million refugees, IDPs and stateless persons are receiving or have received COVID-19 assistance**</p> <p>151 countries reporting</p>	 <p>8.57 million refugees, IDPs and other people of concern received cash assistance related to the impact of COVID-19</p> <p>100 countries reporting</p> <p>Assistance & Livelihoods</p>
 <p>1.6 million refugee children and youth enrolled in pre-primary, primary and secondary education levels</p> <p>58 countries reporting</p>	 <p>1.57 million refugee children and youth out of school due to mandatory school closures in 58 countries</p> <p>58 countries reporting</p>	 <p>934,023 children and youth supported with distance/home-based learning</p> <p>74 countries reporting</p> <p>Education</p>
 <p>140,059 children 6-59 months admitted for treatment of moderate acute malnutrition (MAM)</p> <p>29 countries reporting</p>	 <p>55,183 children 6-59 months admitted for treatment of severe acute malnutrition (SAM)</p> <p>28 countries reporting</p> <p>Nutrition</p>	 <p>80% of countries where all areas inhabited by refugees, IDPs and others of concern are reached by information campaigns about COVID-19 pandemic risks</p> <p>120 countries reporting</p> <p>Communicating with communities</p>

*This is a baseline as of 31 December 2020 and should not be used as the latest value in 2021 discussions.
**COVID-19 assistance includes access to protection services, shelter, health, nutrition, education and livelihood support, or rights-based advocacy, information campaigns, etc. Different assistance modalities are being used, including in-kind and multipurpose cash assistance.

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Through the Habesha scholarship programme, which was expanded at the Global Refugee Forum, Zakariya—a refugee in Jordan's Za'atari camp for eight years—has been selected for a scholarship to study for a BA in psychology in Mexico.

UNHCR's change process was designed to better position it to protect and assist people of concern, work with others to promote solutions, and address new challenges and identify new opportunities. The transformation—still ongoing—encompassed multiple areas of work across a range of pillars. The Global Compact on Refugees, which is part of this transformation, set out a framework for ensuring more predictable and sustainable burden- and responsibility-sharing arrangements in the context of large-scale movements of refugees and protracted refugee situations.

The COVID-19 pandemic was thus both a “stress test” for UNHCR's newly decentralized design and an accelerator of change.

importance of strategic collaboration, responsibility sharing and the inclusion of displaced people in national responses underpinning the Global Compact on Refugees (GCR). The 2020 High Commissioner's Dialogue focused on how putting these principles into practice could advance the protection and resilience of people forced to flee, and those hosting them during a pandemic.

Undaunted, many pledgers—States, NGOs, refugees, the private sector, academia, development actors, cities, faith leaders and other stakeholders—stepped up to fulfil their commitments. Many pledges were [adapted or accelerated to support the response to the pandemic](#).

By the end of 2020, UNHCR had received updates for nearly half of the pledges, with over 70% of updates indicating work in progress and 15% at the planning stage, while an encouraging 71 pledges were fulfilled in 2020. Over 230 good practices directly linked to the objectives of the GCR were shared on the [GCR Digital Platform](#), particularly in the areas of jobs and livelihoods, education and solutions.

It will be vital to keep matching technical, material or financial support from donors

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Global Compact on Refugees

The pandemic abruptly shook up the context in which 1,400 pledges were made at the 2019 Global Refugee Forum and High-Level Segment on Statelessness. COVID-19 tested the ability of UNHCR and partners to deliver protection and assistance. The pandemic reinforced the

to facilitate implementation of host countries' pledges on protection and inclusion. Matching demonstrates burden- and responsibility-sharing in action, enabling pledging entities to combine their efforts to make a tangible impact and advance progress where more support is needed. For example, in Uganda, Denmark matched Uganda's pledge for refugee inclusion in the national education system with 35 million krone. And the LEGO Foundation, as part of its pledge in the Play to Learn partnership, matched Bangladesh's pledge to “design innovative refugee solutions” in developing a telecommunication model, to reach children and caregivers affected by COVID-19 in Rohingya camps and Bangladeshi host communities.

Key initiatives launched at the Forum also progressed. The three [Support Platforms](#) worked collaboratively to strengthen regional responses to forced displacement, increasing and diversifying their membership to include host and donor countries and other strategic partners. Support from the European Union significantly contributed to advancing these regional arrangements—an example of how cooperation with development partners is already catalyzing the implementation of the GCR by broadening the base of support. By mobilizing its global pledge, the Inter-Parliamentary Union—in partnership with UNHCR—brought together Members of

the European Parliament and parliamentarians in the IGAD region to identify strategic priorities for [forced displacement in the region](#), including through cross-regional solidarity around GRF pledges and the IGAD Support Platform and parliamentary diplomacy.

The [Asylum Capacity Support Group](#) also made advances in matching requests from host countries with donor support in Africa and the Americas, in areas such as strengthening registration, use of country of origin information and processing modalities.

The [Global Academic Interdisciplinary Network](#) secretariat was established in 2020, anchoring a network of scholarship and research on refugee issues, forced displacement and statelessness, and will be chaired by the University of Essex until 2023. As part of its activities and the [Carta de Santiago pledge](#), the Brazilian model of the [Sérgio Vieira de Mello Academic Chairs](#) is being expanded to different regions, with universities promoting refugee inclusion by providing services ranging from legal aid to health care.

The early signs of progress, despite significant challenges faced in 2020, are a testament to the willingness of governments and other actors to uphold commitments made at the Forum, continuing the global effort to build a better future for people forced to flee.

Find out more at the [Global Compact on Refugees website](#).



Reimagining refugee camps and transforming livelihoods in Ethiopia

In 2019, Oxford University's Refugee Studies Centre evaluated UNHCR and [IKEA Foundation's livelihoods programme in Dollo Ado](#), Ethiopia, which focuses on agriculture, livestock, energy, and microfinance loans through a cooperative model. The programme's positive impact includes greater cooperation between refugees and host community members, reported income increases, expansion of markets and the provision of electricity. In line with the Global Compact on Refugees, this strategic partnership has successfully created innovative and sustainable solutions for

refugees. In 2020, the programme was recognized for its success by the International Finance Corporation and Financial Times at their Transformational Business Awards.

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Decentralization and regionalization

UNHCR's new organizational model came into effect in January 2020, when seven newly created regional bureaux became operational in their respective regions. With this realization of one of the major transformational streams initiated by the High Commissioner, these new bureaux replaced existing regional management and support structures, such as bureaux at Headquarters, regional offices, support centres, units and hubs. UNHCR has also significantly strengthened the regional bureaux to perform a wide range of functions: protection and operational support, programme planning and resource management, monitoring, internal control and risk management, amongst others. Bringing these functions and capabilities closer to field operations enables better and faster support, which was put to the test in the organization's response to the COVID-19 pandemic.

Unlike in past initiatives, the transformation was accompanied by significant delegation of authority. Revised internal delegation frameworks moved decision making away from Headquarters and closer to the point of delivery. The new Resource Allocation Framework enhanced the level of delegation of authority to better embrace decentralization and regionalization. Policy changes in budget management resulted in 69% of decisions being made at the regional or field level, representing some 44% of the additional resources, helping ensure timely allocation of resources to address protection and assistance needs. Regional bureau directors have significantly expanded authority to re-allocate financial resources where they are needed most within the region and the authority to appoint professional staff up to the P4 grade. Country representatives have clear and expanded authorities to re-allocate

resources and manage staffing through clearer, streamlined and more flexible authorities. Heads of sub-office have new authorities for budget allocation and human resources, within established parameters. Headquarters, bureaux and operations were supported to implement these changes in the frameworks.

Another significant change at country level was the introduction of incentive-based local fundraising, which enables country operations to expand their approved spending envelopes without approval from Headquarters. Funds raised from UN administered pooled funds such as CERF and country-based pooled funds increased 64% to \$151 million in 2020, compared with \$91.8 million in 2019. This increase was partly due to the delegated authority to the field as these funds are uniquely managed at country level, combined with increased funding from pooled funds for the COVID-19 response.

Moving the regional bureaux from Geneva (with the exception of the bureau for Europe) aligned UNHCR's structures more closely with other UN agencies and international NGO partners, significantly strengthening the Office's ability to engage with them at the regional level. For example, NGO consultations organized by UNHCR's regional bureaux allowed for more focused discussions on regional contexts and brought local civil society into the conversation. The newly-decentralized bureaux in Europe, the Americas and Africa also engaged with the Issue-Based Coalitions, regional groupings of UN bodies tackling cross-cutting issues such as the challenges posed by human mobility.

UNHCR's new regional presence also enabled greater engagement with regional intergovernmental organizations and mechanisms. UNHCR supported the IGAD platform to implement a regional refugee framework focusing on inclusion and assisting member states in East Africa, and also signed a memorandum of

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understanding with the African Development Bank to mobilize and direct resources to the Sahel to support the primary health response and the resilience of vulnerable communities in Burkina Faso, Chad, Mali, Mauritania, and Niger. The creation of dedicated external engagement capacity in the bureaux has repositioned UNHCR, paving the way for long-term engagement and collaboration with key regional actors.



United Nations development system reform

Regionalization enhanced UNHCR's active engagement in the roll-out of the United Nations development system reform, including in the new regional collaborative platforms. The Office co-chaired Issue-Based Coalitions on human mobility, displacement and resilience across Africa, in Europe, and in Latin America and the Caribbean, and aligned itself with the United Nations country-level management and accountability framework, including linkages to performance appraisal of its country representatives.

UNHCR also supported the United Nations framework for the immediate socioeconomic response to COVID-19 offering guidance to Resident Coordinators on including refugees, forcibly displaced and stateless people in the socioeconomic impact assessments. With no specific funding window created under the Multi-Partner Trust Fund for refugees and migrants, their inclusion in response plans was a challenge. As a way of helping governments and UN country teams identify the needs of forcibly displaced people, the World Bank-UNHCR Joint Data Center on Forced Displacement funded collection of primary socioeconomic data through household and phone surveys in Chad, Djibouti, Ethiopia, Kenya, Niger, Rwanda and Uganda.

At the global level, UNHCR progressively

incorporated relevant elements of the quadrennial comprehensive policy review within its operations. UNHCR also participated in the finalization of the companion package to the United Nations Sustainable Development Cooperation Framework (UNSDCF) Guidance, which now encourages United Nations country teams to include refugees, IDPs and stateless people in common country assessments.

UNHCR also issued internal guidance on programme alignment with and participation in the UNSDCF. Furthermore, UNHCR supported the United Nations development system-related Funding Compact, which aims to increase the quantity and the quality of development funding in return for greater effectiveness, transparency and accountability. UNHCR reports against the Compact's commitments to the Sustainable Development Goals through the United Nations Development Coordination Office.



Human resources

As part of its COVID-19 response, UNHCR pivoted its learning curriculum to virtual delivery. This shift online unlocked greater opportunities for learning, regardless of location, and programmes were made available in more languages for broader access.

There was considerable focus on the importance of dialogue, learning and communication in how to manage teams and people. Managers received targeted support such as webinars to strengthen their ability to work and engage remotely with their teams. UNHCR also offered managers development tools and spaces for reflection in recognition of their role in creating and promoting safe, inclusive and respectful work environments. Over the year, 15,000 staff participated in at least one learning activity, with over 1,000 e-learning and 300 learning programmes made available in English and French.

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Over 4,000 staff took part in 80 career webinars, 400 signed up for coaching or mentoring, and 400 managers took part in Reflective Leadership Dialogues on inclusion and creating enabling work environments.

A review of the performance management system was launched to re-evaluate existing practice and examine culture, policies and processes so as to build a new, more modern approach. This will be a key element in developing a positive employee experience and a workplace culture where UNHCR's a workforce thrives.

UNHCR's business continuity plans mitigated COVID-19's impact on human resources (HR) matters. Assignments continued to be managed without disruption, albeit remotely. Managers and HR staff globally were able to access lists of candidates in various talent pool profiles. This improved UNHCR's ability to identify local staffing strengths, and managers and HR staff could define best matches with their requirements. Screening and processing remained at Headquarters, providing for consistent oversight in accordance with rules and procedures. Over the year, 1,700 job openings were processed, 110 of which were for fast track situations; 52% of candidates externally recruited into the international professional category were female; and 33 talent pools were managed, with 1,300 applications received a month.

Alongside the international professional category, there was extensive work on revising the recruitment and assignment policy for local staff, including specific measures for increasing the gender balance and enabling hiring managers to consult more data on diversity and gender. Oversight measures ensured the process was free from bias and discrimination. Pre-vetting screenings for sexual exploitation and abuse, sexual harassment and misconduct were included in the policy on locally-recruited

staff and in the revised policy for the management of the affiliate workforce.

COVID-19 also put a sharp focus on UNHCR's occupational health and safety. It had to fulfil its mission to assist populations of concern without deviating from its duty to safeguard the health and safety of its workforce. Preventive action protected colleagues with underlying medical conditions, with offers to telework or relocate to where medical facilities were available, and personal protective equipment was supplied to those working in camps and communities. Local health care assessments helped operations to strengthen their staff's access to care, and medical support by phone was made available in several languages for personnel and their families.

UNHCR recognized how COVID-19 could create mental health stresses, as staff faced isolation, separation, multiple roles at home, and the difficulty of travelling for rest and recuperation. Psychosocial capacity was strengthened through the network of peer advisors and regional staff counsellors, and additional external mental health support was provided. UNHCR continued to be a leader in inter-agency efforts on health and safety matters throughout 2020 and was an active contributor to the UN System-Wide Task Force on Medical Evacuations, the inter-agency efforts to strengthen the medical first line of defence, and the UN vaccination strategy. This strengthened the representation of field concerns, which underpinned UN preparedness and response plans.



Data and information

UNHCR conducted an operational data review, examining its practices, processes and standards in the collection, analysis and use of data disaggregated by age, sex, disability, and other diversity considerations. The Office contributed to "[Data disaggregation of SDG indicators](#)

by forced displacement" and led the technical assessments for two reports on the inclusion of people with disabilities by the UN Special Rapporteurs on the rights of persons with disabilities and on the human rights of IDPs. UNHCR also developed a demographic model to estimate sex- and age-disaggregated data at global and regional level to strengthen evidence-based programming and advocacy.

UNHCR led inter-agency processes to develop monitoring frameworks, including a global inter-agency multi-sectoral COVID-19 monitoring framework in collaboration with IOM, OCHA, UNESCO, UNICEF, UNRWA, WFP and WHO among others. As part of the UNICEF-UNHCR Blueprint, UNHCR established 13 data projects to improve data interoperability and data sharing, and to support the objectives of the Blueprint for the inclusion of refugees in UNICEF and government data systems. There were improvements to UNHCR's statistical reporting, data collection and methodology, including a new Statistical Quality Assurance Framework. UNHCR co-led the Common Good Data Initiatives aimed at strengthening the capacity to gather, access and manage strategic information and to improve analysis and communication of data as evidence.

The Office worked across the UN to develop the Secretary-General's Data Strategy and make more use of the UN's data. UNHCR helped to put the WFP-UNHCR Joint Programme Excellence and Targeting Hub into operation, creating a joint targeting capability and supporting inter-agency collaboration. UNHCR and WFP's data sharing memorandum of understanding was put into action, resulting in the first implementation of biometric data access and data transfer solutions between agencies, integrating WFP's SCOPE with UNHCR's PRIMES ecosystem for beneficiary authentication. UNHCR further ensured interoperability

of data systems by issuing minimum standards to assist operations where WFP "Building Blocks" were implemented in refugee contexts. UNHCR provided technical leadership to the UN Common Cash Statement Working Group, and 2020 also saw the go-live of the improved, secured and automated sharing of resettlement data with the United States of America.



Results-based management

The design of UNHCR's new approach to results-based management (RBM) for multi-year planning, budgeting, monitoring and reporting, named COMPASS, and the configuration of a new online system was finalized in the last quarter of 2020. An extensive training programme to roll out the first phase of the COMPASS approach and system, the "Plan for Results" phase, was developed in advance of the launch in early 2021. All operations are expected to finalize their strategies for 2022 during the second quarter of 2021, including 24 operations that are developing multi-year strategies. The new multi-year approach will see operations developing longer-term, quality protection and solution strategies using the UN system results chain and a global results framework aligned with the Sustainable Development Goals (SDGs). It also allows operations to formulate their own results and indicators. All these changes will facilitate UNHCR's engagement with national and UN development frameworks, in pursuit of the SDGs.

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Risk management and integrity

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In Ibarra, in Ecuador, UNHCR, firefighters and youth volunteers built three XL refugee housing units to increase the capacity of the municipal community diner, providing a bigger and safer place where refugees and members of the host community can be served 400 meals a day.



Staying, delivering, and managing risks through the pandemic

The pandemic posed risks unlike any faced by UNHCR in its history, compelling UNHCR to increase its response whilst minimizing its physical footprint. From the start of the COVID-19 outbreak, risk management colleagues across the organization contributed to COVID-19 preparedness, ensuring that pandemic-related risks were rapidly identified, managed and monitored. A COVID-19 risk register gave an overview of the risks faced by refugees and UNHCR, including organization-wide risks to business continuity. Identifying risks helped to support early action and coordination with broader UN coordination, from contingency planning to procurement. By elaborating the risks linked to COVID-19 and pointing towards solutions, the register aimed to minimize operational disruption, provide a framework for action, and support the organization's effort to stay and deliver in extraordinary circumstances.

When physical distancing threatened to interrupt protection and support services, operations actively sought to remain engaged and responsive to the needs of people of concern. UNHCR expanded cash assistance, increasing contactless and mobile money payments. To address new challenges this posed, anti-fraud training was conducted in Greece, Somalia and South Sudan, whilst the accountability chain of the cash assistance programme in Yemen and in other operations was strengthened. Increased reports of gender-based violence and risks of sexual exploitation and abuse prompted operations to increase focus on communicating with communities, providing ways for people in need to continue to seek support from UNHCR or its partners. Inside UNHCR, the crisis drove innovation and change, with heightened attention to duty of care to the workforce and use of digital technology to communicate. Following a risk assessment in Bangladesh, and to mitigate immediate risks to the health of personnel, the operation converted part

of the office to a field hospital. In parallel, internal dialogue and mental wellbeing services were put in place.

As the pandemic evolves, robust risk management will help UNHCR prepare for potential new waves whilst keeping longer term challenges in sight.

Supporting operations through the risk network and building for the future

The year saw the conclusion of UNHCR's Risk Management 2.0 initiative, in which the organization invested in people, tools and processes to better manage uncertainties. The initiative brought a noticeable improvement in the quality of risk analysis and mitigation measures, which in turn has increased transparency, data-driven decision-making and accountability.

By the end of 2020, each of the seven regional bureaux and 12 high-risk countries had a senior risk adviser in place. Despite travel restrictions, the network of risk advisers provided learning and support to more than 1,800 colleagues, increasing overall use and knowledge of risk management in UNHCR and empowering the workforce to scan the horizon for risks and opportunities, and to make informed decisions in the light of these. Echoing the emphasis that the High Commissioner has put on integrity-related risks, close to 100 senior leaders were trained in reputational risk management and crisis communications.

To support a coordinated and integrated response to crises, UNHCR took a situational risk approach, involving key country operations. When Burundian refugees requested to repatriate, risk and protection colleagues from Burundi and asylum countries conducted a joint risk assessment around voluntary repatriation. They identified risks affecting the objective of a return in safety and dignity,

as well as measures to address such risks, providing a roadmap for action.

The improving quality of risk registers has provided UNHCR with up-to-date and accurate risk information. To support colleagues in addressing high risks in areas such as cash assistance, procurement, prevention of sexual exploitation and abuse, and partnership management, short and practical risk management tools were developed and disseminated. UNHCR's risk management policy was updated, reflecting changes in international norms and UNHCR's decentralization and regionalization process. To embed risk management into its core processes, UNHCR took decisive steps to reflect the new results-based management approach in its risk management tools, so that considering risks and opportunities becomes an inherent part of strategic planning.

As the number of people who depend on UNHCR's support is ever-growing and crisis in displacement becomes more complex, combining the effects of violence, pandemic and climate change, taking and managing the risks required to deliver our mandate will remain a priority for the organization. Whilst good progress was made with the Risk Management 2.0 initiative, work needs to continue to further strengthen UNHCR's risk culture in all operational and management areas. To that end, a five-year strategy is under development.

Integrity and oversight

As with other parts of UNHCR, the pandemic presented UNHCR's independent oversight providers with a unique set of challenges that had to be overcome. By adapting and innovating, a revised plan and new working methods were in place by the end of March 2020, ensuring oversight could continue.

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The response to the COVID-19 emergency included deferring a number of reviews; moving to remote auditing and reviews; providing advisory and thematic audit and review work; ensuring COVID-related questions were embedded into their work; and reporting in a more agile, short-form format to provide ongoing feedback and response to UNHCR management. Towards the end of 2020, coordinated planning conversations between the key oversight providers were undertaken to ensure a well-balanced and coherent overall oversight plan was in place for 2021.

There was also oversight of UNHCR's pandemic response, including reviews of supply chain and procurement activities; partner selection and management; distribution of cash assistance and core relief items; vendor and emergency procurement fraud risk; controls over implementing partners; and remote programme and protection monitoring. These were undertaken through a mixture of advisory and audit modalities.

In the past five years, misconduct complaints grew from 399 in 2016 to 664 in 2017, 1,186 in 2018 and 1,226 in 2019.

In 2020, the pandemic hampered reporting of misconduct complaints, which declined 7% to 1,146. For 2021, based on increasing numbers of complaints at the end of 2020, a return to pre-pandemic levels of 1,200 per annum is predicted. During 2020, UNHCR opened investigations implicating 142 individuals and finalized 130 investigation reports, of which 55% (71 out of 130) were substantiated.

UNHCR continues to invest in measures to enhance oversight. The office of the newly-appointed Inspector General (IGO) updated its strategy and thoroughly reviewed its operations, resulting in further realignment of IGO staff to regional locations and a comprehensive change to the IGO's strategic oversight function. It introduced improved standard operating procedures relating to complaints intake assessment processes, and for applying a victim-centred approach to investigations, and its digital capability was enhanced with new forensic tools and an upgrade of the complaints case management system.



SPOTLIGHT: Preventing fraud committed by people of concern

As part of decentralization and regionalization, regional anti-fraud focal points were supported in enhancing capacity in their respective operations to improve the detection and response to fraud by people of concern. This led to the identification of evidence-based gaps and the subsequent development of context-specific anti-fraud tools and materials. An internal data visualization tool was developed to monitor performance in fraud management, trends analysis and reporting. The tool allows for easy reporting instances of fraud based on real-time proGres v4 data, thereby facilitating management and operational responses. In operations using proGres v4, there were 105 cases detected in 2020 (up from 79 in 2019), with about 40% of detected cases resolved during the year. More than 90% of operations conducting individual processing of people of concern's information now have designated personnel and, with over 300 staff having received dedicated anti-fraud training, UNHCR's ability to detect fraud by people of concern has increased significantly, as have more structured responses.



UNHCR's fight against sexual exploitation and abuse and sexual harassment

High Commissioner for Refugees Filippo Grandi meets young Venezuelan survivors of sexual exploitation at the Fundación Renacer in Riohacha, Colombia.

The High Commissioner's role as IASC Champion on Protection from Sexual Exploitation and Abuse and Sexual Harassment

Tackling sexual misconduct, within UNHCR and in the wider humanitarian sector, is critical to UNHCR's vision of a trusted, respectful and inclusive environment where the people it serves and those who support them feel safe, heard, equipped and empowered. In 2020, the High Commissioner brought this commitment forward by taking on the role of IASC Champion on [Protection from Sexual Exploitation and Abuse and Sexual Harassment](#), launching several initiatives to further his [three main priority areas](#) of bolstering prevention, expanding safe spaces and promoting respectful use of authority.

These initiatives included learning packages, communications materials, and best practice guidance, some of it aimed at capacity building and awareness-raising amongst humanitarian personnel and affected communities.

Other aspects supported humanitarian leadership in building respectful and inclusive working environments and a speak-up culture, and some initiatives proved particularly relevant in the context of the COVID-19 pandemic.

Examples included a learning package for NGO partners—"Saying NO to sexual misconduct"—which was jointly developed with IOM, WFP and others. It fostered creative engagement and dialogue and works through the implications of power differentials and people's responsibilities as humanitarian workers. The package includes video, case studies and testimonies, is easily tailored for different audiences and contexts, and is currently available in English, French, Spanish, Arabic and Portuguese. Another initiative was the [PSEA Community Outreach and Communication Fund](#), launched by UNHCR and ICVA in April 2020 at a time when COVID-19 and related restrictions challenged efforts to prevent and respond to sexual exploitation and abuse. The Fund provides small-scale grants to NGO

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projects supporting community-led efforts to raise awareness of prevention of sexual exploitation and abuse. Of 1,600 applications received, [19 grants were awarded to organizations across all regions](#). A range of projects developed targeted multimedia awareness-raising tools, such as that of the NGO Lotus Flower Iraq. The NGO launched campaigns for IDPs which prioritized strengthening reporting channels in IDP camps and engagement with women and girls at heightened risk of sexual exploitation and abuse.

A communications package was made available in English and French to guide IASC Principals in meaningful discussions with staff on sexual misconduct. The tool uses impactful videos to facilitate often uncomfortable discussions and aims to promote a speak-up culture and, although designed for face-to-face engagement, the package lends itself to online use.

The High Commissioner closed his tenure as IASC Champion by hosting a session with all IASC Principals on values, attitudes, and organizational culture, providing a forum for reflection on the underlying factors in organizational culture and behaviour that give rise to sexual misconduct and abuse of power. A similar session was held with the CEB Task Force on sexual harassment, hosted by UNHCR's Deputy High Commissioner. Two additional products will be finalized in the course of 2021, an e-learning for NGO partners on investigating sexual exploitation and abuse, and a collection of good practices on organizational culture change. While the High Commissioner's tenure as IASC Champion has ended, close and strong collaboration with all its partners will underscore UNHCR's efforts to tackle sexual misconduct, as it is only through inter-agency and broader partnerships that such abuses can be eradicated.

Ethics

Even with the constraints of the virtual environment dictated by the pandemic, the mandatory Code of Conduct dialogue sessions still reached 74% of the workforce in 120 operations. The sessions, with their focus on trust and collaboration, and the increased links to mitigating integrity risks, contributed to an organizational culture valuing trust, collaboration, dialogue and integrity.

There was a nearly 100% compliance rate with the UN Financial Disclosure Programme, and 430 colleagues were assisted with professional, confidential, ethics advice on issues like conflicts of interest and engagement on social media. This contributed to the overall integrity of the organization and promoted ethical decision-making and behaviour in accordance with UN standards and values.

There was a 17% increase from 2019 in requests from personnel for advice on protection against retaliation, indicating higher engagement with and trust in institutional efforts to protect colleagues speaking up, as well as progress in creating a speak-up culture. These efforts included an external "SpeakUp!" helpline providing UNHCR personnel with an additional channel for reporting misconduct, including sexual misconduct, and raising other concerns and grievances.



UNHCR's engagement in situations of internal displacement

© UNHCR/Marie-Joëlle Jean-Charles

Daoud sits outside his family's temporary shelter at a site in Al Mukha, Taizz, in Yemen. They fled At Tuhayat 18 months ago when fighting destroyed their home.

In many places around the world, internal displacement has become chronic. At the end of 2020, the global number of internally displaced people due to violence and conflict reached an estimated 48.6 million, the highest ever recorded and 5.1 million more than in 2019.

In 2020, major drivers of forced displacement were escalating conflict and violence, massive human rights abuses ranging from forced recruitment to torture and rape, and the impact of climate change, including depleted natural resources, diminished crop yields and livestock shortages. The pandemic itself was also a cause of flight, with recorded instances of people moving from crowded urban locations to rural settings in an attempt to avoid contagion, including in Somalia and Yemen.

Within this context, UNHCR continued its stepped-up engagement in situations of

internal displacement. Spending on IDP programmes under Pillar 4 rose 9%, with an additional \$21.5 million transferred from the Operational Reserve for emergency response to nine operations (in the Central African Republic, Honduras, Mali, Mozambique, Myanmar, Nigeria, the Panama multi-country office, the Syrian Arab Republic and Ukraine). Notably, decentralization empowered regional bureaux and representatives to quickly redeploy funds to meet IDP emergency response needs.

UNHCR combined coordination leadership with field operations, bringing delivery closer to people of concern, enhancing credibility with cluster partners and strengthening relations with governments, especially at local level. Engagement via community-based protection networks, telephone hotlines, and other virtual means helped to make up for the physical distancing introduced

For more information on internal displacement and related trends, see Chapter 3 of the [2020 Global Trends report](#)



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to fight COVID-19. UNHCR Yemen in particular established best practices in this regard, helping to guide engagement in other locations.

UNHCR moved during the year towards integrated programming inclusive of all population groups in an operational context, including host communities. In Colombia, the Casa de los Derechos project was an example of an area-based approach that brings legal assistance and other benefits to co-located IDPs, refugees, returnees and local communities experiencing similar protection needs and risks. In Afghanistan, UNHCR applied an area-based, whole of community approach aimed at mitigating protection risks and vulnerabilities of all affected communities while facilitating sustainable solutions including reintegration of refugee returnees and IDPs.

Investments in solutions underpinned UNHCR's IDP work. Solutions can be achieved where local communities are resilient, and this requires investments in national capacity, including through international financial institutions. UNHCR's IDP policy identifies solutions as integral to all IDP engagement, be it through support to local authorities and communities or enhancing partnerships beyond the traditional humanitarian stakeholders and including development actors. Advocacy and related interventions for the inclusion of IDPs in national services and pandemic-related safety nets established by States remain central to the approach.

UNHCR closely engaged with [the High-Level Panel on Internal Displacement](#) by sharing experiences and supporting the global and national discourse on IDP solutions, contributing to dialogue with IDPs and with experts. UNHCR's contributions to the Panel were through consultations and written submissions

based on its extensive experience in advancing solutions in refugee and IDP settings.

Tri-cluster coordination

On coordination, within the Inter-Agency Standing Committee framework, UNHCR leads the Global Protection Cluster (GPC) and co-leads the Global Shelter Cluster (GSC) with IFRC and the Global Camp Coordination and Camp Management Cluster (CCCM) with IOM. UNHCR also coordinates national protection, shelter and CCCM clusters, usually with NGO partners. Strategic direction for UNHCR's cluster engagement is provided jointly by UNHCR's Assistant High Commissioners for Operations and for Protection, thus elevating the strategic impact of cluster leadership within UNHCR, especially at regional bureaux encompassing all country operations.

UNHCR continues to build strategic partnerships for IDP protection, including by co-chairing the three-year, multi-stakeholder plan of action for the 20th anniversary of the Guiding Principles on Internal Displacement (GP20). In 2020, following regional exchanges with the Economic Community of West African States (ECOWAS) and the Intergovernmental Authority on Development (IGAD), UNHCR spearheaded exchanges on internal displacement in the Americas, Asia and Middle East, in collaboration with the Inter-American Court of Human Rights and the Platform on Disaster Displacement.

[UNHCR's IDP Initiative 2020-2021](#) and its quarterly updates facilitate public dissemination of notable activities in IDP operations, with special focus on community approaches, partnerships and solutions.

Global Protection Cluster

The GPC and national protection clusters advocated for the rights of 78 million people in need of protection, of which 31.5 million people received assistance in 26 operations. UNHCR led 29 out of 32 field protection clusters and cluster-like mechanisms. The GPC Coordinator undertook field missions to Burkina Faso and Iraq while GPC Operations Cell members undertook field missions to Ethiopia and Sudan and provided remote technical support and sharing of good practices to field protection clusters. This saw the GPC working with over 1,000 diverse partners around the world.

[The 2020 Global Protection Forum](#), hosted by the GPC's Strategic Advisory Group and the four GPC areas of responsibility, gathered the Child Protection, Gender-Based Violence, Housing Land and Property and Mine Action Areas of Responsibility brought together over 3,000 humanitarian, peace and development partners, academics, UN Member States and donors to discuss contemporary protection challenges and gaps, exchange lessons learned and provide strategic direction.

Global Camp Coordination and Camp Management Cluster (co-led with IOM)

The global CCCM cluster supported 23 country-level clusters and cluster-like structures in 2020, with UNHCR leading or co-leading 19. The UNHCR CCCM Global Cluster Team developed "[Camp/site management interim operational guidance for COVID-19 readiness and response](#)", containing key considerations to incorporate into pandemic preparedness and operational planning. The Team also provided input and support for the IASC's interim guidance

on "[Scaling-up COVID-19 outbreak readiness and response operations in humanitarian situations, including camps and camp-like settings](#)", guidance which was jointly produced with IFRC, IOM, WHO and UNHCR.

The team delivered virtual COVID-19-related capacity-building workshops for Cameroon, Chad, the Democratic Republic of the Congo (DRC), Mali, Pakistan, Mexico, Yemen and the Latin America sub-region. A virtual mission to Sudan supported the establishment of a COVID-19 IDP camp coordination task force, and the roll-out of a survey on preparedness gaps and services. Continuous consultations with stakeholders improved CCCM delivery in Burkina Faso, the Central African Republic, DRC, Ethiopia, Iraq, Mozambique, Myanmar, Somalia and Sudan. This was done through a combination of scaling up staffing, resource mobilization and advocacy, capacity building, and coordination and operational support missions.

Global Shelter Cluster (co-led with IFRC)

UNHCR led 16 of the 30 country-level shelter clusters and 19 of the 37 shelter coordination mechanisms, with one newly activated in 2020 in the DRC. The UNHCR-led clusters provided shelter and core relief items to over 12 million IDPs through 535 partners in conflict situations, representing 81.6% of all displaced people assisted with shelter globally. Some 2.2 million people were reached with COVID-19-specific shelter activities in 12 out of the 16 UNHCR-led clusters with activities such as shelter and core relief items for medical, quarantine or isolation facilities, or to reduce overcrowded living conditions.

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In 2020, the cluster launched [rental market guidance](#), updated the [coordination toolkit](#) and delivered the [annual meeting](#) and [coordinators' workshop](#) online, consisting of 59 events, including thematic sessions, country cluster briefings and regional events with over 1,000 participants. In addition, the GSC hosted monthly [webinars](#) in shelter response to COVID-19 with coordinators and operational staff.

The UNHCR GSC team provided 132 days of field mission support in Burkina Faso, the Democratic Republic of the Congo, Sudan and the Syrian Arab Republic, in addition to 274 days of remote support. Specifically on COVID-19, the UNHCR-led GSC team supported countries in adapting their response and in providing resources through a specific [COVID-19 shelter library](#).

In conclusion, important progress was made towards the UNHCR objective of a more decisive and predictable engagement in situations of internal displacement. An acceleration of efforts ensured a strengthened organizational response, as required by the revised IDP Policy, encompassing UNHCR's coordination and operational delivery interventions, and covering the full spectrum of response, including preparedness and solutions.

Qatar Charity continues to support displaced families in Yemen and Lebanon

Since 2012, Qatar Charity (QC) has been one of UNHCR's top private partners and has supported around 1.4 million displaced individuals. In 2020 alone, QC supported Syrian refugees in Lebanon and [IDPs in Yemen](#) with contributions of \$3.5 million. These funds were used to provide urgent cash assistance for internally displaced families in Yemen and Syrian refugee families in Lebanon to help them meet their most urgent needs and mitigate the socioeconomic effects of the COVID-19 pandemic.



Climate action

© UNHCR/Martim Gray Pereira

Forcibly displaced Mozambican families recover from heavy rain and flooding at an IDP site in Cabo Delgado, northern Mozambique.

Climate change increases the risk of displacement, makes it harder for displaced people to return home, and poses a multitude of risks and protection concerns during displacement. Approximately 20% of the world's population lives in a highly climate-vulnerable country, but refugees and IDPs are particularly at risk with nearly 90% of refugees under UNHCR's mandate coming from a highly vulnerable country. These same countries host over 40% of refugees and nearly 70% of IDPs displaced by conflict.

Climate change is already a threat to UNHCR's preparedness, response and solutions work. In 2020, droughts, flooding, storms and hurricanes posed challenges to UNHCR operations from Bangladesh to the Sahel to Central America, and globally there were 30.7 million new displacements due to disasters. This was the highest figure in

a decade, and over three times higher than the 9.8 million displaced by conflict.

As the world continues to heat rapidly, and as the risks of displacement only increase, UNHCR has stepped up its commitment and ambition to tackle the humanitarian and protection challenges of the climate emergency. The office of the Special Advisor on Climate Action was established in January 2020 to provide strategic guidance, oversight and expertise in shaping UNHCR's climate action agenda and responding to growing protection concerns. The [Strategic Framework for Climate Action \(SFCA\)](#) was developed, setting out the parameters of UNHCR's response under three pillars:

- **Law and policy:** legal and normative guidance and policy engagement to better protect people of concern in the context of climate change and disasters.

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- **Operations:** strengthening the resilience of displaced populations to climate and environmental risks, enhancing preparedness and response to displacement in disaster situations, and protecting the environment in displacement settings.
- **UNHCR's environmental footprint:** reducing its greenhouse gas emissions and minimizing its environmental impact.

As part of the law and policy pillar, UNHCR released "[Legal considerations regarding claims for international protection made in the context of the adverse effects of climate change and disasters](#)". This provided guidance for States, legal practitioners and other actors in applying international refugee and human rights law to protect people displaced across borders in the context of climate change and disasters. UNHCR also continued cooperation with academics, legal experts and practitioners in the area, providing technical support to research papers and intervening upon invitation at conferences and other events, and thus widening the network of partners. A key example of such an opportunity was afforded by "COVID-19 and climate change: what can we learn?" at the High Commissioner's annual Dialogue on Protection under the theme "Protection challenges during pandemics".

UNHCR's long-standing support to the Nansen Initiative Protection Agenda continued as part of the State-led Platform on Disaster Displacement, along with IOM, was formalized through a memorandum of understanding. As a member of the Warsaw International

Mechanism for Loss and Damage's Task Force on Displacement under the UN Framework Convention on Climate Change, UNHCR supported Parties' consideration of policy and measures to avert, minimize and address climate-related displacement. At the regional level, UNHCR contributed to inter-agency dialogue with the European Union on human mobility related to climate change and the development of policy and guidance on adaptation and preparedness.

As part of the operations pillar of the SFCA, climate and environmental risk related to supply were integrated in a new procurement policy, including greener procurement of core relief items, and efforts are underway to move towards greener packaging. There was also a review of the [impact of cash assistance and the use of core relief item donations on the environment](#).

In the first year of its 10-year ambition, [the Clean Energy Challenge \(CEC\)](#) graduated from an aspiration to a mechanism for implementation, a [further step](#) towards the goal of bringing affordable, reliable and sustainable energy to all settlements of forcibly displaced people and nearby host communities by 2030. In line with the Global Compact on Refugees, UNHCR plays a catalytic role, building partnerships and advocating greater engagement of business actors, governments, development actors, NGOs, and experts to support the CEC.

Recognizing the need to increase preparedness for situations where UNHCR is called upon to respond in non-conflict-related emergencies,

operational guidance was developed on "IDP protection responses in the context of disasters and the adverse effects of climate change". This focuses on key protection issues and priorities during the preparedness and emergency response phase.

Lastly, under the third pillar, UNHCR is reducing its own environmental footprint and greenhouse gas emissions in line with Greening the Blue, the UN system-wide commitment to improve environmental sustainability. In 2020, UNHCR achieved climate neutrality for the second year running through offsets and developed a greening and sustainability strategy focusing on four areas:

- The *Green Box* initiative uses energy meters in UNHCR offices to measure global energy consumption. In 2020, 225 offices in 115 countries enrolled in the initiative.
- The *Green Data* initiative creates a data warehouse that helps identify opportunities to transition to renewable energy.

- The *Green Fund* is an innovative financing mechanism to power field offices with renewable energy, with pilots planned in Ethiopia, Kenya and Uganda.
- Promoting energy efficient practices and eco-conscious behaviours throughout UNHCR. For example, a carpooling project in Lebanon involving UNHCR and UNICEF will contribute to financial efficiencies, reduced emissions and optimized fleet sizes.

The SFCA recognizes that the magnitude of the climate emergency requires unprecedented collaboration to meet the growing protection challenges and achieve impact at scale. In this spirit, UNHCR led the development of an interagency predictive analytics project addressing the interconnected risks in the Sahel and how climate change will affect the humanitarian, development, and peace and security sectors.

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SPOTLIGHT: The impacts of the climate emergency on displacement

A [data visualization](#) shows how the climate emergency is converging with other threats to drive new displacement and increase the vulnerability of those already forced to flee.

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East and Horn of Africa and the Great Lakes



“ These children are the next generation coming up. Some will be doctors, teachers, pilots. I don't just dream for them... Teaching plays a role in building a generation. ”

—Ngesti Gudamadhen, volunteer refugee teacher

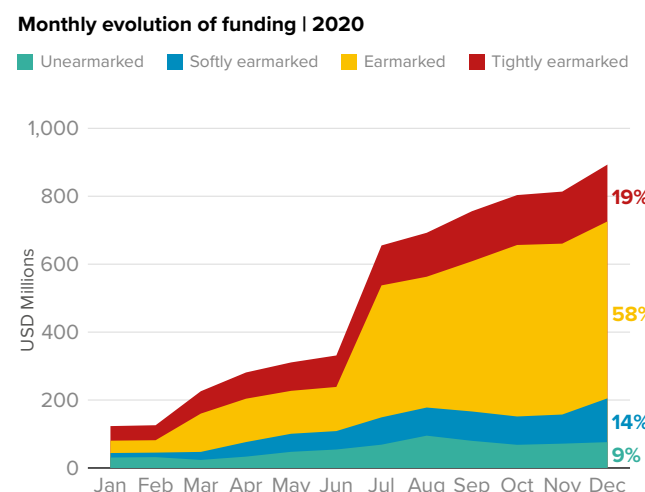
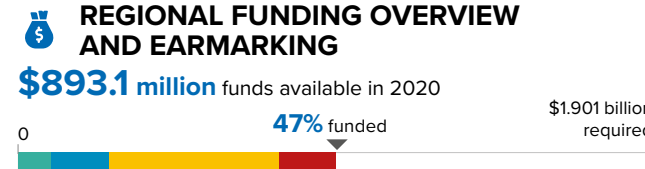
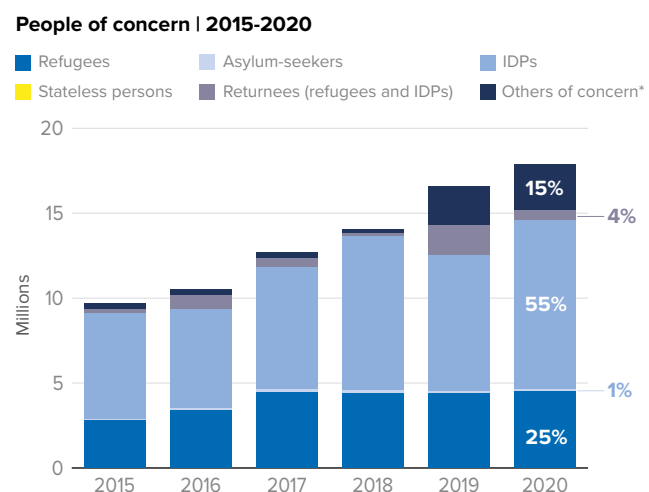
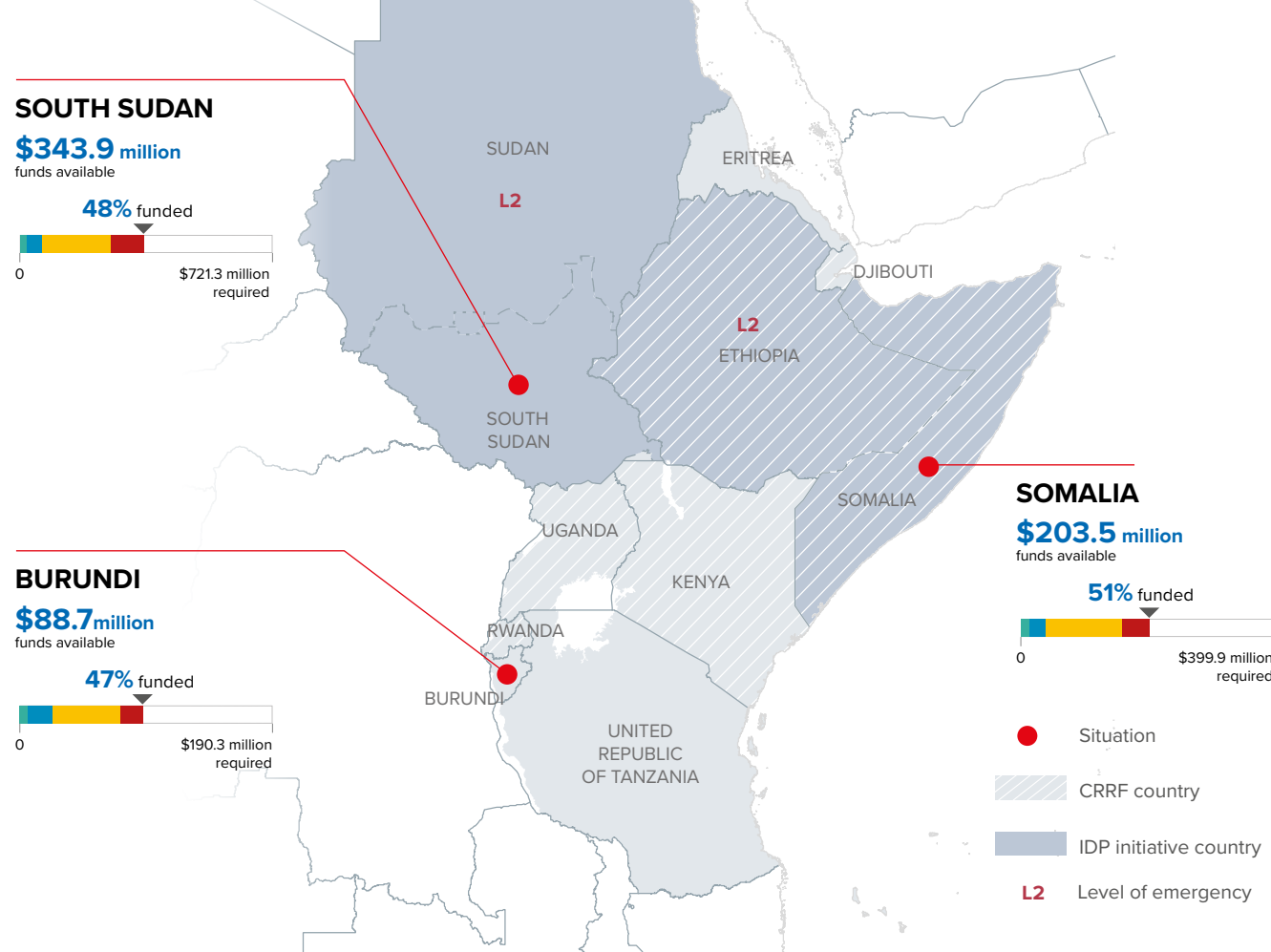
Ngesti Gudamadhen, 28, is an Ethiopian refugee who teaches children in makeshift classrooms at Um Rakuba camp, Al Qadiri, Sudan.

© UNHCR/Will Swanson

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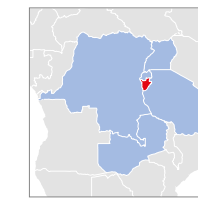
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OVERVIEW AND KEY DATA IN THE EAST AND HORN OF AFRICA AND THE GREAT LAKES IN 2020



* Figure currently includes host community population in Uganda, reflecting UNHCR's evolving approach to refugee inclusion and integrated area-based service delivery. Population category definitions are under review and will be adjusted in 2021 to introduce a separate category of host community members who may benefit directly from UNHCR assistance.

MAJOR SITUATIONS IN 2020

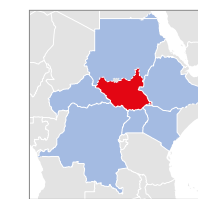


BURUNDI

\$5,240,211 distributed in cash assistance. **69,661** households reached with core relief items. **284,841** people of concern received hygiene supplies.

After Burundi's 2020 elections, the Government strengthened engagement with the international community including humanitarian actors. The overall working environment and the political and security situation improved, although reports of human rights abuses continued. In line with the [Burundi Regional Refugee Response Plan](#), which brought together 35 partners, UNHCR provided protection, assistance and access to services for an estimated 313,000 Burundian refugees, mainly in Rwanda, the Democratic Republic of the Congo and the United Republic of Tanzania. UNHCR pressed for their inclusion in national COVID-19 responses. Food shortages grew, leading to negative coping mechanisms, including gender-based violence and premature returns. COVID-19 disrupted schools, stretched health services and constrained access to registration, asylum and voluntary repatriation. Although health screenings, isolation facilities, personal protective equipment, testing and social distancing added unplanned costs to the repatriation movements, UNHCR helped 40,900 refugees to return from Rwanda, the United Republic of Tanzania and Uganda, bringing the total returns to Burundi to close to 120,500 since voluntary repatriation activities began in 2017. UNHCR did not promote returns but continued to support those who expressed an interest in returning home voluntarily.

*Excludes the 1972 refugee caseload in the United Republic of Tanzania. **Source: IOM.

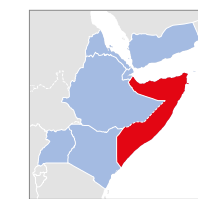


SOUTH SUDAN

\$4,117,960 distributed in cash assistance. **368,334** households reached with core relief items. **16,960** people of concern received emergency shelter.

Over 2.2 million South Sudanese refugees were hosted in the Democratic Republic of the Congo, Ethiopia, Kenya, Sudan and Uganda at the end of 2020, the largest refugee crisis in Africa, with 28,000 new refugees during the year. 2020 saw slow progress towards peace and the implementation of the Revitalized Agreement on the Resolution of the Conflict in South Sudan (R-ARCSS). After years of conflict, the situation was not yet considered conducive for safe, dignified and sustainable returns for the majority of South Sudanese refugees, but 122,000 did choose to return on their own in 2020.

UNHCR provided South Sudanese refugees with protection and basic assistance, in line with the [South Sudan Regional Refugee Response Plan](#), which brought together 96 partners, with gender-based violence and child protection as priorities. UNHCR promoted refugee inclusion in COVID-19 prevention and response measures in line with the Comprehensive Refugee Response Framework and the Global Refugee Forum. However, support for livelihoods activities was constrained during the pandemic. UNHCR strengthened its engagement with IDPs in line with its IDP initiative, providing protection and assistance to over 1.6 million South Sudanese IDPs displaced by protracted conflict, environmental disasters and outbreaks of intercommunal violence.



SOMALIA

\$7,668,766 distributed in cash assistance. **60,544** households reached with core relief items. **23,539** people of concern received emergency shelter.

Decades of civil war and instability have created UNHCR's longest refugee crisis, with more than 686,000 Somali refugees residing in Ethiopia, Kenya, Yemen and elsewhere in the region. 3 million Somalis were displaced within the country by the end of 2020. With COVID-19 as well as insecurity hindering cross-border movement, a total of 1,560 Somali refugees returned home. UNHCR assisted 600 refugees of these, while others returned on their own. Cumulatively, 92,150 Somali refugees have been assisted to return since 2014. Amid ongoing state-building and funding shortfalls, returnees, IDPs and the 24,500 refugees and asylum-seekers hosted in Somalia faced insecurity and climate-related shocks such as floods, droughts and locust infestations. The UNHCR-led protection return monitoring network in Somalia recorded nearly 1.3 million new displacements, 70% due to flooding. Most remained in need of urgent humanitarian assistance. As well as providing direct support for protection, assistance and solutions for the most vulnerable, UNHCR and partners helped build the Government's capacity to implement comprehensive protection and solutions for 3.3 million people of concern.



ETHIOPIA (TIGRAY)***

27,288 people of concern were assisted with core relief items and emergency shelter. ***Budget and funding for the Ethiopia (Tigray) situation in 2020 were mainstreamed in the relevant countries programmes.

Violence flared in Ethiopia's Tigray region in November 2020, driving some 55,000 Ethiopians to seek refuge in eastern Sudan. Some 96,000 Eritrean refugees—registered in Tigray before the crisis erupted—were also severely affected. Some were forced to flee to find safety elsewhere in Ethiopia, including in Addis Ababa. UNHCR led the [inter-agency refugee response plan](#) in Sudan, working with the Government and partners to provide life-saving assistance, expand reception facilities and set up two refugee camps to offer the 55,000 refugees protection, water, sanitation, health care, education, shelter and food.

In Tigray, communication blackouts and lack of access precluded any immediate response. UNHCR joined the rest of the UN in requesting unhindered access and raised concerns about the safety and well-being of the Eritrean refugees and hundreds of thousands of IDPs. UNHCR extended assistance, protection services and cash grants to many of the Eritrean refugees who had fled to Addis Ababa.

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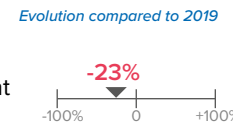
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KEY RESULTS AND TRENDS IN 2020

UNHCR'S PROGRAMMATIC RESPONSE

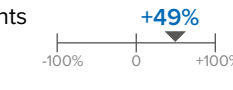
CHILD PROTECTION

26,345 unaccompanied or separated children had a best interests assessment initiated or completed.



GENDER-BASED VIOLENCE

12,577 gender-based violence incidents reported for which survivors received psychosocial counselling.



CORE RELIEF ITEMS

861,752 households provided with core relief items.



\$60.3 million worth of core relief items distributed.



434,906 women received sanitary materials.



HEALTH

0.16 under-5 mortality rate (per 1,000 under-5s per month) in refugee camps.

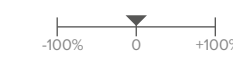


90% of births in refugee camps were attended by skilled personnel.



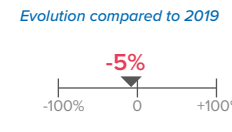
SHELTER

48% of households lived in adequate dwellings.



WASH

19 litres of potable water available on average per person per day in refugee camps.



52% of households had a drop-hole latrine or drop-hole toilet.

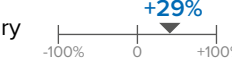


EDUCATION*

742,944 children enrolled in primary education.



105,149 students enrolled in secondary education.



3,132 people of concern received tertiary education scholarships.



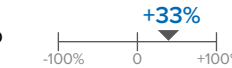
SELF-RELIANCE

15,254 people of concern provided with entrepreneurship/business training.



VOLUNTARY RETURNS

62,339 people of concern assisted to return voluntarily.



RESETTLEMENT

9,179 resettlement submissions.



*While enrolment rates for the school year were high, a majority of those enrolled did not attend school due to COVID-19 restrictions.

UNHCR'S COVID-19 RESPONSE



3,690,538 refugees, IDPs and other people of concern accessed protection services.



6,009,208 refugees and other people of concern received essential health care services.



76,258 refugees and other people of concern provided with mental health and psychosocial support services.



1,023,717 refugees, IDPs and other people of concern received cash assistance related to the impact of COVID-19.



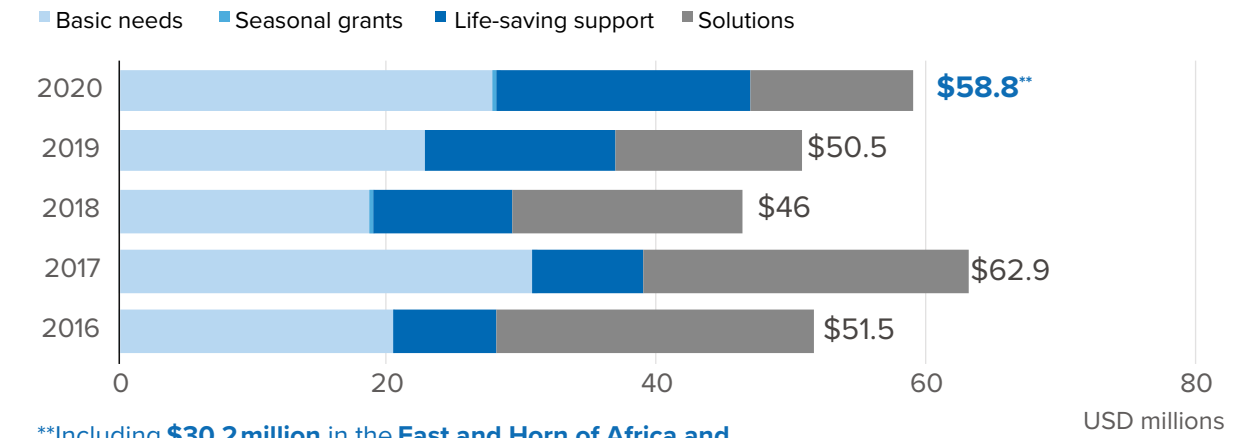
783,796 women and girls accessed sexual and reproductive health services.



11 country operations reported all geographic areas inhabited by people of concern were reached by COVID-19 information campaigns.

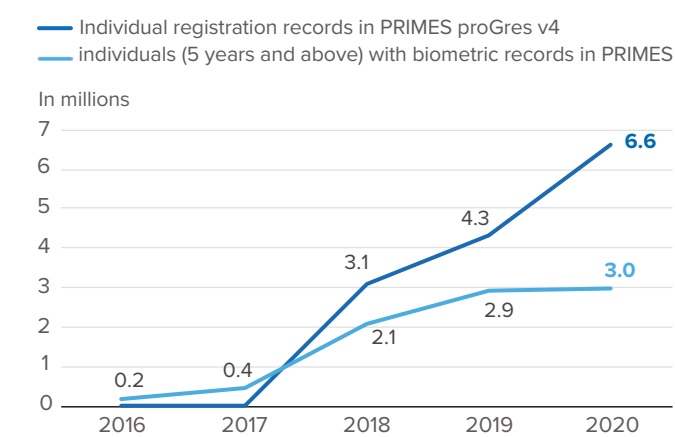
TRENDS IN RESPONSE

Cash assistance by sector in Africa | 2016-2020

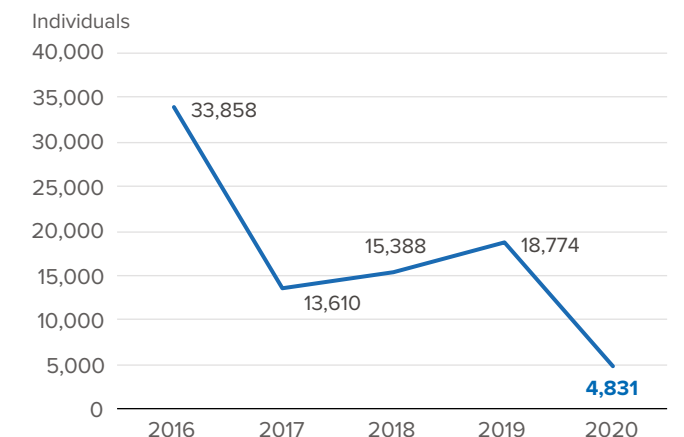


**Including \$30.2 million in the East and Horn of Africa and the Great Lakes region.

Individual registration records | 2016-2020



Resettlement departures | 2016-2020



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KEY ACHIEVEMENTS AND IMPACT

Safeguarding access to protection and asylum

UNHCR urged countries in the region to uphold the right to seek asylum as pandemic-related border closures hampered access to both territory and asylum procedures. UNHCR appealed for special measures to allow asylum-seekers to be screened, quarantined and admitted, and for UNHCR to be granted access to areas where new refugees arrived. As a result, most countries in the region, including Kenya, South Sudan, Sudan and Uganda, kept borders open to refugees or exceptionally allowed them access to their territory.

COVID-19 mitigation measures, particularly restrictions on staff presence in offices, disrupted activities aimed at strengthening the capacity of State asylum systems and delayed individual refugee status determination (RSD) procedures. However, some RSD processing continued thanks to desk-based casework, the installation of plexiglass interview room-dividers, and the adaption of case processing to allow remote interviewing and virtual status determination committee meetings.

UNHCR prioritized gender-based violence and child protection, including raising awareness and preventing and responding to specific gender-based violence risks, as well as scaling up existing helplines, increasing investment in community-based structures, training refugee workers to safely report and refer cases, and adjusting individual case management monitoring. In total, some 12,600 survivors reporting incidents of gender-based violence received psychosocial counselling.

Responding with life-saving assistance

UNHCR supported host governments, providing life-saving assistance and ensuring access to services for all refugees, with attention to the most vulnerable, and particularly those affected by the Tigray emergency in Sudan and Ethiopia, as well as new arrivals from the Democratic Republic of the Congo in Burundi and Uganda and new arrivals from South Sudan in Ethiopia, Sudan and Uganda. This included basic measures to prevent the spread of COVID-19 in all refugee camps and settlements: improving health facilities and water and sanitation services and investing in risk communication and community engagement. Over 6 million people of concern to UNHCR accessed essential health care services in the East and Horn of Africa and the Great Lakes. All countries in the region organized information campaigns about COVID-19 in areas inhabited by refugees, IDPs and others of concern. When schools closed, UNHCR supported remote education approaches, including broadcasting lessons over the radio. It installed handwashing facilities in schools and supported other measures to help them eventually reopen safely. A total of 323,770 children and youth across the region were supported with distance/home-based learning by the end of the year.

Life-saving interventions targeted those most adversely impacted by the COVID-19 pandemic, particularly people whose livelihoods, well-being and dignity were affected. Refugees and IDPs in several countries in the region including Djibouti, Ethiopia, Kenya, South Sudan, the United Republic of Tanzania, and Uganda were seriously affected by WFP food ration cuts.

Cash assistance to urban refugees represented a lifeline for those who had suffered income loss, gender-based violence, food insecurity including malnutrition, or mental health issues. UNHCR disbursed \$30.2 million in cash assistance across the region, and 1 million refugees, IDPs and other people of concern received COVID-19-specific cash assistance.

Seeking durable solutions for protracted refugee situations

With the exception of Burundi, most facilitated refugee returns were suspended as a result of the pandemic. Returns in other locations such as Somalia and South Sudan slowly resumed in the second half of the year, with COVID-19 preventive measures in place. In total, some 165,000 refugees returned to their countries of origin during the year, including over 40,900 facilitated returns to Burundi and almost 122,000 self-organized returns recorded in South Sudan. Some 600 Somalis were assisted to return, while the rest who returned on their own did so spontaneously.

The Solutions Initiative for South Sudan and Sudan, involving both Governments, led by the Intergovernmental Authority on Development (IGAD) and supported by UNHCR, was launched at the end of 2020 to advance comprehensive solutions for both countries' forcibly displaced populations and to seek international solidarity on early recovery needs.

The pandemic also severely disrupted resettlement processes. Movement restrictions and remote-working arrangements resulted in a decrease in the identification, interviews and submissions of refugees in need of resettlement. COVID-19 also forced the suspension of departures for several months, with only 4,831 refugee departures facilitated by UNHCR in the region in 2020, a 74% decrease.

UNHCR also submitted 9,179 resettlement cases from the region for resettlement consideration to third countries, 62% fewer than in 2019.

Ensuring protection and durable solutions for IDPs

The 2019 "[Policy on UNHCR's engagement in situations of internal displacement](#)" continued to guide UNHCR's coordination responsibilities and operational response for IDPs in Burundi, Ethiopia, Somalia, South Sudan and Sudan. UNHCR's protection monitoring was, however, significantly hampered by the pandemic.

In Burundi, broad-based consultations undertaken by the UNHCR-led Protection Cluster informed a new road map for strengthening IDP protection. In Ethiopia, UNHCR extended its leadership role in the protection and other clusters to the Tigray region, in response to displacements following the outbreak of conflict in November 2020. In Somalia, UNHCR's IDP response focused on remote protection monitoring, community engagement and risk communication.

In South Sudan, UNHCR significantly scaled up shelter and other support for IDPs affected by local violence, flooding and COVID-19. In Sudan, UNHCR increased its information management capacity to support the Protection Cluster with protection monitoring and operational responses, as well as in the Durable Solutions Working Group.

In Ethiopia, while there was minimal progress in gaining access to the displaced populations affected by the conflict in Tigray despite coordinated advocacy by UNHCR, humanitarian partners and donors, UNHCR provided protection and assistance to 400,000 IDPs across other parts of Ethiopia.

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Reducing and preventing statelessness

The pandemic forced UNHCR to reprioritize its efforts linked to the eradication of statelessness in the region. A significant achievement was, however, realized in December 2020 when, following extensive advocacy efforts by UNHCR, Kenya announced a landmark decision to grant citizenship to 1,670 stateless Shona and 1,300 stateless persons of Rwandan descent. Other significant achievements included the adoption of national action plans to end statelessness in Rwanda and South Sudan, and the creation of a national statelessness taskforce in Rwanda.

Furthermore, International Conference on the Great Lakes Region (ICGLR) member States endorsed a consolidated action plan on the eradication of statelessness in the Great Lakes in November 2020. The implementation of this action plan will bring positive dividends for ICGLR members and support the implementation of member States' pledges made at the High-Level Segment on Statelessness and the Global Refugee Forum.

Lack of reliable estimates of the number of stateless persons in the region, particularly those with undetermined nationality, remained a challenge in 2020. Regional studies highlight serious gaps in domestic nationality laws leading to statelessness, and specific qualitative profiles of groups at risk of statelessness are known in Eastern Africa.

Implementing pledges made at the Global Refugee Forum

While the COVID-19 pandemic has limited multi-stakeholder consultations and slowed the implementation of many Global Refugee Forum pledges in the region, a number of countries including Ethiopia, Kenya, Rwanda, Somalia and Uganda have made progress by developing country-level action plans and roadmaps.

In Burundi, the Agence Universitaire de la Francophonie provided scholarships to 20 refugee students in Ngozi Province. Uganda's Ministry of Health worked with stakeholders to support refugees' inclusion in national health services, accrediting about 70% of facilities in refugee-hosting districts by year-end. The Government of Uganda also included refugees in the resource allocation formula for refugee-hosting districts.



New partner TECNO supports COVID response and education in Kenya

In 2020, **TECNO**, a premium smartphone brand of TRANSSION Holdings, became UNHCR's first Chinese corporate partner. It supported education in the Dadaab camp in Kenya, as part of the joint Educate A Child programme from UNHCR and Education Above All Foundation. In the context of COVID-19, TECNO also donated surgical masks to UNHCR in Kenya to support the COVID-19 response, as well as tablets to support refugee children in Kenya's refugee camps with connected learning.



FINANCIAL INFORMATION

Consequences of underfunding

UNHCR's financial requirements in the East and Horn of Africa and the Great Lakes region were 47% funded in 2020. The impact of underfunding compounded with COVID-19 seriously affected the delivery of protection and assistance to people of concern.

Operations were forced to divert precious resources away from regular programmes to respond to the pandemic. While funding for the rollout of the new [gender-based violence](#) policy was secured, gender-based violence and child protection activities remained underfunded across operations, despite a reported increase in incidents of gender-based violence across the region during the pandemic.

Funding constraints also affected the provision of food to refugees, with WFP food ration cuts affecting over 3.3 million (72% of the total refugee population) including in Djibouti, Ethiopia, Kenya, South Sudan, the United Republic of Tanzania and Uganda. Ration cuts worsened the food security and nutrition situation of refugees, causing increased malnutrition in children and other vulnerable groups. Negative coping strategies such as skipping or reducing

meals, taking high-interest loans, selling assets, child labour, and increased domestic violence were also reported as a result of food ration and cash cuts.

Limited support for livelihood activities also affected refugees' self-reliance, leading to harmful coping mechanisms and compounding protection risks. Previous gains made in relation to the self-reliance of people of concern in the region were also negatively impacted by the economic toll of the pandemic on host countries.

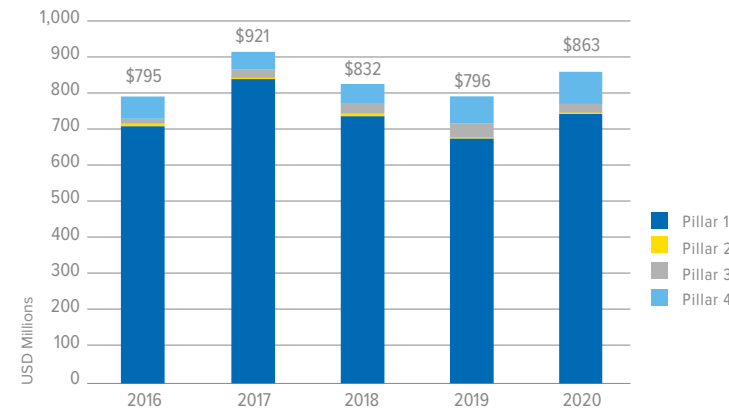
Funding shortfalls meant that only 27% of refugees in the region were able to access distance learning programmes during the prolonged school closures. When schools reopened, refugee students were slow to return due to limited classrooms and a shortage of teachers as a result of social distancing protocols. Lack of water, sanitation and hygiene facilities in schools continued to hinder school reopenings and the safe return of refugee students.

Despite new emergencies in the region, including in the Democratic Republic of the Congo, Ethiopia and South Sudan, Refugee Response Plans across the region remained poorly funded.

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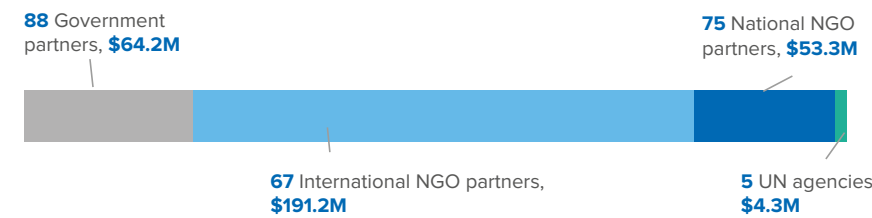
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EXPENDITURE IN THE EAST AND HORN OF AFRICA AND THE GREAT LAKES | 2016-2020



EXPENDITURE VIA PARTNERS | 2020

\$313 million spent via **235** partners in the East and Horn of Africa and the Great Lakes



BUDGET AND EXPENDITURE IN THE EAST AND HORN OF AFRICA AND THE GREAT LAKES | 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 East and Horn of Africa and the Great Lakes ¹	Budget	17,285,263	-	-	-	-	-	-	17,285,263	1%	
	Expenditure	17,004,333	-	-	-	-	-	-	17,004,333	2%	98%
Regional activities for the East and Horn of Africa and the Great Lakes ¹	Budget	2,837,070	-	-	-	-	-	-	2,837,070	0%	
	Expenditure	1,249,329	-	-	-	-	-	-	1,249,329	0%	44%
SUBTOTAL	Budget	20,122,333	-	-	-	-	-	-	20,122,333	1%	
	Expenditure	18,253,662	-	-	-	-	-	-	18,253,662	2%	91%
Other operations in Africa ¹	Budget	5,081,315	-	-	-	-	-	-	5,081,315	0%	
	Expenditure	1,260,679	-	-	-	-	-	-	1,260,679	0%	25%
Burundi	Budget	52,661,879	12,017	2,000,000	2,086,597	-	-	-	56,760,494	3%	
	Expenditure	29,247,698	-	-	860,752	-	-	-	30,108,450	3%	53%
Djibouti	Budget	17,674,208	-	-	-	-	-	-	17,674,208	1%	
	Expenditure	11,075,863	-	-	-	-	-	-	11,075,863	1%	63%
Eritrea	Budget	9,528,287	-	-	-	-	-	-	9,528,287	1%	
	Expenditure	1,700,704	-	-	-	-	-	-	1,700,704	0%	18%
Ethiopia	Budget	346,357,747	-	7,000,000	31,757,191	-	-	-	385,114,939	20%	
	Expenditure	127,937,267	-	-	11,041,799	-	-	-	138,979,066	16%	36%
Kenya	Budget	164,123,052	524,537	-	-	-	-	-	164,647,589	9%	
	Expenditure	92,231,274	220,772	-	-	-	-	-	92,452,046	11%	56%
Rwanda	Budget	106,311,965	-	2,650,000	-	-	-	-	108,961,965	6%	
	Expenditure	52,498,028	-	1,890,084	-	-	-	-	54,388,112	6%	50%
Somalia	Budget	42,876,539	-	76,660,910	34,841,803	-	-	-	154,379,251	8%	
	Expenditure	13,795,268	-	21,272,938	19,880,368	-	-	-	54,948,574	6%	36%
South Sudan	Budget	127,778,167	1,761,801	35,486,791	32,081,341	-	-	-	197,108,100	10%	
	Expenditure	86,021,533	1,099,808	2,243,138	28,313,484	-	-	-	117,677,963	14%	60%
Sudan	Budget	224,465,631	2,576,600	16,688,551	30,997,832	-	-	-	274,728,614	14%	
	Expenditure	101,854,070	612,619	4,482,492	22,450,896	-	-	-	129,400,077	15%	47%
Uganda	Budget	356,670,010	400,000	-	-	-	-	-	357,070,010	19%	
	Expenditure	160,108,887	65,694	-	-	-	-	-	160,174,581	19%	45%
United Republic of Tanzania	Budget	147,593,247	-	3,067,872	-	-	-	-	150,661,119	8%	
	Expenditure	51,615,570	-	1,268,506	-	-	-	-	52,884,076	6%	35%
TOTAL	Budget	1,621,244,381	5,274,955	143,554,123	131,764,764	-	-	-	1,901,838,224	100%	
	Expenditure	747,600,502	1,998,892	31,157,159	82,547,299	-	-	-	863,303,853	100%	45%

¹Regional Bureau, regional activities and other operations in Africa cover the whole of the East and Horn of Africa and the Great Lakes region.

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VOLUNTARY CONTRIBUTIONS TO THE EAST AND HORN OF AFRICA AND THE GREAT LAKES | 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	51,686,830			4,900,000	446,106,995	502,693,825
United Kingdom of Great Britain and Northern Ireland	41,451,807				721,569	42,173,377
European Union	28,516,541		883,002	278,681	5,966,168	35,644,393
Germany	4,623,921				27,989,294	32,613,215
Denmark	17,759,829	41,041		4,664,427	5,890,149	28,355,446
Central Emergency Response Fund	279,266		746,779	19,382,256	799,742	21,208,043
Sweden	3,933,806			1,556,017	6,950,207	12,440,030
Netherlands	9,382,580	27,517		69,604	2,255,521	11,735,222
Norway	6,479,526			1,131,606	2,263,211	9,874,343
España con ACNUR (National partner in Spain)	8,483,799				253,668	8,737,466
Republic of Korea	300,000		1,895,500		6,500,063	8,695,563
Finland					7,634,054	7,634,054
Japan	4,912,537		1,308,548	327,286	514,528	7,062,899
UNO-Flüchtlingshilfe (National partner in Germany)					6,739,003	6,739,003
Canada					6,657,514	6,657,514
USA for UNHCR	2,912,839			172,500	2,212,123	5,297,462
Qatar	5,179,424					5,179,424
Switzerland	771,977				4,103,955	4,875,932
Ireland	3,382,387				1,114,827	4,497,214
Private donors in Japan	3,612,459			141,346		3,753,805
France	1,166,098			369,738	1,927,164	3,463,001
Private donors in the United States of America					3,000,000	3,000,000
Private donors in the Netherlands	2,880,358				7,532	2,887,890
Country-based pooled funds	500,000			2,054,239		2,554,239
Italy	2,376,062					2,376,062
Education Cannot Wait	2,102,849					2,102,849
United Nations-African Union Hybrid Operation in Darfur	92,579			1,582,032		1,674,611
United Nations Peacebuilding Fund			114,137	1,472,060		1,586,197
Luxembourg					1,255,230	1,255,230
Private donors in the United Arab Emirates	1,236,549				13,670	1,250,219
UK for UNHCR	172,500				803,466	975,966
Private donors in Czechia	910,973					910,973
United Arab Emirates	422,618			384,000		806,618
Private donors in Switzerland	142,666				626,916	769,582
Belgium					682,800	682,800
Spotlight Initiative to eliminate violence against women and girls	674,113					674,113
Sweden for UNHCR	527,378				126,100	653,478
Intergovernmental Authority on Development	441,893				202,852	644,745
UNAIDS	344,572				266,000	610,572
New Zealand	527,797					527,797
Private donors in Saudi Arabia	500,000					500,000
Spain	481,019					481,019

VOLUNTARY CONTRIBUTIONS TO THE EAST AND HORN OF AFRICA AND THE GREAT LAKES | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
Czechia					455,996	455,996
UN-Habitat	397,405					397,405
Private donors in Canada	222,672				57,109	279,781
Private donors in South Africa					195,264	195,264
Private donors in Kenya	91,543				90,758	182,301
Private donors in the Republic of Korea	163,660				18,497	182,157
Private donors in China	35,900				101,257	137,157
Private donors in Belgium	120,347				3,601	123,949
Switzerland for UNHCR	109,312					109,312
Australia for UNHCR	61,686				43,228	104,914
WFP	51,555					51,555
Private donors in Italy					43,149	43,149
Private donors in France					34,081	34,081
Japan for UNHCR	31,313				71	31,384
Liechtenstein					17,436	17,436
WHO	15,000					15,000
Private donors in Singapore					9,224	9,224
Private donors in Nigeria					7,810	7,810
Holy See					7,500	7,500
Private donors in Ghana					3,647	3,647
Private donors in Lebanon					2,307	2,307
Private donors in Thailand					2,276	2,276
Private donors in Denmark					1,819	1,819
Private donors in Mexico					117	117
Private donors in India					72	72
Private donors in Austria					44	44
TOTAL*	210,469,943	68,558	4,947,966	38,344,446	544,820,934	798,651,847

* Notes:
¹ Contributions include 6.5% indirect support costs.
² Overall contributions to Africa have been apportioned to the three regions of Africa.
³ Includes a total of \$5.5 million acknowledged in past years for activities with implementation in 2020 and excludes \$28.9 million acknowledged in 2020 for activities with implementation in 2021 and beyond.
⁴ Includes contributions earmarked to the Burundi, Somalia and South Sudan situations.

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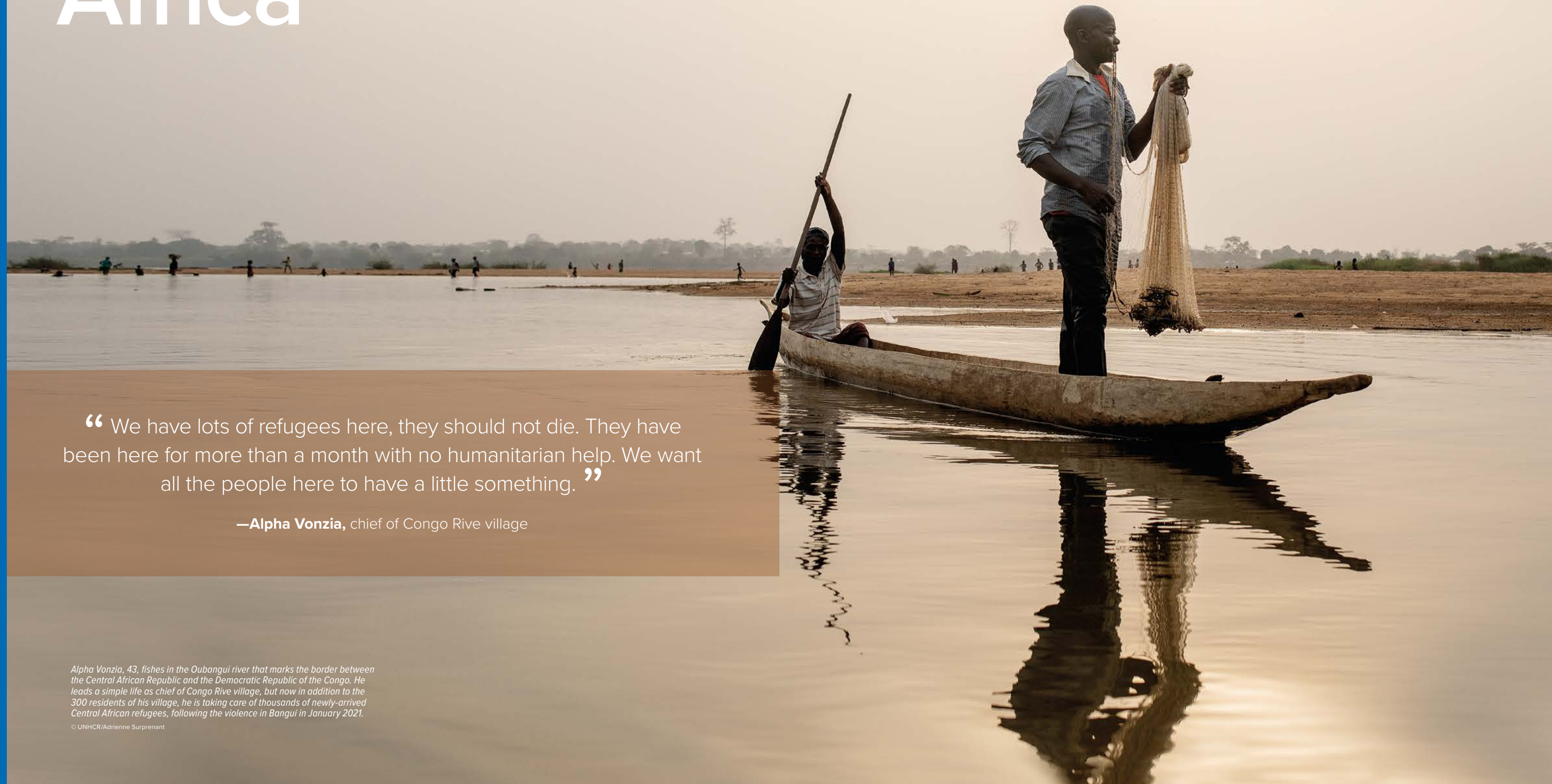
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Southern Africa



“ We have lots of refugees here, they should not die. They have been here for more than a month with no humanitarian help. We want all the people here to have a little something. ”

—Alpha Vonzia, chief of Congo Rive village

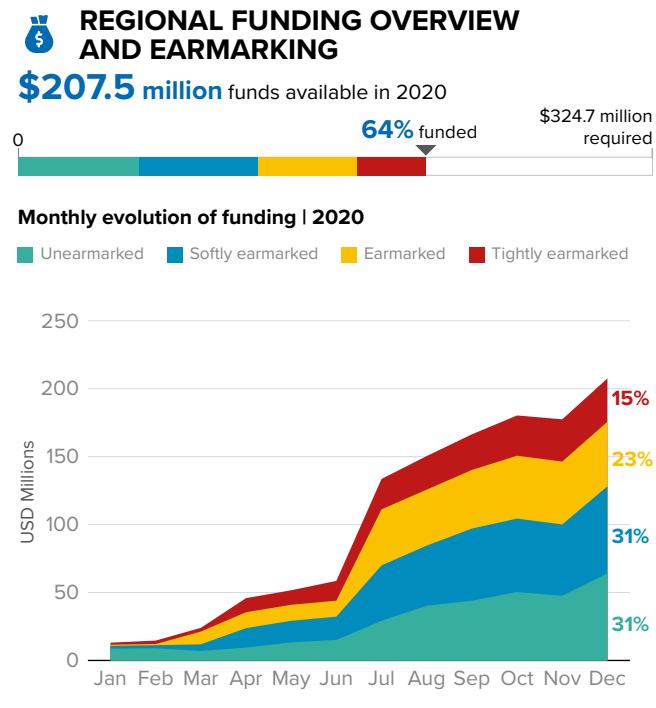
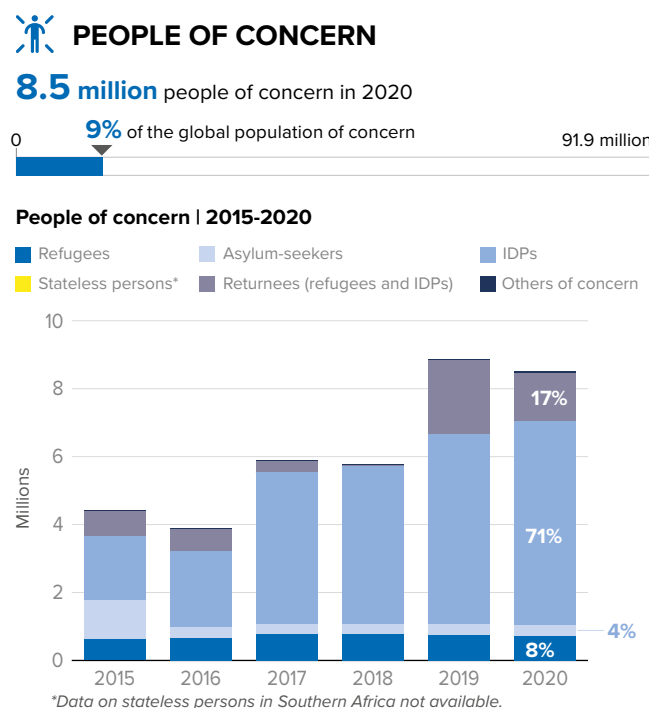
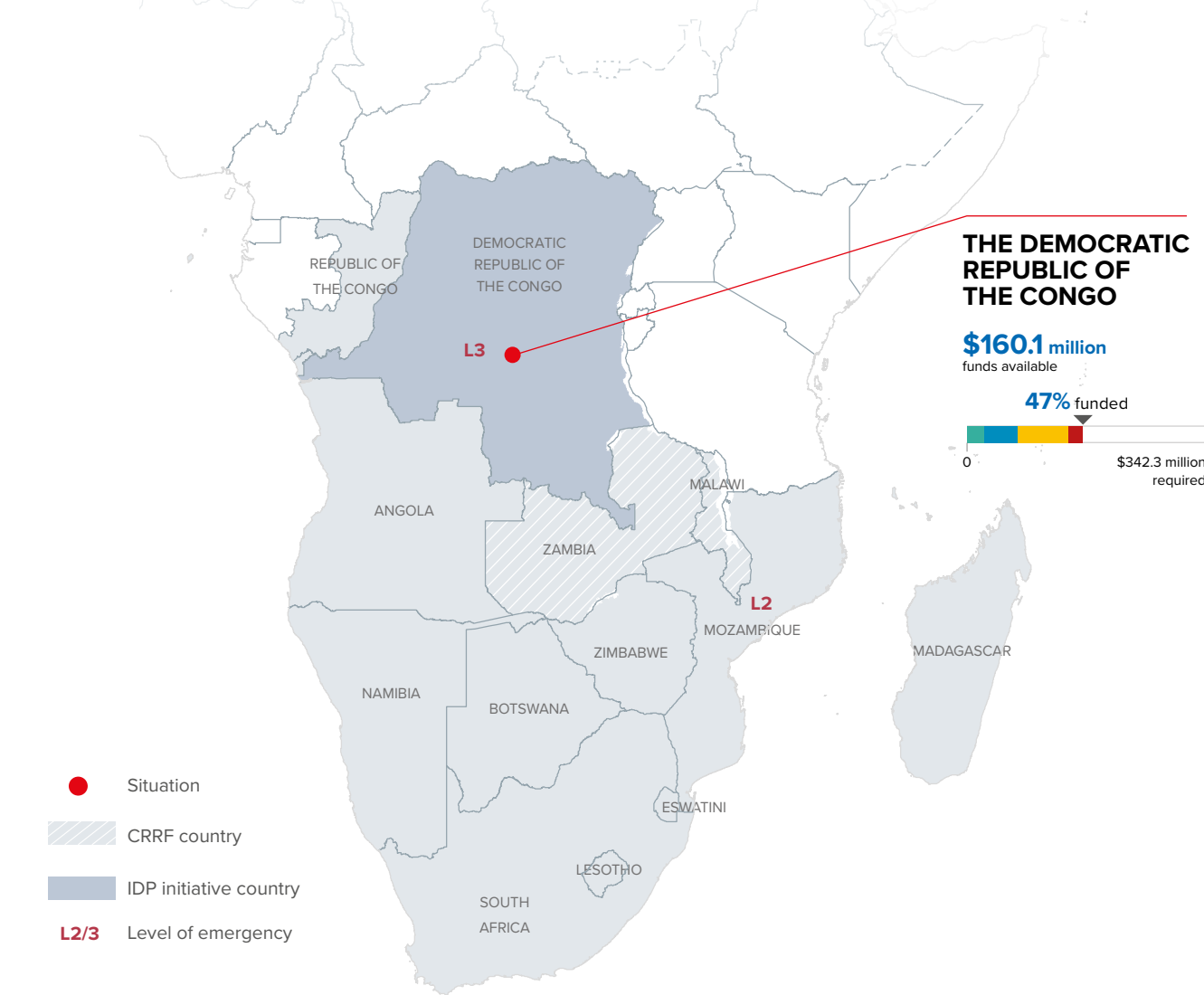
Alpha Vonzia, 43, fishes in the Oubangui river that marks the border between the Central African Republic and the Democratic Republic of the Congo. He leads a simple life as chief of Congo Rive village, but now in addition to the 300 residents of his village, he is taking care of thousands of newly-arrived Central African refugees, following the violence in Bangui in January 2021.

© UNHCR/Adrienne Surprenant

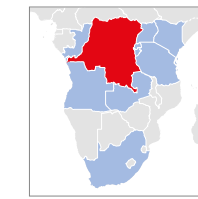
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OVERVIEW AND KEY DATA IN SOUTHERN AFRICA IN 2020



MAJOR SITUATIONS IN 2020



THE DEMOCRATIC REPUBLIC OF THE CONGO

44,429 IDP households received cash grants for basic and domestic items.
 530,333 people of concern reached with core relief items.
 119,467 people of concern received emergency shelter.

The humanitarian situation in the Democratic Republic of the Congo remained complex in 2020, particularly in eastern provinces. 5.2 million people remained internally displaced, while more than 861,000 Congolese refugees and asylum-seekers were hosted in neighbouring countries. UNHCR strengthened its emergency support in North Kivu, South Kivu and Ituri provinces, in line with UNHCR's IDP policy. 44,429 IDP households received cash grants for basic and domestic items. The situation was characterized by the large number of IDPs, a complex security situation that caused repeated internal displacement, and limited resources for humanitarian actors to provide protection and assistance to IDPs. These factors contributed to onward displacement to neighbouring countries.

Under the 2020 [Regional Refugee Response Plan for the Democratic Republic of the Congo](#), UNHCR led 66 partners in seven neighbouring countries of asylum to provide multisectoral assistance, protection and solutions.

While humanitarian assistance was an essential component of UNHCR's response, promotion of sustainable livelihoods and inclusion of refugees into national development plans were also prioritized, reflecting the whole-of-society approach of the Global Compact on Refugees.

861,000 CONGOLESE REFUGEES AND ASYLUM-SEEKERS IN NEIGHBOURING COUNTRIES

5.2 million IDPs

1.4 million IDP RETURNÉES

51% OF REFUGEES AND ASYLUM-SEEKERS WERE WOMEN

55% OF REFUGEES AND ASYLUM-SEEKERS WERE CHILDREN

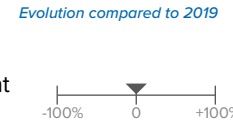
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KEY RESULTS AND TRENDS IN 2020

UNHCR'S PROGRAMMATIC RESPONSE

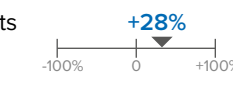
CHILD PROTECTION

1,651 unaccompanied or separated children had a best interests assessment initiated or completed.



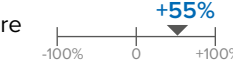
GENDER-BASED VIOLENCE

3,390 gender-based violence incidents reported for which survivors received psychosocial counselling.



CORE RELIEF ITEMS

124,164 households provided with core relief items.



68,020 women received sanitary materials.



HEALTH

1.05 under-5 mortality rate (per 1,000 under-5s per month) in refugee camps.



92% of births in refugee camps were attended by skilled personnel.*

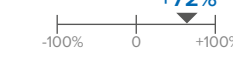


SHELTER

76,547 people of concern received emergency shelter.



62% of households lived in adequate dwellings.



WASH

19 litres of potable water available on average per person per day in refugee camps.

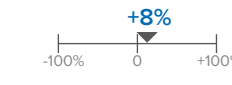


62% of households had a drop-hole latrine or drop-hole toilet.



EDUCATION**

63,374 children enrolled in primary education.



9,494 students enrolled in secondary education.

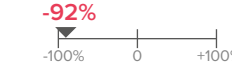


1,162 people of concern received tertiary education scholarships.



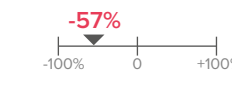
SELF-RELIANCE

236 people of concern enrolled in vocational training.



VOLUNTARY RETURNS

6,275 refugees assisted to return voluntarily.



RESETTLEMENT

1,371 resettlement submissions.



*Four countries reporting in 2020 compared to three countries reporting in 2019.

**While enrolment rates for the school year were high, a majority of those enrolled did not attend school due to COVID-19 restrictions.

UNHCR'S COVID-19 RESPONSE



1,369,515 refugees, IDPs and other people of concern accessed protection services.



560,399 refugees and other people of concern received essential health care services.



18,129 refugees and other people of concern provided with mental health and psychosocial support services.



261,359 refugees, IDPs and other people of concern received cash assistance related to the impact of COVID-19.



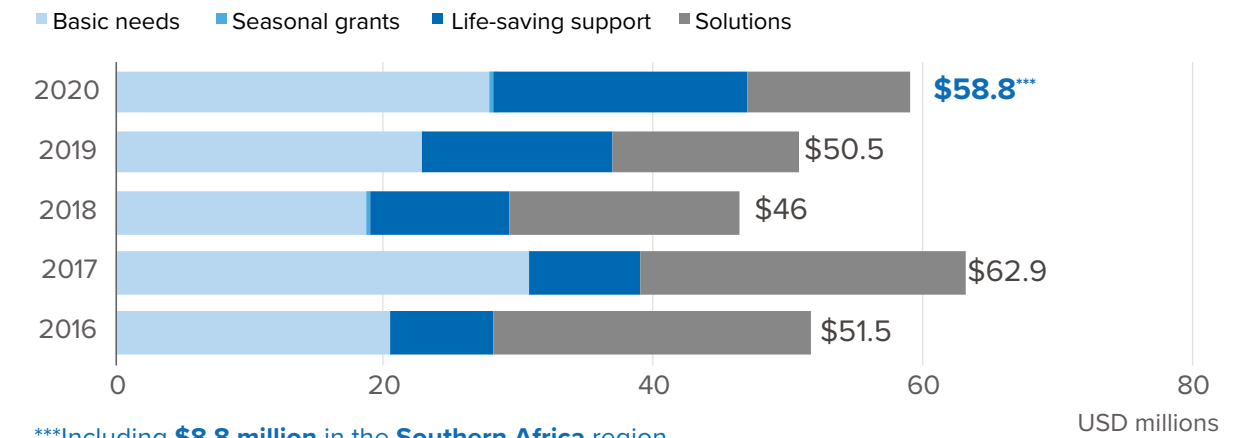
48,324 women and girls accessed sexual and reproductive health services.



11 country operations reported all geographic areas inhabited by people of concern were reached by COVID-19 information campaigns.

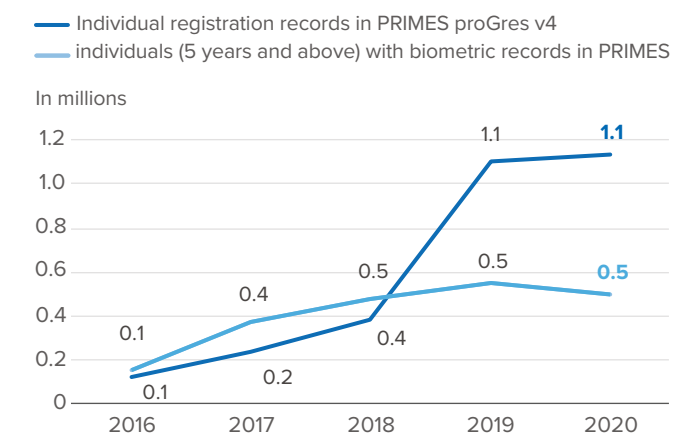
TRENDS IN RESPONSE

Cash assistance by sector in Africa | 2016-2020

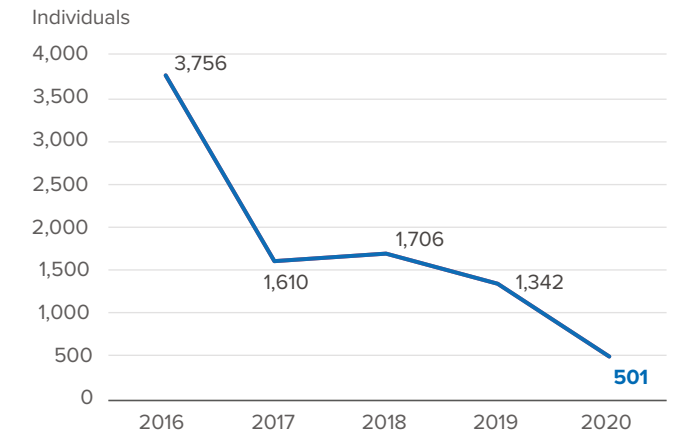


***Including \$8.8 million in the Southern Africa region.

Individual registration records | 2016-2020



Resettlement departures | 2016-2020



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KEY ACHIEVEMENTS AND IMPACT

Safeguarding access to protection and asylum

UNHCR's multi-year, multi-partner protection and solutions strategy for Southern Africa provided a strategic framework in the region to ensure access to protection and asylum. National migration and asylum systems remained overwhelmed and in need of strengthening to manage mixed movements of refugees, asylum-seekers and migrants originating from over 90 countries. To address this, UNHCR strengthened the quality and integrity of registration and refugee status determination processes by providing technical and financial support. As the pandemic restricted access to territory, UNHCR successfully advocated for keeping asylum open. The number of people biometrically registered in the region fell 10% due to the verification exercise of South Sudanese refugees, voluntary repatriation, spontaneous returns, resettlement departures to third countries and movements outside the region. The pandemic also slowed biometric registration.

UNHCR and the Southern African Development Community (SADC) established a five-year joint action plan to support ratification of key instruments by SADC member States, strengthen research, harmonize processes and help develop appropriate policies.

In the Republic of the Congo, a national asylum law was under consideration by the Government, while the Seychelles requested technical support in drafting a national legal asylum framework that could serve as a model for other Indian Ocean island States. Mauritius and UNHCR agreed on standard operating procedures to prevent refoulement,

facilitate refugee status determination and identify solutions, while the Comoros expressed its intention to ratify the 1951 Convention relating to the Status of Refugees and the 1969 OAU Convention Governing the Specific Aspects of Refugee Problems in Africa. In line with its strategy to address mixed movements in Africa, UNHCR implemented the first year of a four-year joint project with the ILO, IOM and UNODC to support SADC member States in strengthening institutional mechanisms for asylum and migration management.

Responding with life-saving assistance

UNHCR provided protection and multisectoral assistance to people of concern and host communities affected by new emergencies and protracted displacement. Some 1.4 million refugees, IDPs and other people of concern received protection services.

UNHCR's response was anchored in national systems and development plans, with cash assistance an integral element. Cash assistance was introduced for urban refugees in South Africa who could no longer access socioeconomic opportunities and for camp-based refugees in Zambia whose livelihood opportunities were severely affected by COVID-19. Increased cash assistance helped offset WFP food ration cuts, which were seriously affecting people of concern in Angola, the Democratic Republic of the Congo, Malawi, Mozambique and Zambia. 261,400 people of concern received cash assistance to mitigate the impact of COVID-19, which caused over 1.2 million confirmed cases in Southern Africa in 2020. UNHCR

programmes were adapted to observe physical distancing, with health protocols at registration and food distribution points, and hotlines and community protection structures to report protection issues and assistance needs. UNHCR's response focused on communicating about prevention measures, strengthening health systems, reinforcing water, sanitation and hygiene services, and supporting isolation and quarantine units, particularly in refugee camps and settlements.

Seeking durable solutions for protracted refugee situations

6,275 people were assisted to return home in 2020, although border closures prompted by COVID-19 forced UNHCR to suspend voluntary repatriation operations from March onwards. Tripartite consultations continued between UNHCR, the Government of the Democratic Republic of the Congo and relevant countries of asylum regarding the voluntary repatriation of Congolese refugees and asylum-seekers. The Governments of Namibia and Burundi and UNHCR initiated discussions on repatriation of Burundian refugees from Osire camp, with "go and see" visits and intentional surveys planned for early 2021.

In Zambia, UNHCR continued its efforts to help integrate former Angolan and Rwandan refugees by supporting self-reliance and socioeconomic inclusion and moving away from encampment approaches. In Zimbabwe, the African Development Bank funded a UNHCR scheme to expand self-reliance opportunities through agricultural activities. In Namibia, some Angolan refugees received legal assistance to acquire permanent residence.

Resettlement in Southern Africa was severely constrained by the COVID-19 pandemic, with third-country resettlement

decreasing from around 3,800 submissions in 2019 to 1,371 submissions in 2020. In line with [UNHCR's three-year global strategy on resettlement and complementary pathways \(2019-2021\)](#), UNHCR conducted training for resettlement and protection staff, including on family reunification, educational opportunities, employment opportunities, humanitarian pathways and private sponsors.

Ensuring protection and durable solutions for IDPs

By the end of 2020, the Southern Africa region hosted around 6 million IDPs, mainly in the Democratic Republic of the Congo and Mozambique. Violence in eastern Democratic Republic of the Congo pushed the number of IDPs to 5.2 million by the start of 2021. UNHCR allocated additional funding for shelter in the Democratic Republic of the Congo, improving the lives of over 175,000 people, having identified vulnerable families and durable solutions thanks to close cooperation between Shelter, Protection and Camp Coordination and Camp Management Clusters. UNHCR also sought to reinforce host families by providing support for additional rooms and housing on their land, and by improving living conditions for families who have been residing at overcrowded sites for years by using a villagization approach.

A deteriorating security situation in Cabo Delgado Province in north-eastern Mozambique displaced 530,000 people in Cabo Delgado. Over 90% remained in the province and others fled to the neighbouring Nampula (9%) and Niassa Provinces. UNHCR led the Protection Cluster and actively participated in the Shelter Cluster and Camp Coordination and Camp Management Cluster. UNHCR scaled up operations in northern

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provinces and worked with partners and the Government to increase protection services and promote humanitarian access. UNHCR also prioritized gender-based violence prevention and response activities.

Reducing and preventing statelessness

Positive steps were taken towards reducing and preventing statelessness in Southern Africa, although the pandemic slowed progress. The Republic of the Congo, the Democratic Republic of the Congo, Namibia and Zambia made progress towards accession to the Statelessness Conventions with support from UNHCR. Furthermore, UNHCR provided technical support to the Republic of the Congo and Eswatini, following their adoption of national action plans to end statelessness. Areas of focus included reforming nationality laws and enhancing civil registration systems. National plans were awaiting formal endorsement by Angola, the Democratic Republic of the Congo, Madagascar, Namibia and Zambia. Data collection efforts on the risk of statelessness, profiles and size of affected populations in a number of countries were initiated and supported by UNHCR. Legal aid was provided to some 2,000 people of concern in Madagascar, Mozambique and

South Africa, with a view to providing access to documentation or to confirming nationality. Approximately 500 people of concern had their nationalities confirmed.

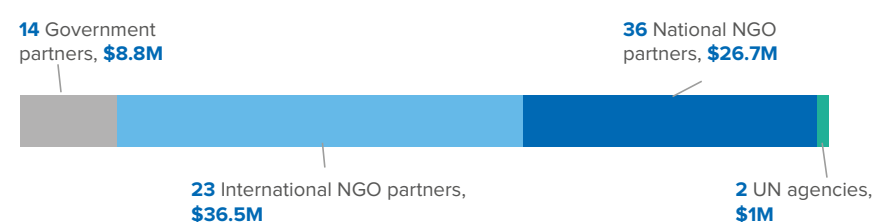
Implementing pledges made at the Global Refugee Forum

During the 2019 Global Refugee Forum, the region demonstrated extraordinary political will to support the Global Compact on Refugees, with 69 pledges covering refugee integration, registration and access to identity cards, agricultural land and work permits, higher education, asylum procedures and legal frameworks. States submitted additional pledges at the Forum and the High-Level Segment on Statelessness. Twelve States and four organizations in Southern Africa provided 65 pledges, the second highest among UNHCR's seven regions. 70% of pledges reported are at the implementation or planning stage.

In Zambia, 1,054 refugee and host community farmers were included in national agriculture input support programmes. More than 2,300 people of concern have been registered in the Zambia Integrated Agriculture Information Management Systems, pending inclusion in the Farmer Input Support Programme. To further expand agricultural livelihoods, 700 farm plots were allocated to refugee farmers in Mantapala.

EXPENDITURE VIA PARTNERS | 2020

\$73 million spent via **75** partners in Southern Africa



FINANCIAL INFORMATION

Consequences of underfunding

COVID-19 compounded difficulties in the region and obliged UNHCR to reallocate from a chronically underfunded budget, providing pandemic-related cash assistance to 261,359 people of concern.

The unmet needs were often acute: in the Democratic Republic of the Congo, only 25% of survivors of gender-based violence received medical aid, 15% got legal aid, and 1 in 200 got livelihoods support. Across the country, UNHCR's assistance reached fewer than half of those identified as having specific needs. In the north-west, a shortfall in resources undermined standards of health care for Central African refugees.

Underfunding also affected UNHCR's ability to meet basic needs in Dzaleka refugee camp in Malawi, where 46,000 mainly Burundian, Congolese and Rwandan refugees and asylum-seekers occupied a site meant for 10,000. Access to clean water increased from 8.6 litres per day per person in 2019 to 12 litres, still barely above half the minimum standard of 20 litres. The congested camp, relying on a health centre serving 80,000 people, posed a serious COVID-19 risk. Water was also short in Zimbabwe's Tongogara refugee camp, where UNHCR lacked

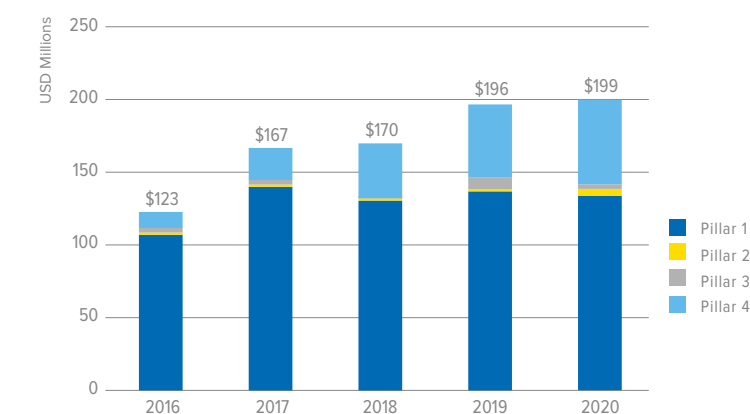
funding to solarize the network and prevent power outages.

Across the region, COVID-19 kept 83,000 children out of school, but UNHCR could only support 2,405 with distance/home-based learning. In the Republic of the Congo, there was too little funding to build classrooms, pay volunteer teachers and buy school supplies for children, leaving overcrowded primary schools at risk of COVID-19 and unable to provide quality education.

In Angola, UNHCR had planned an employment initiative for vulnerable urban refugees whose undocumented status made it hard to find work and access basic services, as well as putting them at risk of detention and exploitation. However, COVID-19 made it impossible for UNHCR to cover the needs of extremely vulnerable families, forcing it to halt the jobs scheme.

Under-investment in agriculture and livelihoods in Eswatini and Namibia derailed refugee self-reliance and UNHCR's planned phase-out of operations. In Zambia, most refugees lived in dilapidated or inadequate shelters, and reception facilities were below minimum standards for humanitarian and psychosocial needs.

EXPENDITURE IN SOUTHERN AFRICA | 2016-2020



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BUDGET AND EXPENDITURE IN SOUTHERN 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 Southern Africa ¹	Budget	11,262,373	-	-	-	11,262,373	3%	
	Expenditure	10,154,554	-	-	-	10,154,554	5%	90%
Regional activities for Southern Africa ¹	Budget	2,436,422	-	-	-	2,436,422	1%	
	Expenditure	144,678	-	-	-	144,678	0%	6%
SUBTOTAL	Budget	13,698,795	-	-	-	13,698,795	4%	
	Expenditure	10,299,232	-	-	-	10,299,232	5%	75%
Angola	Budget	22,479,704	120,000	-	-	22,599,704	7%	
	Expenditure	11,494,548	11,852	-	-	11,506,400	6%	51%
The Republic of the Congo	Budget	25,940,642	1,154,957	-	2,311,039	29,406,638	9%	
	Expenditure	8,654,402	428,836	-	1,666,220	10,749,458	5%	37%
Democratic Republic of the Congo	Budget	100,685,348	5,787,283	6,233,495	55,513,730	168,219,857	52%	
	Expenditure	50,962,210	2,631,932	3,379,144	52,715,676	109,688,963	55%	65%
Malawi	Budget	21,593,588	-	-	-	21,593,588	7%	
	Expenditure	13,575,531	-	-	-	13,575,531	7%	63%
Mozambique	Budget	5,665,109	226,132	-	4,232,363	10,123,604	3%	
	Expenditure	4,242,015	35,765	-	3,712,366	7,990,146	4%	79%
South Africa Multi-Country Office ²	Budget	25,030,263	1,823,602	-	-	26,853,865	8%	
	Expenditure	14,319,414	714,668	-	-	15,034,082	8%	56%
Zambia	Budget	24,621,490	-	-	-	24,621,490	8%	
	Expenditure	13,611,803	-	-	-	13,611,803	7%	55%
Zimbabwe	Budget	7,296,307	297,952	-	-	7,594,259	2%	
	Expenditure	6,963,333	73,857	-	-	7,037,190	4%	93%
TOTAL	Budget	247,011,245	9,409,927	6,233,495	62,057,132	324,711,800	100%	
	Expenditure	134,122,489	3,896,910	3,379,144	58,094,262	199,492,805	100%	61%

¹ Regional Bureau and activities cover the whole Southern Africa region.

² Includes activities in Botswana and South Africa and also covers without a country presence the Comoros, Eswatini, Lesotho, Madagascar, Mauritius, Namibia and the Seychelles.

VOLUNTARY CONTRIBUTIONS TO SOUTHERN AFRICA | USD

DONOR	PILLAR 1 PILLAR 2 PILLAR 4				ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects			
United States of America	22,887,250		5,000,000		51,493,146	79,380,396
Germany	7,828,283				5,847,953	13,676,236
Central Emergency Response Fund	900,023		10,807,560			11,707,583
United Kingdom of Great Britain and Northern Ireland	3,448,004				204,007	3,652,011
Finland					3,300,330	3,300,330
UNO-Flüchtlingshilfe (National partner in Germany)	227,365				2,932,678	3,160,044
Sweden					3,112,033	3,112,033
European Union	2,103,271		651,154			2,754,425
Japan	467,927		1,465,527		556,586	2,490,040
Denmark	665,564	172,530			1,472,537	2,310,631
France					1,901,939	1,901,939



VOLUNTARY CONTRIBUTIONS TO SOUTHERN AFRICA | USD

DONOR	PILLAR 1 PILLAR 2 PILLAR 4				ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects			
Norway			1,131,606			1,131,606
Canada					1,117,700	1,117,700
Spain	870,819					870,819
Czechia				862,441		862,441
UK for UNHCR				850,625		850,625
African Development Bank Group	596,083					596,083
UNAIDS	523,450		35,000			558,450
Qatar	399,277					399,277
Private donors in the United States of America	319,336					319,336
Private donors in Switzerland	234,293			8,542		242,835
Country-based pooled funds	200,002					200,002
WFP	197,500					197,500
USA for UNHCR	170,850					170,850
Private donors in Japan	160,761					160,761
Belgium			158,664			158,664
United Nations Peacebuilding Fund			130,255			130,255
Education Cannot Wait	120,000					120,000
Angola				120,000		120,000
Australia for UNHCR				111,495		111,495
United Nations Trust Fund for Human Security	107,171					107,171
España con ACNUR (National partner in Spain)				103,216		103,216
United Nations Malawi SDG Acceleration Fund	90,000					90,000
Private donors in the Republic of Korea	77,812					77,812
Portugal				59,737		59,737
Start-up Fund for Safe, Orderly and Regular Migration				37,500		37,500
Private donors in France				36,472		36,472
Botswana				30,472		30,472
Private donors in South Africa				29,039		29,039
South Africa				19,481		19,481
Liechtenstein				13,879		13,879
Japan for UNHCR				3,485		3,485
Private donors in China				1,802		1,802
Private donors in Singapore				1,573		1,573
Private donors in Italy				333		333
Private donors in Canada				133		133
Private donors in Belgium				119		119
Private donors in Kenya				110		110
TOTAL*	42,595,041	172,530	19,379,766	74,229,365		136,376,701

* Notes:

¹ Contributions include 6.5% indirect support costs.

² Overall contributions to Africa have been apportioned to the three regions of Africa.

³ Includes a total of \$0.2 million acknowledged in past years for activities with implementation in 2020 and excludes \$2.8 million acknowledged in 2020 for activities with implementation in 2021 and beyond.

⁴ Includes contributions earmarked to the Democratic Republic of the Congo situation.



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REGIONAL SUMMARIES

West and Central Africa

Aishetu fled her village in north-east Nigeria with her eight children after her husband was murdered by an armed group that threatened to kill her as well. Now she lives in Bakassi IDP camp where she runs her own small shop selling snacks and sodas. She not only provides for her own family, but also cares for 16 IDP children orphaned by the same violence that left her a widow. She hopes that through education, her children can grow and help those around them.

© UNHCR/Roland Schillbauer

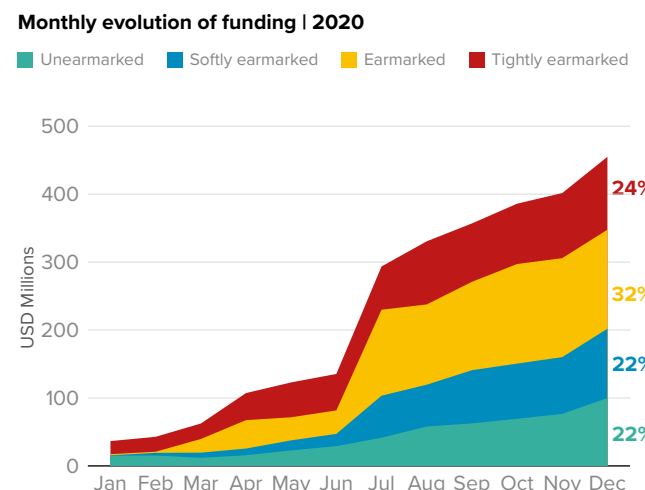
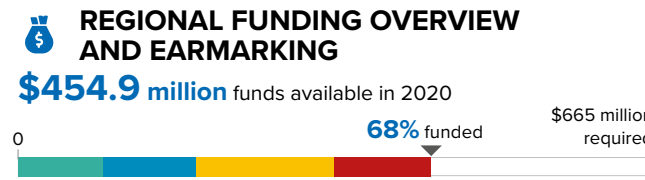
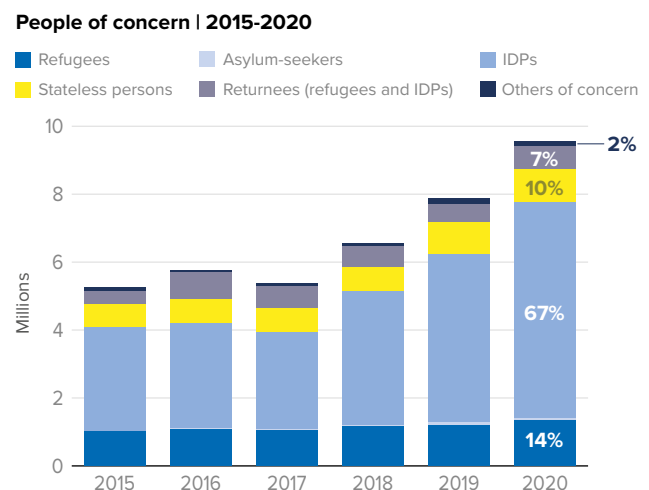
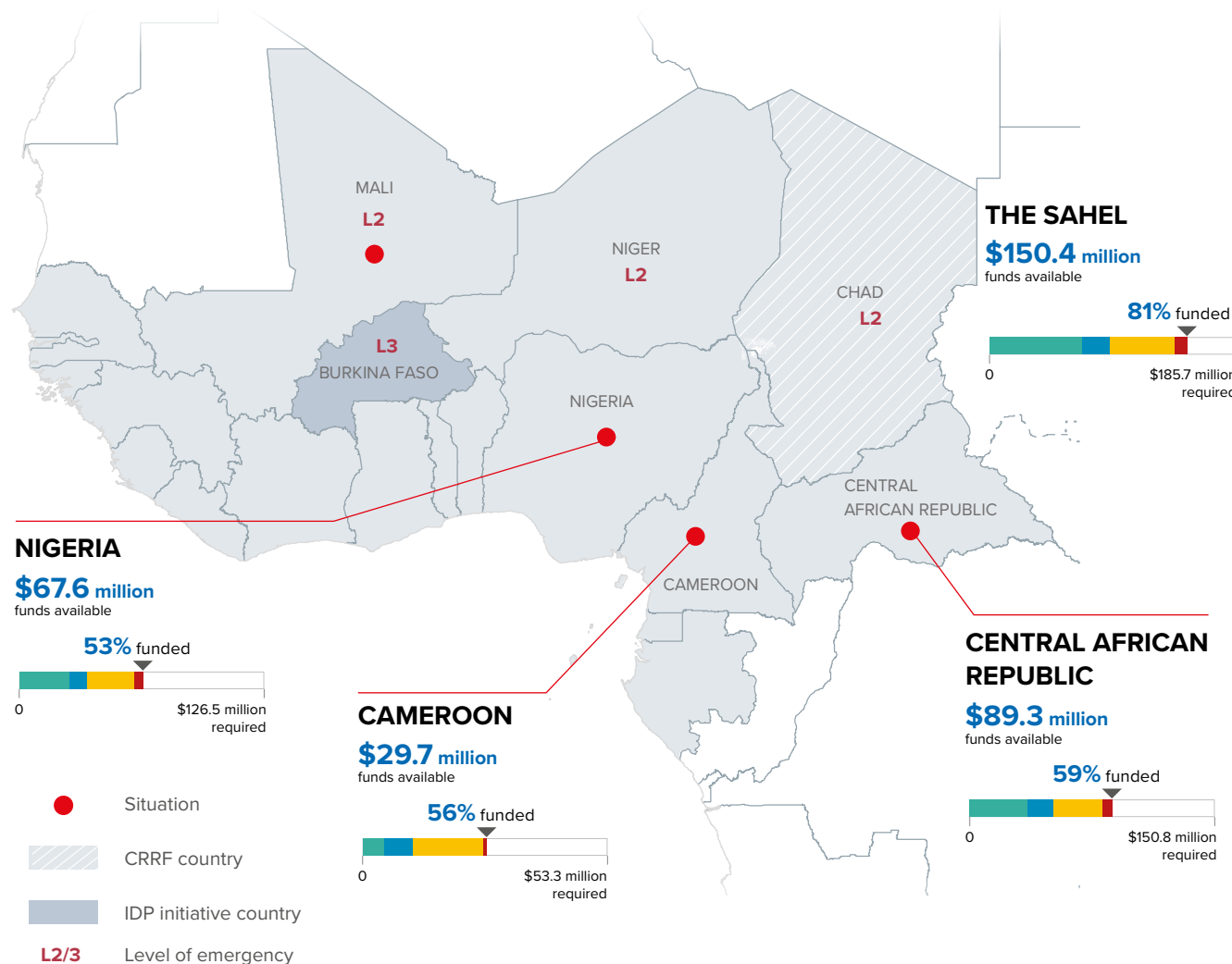
“ I don't need anything except education for my children. ”

—Aishetu, Nigerian IDP

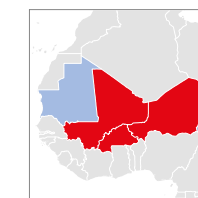
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OVERVIEW AND KEY DATA IN WEST AND CENTRAL AFRICA IN 2020



MAJOR SITUATIONS IN 2020



THE SAHEL

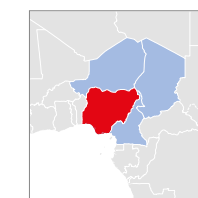
25,008 children enrolled in primary school. **79,530** people of concern reached with core relief items. **154,024** people of concern received shelter assistance.

In 2020, the severe humanitarian and protection crisis in the Sahel region was exacerbated by the pandemic. Intensified violence and sociopolitical tensions caused further displacement, increasing IDP numbers by 80%. Devastating droughts, floods and other climate-related hazards left thousands without shelter.

UNHCR and partners prioritized prevention and response to gender-based violence, shelter, core relief items, education and environmental protection efforts. In line with its Sahel strategy, UNHCR increased gender-based violence prevention and response programming, conducting safety audits and assessments and setting up mobile clinics. 791 survivors received medical care and 825 received psychosocial support. 154,000 people got shelter support and almost 80,000 people of concern received core relief items.

UNHCR supported the intergovernmental Bamako Process which aims to enhance the protection environment in the Sahel. Jointly with the Danish Refugee Council and over 20 other protection actors, UNHCR also developed Project 21, a harmonized protection monitoring project piloted in Burkina Faso, Mali and Niger to enhance evidence-based programming in the Sahel.

858,000 REFUGEES AND ASYLUM-SEEKERS IN BURKINA FASO, CHAD, MALI, MAURITANIA AND NIGER
1.5 million IDPs IN BURKINA FASO, MALI AND WESTERN NIGER
666,000 IDP AND REFUGEE RETURNÉES
138,000 OTHER PEOPLE OF CONCERN



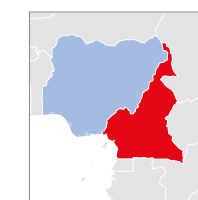
NIGERIA

92,800 people of concern were assisted with civil registration or documentation. **17,077** households received shelter assistance. **20,318** people of concern received livelihoods support.

The Lake Chad Basin's volatile and precarious security situation impeded humanitarian access and protection in 2020. Displacement in border areas between Cameroon, Chad, Niger and Nigeria increased IDP numbers by 13% to over 2.9 million and refugee numbers by 10% to 305,000.

UNHCR maintained emergency assistance and emphasized medium-term responses including civil registration, documentation, social cohesion, resilience and self-reliance. An adapted protection strategy focused on access to territory and asylum, non-refoulement and prevention and response to gender-based violence. UNHCR's response provided 40,000 households with core relief items, and 20,318 people got start-up materials, loans or training as livelihoods support. UNHCR monitored protection in all four countries, with 9,247 protection monitoring missions in Nigeria alone. UNHCR led all four countries' Protection Clusters and the Shelter/Non-Food Item or Shelter/Camp Coordination and Camp Management Clusters in Cameroon, Chad, Niger and Nigeria. UNHCR also led its sixth coordinated [Nigeria Regional Refugee Response Plan](#), bringing together 40 partners to provide life-saving humanitarian assistance, protection and resilience programmes to almost 305,000 Nigerian refugees and their hosts in Cameroon, Chad and Niger.

305,000 REFUGEES IN THE LAKE CHAD BASIN
2.9 million IDPs IN THE FAR NORTH OF CAMEROON, SOUTH-WESTERN CHAD AND NORTH-EASTERN NIGERIA

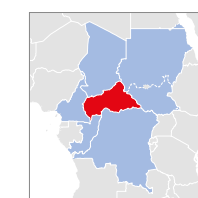


CAMEROON

2,874 IDPs received identity documents. **20,740** people of concern received shelter support. **3,020** Cameroonian refugees received livelihoods support.

The crisis in Cameroon's North-West and South-West regions persisted, with a 5% rise in IDPs and a 22% increase in Cameroonian refugees in Nigeria, where UNHCR assisted more than 50,000 Cameroonians, providing food assistance in refugee settlements and coordinating out-of-camp approaches with local authorities to strengthen national services and support displaced populations and their hosts in south-east Nigeria. UNHCR distributed core relief items to 7,582 IDP households in Cameroon and supported Government efforts to provide documentation to IDPs and returning populations, ensuring that 2,874 IDPs received identity documents. UNHCR undertook protection monitoring and set up a gender-based violence response adapted to COVID-19 and security risks.

63,600 CAMEROONIAN REFUGEES IN NIGERIA
711,000 IDPs IN SOUTH-WEST AND NORTH-WEST CAMEROON
361,000 REFUGEE AND IDP RETURNÉES



CENTRAL AFRICAN REPUBLIC

15,300 persons at heightened risk received support. **17,147** people of concern received livelihoods support.

UNHCR supported almost 5,000 Central African refugees' return journey in early 2020, as the 2019 peace agreement encouraged some refugees to voluntarily repatriate. But conflict erupted around December's elections, displacing 50,000 people and prompting UNHCR to suspend its voluntary repatriation activities from Cameroon and the Democratic Republic of the Congo, which had resumed in November after a seven-month halt due to COVID-19.

UNHCR operations in Cameroon, the Central African Republic, Chad, the Republic of the Congo and the Democratic Republic of the Congo scaled up their response with shelter support, core relief items, as well as support for health care and water and sanitation infrastructure to respond to the pandemic. UNHCR also led the Protection, Shelter/Non-Food Item and Camp Coordination and Camp Management Clusters to ensure a comprehensive response.

643,000 CENTRAL AFRICAN REFUGEES AND ASYLUM-SEEKERS IN NEIGHBOURING COUNTRIES
682,000 IDPs

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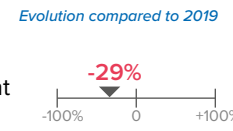
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KEY RESULTS AND TRENDS IN 2020

UNHCR'S PROGRAMMATIC RESPONSE

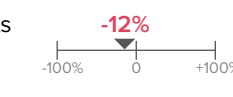
CHILD PROTECTION

2,021 unaccompanied or separated children had a best interests assessment initiated or completed.



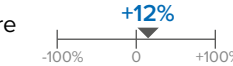
GENDER-BASED VIOLENCE

1,286 gender-based violence incidents reported for which survivors received psychosocial counselling.

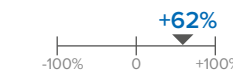


CORE RELIEF ITEMS

65,227 households provided with core relief items.

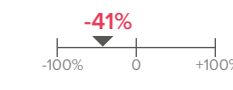


39,919 women received sanitary materials.

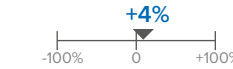


HEALTH*

0.39 under-5 mortality rate (per 1,000 under-5s per month) in refugee camps.

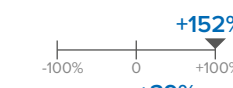


96% of births in refugee camps were attended by skilled personnel.

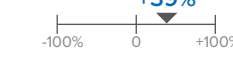


SHELTER

159,111 people of concern received emergency shelter.

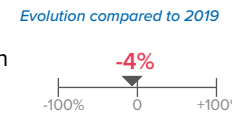


37% of households lived in adequate dwellings.



WASH

16.3 litres of potable water available on average per person per day in refugee camps.

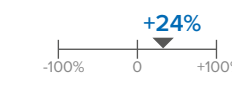


24% of households had a drop-hole latrine or drop-hole toilet.



EDUCATION**

165,024 children enrolled in primary education.



30,493 students enrolled in secondary education.

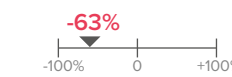


695 people of concern received tertiary education scholarships.



SELF-RELIANCE

8,990 people of concern enrolled in vocational training.



VOLUNTARY RETURNS

9,493 people of concern assisted to return voluntarily.



RESETTLEMENT

1,858 resettlement submissions.



*Two countries reporting in 2020, compared to three countries reporting in 2019.

**While enrolment rates for the school year were high, a majority of those enrolled did not attend school due to COVID-19 restrictions.

UNHCR'S COVID-19 RESPONSE



4,550,163 refugees, IDPs and other people of concern accessed protection services.



1,051,337 refugees and other people of concern received essential health care services.



113,481 refugees and other people of concern provided with mental health and psychosocial support services.



1,029,958 refugees, IDPs and other people of concern received cash assistance related to the impact of COVID-19.



228,843 women and girls accessed sexual and reproductive health services.

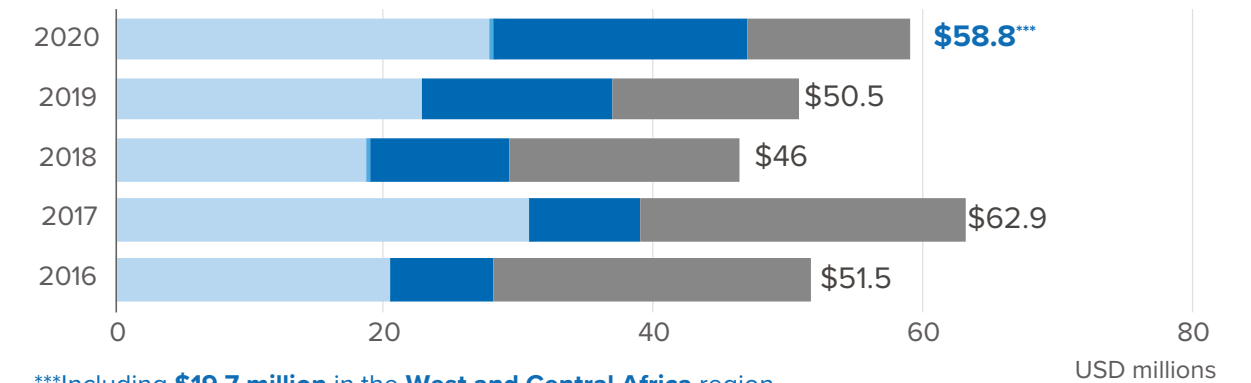


15 country operations reported all geographic areas inhabited by people of concern were reached by COVID-19 information campaigns.

TRENDS IN RESPONSE

Cash assistance by sector in Africa | 2016-2020

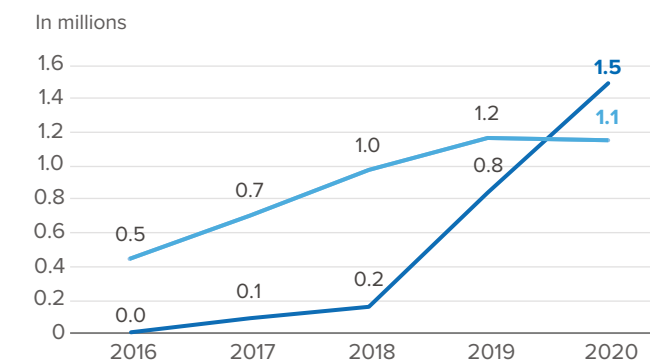
■ Basic needs ■ Seasonal grants ■ Life-saving support ■ Solutions



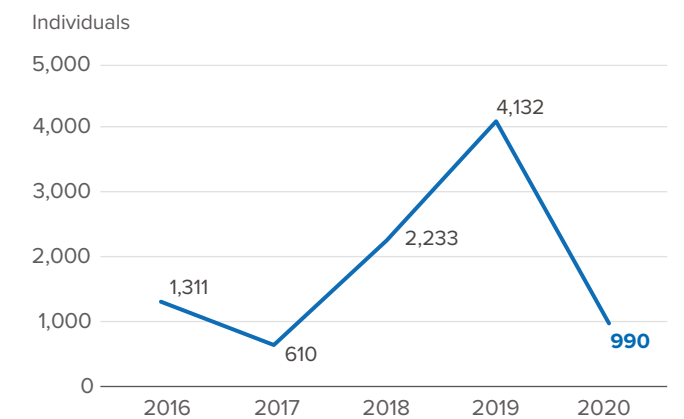
***Including \$19.7 million in the West and Central Africa region.

Individual registration records | 2016-2020

— Individual registration records in PRIMES proGres v4
— individuals (5 years and above) with biometric records in PRIMES



Resettlement departures | 2016-2020



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KEY ACHIEVEMENTS AND IMPACT

Safeguarding access to protection and asylum

In 2020, UNHCR worked to maintain access to asylum in all countries in West and Central Africa amid widespread border closures due to the pandemic. Efforts to strengthen national asylum systems yielded significant improvements in Chad and Niger.

A new asylum law was adopted in Chad that aimed to strengthen protection of the 483,000 refugees and asylum-seekers currently residing in the country. It will also guide the establishment of an efficient national asylum system, pursued under the Asylum Capacity Support Group mechanism, and a fair refugee status determination process.

A new technical committee to reform the institutional and normative asylum system in Niger was established.

Responding with life-saving assistance

In 2020, UNHCR mobilized to respond to the pandemic across West and Central Africa. UNHCR supported the construction of over 50 isolation and quarantine centres and the rehabilitation or construction of 60 health facilities, including in Cameroon, Chad, Nigeria and Senegal. It also helped to train over 500 community health workers and 200 health professionals across the region and contributed to the rehabilitation and equipping of 30 COVID-19 treatment centres, including in Burkina Faso, Cameroon, Chad, Guinea, Nigeria and Togo. In total, over 1 million refugees and other people of concern received essential health care services across the region in 2020.

The pandemic exacerbated many of the protection issues faced by people of

concern in the region, prompting UNHCR to innovate, adapt and reprioritize its approach to assistance delivery. In response to increasing reports of gender-based violence, UNHCR expanded its services and accessibility. Mobile clinics were set up with teams of specialists who provided medical, psychosocial, legal and material support to over 2,000 survivors by visiting safely accessible locations. Remote services were also made available by phone and WhatsApp, and community-led activities were strengthened to prevent child marriage, female genital mutilation and domestic violence.

After schools closed in March 2020 due to COVID-19, UNHCR quickly developed and implemented distance learning programmes that reached over 100,000 refugee, IDP and host community children. Crucial support was also provided for schools to reopen safely, including water, sanitation and hygiene interventions in 380 schools and the training of around 2,000 teachers to ensure safe practices. The return to school was also supported through community messaging, grants and cash assistance, transportation allowances and distribution of school kits.

Violence and civil unrest continued to trigger forced displacement throughout the region, and UNHCR continued to provide life-saving assistance despite the difficult context. More than 150,000 people received emergency shelter, and over 300,000 received core relief items. UNHCR was able to biometrically register more than 1.2 million people across the region in a COVID-sensitive manner by implementing physical distancing policies, requiring and distributing masks, and incorporating additional sanitation measures.

Seeking durable solutions for protracted refugee situations

Finding durable solutions remained a priority across the region. Despite security challenges, the Government of Niger and UNHCR were able to close Malian refugee camps in early 2020 as refugees integrated in host communities. This initiative was supported through partnerships with development actors. The multi-year Refugees and Host Communities Support Project programme, financed by the World Bank and supported by UNHCR, benefited over 160,000 refugees and host community members in Niger by funding livelihoods opportunities and strengthening access to basic public services. A total of 6,800 refugees in Chad received similar support from the World Bank and the Government of Chad, and similar projects were underway in Burkina Faso and Cameroon. In Chad, UNHCR continued implementing its "alternatives to camp" initiative, which works to sustainably integrate new arrivals into host villages and aims to convert 30% of refugee camps into villages by 2024. In Ghana, nearly 2,000 former Liberian refugees had their five-year residency permits renewed thanks to UNHCR's continued advocacy, allowing them to continue to work legally.

Although voluntary repatriation efforts were severely impacted due to COVID-related border closures and post-electoral violence forced UNHCR to suspend its return programmes in the region, UNHCR assisted almost 5,000 Central African refugees and around 330 Ivorian refugees to return home in the first half of 2020. Additionally, more than 5,000 Malian refugees decided to return to Mali due to the dire security situation in Burkina Faso, and were assisted by UNHCR through documentation, a cash grant for transportation, and a reintegration grant upon arrival.

Despite travel restrictions linked to the COVID-19 pandemic, over 990 of the most vulnerable refugees in the region were

able to depart for resettlement in 2020. This achievement was made possible by the rapid rollout of COVID-19 prevention measures and remote interview procedures. Focused information sharing and counselling efforts targeted those affected by resettlement departure delays. Reinforcement of anti-fraud prevention, detection and response mechanisms, in line with UNHCR's policy addressing fraud, ensured robust levels of integrity within resettlement activities across key resettlement operations.

Ensuring protection and durable solutions for IDPs

The number of IDPs in West and Central Africa increased by 28% in 2020, largely due to escalating violence in central Sahel countries, where some 1.1 million IDPs were driven from their homes in Burkina Faso alone. The Lake Chad Basin situation and continued instability in Cameroon and the Central African Republic were also major drivers of internal displacement, and in Chad, 336,000 people were internally displaced in 2020.

In response to the situation in the central Sahel, UNHCR and partners provided some 115,000 people with essential health care services and almost 14,000 people (including children, parents and primary caregivers) with mental health and psychosocial support. Around 13,400 households found to be most vulnerable and affected by COVID-19 were provided with livelihoods support. In addition, around 106,300 people of concern received shelter support and some 15,906 households were provided with core relief items and unrestricted cash grants, while over 850,000 people benefited from protection services.

UNHCR's renewed engagement in IDP responses is expected to help in addressing critical needs, particularly where there is a surge in internal displacement, and to engage more States on durable solutions where there are protracted IDP situations.

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Reducing and preventing statelessness

Efforts to address statelessness continued to bear tangible results in terms of data collection, legal reforms and research. A 2019 mapping exercise in Côte d'Ivoire revealed that over 954,000 persons were stateless or at immediate risk of statelessness, highlighting the severity of the issue. In September 2020, Côte d'Ivoire became the first African country to establish statelessness determination procedures. This will allow stateless individuals to access the rights enshrined in the 1954 Statelessness Convention. The Governments of Nigeria and Sierra Leone also adopted national action plans to address statelessness.

In Mali, recommendations from the final report of the study on statelessness will help inform the country's national action plan. In December 2020, a stocktaking event was convened by the Economic Community of West African States (ECOWAS), the Economic and Monetary Community of Central Africa (CEMAC) and UNHCR, during which a regional roadmap was adopted to guide the implementation of the pledges made at the High-Level Segment on Statelessness.

In 2020, 60 trainees from 30 countries participated in the second statelessness and nationality course in French, which was organized by the Catholic University of Central Africa and UNHCR in Cameroon.

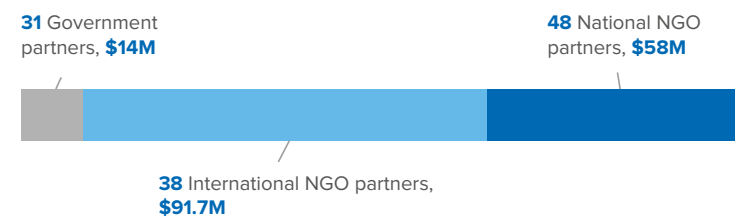
Implementing pledges made at the Global Refugee Forum

Of the 133 pledges relating to West and Central Africa made at the High-Level Segment on Statelessness in October 2019 and at the Global Refugee Forum in December 2019, one was fulfilled in 2020 and six are in progress.

Chad's asylum law made it one of the first countries in the region to fulfil a pledge made during the 2019 Global Refugee Forum. The law ensures fundamental protections for refugees and asylum-seekers, including freedom of movement, the right to work and access to health care, education, and justice, and conforms to international standards enshrined in the 1951 Refugee Convention and its Protocol and the 1969 OAU Convention on Refugees. The Asylum Capacity Support Group reinforced the capacities of Chad and Niger's asylum systems, with the support of France.

EXPENDITURE VIA PARTNERS | 2020

\$163.7 million spent via **117** partners in West and Central Africa



FINANCIAL INFORMATION

Consequences of underfunding

The effects of underfunding were reflected in the response to the COVID-19 emergency. Throughout the region, operations struggled to mobilize resources to respond to the secondary effects of the health crisis: an increase in incidence of gender-based violence, a rapid reduction in livelihoods opportunities, and thousands of displaced children out of school due to the pandemic.

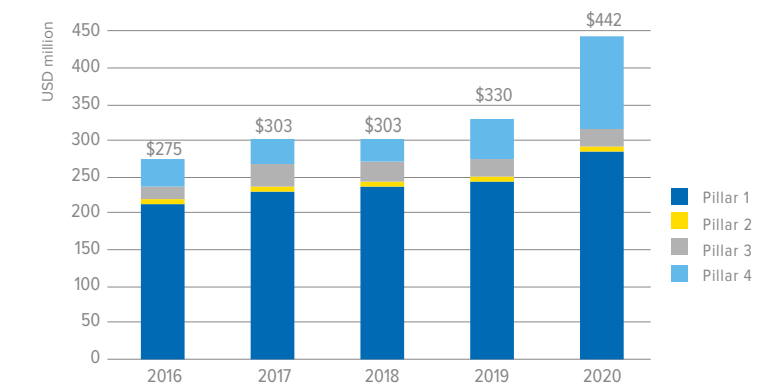
In 2020, underfunding in the Central African Republic meant that two out of every three IDPs (more than 400,000 people) were not able to receive important core relief items and shelter support. Cameroon hosted more than 316,000 Central African refugees by the end of 2020, but over 60% did not receive food assistance, 30% did not have access to safe drinking water, and 34% of refugees still lived in substandard emergency shelters due to a

lack of funding. Despite increased health needs due to the COVID-19 pandemic, there were 40 health centres in Cameroon that UNHCR was not able to financially support.

The effects of underfunding were also significant in the Nigeria situation. An estimated 36,000 IDPs in Niger's Diffa region were not registered due to lack of funding. In Nigeria, of nearly 210,000 IDP households surveyed, more than 20% were living in damaged or makeshift shelters.

The repercussions of underfunding were profoundly felt in the Sahel. While violence and the COVID-19 pandemic kept thousands of displaced children out of school in the region, 80% did not have access to distance learning programmes. In Mali, UNHCR was only able to address the shelter and core relief item needs of 30% of the displaced population.

EXPENDITURE IN WEST AND CENTRAL AFRICA | 2016-2020



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BUDGET AND EXPENDITURE IN WEST AND CENTRAL 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 West and Central Africa ¹	Budget	13,709,130	-	-	-	13,709,130	2%	
	Expenditure	12,937,879	-	-	-	12,937,879	3%	94%
Regional activities for West and Central Africa ¹	Budget	4,060,388	170,000	-	-	4,230,388	1%	
	Expenditure	494,946	71,899	-	-	566,845	0%	13%
SUBTOTAL	Budget	17,769,518	170,000	-	-	17,939,518	3%	
	Expenditure	13,432,825	71,899	-	-	13,504,724	3%	75%
Burkina Faso	Budget	22,538,553	379,848	-	57,742,340	80,660,740	12%	
	Expenditure	17,937,603	186,993	-	51,975,538	70,100,134	16%	87%
Cameroon Multi-Country Office ²	Budget	72,906,572	861,229	-	22,942,182	96,709,983	15%	
	Expenditure	37,898,439	151,568	-	12,076,299	50,126,307	11%	52%
Central African Republic	Budget	15,715,004	841,245	13,335,411	17,620,978	47,512,639	7%	
	Expenditure	12,238,756	389,107	8,761,423	13,690,873	35,080,159	8%	74%
Chad	Budget	115,758,689	909,076	-	7,921,023	124,588,788	19%	
	Expenditure	68,297,710	282,582	-	5,107,894	73,688,186	17%	59%
Côte d'Ivoire	Budget	3,116,885	6,004,664	2,975,895	703,660	12,801,104	2%	
	Expenditure	2,608,226	3,834,625	1,770,459	550,571	8,763,881	2%	68%
Ghana	Budget	8,395,829	-	-	-	8,395,829	1%	
	Expenditure	7,737,629	-	-	-	7,737,629	2%	92%
Liberia	Budget	11,485,933	-	-	-	11,485,933	2%	
	Expenditure	10,774,007	-	-	-	10,774,007	2%	94%
Mali	Budget	22,741,660	-	9,674,017	15,185,937	47,601,614	7%	
	Expenditure	12,792,993	-	8,886,410	7,826,692	29,506,094	7%	62%
Niger	Budget	80,037,457	967,348	-	27,764,248	108,769,053	16%	
	Expenditure	69,868,529	515,707	-	14,190,418	84,574,655	19%	78%
Nigeria	Budget	38,701,814	-	15,062,665	36,848,346	90,612,825	14%	
	Expenditure	22,076,575	-	3,472,260	22,337,199	47,886,035	11%	53%
Senegal Multi-Country Office ³	Budget	16,452,531	1,476,864	-	-	17,929,395	3%	
	Expenditure	10,105,824	602,471	-	-	10,708,295	2%	60%
TOTAL	Budget	425,620,444	11,610,274	41,047,988	186,728,715	665,007,422	100%	
	Expenditure	285,769,116	6,034,952	22,890,552	127,755,485	442,450,105	100%	67%

¹ Regional Bureau and regional activities cover the whole of West and Central Africa region.

² Coordinates activities in Cameroon and Gabon and also covers Equatorial Guinea and Sao Tome and Principe without presence in the latter countries.

³ Coordinates activities in Guinea, Guinea-Bissau, Senegal and Togo and also covers Benin, Cape Verde, Gambia and Sierra Leone without presence in the latter countries.

VOLUNTARY CONTRIBUTIONS TO WEST AND CENTRAL AFRICA | USD

DONOR	PILLAR 1 PILLAR 3 PILLAR 4			ALL PILLARS	TOTAL
	Refugee programme	Reintegration projects	IDP projects		
United States of America	33,763,848		6,142,310	155,102,657	195,008,815
USA for UNHCR	701,700			21,257,753	21,994,727
Germany	5,106,867			16,116,986	21,223,853
European Union	14,890,604	1,538,595	4,332,716		20,761,915
Central Emergency Response Fund	5,235,671		11,168,917		16,404,589
Japan	9,932,661		4,393,592	1,127,644	15,453,897
France	1,846,939		285,088	5,914,150	8,046,177
African Development Bank Group	5,273,109				5,273,109



VOLUNTARY CONTRIBUTIONS TO WEST AND CENTRAL AFRICA | USD

DONOR	PILLAR 1 PILLAR 3 PILLAR 4			ALL PILLARS	TOTAL
	Refugee programme	Reintegration projects	IDP projects		
Private donors in Qatar	5,000,000				5,000,000
UNO-Flüchtlingshilfe (National partner in Germany)				4,312,349	4,312,349
Country-based pooled funds		3,009,024		250,036	3,259,060
Italy	2,065,222			1,102,536	3,167,757
Canada	38,197		189,107	2,609,993	2,837,298
Spain	2,372,136		380,702		2,752,837
United Kingdom of Great Britain and Northern Ireland	1,482,094		1,192,170	6,759	2,681,023
Sweden				2,074,689	2,074,689
Education Cannot Wait	1,078,980		282,417	209,888	1,571,285
Private donors in Japan	1,018,539		447,701	58,610	1,524,850
UK for UNHCR				1,436,347	1,436,347
Qatar	1,363,376				1,363,376
United Nations Peacebuilding Fund			399,999	961,663	1,361,662
Luxembourg	313,808			941,423	1,255,230
Switzerland				1,119,010	1,119,010
WFP			938,399	60,996	999,396
Private donors in Italy	574,540			225,856	800,395
Belgium				614,573	614,573
United Arab Emirates			415,000		415,000
UNAIDS	330,250			78,900	409,150
Private donors in the United States of America	318,086			42,600	360,686
Private donors in the United Arab Emirates	268,900			25,048	293,948
UNDP	281,110				281,110
Private donors in France				204,109	204,109
Monaco	196,586				196,586
Private donors in China	166,500				166,500
Iceland				144,760	144,760
UN COVID-19 Response and Recovery Fund	104,390				104,390
Liechtenstein				72,098	72,098
Nigeria				63,735	63,735
España con ACNUR (National partner in Spain)	28,691			13,236	41,927
Private donors in Switzerland				33,877	33,877
Private donors in Kenya	27,940			1,749	29,689
Private donors in Canada				28,455	28,455
Private donors in Nigeria				11,794	11,794
Holy See				7,500	7,500
Private donors in Thailand	4,146				4,146
Private donors in Singapore				2,663	2,663
Private donors in Belgium				896	896
Private donors in India				499	499
Private donors in Denmark				345	345
Private donors in Lebanon	223				223
Private donors in Mexico				104	104
Private donors in South Africa				93	93
TOTAL*	93,785,112	1,538,595	54,834,895	195,013,900	345,172,502

*Notes:

¹ Contributions include 6.5% indirect support costs.

² Overall contributions to Africa have been apportioned to the three regions of Africa.

³ Includes a total of \$8.0 million acknowledged in past years for activities with implementation in 2020 and excludes \$12.6 million acknowledged in 2020 for activities with implementation in 2021 and beyond.

⁴ Includes contributions earmarked to the Central African Republic, Nigeria and Sahel situations.

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The Americas

“ We were making great progress towards integration in Chile, but the pandemic has changed our lives again. ”

—José Domingo Diaz, Venezuelan asylum-seeker in Chile

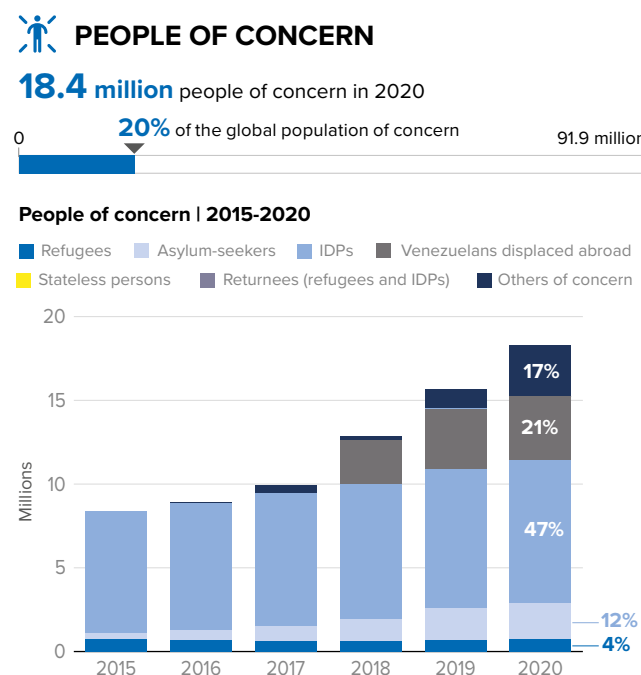
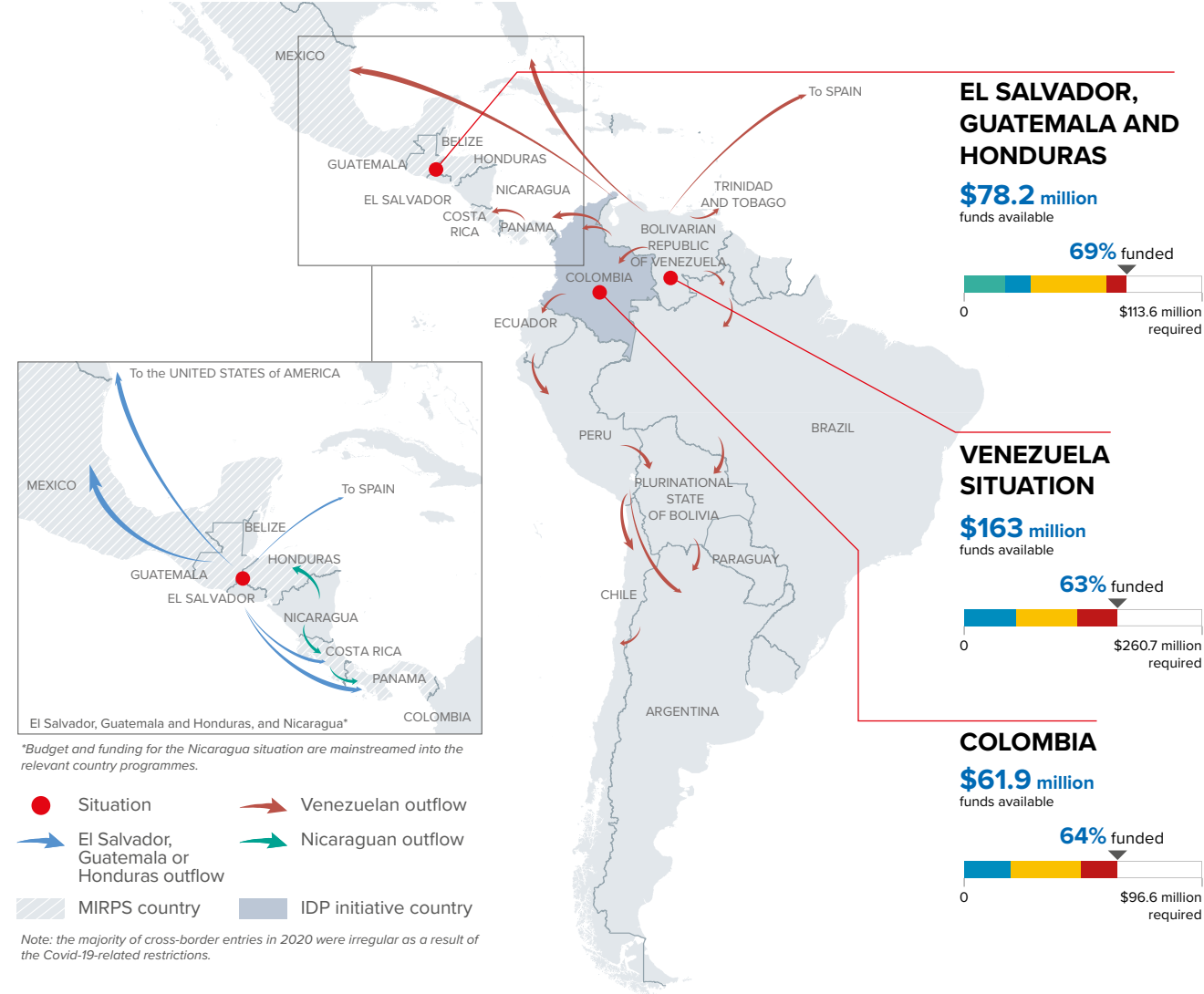
In May 2020, Venezuelan asylum-seeker José Domingo Díaz and his family had no family income, after José's new job opportunity in Santiago, Chile, disappeared because of the COVID-19 emergency. In Chile, UNHCR e-vouchers are helping families affected by the pandemic.

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OVERVIEW AND KEY DATA IN THE AMERICAS IN 2020



MAJOR SITUATIONS IN 2020

VENEZUELA SITUATION

- \$14.2 million distributed in cash assistance.
- 148,114 refugees and migrants were provided with core relief items, such as blankets, mosquito nets or mats.
- 38,770 refugees and migrants were supported with collective shelter.

The outflow of over 5 million refugees and migrants from the Bolivarian Republic of Venezuela represents the world's second-largest external displacement crisis. The COVID-19 pandemic exacerbated risks, and many displaced Venezuelans lost their jobs and could not afford food or shelter. Facing eviction, exploitation and abuse, with limited or no access to health care or social protection, around 130,000 saw no option but to return when the pandemic struck, but increasing numbers left again as restrictions on movement eased. With borders still closed, movements were mostly irregular, adding to the risks. Within the country, UNHCR assisted 600,000 people at risk of displacement, on the move or returning in 2020.

UNHCR and IOM led the Regional Inter-Agency Coordination Platform, coordinating the response for 3.18 million refugees and migrants from the Bolivarian Republic of Venezuela and host communities in 17 Latin American and Caribbean countries. UNHCR also boosted the Quito process and the organization of a donor conference that pledged \$2.8 billion in loans and donations for host governments and humanitarian partners.

**This figure includes Venezuelan migrants, refugees and asylum-seekers reported through the Coordination Platform for Refugees and Migrants from Venezuela.*

COLOMBIA

- 1,552 individuals and 54 community-based organizations received training in self-governance, community participation and advocacy.
- 32,000 IDPs and host communities assisted with registration and documentation.
- 6,759 IDPs received free legal assistance.

COVID-19, new internal displacement and violence by irregular armed groups limited progress on solutions for IDPs. COVID-19-related restrictions constrained humanitarian access, as did irregular armed groups, who exerted control over communities and restricted the mobility of 61,450 people. Indigenous and Afro-Colombian communities along the Pacific Coast and in border areas were particularly affected. Despite national efforts to implement the Peace Agreement, the UN verification mission in Colombia reports 378 community leaders were killed since 2016. Also, according to OCHA, 165 people were victims of anti-personnel mines in 2020.

UNHCR complemented Colombia's institutional response, providing life-saving assistance and conducting protection monitoring. Collaboration with the Ombudsperson, local authorities and communities allowed the legalization of 18 informal settlements hosting IDPs and refugees and migrants from the Bolivarian Republic of Venezuela.

EI SALVADOR, GUATEMALA AND HONDURAS

- \$13.1 million distributed in cash assistance.
- 85,000 individuals supported with reception.

Economic, political, humanitarian, social and climatic factors—combined with chronic gang violence, human rights violations and food insecurity—prompted large mixed movements and a steady exodus of individuals, families and unaccompanied children. Mexico registered 41,303 asylum claims in 2020, 58% of the 2019 figure, but substantially higher than in 2018 when the Mexican Commission for Refugee Assistance registered 29,600 claims. With forced displacement increasing pressure on national protection and asylum systems regionally, the Comprehensive Regional Protection and Solutions Framework (known as MIRPS for its Spanish acronym) sought to expand the operational capacity of Belize, Costa Rica, El Salvador, Guatemala, Honduras, Mexico and Panama to respond and find solutions. During El Salvador's rotating presidency, as part of the Global Refugee Forum commitments, a MIRPS Support Platform was created, with Spain currently holding the presidency.

NICARAGUA

With borders closed, the number of Nicaraguans seeking international protection grew slightly in 2020, despite COVID-19 and tropical storms compounded with a complex political and socioeconomic situation. In Costa Rica, UNHCR helped 6,537 Nicaraguan households with cash assistance. COVID-19-related border restrictions added risks to the use of irregular routes and limited the possibility to access asylum. Despite the efforts of host governments, the economic downturn caused by the pandemic prompted return movements in adverse conditions to Nicaragua.

UNHCR and partners sought to strengthen asylum systems in host countries, with cash assistance and Nicaraguans' inclusion in public health systems helping to facilitate their socioeconomic integration.

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KEY RESULTS AND TRENDS IN 2020

UNHCR'S PROGRAMMATIC RESPONSE

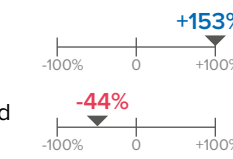
REGISTRATION

1 million individual registration records in PRIMES proGres v4.
143,418 individuals (5 years and above) with biometric records in PRIMES.



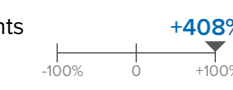
PROTECTION

246,449 people of concern received legal assistance.
1,111 border monitoring visits conducted and recorded.



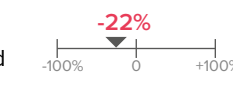
GENDER-BASED VIOLENCE

10,744 gender-based violence incidents reported for which survivors received psychosocial counselling.



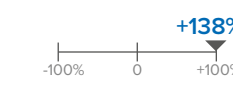
CHILD PROTECTION

5,499 partner and government staff received training on child protection and children's rights.



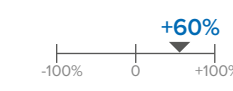
CASH ASSISTANCE

116,389 households supported with cash to meet basic needs.



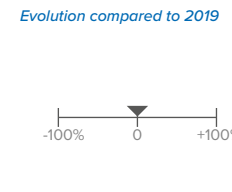
CORE RELIEF ITEMS

113,644 households received core relief items, including seasonal support.

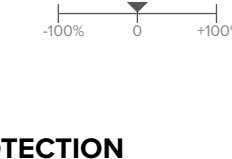


SHELTER

246,490 individuals supported with reception conditions, including accommodation in reception/transit centres, emergency, transitional and long-term/permanent shelter.

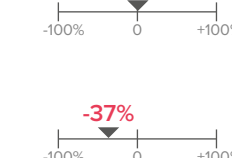


652 shelters or settlement infrastructure supported by UNHCR (constructed, rehabilitated, improved, maintained or established).

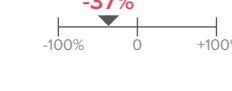


COMMUNITY-BASED PROTECTION

352 community-based committees, groups or other structures supported or strengthened.

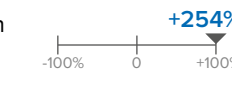


286 projects supporting peaceful coexistence and benefiting local and displaced communities implemented.



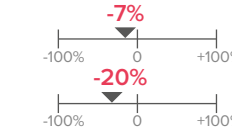
SELF-RELIANCE

35,239 people of concern advised on labour market.



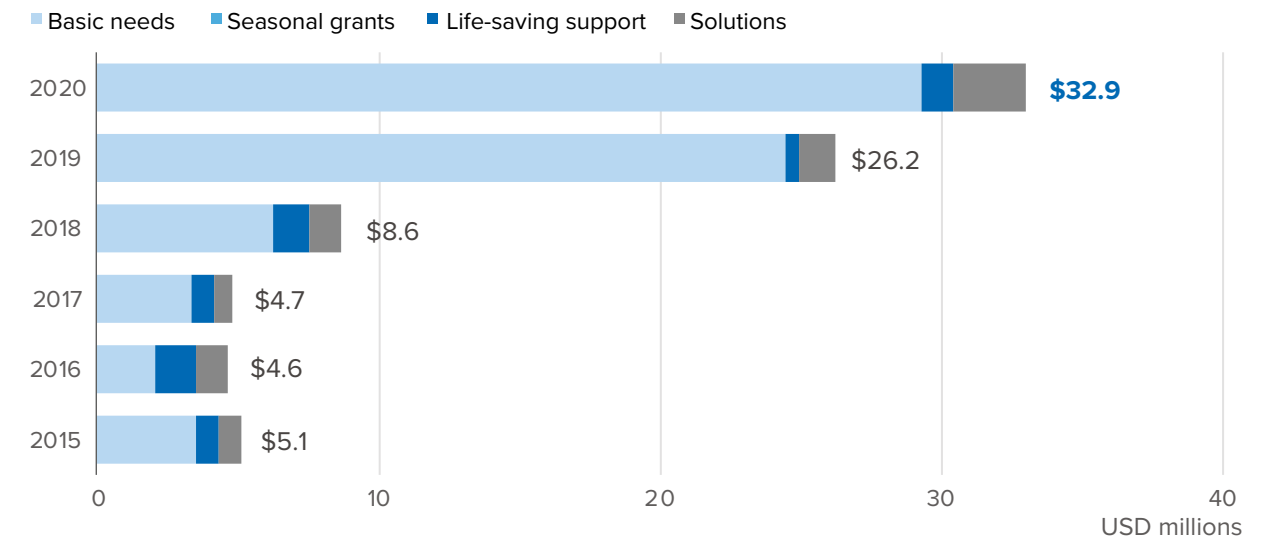
RESETTLEMENT

1,894 resettlement submissions.
940 UNHCR-facilitated departures.

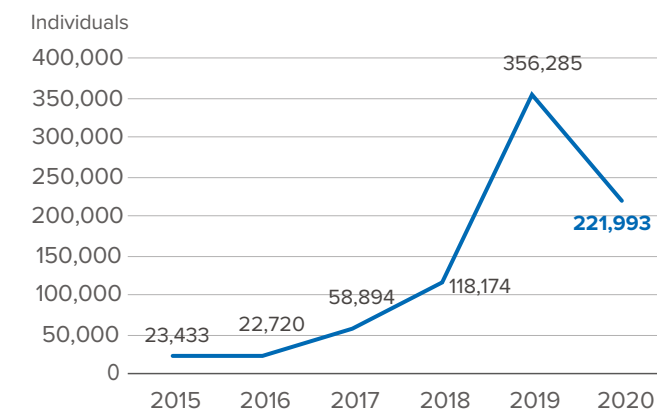


TRENDS IN RESPONSE

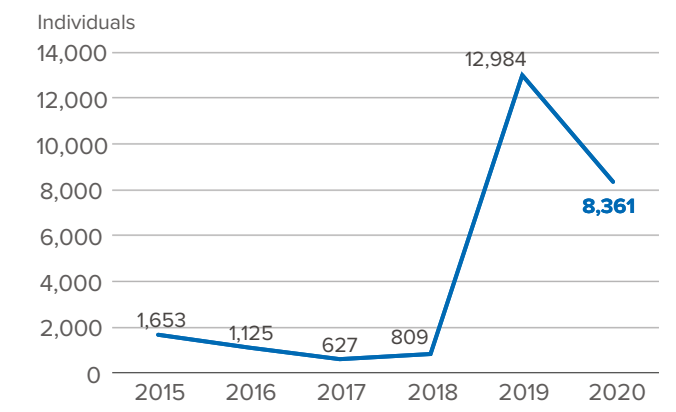
Cash assistance by sector | 2015-2020



Access to information on status determination procedures | 2015-2020*



People of concern provided with entrepreneurship training | 2015-2020



*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.

UNHCR'S COVID-19 RESPONSE



674,274 refugees, IDPs and other people of concern accessed protection services.



376,042 refugees, IDPs and other people of concern received cash assistance related to the impact of COVID-19.



76,447 women and girls accessed sexual and reproductive health services.



51,225 refugees and other people of concern provided with mental health and psychosocial support services.



27,482 children and youth supported with distance/home-based learning.



16 country operations reported all geographic areas inhabited by people of concern were reached by COVID-19 information campaigns.

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KEY ACHIEVEMENTS AND IMPACT

For more information on protection and solutions in Central America and Mexico, see Chapter 4 of the [2020 Global Trends](#) report



Safeguarding access to protection and asylum

UNHCR bolstered stretched asylum systems in the context of the pandemic. To contain COVID-19, governments in the region restricted movements, curtailed entry into their territory, and in some cases suspended or postponed asylum procedures, eligibility interviews and registration services. UNHCR promoted the adoption of innovative methods and technology to ensure access to asylum. Argentina, Ecuador, El Salvador, Mexico and Uruguay, among others, developed remote registration and eligibility interviews, while the Plurinational State of Bolivia, Colombia, Costa Rica and Panama extended the validity of personal documentation and/or work permits of asylum-seekers via an online system. Colombia, Ecuador and Peru extended the regularization process for Venezuelans.

Community outreach was expanded and UNHCR contributed to 187 support spaces across the region, providing information and essential services, as well as identification and referrals of persons at heightened risk. As the number of gender-based violence incidents increased in the region, the operations had to quickly adapt to increase aid offered to survivors of around 10,700 incidents through remote services, a 400% increase versus 2019.

Responding with life-saving assistance

UNHCR operations reacted quickly to the COVID-19 crisis with emergency assistance and engaged with various

stakeholders to seek longer-term solutions. Lack of documentation hindered access to basic services and often to health services. With refugees and migrants largely dependent upon the informal sector of the economy, up to 80% of refugees in the region are estimated to have lost their jobs in 2020 as a result of the pandemic. Protection risks rocketed up, particularly among vulnerable population groups, and UNHCR quickly adapted its services to prevent the risk of transmission, while maintaining identity-checking and anti-fraud mechanisms. As a result, 574,000 people received assistance after being registered by UNHCR and partners, a 238% increase versus 2019.

Cash assistance increased in its scope and reach and new delivery methods were added, with 374,000 people helped to afford shelter, food, water, electricity and transportation.

UNHCR stepped up its shelter response in border areas and in urban centres across 15 countries to reinforce 652 collective facilities, with the rehabilitation and improvement of temporary collective shelters, access to rental schemes and hotels for people suffering from evictions after losing their income, and the construction of community infrastructure. In Tapachula (Mexico) the first shelter receiving only refugees and asylum-seekers was opened.

UNHCR furthered health authorities' pandemic response with the expansion, renovation and/or construction of health infrastructure through 264 projects. In Ecuador, 183 refugee housing units were installed in 80 health centres and

24 hospitals to be used as resting, triage and isolation areas. Facilities receiving people in mixed movements in Panama were improved with the use of 48 refugee housing units. Around 77,000 people in dire need in the Bolivarian Republic of Venezuela benefited from the rehabilitation of 58 spaces such as temporary accommodation shelters, health care centres, schools, common spaces for the communities and shelter facilities for children, women and elderly.

Seeking durable solutions for protracted refugee situations

In a challenging scenario due to the severe socioeconomic impact of the pandemic, UNHCR worked with governments, communities, partners, development actors, the private sector, and international financial institutions towards the inclusion of refugees and migrants in national recovery plans and protection systems. Over 75,000 people affected by the economic shock caused by the pandemic received support to access jobs, run a business or have better opportunities for livelihoods.

The MIRPS and the Quito Process made "inclusion" one of their agenda items. In Ecuador, UNHCR advocacy resulted in regulatory changes that allowed asylum-seekers to open bank accounts with their country of origin identification document. In several countries in the region, such as Mexico and Peru, refugees and asylum-seekers with medical training were employed to help cope with the pandemic.

Despite the restrictions imposed during the pandemic, UNHCR identified, processed, and referred cases for resettlement programmes and for the protection transfer arrangements implemented in El Salvador, Guatemala and Honduras.

New pilot resettlement programmes were developed in Colombia and Peru for refugees from the Bolivarian Republic of Venezuela. Additional third-country solutions, involving employment and education schemes, were explored with Canada to facilitate complementary pathways for skilled refugees from the Bolivarian Republic of Venezuela in countries of the Andean region.

Ensuring protection and durable solutions for IDPs

The Americas is home to around 8.6 million IDPs, whose lives worsened because of the impact of the pandemic. Under the 2019 [Policy on UNHCR's Engagement in Situations of Internal Displacement](#), UNHCR bolstered the development of national legislation and policies in El Salvador, Honduras and Mexico in 2020.

As part of the Office's role in the MIRPS technical secretariat, together with the Organization of American States, UNHCR reinforced technical capacities of the Working Group on International Displacement, which brought together El Salvador, Honduras and Mexico, assisted by a high-level expert panel from Colombia. It held four work sessions and adopted policy recommendations on the use of information systems, planning and resource allocation and inter-institutional coordination.

UNHCR and the San Remo International Institute on Humanitarian Law organized training for government officials from Mexico and Central American countries. UNHCR contributed to an initiative launched by the Protection Cluster, marking the 20th anniversary of the Guiding Principles on Internal Displacement, by sharing lessons learned in the Regional Exchange on Preventing and Addressing Internal Displacement in the Americas.

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UNHCR implemented community-based initiatives to prevent displacement and protect those at heightened risk, such as children, youth, and community leaders. In El Salvador, the Active Families initiative helped 120 families of eight high-risk communities to gain awareness on rights of the displaced population, protection of children and prevention of gender-based violence.

The Office rapidly responded to the needs of those suffering the devastating impact of Tropical Storm Eta and Hurricane Iota in Honduras, many of whom were IDPs or at risk due to the deteriorating security situation and violence in their communities. In Colombia, progress in legalizing informal settlements—inhabited by Colombian IDPs and returnees and Venezuelan refugees and migrants—represented important steps towards solutions. Colombia's Victims and Land Restitution Law was also extended until 2031.

Reducing and preventing statelessness

UNHCR strengthened its partnership with the Organization of American States' Universal Civil Identity Program in the Americas, and the Latin American and Caribbean Council for Civil Registration, Identity and Vital Statistics. This partnership helped towards achieving full access to documentation and civil registry services by people of concern and enhancing the capacity of national civil registries for the prevention and reduction of statelessness. As part of this collaboration, two joint reports were published: "[Emergency response of civil registry and identification offices during the COVID-19 pandemic: good practices, mechanisms and facilities implemented in the Americas](#)", and "[Regional study on late birth registration, issuance of nationality documentation and statelessness](#)".

In Argentina, the adoption of a new law allowed administrative procedures for late birth registration and the admission of evidence to prove the place of birth.

In Colombia, 50,791 children born in Colombia to Venezuelan parents acquired Colombian nationality by December 2020. Through the "Primero la Niñez" project, Mexico modified its constitution to allow the transfer of nationality by *jus sanguinis* to children of naturalized parents.

Implementing pledges made at the Global Refugee Forum

UNHCR furthered States and other actors in the implementation of the pledges submitted at the Global Refugee Forum and the High-Level Segment on Statelessness in the areas of asylum capacity-building, education, civil registration, jobs and livelihoods, infrastructure, access to services and inclusion on national systems and solutions and statelessness. As such, the Mexican national system for children and adolescents harmonized child, migration, and asylum legislation to eliminate child detention. Under the UNICEF-UNHCR blueprint, joint action plans were drafted in Ecuador and Honduras to benefit child asylum-seekers, refugees, returnees and IDPs with increased access to education, better water, sanitation and hygiene, and specialized protection services. As chair of the MIRPS Support Platform, Spain coordinated the provision of technical assistance and the exchange of good practice towards strengthening asylum systems in MIRPS countries.



Banco Itaú supports operation of a field hospital in Boa Vista, Brazil

Banco Itaú, one of the largest Brazilian banks, partnered with UNHCR to support the COVID-19 response plan for Venezuelans developed jointly by *Operação Acolhida*, the Brazilian Federal Response for Venezuelans, UN agencies and civil society, with the aim of assisting displaced Venezuelans. The partnership with Itaú provided multifaceted support towards the opening of a Field Hospital in Boa Vista: in-kind donation of hospital equipment and medication worth over \$2 million, funding for medical staff and protection items for COVID-19 prevention in the Amazonian region (\$440,000) and full review of the hospital's medical protocols, endorsed by a leading Brazilian hospital (Hospital Sirio-Libanês).

FINANCIAL INFORMATION

Consequences of underfunding

The pandemic prompted UNHCR to re-prioritize activities to provide life-saving cash assistance or shelter to destitute refugees and the displaced population. Rather than suspend in-person activities to comply with health measures, it reshaped its services, operating protection and legal services remotely, and re-assigning funds from longer-term programmes towards life-saving needs.

The stretched budget meant start-up grants could not be offered to 4,000 refugees and migrants in Brazil. Nor could UNHCR assist 36,000 Colombian, Nicaraguan and Venezuelan people of concern with emergency unrestricted cash assistance or core relief items in border and urban reception areas in Argentina, Chile, Colombia, Costa Rica and Ecuador. Consequently, they lacked access to food, medicines or housing, and many resorted to sex for survival or endured abusive work conditions.

UNHCR was unable to set up national call centres and relied on individual partners and staff mobile numbers to serve refugees and migrants across Colombia, Ecuador and Peru. In Colombia, a three-month pilot with a professional service provider was launched in the border city of Cúcuta, though the lack of funds prevented its expansion to other locations.

As countries struggled to make civil registration COVID-19-compliant, UNHCR's technical and material support might have reduced the potential for statelessness for new-borns of refugee and migrant parents, particularly in the Bolivarian Republic of Venezuela, but also for children of Venezuelan parents in other countries.

UNHCR sought to support safe houses for persons at heightened risk in El Salvador, Guatemala and Honduras, but the challenge of COVID-19 prevention meant some struggled to stay open, and there was no funding for new ones.

Although indigenous people, Afro-Colombian people, women, LGBTIQ+ persons and youth were

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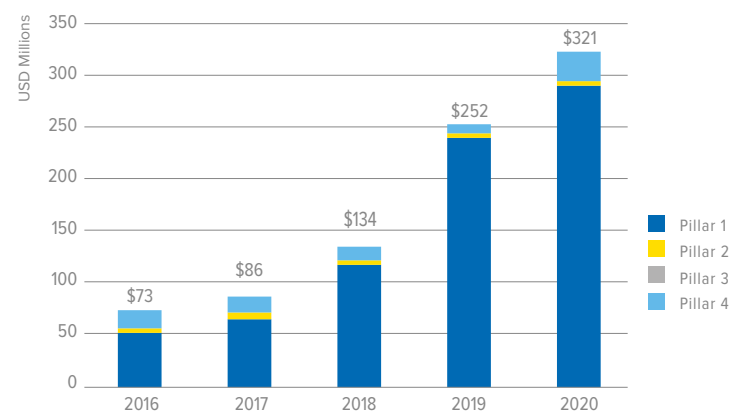
disproportionately affected by the armed conflict in Colombia, UNHCR had limited capacity to maintain solutions-oriented programmes for them.

Cases of gender-based violence spiked in countries with existing high incidence such as El Salvador and Guatemala, where more funds would have allowed UNHCR to strengthen its national response. In Ecuador, UNHCR was unable to provide specialized gender-based

services in areas where sexual exploitation networks operate, like Guayaquil or Manta.

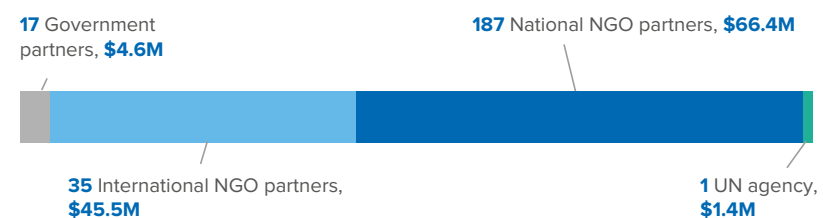
Most countries in the region imposed lockdowns and school suspensions to prevent COVID-19. UNHCR's assistance helped the most vulnerable families access remote schooling with tablets or Internet access. Others might have had similar help if funds had been available.

EXPENDITURE IN THE AMERICAS | 2016-2020



EXPENDITURE VIA PARTNERS | 2020

\$117.9 million spent via 240 partners in the Americas



BUDGET AND EXPENDITURE IN THE AMERICAS | USD

OPERATION		PILLAR				TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		1 Refugee programme	2 Stateless programme	3 Reintegration projects	4 IDP projects			
Regional Bureau for the Americas ¹	Budget	19,215,254	-	-	-	19,215,254	3%	
	Expenditure	13,285,200	-	-	-	13,285,200	4%	69%
Regional activities for the Americas ¹	Budget	5,625,956	-	-	-	5,625,956	1%	
	Expenditure	4,685,461	-	-	-	4,685,461	1%	83%
SUBTOTAL	Budget	24,841,210	-	-	-	24,841,210	4%	
	Expenditure	17,970,661	-	-	-	17,970,661	6%	72%
LATIN AMERICA								
Argentina Multi-Country Office ²	Budget	25,550,650	-	-	-	25,550,650	4%	
	Expenditure	16,008,216	-	-	-	16,008,216	5%	63%
Brazil	Budget	46,613,056	-	-	-	46,613,056	8%	
	Expenditure	24,096,951	-	-	-	24,096,951	8%	52%
Colombia	Budget	85,541,869	-	-	11,095,654	96,637,523	16%	
	Expenditure	41,864,662	-	-	8,426,071	50,290,733	16%	52%
Costa Rica	Budget	26,852,308	-	-	-	26,852,308	4%	
	Expenditure	16,673,549	-	-	-	16,673,549	5%	62%
Ecuador	Budget	74,618,939	-	-	-	74,618,939	12%	
	Expenditure	33,153,954	-	-	-	33,153,954	10%	44%
Guatemala	Budget	34,628,455	-	-	-	34,628,455	6%	
	Expenditure	20,964,359	-	-	-	20,964,359	7%	61%
Honduras	Budget	-	-	-	21,973,913	21,973,913	4%	
	Expenditure	-	-	-	12,144,725	12,144,725	4%	55%
Mexico	Budget	65,212,229	-	-	-	65,212,229	11%	
	Expenditure	40,442,686	-	-	-	40,442,686	13%	62%
Panama Multi-Country Office ³	Budget	23,368,351	-	-	20,339,280	43,707,631	7%	
	Expenditure	10,914,003	-	-	8,336,224	19,250,226	6%	44%
Peru	Budget	48,625,534	-	-	-	48,625,534	8%	
	Expenditure	20,154,484	-	-	-	20,154,484	6%	41%
Venezuela (Bolivarian Republic of)	Budget	53,666,778	-	-	-	53,666,778	9%	
	Expenditure	25,693,893	-	-	-	25,693,893	8%	48%
SUBTOTAL	Budget	484,678,170	-	-	53,408,847	538,087,016	88%	
	Expenditure	249,966,756	-	-	28,907,020	278,873,775	87%	52%
NORTH AMERICA AND THE CARIBBEAN								
Canada	Budget	2,643,481	-	-	-	2,643,481	0%	
	Expenditure	2,361,568	-	-	-	2,361,568	1%	89%
United States of America Multi-Country Office ⁴	Budget	39,933,167	6,333,500	-	-	46,266,666	8%	
	Expenditure	18,613,114	3,011,184	-	-	21,624,298	7%	47%
SUBTOTAL	Budget	42,576,647	6,333,500	-	-	48,910,147	8%	
	Expenditure	20,974,682	3,011,184	-	-	23,985,866	7%	49%
TOTAL	Budget	552,096,027	6,333,500	-	53,408,847	611,838,373	100%	
	Expenditure	288,912,099	3,011,184	-	28,907,020	320,830,302	100%	52%

¹ Regional Bureau and regional activities cover the whole Americas region.
² Coordinates activities in Argentina and Chile and also covers the Plurinational State of Bolivia, Paraguay and Uruguay without a presence in these three countries.
³ Coordinates activities in Belize, Cuba, El Salvador and Panama.
⁴ Coordinates activities in Aruba, the Dominican Republic, Guyana, Trinidad and Tobago and the United States of America and also covers Curaçao and Haiti without a presence in the latter two countries.

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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	96,239,385		22,450,000	94,800,000	213,489,385
European Union	17,457,522		938,410		18,395,932
Japan	13,266,003			927,644	14,193,647
Germany	1,497,650			12,509,050	14,006,699
Sweden				6,250,565	6,250,565
Spain	4,446,100		308,100		4,754,199
Private donors in Brazil	2,801,598			1,947,463	4,749,060
Central Emergency Response Fund	4,270,206				4,270,206
USA for UNHCR	3,962,017			2,800	3,964,817
Canada	1,552,727			2,181,818	3,734,545
Norway	2,255,793			386,361	2,642,155
Switzerland	255,885		255,885	2,047,083	2,558,854
United Kingdom of Great Britain and Northern Ireland	2,345,980	4,688	62,432	6	2,413,106
Netherlands	2,276,431				2,276,431
Republic of Korea	1,424,820		841,365		2,266,185
Italy	1,422,312				1,422,312
UNO-Flüchtlingshilfe (National partner in Germany)	248,680			1,065,365	1,314,045
Ireland				1,100,110	1,100,110
Austria	1,091,703				1,091,703
España con ACNUR (National partner in Spain)	803,843				803,843
Private donors in Mexico	152,956			617,826	770,782
Private donors in France	713,921				713,921
IOM	625,002				625,002
Finland			550,055		550,055
Qatar	505,874				505,874
UNAIDS	316,000				316,000
United Nations Peacebuilding Fund	198,804		101,392		300,196
Sweden for UNHCR	300,000				300,000
Luxembourg				209,205	209,205
Brazil				191,115	191,115
UN Women	139,600				139,600
Fundación ACNUR Comité Argentino (National partner in Argentina)	132,500				132,500
UNICEF	108,754	18,779		1,221	128,754
France	114,035				114,035
Portugal				109,170	109,170
Argentina				107,100	107,100
Private donors in China	102,268				102,268
UN COVID-19 Response and Recovery Fund	14,883			74,900	89,783
Private donors in Switzerland	88,288			1,034	89,322
Private donors in Canada	74,272			13,999	88,270
Private donors in Thailand	74,670				74,670
United Nations Trust Fund for Human Security			73,356		73,356
Guyana				63,531	63,531
Estonia	56,883				56,883



VOLUNTARY CONTRIBUTIONS TO THE AMERICAS | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
The World Bank				49,500	49,500
Greece	35,545				35,545
Colombia	35,000				35,000
Andorra	23,895				23,895
Cyprus	23,502				23,502
Private donors in Colombia	15,000				15,000
Mexico				8,272	8,272
Private donors in Singapore				960	960
Private donors in Italy	820			34	854
Private donors in the Netherlands	432			33	466
Private donors in Denmark				134	134
Private donors in India	12				12
TOTAL*	161,471,568	23,467	25,580,995	124,666,299	311,742,329

* Notes:

¹ Contributions include 6.5% indirect support costs.

² Includes a total of \$22.5 million acknowledged in past years for activities with implementation in 2020 and excludes \$17.3 million acknowledged in 2020 for activities with implementation in 2021 and beyond.

³ Includes contributions earmarked to the situations for El Salvador, Guatemala and Honduras and the Bolivarian Republic of Venezuela.

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Asia and the Pacific

“ This infrastructure has been a great support for the people of Cox's Bazar, but also the people of this entire region. This is the only ICU unit for the entire district—not only for COVID-19, but also for any other medical emergencies. ”

—Dr. Kafil Uddin Abbas, head of the ICU in Cox's Bazar, Bangladesh

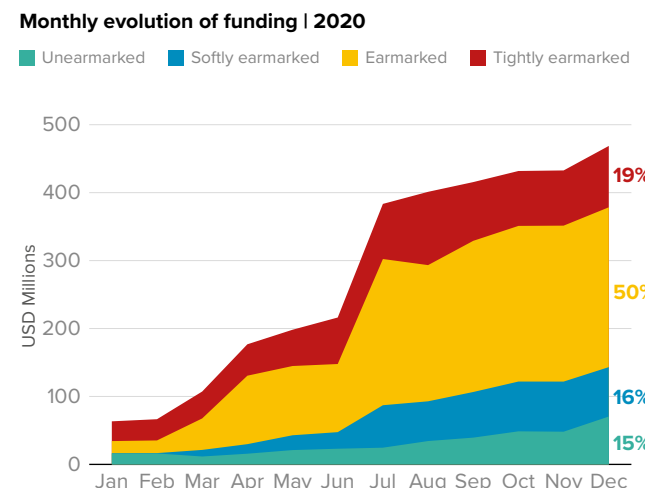
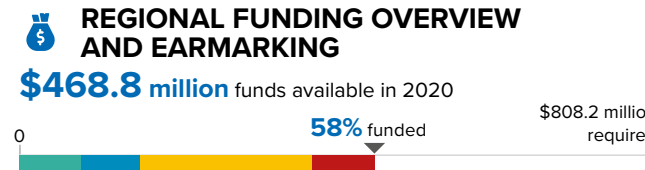
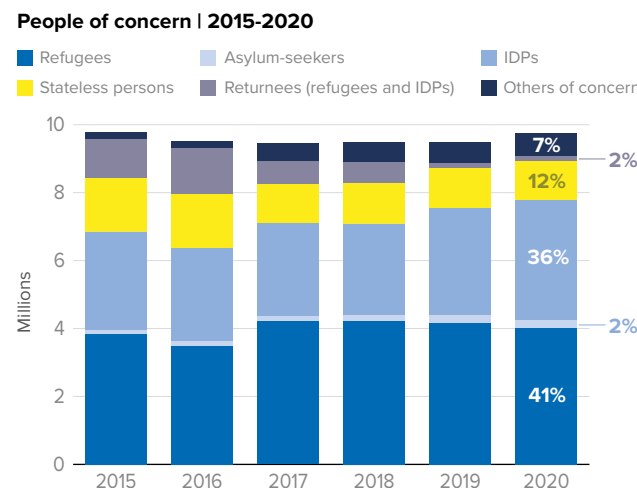
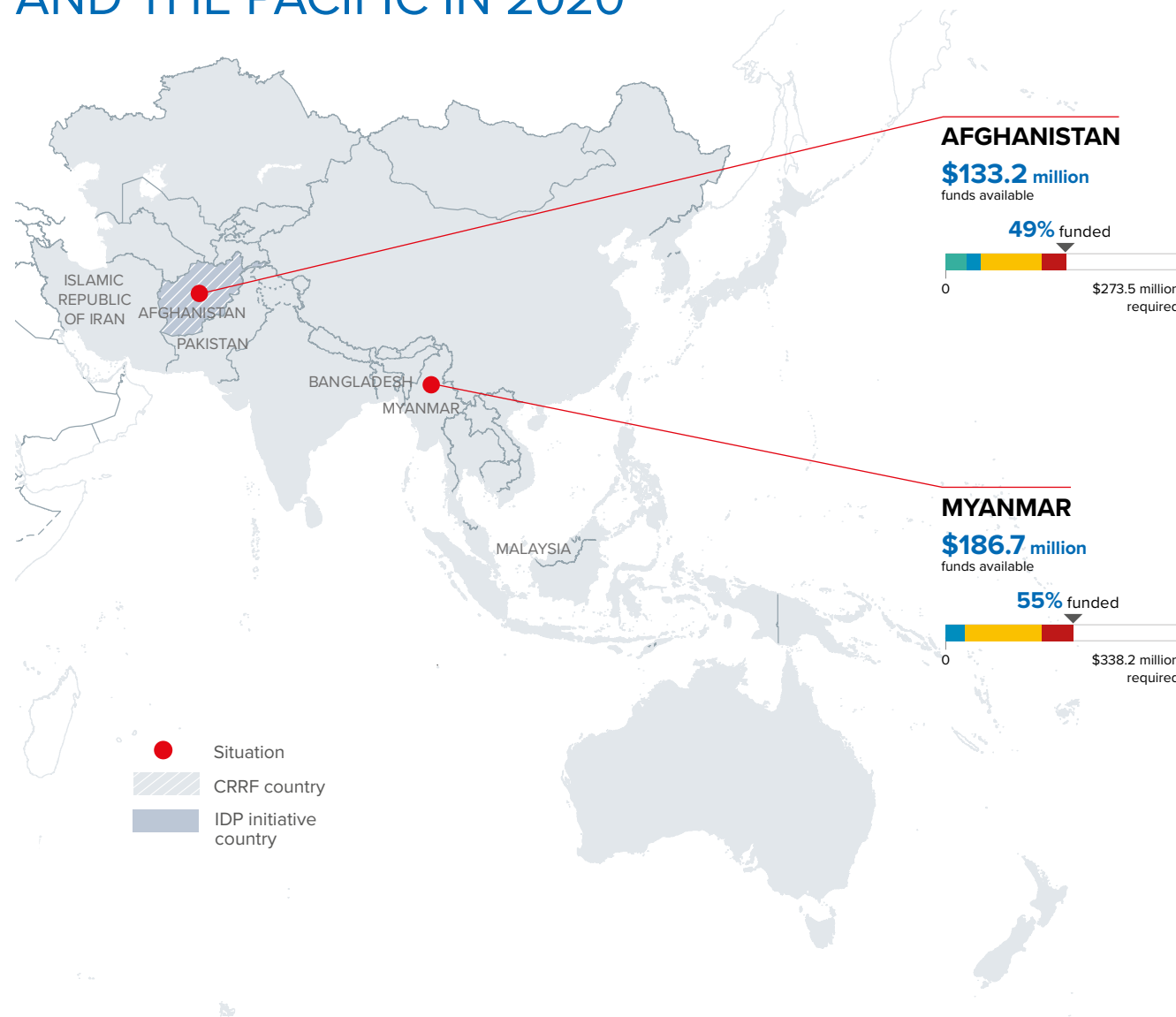
In 2020, one of the key priorities of UNHCR was to improve emergency health services to ensure access to health facilities, especially for COVID-19, for both Rohingya refugees and host communities in Bangladesh. Huge strides were made in the establishment of two COVID-19 hospitals and Cox's Bazar's first intensive care unit in the Government-run hospital.

© UNHCR/Kamrul Hasan

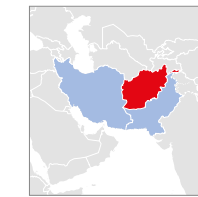
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OVERVIEW AND KEY DATA IN ASIA AND THE PACIFIC IN 2020



MAJOR SITUATIONS IN 2020



AFGHANISTAN

\$16.5 million distributed in cash assistance. 12,222 persons at heightened risk received support (non-cash). 174 health facilities equipped, constructed or rehabilitated.

Despite escalating violence, intra-Afghan peace negotiations presented an opportunity to progress towards peace, stability, and voluntary repatriation of refugees. The Core Group of the Solutions Strategy for Afghan Refugees (SSAR) Support Platform was formed, with 13 members aiming to mobilize political, financial, technical and strategic support for implementing the SSAR. UNHCR and its partners assisted over 900,000 people of concern in priority areas for return and reintegration (PARRs).

In the Islamic Republics of Iran and Pakistan, together hosting 2.2 million registered Afghan refugees, UNHCR supported inclusive Government policies by channelling investment into the national public service delivery systems and by securing documentation for refugees. This helped make protection and assistance more effective and meant better targeted investments to facilitate sustainable return and reintegration in the PARRs in Afghanistan. During the year, UNHCR facilitated 2,314 Afghan returns.

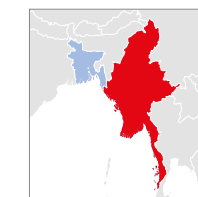
2.8 million REFUGEES AND ASYLUM-SEEKERS

2.9 million IDPs

87,000 OTHERS OF CONCERN

57% OF IDPs AND OTHERS OF CONCERN IN AFGHANISTAN WERE CHILDREN

21% OF IDPs AND OTHERS OF CONCERN IN AFGHANISTAN WERE WOMEN



MYANMAR

\$3.8 million distributed in cash assistance. 117,350 households received core relief items. 268 community groups were strengthened to provide protection support to refugees, asylum-seekers and IDPs.

UNHCR pursued comprehensive approaches to solutions for the displaced and stateless of Myanmar and sought to create conditions conducive to voluntary repatriation of refugees. UNHCR and UNDP implemented community-based projects in Rakhine State to expand all communities' access to education, livelihoods and health care. UNHCR advocated for implementing the 2017 recommendations of the Advisory Commission on Rakhine State, particularly lifting discriminatory restrictions on freedom of movement and citizenship for the 600,000 Rohingya who remain in Rakhine State. Outside of Myanmar, UNHCR led efforts to protect and assist Rohingya refugees across the region. Humanitarian organizations worked closely with the Government of Bangladesh to implement COVID-19 mitigation measures for the 867,000 Rohingya refugees in Bangladesh. A total of 15,423 individuals were registered during the year.

As the situation becomes protracted, however, a range of challenges have risen, including security challenges in Bangladesh, increased detention of refugees in Malaysia, and refusal of several States to rescue and disembark a growing number of Rohingya who undertake life-threatening journeys by sea.

1.1 million REFUGEES AND ASYLUM-SEEKERS

370,000 IDPs

600,000 STATELESS IN MYANMAR (ROHINGYA)

49% OF ROHINGYA REFUGEES AND ASYLUM-SEEKERS WERE CHILDREN

25% OF ROHINGYA REFUGEES AND ASYLUM-SEEKERS WERE WOMEN

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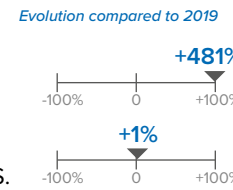
KEY RESULTS AND TRENDS IN 2020

UNHCR'S PROGRAMMATIC RESPONSE

REGISTRATION

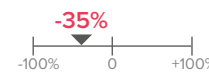
2.2 million individual registration records in PRIMES proGres v4*.

1.2 million individuals (5 years and above) with biometric records in PRIMES.



STATELESSNESS

13,506 persons with undetermined nationality assisted with confirmation of nationality.



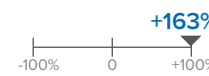
CASH ASSISTANCE

\$26.0 million distributed in cash assistance.



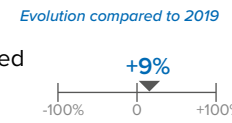
CORE RELIEF ITEMS

150,090 households received core relief items.



HEALTH

100,000 vulnerable refugees benefited from the Islamic Republic of Iran's Universal Public Health Insurance programme.



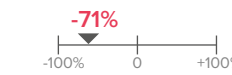
SHELTER

90,000 people benefited from 76 community infrastructure projects.



VOLUNTARY RETURNS

2,314 Afghan returnees assisted by UNHCR.



RESETTLEMENT

2,654 resettlement submissions from the region.

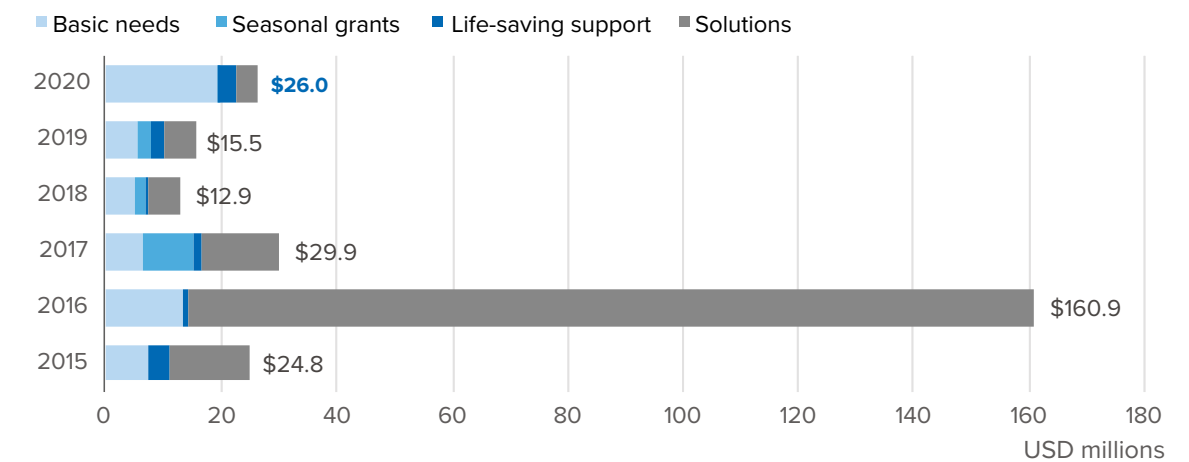
3,131 UNHCR-facilitated departures.



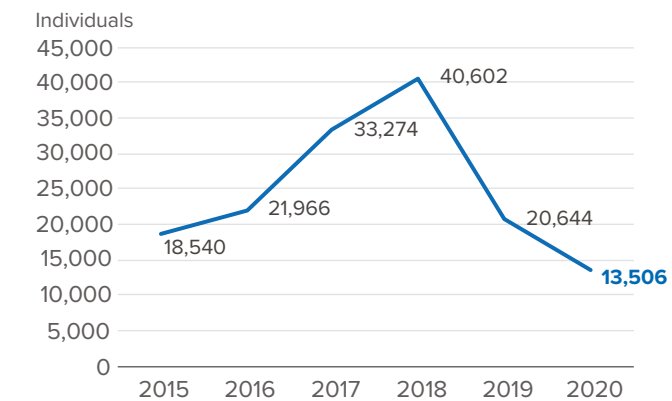
*This includes records of all individuals in proGres v4 at the end of 2020. The increase in 2020 was the result of data migration from proGres v3 to proGres v4.

TRENDS IN RESPONSE

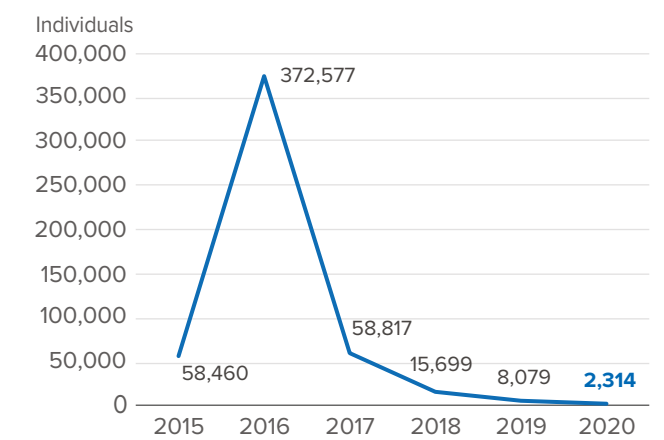
Cash assistance by sector | 2015-2020**



Persons with undetermined nationality assisted with confirmation of nationality | 2015-2020



Verified Afghan returnees*** | 2015-2020



**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.

***Figures represent Afghan whose return was facilitated by UNHCR and processed at encashment centers in Afghanistan.

UNHCR'S COVID-19 RESPONSE



1,376,608 refugees, IDPs and other people of concern accessed protection services.



797,561 refugees, IDPs and other people of concern received cash assistance related to the impact of COVID-19.



1,475,393 refugees and other people of concern received essential healthcare services.



49,163 women and girls accessed sexual and reproductive health services.



214,008 refugees and other people of concern provided with mental health and psychosocial support services.



17,203 children (6-59 months) admitted for treatment of moderate acute malnutrition.



2,860 children (6-59 months) admitted for treatment of severe acute malnutrition.



18 country operations reported all geographic areas inhabited by people of concern were reached by COVID-19 information campaigns.

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KEY ACHIEVEMENTS AND IMPACT

Safeguarding access to protection and asylum

In Asia and the Pacific, most countries were quick to include refugees and asylum-seekers in their COVID-19 responses, while working with UNHCR on prevention measures and equal access to testing and treatment. Sweeping restrictions on movement and the significant socioeconomic impact of the pandemic exacerbated refugees' plight, however. Often excluded from education, livelihoods, and social safety nets, they faced protection risks such as xenophobic hate speech, limited access to asylum, pushbacks at sea, stringent detention measures, increased domestic violence, child protection concerns and mental health issues.

UNHCR, partners and people of concern adapted their means of responding to protection needs during lockdowns. To maintain access to asylum and essential protection services, UNHCR's operations in Asia and the Pacific adopted remote tools for community outreach, registration, status determination and resettlement processing. With support and training from UNHCR and its partners, refugees themselves continued to lead community-based protection initiatives, serving as front-line responders not only for COVID-19 but also for broader protection matters and in natural disaster preparation.

Access to territory and asylum remained a challenge. In Asia and the Pacific, only 20 of the 45 countries and territories have acceded to the 1951 Convention relating to the Status of Refugees, and many asylum-seekers seek access to territory by air, an option curtailed by

COVID-19-related travel restrictions. When individuals sought asylum by sea in 2020, as was the case for an estimated 2,400 Rohingya refugees, the lack of predictable and equitable regional mechanisms for disembarkation resulted in vessels being stranded at sea for months, repeated abuses by smugglers and traffickers, and the loss of as many as 200 lives.

In 2020, progress was made towards developing national asylum systems. Thailand established a national screening mechanism, although implementation was delayed partly due to the pandemic. UNHCR provided capacity-building and technical support for asylum systems across the region.

UNHCR strengthened documentation securing refugees' rights, including legal stay, and broadened their inclusion in national systems while in exile and upon return home. In the Islamic Republic of Iran, for example, UNHCR supported the Amayesh XV exercise, which expanded the eligibility criteria for identity document renewal to include Afghan refugees who missed previous rounds of registration.

Across the region, UNHCR implemented activities to prevent and respond to risks of child protection and gender-based violence, including sexual exploitation and abuse. In Bangladesh, Malaysia and Thailand, UNHCR's extended support to community-based organizations reinforced community networks amidst COVID-19-related restrictions. An additional 173 female refugee outreach volunteers strengthened support for vulnerable refugees, particularly women and girls, in India.

Seeking durable solutions for protracted refugee situations

The pandemic stalled the limited opportunities for solutions in Asia and the Pacific. COVID-19 had a severe impact: hindering resettlement case identification, processing and departures; temporarily suspending facilitated voluntary repatriation to Afghanistan, Myanmar and Sri Lanka; and, in some cases, triggering premature returns or onward movements as individuals faced difficulties in host countries.

In 2020, UNHCR facilitated the return of 2,436 individuals, primarily to Afghanistan, significantly lower than 8,647 in 2019. Nevertheless, remote processing modalities established by UNHCR allowed some refugees in the region to access third-country solutions, including over 3,000 refugees who departed for resettlement. UNHCR's advocacy added to momentum towards complementary pathways in the region, including the potential for small pilot programmes in the Philippines and the Republic of Korea.

UNHCR pursued comprehensive approaches for Afghan refugees and displaced and stateless Rohingya from Myanmar, and continued to seek solutions, including voluntary repatriation, for the 92,000 refugees from Myanmar encamped in Thailand.

UNHCR also worked with the Governments of India and Sri Lanka towards finding a dignified and sustainable resolution of the situation of over 93,000 Sri Lankan refugees who have resided in India for decades. This has included renewed focus on supporting voluntary repatriation as well as exploring opportunities for local inclusion for those who may qualify in India.

Ensuring protection and durable solutions for IDPs

With conflict-related internal displacement in Afghanistan, Myanmar and the Philippines, UNHCR advanced data-driven protection and solutions for IDPs in line with its policy on engagement in situations of internal displacement.

Afghanistan's IDP population grew by over 300,000 to 2.9 million. Increased violence and the global health situation drove up needs exponentially. UNHCR took an area-based approach to solutions for IDPs, consistent with its mobilization of investments in the priority areas for return and reintegration, while strengthening community-based protection mechanisms within displaced communities. This ensures support for returnees and the communities to which they return.

In Myanmar, UNHCR was part of wider United Nations efforts to support the 2019 national strategy on resettlement of IDPs and closure of IDP camps, particularly in areas where IDP solutions were achievable, such as in Kachin and northern Shan States, which have 104,000 IDPs. UNHCR advocated for over 140,000 Rohingya IDPs in Rakhine State to be allowed back to their places of origin and delivered humanitarian assistance to 106,000 others displaced in Rakhine and Chin States since 2018.

In the Philippines, UNHCR nationalized its office as it transitioned from leading the protection cluster in Mindanao. In coordination with the Government and other partners, UNHCR delivered core relief items to over 60,900 individuals and implemented some 40 quick impact projects.

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Reducing and preventing statelessness

In addition to its efforts to protect the region's largest stateless group, the 1.6 million Rohingya denied citizenship in Myanmar, UNHCR worked to reduce and prevent statelessness throughout Asia and the Pacific, supporting legal and policy reforms that resolved thousands of cases of statelessness, particularly in Central Asia, where an estimated 80,000 individuals' nationality issues have been resolved since the #IBelong campaign began in 2014.

Kyrgyzstan's more inclusive civil registration law made it the first State in the region to completely resolve statelessness, while authorities in Uzbekistan estimate that a new citizenship law will allow 50,000 stateless residents to acquire citizenship. In 2020, some 28,400 stateless persons received citizenship in Uzbekistan and 4,200 stateless persons acquired nationality in Tajikistan. Kazakhstan adopted statelessness determination procedures and strengthened the legal basis for comprehensive birth registration.

In the Islamic Republic of Iran, an amendment to the nationality law enabled children of Iranian mothers and foreign fathers to obtain Iranian nationality.

Malaysia expedited its naturalization procedures, the Philippines passed legislation on the welfare of foundlings and Thailand reduced administrative requirements for civil registration and naturalization. Civil registration assessment studies were started in Pakistan, Thailand and Viet Nam to identify legal and administrative gaps that increase the risk of statelessness.

Implementing pledges made at the Global Refugee Forum

At the 2019 Global Refugee Forum, States and other entities in Asia and the Pacific made 120 pledges and other commitments towards the objectives of the Global Compact on Refugees. Despite the pandemic, progress has been made in the areas of jobs and livelihoods, protection and solutions. In 2020, UNHCR supported the convening of a business forum to facilitate refugee employment, the organization of a conference on women and peace, and the provision of pro bono legal assistance to refugee organizations. UNHCR built on the full range of pledges made at the Global Refugee Forum in the region, pursuing comprehensive approaches to solutions, expanding its evidence base through more rigorous and systematic data collection and analysis, and expanding its network of partners.



Fast Retailing and UNHCR renew their multifaceted partnership for another three years

In 2020, Fast Retailing—the parent company of brands like [UNIQLO](#)—and UNHCR renewed their global partnership for an additional three years. This multifaceted partnership includes support for the COVID-19 response and other emergencies, contributions to UNHCR livelihoods programmes, annual donations of up to 7 million pieces of clothing, employment of refugees, and awareness-raising initiatives. In addition to Fast Retailing's cash contribution of \$1.5 million in 2020, a multi-year contribution of \$5 million was received from TTY Management B.V., owned by Fast Retailing's chief executive officer, Mr. Tadashi Yanai.



FINANCIAL INFORMATION

Consequences of underfunding

In 2020, operations reprioritized interventions and programme delivery to respond to critical needs arising from the pandemic. However, underfunding hampered UNHCR's ability to meet the needs of vulnerable people of concern, most of whom were not covered by national social protection systems.

In Afghanistan, despite efforts to support reintegration in priority areas, return and reintegration were hindered by a lack of livelihood opportunities and access to basic services, particularly land, shelter, education and health services. UNHCR could not provide improved access to education, health, and community infrastructure to some 280,000 individuals due to lack of funds.

In the Islamic Republic of Iran, while UNHCR made important progress in ensuring refugee access to secondary and tertiary health care, only 100,000 extremely vulnerable refugees were enrolled into the universal public health insurance, leaving many refugees uncovered. An estimated 95% of refugees in the five most refugee-populated provinces experienced a decrease in income and 46% could not meet their basic needs. Twice as many vulnerable refugees approached UNHCR for

unrestricted cash assistance in 2020 as in 2019, but UNHCR could support only 10% of refugees.

In Myanmar, some 8,000 IDP families experiencing long-term displacement continued residing in shelters in need of construction or rehabilitation in the camps in central Rakhine State. In Kachin and northern Shan States, programmes for persons at heightened risk targeted only the extremely vulnerable, leaving many without any form of support. Shelter activities were also affected, with a shortfall of approximately 6,000 units in camps and 669 units in durable solutions sites.

In Bangladesh, UNHCR's interventions aimed to benefit both refugee and host communities. Nevertheless, gaps remained, most notably in water, sanitation and hygiene, including latrines, bathing areas, and faecal sludge treatment. The water supply in Teknaf could not be upgraded due to lack of funding.

In India, Indonesia, Malaysia, Nepal and Thailand, UNHCR was able to provide cash assistance only to a limited number of people of concern requiring life-saving emergency assistance. The vulnerability of people of concern grew significantly as the pandemic made it harder to find work, children needed extra support and equipment to study, and health needs increased.

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BUDGET AND EXPENDITURE IN ASIA AND THE PACIFIC | USD

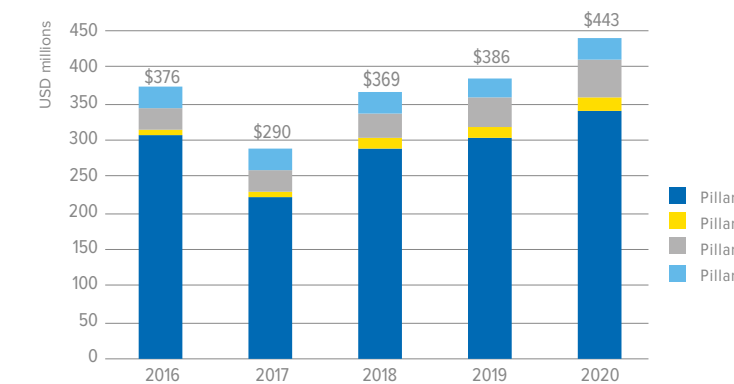
OPERATION		PILLAR 1 PILLAR 2 PILLAR 3 PILLAR 4				TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		Refugee programme	Stateless programme	Reintegration projects	IDP projects			
Regional Bureau for Asia and the Pacific ¹	Budget	11,451,970	-	-	-	11,451,970	1%	
	Expenditure	11,065,073	-	-	-	11,065,073	2%	97%
Regional activities for Asia and the Pacific ¹	Budget	4,223,010	40,000	-	-	4,263,010	1%	
	Expenditure	636,850	35,763	-	-	672,613	0%	16%
SUBTOTAL	Budget	15,674,980	40,000	-	-	15,714,980	2%	
	Expenditure	11,701,924	35,763	-	-	11,737,686	3%	75%
CENTRAL ASIA								
Kazakhstan Multi-Country Office ²	Budget	2,323,280	710,765	-	-	3,034,045	0%	
	Expenditure	1,853,839	618,783	-	-	2,472,622	1%	81%
Kyrgyzstan	Budget	1,046,700	173,300	-	-	1,220,000	0%	
	Expenditure	725,110	146,333	-	-	871,442	0%	71%
Tajikistan	Budget	1,541,247	828,753	-	-	2,370,000	0%	
	Expenditure	1,058,014	510,848	-	-	1,568,862	0%	66%
SUBTOTAL	Budget	4,911,227	1,712,818	-	-	6,624,045	1%	
	Expenditure	3,636,962	1,275,964	-	-	4,912,926	1%	74%
EAST ASIA AND THE PACIFIC								
Australia Multi-Country Office ³	Budget	3,276,343	109,134	-	-	3,385,477	0%	
	Expenditure	2,023,754	29,070	-	-	2,052,824	0%	61%
China	Budget	4,297,067	150,000	-	-	4,447,067	1%	
	Expenditure	3,654,792	141,819	-	-	3,796,612	1%	85%
Japan	Budget	3,517,486	59,802	-	-	3,577,288	0%	
	Expenditure	3,054,524	55,442	-	-	3,109,966	1%	87%
Republic of Korea	Budget	1,944,507	99,840	-	-	2,044,347	0%	
	Expenditure	1,635,115	90,229	-	-	1,725,344	0%	84%
SUBTOTAL	Budget	13,035,402	418,776	-	-	13,454,178	2%	
	Expenditure	10,368,185	316,560	-	-	10,684,745	2%	79%
SOUTH ASIA								
India	Budget	13,172,644	159,249	-	-	13,331,893	2%	
	Expenditure	8,186,113	115,368	-	-	8,301,481	2%	62%
Nepal	Budget	6,316,265	444,935	-	-	6,761,200	1%	
	Expenditure	4,612,719	443,750	-	-	5,056,469	1%	75%
Sri Lanka	Budget	3,702,874	78,535	-	-	3,781,409	0%	
	Expenditure	2,215,399	42,746	-	-	2,258,145	1%	60%
SUBTOTAL	Budget	23,191,783	682,719	-	-	23,874,501	3%	
	Expenditure	15,014,231	601,864	-	-	15,616,095	4%	65%
SOUTH-EAST ASIA								
Bangladesh	Budget	318,821,586	-	-	-	318,821,586	39%	
	Expenditure	173,799,583	-	-	-	173,799,583	39%	55%
Indonesia	Budget	9,586,171	361,577	-	-	9,947,748	1%	
	Expenditure	7,794,691	3,082	-	-	7,797,773	2%	78%
Malaysia	Budget	21,258,740	873,100	-	-	22,131,840	3%	
	Expenditure	13,683,932	129,679	-	-	13,813,611	3%	62%
Myanmar	Budget	5,333,631	27,178,950	-	19,713,948	52,226,529	6%	
	Expenditure	1,481,145	14,079,112	-	14,147,290	29,707,547	7%	57%
Philippines	Budget	588,385	337,977	-	2,731,656	3,658,017	0%	
	Expenditure	554,281	281,544	-	2,420,140	3,255,965	1%	89%
Thailand Multi-Country Office ⁴	Budget	17,715,710	1,350,735	-	-	19,066,446	2%	
	Expenditure	12,688,383	992,443	-	-	13,680,826	3%	72%
SUBTOTAL	Budget	373,304,223	30,102,339	-	22,445,604	425,852,166	53%	
	Expenditure	210,002,016	15,485,860	-	16,567,430	242,055,306	55%	57%

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			
SOUTH-WEST ASIA								
Afghanistan	Budget	23,873,827	-	72,467,597	26,864,333	123,205,758	15%	
	Expenditure	7,588,653	-	43,355,518	13,668,051	64,612,222	15%	52%
Islamic Republic of Iran	Budget	99,861,425	-	-	-	99,861,425	12%	
	Expenditure	36,492,845	-	-	-	36,492,845	8%	37%
Pakistan	Budget	72,292,663	580,000	26,789,059	-	99,661,722	12%	
	Expenditure	48,490,780	191,731	8,146,161	-	56,828,672	13%	57%
SUBTOTAL	Budget	196,027,915	580,000	99,256,656	26,864,333	322,728,905	40%	
	Expenditure	92,572,278	191,731	51,501,679	13,668,051	157,933,739	36%	49%
TOTAL	Budget	626,145,530	33,536,652	99,256,656	49,309,937	808,248,775	100%	
	Expenditure	343,295,596	17,907,741	51,501,679	30,235,481	442,940,497	100%	55%

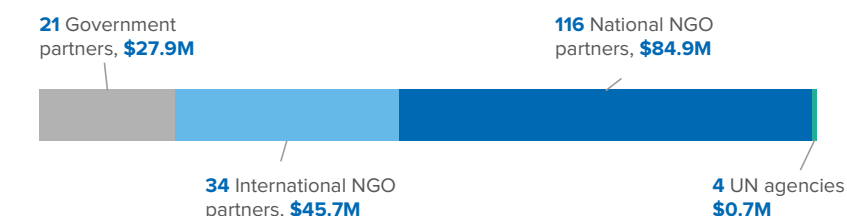
¹ Regional Bureau and regional activities cover the whole Asia and Pacific region.
² Coordinates activities in Kazakhstan, Kyrgyzstan and Tajikistan and also covers Turkmenistan and Uzbekistan without a presence in these two countries.
³ Coordinates activities in Australia and covers New Zealand, Papua New Guinea and the Pacific Islands without a presence in those countries.
⁴ Coordinates activities in Thailand and also covers Cambodia, the Lao People's Democratic Republic, and Viet Nam without a presence in these three countries.

EXPENDITURE IN ASIA AND THE PACIFIC | 2016-2020



EXPENDITURE VIA PARTNERS | 2020

\$159.2 million spent via 175 partners in Asia and the Pacific



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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	83,001,246	42,600		5,200,000	86,355,000	174,598,846
European Union	31,337,572	969,035	185,597	394,825	9,293,219	42,180,248
Japan	4,730,589	1,045,431	926,635	372,750	18,199,874	25,275,279
Australia	11,821,389	21,300		1,341,977	1,304,631	14,489,297
United Kingdom of Great Britain and Northern Ireland	12,651,762			243,200	36,236	12,931,198
Saudi Arabia			10,000,000			10,000,000
Germany	6,806,986				2,362,737	9,169,722
Private donors in Qatar	9,120,594					9,120,594
Denmark	4,143,937	53,250			3,592,991	7,790,178
Republic of Korea	4,138,409				1,098,563	5,236,972
Private donors in Thailand	3,708,814				1,215,418	4,924,232
Canada	2,417,992				2,472,727	4,890,719
Central Emergency Response Fund	4,316,576			94,222	5,778	4,416,576
Sweden	3,807,864					3,807,864
UNO-Flüchtlingshilfe (National partner in Germany)					2,630,147	2,630,147
France	1,423,417			853,916	284,414	2,561,747
Finland					2,358,257	2,358,257
Norway	869,313				965,904	1,835,217
Italy	1,543,550					1,543,550
Switzerland					1,535,312	1,535,312
Qatar	1,319,365					1,319,365
New Zealand	1,297,017					1,297,017
Private donors in Singapore	1,227,616				575	1,228,191
Ireland	1,100,110					1,100,110
Private donors in the Netherlands	1,000,000				364	1,000,364
UK for UNHCR					861,047	861,047
Private donors in Kuwait	660,881				98,605	759,487
Education Cannot Wait	739,496					739,496
Private donors in the Philippines	13,437			602,373		615,810
Private donors in the United Arab Emirates	461,128				142,950	604,077
Private donors in China	556,657				460	557,117
Luxembourg					523,013	523,013
Private donors in France	490,882				31,812	522,694
Private donors in the United States of America	310,538			87,369		397,907
Private donors in Lebanon	360,814				1,181	361,995
China	55,763	299,963			3,322	359,048
USA for UNHCR	291,730		30,000		17,500	339,230
Country-based pooled funds			300,000			300,000
Japan for UNHCR	42,073				239,234	281,308
Bailiwick of Jersey					258,732	258,732
Private donors in Canada	21,536				207,991	229,527
UNAIDS	180,550				31,000	211,550
Czechia					204,750	204,750
United Arab Emirates	160,000					160,000

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		
United Nations Population Fund	149,519					149,519
Kazakhstan					148,936	148,936
Private donors in the Republic of Korea	119,113				12,337	131,450
Philippines	100,000					100,000
Russian Federation	100,000					100,000
Australia for UNHCR	94,460					94,460
Private donors in Saudi Arabia	88,786				173	88,959
Private donors in Japan	86,350					86,350
UNDP	68,805					68,805
Bulgaria			55,991			55,991
Turkey	40,525					40,525
Kyrgyzstan					34,784	34,784
Private donors in Switzerland	28,030				2,060	30,090
Private donors in Egypt	26,665				796	27,462
Private donors in Austria	22,727				717	23,444
Private donors in Italy					17,187	17,187
Sweden for UNHCR	8,680				8,254	16,934
Netherlands			12,195			12,195
España con ACNUR (National partner in Spain)	1,045				9,238	10,282
Private donors in Oman	9,481				466	9,947
Private donors in India	8,378					8,378
Private donors in Denmark	3,447				758	4,205
Private donors in Kenya	1,077					1,077
Private donors in South Africa	261					261
Private donors in Belgium	94				60	153
Private donors in Mexico	20				88	108
TOTAL*	197,087,068	2,431,579	11,510,418	9,190,632	136,569,596	356,789,292

* Notes:
 1) Contributions include 6.5% indirect support costs.
 2) Includes a total of \$17.9 million acknowledged in past years for activities with implementation in 2020 and excludes \$15.0 million acknowledged in 2020 for activities with implementation in 2021 and beyond.
 3) Includes contributions earmarked to the Afghanistan and Myanmar situations.



Fuji Optical continues to bring clear vision to displaced communities

Despite COVID-19, [Fuji Optical](#) continued to support refugees and host communities in 2020, including via funding to UNHCR. Although the annual Fuji Optical Vision Aid Mission had to be cancelled for the first time in 38 years, 1,500 eyeglasses were delivered to refugees in Azerbaijan. Fuji Optical's long-term commitment to refugees earned them a special award from the Japanese Government as a leading Japanese private sector contributor to the achievement of the SDGs. Dr. Akio Kanai, CEO of Fuji Optical, optometrist and 2006 Nansen Award Winner, is determined to continue supporting even as he approaches the age of 80.

Europe

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“ I feel like we have been reborn. I want to build a new, dignified life. ”

—Samer, Syrian refugee

Syrian refugee Samer and his sons Mohammed and Ghaith pictured in Beirut, Lebanon, in September ahead of their resettlement to Spain.

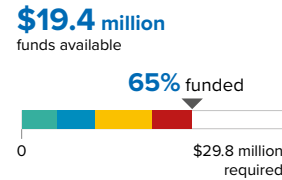
© UNHCR/Houssam Hariri

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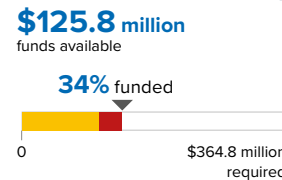
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OVERVIEW AND KEY DATA IN EUROPE IN 2020

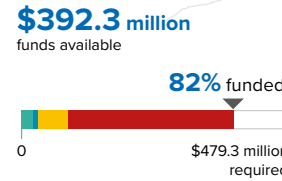
UKRAINE



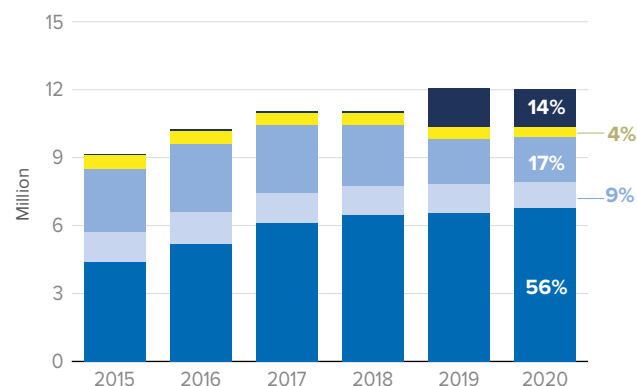
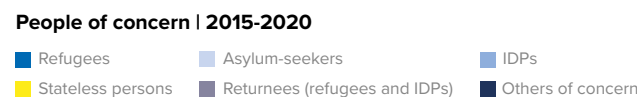
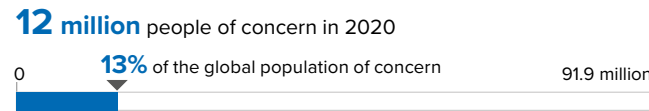
TURKEY



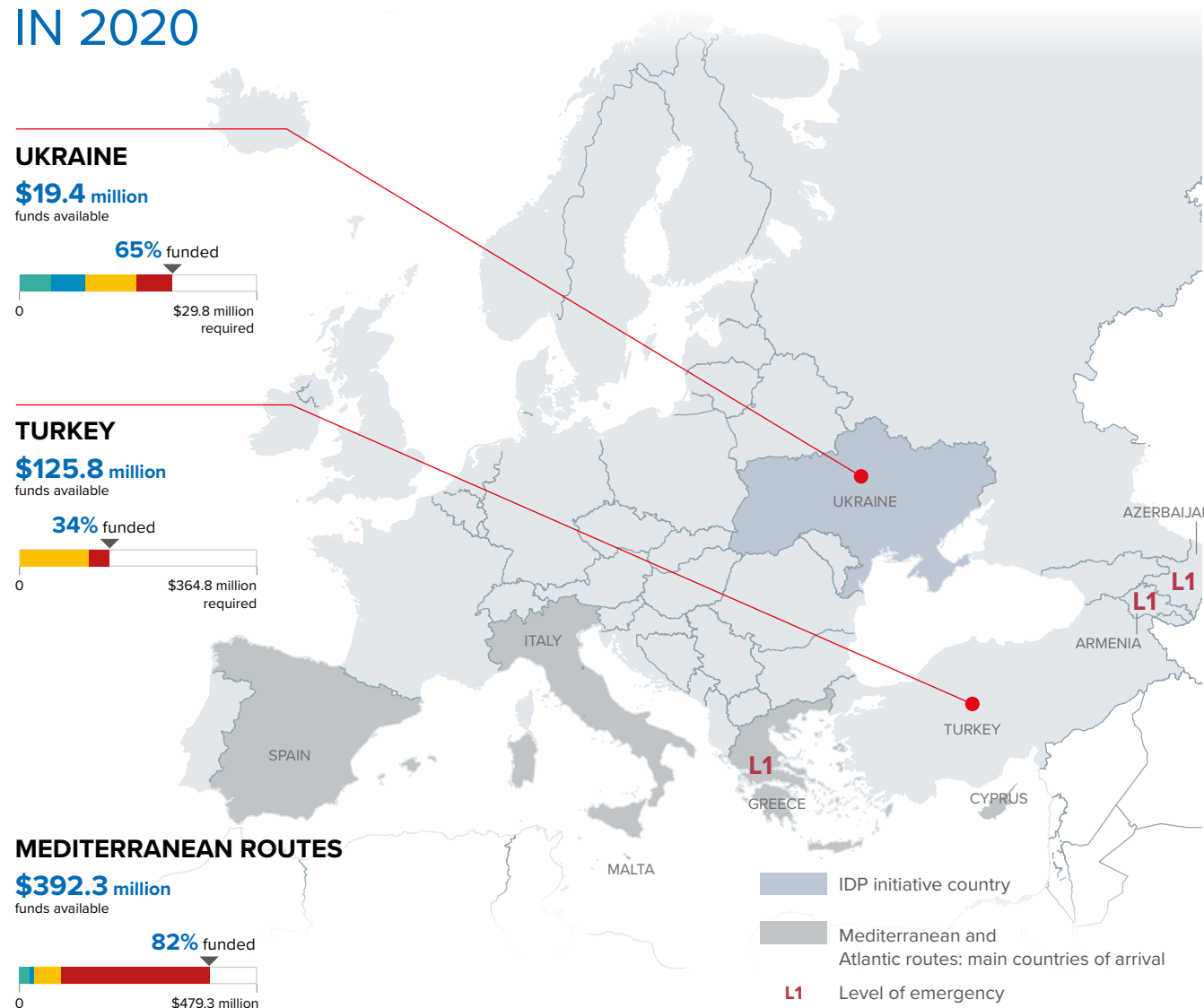
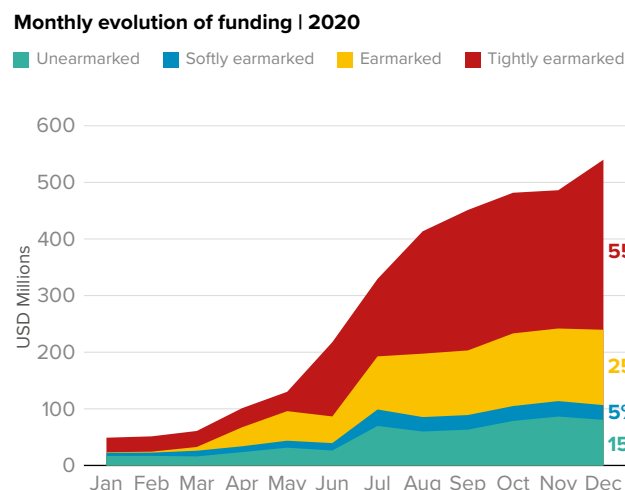
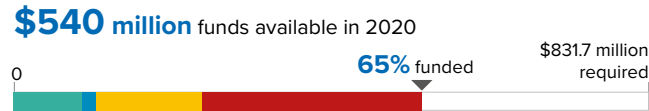
MEDITERRANEAN ROUTES



PEOPLE OF CONCERN



REGIONAL FUNDING OVERVIEW AND EARMARKING



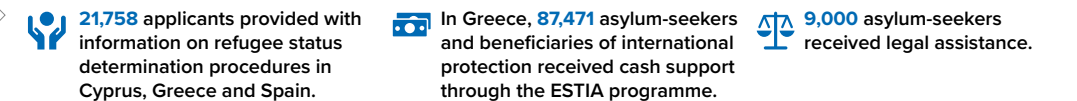
MAJOR SITUATIONS AND OPERATIONS IN 2020

UKRAINE



The population of concern to UNHCR remained stable. COVID-19-related travel restrictions led to a reduction in asylum applications, while closed entry-exit crossing points in eastern Ukraine resulted in increased needs in non-government-controlled areas (NGCA). The July 2020 ceasefire reduced shelling, but low-intensity armed conflict continued. UNHCR continued the implementation of its 2018-2022 Multi-Year, Multi-Partner (MYMP) Protection and Solutions Strategy, working with partners to deliver assistance on both sides of the contact line. The lack of access to social protection schemes exacerbated the socioeconomic impact of the pandemic on people of concern. UNHCR provided cash assistance to 1,572 extremely vulnerable households, while phasing out large-scale cash assistance to IDPs. UNHCR also disengaged from shelter assistance in government-controlled areas. The adoption of a new procedure allowed IDPs to vote in local elections for the first time, while a law establishing statelessness determination procedures was adopted following UNHCR's technical support. In 2020, 173 people with undetermined nationality were assisted with confirmation of nationality while 2,438 refugees and asylum-seekers received legal assistance.

MEDITERRANEAN ROUTES



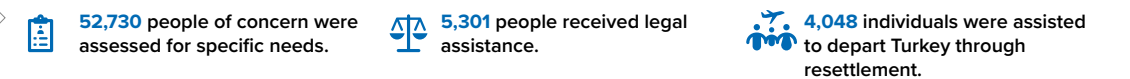
Europe received 40% fewer arrivals via Mediterranean routes in 2020 as compared to 2019, with sharp decreases in Greece, mainland Spain and Malta. However, arrivals tripled in Italy and increased almost eightfold in the Canary Islands. The number of people reported dead or missing at sea rose by 5%.

In **Cyprus**, UNHCR supported the improvement of reception conditions, providing tents, beds, blankets and sanitary materials. Efforts to enhance the identification of vulnerable asylum-seekers continued, while initial steps were taken to develop best interests determination procedures for children. In **Greece**, arrivals decreased by 79%. UNHCR supported COVID-19 screening, isolation and quarantine facilities, improved water and hygiene conditions on the Aegean islands, and facilitated the relocation of the most vulnerable asylum-seekers to alternative accommodation. In Greece, 2,209 individuals including 1,534 children, 574 unaccompanied, were relocated to several European countries.

In **Italy**, UNHCR worked towards disengagement from direct involvement in refugee status determination, while enhancing its monitoring and supervisory role. UNHCR monitored reception conditions, conducted outreach in formal and informal settlements, and continued to support resettlement and humanitarian corridors. In **Malta**, UNHCR supported asylum authorities to ensure access to territory and asylum procedures, while monitoring reception conditions to identify and respond to the specific needs of people of concern. COVID-19 prevention and response efforts were also supported.

In **Spain**, UNHCR increased its operational capacity in the Canary Islands to support authorities with reception of new arrivals. UNHCR worked with national partners to strengthen the identification of protection needs among individuals within mixed flows. Refugee volunteers, hotlines and improved connectivity in reception centres strengthened two-way communication and engagement with people of concern.

TURKEY



In 2020, Turkey continued to host the world's largest refugee population. The Government of Turkey took important steps to include people of concern in its COVID-19 health response. To address the challenges resulting from COVID-19 related restrictions, UNHCR and its partners increased the use of online and mobile technology to maintain services and strengthen communication with communities.

The economic impact of the pandemic acutely affected refugees, many of whom work in the informal sector. 70% of those surveyed reported losing all or part of their income. UNHCR's one-time cash assistance helped nearly 80,000 of the most vulnerable households to cope with lockdowns and preserve economic assets. UNHCR also continued its cash for protection assistance, benefiting 4,300 households. A total of 383,118 people with specific needs received cash assistance.

The pandemic had a debilitating impact on resettlement, reducing departures to a quarter of the number planned. There were no significant developments allowing for large-scale voluntary returns to the Syrian Arab Republic.

**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.*

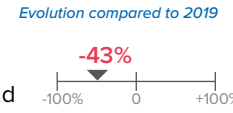
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KEY RESULTS AND TRENDS IN 2020

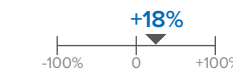
UNHCR'S PROGRAMMATIC RESPONSE

CHILD PROTECTION

16,700 (18%) arrivals to Europe (Bulgaria, Cyprus, Greece, Italy, Malta and Spain) were children.



10,000 child arrivals to Europe (Bulgaria, Cyprus, Greece, Italy, Malta and Spain) were unaccompanied or separated children.



1,534 children were relocated from Greece to other European countries, of whom **574** were unaccompanied.



RESETTLEMENT

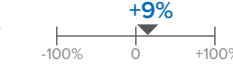
55% (21,737) of global resettlement submissions were made to countries in Europe.



11,150 individuals were resettled (departed) to European countries.



50% of global resettlement departures were to countries in Europe.

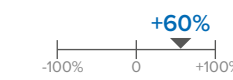


52% of resettlement submissions to Europe included children.



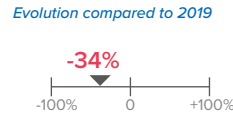
COMMUNITY-BASED PROTECTION

80 refugee-led and community-based organizations supported.



LEGAL AID

64,747 people of concern received legal assistance.

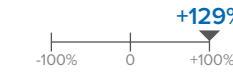


CASH ASSISTANCE

\$142.3 million distributed in cash assistance.

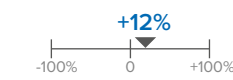


520,383 people of concern received cash assistance.



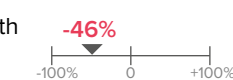
RECEPTION CONDITIONS

130,622 people of concern across Europe benefited from improved reception conditions.



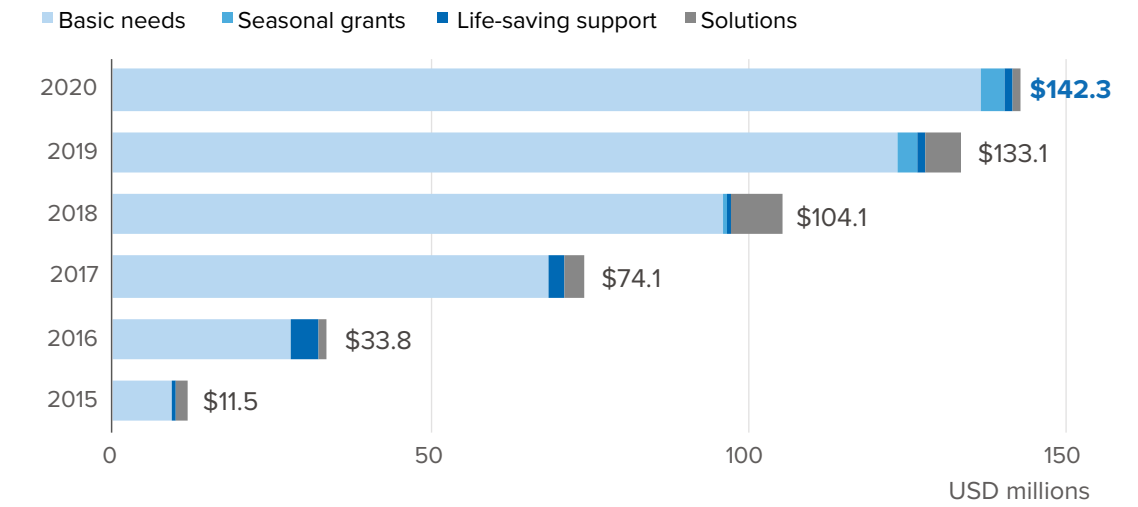
ACCESS TO INFORMATION ON STATUS DETERMINATION PROCEDURES

66,194 people of concern provided with information on status determination procedures.

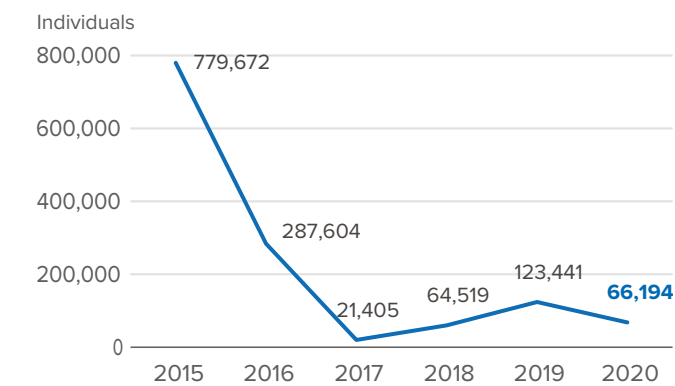


TRENDS IN RESPONSE

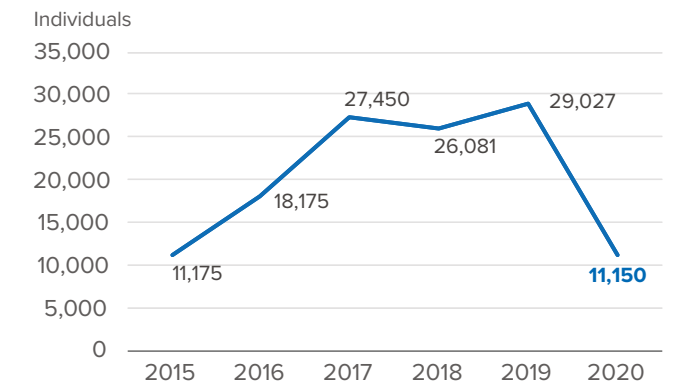
Cash assistance by sector | 2015-2020



Access to information on status determination procedures | 2015-2020



Resettlement departures to Europe | 2015-2020



UNHCR'S COVID-19 RESPONSE

381,152

refugees, IDPs and other people of concern accessed protection services*.

510,876

refugees, IDPs and other people of concern received cash assistance related to the impact of COVID-19**.

84%

of countries had gender-based violence services maintained or expanded in response to COVID-19.

36,955

refugees and other people of concern provided with mental health and psychosocial support services.

1,205,113

medical masks (surgical and N95/FFP2) procured.

43

country operations reported all geographic areas inhabited by people of concern were reached by COVID-19 information campaigns.

*Beneficiaries of protection services related to the impact of COVID-19 may also have accessed specialized protection services, such as mental health and psychosocial support services, or UNHCR's regular protection services and therefore should not be considered as additional beneficiaries.

**Beneficiaries of cash assistance related to the impact of COVID-19 may also have received cash assistance within the context of UNHCR's regular cash assistance programmes and therefore should not be considered as additional beneficiaries.

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KEY ACHIEVEMENTS AND IMPACT

Safeguarding access to protection and asylum

When European countries began imposing restrictions to slow the spread of COVID-19, adjustments were made to asylum systems and procedures to mitigate the effects of the pandemic on access to territory. UNHCR compiled and offered States across the continent a set of practical considerations and concrete advice to enable an effective response to the pandemic, while respecting international refugee law and standards. Between the onset of the pandemic and the end of the year, the share of countries ensuring access to territory for people in need of international protection, either by law or in practice, rose significantly. Overall, 66,194 people of concern were provided with information on access to and quality of status determination procedures while 64,747 people of concern received legal assistance.

In September 2020, the European Commission proposed the new [EU Pact on Migration and Asylum](#), which UNHCR welcomed as an opportunity to forge common ground [on asylum in Europe](#). To support the negotiations and help find workable solutions, UNHCR issued some practical considerations on fair and fast border procedures and solidarity in the European Union, while undertaking related advocacy with EU institutions and Member States, including on the development of predictable search and rescue mechanisms.

In some countries, COVID-19 related measures compounded existing challenges in asylum systems, particularly in regions experiencing mixed population movements. Despite UNHCR's efforts, in 2020 just 4,600 individuals submitted

asylum applications in South-East Europe, compared to 12,000 in 2019. UNHCR took initial steps towards developing a Quality Initiative to address structural challenges and in support of the development of fair and efficient asylum systems in the region.

UNHCR continued its support to States in Europe receiving the highest number of arrivals. In the Canary Islands, UNHCR increased its presence, assisting authorities in identifying people with international protection needs within mixed movements. In Cyprus, Greece, Italy, Malta and Spain, UNHCR helped to improve living conditions in reception facilities, benefiting 130,622 people of concern.

Ensuring an effective operational response

Throughout the pandemic, UNHCR advocated for the inclusion of people of concern in national health responses, vaccination campaigns and social protection schemes. It worked closely with partners and civil society to support people of concern, identifying their needs and employing innovative methods to provide information, protection and assistance. Cash assistance was expanded, targeting 520,383 vulnerable refugees and asylum-seekers¹.

In Greece, UNHCR worked with the Government to quickly move 2,180 immuno-compromised individuals from overcrowded reception centres on the islands to safer accommodation. Despite the pandemic, UNHCR's planned handover of the "Emergency support to

¹Total number of beneficiaries of cash assistance, including cash assistance related to the impact of COVID-19 as well as beneficiaries of UNHCR's regular cash assistance programmes.

integration and accommodation" programme (ESTIA) made progress with 86% of apartments transferred to the Government by the end of 2020. Following a [fire at the Moria reception centre on Lesbos](#), UNHCR supported emergency assistance and shelter, for 12,000 of those affected.

In Georgia, following several months of hardship resulting from the closure of the administrative boundary line, linked to COVID-19 prevention measures, joint efforts facilitated access of some 2,300 pensioners from Gali to pensions and essential medicines by way of a humanitarian corridor across the Enguri bridge.

COVID-19 restrictions disproportionately affected education for refugee children and youth. Across Europe, UNHCR supported distance learning and facilitated access to electronic devices, connectivity and study space. In the Russian Federation, for example, UNHCR worked with private sector partners to supply 130 mobile phones to children in asylum centres to allow them to follow lessons online.

At the end of 2020, operational engagement in Armenia and Azerbaijan, in support of government responses to the humanitarian needs of displaced people, were scaled up in response to renewed conflict with non-food items distributed to thousands of individuals through national partners in both countries.

Community-based protection

COVID-19 resulted in increased information needs among people of concern, leading UNHCR and its partners to expand communication and community engagement through various channels including new SMS, social media and online platforms. In 43 countries IDPs,

refugees, stateless, migrants and host communities were reached by information campaigns about COVID-19 risk prevention. In Turkey, more than 11,200 people of concern received information via WhatsApp. In Italy, the information portal JUMA Refugees Map Services and its COVID-19 information pages recorded more than 130,000 visits in 2020. WhatsApp and Viber groups served as two-way communication channels with communities in Georgia, Malta, Moldova and Montenegro. In Ukraine, a Telegram channel shared daily COVID-19 updates with refugee communities in six different languages. Child-friendly information was developed in Bosnia and Herzegovina and Switzerland. UNHCR issued a paper—["UNHCR, Risk Communication and Community Engagement: Positive Practices from Europe during COVID"](#)—outlining positive practices on risk communication and community engagement in Europe during COVID-19.

COVID-19 also prompted a scale-up of mental health and psychosocial support, as well as strengthened efforts to prevent and respond to gender-based violence, given the reports suggesting a higher prevalence of gender-based violence incidents caused by confinement measures. In Serbia, psychosocial support and language classes were offered via Zoom, while a gender-based violence hotline with translation services was supported in Malta. A training module was also developed for social workers working with unaccompanied children in Italy.

Displaced communities themselves were often at the forefront of the response with refugees and other people of concern contributing their time and skills. In France, refugees initiated online social activities to combat isolation, while in Ukraine, IDPs conducted psychosocial support and art therapy classes for

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adolescents online. Across the region, 80 refugee-led and community-based organizations were supported—up from 50 in 2019, including a child-led network in Bulgaria.

Seven European countries called for foreign-born doctors and nurses to help with the national response, and many refugees came forward. UNHCR worked closely with the Council of Europe and national recognition boards to identify refugee health workers and have their qualifications assessed through [the European Qualifications Passport for Refugees initiative](#). This process resulted in refugees with health sector qualifications being recruited into positions matching their qualifications, while also facilitating access to higher education.

Seeking durable solutions for refugees and IDPs

In November, the European Commission released its Action Plan on Integration and Inclusion 2021-2027, an important opportunity for systematic engagement of refugees in meaningful integration and innovative housing solutions in Europe, with stronger access to decent work, health services and education. In support, UNHCR shared its recommendations during the broad-based public consultations, which included refugees and migrants.

Working with partners in Ukraine, UNHCR facilitated long-term housing solutions for 1,938 IDPs and conflict-affected individuals, while a new compensation scheme for housing destroyed by the armed conflict facilitated UNHCR's disengagement from shelter assistance in government-controlled areas. In south-eastern Europe, the Regional Housing Programme continued with UNHCR's support, providing housing to over 1,522 vulnerable households, with a total of 7,805 households assisted since its inception.

The pandemic significantly reduced resettlement to the European Union in 2020, with only 11,150 departures recorded against the 29,500 admissions pledged. Nonetheless, certain member States adopted new ways of working to resume resettlement in the second half of the year. [52% of resettlement submissions to Europe included children](#).

Following the European Commission's call on EU member States to help relocate unaccompanied children living in precarious conditions on the Greek islands, 16 countries pledged 1,587 places for unaccompanied children and 3,288 places for other vulnerable persons. By December, UNHCR, with the Greek Government, the European Asylum Support Office, IOM and UNICEF, relocated 574 unaccompanied children and 1,636 vulnerable individuals. Relocation following search and rescue operations also led to 860 places being pledged and 241 transfers from Cyprus, Italy and Malta.

Reducing and preventing statelessness

Of the 40 pledges made by [European States](#) at the High-Level Segment on Statelessness in October 2019, six were fulfilled by the end of 2020. Notably, Malta and North Macedonia acceded to the 1954 and 1961 Statelessness Conventions as pledged.

Albania reformed its nationality law, providing for an unrestricted safeguard to grant Albanian citizenship to all children born in Albania who would otherwise be stateless. In Ukraine, following UNHCR advocacy efforts, a law establishing a statelessness determination procedure was adopted.

In the United Kingdom, an in-depth public review of the Home Office's statelessness determination procedures, aiming to improve the quality of the decision-making

process, was carried out under the "quality protection partnership", a joint initiative of the Government and UNHCR.

Important steps were also taken by Croatia, the Czech Republic and Denmark to implement initiatives focused on improving data and information available on statelessness, with dedicated mapping studies and legal analyses subsequently published.



Implementing pledges made at the Global Refugee Forum

Despite the pandemic, implementation of Global Refugee Forum pledges advanced, with 13% of some 350 pledges made by European entities fulfilled by the end of 2020, and 66% in progress. The rate of implementation of pledges made by government entities reached 18%, with a total of 43 commitments fulfilled by the end of 2020.

Unilever supports COVID-19 response with hygiene promotion activities



In 2020, [Unilever](#) committed to one of the largest in-kind donations ever received by UNHCR, providing hand sanitizer, detergent and over 30 million bars of soap to help protect refugees from the spread of coronavirus. In addition, UK for UNHCR joined the Hygiene and Behaviour Change Coalition (HBCC), created by Unilever and the United Kingdom's Foreign, Commonwealth & Development Office (FCDO) to respond to COVID-19. As a result of HBCC funding, UNHCR was able to reach over 20 million refugees and host community members through increased hygiene promotion in Bangladesh, Cameroon, the Democratic Republic of Congo and South Sudan.

FINANCIAL INFORMATION

In 2020, the budget for UNHCR's activities in Europe amounted to \$831.7 million, of which UNHCR received 65%, with some 55% of funding tightly earmarked to country operations.

Given the scale of the pandemic, additional funds were needed in 2020 to urgently support COVID-19 preparedness and response activities and meet the unforeseen additional needs of some 12 million refugees, asylum-seekers, IDPs and stateless persons hosted in Europe. Regional and country offices demonstrated flexibility and reallocated

available resources to implement the activities identified as the most critical, which impacted UNHCR's ability, in some countries, to carry out its regular programmes.

Nevertheless, and while programmes backed by earmarked funding continued, UNHCR continued to rely on flexible funding to respond effectively to emerging and protracted needs in the region. Flexible funding proved critical for implementation of UNHCR's regular programmes.

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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 ¹	Budget	14,007,964	-	-	-	14,007,964	2%	
	Expenditure	14,006,871	-	-	-	14,006,871	3%	100%
Regional activities for Europe ¹	Budget	7,236,328	230,000	-	-	7,466,328	1%	
	Expenditure	397,916	-	-	-	397,916	0%	5%
Other operations in Europe ¹	Budget	4,518,394	72,392	-	-	4,590,785	1%	
	Expenditure	3,659,392	61,400	-	-	3,720,792	1%	81%
SUBTOTAL	Budget	25,762,686	302,392	-	-	26,065,078	3%	
	Expenditure	18,064,179	61,400	-	-	18,125,579	4%	70%
EASTERN EUROPE								
Armenia	Budget	3,905,621	123,443	-	-	4,029,064	0%	
	Expenditure	3,810,883	83,177	-	-	3,894,060	1%	97%
Azerbaijan	Budget	3,029,981	95,715	-	2,339,620	5,465,316	1%	
	Expenditure	2,323,520	73,489	-	2,337,766	4,734,775	1%	87%
Belarus	Budget	1,865,000	75,000	-	-	1,940,000	0%	
	Expenditure	1,184,892	37,323	-	-	1,222,215	0%	63%
Georgia	Budget	3,106,713	371,413	-	2,611,250	6,089,375	1%	
	Expenditure	2,068,046	183,942	-	2,099,743	4,351,731	1%	71%
Russian Federation	Budget	5,604,287	830,333	-	-	6,434,620	1%	
	Expenditure	3,479,280	698,615	-	-	4,177,894	1%	65%
Turkey	Budget	364,777,805	5,000	-	-	364,782,805	44%	
	Expenditure	105,409,451	-	-	-	105,409,451	21%	29%
Ukraine	Budget	5,505,891	908,838	-	23,336,948	29,751,676	4%	
	Expenditure	4,244,377	643,189	-	13,363,077	18,250,643	4%	61%
SUBTOTAL	Budget	387,795,298	2,409,742	-	28,287,818	418,492,857	50%	
	Expenditure	122,520,448	1,719,734	-	17,800,586	142,040,768	28%	34%
NORTHERN, WESTERN, CENTRAL AND SOUTHERN EUROPE								
Belgium Multi-Country Office ²	Budget	12,103,644	391,983	-	-	12,495,627	2%	
	Expenditure	9,611,958	131,036	-	-	9,742,994	2%	78%
Cyprus	Budget	3,009,804	4,000	-	-	3,013,804	0%	
	Expenditure	1,924,033	-	-	-	1,924,033	0%	64%
France	Budget	3,560,234	226,991	-	-	3,787,225	0%	
	Expenditure	2,822,259	184,338	-	-	3,006,597	1%	79%
Germany	Budget	2,259,695	38,265	-	-	2,297,959	0%	
	Expenditure	2,239,907	15,790	-	-	2,255,696	0%	98%
Greece	Budget	284,240,953	114,668	-	-	284,355,621	34%	
	Expenditure	272,499,362	24,232	-	-	272,523,594	54%	96%
Hungary Regional Office ³	Budget	12,211,004	470,247	236,860	-	12,918,111	2%	
	Expenditure	10,289,746	418,943	209,672	-	10,918,361	2%	85%
Italy Multi-Country Office ⁴	Budget	18,000,460	189,316	-	-	18,189,776	2%	
	Expenditure	13,207,272	174,805	-	-	13,382,078	3%	74%
Malta	Budget	1,314,082	5,000	-	-	1,319,082	0%	
	Expenditure	986,979	-	-	-	986,979	0%	75%
Spain Multi-Country Office ⁵	Budget	5,497,881	42,657	-	-	5,540,538	1%	
	Expenditure	4,464,122	42,541	-	-	4,506,662	1%	81%
Sweden Multi-Country Office ⁶	Budget	4,678,745	650,000	-	-	5,328,745	1%	
	Expenditure	3,414,280	580,944	-	-	3,995,224	1%	75%
United Kingdom of Great Britain and Northern Ireland	Budget	2,694,326	403,002	-	-	3,097,328	0%	
	Expenditure	2,152,910	358,863	-	-	2,511,773	0%	81%
SUBTOTAL	Budget	349,570,828	2,536,128	236,860	-	352,343,817	42%	
	Expenditure	323,612,827	1,931,493	209,672	-	325,753,992	64%	92%

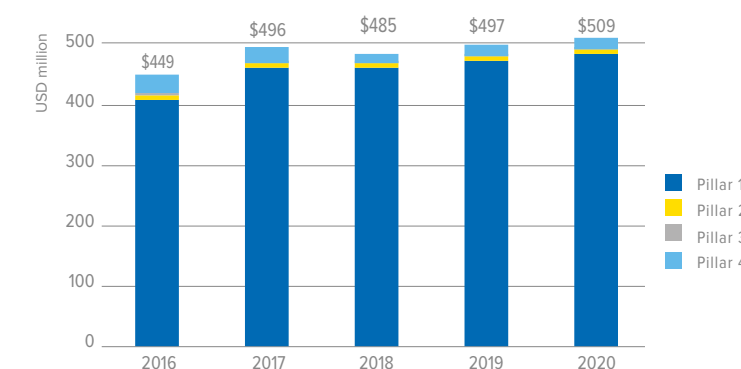


BUDGET AND EXPENDITURE IN EUROPE | USD

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			
SOUTH-EASTERN EUROPE								
Albania	Budget	3,150,356	185,976	-	-	3,336,332	0%	
	Expenditure	2,127,827	114,224	-	-	2,242,051	0%	67%
Bosnia and Herzegovina	Budget	9,825,113	614,112	-	-	10,439,225	1%	
	Expenditure	5,906,134	391,896	-	-	6,298,030	1%	60%
Kosovo (S/RES/1244 (1999))	Budget	2,978,306	779,388	-	-	3,757,695	0%	
	Expenditure	2,156,279	529,610	-	-	2,685,889	1%	71%
Montenegro	Budget	2,392,274	249,866	-	-	2,642,140	0%	
	Expenditure	1,847,580	193,106	-	-	2,040,686	0%	77%
North Macedonia	Budget	4,351,503	321,248	-	-	4,672,751	1%	
	Expenditure	2,531,437	226,914	-	-	2,758,351	1%	59%
Serbia	Budget	7,472,092	2,447,118	-	-	9,919,210	1%	
	Expenditure	5,478,303	1,697,414	-	-	7,175,718	1%	72%
SUBTOTAL	Budget	30,169,644	4,597,709	-	-	34,767,353	4%	
	Expenditure	20,047,561	3,153,163	-	-	23,200,724	5%	67%
TOTAL	Budget	793,298,456	9,845,970	236,860	28,287,818	831,669,105	100%	
	Expenditure	484,245,015	6,865,790	209,672	17,800,586	509,121,063	100%	61%

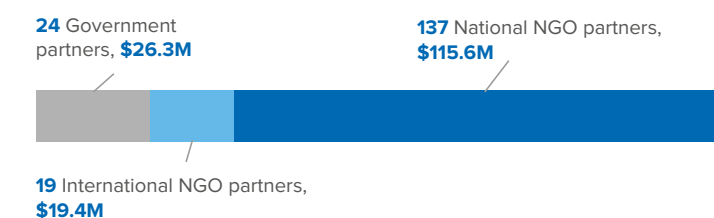
¹ Regional Bureau, regional activities and other operations in Europe cover the whole Europe region.
² Coordinates activities in Belgium, Ireland, Malta (EASO), the Netherlands, Poland (FRONTEX) and also covers Luxembourg without a presence in this country.
³ Coordinates activities in Bulgaria, Croatia, Czechia, Hungary, Poland, Romania and also covers without a presence the Republic of Moldova, Slovakia and Slovenia.
⁴ Coordinates activities in Italy and also covers without a presence the Holy See and San Marino.
⁵ Coordinates activities in Spain and also covers without a presence Andorra and Portugal.
⁶ Coordinates activities in Denmark, Lithuania and Sweden and also covers without a presence Estonia, Finland, Iceland, Latvia and Norway.

EXPENDITURE IN EUROPE | 2016-2020



EXPENDITURE VIA PARTNERS | 2020

\$161.7 million spent via **184** partners in Europe



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VOLUNTARY CONTRIBUTIONS TO EUROPE | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
European Union	299,518,334		1,793,408		301,311,741
United States of America	66,207,000			49,300,000	115,507,000
Germany	18,405,840			565,671	18,971,511
Italy	4,842,970				4,842,970
UNO-Flüchtlingshilfe (National partner in Germany)	2,826,119			361,089	3,187,208
France	2,912,020			182,456	3,094,476
Austria	1,602,977			787,802	2,390,779
Education Cannot Wait	2,166,695				2,166,695
Japan	1,368,465		272,727		1,641,192
Spain	949,916			356,751	1,306,667
Norway	142,204			917,608	1,059,812
Czechia				1,044,383	1,044,383
United Kingdom of Great Britain and Northern Ireland	852,940		7,188	166,011	1,026,139
Republic of Korea	1,000,000				1,000,000
USA for UNHCR	325,000			640,400	965,400
Switzerland	874,113				874,113
Sweden for UNHCR	125,000			506,872	631,872
European Economic Area	608,767				608,767
Russian Federation		300,000	250,000		550,000
España con ACNUR (National partner in Spain)	94,339			398,926	493,264
Canada				436,364	436,364
Sweden				414,938	414,938
Private donors in France	277,584			60,766	338,350
IOM	302,583				302,583
Ireland	263,857				263,857
Hungary				261,839	261,839
Private donors in the Netherlands	41,491			193,572	235,063
Estonia			218,341		218,341
Private donors in the United States of America	15,000			200,000	215,000
UN COVID-19 Response and Recovery Fund	175,044				175,044
Private donors in Switzerland				151,412	151,412
Iceland				145,338	145,338
Switzerland for UNHCR	16,322			119,685	136,007
Private donors in Liechtenstein				134,656	134,656
Private donors in Italy	51,563			64,839	116,402
Liechtenstein	55,188			55,188	110,375
Romania				106,794	106,794
Montenegro				102,058	102,058
Armenia				98,000	98,000
Private donors in Japan	42,063		55,825		97,888
Serbia				94,202	94,202
Poland				87,000	87,000
United Nations Joint SDG Fund				81,067	81,067
Cyprus	59,737				59,737

VOLUNTARY CONTRIBUTIONS TO EUROPE | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
Malta	55,006				55,006
Slovakia				54,289	54,289
Central Emergency Response Fund	52,105				52,105
Private donors in Serbia	45,029				45,029
Slovenia	33,113				33,113
Denmark		31,950			31,950
Private donors in Canada	438			30,712	31,150
UNAIDS	30,000				30,000
United Nations Albania SDG Acceleration Fund	23,399				23,399
Private donors in Belgium	176			22,236	22,412
Luxembourg				10,044	10,044
Private donors in Denmark				9,037	9,037
Azerbaijan	7,208				7,208
Private donors in Austria	33			4,743	4,777
UK for UNHCR	255			2,353	2,608
Private donors in Kuwait	2,427				2,427
Private donors in Singapore	1,542			466	2,008
Private donors in Mexico				1,701	1,701
Private donors in Brazil				1,552	1,552
Private donors in China	289				289
Private donors in Lebanon	37				37
TOTAL*	406,374,188	331,950	2,597,488	58,172,819	467,476,444

* Notes:

¹⁾ Contributions include 6.5% indirect support costs.

²⁾ Includes a total of \$0.1 million acknowledged in past years for activities with implementation in 2020 and excludes \$1.0 million acknowledged in 2020 for activities with implementation in 2021 and beyond.

³⁾ Includes contributions earmarked to the Mediterranean Routes situation.

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“It was an experience like hell. We were calling for help, nobody answered.”

—Emmanuelle, Nigerian asylum-seeker

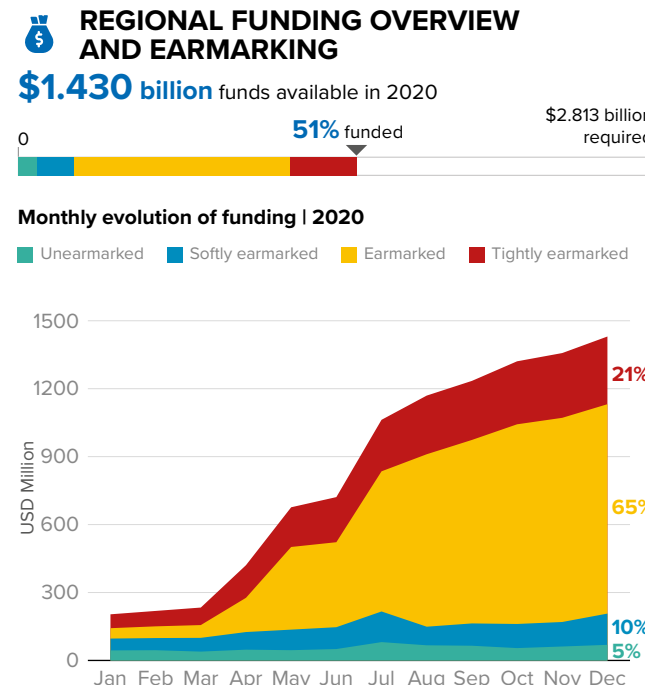
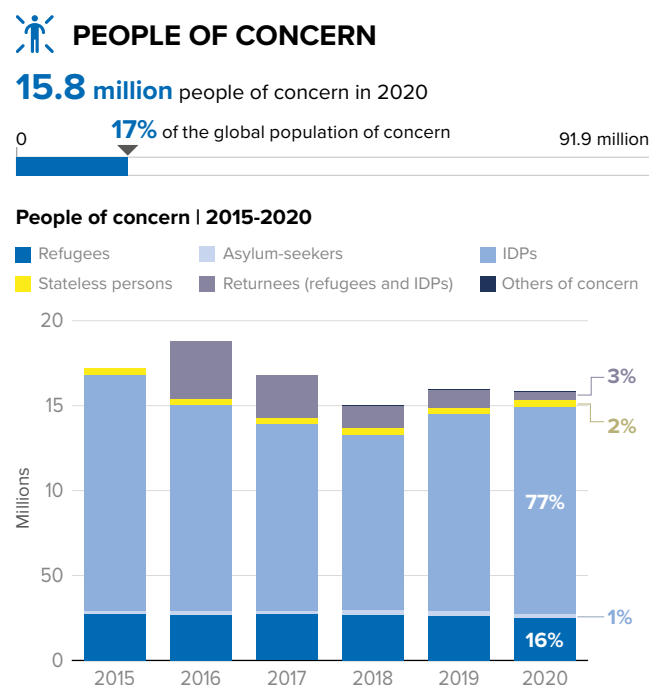
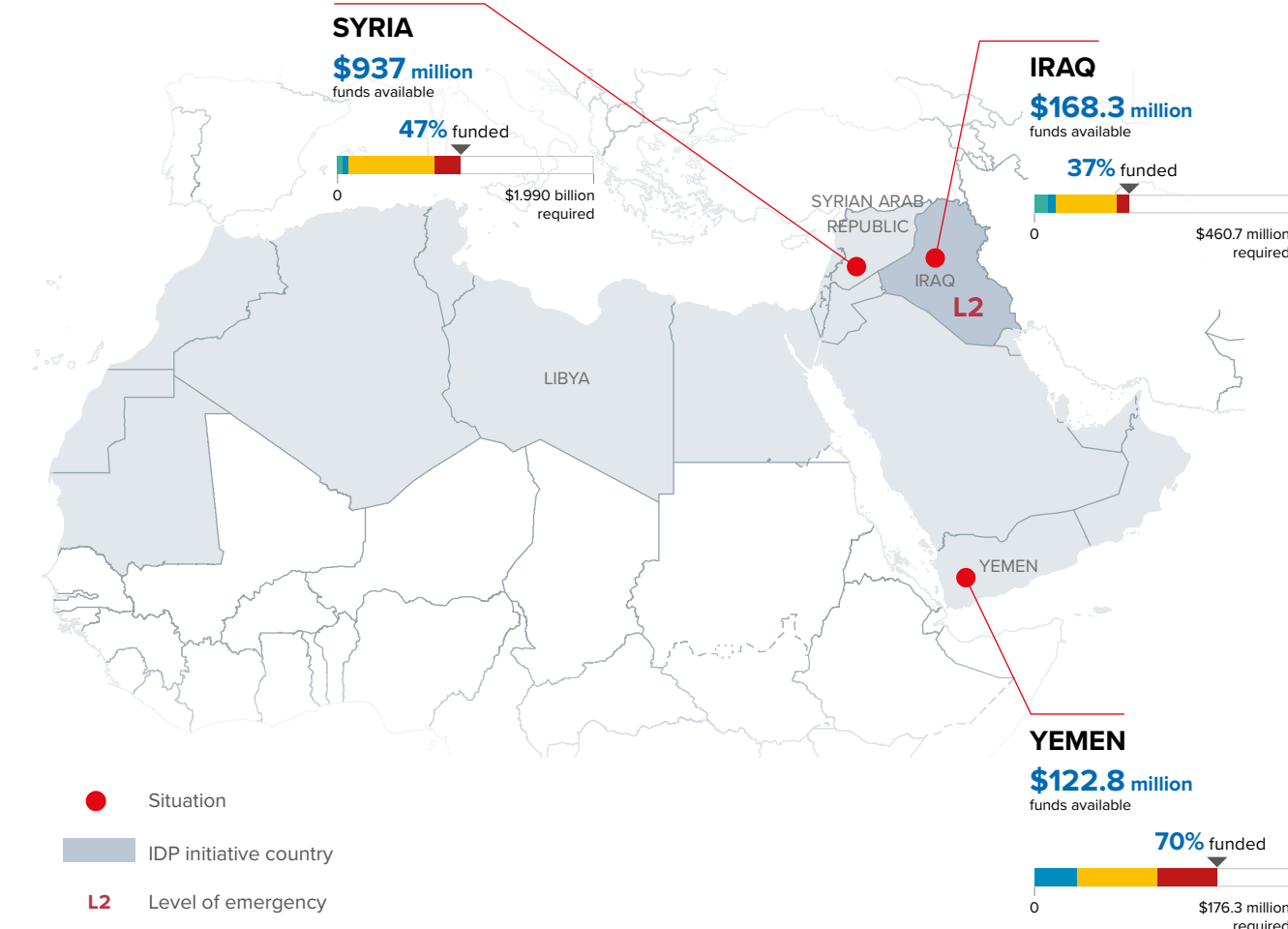
Nigerian asylum-seeker Emmanuelle and her five-year-old son are hosted in temporary accommodation in Sfax on the east coast of Tunisia.

© UNHCR/Peter Horton

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OVERVIEW AND KEY DATA IN THE MIDDLE EAST AND NORTH AFRICA IN 2020



MAJOR SITUATIONS AND OPERATIONS IN 2020



SYRIAN ARAB REPUBLIC (SYRIA)

\$246 million in cash assistance for 1.5 million Syrian refugees and winterization support for 761,089 people. 1.4 million Syrian refugees and IDPs reached with core relief items. 288,780 Syrian individuals received emergency shelter.

The Syria crisis entered its tenth year, remaining the largest displacement situation in the world. Over 6.7 million Syrians were still internally displaced, and 5.5 million were refugees in Turkey, Lebanon, Jordan, Iraq and Egypt. A joint UNHCR-World Bank study in Jordan, Lebanon and Iraq found that the socioeconomic impact of COVID-19 drove 4.4 million people in host communities and 1.1 million refugees or IDPs into poverty. A range of factors including COVID-19 hampered returns, with some 38,600 Syrian refugees returning in 2020, a 60% decrease from 2019. Resettlement departures also fell by 60%, to 9,230. Within Syria, worsening economic conditions and food insecurity increased the number of people in need. Movement restrictions, some related to COVID-19, hindered humanitarian access. UNHCR and UNDP continued to co-lead the Regional Refugee and Resilience Plan (3RP) in response to the Syria crisis, coordinating the work of over 270 partners.

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



IRAQ

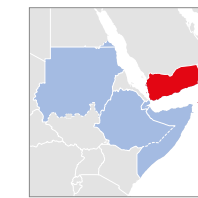
\$28.3 million in cash assistance for 365,446 IDPs and 252,136 people assisted for winterization. 120,635 Iraqi IDPs and refugees reached with core relief items. 31,750 individuals received emergency shelter.

The situation in Iraq continued to be unstable, with the country facing political and security challenges. There were over 1.2 million IDPs. More than 278,000 IDP returnees continued to face protection risks and constrained access to basic services and livelihood opportunities. The health and socioeconomic impacts of COVID-19 compounded an existing economic crisis and exacerbated protection risks.

UNHCR and partners delivered protection and assistance programmes adapted for COVID-19. Following the Government of Iraq's closure or reclassification of 15 IDP camps and informal sites in late 2020, UNHCR increased its support to affected IDPs.

In neighbouring countries, over 240,000 refugees and asylum-seekers were registered with UNHCR, while 31,000 Iraqis without registration continued to live in camps in Al-Hassakeh Governorate in north-east Syria.

***Number of IDP returnees in 2020.



YEMEN

\$52.6 million in cash assistance for 1,140,383 IDPs and refugees. 437,900 displaced Yemenis reached with core relief items. 127,200 displaced Yemenis received emergency shelter.

Yemen remained the worst humanitarian crisis globally, with 66% of the population requiring humanitarian assistance, 12.1 million of them in acute need. Famine and severe malnutrition remained a threat for 5 million Yemenis, with food insecurity affecting 16.2 million people. Protracted hostilities, a continued blockade by coalition forces, a drastic reduction in remittances and a long-running fuel crisis pushed Yemenis deeper into poverty. Some 1 million IDPs resided in 1,600 IDP hosting sites, nearly half in close proximity to conflict areas. With no significant progress towards a peace agreement, escalating hostilities and emerging frontlines displaced over 172,000 individuals. COVID-19 further impacted the already devastated economy and infrastructure, stretching the limited public resources and straining the health system with a new layer of vulnerability. Yemen hosted 177,700 refugees and asylum-seekers, mostly from the Horn of Africa. UNHCR provided protection services including mental health and psychosocial support, registration and counselling for voluntary returns. 33,700 displaced Yemenis and 3,450 refugees benefited from legal assistance while 7,300 refugee children were enrolled in primary education. UNHCR delivered \$5.6 million in cash assistance for winterization benefiting 187,714 IDPs.



LIBYA

\$5.2 million in cash assistance for 23,446 IDPs and refugees. 65,850 individuals reached with core relief items. 29,500 people benefited from 59 quick impact projects.

Libya's socioeconomic environment deteriorated further amid its unpredictable security situation, but a ceasefire proposal and a provisional unity government brought progress. 105,400 IDPs returned to places of origin but 278,200 remained displaced. A 58% increase in sea departures from Libya was observed compared to 2019. The pandemic threatened the welfare of people of concern, affecting health, education and livelihoods. 9,100 primary health consultations were provided to people of concern, including 6,700 in the urban community, 1,900 in detention and 570 at disembarkation points. UNHCR successfully advocated for the release of 389 people of concern in detention. In 2020, 13,050 individuals were issued with UNHCR refugee and asylum-seeker certificates. UNHCR delivered medical equipment including ambulances to support the COVID-19 response, enhanced its urban assistance package for refugees and asylum-seekers, providing registration support, cash assistance, food parcels and hygiene kits. 15,880 people of concern received food assistance, 4,500 people of concern received emergency shelter while 21,000 people of concern received hygiene kits. The number of asylum-seekers and refugees fell by 8% to 44,200, with 7,600 newly registered. UNHCR's Emergency Transit Mechanism facilitated the evacuation of 490 asylum-seekers to Niger and Rwanda, while 321 refugees departed via resettlement.

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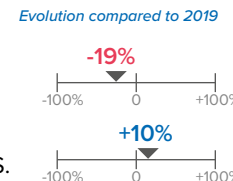
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KEY RESULTS AND TRENDS IN 2020

UNHCR'S PROGRAMMATIC RESPONSE

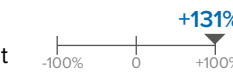
REGISTRATION

2.2 million individual registration records in PRIMES proGres v4.
3.1 million individuals (5 years and above) with biometric records in PRIMES.



CHILD PROTECTION

12,474 unaccompanied or separated children had a best interests assessment initiated or completed.



GENDER-BASED VIOLENCE

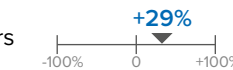
27,910 gender-based violence incidents reported for which survivors received psychosocial counselling.



1,749 gender-based violence survivors received legal assistance.

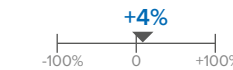


2,436 gender-based violence survivors received medical assistance.



CASH ASSISTANCE

\$422.5 million distributed in cash assistance.



4,607,472 people of concern received cash assistance.



CORE RELIEF ITEMS

2,146,140 people of concern reached with core relief items.
\$67.9 million in core relief items distributed.

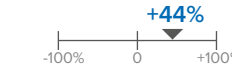


EDUCATION

429,256 children enrolled in primary education.
35,648 students enrolled in secondary education.



4,988 people of concern received tertiary education scholarships.



SELF-RELIANCE

12% of refugees had their own business or were self-employed for more than 12 months.

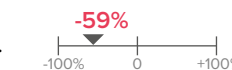


RESETTLEMENT

22,566 resettlement submissions from the region.



12,394 UNHCR-facilitated departures.



UNHCR'S COVID-19 RESPONSE



4,047,340 refugees, IDPs and other people of concern accessed protection services.



725,896 refugees and other people of concern received essential health care services.



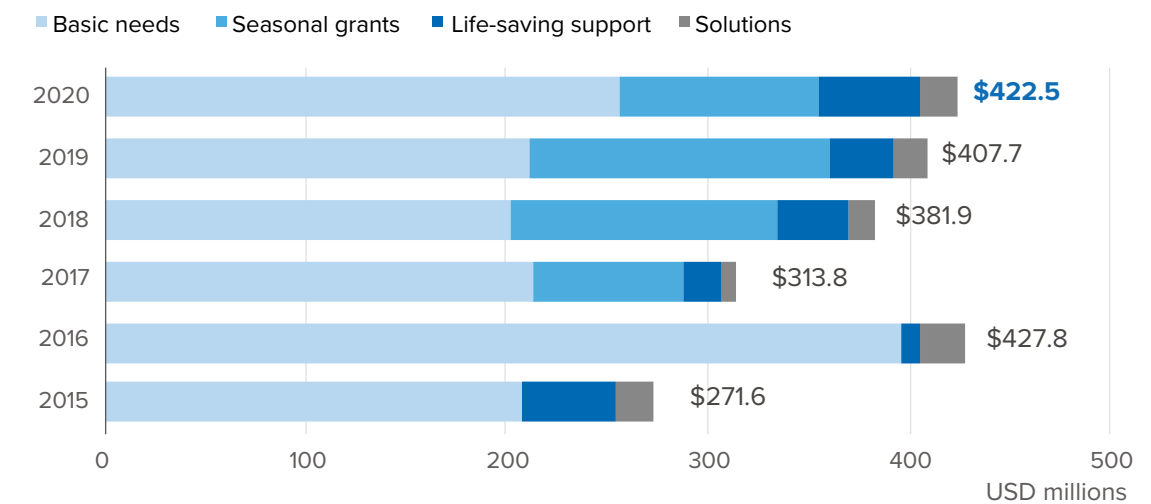
4,158,255 refugees, IDPs and other people of concern received cash assistance related to the impact of COVID-19.



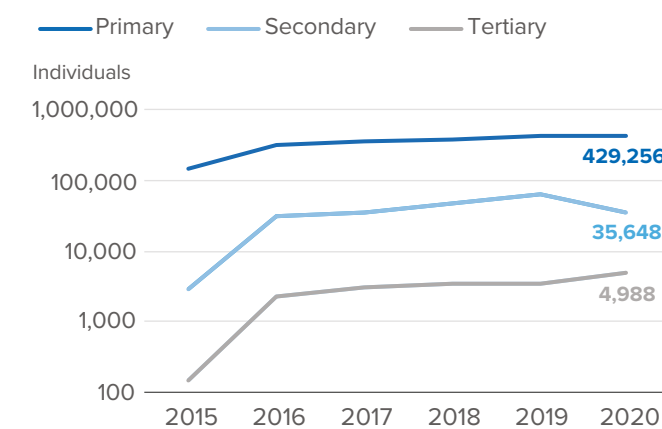
45,153 women and girls accessed sexual and reproductive health services.

TRENDS IN RESPONSE

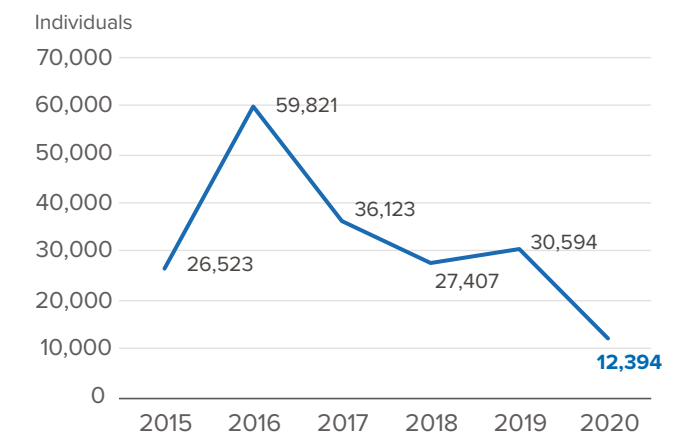
Cash assistance by sector | 2015-2020



Education enrolment | 2015-2020



Resettlement departures* | 2015-2020



*Resettlement figures include Syrian cases submitted from Turkey.

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KEY ACHIEVEMENTS AND IMPACT

Safeguarding access to protection and asylum

As COVID-19 hit, UNHCR strengthened its efforts, its capacity and its advocacy for people of concern to have safety, dignified living conditions, and solutions. This included enhancing communication with communities and multisectoral services, and face-to-face and remote case processing and management. UNHCR sought to develop its capacity to undertake age and gender approaches, and to sensitively identify international protection needs in mixed movements, trafficking and smuggling. In registering individuals, it enhanced identity management and data protection despite the need to work remotely. In 2020, there were almost 2.2 million individual registration records in PRIMES proGres v4, 19% fewer than in 2019, while 3.1 million individuals were biometrically registered, 10% higher than in 2019.

UNHCR advocated for non-refoulement, alternatives to detention, and consistent disembarkation procedures following rescue at sea. It fostered understanding of options for inclusion of people of concern in available public services, national systems for practical enjoyment of fundamental legal rights and protection. UNHCR strove to tailor the use of digital communication and to build communities' protection capacity in ways that took into account age, gender and diversity characteristics as well as mental health and physical needs. 137,012 people of concern received mental health and psychosocial support services across the region.

The compelling situation of refugee children and youth was characterized by challenges in [accessing education](#), with thousands remaining at risk of dropping

out completely. During 2020, 429,256 children were enrolled at primary level. Meanwhile, 35,648 were enrolled at secondary level—nearly a 50% decrease from 2019. 4,988 youth received tertiary education scholarships—a 44% increase from 2019. To support learners and their families, UNHCR promoted further alignment of digital learning methodologies with livelihoods strategies. UNHCR kept its attention on integrity, anti-fraud and prevention of sexual exploitation and abuse.

Responding with life-saving assistance

The pandemic exacerbated already precarious humanitarian situations in the region. UNHCR stepped up to increase national health capacity, so that refugees and other people of concern could be supported through national systems. This included setting up over 75 isolation and treatment centres, supporting them with community health workers, and providing medical equipment and personal protective equipment. Across the region 5.2 million people of concern benefited from community outreach services, while 2.6 million women and girls accessed information on protection risks and services.

Almost all the countries in the region included refugees, IDPs and other marginalized groups in their national public health systems for [the COVID-19 response](#). In total, UNHCR reached over 4.6 million people across the region, disbursing \$422.5 million in cash assistance, covering ongoing cash assistance programmes, cash for COVID-19 and winterization support. Emergency cash assistance for the COVID-19 response was integrated into 14 operations, extending existing regular cash programming to

meet new objectives, including rapid, emergency-related scale-up, to mitigate the socioeconomic impact of the pandemic, supporting more than 1.4 million people who had been self-sufficient prior to the pandemic. Winterization support, which remained critical in several operations, was available in the form of in-kind and cash provision.

The region accounted for a quarter of UNHCR's global procurement, with \$300 million spent locally. Large-scale distribution of emergency core relief items continued in Libya, Syria and Yemen. More than 50 million core relief items were handled, averaging 137,000 per day.

Across the region, women, girls, and vulnerable people were at elevated risk of gender-based violence, particularly intimate partner violence and domestic violence during lockdowns. UNHCR provided support to over 30,000 gender-based violence survivors with psychosocial counselling, legal and medical assistance.

Seeking durable solutions for protracted refugee situations

COVID-19 made face-to-face contact and in-person case processing impossible in many instances, so UNHCR developed effective remote methods to ensure continuity of [resettlement submissions](#), while upholding integrity standards and protecting the health and safety of refugees, staff and partners. As a result, 22,566 people were referred for resettlement in 2020. Although this figure marks a 46% decrease from 2019, all available resettlement places were filled, and all commitments were met during the year.

UNHCR significantly invested in complementary pathways in the region, establishing a regional contact group as an incubator for opportunities and a channel to share ideas. The Middle East and North Africa is the largest region of origin, transit and hosting of people of

concern across the world, accounting for 50% of the global resettlement submissions, and requires a corresponding size of staffing and capacity to ensure resettlement delivery and integrity of processes. Voluntary return remains the hope for many forcibly displaced, and most IDPs and refugees remained in situ. Sustained support to host countries and assistance programmes enabled people to make free and informed decisions regarding their present and future. UNHCR prioritized investments to protect livelihoods and advanced socioeconomic inclusion to mitigate the impact of the pandemic on the living conditions of people of concern.

Ensuring protection and durable solutions for IDPs

Situations of internal displacement in the Middle East and North Africa region remained prominent and unfolded in contexts of multifaceted refugee crises and human mobility. The region's four major internal displacement situations, namely Iraq, Libya, Syria, and Yemen, accounted for around 12 million people displaced by violence within their countries, with many experiencing multiple displacements. Syria remained the largest IDP crisis in the world, with over 6.7 million internally displaced. The four crises called for a vast humanitarian response which has become increasingly interconnected with development interventions.

The four IDP responses reflected a focus on the centrality of protection, evidence-based planning and programming, area-centred and community-based approaches, and the importance of engaging individuals of all ages, genders and diversity characteristics. By applying a non-discriminatory and participatory approach, UNHCR advocated for equal access to humanitarian assistance for all IDPs, including persons with specific needs.

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In Syria, 70% of those receiving livelihoods services through a network of 123 community centres were women and girls. In Tunisia, children made up 41% of the people served in the centres, followed by people with diverse sexual orientation and gender identity (11%), and persons with disabilities (6%). In the Middle East and North Africa, the humanitarian response to IDPs included protection interventions through cash assistance, targeted visits, outreach volunteers, call centres, social media, community centres and emergency food and shelter assistance. There were sustained efforts and significant progress in offering mental health and psychosocial support to IDPs.

Reducing and preventing statelessness

The Middle East and North Africa region is home to historical stateless populations. Conflict and displacement created new risks of statelessness. In line with the regional strategy on preventing and reducing statelessness, regional priorities were geared towards access to birth registration and civil status documentation, removal of gender discrimination from nationality laws, accession to the Statelessness Conventions, and improving statelessness data in selected countries. States undertook reforms to close gaps leading to statelessness and resolve existing situations of statelessness. However, significant challenges remain. Issuance of birth certificates and other civil documentation to forcibly displaced populations not only provides essential protection but is instrumental in the prevention of statelessness.

Operations expanded efforts in recent years to prevent and reduce statelessness through progressive inclusion of stateless persons or those at risk of statelessness in UNHCR's programming. There is increased recognition of the need to

enhance and rebuild civil registration and vital statistics capacity in the region. In 2020, UNHCR worked with the League of Arab States on statelessness and initiated collaboration with the Organization of Islamic Cooperation, while strengthening global and regional partnerships. In the 3RP context, interventions by UNHCR and partners reduced the percentage of Syrian refugee children born in the region without any form of identity documents (either a birth certificate or medical birth notification) from 35% in 2012 to 1% in 2020. In the 3RP context, the following activities have helped improve birth registration: making birth and marriage registration procedures more accessible; strengthening legal aid and counselling; engaging with communities as agents of change and ensuring access to quality maternal health services.

Implementing pledges made at the Global Refugee Forum

Of the 58 pledges to the region, 16 were in progress, four have been fulfilled and two are in the planning stage. Examples of policy pledge implementation and progress include Mauritania's pledge to enrol all refugees in its civil registry, issue them with national identification numbers and include them in national systems and labour markets. In December 2020, the Mauritanian Minister of Interior signed a legislative act to issue refugee cards to all refugees in Mauritanian territory. In Morocco, a pledge to contribute \$300,000 for protection was also fulfilled. In Qatar, the Thani Bin Abdullah Bin Thani Al-Thani Humanitarian Fund contributed more than \$43 million towards UNHCR's work in Bangladesh, Chad, Lebanon and Yemen, channelled through UNHCR's Refugee Zakat Fund and UNHCR's Sadaqah initiative.



H.E. Sheikh Thani Bin Abdullah Bin Thani Al-Thani makes the largest individual contribution

In 2020, H.E. Sheikh Thani Bin Abdullah Bin Thani Al-Thani, through the Sheikh Thani Bin Abdullah Bin Thani Al-Thani Humanitarian Fund, contributed more than \$43 million in support of refugees and displaced people in Bangladesh, Chad, Lebanon, Pakistan and Yemen in the form of Zakat and Sadaqah funds through UNHCR. [This donation is the largest ever individual contribution](#) to UNHCR. For the second year in a row, the contribution of the leading Qatari philanthropist will be aiding millions and supporting UNHCR's efforts to protect and shelter those forced to flee their homes.

FINANCIAL INFORMATION

Consequences of underfunding

Across the region, chronic underfunding affected all operations. With the COVID-19 pandemic, humanitarian needs increased significantly for refugees and host communities as well as IDPs. UNHCR received just 51% of the \$2.8 billion required which meant critical life-saving and protection needs were unmet in 2020. While some instances of underfunding were due to the new needs resulting from COVID-19, many others pre-date the pandemic.

UNHCR was unable to meet the large needs in the region, which were compounded by currency devaluations in Lebanon and Syria, coupled with economic pressure from the pandemic. With COVID-19, health care needs increased substantially. Due to lack of funds, UNHCR provided secondary and tertiary medical care to a reduced number of people of concern, including those in need of specialized medical and mental health support and those living with disabilities, especially in urban areas.

At the end of December 2020, UNHCR could not provide support through

unrestricted cash assistance to approximately 800,000 individuals among the prioritized target population in Jordan, Lebanon and Syria. Despite additional funding for COVID-19 prevention and response, critical infrastructure had to be deprioritized, and funding gaps became more acute in refugee camps like Tindouf in Algeria and Mbera camp in Mauritania. The pandemic amplified protection and financial challenges for urban refugees and asylum-seekers in countries with mixed movements such as Libya, Morocco and Tunisia, prompting people to resort to harmful coping mechanisms and exposing the population of concern to higher risks of exploitation and forced labour.

Yemen remained one of the operations with the most tightly earmarked funding in the region, leading to considerable challenges in responding to the emerging and increasing needs. Alongside lack of funding, the limited opportunities for durable solutions in host countries and fewer resettlement places globally further complicated the protection and operational environment.

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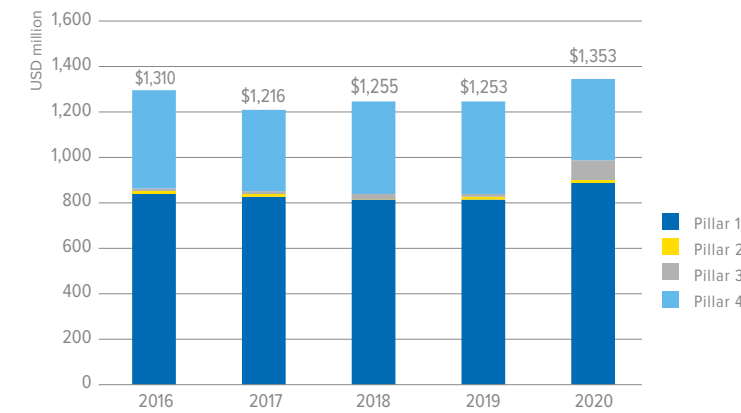
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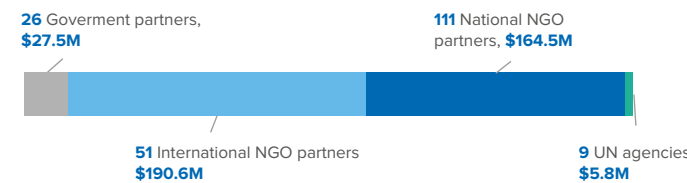
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EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | 2016-2020



EXPENDITURE VIA PARTNERS | 2020

\$388.3 million spent via **197** partners in the Middle East and North Africa



The Big Heart Foundation provides relief and sustainable support to refugee children and their families

Since 2012, Her Highness Sheikha Jawaher Al Qasimi, UNHCR's Eminent Advocate, has helped on a personal level and through [The Big Heart Foundation](#) 1 million refugees and internally displaced people across the region and globally with donations totaling \$26 million. In 2020, The Big Heart Foundation supported the rehabilitation of a healthcare clinic and the establishment of a secondary boarding school for girls in Kakuma camp, Kenya. In addition, The Big Heart Foundation made invaluable contributions towards three emergencies in 2020: COVID-19 response, the Beirut blast and the floods in Sudan.



BUDGET AND EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | USD

OPERATION		PILLAR				TOTAL	% OF REGIONAL TOTAL	% OF EXP VS BUDGET
		1 Refugee programme	2 Stateless programme	3 Reintegration projects	4 IDP projects			
Regional Bureau for Middle East and North Africa ¹	Budget	17,115,454	-	-	-	17,115,454	1%	
	Expenditure	14,924,259	-	-	-	14,924,259	1%	87%
Regional activities for Middle East and North Africa ¹	Budget	47,272,707	-	-	-	47,272,707	2%	
	Expenditure	6,967,051	-	-	-	6,967,051	1%	15%
SUBTOTAL	Budget	64,388,161	-	-	-	64,388,161	2%	
	Expenditure	21,891,310	-	-	-	21,891,310	2%	34%
MIDDLE EAST								
Other operations in the Middle East ¹	Budget	-	-	-	56,696,326	56,696,326	2%	
	Expenditure	-	-	-	56,695,360	56,695,360	4%	100%
Iraq	Budget	194,778,460	934,307	-	327,931,050	523,643,818	19%	
	Expenditure	85,188,601	686,784	-	108,433,339	194,308,724	14%	37%
Israel	Budget	6,000,000	-	-	-	6,000,000	0%	
	Expenditure	3,879,391	-	-	-	3,879,391	0%	65%
Jordan	Budget	426,737,449	-	-	-	426,737,449	15%	
	Expenditure	232,310,692	-	-	-	232,310,692	17%	54%
Lebanon	Budget	606,507,824	1,008,633	-	-	607,516,457	22%	
	Expenditure	331,440,600	761,448	-	-	332,202,048	25%	55%
Saudi Arabia Multi-Country Office ²	Budget	11,312,128	178,167	-	-	11,490,294	0%	
	Expenditure	8,448,942	140,356	-	-	8,589,298	1%	75%
Syrian Arab Republic	Budget	47,914,035	198,640	317,833,049	209,640,215	575,585,939	20%	
	Expenditure	15,393,665	3,321	102,610,319	63,236,616	181,243,921	13%	31%
Yemen	Budget	60,108,568	-	-	191,642,304	251,750,873	9%	
	Expenditure	47,421,805	-	-	111,550,287	158,972,092	12%	63%
SUBTOTAL	Budget	1,353,358,464	2,319,747	317,833,049	785,909,896	2,459,421,156	87%	
	Expenditure	724,083,697	1,591,909	102,610,319	339,915,602	1,168,201,527	86%	47%
NORTH AFRICA								
Algeria	Budget	34,936,503	-	-	-	34,936,503	1%	
	Expenditure	20,738,882	-	-	-	20,738,882	2%	59%
Egypt	Budget	118,312,434	-	-	-	118,312,434	4%	
	Expenditure	49,466,411	-	-	-	49,466,411	4%	42%
Libya	Budget	57,358,625	-	-	26,740,333	84,098,958	3%	
	Expenditure	39,574,162	-	-	15,458,571	55,032,733	4%	65%
Mauritania	Budget	27,391,889	-	-	-	27,391,889	1%	
	Expenditure	19,186,526	-	-	-	19,186,526	1%	70%
Morocco	Budget	8,500,000	-	-	-	8,500,000	0%	
	Expenditure	7,144,040	-	-	-	7,144,040	1%	84%
Tunisia	Budget	12,316,319	-	-	-	12,316,319	0%	
	Expenditure	9,211,815	-	-	-	9,211,815	1%	75%
Western Sahara - Confidence building measures	Budget	4,000,000	-	-	-	4,000,000	0%	
	Expenditure	2,014,313	-	-	-	2,014,313	0%	50%
SUBTOTAL	Budget	262,815,769	-	-	26,740,333	289,556,102	10%	
	Expenditure	147,336,149	-	-	15,458,571	162,794,720	12%	56%
TOTAL	Budget	1,680,562,394	2,319,747	317,833,049	812,650,228	2,813,365,419	100%	
	Expenditure	893,311,155	1,591,909	102,610,319	355,374,173	1,352,887,557	100%	48%

¹ Regional Bureau, regional activities and other operations in the Middle East cover the whole Middle East and North Africa region.

² Includes activities in Kuwait and in the United Arab Emirates.

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VOLUNTARY CONTRIBUTIONS TO THE MIDDLE EAST AND NORTH AFRICA | USD

DONOR	PILLAR 1	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Reintegration projects	IDP projects		
United States of America	343,364,314	21,625		277,560,000	620,945,939
Germany	138,459,536		43,271,498	46,147,119	227,878,152
European Union	86,575,092	2,931,520	6,256,982		95,763,593
Netherlands	34,222,852		4,177,475	955,500	39,355,827
Saudi Arabia	17,400,000			20,000,000	37,400,000
Private donors in Qatar	5,000,100		29,000,290	1,500,000	35,500,390
Japan	2,752,190	909,091	8,522,634	19,826,836	32,010,750
Canada				31,064,318	31,064,318
Central Emergency Response Fund	12,388,584		16,547,895		28,936,479
United Kingdom of Great Britain and Northern Ireland	15,160,860		1,201,711	3,021,191	19,383,762
Norway	1,547,402		2,263,211	14,537,622	18,348,236
Italy	9,114,281		1,006,026		10,120,307
France	5,973,370		285,088	3,072,211	9,330,668
UNO-Flüchtlingshilfe (National partner in Germany)				8,205,588	8,205,588
Australia	7,729,272				7,729,272
España con ACNUR (National partner in Spain)	218,341			7,483,098	7,701,439
Switzerland	253,334			6,553,699	6,807,033
Country-based pooled funds		582,865	6,034,668		6,617,534
Sweden	277,439			5,669,608	5,947,046
Finland				5,500,550	5,500,550
Spain	2,380,564	255,157	1,143,276	550,055	4,329,053
Austria	1,782,171		2,188,731		3,970,901
Republic of Korea	1,500,000			1,900,000	3,400,000
Private donors in the United Arab Emirates	1,306,997		107,679	1,841,733	3,256,409
Private donors in the United States of America				2,920,000	2,920,000
African Development Bank Group	2,667,042				2,667,042
Private donors in the Republic of Korea				2,437,061	2,437,061
Private donors in Kuwait	160,363		1,333,329	866,682	2,360,374
USA for UNHCR	1,426,834			895,003	2,321,838
Australia for UNHCR	44,745			2,251,778	2,296,524
Qatar	2,243,914				2,243,914
Luxembourg	941,423			1,255,230	2,196,653
Denmark	1,719,149				1,719,149
Private donors in Japan	145,375	618,470		900,000	1,663,845
Ireland	1,650,165				1,650,165
Private donors in Lebanon	771,328		43,187	820,767	1,635,283
Kuwait	1,560,000			39,490	1,599,490
Private donors in Canada	43,073			1,540,346	1,583,419
Private donors in Egypt	39,513			1,378,694	1,418,207
Poland	694,608	295,945		248,818	1,239,371
Private donors in Italy	58,123		254	1,108,987	1,167,364
UK for UNHCR	812,208			181,927	994,135
Private donors in Saudi Arabia	298,473		126,260	491,536	916,269
Belgium	210,967		639,018		849,985
Monaco	846,520				846,520
Russian Federation	300,000		500,000		800,000
Sweden for UNHCR				792,273	792,273
Czechia	603,679			25,505	629,183



VOLUNTARY CONTRIBUTIONS TO THE MIDDLE EAST AND NORTH AFRICA | USD

DONOR	PILLAR 1	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Reintegration projects	IDP projects		
Private donors in China				500,952	500,952
Private donors in Switzerland				493,434	493,434
Private donors in Singapore			12,000	362,877	374,877
United Nations Trust Fund for Human Security	338,775				338,775
Private donors in France				325,376	325,376
United Nations Population Fund	280,476				280,476
IOM			224,000		224,000
Iceland				197,457	197,457
Estonia				162,866	162,866
Private donors in Denmark				156,083	156,083
Private donors in the Netherlands	65,735		55	54,840	120,630
Liechtenstein				103,413	103,413
WFP	100,000				100,000
Japan for UNHCR				92,265	92,265
Private donors in Oman	21,684			58,284	79,968
Slovenia				55,804	55,804
UNAIDS	53,500				53,500
Private donors in Thailand				52,289	52,289
Private donors in Monaco				33,482	33,482
Private donors in Brazil			899	31,558	32,457
Cyprus			27,594		27,594
Private donors in India	21			26,985	27,006
Morocco				24,995	24,995
Private donors in the Philippines				18,960	18,960
Private donors in Belgium				18,160	18,160
Latvia	17,921				17,921
Holy See				15,000	15,000
Croatia	11,696				11,696
Private donors in Mexico				10,148	10,148
Private donors in Kenya				9,173	9,173
Private donors in Austria				2,834	2,834
Private donors in South Africa				146	146
TOTAL*	705,534,007	5,614,673	124,913,760	476,350,606	1,312,413,046

* Notes:

¹ Contributions include 6.5% indirect support costs.

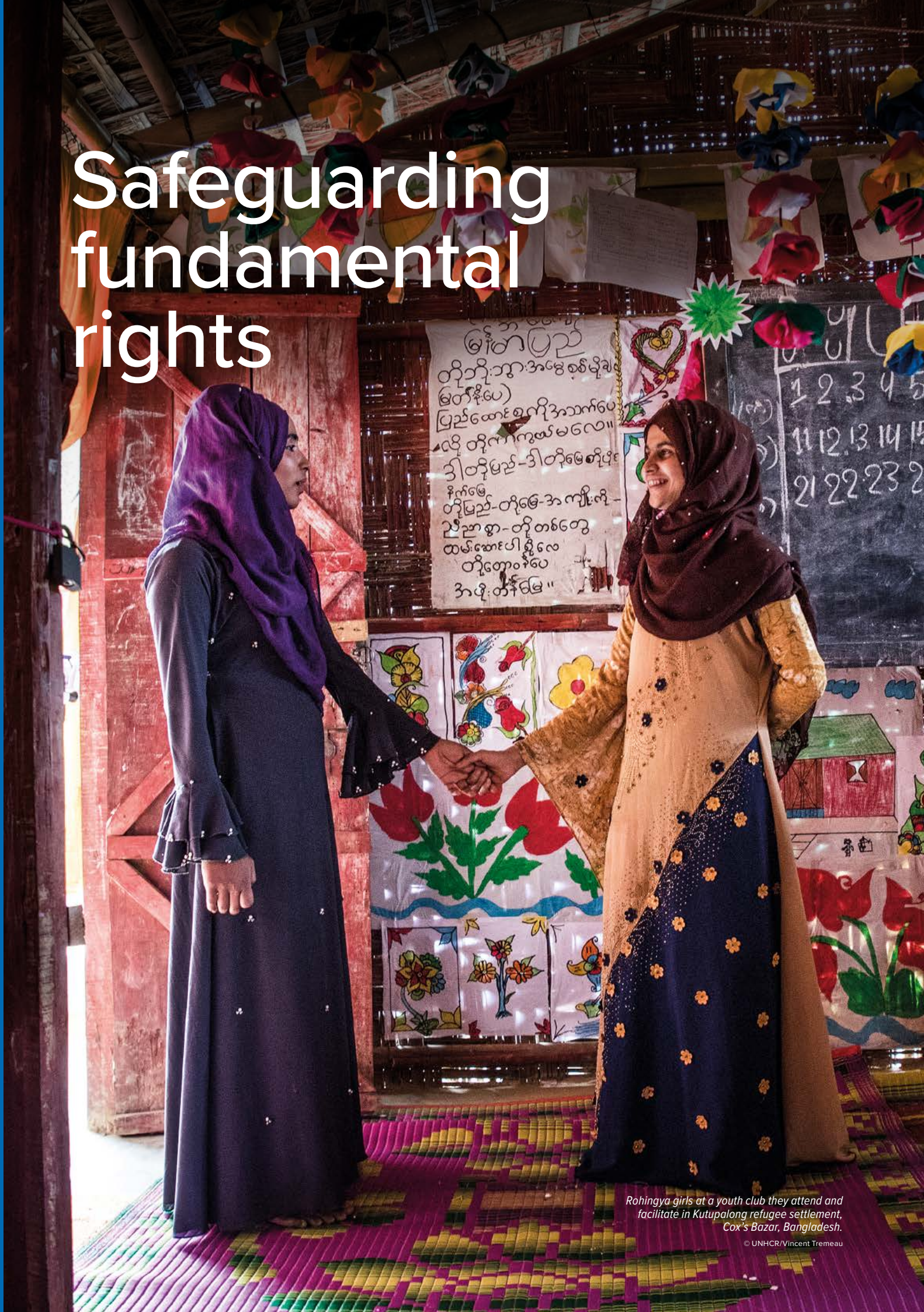
² Includes a total of \$25.0 million acknowledged in past years for activities with implementation in 2020 and excludes \$13.2 million acknowledged in 2020 for activities with implementation in 2021 and beyond.

³ Includes contributions earmarked to the Iraq, Syria and Yemen situations.

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Safeguarding fundamental rights



Rohingya girls at a youth club they attend and facilitate in Kutupalong refugee settlement, Cox's Bazar, Bangladesh.
© UNHCR/Vincent Tremeau

In the year of the 70th anniversary of the adoption of UNHCR's Statute by the UN General Assembly, the drivers of forced displacement multiplied globally, and the COVID-19 pandemic jeopardized the fundamental rights of people of concern. Nevertheless, as the first year of implementation of the Global Refugee Forum pledges, 2020 presented opportunities to further develop asylum capacity, thus supporting States to cope with challenging circumstances such as public health emergencies.

Access to international protection and safeguarding public health are not and should never be mutually exclusive: States' obligations are not suspended in times of crisis.

UNHCR continued to advocate for full respect of the non-derogable principle of non-refoulement, while increased and often violent pushbacks at the border and interceptions at sea were reported, including with returns to risks of persecution or serious human rights violations. Throughout the pandemic, access to protection and the quality of that protection have suffered from restrictive measures applied by States—with limited or no flexibility towards those in need of protection, and from the disruption of basic services, socioeconomic shocks, increased xenophobia, exacerbated protection risks and humanitarian access challenges. UNHCR upheld those countries who were steadfast to their commitments and put in place adaptive procedures to ensure their asylum systems remained accessible and operational, while simultaneously managing COVID-19 quarantine and treatment and undertaking inclusive prevention and response plans.

Greater engagement with communities—including through innovative tools introduced by UNHCR and at inter-agency level—allowed active participation of forcibly displaced people and facilitated their role as frontline responders. Age, gender and diversity considerations in all advocacy, policy and operational interventions proved their worth in responding to the COVID-19 emergency.

With a rise in risks, joint efforts were made towards more inclusive child protection systems, strengthened community-based protection and mental health and psychosocial support, as well as scaled-up best interests procedures, birth registration and strategies to address childhood statelessness. A focus on gender equality proved to be crucial for tackling gender-based violence, disturbingly higher during the pandemic.

Despite the challenges of timely identification of persons with disabilities and older persons in displacement contexts, worsened by the pandemic and its disproportional effect on those at heightened risk, UNHCR advanced its commitments on inclusion, accountability, and collection and proactive use of data through critical collaboration with communities and other partners. Moreover, to support the meaningful inclusion of LGBTIQ+ displaced persons, UNHCR enhanced partnership coordination and advocacy on equal treatment, anti-discrimination, participation, and access to information and services.

In this chapter

- Legal protection frameworks
- Registration, documentation and identity management
- Identifying international protection needs
- Refugee protection and migration, including responses to mixed movements
- Preventing and responding to statelessness
- Community-based protection
- Accountability to affected people
- Child protection, youth engagement and empowerment
- Gender equality
- Protecting persons with disabilities and older persons
- Protecting LGBTIQ+ persons in forced displacement

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Legal protection frameworks

© UNHCR/Mohamed Alalem

UNHCR staff identify and assist some of the 148 refugees and asylum-seekers at the community day centre in Tripoli, Libya after facilitating their release from the Suq al Khamees detention centre.

Global Strategic Priorities
Legislation on refugees
Law and policy on IDPs
See p. 7 for GSP results



Results and achievements

To advance the rights and legal protection of refugees and other forcibly displaced people in accordance with its supervisory responsibility, UNHCR continued to advocate for States' accession to the 1951 Refugee Convention and its 1967 Protocol and their translation into domestic law. By December 2020, 149 States were party to either the 1951 Convention or its 1967 Protocol, 70 of which maintained reservations and declarations to one or both instruments.

UNHCR provided States with guidance on interpreting and applying international and regional refugee law standards domestically. UNHCR also engaged with UN agencies and legal, judicial and academic partners and networks. In 2020, UNHCR engaged with the legislative processes of 93 countries: 23 countries adopted laws or legislative changes, nine of which represented advances in refugee

rights. Although COVID-19 forced many courts to close temporarily, UNHCR intervened as a third party in 18 cases in 10 jurisdictions.

Law and policy on internal displacement

UNHCR supported the development of national frameworks on internal displacement by providing legal and technical advice in 14 States, including Colombia, Mali, Mexico, the Philippines, South Sudan and Ukraine. Mexico's national legal framework, developed with UNHCR's support, was submitted to the Senate as a draft law after unanimous approval by the Chamber of Deputies. At the regional level, Mozambique and Somalia ratified the Kampala Convention, with UNHCR helping translate it into domestic law. In Somalia, a draft federal IDP Act was presented in a validation workshop ahead of review by the Attorney General.

Promoting and protecting human rights

To strengthen its engagement with human rights mechanisms, UNHCR adopted a "Human rights engagement strategy" in October 2020, underpinned by a learning programme to give staff the knowledge and practical skills on human rights tools to protect people of concern. [Guidance on UNHCR's engagement with national human rights institutions](#) provided a blueprint for leveraging partnerships with national human rights institutions to support UNHCR's mandate and its protection and advocacy work. UNHCR complemented this with [Guidance on addressing racism and xenophobia](#), focusing on responding to discrimination against people of concern.

Operational highlights

Chad, hosting 483,000 refugees and asylum-seekers, adopted its first ever asylum law, guaranteeing fundamental rights including freedom of movement, the right to work, and access to health care, education and justice. The law makes Chad one of the first countries in the region to fulfil a pledge made during the 2019 Global Refugee Forum to strengthen legal, physical and material protection of refugees and asylum-seekers. UNHCR supported the Government of Chad in developing the law, providing technical advice and written observations throughout the legislative process.

In the Philippines, UNHCR provided technical assistance for the development of a regional legal framework for IDP protection in the Bangsamoro Autonomous Region of Muslim Mindanao, in partnership with local organizations

and key UN and government agencies. UNHCR formed a technical working group and organized webinars for policymakers and protection actors, with the support of the Special Rapporteur on the human rights of IDPs, key parliamentarians and the national Commission on Human Rights.

Challenges and unmet needs

Many countries hosting large refugee populations are not States parties to the 1951 Convention or its 1967 Protocol and do not have domestic refugee or asylum legislation.

While States often solicited UNHCR's views on proposed legislative changes, those views were not always followed, leading to legislation with reduced protection safeguards, or provisions at variance with the country's international or regional legal obligations. For instance, of the 23 countries which saw the adoption of laws and legislative changes to their domestic refugee protection framework, nine involved some restrictions to refugee rights. In many countries, legislative sessions were also suspended because of the COVID-19 pandemic, causing delays including for processes UNHCR was supporting.

Changes in government authorities and institutions represented a key challenge for adopting and implementing national laws and policies on IDPs in various countries, including Mali and South Sudan. Lack of capacity to respond to IDPs' legal needs and access to justice, due to inadequate implementation of international, regional and national frameworks and standards, was also a key challenge.



9 States saw the adoption of laws and legislative changes demonstrating improvements in refugee rights. 2019 result: **16**.



18 judicial proceedings in which UNHCR provided interpretation of relevant principles of international refugee and human rights law. 2019 result: **17**.



93 States received technical advice from UNHCR to ensure compliance with international and regional refugee protection standards. 2019 result: **89**.



14 States developed national frameworks on internal displacement with UNHCR's support. 2019 result: **11**.

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Registration, documentation and identity management

© UNHCR/Alexis Huguet

Central African refugees await their turn for biometric screening at the registration site in Ndu, Bas Uele province, in northern Democratic Republic of the Congo.

Global Strategic Priorities
Registration
See p. 7 for GSP result



Results and achievements

Registration establishes unique identities for people of concern and is the basis for delivery of protection and assistance and for access to services. It also contributes to identifying trends and patterns in population movements.

Registration protects against refoulement, arbitrary arrest and detention, and helps to reunify families and trace separated children. In 2020 however, the pandemic and concomitant restrictions on movement constituted a major obstacle. In response, UNHCR adapted its policies and guidance, instituting remote registration arrangements across 41 country operations. New methods included technologies that facilitated refugees' self-service, remote training and simulations, and contactless data collection. Biometric devices were remodelled to enable contactless biometric capture and identification. Registration interviews were held via video calls. Plexiglass dividers were installed in registration facilities.

Despite the pandemic, in 2020 UNHCR continued to strengthen its registration,

profiling and identity management capabilities. At the centre of this work was UNHCR's Population Registration and Identity Management EcoSystem (PRIMES), which includes proGres v4, a global, web-based source of information about registered individuals, the Biometric Identity Management System (BIMS)/IrisGuard and the Global Distribution Tool (GDT).

By the end of 2020, 100 operations were using proGres v4, 10 more than originally planned and 27 more than in 2019, covering 15 million individuals, a 44% rise. UNHCR achieved its Grand Bargain commitment to roll out BIMS to a total of 75 operations, adding six in 2020. Individual biometric records in BIMS reached 9.2 million, up from 8.8 million. The GDT was deployed in 20 operations by year-end, up from 14 in 2019. Employing such biometric tools means aid gets to the right recipient swiftly and simply, reducing the risk of fraud.

UNHCR made enhancements to PRIMES, enabling its offline tool (RApp) to consolidate inputs from multiple data sources, allowing decentralized user management, and launching a mobile

app, Verify Plus, for authenticating identity. These developments helped extend data collection and electronic verification to remote locations, while new French and Spanish versions of the software and training materials strengthened the tool usage and the quality of data in non-English speaking operations.

The emergency registration capacities of eight operations were enhanced thanks to the deployment of nine graduates of the Training on Emergency Registration. Additionally, 12 Danish Refugee Council-managed registration roster members were deployed to 10 operations to conduct continuous registration, population verification and/or prepare for PRIMES deployment.

Operational highlights

In Jordan, to mitigate the risk of COVID-19 disrupting access to documentation, UNHCR launched its first continuous remote registration procedures in the region. Data was collected in phone interviews, with "know your customer" standards to authenticate identities remotely, instead of the biometric information usually taken at registration. A unique caller ID and a one-time password, used during the phone interview and for scheduling purposes, further strengthened the integrity of the process. Records were efficiently processed, efficiently capturing information on new arrivals, births and updated family compositions. In parallel, a hybrid asylum-seeker's certificate distribution mechanism—developed to complement these remote registration procedures—ensured the delivery of certificates to 266,586 individuals in 2020.

In Uganda, UNHCR and mobile operators agreed on the interoperable use of their systems for authenticating the identity of people of concern to UNHCR. This enabled the biometric authentication of the identities of people of concern using

160,000 kiosks run by mobile network operators. As a result, Ugandan authorities allowed mobile operators to issue SIM cards to refugees on the same basis as Ugandan nationals.

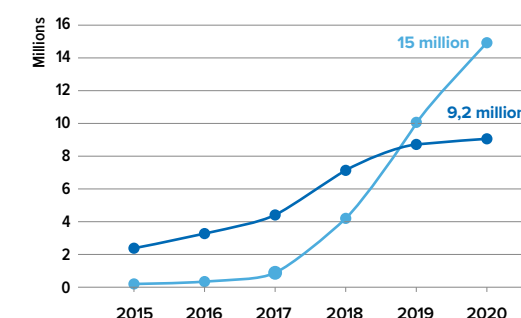
Challenges and unmet needs

The number of individuals newly registered in PRIMES fell 28% between 2019 and 2020 because of prolonged restrictions on movement. Without remote registration arrangements, including technologies to facilitate refugees' self-service, remote training and simulations, and contactless biographic and biometric data collection, the gap would have been three times as large.

Support for developing a refugee self-service platform, known as MyUNHCR, was not provided as planned to UNHCR's Middle East and North Africa bureau and Asia and the Pacific bureau, because more time had to be invested during the technical discovery and design phase, resulting in development, piloting and deployment delays.

UNHCR's policy on registration and identity management was not released in 2020, as COVID-19 raised many new issues, particularly for self-service and remote registration, which must inform the policy going forward. The policy will be prioritized for publication in 2021 to reflect these new registration and identity management methods.

INDIVIDUAL REGISTRATION RECORDS 2015-2020



— Individual registration records in PRIMES proGres v4
— Individuals (5 years and above) with biometric records in PRIMES



100 country operations used proGres v4.
Target: 90. 2019 result: 73.



75 country operations used BIMS and Irisguard.
Target: 75. 2019 result: 69.



20 country operations used UNHCR's Global Distribution Tool. 2019 result: 14.



41 country operations implemented remote registration arrangements in PRIMES.

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Identifying international protection needs

A UNHCR staff member visits a family of asylum-seekers who are integrating in their host community of Belize and learning English. Over 2,000 refugees and asylum-seekers from Central America have found safety in Belize.



1.3 million

individual new and appeal asylum applications were registered globally. Projection before COVID-19: 2.5 million. 2019 result: 2.3 million.



55 States where UNHCR strategically engaged with refugee status determination procedures pursuant to its mandate. Target: 53. 2019 result: 53 (revised).

Results and achievements

The same year that the implementation of Global Refugee Forum pledges started, due to the pandemic, States and partners had to mobilize resources to adapt their systems to ensure the continued identification of people with international protection needs.

As part of its global COVID-19 response, UNHCR issued guidance on remote interviewing of asylum applicants, enabling States and partners to introduce adaptations in national asylum systems, while taking into consideration key protection issues, as highlighted by UNHCR's [protection dashboard](#). Of the approximately 130 States applying a national asylum/refugee status determination (RSD) system, 98 adapted part of their procedures at the onset of the pandemic. By the end of the year, 123 States had adapted their national asylum procedures in response to COVID-19. Such measures helped address public health concerns while maintaining

access to asylum and preventing backlogs building up in national systems.

In parallel, UNHCR issued revised and updated [RSD procedural standards](#) to ensure accurate, timely and consistent decision-making for operations engaged in mandate-RSD activities. Following the issuance of guidance on working modalities of the [Asylum Capacity Support Group](#) (ACSG), UNHCR facilitated the launch of pilot projects within the ACSG framework. Such projects aim to assist the asylum authorities of the countries concerned to assess gaps in their process. They can then draw up an action plan to address any lack of capacity in the national asylum system, implement simplified and accelerated asylum processes, revise and improve the national legal framework, and set up professionalized country of origin information units. These pilot projects laid the groundwork for improvements in the fairness, efficiency, integrity and adaptability of national asylum systems.

Operational highlights

As a result of the pandemic, certain adaptive measures for national asylum systems required States such as Azerbaijan, Ecuador, Kenya, South Sudan, Austria and Estonia and several other European Union member States to increasingly use physical distancing or technology to issue new documents, conduct remote asylum interviews or court hearings. States such as Ghana, the Russian Federation, Luxembourg and certain other European Union member States also extended by law, or practice, the validity of expired or soon to expire asylum documents. Portugal extended the validity of documents and provided access to health care, employment, social benefits and financial services. These adaptive measures effectively ensured asylum-seekers' access to protection, despite a reduction of in-person services.

While many States continued to adapt national asylum processes in the context of COVID-19, others took additional measures, including using group-based responses to strengthen the fairness, efficiency and adaptability of the protection response to large-scale movements. One such example was Sudan's prima facie declaration for Ethiopian refugees.

Challenges and unmet needs

While the impact of COVID-19 is not yet fully understood, the complete suspension or only partial functioning of certain national asylum systems in 2020 impaired people's ability to access international protection, thereby increasing their exposure to protection risks. Globally, the number of new asylum-seekers registered at first instance dropped by 45% in 2020, from 2 million to 1 million. This represented the biggest single year drop in new individual asylum applications over the last two decades. Likewise, despite this significant drop in

asylum applications in most countries due to increased travel restrictions, national asylum systems continued to see increased backlogs that will be challenging to overcome after the situation normalizes. There are additional adaptive measures that countries could be taking to ensure that the asylum systems are prepared to face these risks and minimize the time necessary for the systems to recover.

As this was the first year of the implementation of Global Refugee Forum pledges, 2020 also presented new opportunities, in particular a renewed focus on the importance of asylum system adaptability and the ability of such systems to respond to similar or different challenges in the future. Political support and investment in innovation, including the provision of RSD services through remote arrangements and technology, will be key in enabling asylum systems to effectively respond. Within the framework of the ACSG, additional offers of support will be important in ensuring that the needs of States improving their asylum systems are met.



123 national asylum systems introduced adaptive measures as a result of COVID-19.

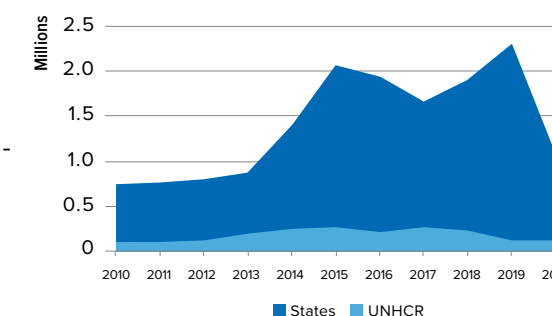


115,800 individual asylum applications processed by UNHCR includes both substantive and administrative decisions. Projection before COVID-19: 120,000. 2019 result: 120,400.



55,000 new and appeal asylum applications registered by UNHCR (includes both substantive and administrative decisions). Projection before COVID-19: 125,000. 2019 result: 124,900.

NEW AND APPEAL ASYLUM APPLICATIONS REGISTERED* | 2010-2020



*In addition, UNHCR and States operating joint procedures received 600 applications in 2020.

For more information on asylum and related trends, see Chapter 5 of the [2020 Global Trends](#) report



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Refugee protection and migration, including responses to mixed movements

© UNHCR/Mohamed Alalem

Refugees and migrants from Ghana, Mali and Sudan are counselled by UNHCR staff after disembarking from a Libyan coast guard vessel in Tripoli, Libya.



95,031 arrivals along Mediterranean Sea route. 2019: 123,663.



1,401 estimated dead and/or missing along Mediterranean Sea route. 2019: 1,335.



533 people in need of international protection evacuated through the Emergency Transit Mechanisms. 2019: 2,029.

Results and achievements

In 2020, UNHCR continued efforts to prevent violations and abuses towards people under UNHCR's mandate moving in mixed flows, and to provide them with adequate protection and assistance. Given the multisectoral response, UNHCR developed and strengthened inter-agency engagement, leading or co-leading virtual Mixed Migration Working Groups and Task Forces at country and regional levels.

It engaged with the European Union and African Union, supporting key protection and solutions objectives under the Khartoum and Rabat Processes and the guiding framework of the Joint Valletta Action Plan. It engaged on the new EU pact on asylum and migration and advocated, alongside IOM and via the AU-EU-UN Task Force on Libya, for the rights of refugees and migrants in the context of arbitrary detention and mass expulsions. It engaged with States and humanitarian actors to try to save lives by advocating for strengthened search and rescue in the Mediterranean and West African Atlantic.

To help prevent deaths on dangerous land and sea routes, UNHCR further developed communication with communities (CwC) at risk via its revised Accountability to Affected People policy, country and regional CwC strategies and its flagship initiative "[Telling the Real Story](#)".

UNHCR advocated for increased access to third-country solutions for refugees in mixed movements along the Mediterranean routes, including evacuations to Emergency Transit Mechanisms in Niger and Rwanda, resettlement, and complementary pathways including family reunification. UNHCR proposed route-based protection initiatives to strengthen overall protection responses, in line with the [Central Mediterranean Risk Mitigation Strategy](#) and the "[Live, Learn and Participate](#)" child protection initiative in Egypt, Ethiopia, Libya and Sudan.

As co-chair of the Global Protection Cluster anti-trafficking team, UNHCR developed the "[Introductory guide to anti-trafficking action in internal displacement contexts](#)". With IOM, it issued the

["Framework document on developing standard operating procedures to facilitate the identification and protection of victims of trafficking"](#).

UNHCR updated learning programmes on mixed movements and trafficking and smuggling and, due to COVID-19, held them online for staff in the West and Central Africa and the Middle East and North Africa regions.

UNHCR participated in the UN Network on Migration, as a member of its Executive Committee and co-lead of its Working Group on Alternatives to Detention, which issued the policy brief "[COVID-19 and immigration detention: What can Governments and other stakeholders do?](#)" Given their potential impact on asylum and international protection, UNHCR also engaged actively with other workstreams of the UN Migration Network, in particular with the Working Group on Return and Reintegration of Migrants, focusing on objective 21 of the Global Compact for Safe, Orderly and Regular Migration: "Cooperate in facilitating safe and dignified return and readmission, as well as sustainable reintegration".

Operational highlights

In Libya, UNHCR and IOM advocated against mass expulsions of mixed groups of third-country nationals without due process and in unsafe and undignified conditions. UNHCR's advocacy for alternatives to detention led to the release of 400 refugees and asylum-seekers.

Under the Central Mediterranean Family Reunification Project, a partnership with the International Refugee Assistance Project and RefugePoint, 375 children benefited from best interests procedures; 180 unaccompanied children, youth and vulnerable adults were referred for legal aid assistance; 445 individuals benefited from support to family reunification procedures; and 30 individuals departed to reunite with family members in Europe.

Challenges and unmet needs

Dangerous sea movements continued, with fatal incidents in all regions, including off the coast of the Bolivarian Republic of Venezuela, in the Atlantic and in the Mediterranean and Andaman Seas. Too many people were compelled to take precarious sea journeys in overcrowded and unseaworthy vessels, falling prey to unscrupulous smugglers, facing pushbacks at sea and denied disembarkation in a place of safety. Strengthening search and rescue capacity is fundamental and necessary to save lives at sea, although not sufficient to prevent recurring tragedies. Predictable disembarkation in line with international standards is needed to ensure that survivors are promptly delivered to a place of safety. Strengthened international cooperation and responsibility- and burden-sharing are also needed to ensure access to protection, assistance and other solutions for rescued survivors, in line with international law and standards.



643 persons in need of international protection resettled through the Emergency Transit Mechanisms.

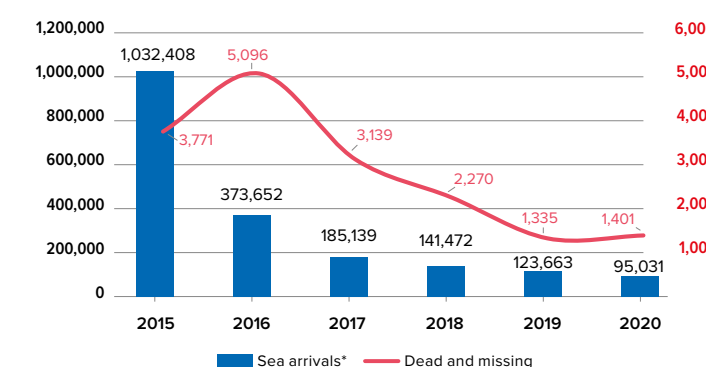


677 people of concern in the Niger Emergency Transit Mechanism. Average length of stay: 535 days.



315 people of concern in the Rwanda Emergency Transit Mechanism. Average length of stay: 155 days.

SEA ARRIVALS AND ESTIMATED DEAD AND MISSING ALONG THE MEDITERRANEAN SEA ROUTE 2015-2020



* Includes sea arrivals to Italy, Cyprus, and Malta, and both sea and land arrivals to Greece and Spain (including the Canary Islands). Data are as of 31 December 2020 for all countries except Cyprus for which last available data are as of 31 August 2020.

** Refugees and migrants continued using dangerous routes to reach Europe, although arrivals decreased by 23% compared to 2019, in part due to COVID-related border closures. Around 55,300 people arrived in Italy, Malta and Spain, 24% more than in 2019. Sea arrivals to Italy in 2020 nearly tripled, Tunisians being the largest group. 23,023 individuals arrived in the Canary Islands via the Atlantic route, an almost eightfold increase, although sea and land arrivals elsewhere in Spain via the Western Mediterranean route fell 37%.

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A stateless mother of four stands at the door of her home in Brits, North West Province, South Africa.

Global Strategic Priorities
Legislation on statelessness
Birth registration
See p. 7 for GSP result



Results and achievements

Despite the challenges posed by the COVID-19 pandemic, notable progress was made in raising awareness of the plight of stateless persons and in achieving concrete results to prevent and resolve statelessness. Pledges submitted at the 2019 High-Level Segment on Statelessness and Global Refugee Forum helped accelerate these efforts. Of the 270 pledges to address statelessness submitted by States at the High-Level Segment and the Forum, more than 30 pledges were either fully or partially implemented by the end of 2020.

With technical support from UNHCR, 19 countries reformed their nationality laws, policies and procedures to close gaps leading to statelessness during the year. Particularly important were legislative changes introducing legal safeguards to prevent statelessness. Albania, for instance, adopted a new nationality law which includes an unrestricted safeguard to grant nationality to stateless children born in its territory, if they would otherwise be stateless.

A large number of States with significant populations of persons at risk of statelessness removed barriers to birth registration. In Turkmenistan, a new civil registration law entered into force which guarantees birth registration to all children born in the country. The Republic of the Congo removed fees associated with birth registration and established auxiliary civil status centres in health facilities. A number of States also made arrangements to mitigate the impact of the pandemic on birth registration rates. In March, the Government of Jordan suspended deadlines for birth registration and waived fees for late birth registration. In an effort to identify and protect stateless persons, Côte d'Ivoire, Kazakhstan and Ukraine established statelessness determination procedures.

In 2020, UNHCR strengthened its existing partnerships to address statelessness. UNHCR and UNICEF continued their joint efforts as part of the [Coalition on Every Child's Right to a Nationality](#) and

expanded the number of joint strategies to address childhood statelessness to 18. UNHCR also worked with the Peter McMullin Centre on Statelessness in Australia and the Catholic University of Central Africa in Cameroon to deliver dedicated statelessness courses virtually. Joint activities were undertaken with the Inter-Parliamentary Union, including an advocacy event to bolster parliamentary action to end statelessness.

Operational highlights

Notable progress was made in the area of resolving protracted situations of statelessness. In December, following extensive advocacy efforts by UNHCR, the President of Kenya announced a landmark decision to grant citizenship to 1,670 stateless Shona and 1,300 stateless persons of Rwandan descent.

In Central Asia, UNHCR continued its statelessness identification and reduction programme in Kazakhstan, Tajikistan and Turkmenistan, where UNHCR's legal partners conducted outreach activities and provided legal counselling to identified persons to acquire nationality or have it confirmed. As a result of joint efforts by the Governments, UNHCR and civil society, over 34,600 stateless persons acquired nationality in 2020, including some 28,400 in Uzbekistan, 4,200 in Tajikistan and 2,000 in Kazakhstan.

Challenges and unmet needs

Despite these positive developments, the COVID-19 pandemic caused a setback in statelessness prevention efforts and had a disproportionate impact on stateless populations. Many stateless persons were barred from accessing testing and treatment due to lack of legal status, were excluded from social services, and faced significant socioeconomic impacts as a result of the crisis. In May 2020, UNHCR issued [guidance](#) on policy and good practice to help protect stateless people and ensure their access to services.

2020 saw a lower number of States acceding to the UN Statelessness Conventions than anticipated, however 2021 marks the 60th anniversary of the adoption of the 1961 Convention on the Reduction of Statelessness and advocacy efforts to commemorate the anniversary are expected to accelerate the number of accessions.

The lack of reliable data on statelessness also continued to be a challenge. Current statistics cover only 94 countries with a total number of 4.2 million stateless persons reported. A number of initiatives are underway to tackle this problem, including the joint development of International Recommendations on Statelessness Statistics by UNHCR, the Expert Group on Refugees and Internally Displaced Persons Statistics, and UNFPA. The recommendations are likely to be adopted in 2023.



63,200 stateless persons acquired a nationality, or had it confirmed. Target: 100,000. 2019 result: 81,074.



1 accession to the 1954 and the 1961 Statelessness Conventions. Target: 12. 2019 result: 4.



19 States improved their nationality laws, policies and procedures in line with international standards. Target: 20. 2019 result: 13.

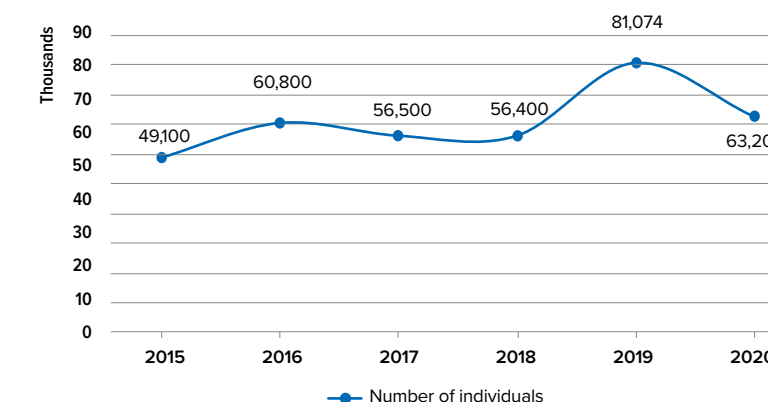


3 States established or improved statelessness determination procedures. Target: 10. 2019 result: 2.



94 States reported reliable quantitative data on stateless persons. Target: 88. 2019 result: 92.

INDIVIDUALS WHO HAVE ACQUIRED A NATIONALITY | 2015-2020



For more information on statelessness, see Chapter 7 of the [2020 Global Trends report](#)



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Community-based protection

Global Strategic Priorities
Peaceful coexistence
See p. 8 for GSP result



21 operations reported a higher percentage of implemented programme priorities identified by community members. 2019 result: 33.



20 operations reported a higher percentage of people of concern represented in leadership management structures. 2019 result: 29.



30 operations reported a higher percentage of host community members' expressions of support for the continued presence of people of concern. 2019 result: 24.



5,516 community groups supported globally across UNHCR operations. 2019 result: 4,235.



Results and achievements

Communities are often the first responders in situations that humanitarian actors have difficulties reaching, a fact made all the more evident with the onset of the COVID-19 pandemic. Country operations where UNHCR and partners had invested time and resources in forging strong protection partnerships with communities prior to the pandemic were able to adapt to new realities faster, with people of concern experiencing fewer interruptions in access to, and delivery of, protection and other key services, often managed by refugees themselves.

Examples of refugee frontline responders in 2020 were numerous: in Duhok, Iraq, community members were trained remotely in psychological first aid in response to the growing mental health needs produced by the COVID-19 pandemic. In Nepal, UNHCR increased the number of female community workers to ensure a safe and trusted channel for gender-based violence case referral and to provide confidential 24/7 access to UNHCR's protection hotline. IDPs in Ukraine were also actively involved in the COVID-19 response, including by taking part in coordinating committees led by local authorities, running counselling hotlines, and conducting psychological support and art therapy classes for adolescents. In Lebanon, more than 450 refugees with a medical background were mobilized as community health volunteers, focusing on COVID-19 awareness, hygiene promotion, surveillance and initial advice. To strengthen its support of community structures and frontline refugee responders, UNHCR offered guidance on partnership modalities and followed up on pledges made at the Global Refugee Forum in relation to meaningful participation.

UNHCR continued to equip staff with relevant knowledge, skills and practical resources. Since its launch in September 2019, the community-based protection online course benefitted over 1,200 staff. To support

regionalization, UNHCR invested in building regional capacity to design and deliver training to community-based protection officers. In the East and Horn of Africa and the Great Lakes region, a tailored learning programme focusing on community-based protection in the context of COVID-19 was rolled out. UNHCR's global online community of practice was revamped and re-launched in 2020, with specific guidance and tools to address challenges related to COVID-19, facilitate peer learning, and identify and document [promising practices in the context of COVID-19](#).

Participatory approaches remained a critical component of UNHCR's age, gender and diversity (AGD) and community-based protection approaches; however COVID-19 physical distancing guidance limited humanitarian access and forced country operations to adapt their participatory methodologies. Successful examples emerged from a number of operations where digital solutions, working through refugee facilitators and diversifying participatory approaches for data collection proved successful. Globally, despite the challenges related to COVID-19, 289 UNHCR-led participatory assessments, inclusive of all people of concern, were reported across operations in 2020, compared to 510 in 2019.

Operational highlights

As part of the larger community structures that UNHCR invested in setting up in Doro refugee camp in South Sudan, representatives from the camp's [youth committee](#) ensured that key information on COVID-19, including good hygiene practices, was communicated and disseminated in each of the eight local dialects. Youth committee members composed eight songs on COVID-19 in their local languages and visited one village after another, sensitizing refugee community members to the risks of COVID-19, and singing the translated version of the songs according to the dialect spoken

in each specific location. In total, the youth committee reached 4,899 community members (2,092 male and 2,807 female).

In Bangladesh, in the settlements of Cox's Bazar, UNHCR's community group programme was expanded to 30 settlements with 150 community groups, comprising over 3,490 volunteers, including 35 female youth groups with 630 active members, disseminating accurate information on COVID-19 prevention. These groups collectively identified and prioritized the needs of their communities, and in response, designed and implemented close to 5,860 service projects, focusing on raising awareness on COVID-19, protection risks, improving infrastructure, disaster risk reduction, and promoting meaningful participation. UNHCR also trained these community volunteers on various issues, including disability inclusion, conflict resolution, community engagement, gender equality, leadership and interpersonal communication. In total, this network conducted 82,635 outreach sessions, reaching 439,200 refugees, covering health, hygiene, COVID-19 prevention and response,

emergency preparedness, and a range of general protection issues.

Challenges and unmet needs

Effective community-based protection requires proximity, regular interactions with communities, time, resources and constant innovation to adapt to rapidly changing contexts. COVID-19 restrictions resulted in limited humanitarian access to affected communities while scarce resources were shifted to address other priorities resulting from interruptions in community-based and gender equality interventions, as well as peaceful-coexistence programming. Social distancing hindered the ability of communities to come together to discuss their needs and work jointly to address them. Where such limitations prevailed, UNHCR invested in innovative outreach and communication, including with those it had limited or no direct contact with. However, additional investments in community-based protection are needed to better support community-based and refugee-led organizations who are standing up in response to the COVID-19 pandemic.



289 participatory assessments reported globally across UNHCR operations. 2019 result: 510.



10 operations reported progress in the disaggregation of data by age, sex and diversity. 2019 result: 28.



SPOTLIGHT: Strengthening peaceful coexistence between communities

The COVID-19 pandemic imposed a strain on national services and severely impacted socioeconomic conditions for host and displaced communities alike. This resulted in increased tensions among displaced and host communities, particularly in areas where resources and livelihoods were already scarce. On the other hand, the pandemic also prompted the emergence of many community-based initiatives in support of those most impacted by the pandemic from both communities. In an effort to support these peaceful coexistence initiatives, UNHCR worked closely with States, local authorities, and community structures to mitigate the impact of COVID-19 through a community-based approach. UNHCR supported communities in identifying issues that were the source of conflict and tension, and implementing social, cultural and livelihoods programming for displaced and host communities alike.

UNHCR also invested in national infrastructure and services for both host and displaced communities. In Nigeria, UNHCR supported the construction and renovation of disease control and primary health facilities, medical staff accommodation quarters, and COVID-19 testing and isolation centres. These projects benefitted both the Cameroonian refugees and the local communities hosting them in urban areas and settlements as well as rural areas.

In Tanganyika in the Democratic Republic of the Congo, in response to increasing tension linked to competition over basic social services and resources, UNHCR organized 583 awareness-raising sessions on peace and peaceful coexistence. Activities were carried out through 380 focus groups, 36 open sessions, 34 participatory theatre sessions and 133 door-to-door campaigns. In total, 24,372 individuals were reached through face-to-face sessions and messages on peace and peaceful cohabitation were recorded in the form of spots (1,432) and broadcasted on partner community radio stations in the territories of Kalemie, Manono, Moba, Nynzu and Pweto, reaching an estimated population of around 738,803 listeners.

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Accountability to affected people

© UNHCR/Eugene Sibamana

A Burundian refugee mother and child prepare to board a bus in the Rwandan border town of Nemba to return home after living in Mahama camp since 2015.

Global Strategic Priorities
International protection
See p. 8 for GSP result



Results and achievements

Open and transparent two-way communication and access to information are key to ensuring the participation of people of concern and UNHCR's accountability to affected people; this was never more apparent than in the face of the COVID-19 pandemic.



85% of countries had functioning feedback and complaints mechanisms in place in areas inhabited by refugees, IDPs and others of concern. **180** countries reporting.



80% of country operations reported all geographic areas inhabited by people of concern were reached by COVID-19 information campaigns. (**120** out of 150 countries).

Despite movement restrictions and limited access to affected communities, UNHCR had to ensure that consistent, trusted and accessible information on the pandemic was made available to people of concern. It also had to ensure continued access to trusted feedback and complaint mechanisms so that programmes and interventions could be adapted to ensure everyone, regardless of their age, gender, disability, race, religion, sexual orientation and/or gender identity, could safely access services and opportunities on an equal footing.

To help operations ensure accountability to affected people, UNHCR produced

[guidance on risk communication and community engagement](#) at the onset of the pandemic; [guidance](#) on how to establish WhatsApp and other instant messaging trees; the accountability to affected people (AAP) [operational guidance](#); the senior managers' compact guide on AAP, and a [guide for using social media](#) in community-based protection. UNHCR continued to co-chair the IASC Results Group 2 on Accountability and Inclusion to support coordination and collaboration on AAP in humanitarian responses and co-chaired a sub-group in the Global Collective Service for Risk Communication and Community Engagement focused on refugees, migrants and IDPs. As a result of this engagement, [inter-agency guidance](#) was produced and UNHCR organized four global webinars to disseminate best practice on risk communication and community engagement. In addition, UNHCR engaged with community-led organizations and partners to maintain

channels of two-way communication, using new technological approaches.

A number of country offices for instance turned to messaging apps to keep refugee communication channels open during times of physical distancing. These provided critical life-saving information, linked people of concern to online services, and created spaces for feedback and referral to other service providers. UNHCR worked across operations to build on existing initiatives and trial a more systematic and scalable approach for engaging communities on WhatsApp through a pilot project covering four countries, beginning in Ecuador.

In Ecuador, UNHCR launched the first of these WhatsApp pilot projects, using a communication channel trusted by many in the community. The pilot allowed people of concern to access information on COVID-19 and enabled them to share information with UNHCR and partners, such as reporting incidents of violence or abuse. UNHCR ensured a human-centred design approach, engaging with communities to test features and functionalities as the pilot moved forward. In Ecuador, during the initial three-month trial phase, over 200,000 messages were sent between UNHCR, partners and around 12,000 users.

UNHCR proactively sought ways to keep two-way communication channels open despite lockdowns and physical distancing requirements. In Jordan, Morocco, and South Africa, it conducted online focus group discussions to listen to the needs and priorities of people of

concern and provide feedback on adaptive arrangements. In Kenya, the UNHCR-supported call centre became a trusted source of information about the COVID-19 pandemic. In Lebanon, WhatsApp communication trees allowed information to be provided and shared between UNHCR and people of concern.

Challenges and unmet needs

While face-to-face communication and traditional channels like radio remain important, people of concern's preferences are diversifying to include increased use of multi-channel contact centres, digital platforms and social media channels. The pandemic amplified this trend and UNHCR's response has shone a bright light on the Office's innovative work to ensure that UNHCR remains accountable to people of concern. It has also highlighted challenging areas in UNHCR's response.

For instance, despite the adoption of new communication channels to share information and/or to receive and provide feedback, UNHCR needed to ensure that opportunities were securely, systematically and sustainably leveraged, without deprioritizing traditional face-to-face channels. For example, the increasing adoption of social media as a communication channel was not without its challenges: the variety and velocity of information being shared, and the expectations for an "immediate response", strained existing operational resources at all levels and exposed policy and expertise gaps.

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Child protection, youth engagement and empowerment

© UNHCR/Lilly Carlisle

A Syrian refugee and community volunteer plays football with refugee and Jordanian children in his neighbourhood in Karak, Jordan.

Global Strategic Priorities
Best interests assessments
Access to national child services
See p. 7 for GSP result



45,974 best interests assessments conducted.
Target: 48,451.
2019 result: 56,091*



16.09 million refugees and IDPs accessed protection services, including gender-based violence and child protection services.

Results and achievements

Children make up 31% of the world population but 40% of IDPs and 50% of refugees. COVID-19 restricted education and youth opportunities while increasing poverty, isolation and violence against children. The most common child protection issues in 2020 were related to unaccompanied and separated children, lack or loss of birth certificates, abuse or violence outside home or school, child labour, child marriage, access to birth registration, and non-child-friendly asylum procedures. UNHCR focused on strengthening access to child protection systems, providing best interests and child-friendly refugee procedures, supporting families and communities, and providing opportunities for youth engagement and empowerment.

Progress was made on the inclusion of refugees in national child protection systems in Greece, Mexico and elsewhere. A UNHCR-UNICEF [“Blueprint for joint action: A fair deal for refugee children”](#) elaborated a holistic strategy to ensure no child was left behind. 11 operations developed plans for including refugee children in national child protection

systems, scaling up best interests procedures, registering births, and strengthening community-based protection, mental health and psychosocial support.

Despite UNHCR's work to improve access to and quality of child-friendly procedures, there were 18% fewer best interests assessments in 2020 but more children at risk, unaccompanied or separated, and COVID-19 restrictions made it harder to identify and help them. Many operations introduced remote case management, pressed for child protection case managers and social services to be considered essential staff, and worked with community outreach workers, volunteers and health professionals to strengthen identification and referral. Community-based child protection mechanisms such as youth clubs, child protection committees and adolescent and children's groups grew to 97, from 87 in 2019, with many moving online. Challenges included insufficient qualified child protection staff, limited access to basic services, and limited access to community-based programmes.

A new regional approach, “Raising UNHCR capacities for youth”, focused on strengthening youth programming and

engagement and nurturing youth as active agents of change. It built upon experience from UNHCR's Youth Initiative Fund and the Global Youth Advisory Council, whose members were active in online advocacy and pandemic response events. Eight UNHCR operations developed youth initiatives after training on a new comprehensive youth engagement package.

UNHCR strengthened information management and data analysis for child protection, publishing child protection funding analysis in the inter-agency [“Still unprotected”](#) report. UNHCR's child protection module in proGres v4 was used in 61 settings for over 8,000 children at risk.

Operational highlights

In India, UNHCR's child-friendly COVID-19 information guided parents and helped manage children's anxiety. UNHCR and partners scaled up a child helpline and referral to remote best interests procedures. Over 9,000 parents, caregivers and children benefited from communication material and online dialogue on child protection issues, including e-safety and online abuse.

In Ethiopia, UNHCR increased staffing and enhanced case management and scaled up family-like care arrangements for unaccompanied and separated children. Before the pandemic, UNHCR and partners had identified additional foster families and increased the child protection workforce to bolster quality case management. Incentives paid to foster families, unchanged in five years, rose after a market assessment. Only 300 unaccompanied or separated children remained in community care when armed conflict broke out in November, a reduction of over 85% within a year and the fewest since community care began in 2010. UNHCR prioritized cash assistance for unaccompanied and separated children in family-based care

and shelter repairs for those in community care centres. Most importantly, it enhanced the capacity of guardians and receiving families, crucial when the conflict blocked humanitarian assistance.

Challenges and unmet needs

A multi-year analysis found the most frequent child protection challenges were government policies and/or capacities, funding, partner capacity, awareness among people of concern about child protection issues and services, and UNHCR staff capacity. Systematic underfunding of child protection, which is on average 47% funded compared to 67% for global humanitarian appeals, worsened in the pandemic. A survey of over 100 UNHCR and partner staff working on inter-agency child protection mechanisms picked funding as the top challenge in refugee settings, followed by shortages of child protection actors and technical capacity, low visibility of the child protection response, limited capacity to scale up and absorb funding, and lack of humanitarian access. No youth-disaggregated data exists across humanitarian agencies, including UNHCR. Nor is there a system to systematically track progress and ensure accountability for the implementation of the “Core actions for refugee youth”.



25 operations increased the proportion of unaccompanied or separated refugee children for whom a Best Interests Procedure was completed or initiated. Target: 30. 2019 result: 25.



15 operations in which non-discriminatory access to national child protection and social services for refugee children was improved. 2019 result: 18.

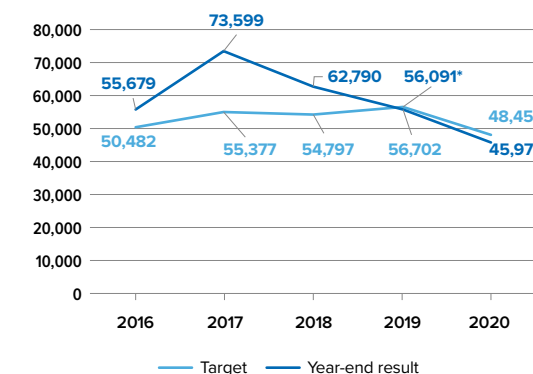


531 youth-led initiatives supported under UNHCR's Youth Initiative Fund. Target: 700. 2019 result: 551.



30 children's committees, groups and other structures supported. Target: 30. 2019 result: 18.

NUMBER OF BEST INTERESTS ASSESSMENTS CONDUCTED | 2016-2020



*Data addition included since the previous Global Report reporting cut-off date (55,769 Best Interests assessments reported in Global Report 2019).

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Gender equality

A Venezuelan refugee participates in the painting of a mural organized by UNHCR in Carcelén, north of Quito, Ecuador to promote women's rights and peaceful coexistence between refugees and host communities.

Global Strategic Priorities
Female participation in leadership and management International protection
See p. 8 for GSP result



48 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. 2019 result: 56.

Results and achievements

UNHCR is committed to the equal and meaningful participation of women and girls in decision-making processes, community management and leadership structures, in both emergency and protracted displacement situations. In the context of lockdowns and social distancing, collaboration with community-based women's organizations was reinforced to support remote service delivery, while promoting women's leadership. UNHCR developed guidelines for outreach volunteers to continue awareness-raising activities with telecommunication and social media platforms. In Pakistan, UNHCR collaborated with female outreach volunteers, community mobilizers and gender support groups to enhance access to information on COVID-19 preventive measures, including addressing social stigma and providing psychosocial support.

Women and women-led organizations played a crucial role in the mitigation of the COVID-19 crisis. UNHCR strengthened community-based self-management structures and empowered women with

leadership skills to actively participate in decision-making. Empowered women and girls' committees fostered participation and actively searched for solutions to reduce gender discrimination. Key messages on gender equality were amplified through mobile networks while community-based complaints mechanisms to report sexual exploitation and abuse were strengthened through peer counselling. In the Central African Republic, a radio communication strategy was developed with women returnee community leaders to conduct sensitization on COVID-19, gender-based violence risks and services, and gender equality.

In Chad, India, Nigeria and Uganda, UNHCR and partners focused on women and girls' self-determination and the full exercise of their rights to ensure equal and meaningful participation in decision-making processes. Stronger participation of women and girls in leadership and management structures was achieved in IDP operations in Burkina Faso, the Central African Republic, Myanmar, South Sudan and Yemen.

UNHCR released its [Gender Equality Toolkit](#) in 2020 and provided operational support towards the institutionalization of gender equality and women's empowerment initiatives. Thanks to an adapted virtual gender equality learning programme, staff in UNHCR's Asia and the Pacific bureau honed technical skills to identify and address gender gaps. To facilitate cross-operational learning and seize opportunities to advance gender equality, UNHCR and partners documented [emerging and promising practices in sub-Saharan Africa](#).

UNHCR also continued to promote and advocate for gender equality in humanitarian action by building on initiatives such as gender audits of global processes around the Global Refugee Forum and the Global Compact on Refugees, becoming a board member of the Compact on Women, Peace and Security and Humanitarian Action. A core action outcome of the ["2020 UNHCR Policy on the prevention of, risk mitigation, and response to gender-based violence"](#) is preventing gender-based violence by addressing gender inequality, discrimination and unequal power relations.

Operational highlights

The highest percentage of women's participation in community leadership structures was achieved in the operations in Cameroon (49%), Rwanda (50.9%) and the United Republic of Tanzania (49.3%). In Cameroon, women were trained by UNHCR and partners in prevention and response to gender-based violence, child protection and services for persons at heightened risk. In Rwanda, women refugee leaders strengthened their advocacy skills and created a forum to bolster their leadership within camp management structures. In the United Republic of Tanzania, elections were organized for vacant positions in three camps shortly after COVID-19 restrictions

were lifted, with UNHCR and partners successfully mobilizing women, including those at heightened risk, to stand for election.

In Chad, UNHCR and partners engaged in emergency protection services during lockdowns. The closure of schools, workplaces and safe spaces for women and girls increased the risk of protection incidents, particularly against women and girls and young children. Ensuring equal or greater representation of female members in committees and focal points was crucial to support protection cases with referrals to relevant resources and protection services.

Challenges and unmet needs

Gender inequalities were exacerbated by COVID-19. Structural violence and discrimination based on gender put women's participation in decision-making and leadership bodies at risk. Refugee communities in Kenya and Indonesia could not achieve leadership gender parity because movement restrictions delayed representative elections. Elsewhere, the number of women participating decreased, dropping from 45% to 37% in Zambia. This reflects an established and known tendency: in the face of an emergency, women's participation in leadership structures tends to decrease.

Equal access to decision-making entities does not guarantee meaningful participation for disadvantaged groups. Operations reported a lower level of participation for women with a disability and for indigenous women. UNHCR will invest in paying more attention to overlapping vulnerabilities and ensuring an intersectional approach to its work with women and girls. Complementary measures such as positive masculinity-related initiatives for boys and men are also necessary to rebalance power relationships.

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 assistance.

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 gender-based violence prevention and response services.

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Protecting persons with disabilities and older persons

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An internally displaced woman weaves a carpet in Balkh Province, Afghanistan.



36 operations reported progress in the percentage of older persons of concern who received services for their needs. 2019 result: 30.

Results and achievements

An estimated 12 million persons with disabilities and 3.2 million older persons were among those forcibly displaced by persecution, violence and human rights violations.

Despite the challenges of identifying persons with disabilities and older persons, made worse by the COVID-19 pandemic, UNHCR's operations provided targeted services for at least 55,672 adults with disabilities, 7,948 children with disabilities and 19,739 older persons. 3,749 households with adults and children with disabilities and 885 households with older persons received targeted cash assistance, COVID-19 prevention items, food packages, medication and disability-related items (including solar lotion for persons with albinism). UNHCR organized over 11,000 targeted home visits and almost 10,000 rehabilitation sessions respecting COVID-19 protective measures. Tele-counselling sessions were held to ensure continuity of services for

households with persons with disabilities, including protection, rehabilitation, access to assistive devices, and home-based education. In addition, at least 3,474 children with disabilities were helped to access education through financial support, adapted learning podcasts, WhatsApp channels, and home-based education.

In Zimbabwe, for instance, four female and three male pre-school refugee learners with a hearing impairment began sign language lessons. Women with disabilities received accessible information on gender-based violence prevention and response in the Americas, Kenya and Zimbabwe and training in business management and entrepreneurship in Djibouti. Over 1,100 shelter and water, hygiene and sanitation facilities were upgraded in Brazil, Ethiopia, Iraq, Jordan, Sudan and Zimbabwe to ensure accessibility for persons with disabilities. Following advocacy efforts from UNHCR, Cameroon and Tunisia provided disability cards to refugees and asylum-seekers,



51 operations reported progress in the percentage of people of concern with disabilities who received services for their needs. 2019 result: 49.



6 regional workshops organized bringing together UNHCR and local or regional organizations of persons with disabilities, including refugees and IDPs with disabilities Target: 3.

guaranteeing their access to national protection systems and services for persons with disabilities.

In support of this continued operational disability inclusion work, UNHCR developed a baseline report on the [UN Disability Inclusion Strategy](#) accountability framework and a cross-divisional five-year action plan on disability inclusion to advance the rights of persons with disabilities across its workforce and operations. The action plan will be implemented in collaboration with the [International Disability Alliance](#) (IDA), a global network of organizations of persons with disabilities, through a new partnership developed in 2020. Three regional consultations were organized to ensure the active engagement of IDA's regional and board members and additional consultations and joint collaborations with organizations of persons with disabilities took place in Ecuador, Ethiopia, Mexico and Spain.

UNHCR also updated its [guidance](#) on working with older persons in forced displacement and developed [guidance](#) to enhance identification and registration of persons with disabilities and other data collection initiatives.

Operational highlights

Persons with disabilities and their representative organizations were actively engaged in the development of accessible materials and awareness sessions on COVID-19 and gender-based violence prevention and response, using visual storytelling, photos, banners and radio announcements and producing accessible videos in sign language.

In Ecuador, UNHCR adapted its information materials and communication channels to ensure accessibility for persons with disabilities, developing printed materials in braille as well easy to read leaflets. Furthermore, UNHCR and the Latin American Network of

Non-Governmental Organizations of Persons with Disabilities and their Families ([RIADIS](#)) conducted a regional assessment on the situation of refugees and asylum-seekers with disabilities in the Americas.

In Ethiopia, UNHCR supported three organizations of persons with disabilities in Aw-barre, Shedder and Kebribeyah camps to conduct sensitization sessions on COVID-19 prevention and response and engage in income-generating activities.

Challenges and unmet needs

Beyond the disproportionately deadly effect of the COVID-19 pandemic on older persons and persons with disabilities, related job losses, school dropouts and rising poverty rates also had a greater impact. The disruption or closure of key services such as medical support for chronic conditions, rehabilitation services and access to assistive devices limited their autonomy and impacted their wellbeing. School closures and the increasing use of the digital space to access education and job opportunities, as well as basic information and services, increased the risk of exclusion of persons with disabilities and older persons living in refugee settings as evidenced by [previous research](#) conducted by UNHCR and partners. To respond to this reality, UNHCR launched a [call for proposals](#) to strengthen digital inclusion of refugees with disabilities as of 2021.

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Protecting LGBTQ+ persons in forced displacement

© UNHCR/Jaime Giménez

Venezuelan LGBTQ+ refugees practise using UNHCR's new WhatsApp channel during a workshop in Quito, Ecuador.



3 regional consultations organized to better assess protection risks and priorities of LGBTQ+ persons in forced displacement. 2019 results: **5**.



21 UNHCR and partner staff benefited from the Training of Trainers learning programme "Working with LGBTQ+ persons in forced displacement". 2019 result: **50**.

Results and achievements

LGBTQ+ persons continued to experience discrimination and abuse on a daily basis in 2020. This discrimination—often exacerbated by displacement and by age, gender, disability, race and other characteristics that intersect with sexual orientation and gender identity—was aggravated by the pandemic, with LGBTQ+ persons often lacking access to information and basic support services.

The psychological impact of isolation and the socioeconomic consequences of COVID-19 added to the already difficult reality for forcibly displaced LGBTQ+ persons.

In response, UNHCR collaborated with LGBTQ+ led organizations to reach out to LGBTQ+ displaced persons and ensure their access to accurate information and feedback mechanisms. In Bangladesh, UNHCR partnered with organizations trusted by LGBTQ+ communities to help LGBTQ+ people living in Cox's Bazar safely access protection and health services. In Turkey, UNHCR partners

regularly reach out to LGBTQ+ refugees and asylum-seekers, providing legal advice on their asylum applications, extend psychosocial support networks and conduct confidential referrals to vetted landlords, health care providers and targeted financial support mechanisms. Counsellors are also made available through phones, e-mail and SMS, ensuring regular access to accurate information and ways to raise concerns and obtain feedback.

To support meaningful inclusion of LGBTQ+ displaced people in national systems, UNHCR engaged in coordination and advocacy with various stakeholders. In Europe, UNHCR worked with the European Asylum Support Office (EASO) to raise awareness on challenges facing LGBTQ+ persons seeking asylum in Europe. In West and Central Africa, UNHCR and OHCHR worked with the African Union and the Economic Community of West African States to ensure the needs of LGBTQ+ people of concern were included in the COVID-19 response.

UNHCR encouraged the participation of LGBTQ+ persons in decision-making by creating safe and welcoming spaces and open dialogue with LGBTQ+ groups. In Lebanon, an LGBTQ+ youth group was created and provided peer-to-peer support, building life skills and greater access to protection assistance and solutions.

UNHCR organized a Training of Trainers and developed an online course on working with LGBTQ+ persons in forced displacement. In Côte d'Ivoire, UNHCR trained authorities on working with asylum claims linked to sexual orientation and gender identity.

UNHCR also organized three regional and global consultations to map protection stakeholders, analyze gaps and identify promising practices. These consultations brought together stakeholders from the humanitarian and development sectors, civil society and LGBTQ+ led organizations. The results will inform a global roundtable event on "Protection and solutions for LGBTQ+ persons in forced displacement", to be co-convened with OHCHR in the second half of 2021.

Operational highlights

In the Americas, UNHCR supported national and local NGOs to establish a regional network for the protection of LGBTQ+ refugees, asylum-seekers and IDPs. Across the region, 152 support spaces offered by more than 17 organizations were set up along routes out of the Bolivarian Republic of Venezuela and into Brazil, Chile, Colombia, Ecuador and Peru. In these support spaces, LGBTQ+ persons received information, orientation, wireless connectivity, psychological first aid, health assistance, safe access to water, sanitation and hygiene services, and found safe spaces for women and children.

In Ecuador, UNHCR supported LGBTQ+ organizations and community groups. Fundación Equidad, a safe shelter and

community centre for LGBTQ+ persons at risk, reached over 1,735 people with UNHCR financial and technical support. Together with Organización Diálogo Diverso, an organization supporting LGBTQ+ rights, and in coordination with the local government, UNHCR strengthened institutional capacity to work with LGBTQ+ people and to provide psychosocial assistance to LGBTQ+ persons at risk.

Challenges and unmet needs

Despite significant progress, LGBTQ+ persons of concern face violence and discrimination in many parts of the world and remain a largely under-identified population, with few targeted programmes and interventions. The pandemic exacerbated their protection needs and limited the ability of humanitarian actors to identify and refer them to existing services. UNHCR continued to invest in partnerships with LGBTQ+ supported organizations and collaborated with them to establish safe and effective referral pathways; however building such partnerships with national and international actors requires further investment. Building the capacity of UNHCR staff, partners, service providers and asylum adjudicators in this area also requires significant investment. While identified LGBTQ+ refugees most at risk are prioritized for refugee status determination and resettlement, shrinking resettlement opportunities means more effort must be dedicated to identifying alternatives, including complementary pathways and carefully crafted integration strategies. Lack of sustainable livelihoods for LGBTQ+ people remains an obstacle.

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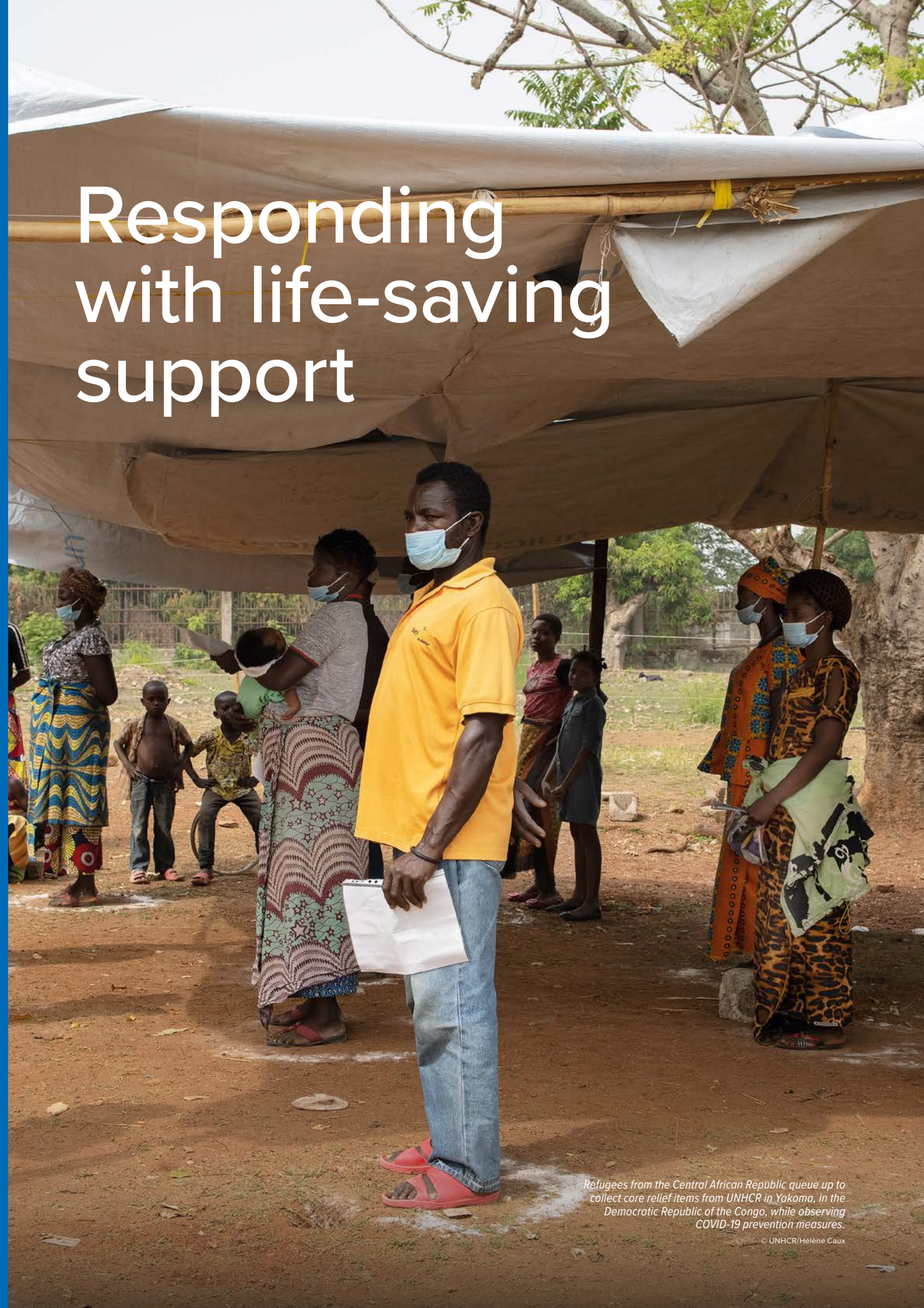
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Responding with life-saving support



Refugees from the Central African Republic queue up to collect core relief items from UNHCR in Yakoma, in the Democratic Republic of the Congo, while observing COVID-19 prevention measures.

© UNHCR/Hélène Caux

In 2020, the pandemic exacerbated existing humanitarian challenges. More than 85% of refugees were hosted in low- and middle-income countries. COVID-19 preparedness and response dominated UNHCR's activities. The High Commissioner declared a global Level 2 Emergency, activating emergency procedures and providing more flexibility to country teams on procurement, partnership and staffing issues. The Inter-Agency Standing Committee adopted system-wide scale-up protocols. UNHCR faced multiple [challenges](#): refugees and IDPs, in both camp and urban settings, often have inadequate housing, crowded living conditions, lack of access to clean water, and weak health infrastructure. COVID-19 increased their vulnerability as many lost jobs, adding to health and protection risks, including gender-based violence.

UNHCR built up the capacity of government and partner staff to conduct surveillance, contact tracing and case management, and provided personal protective equipment (PPE), medicines, oxygen, rapid testing kits and other supplies. It procured \$186.1 million worth of PPE, critical items and services to help its operations fight COVID-19. UNHCR repaired, upgraded and extended shelters to reduce population density, providing almost 1.8 million people with emergency shelters and 500,000 with transitional shelters. UNHCR developed context-specific guidance to support national responses, particularly with setting up emergency hospitals, quarantine, isolation and testing areas, and expansion of medical facilities to create additional space for triage and testing. It provided over 100 health care facilities and 95 schools with additional WASH facilities, distributing 50 million bars of soap, as well as hand sanitizer and disinfectant, to over 60 UNHCR operations. Thousands of handwashing facilities were installed in public spaces, schools, health care facilities and private accommodation. UNHCR scaled up cash assistance, distributing nearly \$700 million to 8.5 million people to mitigate the pandemic's impact.

Despite unprecedented global restrictions on travel and transportation of goods and additional staff safety and health risks, UNHCR continued to respond to major displacement emergencies such as those in Côte d'Ivoire, Ethiopia, Mozambique, Nagorno-Karabakh and the Sahel. Its timely, field-oriented support included over 300 emergency deployments of UNHCR and partner staff and shipment of more than \$36 million worth of core relief items and other critical goods from global stockpiles. UNHCR continued systematic efforts to prepare for conflict-induced emergencies in a complex, multi-hazard environment, ensuring operational capacity to assist and protect people in need, while taking into account access constraints, climate risks, security considerations and impact of the pandemic. These activities were closely coordinated with other UN agencies and NGOs via Inter-Agency Standing Committee mechanisms such as the Emergency Directors' Group.

This chapter outlines UNHCR's emergency preparedness and response in 2020 and its principled, comprehensive and prompt life-saving interventions. It details the key achievements, operational highlights and major challenges 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
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- Cash assistance
- Public health
- Mental health and psychosocial support
- Gender-based violence: prevention, risk mitigation and response
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Emergency preparedness and response

© UNHCR/Marios Andriotis Konstantios

UNHCR supports winter preparations at Kara Tepe emergency site on Lesbos Island, Greece.

Global Strategic Priorities
Emergency preparedness and response
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Results and achievements

During 2020, UNHCR activated 10 new emergency situations at L3, L2 and L1 level, affecting 26 countries. In addition, the Office declared a L2 global emergency for the [COVID-19 pandemic](#).

The COVID-19 pandemic significantly impeded UNHCR's ability to deploy staff to new emergencies. However, the pace of emergency deployments increased in the second half of the year, when staff movements were hampered by pre-mission COVID-19 testing, quarantine requirements and reduced air transport. Some deployments started remotely until travel was possible, and standby partners were asked to identify in-country international experts. Overall, UNHCR facilitated 319 deployments, including 150 UNHCR staff and 169 external staff working for emergency standby partners.

Face-to-face training in emergency preparedness and response was cancelled and swiftly converted into online learning, and 90 UNHCR and 31 partner staff were trained. UNHCR developed an online alternative for emergency simulation exercises for the 2021 emergency roster cohort.

Safety and security

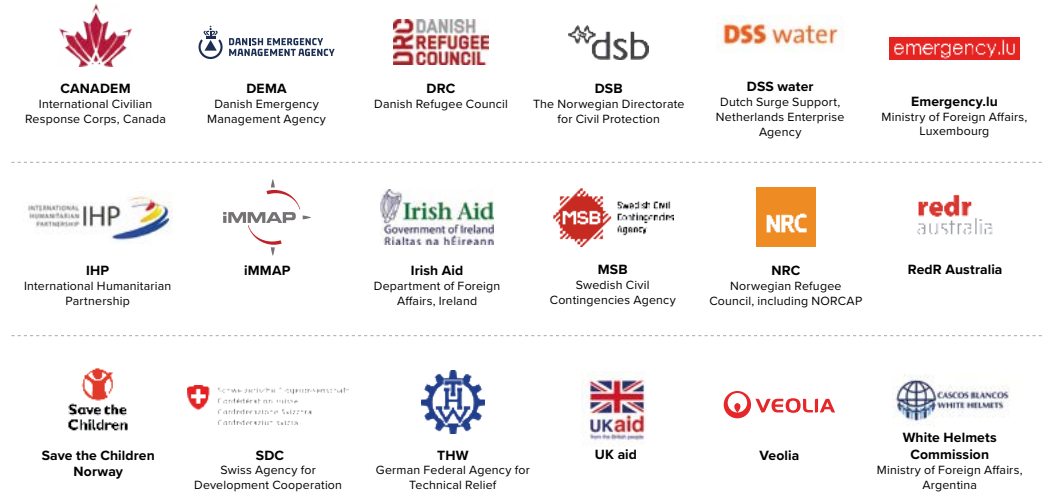
UNHCR's security workforce, made up of 88 international and more than 250 national security professionals, played an important role in UNHCR's ability to deliver in high-risk duty stations. Security missions were undertaken in several countries including Ethiopia, Mozambique and the Sahel region. Maintaining a robust training programme remained key to field security work. In 2020, over 3,000 UNHCR and almost 500 partner staff were trained on security-related topics, including the Security Management Learning Programme and Women's Security Awareness Training. UNHCR's security workforce responded to 298 security incidents and supported managers and staff on 13 critical incidents in 2020, coordinating with the UN Department of Safety and Security in New York and government personnel.

Operational highlights

In 2020, despite COVID-19, the eight-person full-time emergency response team spent 738 person-days on emergency missions in the field, leading

UNHCR standby partners

In 2020, UNHCR maintained 18 active emergency response partnerships:



150 UNHCR emergency staff deployed.
Target: 170. 2019 result: 167.



169 UNHCR standby partners deployed.
Target: 130. 2019 result: 102.

complex emergency responses and supporting UNHCR operations.

In response to the L2 emergency in Sudan, an emergency response team (including WASH, registration, shelter and site planning specialists) arrived in eastern Chad to support UNHCR staff with reception of refugees in border areas. As a result, 7,000 refugees were relocated to a newly built camp where they received assistance, health services and protection. UNHCR instituted COVID-19 prevention and response measures at border areas and in the camp. Clear messages were shared with local authorities and communities about key principles of refugee protection, such as non-refoulement and non-discrimination.

In Somalia, UNHCR security specialists supported an extensive project that fulfilled a duty-of-care obligation to protect UNHCR staff and others: the development of a new office and accommodation site for UNHCR's Somalia operation, which was operating from a cramped compound that had been targeted by mortar fire. As well as risk analysis, UNHCR staff played an important role in identifying a site, designing the compound layout,

developing a security-compliant construction system, and overseeing delivery of building materials and construction work.

UNHCR strove to improve the gender balance of its security staff. Prior to 2020, 18 female security officers (national and international), represented only 8% of UNHCR's security workforce, and initiatives are underway to redress that imbalance. The recruitment of four female security officers in 2020 increased the total to 22, or 12%, with a long way to go.

Challenges and unmet needs

As well as bringing disruption, the pandemic quickened efforts to transfer knowledge to new regional structures on emergency preparedness, emergency partnerships, procurement and logistics and security management. COVID-19 brought upheaval to travel plans and training but spurred innovation, and rapid development of online alternatives kept training activities as interactive as possible. But some activities, such as women's security awareness training, needed face-to-face interaction and were largely put on hold, and some planned missions to conduct oversight and compliance reviews were also cancelled.



722 UNHCR staff/partners trained in emergency management/leadership, security management procedures/awareness, situation emergency, and inter-agency emergency exercises.
Target: 350. 2019 result: 1,094.



64% of high-risk countries in compliance with preparedness reporting in accordance with UNHCR's High Alert List for Emergency Preparedness (HALEP).
Target: 100%. 2019 result: 81%.

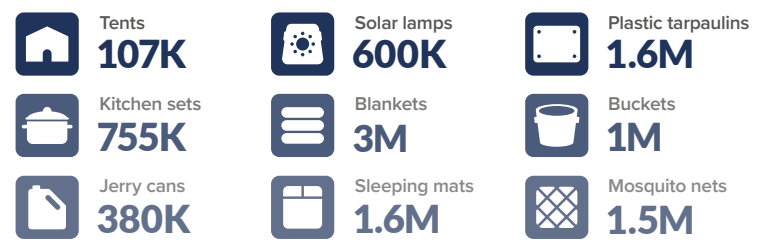
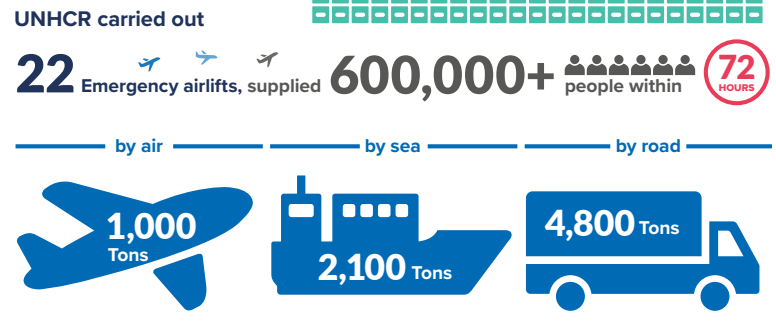
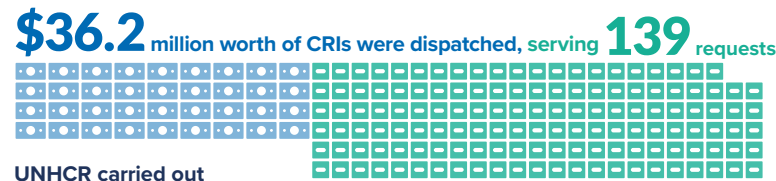


50% of HALEP red-rated countries had a preparedness action plan and received targeted support.
Target: 100%. 2019 result: 20%.

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Global supply management



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Results and achievements

Efficient and agile service delivery to emergencies was paramount in 2020 as the pandemic created global supply shortages and brought transport networks to the brink of collapse. UNHCR responded to COVID-19 by procuring personal protective equipment (PPE), critical items and services worth \$186.1 million and delivering such supplies to 95 operations.

UNHCR expedited and centralized procurement, ramped up logistics support at the operational and regional levels, and diversified its suppliers and delivery channels.

It participated in the creation of the UN COVID-19 Supply Chain Task Force, set up

in April 2020 to streamline and expedite joint procurement of common pandemic-related supplies. It also established stockpiles in Dubai and Accra to supply operations with PPE and other vital COVID-19 supplies on demand.

Despite the pressures of COVID-19, UNHCR's supply chain did not stop responding to new and ongoing emergencies, dispatching \$36.2 million worth of emergency core relief items (CRIs) from its strategically located global stockpiles (GSM), serving 139 requests.

1,000 tons of CRIs were shipped by air, 2,100 tons by sea and 4,800 tons by road. UNHCR carried out 22 airlifts (11 from GSMs) for recipients in Bangladesh, Burkina Faso, Chad, the Islamic Republic of Iran, Liberia, Somalia and Sudan. Global stocks were regularly replenished to cover the urgent needs of up to 600,000 people within 72 hours. UNHCR added an eighth global stockpile in Panama to its existing seven, to enhance emergency response in the Americas.

To maximize the potential of the supply chain, UNHCR proactively engaged with sister agencies and partners, collaborating through the Logistics Cluster, the UN Procurement Network and the UN Global Marketplace. UNHCR increased piggybacking—using long-term agreements established by other UN organizations—by more than 20% compared to 2019, resulting in increased efficiency, active collaboration, better service delivery and cost-effective tendering. UNHCR also provided contract administration for over 400 global frame agreements, while procurement value increased from \$1.14 billion in 2019 to \$1.37 billion in 2020, excluding cash assistance.

UNHCR prioritized the practice of secondary bidding for high-value orders and shipment of CRIs procured through global frame agreements. Secondary bidding is a solicitation exercise whereby suppliers holding already established frame agreements with set prices are invited to further bid their best and final offers for the required goods and services. This approach results in significantly lower prices, thereby freeing resources to serve more people in need. As a result, in 2020 secondary bidding cut the cost of centrally procured CRIs by 16% (\$18 million) compared to the lowest frame agreement price.

Operational highlights

UNHCR reinforced its operational capacity with virtual supply missions, field procurement support and training. To ensure a broad range of qualified supply staff, UNHCR conducted more than 350 functional clearances (assessments, testing and interview processes) for supply positions worldwide.

A compliance workshop was organized to sensitize participants from almost 20 operations to supply-related risks

and jointly develop mitigating measures. UNHCR also started the audit of factories in India, ensuring all CRI manufacturers will have been audited at least once by the first quarter of 2021.

To enhance the supply chain, UNHCR started developing a shipment tracking system, rolled out logistics frame agreements to field offices, and created data dashboards to help operations monitor their supply performance related to the COVID-19 response. To improve forecasting, the roll-out for Demantra (a demand management and supply chain management tool) was completed; the tool is used by 56 operations.

Challenges and unmet needs

COVID-19 and its associated challenges, as well as other new emergencies, further highlighted the need for sustained availability of expert supply workforce as part of global workforce planning, supported by increased capacity building and an end-to-end process on supply chain management.



Qatar Airways and UPS Foundation help deliver aid for forcibly displaced people

In 2020, UNHCR and [Qatar Airways](#) signed a two-year partnership. The company will provide free transport services to deliver humanitarian cargo under its "WeQare" programme. UNHCR has also a long-standing partnership with [The UPS Foundation](#), which provides assistance in emergency response, logistics, transport, capacity-building, as well as in areas such as health and protection. The partnerships with The UPS Foundation and Qatar Airways are key to enhancing UNHCR's capacity to respond to emergencies.



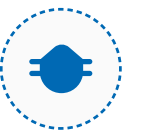
58.3 million refugees, IDPs and migrants particularly vulnerable to the pandemic received COVID-19 assistance.



\$36.2 million worth of core relief items dispatched from global stockpiles to 43 countries. Target: \$33 million. 2019 result: \$30 million.



600,000+ people of concern received core relief items in emergency-affected countries. Target: 600,000. 2019 result: 600,000.



64 million medical masks (surgical N95/FFP2) procured.



5.6 million gowns procured.



8 global stockpiles of core relief items maintained. Target: 7. 2019 result: 7.

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Cash assistance

© UNHCR/Socrates Baltagiannis

Sofia Ahmed, a 26-year-old asylum-seeker from Somalia, receives her cash card at the Urban Cash Centre in Athens, Greece.

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Cash assistance
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Results and achievements

2020 marked the culmination of [UNHCR's five-year "Strategy for the institutionalization of cash-based interventions"](#), which aimed to make UNHCR's operations consider cash systematically and use it as the means of transfer whenever appropriate, doubling cash assistance by 2020.

Despite the difficulties of face-to-face transactions in 2020, UNHCR achieved this goal and its Grand Bargain commitment, distributing [\\$695 million to 8.57 million people](#), a total of around \$3 billion to more than 25 million people in over 100 countries since 2016.

The strategy has transformed UNHCR's use of cash assistance. In 2016, [digital payments to refugees](#), including access to bank and or mobile money, were limited to a few countries. In 2020, refugees in 47 countries got digital payments, 32% in the form of mobile money.

The pandemic spurred UNHCR to rapidly scale up its [cash assistance programmes](#). In collaboration with governments and other partners, more than 65 UNHCR operations launched new cash initiatives and expanded or adapted existing cash assistance. They introduced new approaches and technology and designed

new cash grants and targeting criteria to assist vulnerable populations, as well as exit strategies and complaint/feedback mechanisms.

Financial and digital inclusion is a vital component of protection and fostering self-reliance and resilience, but refugees are often excluded from governments' social assistance efforts. Cash assistance complements government support with a safety net for vulnerable refugees and others of concern. In the COVID-19 response, UNHCR aligned cash assistance (mostly transfer values but also other elements such as eligibility criteria) with government schemes in several countries, including Armenia, Azerbaijan, Costa Rica, Mauritania, Morocco, Pakistan, Peru, and to some extent in Rwanda and Uganda. In addition, UNHCR provided cash for livelihoods in 52 operations to prevent refugees being forced to sell productive assets to shore up household budgets.

By the end of 2020, 14 operations (Brazil, Burkina Faso, Cameroon, Costa Rica, the Democratic Republic of the Congo, Ethiopia, Ghana, Greece, Guatemala, Jordan, Kenya, Mexico, Rwanda and Zambia) were using UNHCR's CashAssist cash management system and 60 were using the post-distribution monitoring

(PDM) tool. In a [PDM analysis](#) most cash recipients reported high satisfaction with cash assistance during the pandemic, reporting that they could find what they needed in the market and that cash had alleviated the impact of COVID-19.

Operational highlights

UNHCR distributed emergency \$75 grants through Pakistan's Post Office to over 216,000 refugees, mitigating the repercussions of COVID-19 and ensuing lockdowns. UNHCR's cash assistance was set up in close coordination with the Commissionerate for Afghan Refugees and mirrored the grants paid to vulnerable Pakistani citizens under the Government's Ehsaas Emergency Cash Programme.

WFP and UNHCR provided one-time mobile money assistance to all urban refugees in Kampala, where COVID-19 restrictions prevented casual work and triggered negative coping strategies. A PDM survey showed two thirds of recipients had started using their savings. 95% said the payment had reduced their financial burden and 60% reported recent price rises for commodities such as rice and beans. The cash assistance, which 74% of refugees could withdraw within 1 km of their home, mainly went towards food, rent, health costs, utilities, fuel and hygiene items.

In Ecuador, COVID-19 prompted UNHCR to switch from cash-in-hand payments to withdrawals via the national ATM network, using a code but no bank card. The codes

were created by the bank, assigned to vulnerable beneficiaries by UNHCR's partner and communicated by phone, unlocking payments without the need to meet in person or find an open bank branch.

Challenges and unmet needs

Despite the growth of cash assistance, major gaps remained in 2020. In [post-distribution monitoring](#) globally, 74% of respondents said they could meet only half of their basic needs or less. In Jordan, 64% said they could not afford enough food, 27% struggled to pay their rent, and 31% could not pay health costs. 60% of respondents had borrowed money in the four weeks prior to data collection.

To address some of the main challenges in attaining system-wide efficiency in cash assistance, UNHCR will work toward achieving the UN Common Cash Statement and build upon progress made in the seven focus countries: Afghanistan, Bangladesh, the Central African Republic, the Democratic Republic of the Congo, Ecuador, Niger and Yemen. These countries have launched joint procurement for financial service providers, joint cash feasibility and risk assessments, and joint post-distribution monitoring.

UNHCR will continue using cash for urgent basic needs and to build sustainable and inclusive support for refugees, underpinned by financial inclusion and transitional safety nets, and aligned with national social protection schemes.



100 country operations implemented cash assistance. 2019 result: 100.



5,500 UNHCR staff trained in cash assistance. 2019 result: 5,000.



18 countries allowed people of concern to access formal financial services and benefit from the use of cash to promote longer-term solutions and inclusion. Target: 15.

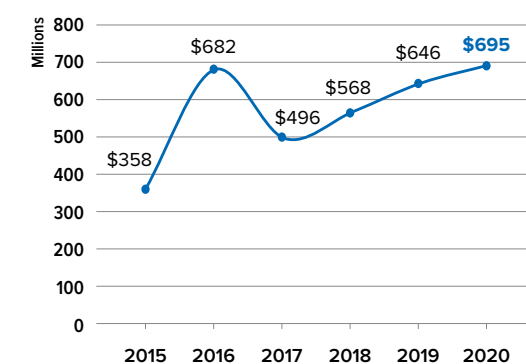


57 contracts signed with financial providers.

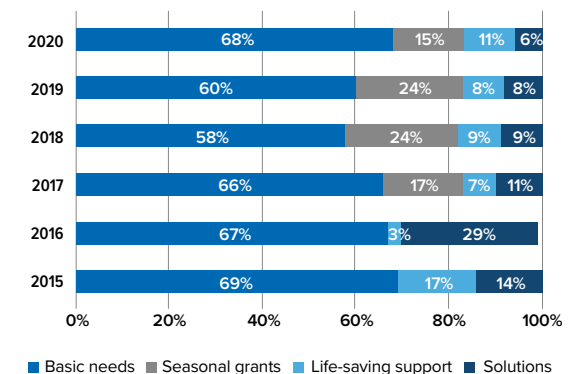


24 countries strengthened partnerships and collaborative approaches to cash assistance. Target: 20.

CASH ASSISTANCE | 2015-2020



CASH ASSISTANCE BY SECTOR 2015-2020



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Public health

A health worker attends to 23-year-old Burundian refugee Ishimagizwe Eliana after she delivered her baby girl at Natukobonyo health clinic in Kalobeyei settlement, Kenya.

Global Strategic Priorities
Under-five-mortality rate
See p. 7 for GSP result



0.19 under-5 mortality rate (per 1,000 under-5s per month) in refugee camps. Target: <1.5. 2019 result: 0.3.



0.11 crude mortality rate (per 1,000 people per month). 2019 result: 0.12.



92% of births (104,618) were attended by skilled birth attendants in UNHCR refugee camps. Target: 95%. 2019 result: 93.5%.



Results and achievements

Faced with COVID-19, UNHCR supported governments and partners to bolster surveillance, contact tracing and case management, providing PPE, medicines, rapid testing kits and oxygen concentrators. UNHCR worked with national health counterparts to strengthen health infrastructure, supporting intensive care units, creating isolation and treatment units as well as ensuring refugee communities were informed about how to mitigate the risks. Together with UN and NGO partners, UNHCR worked with Ministries of Health to implement COVID-19 preparedness and response plans, addressing the health of people of concern, including nutrition, sexual and reproductive health, HIV, and mental health and psychosocial support.

UNHCR supported 9.89 million people with essential health care, adapting services with physical distancing, hand hygiene points, telephone consultations—especially for mental health and non-communicable diseases (NCDs), and provision of several months of NCD/HIV medicines at once.

Dedicated safe delivery areas for COVID-19 positive women allowed emergency care to continue, while 92% of births were attended by a skilled birth attendant. In line with the Sustainable Development Goals' focus on reducing maternal and newborn mortality, and access to modern contraceptive methods, UNHCR, with support from the Bill and Melinda Gates Foundation, implemented high-impact maternal and neonatal health interventions in 31 health facilities in Cameroon, Chad and Niger. The programme supported more than 8,300 mothers and their newborns in 2020.

Data from iRHIS showed under-5 mortality averaged 0.19 deaths per 1,000 under-5s per month across 158 sites in 19 countries, down from 0.30 in 2019 and within the standard of 1.5 deaths. Sites in Yemen, Zambia and the United Republic of Tanzania reported the highest rates, at 1.98, 0.55 and 0.39 respectively. The average crude mortality rate was 0.11 deaths per 1,000 total population per month, similar to the 0.12 reported in 2019.

By the end of 2020, 27% of refugee-hosting countries included refugees in their national health insurance schemes on the same basis as nationals. While much needs to be done, an encouraging survey of 48 refugee-hosting countries found 89.6% of refugees living with HIV could get antiretroviral treatment (ART) through national health systems. UNHCR supported HIV-related activities in more than 50 countries, helping HIV services for populations of concern to continue during the pandemic. As a co-sponsor of UNAIDS, UNHCR worked with partners at national, regional and global levels to scale up services available to adolescents, to improve health and protection services for people who sell or exchange sex, and to strengthen tuberculosis programming and linkages with HIV care. UNHCR provided funds to 15 country operations while 23 country operations mobilized additional UNAIDS resources at country level to advance HIV related services for refugees. Sexual and reproductive health services were scaled up for adolescents and young women in Malawi and harm reduction services were provided to people who inject drugs in Pakistan. In South Sudan, over 13,000 people received HIV counselling and testing and nearly 50,000 people benefited from HIV awareness-raising sessions, while in Uganda more than 1.5 million condoms were distributed, more than 180,000 people received HIV counselling and over 1,800 cases of TB were identified and initiated on treatment. Advocacy with national governments and international donors has increasingly given people of concern access to HIV services under the same conditions as nationals.

Operational highlights

In Europe, refugee health workers were involved in national COVID-19 responses, with increasing employment of refugee doctors and health workers. Across the Middle East and North Africa, over

24,000 outreach volunteers worked closely with UNHCR and partners and 66,000 visits were conducted to support families in remote areas and other people with specific needs.

In 20 refugee camps in Chad, a three-month supply of ART was given to refugees and host community members living with HIV through community-based distribution, using counsellors to reduce the need for monthly clinic visits. A WhatsApp group for psychosocial counsellors was created, and nearly 1,000 refugees living with HIV benefited from the remote communication and support.

Challenges and unmet needs

UNHCR made it a priority to ensure continuation of care and health service provision to refugees during the COVID-19 pandemic. It adapted to ensure continued access to pre- and postnatal care, delivery by skilled attendant, family planning, adolescent sexual and reproductive health, and HIV prevention, treatment and related care. Despite these additional measures, UNHCR's Health Information System showed lower utilization of health services for refugees, with 6,219,345 outpatient consultations, 13% down from 2019. The number of measles vaccinations administered to children under 5 decreased by 9.5% to 113,780.

UNHCR continues to advocate for the inclusion of refugees and others of concern in national vaccination plans. By December 2020, 52% of countries had included refugees in their national COVID-19 vaccination plans. UNHCR is a member of the Inter-Agency Standing Committee Working Group that worked with GAVI, the Vaccine Alliance, and the COVAX Facility on the allocation of vaccines as a "humanitarian buffer" of last resort, with up to 100 million doses for populations not included in national vaccine orders.



9.89 million people of concern received essential health care services in 68 countries.



1,235,111 women and girls accessed sexual and reproductive health services in 51 countries.



41,401 reported COVID-19 cases among people of concern. 401 reported COVID-19 related deaths among people of concern.



89.6% of refugee-hosting countries provided treatment for HIV to refugees through national programmes. Target: 100%. 2019 result: 89.6%.



97.7% of refugee-hosting countries provided treatment for tuberculosis to refugees through national programmes. Target: 100%. 2019 result: 97.7%.



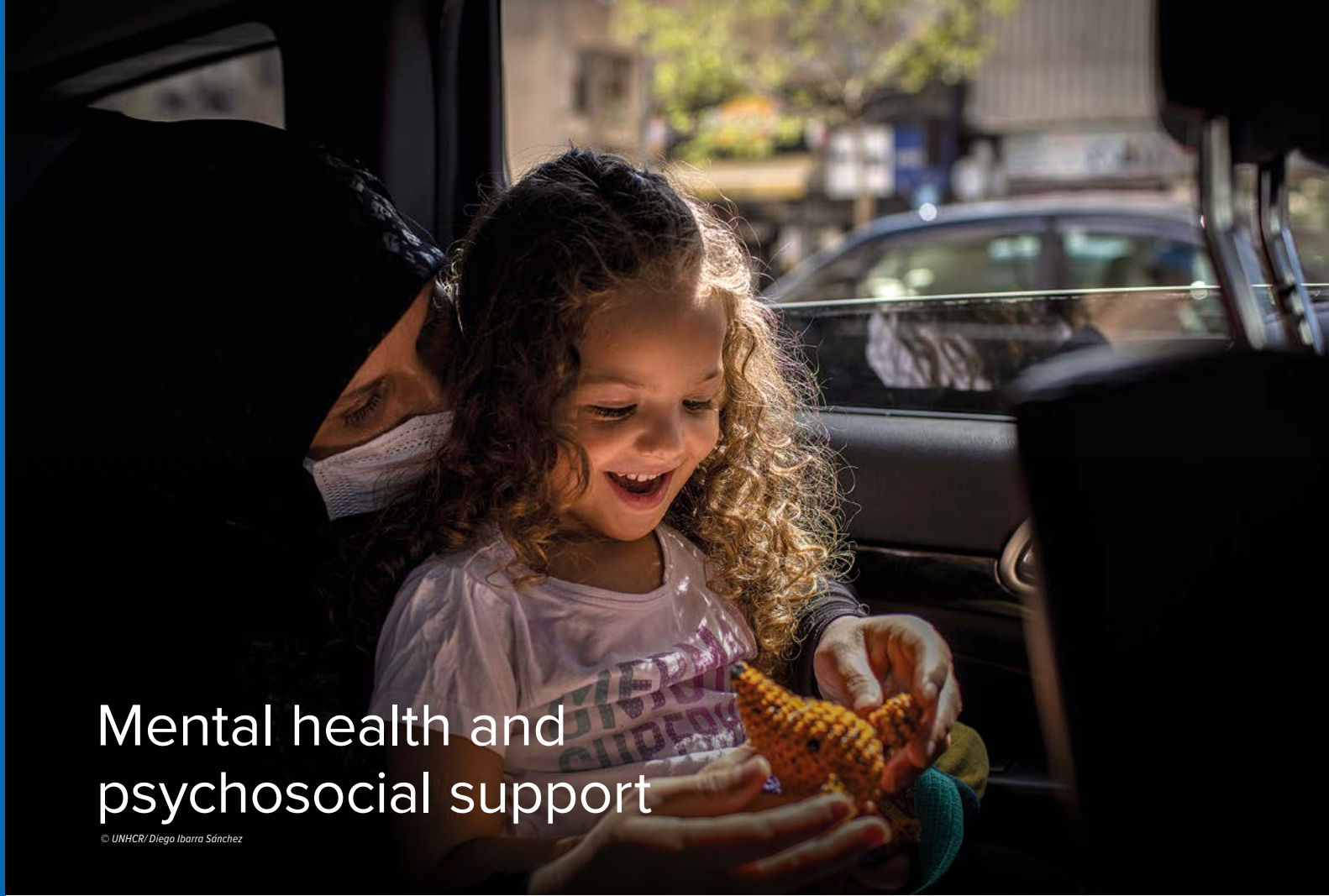
78% of refugee-hosting countries included refugees within their national human papilloma virus vaccination programme. Target: 90%. 2019 result: 78%.



147,624 measles vaccinations given.

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Mental health and psychosocial support

© UNHCR/Diego Ibarra Sánchez

Syrian refugee Fahima Al-Daher leaves the Makhzoumi Foundation in Beirut with her daughter, who is getting psychological support at the foundation after the port explosion in Beirut, Lebanon.

Results and achievements

COVID-19 disrupted social support systems, devastated incomes and livelihood opportunities, and heightened anxieties about falling ill. For those already dealing with the stress of being uprooted, this created an added psychological burden. Many who previously coped well were less able to cope with the multiple stressors generated by the pandemic, which abruptly raised new threats to freedom of movement, social support systems, education and social contact.

Women and children especially faced increased protection risks, including intimate partner violence, sexual abuse and exploitation. Even the overflow of information, sometimes contradictory or false, fuelled stress levels.

UNHCR adapted and scaled up its response to identify and assist people

of concern with mental health and psychosocial issues. In 2020, 647,068 people were supported in six overarching areas:

- Community messaging about coping with distress;
- Training first responders in psychological first aid and basic psychosocial skills;
- Providing psychological support through helplines;
- Increasing capacity to provide psychological therapies for refugees;
- Ensuring continuation of care for people with mental health conditions; and
- Ensuring people with severe protection risks continue to receive psychosocial support.

It is important to communicate clearly about risks and how people can protect themselves. In Bangladesh, UNHCR and Translators without Borders made audio versions of the inter-agency children's book *My hero is you* to help community outreach volunteers explain to children about COVID-19 in Rohingya, Burmese and Bangla languages. Many UNHCR operations set up or expanded helplines to keep in contact with people of concern and link those in need to available services. In Iraq, UNHCR provided training on remote psychosocial support to the helpline operators of the Iraq Information Centre, a nationwide telephone service that provides information and referral assistance to IDPs and refugees. In Niger, more than 300 responders (UNHCR and partners) were trained online in psychological first aid, a set of skills to provide supportive and practical help to people suffering crisis events.

Where remote support was not practical or possible, wider use of community-based workers and adapted facility-based care allowed person-to-person support to continue. Physical distancing and restrictions on movement made psychotherapy difficult, and some group-based therapies had to be stopped or adapted.

In Colombia, UNHCR provided telephone and face-to-face psychosocial care, including for persons with disabilities, referring them when necessary for hospital consultations, psychiatric assessment and access to controlled medications.

In Zambia, restrictions on large gatherings forced UNHCR to cancel mental health training for primary health care staff. Instead, two trainers from the National Mental Health Resources Centre in Lusaka travelled to give on-the-job supervision and training in smaller groups, while observing physical distancing.

Operational highlights

Many local UNHCR offices and partners acted to fortify the mental health of humanitarian responders [during the pandemic](#), including refugee volunteers. In Egypt, UNHCR's partner PSTIC offered support and appreciation to its staff, mostly refugees themselves, who ran a nightly DJ or comedy show. All psychosocial workers had regular individual online supervision and a monthly online support group.

In Greece, refugees and asylum-seekers were trained as paraprofessionals to address psychosocial needs, bridging national mental health and social services and staffing helplines in Arabic, English, Farsi and Greek, offering psychosocial support, information about COVID-19, liaising with protection services, and providing referrals to psychological or psychiatric specialists.

Challenges and unmet needs

Despite efforts to adapt to COVID-19, mental health consultations decreased everywhere except in the United Republic of Tanzania and Yemen. Overall, there were 137,880 consultations, 14% down from 2019. While innovative methods were employed to support people of concern, the inability to physically interact made it hard to provide the support required. The pandemic will continue to affect people's mental well-being, especially if socioeconomic repercussions continue. UNHCR will keep mental health and psychosocial support at the forefront of its response.



647,068 refugees and other people of concern provided with mental health and psychosocial support services in 75 countries.



137,880 consultations provided for mental health, neurological and substance use conditions in refugee health facilities. 2019 result: 161,137.



35% of countries hosting more than 50,000 refugees had a multisectoral technical working group for mental health and psychosocial support.



29% of refugee operations introduced evidence-based psychological treatments.

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Gender-based violence: prevention, risk mitigation and response

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A displaced Congolese woman who is getting vocational training and recovering from gender-based violence at the Mary, Mother of Hope Recovery and Reintegration Centre in Kananga, in the Democratic Republic of the Congo.

Global Strategic Priorities
Gender-based violence
See p. 7 for GSP result



Results and achievements

Gender-based violence is a serious and under-reported human rights violation that disproportionately affects women and girls. COVID-19 dramatically increased the risk of gender-based violence, reversing important gains in gender equality. The pandemic put women and girls at greater risk of intimate partner violence and sexual exploitation due to lockdown measures, restrictions of movement and economic insecurity. However, it also made it harder for them to access education, information and services such as safe houses and case management facilities. In many countries, women subjected to intimate partner violence, and LGBTIQ+ people living within non-accepting households, were confined with their abusers—presenting life-threatening risks combined with a reduced ability to seek help. It was critical to increase and adapt gender-based violence programming to respond adequately.

16.09 million refugees and IDPs had access to protection services, including gender-based violence and child protection services in 151 countries.



74% of countries (115 of 155) where gender-based violence services were maintained or expanded in response to COVID-19.



The release of the “[UNHCR policy on the prevention, risk mitigation and response to gender-based violence](#)” in October 2020 instituted nine core actions to advance quality programming and coordination across UNHCR. The policy acknowledged that gender-based violence is rooted in the imbalance of power and recognized gender-based violence programming as life-saving.

In response to COVID-19, UNHCR adapted its gender-based violence programming by strengthening its collaboration with community/women-led organizations and local partners, expanding remote case management services and updating gender-based violence referral pathways to reflect the pandemic's impact on survivors' needs. In Egypt, cash assistance was delivered as part of holistic gender-based violence case management programming, which is designed to respond to the full spectrum of needs survivors face during their

recovery. Many operations created or expanded communication channels for survivors such as 24/7 emergency hotlines (e.g. Kenya, Pakistan, South Sudan and Zambia). UNHCR and partners assisted 2 million women and girls via 24/7 gender-based violence hotlines. In Colombia remote case management was provided through 29 information kiosks and gender-based violence focal points. This required transitioning from in-person comprehensive case management services to phone-based services focused on one-time crisis counselling to connect survivors with services for their immediate needs and safety concerns.

In more than three quarters of the 63 countries in the Global Humanitarian Response Plan, UNHCR operations reported that they had maintained or expanded gender-based violence services in response to COVID-19. A total of 64,796 survivors received psychosocial counselling, 3,297 received legal assistance and 5,736 medical assistance. Through the [Safe from the Start programme](#), UNHCR deployed senior gender-based violence specialist staff to 12 operations, including L2 and L3 emergencies, such as Burkina Faso, Burundi, Mali, Sudan and Yemen.

Operational highlights

In many countries, forcibly displaced women play a leading role in the response to gender-based violence. In the Syrian Arab Republic, UNHCR and its partners worked with a network of 91 women to share information on COVID-19 prevention measures and the availability of legal and medical services for gender-based violence survivors. In Malawi, 14 refugee-led community-based organizations served as community focal points for referral of survivors.

The need to keep services running remotely despite COVID-19 spurred innovative approaches. Information campaigns were developed and disseminated via WhatsApp in Mexico, and internally displaced, stateless and refugee communities were reached via Instagram, Facebook, and rural radio in Burkina Faso, Côte d'Ivoire, Niger, Nigeria and Senegal. More information on field practices can be found in the [COVID-19 and gender-based violence protection brief](#).

Challenges and unmet needs

The pandemic limited the capacity to deliver and access gender-based violence prevention, risk mitigation and response programming. It increased the risks of experiencing intimate partner violence, sexual violence, child marriage and the sale or exchange of sex as a coping mechanism. Despite the increase of gender-based violence during COVID-19-related lockdowns, Gender-Based Violence Information Management System reports showed a general decline of incident reporting in 2020 across the 34 countries using the system. UNHCR did not meet its target for medical assistance to be provided to survivors, mainly due to restrictions on movement. Many operations reported disruptions and significant challenges in accessing gender-based violence services, such as medical examinations required prior to admission to different shelters, or the refusal to receive additional survivors because of COVID-19 social distancing rules.

While the need for gender equality and gender-based violence interventions has never been greater, the pandemic shed further light on the chronic and severe under-funding of the gender-based violence sector in humanitarian settings, with dire consequences for refugee and forcibly displaced women and girls in particular.



64,796 reported gender-based violence incidents for which survivors received psychosocial counselling. 2019 result: 45,557.



3,297 reported gender-based violence incidents for which survivors received legal assistance. 2019 result: 3,308.



5,736 reported gender-based violence incidents for which survivors received medical assistance. 2019 result: 6,745.



21 displacement situations where UNHCR sought to improve community involvement in preventing gender-based violence and protecting survivors. 2019 result: 34.



42 displacement situations where known gender-based violence survivors received appropriate support. 2019 result: 50.

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Nutrition and food security

UNHCR supports a canteen providing food to refugees and locals in Quito, Ecuador.

Global Strategic Priorities
Global acute malnutrition
See p. 7 for GSP result



Results and achievements

When people are forced to flee their homes, access to and availability of food often becomes irregular and insecure, creating a risk of malnutrition and hunger while increasing vulnerability to exploitation and sexual abuse. COVID-19 compounded these risks and profoundly affected UNHCR's nutrition and food security programmes in terms of quality and scale.



140,059 children
6-59 months were admitted for treatment of moderate acute malnutrition in 29 countries.
2019 result: 90,364.



55,183 children
6-59 months were admitted for treatment of severe acute malnutrition in 28 countries.
2019 result: 41,718.

UNHCR normally conducts Standardized Expanded Nutrition Surveys (SENS) across 100 sites in 15 countries each year, gaining crucial data on the nutritional status of refugees. The lockdown and restrictions caused by the pandemic forced cancellation or delay of the majority of the SENS surveys planned by 54 operations in 2020.

To understand the implications of [COVID-19 mitigation on nutrition and food security](#), UNHCR assessed how its operations were adapting food assistance, cash assistance, community management of acute malnutrition, the blanket supplementary feeding programme (BSFP), infant and young child feeding programmes (IYCF), nutrition surveys and surveillance, the school feeding programme, and nutrition support at COVID-19 quarantine and isolation centres.

Data from 12 operations in Africa and one in Asia, covering 60 sites, showed most adjusted their activities to allow continuity

of services without adding to COVID-19 risks. For operations where food assistance was provided, adjustments included scheduling more distribution days, giving two months of rations instead of one, and pre-packing food or switching to cash assistance. Food distribution became quicker, less crowded and less frequent. Similar adjustments were made to BSFP, a prevention of malnutrition programme. With mass screening for acute malnutrition suspended in most places, some operations increased house-to-house screening by community health workers, and introduced new avenues for community screening, such as mother-to-mother support groups and household screening by mothers/caretakers. Nutrition clinics reworked their schedules to have fewer children visiting at once and simplified their procedures to reduce physical contact.

The figure opposite shows the number of operations that applied various adaptations to the management of acute malnutrition in response to COVID-19 pandemic. In 2020, 55,183 children aged 6-59 months with severe acute malnutrition (SAM) and 140,059 with moderate acute malnutrition (MAM) were admitted into treatment programmes for rehabilitation across 32 countries. A joint UNHCR/WFP hub was established to help operations better assess vulnerability to food insecurity, economic vulnerability and protection risks, and

target or prioritize assistance to those most in need, with a longer term aim to support programming for greater refugee inclusion and self-reliance. The hub team provided support to operations in Cameroon, the Democratic Republic of the Congo, Jordan, Mauritania, Mozambique, Rwanda and Zambia.

With COVID-19 prompting school closures, in Bangladesh, Kenya and Rwanda UNHCR and WFP adapted school feeding programmes to individual contexts. In west Rwanda, school feeding rations were included in the general food distribution; in Kakuma, Kenya, students attending online schooling were given a snack to ensure their nutrition needs were met and to encourage e-learning enrolment. In Cox's Bazar, Bangladesh, families with students received high energy biscuits, provided by WFP, as part of the general food distribution.

Operational highlights

In Algeria, Bangladesh, Chad, Ethiopia, Kenya, Rwanda, South Sudan and Uganda, UNHCR supplied families with tapes to measure mid-upper arm circumference (MUAC), a rapid screening tool for acute malnutrition, and provided training on their appropriate use. This allowed them to screen their children and self-refer if necessary, while reducing social contact. UNHCR operations in Chad, Rwanda and South Sudan innovated with radio and text messages to ensure uninterrupted messaging on IYCF—key for child survival, nutrition and development—and supported mothers with suspected or confirmed COVID-19 with information on respiratory hygiene during breastfeeding, as well as mental health support.

Challenges and unmet needs

Operational adaptations and innovations largely mitigated the pandemic's impact, but the use of simplified treatment protocols, reduced frequency of follow-up

visits, suspension of mass active case finding/screening of malnourished children, suspension of mass/group nutrition education, suspension of school feeding and suspension of SENS surveys were likely to have negative implications. The pandemic led to some groups such as urban refugees needing additional support. It created new operational challenges and required additional staff and more resources, such as PPE, sanitization materials and individual, not shared, nutrition measurement tools. The family MUAC roll-out meant a shortage of MUAC tapes, and there were pipeline breaks in some nutrition commodities, delays in food assistance delivery, funding cuts and inadequate staff/technical capacity.

Humanitarian food assistance for refugees decreased in many operations, leading to a sharp increase in global food insecurity. Refugees struggled to meet their food and other basic needs, engaging increasingly in negative coping strategies that put health and nutrition at risk. These changes and challenges will have undone some gains made towards reducing malnutrition and promoting optimal outcomes. Measures to mitigate the potential negative impact remain key, and operations will need resources to bridge the various gaps.



61% of surveyed sites had acceptable levels of acute malnutrition (<10%).
2019 result: 61%.



6% of surveyed sites had acceptable levels of anaemia (<20%). 2019 result: 6%.

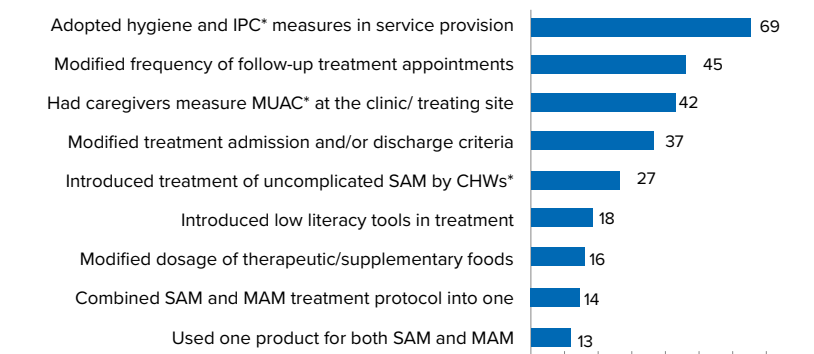


23% of surveyed sites had acceptable levels of stunting (<20%). 2019 result: 23%.



74% of surveyed sites met UNHCR's target for the rate of exclusive breastfeeding. Target: >70%. 2019 result: 74%.

ADAPTATION TO THE MANAGEMENT OF ACUTE MALNUTRITION IN RESPONSE TO COVID-19 PANDEMIC



* Notes
IPC: Integrated Food Security Phase Classification
MUAC: mid-upper arm circumference
CHWs: community health workers

■ Number of operations

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Water, sanitation and hygiene

A Nigerian refugee washes her child in the village of Garin Kaka in Niger's Maradi region.

Global Strategic Priorities
Water, sanitation and hygiene
See p. 7 for GSP result



Results and achievements

The seemingly simple act of washing one's hands is considered one of the most effective acts to stop the spread of COVID-19. In reality though, in 2020, 3 billion people lacked soap and water at home to practise good hand hygiene and 40% of healthcare facilities were not equipped with handwashing stations at points of care.

For many of the people of concern to UNHCR, particularly refugees, these dire conditions marred their daily lives and made COVID-19 prevention extremely challenging.

WASH programming is fundamentally multisectoral. All sectors and operational areas experience the impact of adequate or, more importantly, inadequate access to WASH services. UNHCR's COVID-19 WASH preparedness and response was comprehensive and far-reaching. From increasing hand-washing facilities in high

risk public places, to communicating culturally appropriate messages to foster behaviour changes, to distributing cash assistance and hygiene supplies, UNHCR focused on strengthening and adapting WASH services in living areas, health care facilities and schools.

In emergencies, the minimum standard for daily water consumption is 15 litres per person, for drinking, personal hygiene, washing and cooking. Encouragingly, the average daily amount of potable water available increased from 21 to 25 litres per person during 2020.

Operational highlights

The Democratic Republic of the Congo hosts 490,200 refugees and 5.2 million IDPs. COVID-19 came on the heels of Ebola and measles epidemics that claimed more than 4,700 lives. To reduce the spread of COVID-19, UNHCR installed 2,122 hand-washing stations

(including 61 donated to authorities and 288 to health facilities), distributed 65,000 bars of soap and disinfected 1,599 community buildings. In the Meri site and at household level, UNHCR promoted "Tippy Taps"—handwashing stations made by trained refugees with recycled materials.

South Sudan has 314,500 refugees, mostly in remote locations, and around 1.6 million IDPs scattered in hard-to-reach places. Very few have a television or Internet access and disseminating urgent information on COVID-19 was a major challenge for UNHCR's operation.

It leveraged the most popular medium, radio, to respond to questions and myths on COVID-19 through call-in radio talk shows. To amplify these messages, "boda boda" or "mobile radios"—motorbikes with loudspeakers that broadcast radio shows and songs—drove through communities to reach as many people as possible.

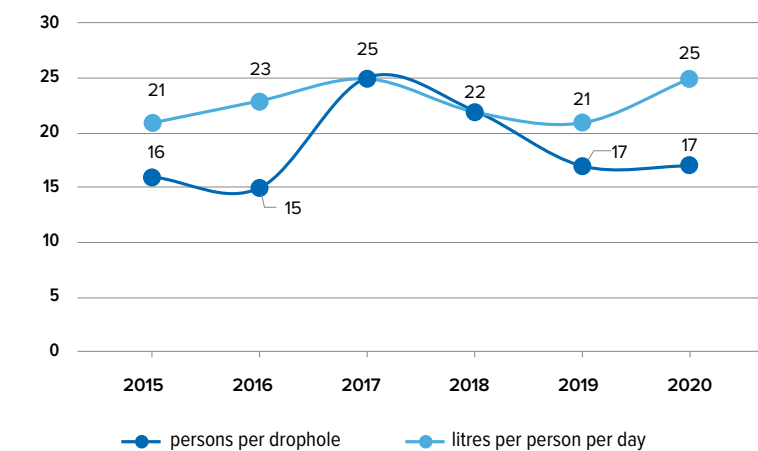
UNHCR worked with refugees and IDPs to create culturally and linguistically appropriate public service announcements, radio shows and jingles about COVID-19. [Refugees wrote, recorded and performed their own COVID-19 awareness-raising songs.](#)

Challenges and unmet needs

Whilst the focus has been on increasing the provision of water in UNHCR operations and the various innovative solutions implemented in country operations, at the end of 2020 only 43% of people of concern had at least 20 litres of safe water per day. Further efforts are required to ensure that people of concern to UNHCR can enjoy one of their most basic rights.

Accessibility remains one of the main challenges. Many field operations are located in deeply remote areas where UNHCR is often the sole service provider for refugees. In some instances, UNHCR works with refugees in difficult operational conditions that are already impacted by conflict, climate change and extremely limited resources. Building on 2020 achievements, to respond to these challenges that were further exacerbated by COVID-19, UNHCR and the WASH partners will focus on redesigning and installing additional WASH facilities to decrease COVID-19 transmission rates; leveraging refugee voices to communicate about COVID-19; and expanding cash assistance when COVID-related economic losses endanger hygiene practices.

WATER SUPPLY AND SANITATION SERVICES | 2015-2020



25 litres of potable water on average available per person per day. 2019 result: 21.



17 people of concern per drop-hole on average. 2019 result: 17.



1,634 people of concern per hygiene promoter on average. 2019 result: 1,755.



22 people of concern per shower/bathing facility on average. 2019 result: 30.



50 million of bars of soap distributed.



160 people per usable handpump/well/spring.



141 people per usable water tap.

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Shelter and settlements

© UNHCR/Kamrul Hasan

UNHCR is piloting steel-framed double-storey shelters to make better use of space in refugee camps in Cox's Bazar, Bangladesh. The frames can be dismantled and the steel reused when they are no longer needed.

Global Strategic Priorities
Shelter
See p. 7 for GSP result



249,000 people of concern lived in a refugee housing unit. Target: 250,000. 2019 result: 219,000.



11.5% of all shelter and settlement programmes had cash mainstreamed as a core programme approach. Target: 50%.



17,821 transitional shelters were provided to people of concern. 2019 result: 27,880.

Results and achievements

Physical distancing is fundamental to containing COVID-19 but requires space. Displaced populations often live in overcrowded conditions in camps, makeshift settlements or urban centres. In 2020, a primary focus for UNHCR was the development of context-specific guidance to support national emergency responses, particularly with the establishment of emergency hospitals, quarantine and isolation areas, and the expansion of medical facilities to create additional space for triage and testing.

[UNHCR's COVID-19 response emphasized the need to provide shelter](#), modify existing homes and build isolation and quarantine centres to support national authorities in managing caseloads. In 2020, the number of emergency shelters provided increased by 58%, enabling more people of concern to practise physical distancing and have space for isolation or quarantine.

UNHCR provided 362,691 people with shelter-related relief items, helping those modifying their homes to create additional space. It built 268 isolation centres, enhancing national triage capacity.

During 2020, UNHCR distributed 9,000 refugee housing units and 10,160 tents—emergency shelter for approximately 100,000 individuals—decongesting collective centres and settlements to reduce transmission and provide dignified shelter options.

UNHCR and UN-Habitat continued working on comprehensive settlement planning and using the “master plan approach”, a framework for spatial design of humanitarian settlements, and jointly developed a comprehensive settlement plan for the Rohingya refugee response, covering the Ukhiya and Teknaf sub-districts in Cox's Bazar, Bangladesh.

Operational highlights

In Nayapara camp in Cox's Bazar, home to over 22,000 refugees, space inside residents' houses was limited. With COVID-19 magnifying the risks of overcrowding, UNHCR and the Government of Bangladesh piloted an alternative shelter design to increase internal floor space. By adding a mezzanine floor, the total shelter area rose from 21m² to 36m², giving families 69% more space without needing more land.

In Niger, nearly 140,000 IDPs and 60,000 refugees are often housed in overcrowded conditions. UNHCR worked with the authorities to identify overcrowded sites and initiate site planning to ensure the necessary distance between shelters. UNHCR also helped to set up isolation units and boost health care infrastructure.

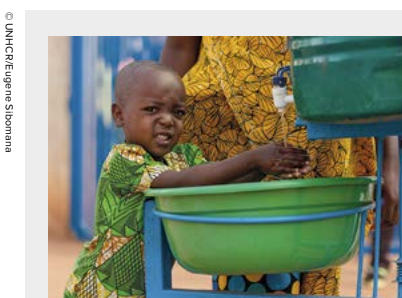
With its NGO partners, UNHCR provided cash assistance to displaced and conflict-affected people with specific needs, including people stranded at checkpoints along the contact line in eastern Ukraine and prevented by COVID-19 restrictions from returning to non-government-controlled areas. Cash assistance helped them rent apartments close to the checkpoints and stay in dignified spaces while waiting for permission to cross.

Challenges and unmet needs

Restricted funding was the main obstacle in meeting widespread shelter needs. Operations consistently cited

underfunding as the reason for being unable to achieve shelter targets. In Ethiopia, for example, underfunding severely limited shelter interventions in six refugee camps for Eritrean refugees. A significant number lived in deteriorated mud brick and/or communal shelters with iron sheeting walls and roofs, with 8-10 people under one roof, not the standard five per household. COVID-19 demonstrated the risks of having limited space, especially in urban areas. In Brazil, loss of income in the pandemic greatly reduced people's ability to host Venezuelans, making NGO-run centres vital. But UNHCR's limited funding meant it was unable to support four centres that closed, with the loss of 47% of slots for people with special needs such as gender-based violence survivors, older persons and persons with disabilities.

To this end, UNHCR will place additional focus on cash-for-rent programmes and innovative shelter designs, as in Bangladesh, to increase living space without using more land.



SPOTLIGHT: Data visualization casts light on displaced people's deprivation amid the pandemic

As the world battled the coronavirus, UNHCR highlighted how acutely vulnerable displaced populations must contend with extreme overcrowding and limited access to basics such as soap and water. “Space, shelter and scarce resources – coping with COVID-19” is a data visualization that shows just how hard it is for refugees and IDPs to keep to physical distancing rules and advice on handwashing—key to controlling the spread of the virus.

“Having access to basic services such as health care, sanitation and a decent shelter to call home are essential for all human beings to live with dignity. Yet this is not the reality for millions of refugees and other displaced persons around the world,” says Raouf Mazou, UNHCR's Assistant High Commissioner for Operations. “While COVID-19 has affected us all, refugees already living with uncertainty have been disproportionately impacted.”

The data visualization also shows how UNHCR is responding to support displaced communities all over the world to face the challenges posed by the pandemic.



91,782 households received cash grants for rental accommodation. 2019 result: 86,426.



12,806 long-term/permanent shelters were provided to people of concern. 2019 result: 9,516.



149,734 emergency shelters were provided to people of concern. 2019 result: 94,488.



743,635 people of concern were reached with COVID-19-related shelter support.



362,691 people of concern supported with shelter-related core relief items.



8,800 refugee housing units distributed for quarantine, physical distancing or other COVID-19 measures.



268 isolation, quarantine and treatment centres built/supported.

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Building better futures

Displaced Afghan schoolgirls leave their classes during a break at Kahdistan Secondary School, built with UNHCR support, in Injil district of Herat province, Afghanistan.

© UNHCR/Aref Karimi

Finding durable solutions so that refugees can rebuild their lives and live in peace is fundamental to UNHCR's work.

The traditional durable solutions include voluntary repatriation, resettlement and local integration, as well as other local solutions and complementary pathways for admission to third countries, which may provide additional opportunities. Enabling refugees' resilience goes hand-in-hand with achieving durable solutions. Enhancing the self-reliance of refugees and other people of concern is a crucial component of the Global Compact on Refugees. Better self-reliance means refugees and host communities are better able to meet their essential needs, enjoy their human rights and live with dignity. Ensuring they have quality education, livelihoods opportunities and access to safe and sustainable energy benefits both host communities and people of concern to UNHCR.

In 2020, the resilience of refugees and their host communities was tested by the COVID-19 pandemic. Education, a lifeline for refugee children, was all but shut down by COVID-19: 95% of refugee children were affected by school closures, and online learning and virtual classrooms remained little more than a dream for most. The economic downturn damaged incomes and employment opportunities, leaving displaced populations struggling to meet their basic needs.

Solutions were significantly scarcer, mostly due to the closure of borders, and resilience was more vital, highlighting the need for innovative approaches. UNHCR worked with States and partners, including IOM, to adapt to the risks and restrictions brought by the pandemic, modifying processing and departure modalities to mitigate to the extent possible the serious impact of COVID-19 on those in the resettlement or complementary pathways process, and finding ways to support voluntary repatriation for those wishing to return home, while respecting COVID-19

measures. The pandemic also reinforced the importance of refugee inclusion in national public health responses and national and local preparedness plans, education systems, labour markets and social services.

The 2030 Agenda for Sustainable Development's call of "leave no one behind" and the Global Compact on Refugees' goal of predictable and equitable responsibility-sharing cannot be achieved without international cooperation.

In 2020, UNHCR continued to foster its relationships with development actors. It strengthened its relationship with the World Bank and other multilateral development banks, building the collaboration on data with the UNHCR-World Bank Joint Data Center on Forced Displacement and deepening collaboration with bilateral development partnerships.

This chapter covers UNHCR's response at global and operational level, including innovative practices, progress made, and challenges that must be overcome to achieve comprehensive solutions for people of concern.

In this chapter

- Delivering through partnerships
- Access to quality education
- Livelihoods and economic inclusion
- Supporting the urban displaced
- Energy and environmental protection
- Voluntary repatriation
- Resettlement and complementary pathways
- Local integration and other local solutions

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Delivering through partnerships Global Strategic Priorities Protection and solutions See p. 8 for GSP results



Engagement with development actors and processes

In line with the call in the Global Compact on Refugees (GCR) for responsibility and burden-sharing (particularly paragraph 35), UNHCR redoubled efforts to expand its collaboration with multilateral development banks and strengthen systematic engagement with bilateral development agencies and institutions. The value of these partnerships was particularly evident in the context of COVID-19, which prompted many development agencies to focus on the importance of including refugees in national responses. The World Bank showed strong leadership and support to low- and middle-income countries in fighting COVID-19, taking dedicated measures to ensure refugees and other people of concern were included in national response efforts. This included making up to \$1 billion available in grants under the IDA19 Window for Host Communities and Refugees (WHR) in the fiscal year from 1 July 2020 and systematically including refugees in all COVID-19 vaccination campaigns supported by the World Bank. The UNHCR-World Bank partnership thrived, with close cooperation on policy and programme development, data and analytics, and knowledge management. Collaboration on data was led by the [Joint Data Center on Forced Displacement](#) launched in late 2019. Operational collaboration focused on projects in 14 low-income countries in Africa and Asia under the bank's IDA18 Refugee Sub-Window (RSW), under its new WHR, and within the Global Concessional Financing Facility for middle-income countries. UNHCR and the World Bank worked on developing a Refugee Policy Review Framework, a tool for assessing refugee policy and institutional environments in countries eligible for the WHR.

Collaboration with other regional development banks increased. Partnership with the African Development Bank bore fruit in particular with multi-year projects including \$20.5 million for the COVID-19 response in the Sahel. Such dedicated investments for refugees and host communities are a concrete manifestation of the burden-sharing promised by the international community in the Global Compact on Refugees. In 2020, UNHCR also advocated for forced displacement to be integrated in policies, programmes and planning carried out by bilateral development actors such as the French Development Agency (AFD), the German Federal Ministry of Economic Cooperation and Development (BMZ), the European Union's Directorate-General for International Partnerships (INTPA) and the Japan International Cooperation Agency (JICA). The collaboration with BMZ gained momentum with commitments to systematically extend the partnership at country level and in flagship technical sectors including energy and vocational training. Cooperation on BMZ's dedicated financial instrument for forced displacement advanced. This reflected a key tenet of the GCR: using dedicated tools for funding to share burdens and responsibilities, thereby enhancing the predictability and consistency of development funding in refugee-hosting areas. In 2020, UNHCR worked on establishing country and regional-level channels of communication between UNHCR and the European Commission, with the specific aim of informing 2021-2027 development programming by the EU in forced displacement contexts. UNHCR collaborated with other UN agencies to promote long-term solutions for refugees. It supported the ILO's drive to create sustainable decent work opportunities for refugees and host communities and strengthened partnerships with UNICEF to streamline country-level collaboration, as well as working with UNDP on ways to integrate displacement into development initiatives. Two new projects in Chad and Sudan were added to UNHCR's portfolio with the UN Peacebuilding Fund, confirming the GCR's commitment towards supporting returns to countries and communities of origin in safety and dignity.

Informing solutions through data and evidence

A World Bank-UNHCR initiative launched at the end of 2019, the [Joint Data Center on Forced Displacement](#) (JDC), leverages partnerships and innovation in its focus on the collection, analysis, dissemination and use of primary socioeconomic microdata and population data to inform policymaking and programming. The JDC work programme is structured around four strategic objectives:

- i. strengthen systems and standards;
- ii. produce data and analysis;
- iii. enhance safe and responsible data access; and
- iv. build evidence and share knowledge.

It supports country- and regional-level engagement to increase the coverage of socioeconomic data on populations affected by forced displacement, as well as global systemic efforts to strengthen norms and standards on statistics that will improve the quality of data collected. The 2020 work programme included around 40 activities, with the largest share of the budget invested in primary data collection.

The pandemic raised the demand for comparable socioeconomic data to understand the impact of the crisis on both national populations and people of concern. The JDC publication "[Highly vulnerable yet largely invisible](#)" (December 2020), provided a stock-take of available evidence and highlighted a significant absence of data. To this end, UNHCR has contributed to the inclusion of forcibly displaced people into national high frequency phone surveys in more than a dozen countries, in some cases working in collaboration with the JDC. This data—made easily available to partners, governments and researchers—measures changes in employment, access to service, and behaviours, helping to inform evidence-based programming, policy and advocacy efforts. The findings from surveys are highlighted in a series of country specific briefs.



SPOTLIGHT: Monitoring and mitigating the socioeconomic impact of COVID-19

Timely socioeconomic data on forcibly displaced populations is essential to understanding the conditions of people of concern and informing an evidence-based programmatic response. Newly collected data in a growing number of countries—available in UNHCR's [microdata library](#)—provides insight on how the COVID-19 pandemic is affecting what are already highly vulnerable forcibly displaced populations.

Periodic polling by Kenya's [rapid response phone survey](#) showed that in contrast to national households refugees had greater and growing anxiety about the pandemic, reflecting concerns about money, food shortages, school closures and access to health facilities (Figure 1). Moreover, the wide gap in the employment rates of nationals and camp-based refugees was sustained during the pandemic as a result of widespread job losses (Figure 2).

Figure 1
FEELINGS OF ANXIETY DUE TO THE PANDEMIC

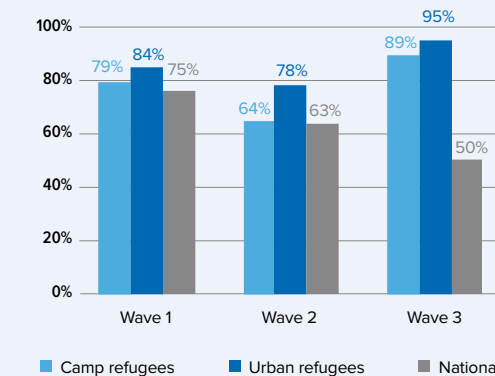
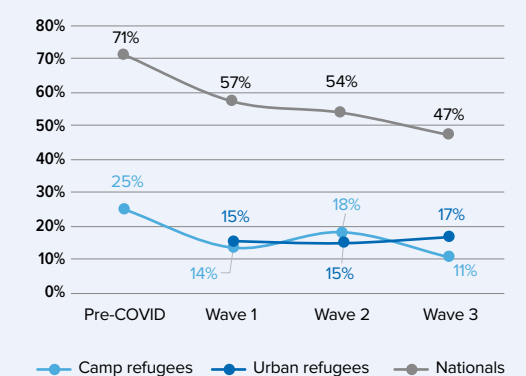


Figure 2
EMPLOYMENT RATE AMONG WORKING AGE ADULTS



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Access to quality education

Cameroonian refugee children at a pre-school created by a community-based initiative in Ogoja, Nigeria.

Global Strategic Priorities
Education
See p. 8 for GSP result



Results and achievements

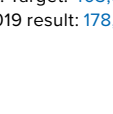
Of the approximately 10 million refugee children and youth under UNHCR care in 2020, 7.1 million were of school age. Their access to education was limited, with 3.4 million unable to attend school. At primary level, 77% of refugee children were enrolled. More displaced children were enrolled in secondary school than ever before, with enrolment up 2%, but still low at 31%. However, the gains favoured boys, and 36% of refugee boys were in secondary education, but only 27% of girls. Just 3% of refugee students were in higher education. In 2020, all those enrolled in school were negatively affected by school closures, and the number out of school may rise in coming years as students struggle to make up for the pandemic disruption.



934,023 refugee children and youth supported with distance or home-based learning in 74 countries.



1,572,068 refugee children and youth out of school due to mandatory school closures in 58 countries.



171,707 children aged 3-5 enrolled in early childhood education. Target: 403,000. 2019 result: 178,891.

and equitable access to education. UNHCR's tertiary scholarship programme (DAFI) helped 7,087 refugees study in 54 countries of asylum in 2020, with a new scholarship programme in the Democratic Republic of the Congo for 30 students. Only 230 new students were enrolled in 2020 due to funding constraints and COVID-19. Connected education came to the fore in 2020, and the Connected Learning in Crisis Consortium grew to 33 members, supporting 55,000 learners with tertiary bridging or professional development programmes and 3,000 degree-based learners.

UNHCR helped 934,000 students in 74 countries to learn during school closures, with allowances for online classes and support for new teaching approaches—remote learning, audio and video lessons, and notes and feedback sent via WhatsApp. At tertiary level, many DAFI programme partners continued student support through remote check-ins, counselling and informational updates.

As schools prepared to reopen, UNHCR surveyed school water and sanitation facilities globally, issued guidelines on safe reopening, provided health and hygiene training for teachers, and—through its AEWG leadership—developed and disseminated resources to help learners

catch up on their return. Classrooms were constructed or rehabilitated, WASH facilities in schools improved and expanded, and schools equipped with ICT. “Back to school” campaigns aimed to inform and reassure children, families and communities about the safety of returning to school.

Operational highlights

UNHCR procured and distributed 5,500 radios and school kits to enable children to participate in interactive radio programming in Mali. The Office also re-purposed cash grants for education to fund access to data and connectivity in Egypt and distributed printed materials and exercises for children along with food rations in Indonesia. Furthermore, UNHCR ensured that teachers' salaries were paid even when schools were closed in Chad, Kenya, Malawi, Mauritania, Pakistan, Rwanda, South Sudan, Sudan, Uganda and Yemen.

Parent-teacher collaboration in Chad ensured 4,000 Sudanese and Chadian secondary school pupils could prepare for national exams. In September, 1,209 refugees (57% girls) sat for the national baccalaureate exam: a major success in a challenging year. Whilst COVID-19 highlighted the digital divide, Connected Education initiatives such as expansion of the Kolibri learning platform in Uganda supported learning at home for exam-grade pupils.



With COVID-19 disrupting education around the globe, the EAC partnership proved instrumental in ensuring continuity and preparing for the safe reopening of schools. Initiatives such as lessons on TV and radio, self-study packs and the construction or rehabilitation of WASH infrastructure enabled displaced children and education personnel to keep learning and teaching amidst the pandemic.

Challenges and unmet needs

COVID-19 had a profound impact. Closure of schools, non-formal learning programmes, after-school centres and universities disrupted education at all levels. While most governments and institutions introduced programmes to support the continuity of learning, many refugee learners lacked the required connectivity or hardware (textbooks, laptops, smartphones, tablets, radios or televisions), or lived too far from broadcast signals. Specific needs of children with disabilities were often not (or inadequately) accommodated in home-based learning. Many refugee girls faced increased protection risks and domestic responsibilities during school closures, jeopardizing home-based learning and future educational prospects. University closures meant many refugee students lost student housing or were sent back to refugee camps.

UNHCR worked at all stages of the COVID-19 response to address emerging challenges, advocating for the inclusion of refugees in national response plans and providing guidance on connected education for no-, low- and high-tech environments. There was an urgent need to upgrade WASH infrastructure in schools in refugee camps and settlements as facilities do not meet UNHCR standards. In some locations over 400 children used a single handwashing point.

Educate A Child and UNHCR expand efforts to give out-of-school children a chance to learn

In 2020, thanks to [Educate A Child \(EAC\)](#), a programme of the Education Above All Foundation supported by the Qatar Fund for Development, UNHCR continued to strengthen primary education programming for displaced out-of-school children in 15 operations across the Americas, Africa, Asia and the Middle East.



1,718,955 children enrolled in primary education. Target: 1.9 million. 2019 result: 1,476,716*.



170,048 students enrolled in lower and upper secondary education. Target: 182,900. 2019 result: 63,888.



7,087 people of concern received tertiary education scholarships. Target: 12,800. 2019 result: 8,362.



851 educational facilities constructed or improved. Target: 960. 2019 result: 381.



15 operations supported in strengthening educational programming for out-of-school children. 2019 result: 10.



14 operations supported in increasing access and enrolment to secondary education. 2019 result: 10.

* 1,136,002 reported in the Global Report 2019. 2019 figure has been revised to reflect the cut-off date.

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Livelihoods and economic inclusion

© UNHCR/Emrah Gurel

Rania, a 30-year-old refugee from Aleppo, Syria, has lived in Istanbul for seven years and handmakes toys at Bebemoss, a start-up supported by MADE51.

Global Strategic Priorities
Self-reliance
See p. 8 for GSP result



Results and achievements

In 2020, UNHCR stepped up livelihoods support and mobilized resources and partnerships to mitigate the socioeconomic impact of COVID-19. Advocacy was reinforced for refugees' inclusion in national social protection, socioeconomic statistics and economic development plans. National statistics offices and the World Bank included refugees in high frequency phone surveys on the socioeconomic impact of COVID-19 in Djibouti, Ethiopia, Kenya, Morocco and Uganda. Governments included people of concern to UNHCR in COVID-19 social assistance programmes in Brazil, Colombia, the Republic of the Congo, Ecuador, Mauritania, Mexico, Panama, South Africa and Uruguay.



1,259,477 refugees, IDPs and others of concern received livelihoods support in 85 countries.



3,298,203 refugees and asylum-seekers benefited from increased or expanded social protection in 85 countries.

UNHCR allocated over \$113 million towards implementing livelihoods activities in 2020. UNHCR and partners supported 1,259,477 individuals with protection of productive assets, training, finances to facilitate business creation

and recovery, wage employment and agricultural work. 43% of people of concern aged 15 or older had a basic financial account—a mobile money account or an account with a financial institution.

The [Poverty Alleviation Coalition](#) provided self-reliance support to 13,711 households in 2020 using the “graduation approach”, significantly more than in previous years, but far from the 50,000 households expected, mainly due to the 88% underfunding of the Coalition's programmes.

UNHCR significantly increased collaboration with development partners to improve digital skills, advocating for more women entrepreneurs and supporting women and girls with training and computers to increase labour market opportunities. COVID-related restrictions made digital technology crucial. 8,115 refugees in over 70 countries enrolled in UNHCR learning on the Coursera for Refugees platform, up from 1,400 in 2019.

UNHCR and ILO promoted refugees' access to national employment services, together with the World Association of Public Employment Services. Mauritania's National Agency for the Promotion of Youth Employment was supported to increase absorption capacity and include refugees in its services—a pilot that will inform similar moves elsewhere in the future.

In 13 of the 19 countries where UNHCR implements MADE51, a flagship brand of refugee-made products, refugees and local enterprise partners made essential personal protective equipment, including hundreds of thousands of face masks. Refugee-made products reached local and international markets, boosting income-earning opportunities and positive sentiment towards refugees, particularly following the launch of [the MADE51 online shop](#) on World Refugee Day 2020. UNHCR's MADE51 project enabled 2,700 refugees and host-country artisans to maintain an income in 2020.

Operational highlights

In Uganda, UNHCR's partnership with the Swedish International Development Cooperation Agency (Sida) and the Grameen Crédit Agricole Foundation helped two microfinance institutions extend their services to over 5,000 refugees and host communities. Mexican bank BanCoppel opened up its services to refugees, while South Africa included refugees in its financial inclusion policy.

Agricultural activities were supported in several countries in Africa. In Zambia, 1,054 refugee and host farmers were included in the national agriculture input support programme. In Cameroon,

advocacy and partnering with national and local authorities and actors led to a 10% increase in the number of refugee-hosted households with access to agricultural land.

Since 2017, UNHCR's partnership with Kiva, a non-profit microfinance crowdfunding platform, has unlocked over \$20 million in small business loans for over 20,000 refugees and IDPs in Brazil, Colombia, Costa Rica, the Democratic Republic of the Congo, Ecuador, Jordan, Kenya, Lebanon, Mexico, Palestine, Rwanda, Uganda and the United States of America.

Challenges and unmet needs

COVID-19 had a disproportionate socioeconomic impact on the forcibly displaced. Refugees endured disruptions in livelihoods and income, faced challenges in covering basic needs, and were often forced into premature returns or negative coping mechanisms. Food and cash cuts foreseen by WFP will further weaken the protection and socioeconomic situation of the people of concern to UNHCR.

Monitoring showed that more than 60% of refugees could not meet even half of their basic needs in 2020. Displaced women and girls were particularly impacted. In the Middle East and North Africa, 84% of surveyed people of concern reported a loss of livelihoods and income. In Jordan, 35% of Syrian refugees employed before COVID-19 lost their jobs, compared to 17% of Jordanian citizens. In Costa Rica, 59% of refugee families reported steady work-related income streams at the end of July 2020, a staggering decrease from 93% before the pandemic hit.



12 countries allowed refugees access to microcredit loans from **19** financial service providers (FSP). Target: **40**. 2019 result: **17** FSPs in **12** countries.



13,711 refugees and host community households supported through the “graduation approach” to poverty alleviation. Target: **50,000**.



19 countries enabled refugee and host community artisans to access market opportunities. Target: **20**. 2019 result: **15**.



30% of refugees lived in countries where they had the right to work. 2019 result: **30%**.



34% of refugees lived in countries where they had an unrestricted right to freedom of movement. 2019 result: **34%**.



53% of refugees lived in countries where they had an unrestricted right to access bank accounts. 2019 result: **53%**.

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Supporting the urban displaced

© UNHCR/Ramiro Aguilar Villamarin

Alejandrina Leon is a 37-year-old Venezuelan refugee and a delivery rider with Cambalache Go – a local enterprise supported by UNHCR in Quito, Ecuador.



92% of people of concern living in cities had access to primary health care through the national system on the same basis as nationals. Target: 80%.

Results and achievements

Seven in 10 people of concern to UNHCR live in urban settings, and the pandemic sharpened the challenge of supporting them. Refugees in urban areas were around 60% more likely than host populations to work in sectors that were hardest hit by COVID-19, such as accommodation, food services, manufacturing and retail.

UNHCR advocated for refugees to be included in national responses. Governments answered the call: among people of concern to UNHCR living in cities, 92% had access to primary health care on the same basis as nationals by the end of 2020, surpassing UNHCR's 80% target a year ahead of schedule. A successful example was Lebanon, which hosts the highest number of refugees per capita, mainly Syrians living in extreme poverty in residential buildings. Refugees in Lebanon could get primary care, including for HIV and tuberculosis, at centres run by the Ministry of Public Health, and secondary and tertiary care in several contracted hospitals. Equitable access for the displaced population and the vulnerable host community was coordinated under the Lebanon Crisis Response Plan, which UNHCR helped guide on the basis of evidence from health surveys and assessments such as the Vulnerability

Assessment for Syrian Refugees in Lebanon (VASyR), Health Access & Utilization Surveys (HAUS) and participatory assessments. While governments stepped up to shield refugees from COVID-19, UNHCR bolstered their defences by distributing PPE, extending hospitals, setting up triage and isolation areas, and building up the capacity of health workers and communities to fight the disease.

UNHCR's cash assistance and shelter support worked in parallel with its health interventions. Cash assistance helped refugees weather the financial impact of COVID-19, which often spelled loss of jobs and income, rent arrears and food insecurity. When the pandemic reached Mauritania, UNHCR immediately made a cash grant available for refugees living in urban centres, prioritizing 1,028 households without savings or social networks, at risk of eviction and far from able to meet their most urgent needs. The one-off payment approximated 40% of the minimum expenditure basket for three months.

Shelter support ranged from establishing triage and isolation areas to providing cash for rent and materials to build or extend shelters. Many cities witnessed a sharp increase in evictions as a result of COVID-19 lockdowns. To mitigate such



75% of people of concern living in cities had access to secondary and tertiary health care through the national system on the same basis as nationals. Target: 70%.



76% of households in urban areas paid rent with cash assistance received from UNHCR. Target: 80%.

a risk, UNHCR supported 1.3 million households with cash assistance for rent and increased its support for collective shelters hosting vulnerable refugees and asylum-seekers. In Tapachula, Mexico, UNHCR and Hospitalidad y Solidaridad A.C. inaugurated a 300-space shelter, the country's first exclusively for refugees and asylum-seekers. UNHCR financed construction of the shelter, which has solar panels, a rainwater collection system, natural ventilation and a garden producing food for residents.

Operational highlights

In Brazil, UNHCR and the city of São Paulo launched a joint protocol to guide the assistance to transgender migrant and refugee communities, aiming to prevent discrimination in social assistance and food distribution, fulfilling a pledge submitted in the 2019 Global Refugee Forum (GRF) to address xenophobia and include people of concern in national systems.

The Government of the Philippines issued local government units with [a legal instruction](#) to promote an inclusive approach towards refugees, asylum-seekers, and stateless persons in the pandemic, aiming for equal treatment,

physical and legal safety, and inclusion in education, livelihood and self-reliance programmes.

In Cameroon, UNHCR launched one-time unrestricted cash assistance in four urban locations for over 11,000 refugees reliant on wages from the informal sector, and facing immense challenges to pay for rent, food and other basic needs because of COVID-19. The cash assistance, which also helped them comply with COVID-19 mitigation rules, was distributed as mobile money in collaboration with financial service provider MTN.

Challenges and unmet needs

Refugees, asylum-seekers, IDPs, returnees and stateless persons often find themselves living in poor shelters where health, WASH, and education services are overstretched or inaccessible and national social safety nets, including cash transfers, are not fully accessible. Overall, refugees in urban areas—even where the legal framework is enabling—often face numerous obstacles to access national services. The needs remain vast and UNHCR will continue to work with governments and partners to support and facilitate the inclusion of refugees whenever possible in national systems.



SPOTLIGHT: Cities stand with refugees against COVID-19

There were many excellent examples of cities supporting refugees as part of their COVID-19 response, actions recognized by UNHCR on 31 October on [World Cities Day](#) and through the [Cities #WithRefugees Campaign](#), signed by over 260 cities in over 50 countries. Cities will continue to be encouraged to communicate about initiatives they and their partners are undertaking to support refugees. Participating cities in 2020 included Bergen (Norway), Durban (South Africa), Ioannina (Greece), Quito (Ecuador), São Paulo (Brazil) and Victoria (Canada). UNHCR partnered with the Mayors Migration Council (MMC) on the Global Cities Fund for Inclusive Pandemic Response, a \$1,000,000 initiative to respond to cities' needs as they support migrants, refugees and IDPs during COVID-19. The 2021 Fund was granted to Barranquilla (Colombia), Beirut (Lebanon), Freetown (Sierra Leone), Lima (Peru) and Mexico City (Mexico).

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Energy and environmental protection

© UNHCR/Vanessa Zola

In Sudan's White Nile State, Alisa, 35, cooks on her family's new ethanol stove, received in a project piloted by UNHCR in partnership with the largest local sugar producing company, Kenana.



1,624,789 people of concern had access to a sustainable source of cooking fuel. Target: 1.6 million. 2019 result: 1.0 million.



1,724,199 people of concern had access to a sustainable source of electricity. Target: 2.5 million.

Results and achievements

Access to clean, affordable, and reliable energy services is integral to humanitarian response and essential for sustainable economic development. Sustainable energy services enable people of concern to UNHCR to meet their energy needs in a safe, sustainable and affordable way.

In 2020 UNHCR started applying its ["Global strategy for sustainable energy 2019-2024"](#), aiming to ensure that energy needs for cooking, lighting and heating are safely and sustainably met, supporting both refugees and host communities. Cleaner energy sources meant UNHCR's operations cut their CO₂ emissions by an estimated 500,000 tons, according to a revised methodology, far above the 6,000-ton target.

COVID-19 prevention required reliable and adequate water supplies and thus increased energy demand. That was a challenge in many operations since only 43% of people of concern had access to at least 20 litres of safe water per day. To this end, UNHCR expanded the use of solarized boreholes and water pumps which are cost-efficient in the long run and require less maintenance. 25 boreholes switched

from diesel to hybrid or full solar power. To the extent possible, health centres and isolation areas, including six in Bangladesh and 17 in Uganda, were connected to photovoltaic systems. COVID-19 also spurred distance learning, and children required power and light to study. UNHCR mobilized funds and resources to provide sustainable and renewable energy to health centres and schools in priority countries.

The [Clean Energy Challenge](#), led by UNHCR and UNITAR, increased its membership from 30 to 250 stakeholders in 2020. Partners and private donors enabled the first phase of the Energy Solutions for Displacement Settings programme to go ahead, improving access to renewable energy in Ethiopia, Kenya and Uganda for refugees and host communities. Initiatives in these countries included connecting health facilities to photovoltaic systems, techno-economic feasibility studies, and mobilization of local actors to roll out more sustainable energy programmes. The [Renewable Energy for Refugees](#) (RE4R) programme enabled the delivery of modern energy services in Jordan and Rwanda.

UNHCR is striving to shrink its environmental footprint, including by improving waste management and reducing field operations' CO₂ emissions. Improvements in the packaging of kitchen sets in 2020 reduced annual plastic and cardboard waste by 47 and 43 tons per year respectively. It established a \$4 million "green fund" to shift the energy source of field operations including Ethiopia, Kenya and Uganda from diesel to renewables. UNHCR also initiated partnerships with several international organizations and implementing partners to address deforestation and land degradation in refugee settings. For instance, Land Life implemented a reforestation project around Minawao camp in Cameroon, achieving an 85% tree survival rate, above the country's 55% average. In Bangladesh, the Center for Natural Resource Studies (CNRS) worked with UNHCR to enhance environmental protection and natural hazard risk mitigation around the Rohingya camps.

Operational highlights

As of December 2020, the RE4R project had installed solar water heater systems in 571 shelters and energy efficiency upgrades in 117 shelters in Jordan. It upgraded energy efficiency and solar power systems in 14 schools in Irbid governorate, and 5,778 students attended awareness-raising sessions on renewable energy and energy efficiency principles.

Training sessions were carried out for 50 engineers from the Ministry of Education and 115 youth were given 400 hours of vocational training on renewable energy. Training topics included design software packages (SketchUp, PVSyst and AutoCAD) and technical knowledge about the components and installation of solar power and heating systems.

Challenges and unmet needs

COVID-19 highlighted the urgency of increased access to sustainable energy for displaced populations and host communities. Nevertheless, sustainable energy sources such as solar are costly at their inception. Given limited funding, operations understandably prioritize immediate life-saving needs over technology. Conscious of the substantial return on investment from reduced costs over an asset life of 25 years or more, UNHCR is working to leverage private sector partnerships to expand the use of sustainable energy. This is particularly important in protracted situations where funding is diminishing and continued dependency on fuel is no longer affordable.

The COVID-19 situation and budget reallocation to other priority activities hampered environmental protection programmes, with unmet needs in land restoration and reforestation activities.



500,000 tons of CO₂ emissions reduced by using cleaner sources of energy. Target: 6,000. 2019 result: 838,220.



3,000 hectares of degraded land rehabilitated through reforestation activities in refugee-hosting areas. Target: 5,000.



100 (out of 550) UNHCR country offices participated in the annual inventory for the UN's "Greening the blue" initiative. 2019 result: 100.



102 UNHCR field offices participated in the UN-wide environmental inventory. 2019 result: 100.



Refugee families get clean water thanks to Swedish innovation

In 2020, the Swedish social enterprise [Solvatten](#) made an in-kind donation of 3,600 portable water treatment and water heating systems to refugee families in Uganda. Using solar energy, their innovative product cleans and heats water within a few hours, making it safe to drink and use. To address the water challenges and increase the use of renewable solar energy in off-grid regions of Uganda, UNHCR works actively to use Solvatten technology and educate communities on its benefits in their field operations.

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Voluntary repatriation

© UNHCR/Claris Neh Mokom Achu

Eve, 26, crosses the Ubangi river with her husband Jonathan and their children to return home to the Central African Republic after living as refugees in the Democratic Republic of the Congo.

Global Strategic Priorities
Voluntary return and reintegration
See p. 8 for GSP result



Results and achievements

In 2020, 250,951 refugees returned to their country of origin—a decrease of 21% from 2019 (317,291). Despite situations of complex security and fragile peace, UNHCR observed self-organized returns by refugees and IDPs in South Sudan, the Syrian Arab Republic (Syria), Yemen and elsewhere. 38,000 Syrian refugees returned home, 60% fewer than in 2019, a slowdown after 250,000 returned between 2016 and 2020. They were assisted by a network of community centres in Syria, safe public places where women, men, boys and girls can meet for social activities and obtain protection services—ranging from legal aid, education and livelihood support to psychosocial support, gender-based violence prevention and response, and child protection interventions.

In the Horn of Africa, UNHCR worked with the Intergovernmental Authority on Development (IGAD) and members of the Nairobi Process core group on the activation of the [IGAD Support Platform](#). Launched at the Global Refugee Forum, the platform

aims to mobilize political, technical and financial support for refugees, returnees and host communities.

In 2020, UNHCR strengthened its collaboration with the [UN Secretary-General's Peacebuilding Fund \(PBF\)](#), bolstering its contribution to the Sustaining Peace and 2030 Agendas. UNHCR collaborated with the PBF in Burkina Faso, the Democratic Republic of the Congo and Sudan in Africa, and El Salvador, Guatemala and Honduras in Central America. In Sudan, UNHCR implemented the PBF supported programme [Durable solutions for forced displacement in West Darfur](#), focusing on local action plans, long-term development and conflict resolution in target localities. Together with UNDP, UNHCR provided support to the Sudan Peace Commission and to the implementation of the Juba Peace Agreement pertaining to millions of Sudanese affected by displacement.

In Colombia, UNHCR signed a memorandum of understanding with the Victims Unit, which was set up by a 2011 law to support

IDPs and other people affected by conflict, and developed a work plan, including a component on returns from abroad, for implementation in 2021. Thanks to a project supporting mobile registration units of the National Civil Registry Office, 19,570 identity documents were issued in the departments of Arauca, La Guajira, Norte de Santander and Atlántico.

Operational highlights

Despite the pandemic, 40,774 Burundian refugees were assisted to return from Rwanda and the United Republic of Tanzania, bringing the total number of Burundian returnees to 120,500 since voluntary repatriation started in September 2017. Protection monitoring activities in return areas in Burundi showed some progress in returnees' ability to access services and reintegrate. More than 90% of interviewed returnees reported returning to their place of origin, 79% reported having access to primary health care in their return areas, 82% of returnee households reported having access to land and 72% had civil status documents.

There were 2,311 returns to Afghanistan, a 73% decline largely due to a suspension of voluntary repatriation caused by the pandemic, coupled with the worsening security situation and a lack of basic services and economic opportunities.

The Government of Afghanistan committed to double the number of priority areas for return and reintegration from 20 to 40. In 2020, more than 900,000 returnees, IDPs and community members were assisted by UNHCR and its partners with cash assistance and in-kind support, improved access to shelter, expansion of education and skills training, implementation of quick-impact livelihoods projects, and the development of public infrastructure including schools and health care facilities.

Challenges and unmet needs

Returns and reintegration efforts were hampered by the pandemic, with border closures and public health concerns preventing voluntary repatriations but also triggering some premature returns and onward movements. Returns were also limited by persistent problems in many countries of origin, including fragile or faltering peace processes, continuing insecurity, exclusion of refugees from peace processes and repatriation plans, and a failure to address the original drivers of displacement.

Other deterrents to voluntary repatriation included destruction and confiscation of housing, land and property, severely overstretched services, and a lack of employment opportunities in the home country.



8 countries were supported on housing, land and property and documentation rights for refugees and IDPs. Target: 10. 2019 result: 10.



7 intention surveys completed. Target: 9. 2019 result: 9.

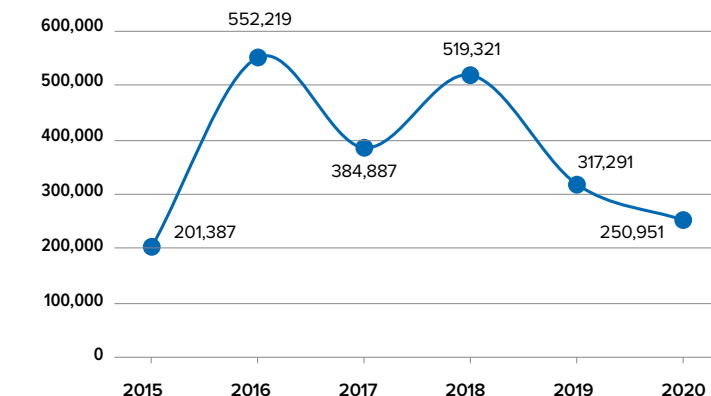


250,951 refugees returned to their country of origin. 2019 result: 317,291.



41 situations where refugees were supported to return voluntarily in safety and in dignity, where conditions permitted. 2019 result: 41.

REFUGEE RETURNEES | 2015-2020



For more information on solutions, see Chapter 6 of the [2020 Global Trends report](#)



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Resettlement and complementary pathways

© UNHCR/Mohamed Alalem

The family of a seven-year-old Syrian girl suffering from a brain tumour await resettlement from Libya to Canada, which could save her life.

Global Strategic Priorities
Resettlement
Protection and solutions
See p. 8 for GSP result



Results and achievements

The pandemic heightened the importance of resettlement and complementary pathways as protection and solution mechanisms and as a solid demonstration of responsibility-sharing. In 2020, the availability of such solutions decreased and implementation of the [“Three-year strategy \(2019-2021\) on resettlement and complementary pathways” \(3YS\)](#), which anticipated resettlement of 70,000 people and the admission of 140,000 refugees under complementary pathways in 2020, suffered a considerable setback. Despite COVID-19, UNHCR submitted over 39,500 refugees to 25 countries for resettlement, the majority originating from the Syrian Arab Republic (18,220), the Democratic Republic of the Congo (5,944), Eritrea (2,147), Somalia (2,071) and Sudan (1,805). 22,800 refugees departed on resettlement to 22 countries, 64% fewer than in 2019. UNHCR-facilitated departures were mainly from Lebanon (4,645), Turkey (4,098), Jordan (1,557), Egypt (1,353) and the United Republic of Tanzania (1,341). Half of refugee applicants were women and girls, and half were children. Submissions made on an emergency or urgent basis rose by 38% from 2019, accounting for a quarter of global submissions.

To help States and key stakeholders meet their commitments under the Global Compact on Refugees and in line with the 3YS, UNHCR and IOM collaborated under the [“Sustainable resettlement and](#)

[complementary pathways initiative 2020-2022”](#), known as the CRISP. The initiative aims to help States and other key actors establish or expand third-country solutions through capacity-building activities. To advocate for improved access to third-country solutions, UNHCR commissioned research supported by the CRISP on the benefits of resettlement and a mapping of global opportunities to advance resettlement and complementary pathways.

UNHCR led the creation of the CRISP-supported Global Task Force on Education Complementary Pathways, launched the Global Family Reunification Network, and worked on the creation of the Global Refugee Labour Mobility Task Force: three milestones towards achieving the 3YS goals. All three will be key platforms for sharing good practice and advocating for refugees' increased access to these solutions. The UNHCR Opportunities Platform, launched in September 2020 with the support of the CRISP, is a tool to help refugees find higher education scholarships, and will expand to include third-country employment opportunities.

In 2020, the OECD-UNHCR study [“Safe pathways for refugees”](#) was updated with 2019 data. It showed 155,775 first-time residency permits were issued that year for study, work and family purposes in OECD countries and Brazil to nationals of Afghanistan, Eritrea, the Islamic Republic of Iran, Iraq, Somalia, the Syrian Arab Republic and the Bolivarian Republic of Venezuela.

The Refugee Steering Group was convened in January 2020 with representatives from national, regional and global refugee-led networks that contributed to the Global Refugee Forum. It plays an important advisory role in planning the Annual Tripartite Consultations on Resettlement, coordinating refugee participation and creating spaces for discussions on matters of concern.

As a result of the pandemic, admissions under complementary pathways in 2020 were limited. The economic slowdown in many parts of the world affected labour mobility opportunities and many scholarship programmes for refugees have been temporarily halted. While data in these areas will be provided by the States later in 2021, the evidence from partners already suggested that the goal of 140,000 complementary pathways admissions in 2020 was not achieved.

Operational highlights

To address COVID-related challenges, many operations reconfigured their resettlement processing, using remote interviews and adapting the working environment.

In Italy, 2020 saw an expansion of the University Corridors for Refugees (UNICORE) project, which brings refugees residing in Ethiopia to study in Italy. UNICORE was set up in 2019 by Italian universities with the support of UNHCR, the Italian Ministry of Foreign Affairs and International Cooperation,

and key partners. The project now includes 24 universities and has welcomed around 70 students in three years.

Emergency Transit Mechanisms (ETMs) provided a life-saving solution, with 533 people of concern in Libya departing for Niger, Romania and Rwanda. A persistent challenge was the slow processing and lack of departures from the ETMs in Niger and Rwanda to the main resettlement countries, preventing additional evacuation flights from Libya taking place.

Challenges and unmet needs

The 2020 target of 70,000 refugees resettled in 31 countries was not met due to a shortfall in resettlement quotas, exacerbated by COVID-19, which led to the suspension of most departures from March to June 2020 with only slow and partial re-openings subsequently. Travel restrictions also significantly affected complementary pathways. The pandemic prompted embassies to suspend visa services, appointments and new applications, which particularly affected refugees with family reunification applications, while UNHCR strove to coordinate with its partners to keep the resettlement programme running and ensure protection for those most at risk. UNHCR also encouraged States to be flexible and innovative with interviews and visa processing in resettlement and complementary pathways, including family reunification.



22,800 UNHCR-facilitated resettlement departures. Target: 70,000. 2019 result: 63,726.



39,534 refugees were submitted for resettlement. 2019 result: 81,671.

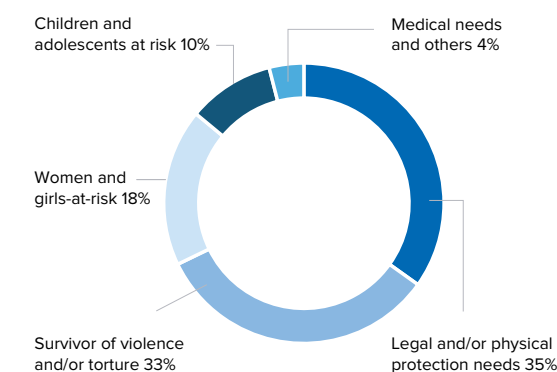


25 countries received UNHCR submissions. Target: 31. 2019 result: 29.

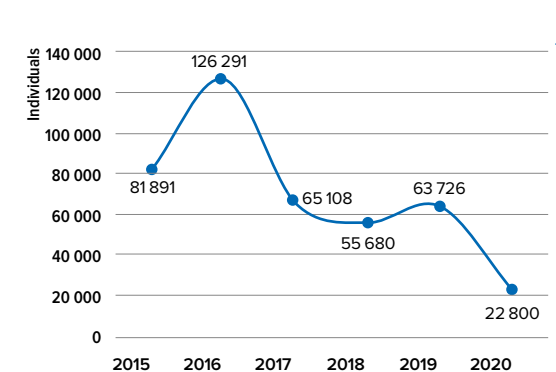


75 country operations submitted refugees for resettlement. 2019 result: 81.

GLOBAL RESETTLEMENT SUBMISSIONS BY CATEGORY | 2020



GLOBAL RESETTLEMENT DEPARTURES | 2015-2020



For more information on solutions, see Chapter 6 of the [2020 Global Trends report](#)



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Local integration and other local solutions

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Young Iraqi refugee Ali exchanges cultural and culinary experiences with his Belgian "buddy" Ignace, in Ghent, Belgium.

Global Strategic Priorities
Local integration
See p. 8 for GSP result



42 situations where refugees were supported to integrate. Target: 42. 2019 result: 42.

Results and achievements

Local integration of refugees is a complex and gradual process that involves refugees establishing themselves and integrating into the community in a country of asylum. During the Global Refugee Forum (GRF), several countries and other entities pledged to advance and promote local integration and other local solutions, such as permitting long-term legal stay and naturalization, including refugees in labour markets and education programmes, and promoting social cohesion. However, in 2020 the pandemic became the overriding priority.

Civil registration, documentation and legal stay options for refugees and asylum-seekers supported by legal services were a focus in several countries. UNHCR's advocacy, facilitation and support for local

integration as a durable solution resulted in the naturalization of 622 refugees in Armenia, Bosnia and Herzegovina and Guinea-Bissau, and the issuance and renewal of residence permits to 2,051 refugees in Albania, Azerbaijan, Ghana and Namibia which will enable holders to legally work in the respective countries and facilitate access to other rights. Sociocultural and economic integration of refugees following naturalization and granting of long-term stay in these countries was supported by counselling; awareness-raising about rights; cultural education; engaging youth in community-based activities; legislative analysis and advice in the context of employment-related cases; coexistence projects with development actors, government, private sector and other stakeholders; engaging consultants to

compile legal instruments and draft advice on housing, land and property (HLP) rights; and participatory assessment of the post-naturalization process to understand challenges encountered.

Regional platforms such as the Economic Community of West African States (ECOWAS); the Economic and Monetary Community of Central Africa (CEMAC); the Intergovernmental Authority on Development (IGAD) support platform under the Nairobi process; the European Commission; the Comprehensive Regional Protection and Solutions Framework (known as MIRPS by its Spanish acronym) were instrumental in advancing the integration agenda and promoting durable solutions including local integration, leading to the development of the Sudan and South Sudan durable solutions initiative, the European Union's Action Plan for Integration and Inclusion 2021-2027, as well as the San Salvador city Declaration to advocate the inclusion of displaced people and returnees.

A dedicated UNHCR expert on HLP rights supported operations in Ethiopia, Iraq and the Philippines, enhancing prospects for the socioeconomic integration of refugees through out-of-camp HLP studies, scoping studies on camp transformation and HLP training.

Operational highlights

The World Bank IDA18 sub-window supported the improvement of livelihoods and basic public services for refugees and host communities in Niger. This four-year plan aims to reach a total of 160,000 refugees through socioeconomic intervention.

In Chad, the out-of-camp approach was maintained and strengthened, namely by integrating all potential newly arriving refugees into host villages, with the ultimate goal of transforming 30% of refugee camps into villages by 2024 to allow for more inclusive socioeconomic integration.

Advances in the legal integration of refugees included the Democratic Republic of the Congo's commitment at the GRF to offer 10-year residence permits to the 200,000 Rwandan refugees who have opted to stay there after the termination of their status clause. In preparation, 75,000 Rwandans were verified.

As a result of UNHCR's advocacy, Liberia committed to provide land for agriculture and permanent housing to 5,000 locally integrated Ivorian refugees, in line with its local integration strategy.

Challenges and unmet needs

The COVID-19 pandemic hampered plans and initiatives as priorities shifted. With stretched resources, further advancement of socioeconomic inclusion and legal local integration was challenging.

In some situations, policy and legal restrictions prevented legal local integration from going ahead. The pandemic significantly affected the number of advocacy events. More investment was required to enable UNHCR to advocate with governments and popularize the arguments in favour of the local integration of refugees.



16 refugee situations where local integration was advanced, including as part of the implementation of pledges made at the Global Refugee Forum. Target: 15.

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“Educating a girl will create equal and stable societies and educated refugees will be the hope for rebuilding their countries someday.”

Mary Maker
Refugee student and advocate

GLOBAL COMMUNICATIONS

Global Strategic Priorities
Mobilization of support
See p. 9 for GSP result



UNHCR generates public support for refugees, IDPs and stateless people and provides them with opportunities to speak out. It counters xenophobia and divisive rhetoric about refugees, displaced people, and asylum seekers, in line with the [UN Strategy and Plan of Action on Hate Speech](#). UNHCR engages in campaigns and events that are endorsed by a diverse corps of Goodwill Ambassadors and high-profile supporters, amplifying its messaging around the world.



The WRD 2020 emoji was created by O'Plérrou, a designer and refugee advocate from Côte d'Ivoire, in partnership with Twitter.

Inspired by the battle against COVID-19 and worldwide demonstrations for racial justice, UNHCR's World Refugee Day (WRD) theme, “Every action counts, everyone can make a difference”, served as a call for equality. Videos and stories featured refugees fighting the pandemic and the organization's determination to stay the course despite the added burden of COVID-19. Most events were held virtually and many were highlighted, including those held by partners, on UNHCR's Global Website.



55.2 million combined followers of the #WithRefugee Coalition were reached by social media posts on WRD celebrations.

On WRD, the [#WithRefugees coalition](#)—backed by faith-based organizations, businesses, universities, NGOs, private sector partners and over 200 cities—sent a message of inclusion with a positive narrative about refugees in communities, helping UNHCR mobilize new audiences. Faith-based members acknowledged their special responsibility to tackle xenophobia. More than 800 people registered for a joint UNHCR-Council of Europe webinar marking WRD, “Creating inclusive cities: everyone can make a difference”.

The #IBelong campaign to end statelessness highlighted legislative breakthroughs by Côte d'Ivoire, the Dominican Republic, the Islamic Republic of Iran, Kenya, North Macedonia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan and other States. Goodwill Ambassador [Cate Blanchett's video](#) proved one of the campaign's most successful products ever. The campaign highlighted how people without a legal identity were at extra risk in the pandemic and needed to be included in national COVID-19 responses.

UNHCR's highly committed group of Goodwill Ambassadors, high profile supporters and digital influencers, with extensive audience reach despite COVID-19, created opportunities for advocacy and fundraising partnerships and brought authentic refugee voices and emergency appeals directly to the public. Their support for key UNHCR priorities included COVID-19 messages, emergency appeals and virtual participation in World Refugee Day, the #IBelong campaign and the first ever online Nansen ceremony. Goodwill Ambassadors led virtual discussions, e-gaming tournaments, poetry crowdsourcing, art contests, online concerts, music videos, comedy events and more. Some of UNHCR's most in-demand Goodwill Ambassadors include refugees whose lived experience brings power and authenticity to their advocacy. Together with high profile supporters, they helped raise millions of dollars and generated thousands of news items. Their reach of more than 177 million followers brought UNHCR record social media engagement.



500,000 engagements (likes, comments, shares and video views) were generated by UNHCR's statelessness social media posts.



Goodwill Ambassadors and high profile supporters generated **5.6 million** engagements—likes, comments, retweets and shares—on UNHCR and external channels and over 6,000 pieces of media coverage.

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SPOTLIGHT: The Nansen Refugee Award 2020



The Nansen Refugee Award has a rich legacy. Since 1954, more than 60 individuals and organizations have been recognized for improving the lives and communities of forcibly displaced people. The award ceremony is a UNHCR signature event. In 2020, UNHCR honoured Mayerlín Vergara Pérez, a human rights activist and the regional

coordinator for Fundación Renacer in Colombia. Ms. Pérez has worked to end the sexual exploitation of children and adolescents, many of whom are refugees in Colombia. The prize of \$150,000 awarded to Ms. Pérez was jointly donated by the Swiss and Norwegian Governments.

Four regional winners received a Nansen certificate:

- Ms. Sabuni Françoise Chikunda, a refugee teacher and founder of The Women's Centre, which helps victims of sexual and gender-based violence in Uganda.
- Ms. Rozma Ghafouri, an Afghan refugee in the Islamic Republic of Iran who taught sports to help refugee children get off the streets and into school.
- Ms. Tetiana Barantsova, human rights activist and co-founder of AMI-Skhid, an NGO advocating for the protection of IDPs with disabilities in Ukraine.
- Dr. Rana Dajani, a scientist and founder of the “We love reading” project, which makes reading and learning accessible to refugee children.

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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 (mainly on protection issues), and oversee the Office's finances and administration.

ExCom holds an annual session in Geneva every October. The 71st session took place from 5 to 9 October 2020. 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 2020, 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.

	Convention relating to the Status of Refugees and its Protocol		Conventions on the Status of Stateless Persons and the Reduction of Statelessness	
	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		
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		
Ethiopia	1969	1969		
Fiji	1972	1972	1972	
Finland	1968	1968	1968	2008
France	1954	1971	1960	
Gabon	1964	1973		

	1951	1967	1954	1961
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		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	1993	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	2020
Norway	1953	1967	1956	1971
Pakistan				
Panama	1978	1978	2011	2011
Papua New Guinea	1986	1986		

	1951	1967	1954	1961
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		
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		
South Sudan	2018	2018		
Spain	1978	1978	1997	2018
Sudan	1974	1974		
Suriname	1978	1978		
Swaziland	2000	1969	1999	1999
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	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	
Total Parties	146	147	94	75

In 2020, North Macedonia acceded to the 1961 Convention on the reduction of statelessness.

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3RP Regional Refugee and Resilience Plan in response to the Syria crisis

3YS Three-year strategy (2019-2021) on resettlement and complementary pathways

AAP Accountability to affected people

BIMS Biometric Identity Management System

BMZ German Federal Ministry of Economic Cooperation and Development

CCCM Camp coordination and camp management (cluster)

CEB United Nations System Chief Executives Board for Coordination

CEC Clean Energy Challenge (for UNHCR)

CEMAC Economic and Monetary Community of Central Africa

CERF Central Emergency Response Fund (UN)

COMPASS Planning, budgeting and reporting system (for UNHCR)

COVAX COVID-19 Vaccines Global Access

CRIs Core relief items (for UNHCR, also known as non-food items)

CRISP Sustainable resettlement and complementary pathways initiative 2020-2022 (UNHCR and IOM)

CRRF Comprehensive Refugee Response Framework

DAFI German Albert Einstein Academic Scholarship Programme for Refugees

DRC The Democratic Republic of the Congo

EASO European Asylum Support Office

ECOWAS Economic Community of West African States

ETM Emergency Transit Mechanism (for UNHCR)

EU European Union

ExCom Executive Committee of the High Commissioner's Programme

GAM Global acute malnutrition

GAVI, the Vaccine Alliance

GCR Global Compact on Refugees

GHRP COVID-19 Global Humanitarian Response Plan

GP20 Plan of action for the 20th anniversary of the Guiding Principles on Internal Displacement

GPC Global Protection Cluster

GRF Global Refugee Forum

GSC Global Shelter Cluster

GSPs Global Strategic Priorities (for UNHCR)

HALEP High Alert List for Emergency Preparedness

HIV/AIDS Human Immunodeficiency Virus and Acquired Immunodeficiency Syndrome

HLP Housing, land and property

HRP Humanitarian response plan

IASC Inter-Agency Standing Committee

ICRC International Committee of the Red Cross

ICVA International Council of Voluntary Agencies

IDA International Development Association (World Bank)

IDP Internally displaced person

IFRC International Federation of Red Cross and Red Crescent Societies

IGAD Intergovernmental Authority on Development

IGO Inspector General's office (for UNHCR)

ILO International Labour Organization

IOM International Organization for Migration

IPSAS International Public Sector Accounting Standards

IYCF infant and young child feeding programmes

JDC Joint Data Center on Forced Displacement (UNHCR/World Bank)

JICA Japan International Cooperation Agency

JPO Junior Professional Officer

LGBTIQ+ Lesbian, gay, bisexual, transgender, intersex and queer

MAM Moderate acute malnutrition

MIRPS Comprehensive Regional Protection and Solutions Framework in Latin America

MUAC Mid-upper arm circumference (nutrition)

NFIs Non-food items (also known as core relief items)

NGO Non-governmental organization

NRC Norwegian Refugee Council

OAU Organization of African Unity (replaced by African Union in 2002)

OCHA Office for the Coordination of Humanitarian Affairs (UN)

OECD Organization for Economic Cooperation and Development

OHCHR Office of the United Nations High Commissioner for Human Rights (UN)

PDM Post-distribution monitoring

PSEA Protection from sexual exploitation and abuse

PPE Personal protective equipment

PRIMES Population registration and identity management ecosystem (UNHCR)

RMRP Regional Refugee and Migrants Response Plan for refugees and migrants from the Bolivarian Republic of Venezuela

RRP Refugee response plan

RSD Refugee status determination

SADC Southern African Development Community

SDGs Sustainable Development Goals

SENS Standardized expanded nutrition survey (UNHCR)

SFCA Strategic framework for climate action (UNHCR)

Sida Swedish International Development Cooperation Agency

SSAR Solutions Strategy for Afghan Refugees

UN Women United Nations Entity for Gender Equality and the Empowerment of Women

UNAIDS Joint United Nations Programme on HIV/AIDS

UNDP United Nations Development Programme

UNESCO United Nations Educational, Scientific and Cultural Organization

UNFPA United Nations Population Fund

UN-Habitat United Nations Human Settlements Programme

UNICEF United Nations Children's Fund

UNITAR United Nations Institute for Training and Research

UNODC United Nations Office on Drugs and Crime

UNRWA United Nations Relief and Works Agency for Palestine Refugees in the Near East

UNSDCF United Nations Sustainable Development Cooperation Framework

UNV United Nations Volunteers

WASH Water, sanitation and hygiene

WFP World Food Programme

WHO World Health Organization

WRD WORLD REFUGEE DAY (for UNHCR)

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CREDITS

UNHCR wishes to acknowledge the contributions of all staff and consultants at Headquarters and in the field who have participated in the preparation of the narrative, financial and graphic components of this document.

Concept design: UNHCR

Layout design, production and printing: Printing section, Production and support service, United Nations Office – Geneva (2107130E).

The maps in this publication do not imply the expression of any opinion on the part of UNHCR concerning the legal status of any country or territory or area, of its authorities, or the delimitation of frontiers or boundaries.

Data in this report are drawn from the most recent statistics available to UNHCR, and from other United Nations agencies. For any corrigenda found subsequent to printing, please visit the Publications page on Global Focus website (<https://reporting.unhcr.org/publications>).

All amounts are in US dollars unless otherwise specified.

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Cover photo:
Rofiqua Begum, a refugee in Kutupalong camp in Cox's Bazar, Bangladesh, sits in front of the shelter where she lives with her four children.

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