



**UNHCR**  
The UN Refugee Agency

# GLOBAL REPORT

2018



FINANCIAL | OPERATIONAL | STATISTICAL

GLOBAL  
REPORT  
2018

The Global Report presents the work carried out by UNHCR in 2018 to protect and improve the lives of tens of millions of people of concern—refugees, returnees, internally displaced people, stateless persons, and others of concern. It highlights the year’s achievements, as well as challenges faced by the organization and its partners, in attempting to respond to multiple life-threatening crises and ever-growing humanitarian needs.

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### OVERVIEW OF 2018

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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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### Global Focus audience in 2018

**480,000**  
page views  
in 2018

**19,500**  
visits  
per month (+16%)

**145,000**  
documents  
downloaded

**12,000**  
documents  
downloaded  
per month (+30%)

# UNHCR IN 2018

## Mission

The High Commissioner for Refugees is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution of refugee problems. As of December 2018, 149 States are parties to the 1951 Convention relating to the Status of Refugees and/or to its 1967 Protocol.

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

UNHCR's Executive Committee (102 Member States as of October 2018) and the UN General Assembly have authorized involvement with other groups. These include former refugees who have returned to their homeland, internally displaced people, and persons

who are stateless or whose nationality is disputed. As of December 2018, 91 States are parties to the 1954 Convention relating to the Status of Stateless Persons and 73 to the 1961 Convention on the Reduction of Statelessness.

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

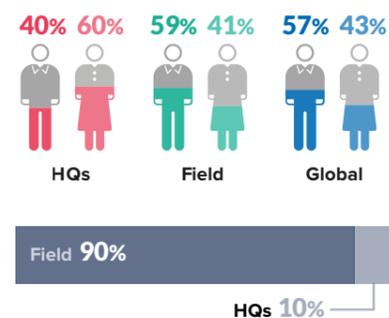
The Office carries out its work in collaboration with many partners, including governments, regional organizations, and international and non-governmental organizations. It is committed to the principle of participation, believing that refugees and others who benefit from the Office's activities should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

## Global Presence

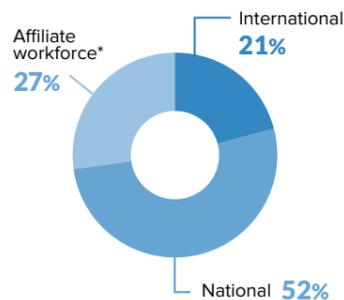
UNHCR is present in **131 countries** with offices in **501 locations**



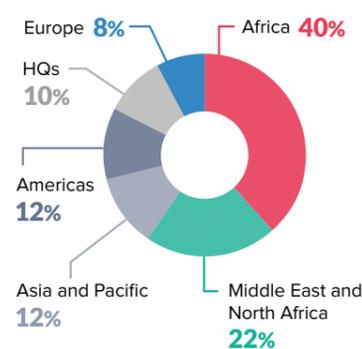
Gender breakdowns of UNHCR workforce



Global workforce by category

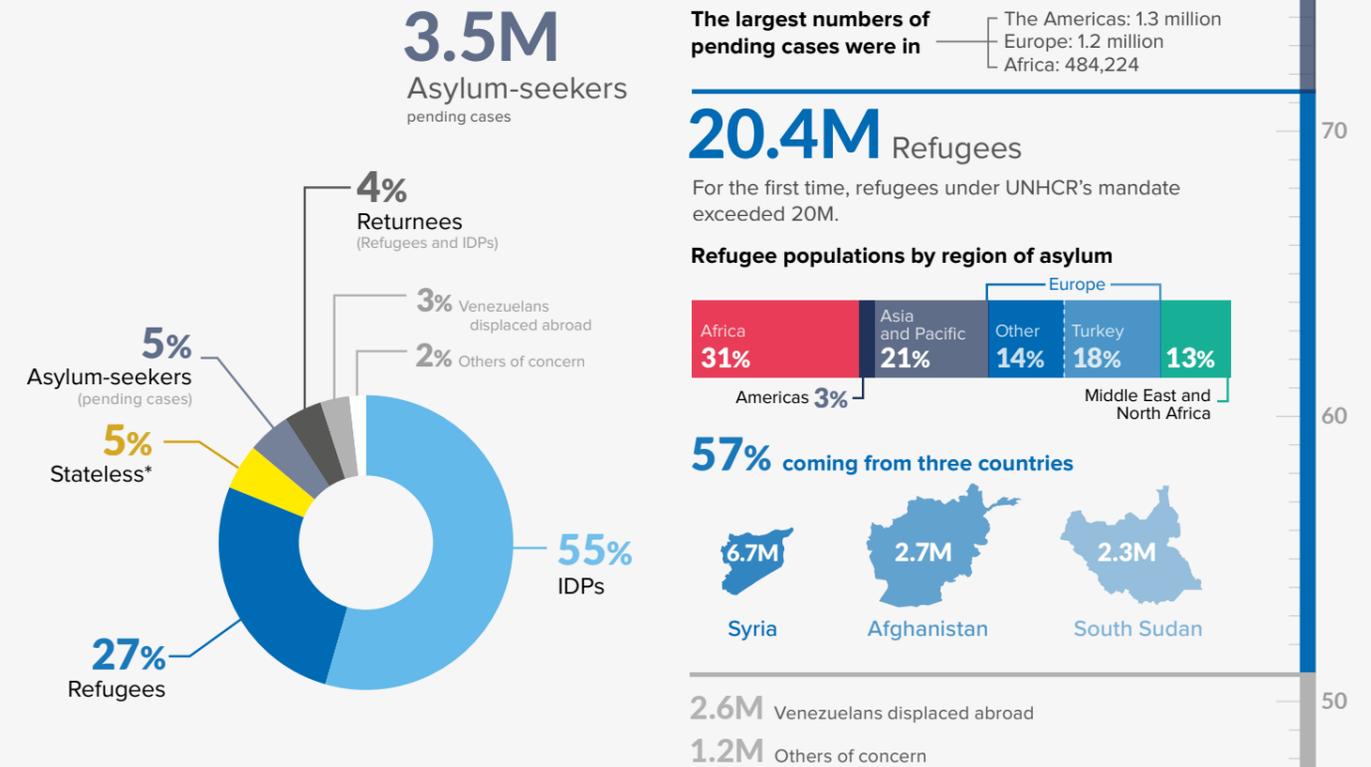


Global presence by region



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

# 74.8M People of concern to UNHCR worldwide



## 3.9M Stateless persons\*

A reported 56,400 people who were formerly stateless or of undetermined nationality acquired nationality or had their nationality confirmed in 24 countries. The actual number of stateless persons is higher, but a true figure remains difficult to obtain.

## 2.9M Returnees (Refugees and IDPs)

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

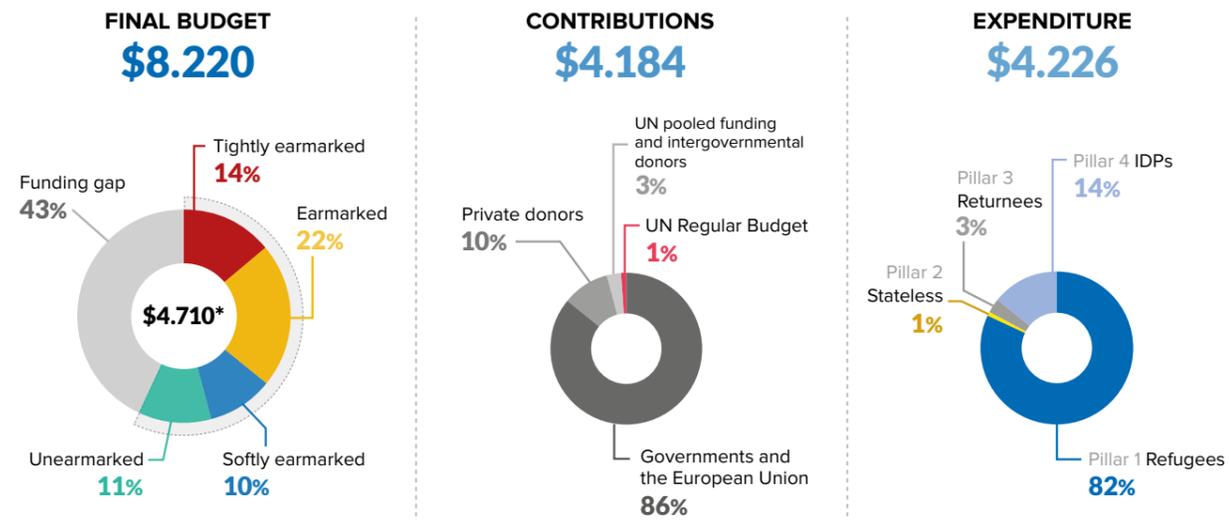
## 41.4M IDPs

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

\* Includes 906,635 Myanmar refugees in Bangladesh and 125,000 stateless IDPs in Myanmar who are also counted in refugee and IDP populations.

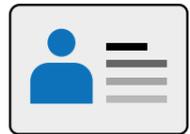
# Key data and achievements in 2018

Unit: billion



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

## Safeguarding fundamental rights



**Registration**  
**2.4M**  
biometric registrations in 2018

**7.2M** individuals  
biometrically registered by the end of 2018, mainly in Africa (48%) and in the Middle East and North Africa (38%)

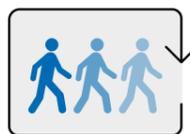


**Partnerships**  
**\$1.407B** allocated to partners

- 666 national NGOs
- 195 international NGOs
- 199 government partners
- 17 UN agencies

**33%** of global expenditure to partners

## Responding with lifesaving support



**Emergencies**  
**10** active emergencies

**Emergency deployments**

- 285 from UNHCR
- 135 from standby partners

**5 new emergency declarations in 2018**

- Cameroon
- Chad
- The DRC
- The North of Central America
- The Venezuela situation



**Core relief items**  
**Over \$34M**

worth of core relief items delivered to 39 emergency-affected countries



**Cash-based interventions**  
**\$568M**

(\$502M in 2017)

**↑13%**  
(compared to 2017)

**93 countries**  
Implemented CBIs



**Shelter**

**3.4M** refugees provided with shelter in planned settlements

**134,540** Tents  
Delivered in 39 countries

**13,602** Refugee Housing Units  
in 27 operations

## Building better futures



**Resettlement**

**1.2M** refugees in need of resettlement

**81,337** resettlement submissions to 29 countries

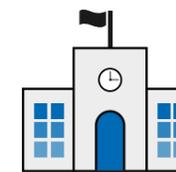
**55,680** UNHCR-facilitated departures to 27 countries

Top 5 resettlement countries

- United States of America 29,026
- Canada 14,264
- United Kingdom 6,286
- Sweden 4,967
- France 4,926

Top 5 countries of origin

- Syrian Arab Republic 28,189
- Democratic Republic of the Congo 21,807
- Eritrea 4,288
- Afghanistan 3,995
- Somalia 3,066



**Education**

**61%** of refugee children attend primary school

**23%** of refugee children attend secondary school

**1%** of refugee youth attend university



**Livelihoods and economic inclusion**

**75 countries** implemented livelihoods and economic inclusion initiatives

**1.8M** beneficiaries (people of concern and members of host communities)

# A moment of transition



In the course of 2018, conflict, persecution and civil strife continued to uproot millions of people, in harrowing circumstances. In many parts of the world, the politics around refugee and migration issues became more acrimonious and polarized, with direct consequences for the lives of many refugees who were denied refuge, separated from family members, or pushed back to situations of danger. Yet at the same time, a groundswell of solidarity was evident. Long-standing host countries stood firm in their commitment to protection principles and humanitarian values, and people across all walks of life came together to welcome and support refugees, including in countries where official policies became more restrictive.

For UNHCR and its partners, 2018 brought many challenges. In the first part of the year, we faced a race against time to stabilize conditions for Rohingya refugees in Bangladesh, ahead of the monsoon season. The Venezuela crisis reverberated across an entire region, as a growing number of destitute and vulnerable people sought stability and refuge beyond its borders. Hostilities in Yemen intensified, exposing millions to hunger; and the number uprooted by recurrent conflict in the Democratic Republic of the Congo and the Central African Republic also soared. Countries such as Cameroon, Ethiopia and Nicaragua were affected by new or accelerating displacement.

The plight of refugees and migrants moving in mixed flows—exploited, imprisoned and even enslaved while undertaking perilous journeys—called for resolute action and practical solutions, even as insecurity and other restrictions often limited our scope of action, in Libya and elsewhere. An average of six people lost their lives each day trying to cross the Mediterranean, with search and rescue capacities reduced and governments failing to agree on predictable disembarkation arrangements.



Grace, 27, from Uganda leads a life skills class on sewing machines for men and women from the refugee and host communities at Bidibidi Refugee Settlement in Uganda.



UN Refugee Chief Filippo Grandi talks to a young returnee in the ruins of Souran in the Syrian Arab Republic.

Millions of internally displaced people returned home in Iraq and Syria, often to widespread destruction and hardship, while in Afghanistan, Somalia and other long-standing displacement situations, the scope for solutions remained very limited. By the end of the year, the number of people of concern to UNHCR around the world—asylum-seekers, refugees, returnees, the internally displaced and stateless—had reached 74.8 million people, the highest figure ever.

Amidst these challenges, with the support of committed donors, and working closely with generous host countries and other partners, UNHCR continued to be present in the field—saving lives, securing protection and helping build a future for millions of refugees, internally displaced and stateless persons. Some 39% of our workforce was assigned in “hardship” duty stations, often in insecure environments, separated from their families. We made

significant investments in strengthening the integrity of our programmes, through new risk management measures and additional oversight capacities, and implemented a range of prevention and response measures in relation to sexual exploitation and abuse, and sexual harassment.

Record funding commitments made for 2018 at our pledging conference in December 2017 were an important expression of confidence in our programmes. The amount pledged—more importantly, the flexible funding pledged—placed us on a solid footing to commence our 2018 programmes and paved the way to a record year for voluntary contributions. All told, UNHCR received \$4.184 billion in contributions. When added to carry-over and other amounts, UNHCR had funds available to it of \$4.710 billion but, in the face of growing needs, this still left a funding gap of 43%.

This was also a moment of transformation. On 17 December 2018, the Global Compact on Refugees was affirmed by the United Nations General Assembly, presenting a new set of opportunities to translate the principle of responsibility-sharing into concrete action, building on a growing number of positive examples of the application of the Comprehensive Refugee Response Framework.



The Compact presented an important opportunity to broaden the base of support for refugees and make it more predictable, to accelerate the shift away from outdated camp-based response models; to drive refugee inclusion in local communities; to mobilize development resources, civil society and the private sector; and to refocus attention on solutions.

Making this work requires adaptation, innovation and the ability to influence and shape responses on the ground. This is the driving rationale behind UNHCR’s internal transformation process, and the regionalization and decentralization phase that we launched in 2018. Our aim is to ensure that we have strong and empowered country operations, with the authority and weight of our organization behind them, able to engage a wide range of partners, build and implement strategies,

take decisions and direct resources in a quick and nimble way. This work is aligned with the UN Development System reforms that are now being rolled out, in which we are fully engaged.

With the affirmation of the Compact, we now have a framework to transform our response to major refugee situations around the world, including by broadening the base of support beyond traditional host, donor, and resettlement countries, and making it a truly “whole-of-international-community affair”. The first Global Refugee Forum, to take place in December 2019, will offer an unprecedented opportunity to showcase, and further galvanize, innovative and tangible ways of applying the principles of solidarity and equitable burden- and responsibility-sharing in practice.

At this moment when division and intolerance have gained ground in many parts of the world, it is critical that we are able to demonstrate, in practical, meaningful ways, that international cooperation and multilateralism still work. By giving substance to the Compact, and working together to translate its promise into action, we can do just that—and help strengthen cohesion and build opportunities for millions of uprooted people and hosting communities worldwide.

# A Letter From Mosul

## Angelina Jolie, the UNHCR Special Envoy

A year after the fighting to liberate it ended, West Mosul lies abandoned, ruined and apocalyptic. The streets are eerily quiet: hundreds of thousands of former residents of the city are living in camps or nearby communities because there is nothing for them to go back to. In streets that look entirely uninhabitable, small numbers of shell-shocked families are clearing the rubble of their homes with their bare hands, braving the concealed explosives left behind. Even worse than the physical ruin of the city, even worse than the sundering of its cultural fabric, is the damage done to the emotional well-being of its people. The injustices done to them and the suffering they endured at the hands of their occupiers is impossible to quantify.

At another time in history, would we have reacted differently to what happened in Mosul? Would we have reacted as we did after the liberation of Europe after World War II, flooding it with assistance to rebuild and recover? I thought of the survivors of chemical weapons attacks, of hospital bombings, of the organized rape and deliberate starvation of civilians that are all features of contemporary conflicts, and

asked myself, have we become numb to human suffering? Are we guilty of performing a form of collective moral triage, selectively choosing when and where we will defend human rights, for how long and to what degree?

In Mosul, I felt I was standing at a ground zero of foreign policy failures over the last decade. But also in a place that represents the human capacity for survival and renewal, and the stubborn endurance of universal values in individual hearts. I think of a father I met, and his joy that his two young daughters are able to go to school again. Penniless and without a roof over their heads, he spoke as if he had no more treasured possession than their report cards. There would be no more profound symbol of victory than every girl in Mosul being able to go back to school and excel.

Not a single family I met in West Mosul asked me for anything. They are not counting on our assistance. Mosul can trace its history back 3,000 years—I am sure its people will overcome those three years of terror. But how much better it would be if we saw their recovery as our joint endeavour.

*The above are excerpts from the Special Envoy's original article published in the HuffPost. In addition to her mission to Iraq, the Special Envoy also carried her advocacy and voice to Jordan, to the Republic of Korea, and to the Venezuela situation.*



“I felt I was standing at a ground zero of foreign policy failures over the last decade. But also in a place that represents the human capacity for survival and renewal, and the stubborn endurance of universal values in individual hearts.”—Mosul, Iraq, June 2018.

“If we’ve learned anything from the last decade in the Middle East and Afghanistan, it is that if ‘liberty’ is not followed by effective support to ensure stability, then the cycle of violence only continues.”

—Angelina Jolie, UNHCR Special Envoy

Appointed Special Envoy in 2012, Angelina Jolie undertakes advocacy and represents UNHCR and the High Commissioner at the diplomatic level, and engages with decision-makers on global displacement issues. Through this work, she has helped contribute to the vital process of finding solutions for people forced to flee their homes.

# Working in partnership



© UNHCR/Duniya Aslam Khan

*Rwamwanja refugee settlement, Uganda. An 11-year-old boy rides around on the bike which he and his friends have made of wood.*

The engagement of a broad range of actors, including those beyond the traditional humanitarian sphere, is critical to mobilizing effective responses and pursuing solutions to forced displacement and statelessness. This means strengthening existing partnerships, but also pursuing new ones that can help foster innovative approaches to protection, assistance and solutions. Practicing “new ways of working” such as strengthened humanitarian-development cooperation, is key and fundamental to the broader United Nations reform efforts, particularly in relation to the reform of the

United Nations development system and centrally linked to pursuing the 2030 Agenda.

In 2018, UNHCR contributed to field-driven initiatives to identify and work towards collective outcomes, allowing UNHCR and its partners to capitalize on comparative advantages and mandates, transcending longstanding silos, with a positive impact on operations. A key objective remained for UNHCR—ensuring that protection stays central to these efforts, be they from a humanitarian, development or peace angle.

## 2018 – THE YEAR OF THE GLOBAL COMPACT ON REFUGEES

2018 came to a close with the historic affirmation by the UN General Assembly of the Global Compact on Refugees.

After a year of extensive dialogue with Member States, international organizations, civil society, the private sector and other experts, UNHCR launched formal consultations on the first—or “zero”—draft of the Global Compact in February 2018. Extending over six sessions, these consultations were instrumental in the development of the Global Compact before it was proposed by the High Commissioner in his 2018 annual report to the United Nations General Assembly.



“Refugee crises call for a global sharing of responsibility, and the Compact is a powerful expression of how we work together in today’s fragmented world.”

—Filippo Grandi, United Nations High Commissioner for Refugees

The text was informed by experience in applying the Comprehensive Refugee Response Framework (CRRF), initiated in 15 countries in follow-up to the New York Declaration, as well as lessons learned and ideas generated from other historical and current refugee situations. It also drew on thematic discussions which had explored actions to be taken to bring about the kind of comprehensive refugee responses envisaged by the New York Declaration, with arrangements for their reinforced operationalization outlined in the Compact.

While acknowledging the primary responsibility and sovereignty of States, the Global Compact recognized—in both substance and process—that transforming the collective response to refugee displacement and solutions would require a broader and more diverse coalition of support and action.

The essential role of all stakeholders in driving policy, influencing public opinion, providing protection and lifesaving assistance, or facilitating solutions, is not new. Indeed, with an issue as complex and far-reaching as

refugee displacement, no single actor can operate in isolation. UNHCR’s own work would not be possible without the contributions of all its many partners.

The Global Compact builds upon this by setting the scene for a more systematic and predictable engagement with a broader range of stakeholders from the outset, to capitalize on their respective expertise, capacities and resources.

With strong partnerships essential for sustainable and comprehensive responses, UNHCR engaged a wide range of actors—States, development actors, international organizations, UN entities, the private sector, financial institutions, NGOs, academics, diasporas and civil society, to name a few—throughout the consultations and in developing the text.

UNHCR ensured the voices of refugees and host communities were included in developing the Compact, recognizing that responses are most effective when they actively and meaningfully engage those they are intended to protect and assist. Given the diversity of experiences among refugees, those who contributed represented only a part of the refugee community, but their involvement was nonetheless vital in identifying key issues and providing a “sounding board” for the development of people-oriented reception, protection and solutions policies.

The engagement of development actors was also key, recalling the need for humanitarian assistance and development aid to complement each other. Equally, the importance of promoting solutions that build on local economies and address the needs



of affected host communities, the majority of which are in developing countries, has rightly gained greater prominence.

In addition to generating ideas to be included in the Global Compact’s programme of action, UNHCR’s partners were instrumental in sharing good practices. Indeed, many States and organizations have long been pursuing comprehensive responses in different countries and regions where refugees are hosted. Their experiences helped to highlight both the challenges and opportunities to consider in the development of the Global Compact, and in providing examples of innovative approaches to be replicated or built upon in the future.

### The Comprehensive Refugee Response Framework in 2018

Two years into the application of the CRRF, valuable good practices and lessons learnt have been collected on the practical application of comprehensive responses that can be adapted across countries and regions when operationalizing the Compact, as of 2019.

The experience of some CRRF countries which pioneered the Framework ahead of the affirmation of the Compact demonstrates the value of early engagement of donors, recalling that for donors to adjust strategies and priorities in line with the CRRF they, too, require time to build understanding and ensure alignment. Refugee-hosting countries have noted the need for further flexibility and predictability in funding mechanisms, with complementary humanitarian and development support, and greater transparency in relation to

Official Development Assistance (ODA), which would support government and NGO stakeholders in longer-term planning and prioritization, and to maintain political support for comprehensive approaches.

Experiences in CRRF countries show that there are substantive changes in the approach of some donor States. Some of these include: taking longer-term perspectives on displacement; focusing on livelihoods and economic inclusion, supporting the efforts of host governments for inclusion of refugees into national service delivery; and demonstrating willingness to work across host and refugee communities, thereby ensuring that development gains are shared across both communities.

For example, the European Union, Germany, Japan and the Republic of Korea were among the first donors to coordinate their humanitarian and development funding, and make significant additional contributions

#### Global Compact for Refugees | Objective 1 | Ease pressures on the host countries involved.

Governmental donors and the EU exceeded their 2017 humanitarian funding levels to UNHCR in 2018 (see the chapter on *Funding UNHCR's programmes*). However, diversity remained largely confined to the private sector.

More broadly, over the past three years, members of the OECD Development Assistance Committee (DAC) have contributed ODA bi-laterally or through pooled funds to international organizations to programmes and projects supporting refugees and host communities with \$25.98 billion and an addition of \$2.99 billion in 2018 (noting that final year-end figures for 2018 are not yet available). ODA growth between 2015 and 2017 showed a steady increase, with DAC members mostly indicating their ODA would remain the same or increase in the future.

Over the same three-year period, the percentage of development funds going to refugee-hosting contexts increased, from 23% in 2015 to 29% in 2017, and 21 DAC members are integrating issues related to refugees into their development policies. Along with members of the DAC, rising engagement from multilateral development banks was noted. This will not only be catalytic in drawing in other development partners, but also indicates a trend toward greater involvement in refugee-hosting contexts on the development side.



### Development actors

In 2018, the UN Secretary-General highlighted the CRRF as one of the most concrete expressions of the “new way of working”. UNHCR’s cooperation with the World Bank is an example of how complementary partnerships can leverage additional funds to support host countries, host communities, and refugees. UNHCR does not itself undertake development activities but seeks to influence and encourage additional financing to support the efforts of national governments to address refugee situations. In line with the Global Compact, UNHCR played a catalytic role in bringing humanitarian and development actions closer together to address the longer term challenges of forced displacement.

Further financing is required to meet the commitments made in the New York Declaration. Some CRRF countries are or will have greater access to expedited concessional finance that has the specific objective of increasing self-reliance for refugees and host communities. However, only a select set of CRRF countries have access to the World Bank IDA 18 refugee and host community sub-window, although they may qualify for other relevant financing. To date, 14 countries have been determined eligible for this World Bank funding.

Lastly, although there has been progress in some CRRF countries in areas such as collaboration in industrial zones, joint job programmes or other livelihood schemes that employ or benefit people from both host and refugee communities, the main successes have been in policy. Examples of such include the Jordan Compact and the Ethiopia Jobs Compact, where multinationals have been willing to invest capital in businesses and services which benefit both refugees and host communities. There has also been increased collaboration with private sector investors in certain CRRF countries and an increased focus on private sector approaches, particularly the role private sector actors can play in facilitating income opportunities for refugees and host communities, and financial inclusion.

towards host communities and refugees through development funding, supporting area-based approaches in line with priorities of national and local authorities. Similarly, development actors at the country level are adapting their approach to refugee hosting areas. Development donors such as ADA (Austria), BMZ (Germany), DANIDA (Denmark), DEVCO (EU), Enabel (Belgium), JICA (Japan), KOICA (the Republic of Korea), the Netherlands, and Sida (Sweden) scaled up activities and brought longer-term investments and a sustainability lens to the response.

DANIDA, for example, is dedicating up to 60% of its country programme to the

humanitarian-development nexus with the new Northern Uganda Resilience Initiative. Sida is building the capacity and the systems of Uganda’s hospitals to reduce neonatal mortality. Since December 2016, more than 130,000 pregnant women and 550,000 children under five in both refugee and hosting populations have been assisted through UNICEF’s Health Systems Strengthening project. The EU Trust Fund for Northern Uganda, run through an NGO consortium led by the Danish Refugee Council and bilateral agencies such as Enabel has made progress in securing an income for over 6,650 beneficiaries.

During planning for comprehensive responses, experience demonstrated the need for close attention to the gaps between government policy and service delivery, often requiring a deeper analysis of policy implementation and structural and procedural issues in addition to legal and policy frameworks. For example, in the majority of CRRF countries refugees have the right to work but, nonetheless, may not be fully benefitting from these more inclusive refugee policies. In some contexts, restrictions such as on freedom of movement may hamper self-reliance or access to national services which require movement outside camps or other designated locations of residence. As a result of structural economic and administrative or cultural barriers to the labour market, in practice, refugees' participation might be effectively reduced or impeded.

National ownership and leadership has proven to be the most critical factor driving the success of CRRF application, including in Afghanistan, Chad and Rwanda, which became CRRF countries in 2018. In several

countries, the CRRF approach and wide-ranging partnerships across government, UN Agencies, donors and NGOs has facilitated a “whole-of-government” approach and provided fora to agree on programmes of work and strategies that link to government priorities. In all countries, the CRRF has leveraged existing formal mechanisms to ensure an integrated government response.

In Latin America, for example, States implementing the regional Comprehensive Refugee Response Framework for Central America and Mexico (known as the MIRPS, which has national chapters containing a “whole-of-government” response) showed strong leadership building on and extending pre-existing regional agreements. Much of the success and momentum of the CRRF roll-out in Uganda has been driven by its ownership of the CRRF through a high-level Steering Group within the Government with wide stakeholder representation including local authorities, as well as refugees and host communities.



### An innovative approach to self-reliance transforms lives in Ethiopia

Since 2012, a UNHCR and IKEA Foundation project in Dollo Ado, Ethiopia, has created opportunities for refugees and the host community to work together, learn and earn a living. 1,000 hectares of previously barren land are now farms that boast crops such as watermelon, tomatoes and corn. Investment in education will allow future generations to sustain this initiative. Local businesses are also flourishing thanks to access to microfinance, allowing farmers to sell their crops. This project owes its success to the vision of the Government of Ethiopia and the collaborative efforts of local and regional authorities.



© UNHCR/Diana Diaz

### Global Compact for Refugees | Objective 2 | Enhance refugee self-reliance.

There is a growing recognition of the potential social and economic contributions refugees can make in their host countries, when permitted to do so. A more inclusive policy and legal approach by hosting States supported by increased investment by development actors can generate development gains in key SDGs for host communities as well as refugees. Refugee-hosting countries overall moved considerably towards more inclusive policies, with progress noted across most countries since September 2016. This included new refugee laws and regulations guaranteeing the rights of refugees and expanding refugee access to national systems and services.

Ethiopia's revised refugee law is an example, one of the most progressive pieces of refugee-related legislation in Africa, adopted shortly after the agreement on the Global Compact on Refugees. Chad announced it would roll out the CRRF in May, and by June the Ministry of Education announced that 108 schools in 19 camps and refugee sites across the country had become official Chadian schools. Similarly, refugee schools in Kakuma, Kenya, were registered as public schools with the Ministry of Education.

In Costa Rica, refugees and asylum-seekers have been included in the “My First Job” initiative, aiming to stimulate the private sector through a subsidy system for those hiring people of concern, especially youth and people living with vulnerabilities. In Zambia, UNHCR's partner UNCDF worked with the Bank of Zambia to change policy on what is an acceptable form of ID for opening a bank account, and Government-issued Refugee Certificates and refugee ID cards are now accepted as valid “know your customer” documents by financial service providers.

Importantly, refugees participate in CRRF facilitation mechanisms (Steering Groups and Secretariats) in Djibouti, Ethiopia and Uganda, and have been extensively consulted in places like Costa Rica, Mexico and Panama. Some States also started incorporating refugees into planning processes in 2018. In Central America, this was through specific and detailed commitments in the MIRPS, with greater integration in planning stages a key element of the “whole-of-society” approach.

On more sensitive areas, such as freedom of movement for refugees and encampment, varying degrees of progress have been made, although across all contexts some progress is noted from previously held positions.

Against a 15-year trend of gradual and consistent increases in the numbers of individuals resettled (albeit with annual fluctuations), submissions in 2018 were on a par with the average level for the period. As part of the global commitment to more equitable and predictable responsibility-sharing in the New York Declaration, Member States expressed an intention to provide resettlement places and other legal

pathways for admission on a scale to meet the annual needs identified by UNHCR. The Emerging Resettlement Countries Joint Support Mechanism and the Global Refugee Sponsorship Initiative are important efforts seeking to expand not only the base of countries participating in resettlement schemes but also the pathways and number of places available.

#### **Global Compact for Refugees | Objective 3 | Expand access to third-country solutions.**

Resettlements since the adoption of the New York Declaration are lower despite the upward trends over the last decade. Accompanying this decline have been multiple initiatives to expand opportunities for third-country solutions by both Member States and UNHCR (see the chapter on *Building better futures*). The development of the three-year strategy (2019-2021) on resettlement and complementary pathways foreseen in the Global Compact will be critical in attempts to reverse this decline.

There has been some progress, however. Some traditional resettlement States—including Canada, Finland, France, Germany, Ireland, Italy, Luxembourg, New Zealand, Norway, Portugal, Spain, Sweden and the United Kingdom—expanded or are expanding the numbers of refugees they resettle. The pool of States with resettlement programmes is also expanding thanks to a number of emerging resettlement countries, strengthened and consolidated through the Emerging Resettlement Countries Joint Support Mechanism. This was launched at the Leaders' Summit on Refugees, and provides a platform to facilitate strategic support and capacity-building efforts for the development of robust and sustainable resettlement programmes in new resettlement countries. The Mechanism is already providing support to Argentina, Brazil, Chile and Uruguay.

Access to resettlement is also being facilitated through the establishment and expansion of private and community sponsorship programmes for refugees. The use of evacuation transit facilities—both as a protection tool for refugees in need of urgent or emergency resettlement and as an alternative site for refugee processing—has expanded. Examples of such are the Emergency Transit Mechanism in Niger, and the Protection Transfer Arrangement programme in Central America.

The situation around the Mediterranean led to UNHCR calling in October 2017 for States to provide 40,000 resettlement places for the 15 asylum countries along the central Mediterranean route as part of the recently-established Core Group for Enhanced Resettlement and Complementary Pathways along the Central Mediterranean Route. Thanks to the collective efforts of States, UNHCR received 39,698 places out of the 40,000, an important demonstration of how collective efforts can contribute to responsibility-sharing.

On returns, the trend these past few years has been the numbers of people voluntarily repatriating—the preferred option for most refugees—are far outweighed by the numbers being forced into displacement, or the numbers in protracted displacement. More detailed assessments of countries of origin and the relative safety for returns is

needed as, for example, refugees may leave countries of asylum with deteriorating protection conditions, not because of significant improvements in their country of origin, but because there is marginally better security in the country of origin than the country of asylum.

#### **Global Compact for Refugees | Objective 4 | Support conditions in countries of origin for return in safety and dignity.**

Addressing the root causes of forced displacement, including peacebuilding in countries of origin, represents the key challenge towards achieving this objective of the CRRF. This requires political investment and enhanced stabilization and development efforts from regional and international actors. Although limited voluntary returns occurred during the year in CRRF countries, regional approaches to drivers of displacement and instability, such as the MIRPS in Central America, IGAD's "Nairobi Declaration and Plan of Action on Durable Solutions for Somali Refugees and Reintegration of Returnees in Somalia", and the Solutions Strategy for Afghan Refugees are crucial in accelerating solutions in countries of origin.

A "whole-of-government", multi-stakeholder approach, as reflected in the CRRF, requires an investment of time and leadership by host governments to bring together diverse stakeholders and build a shared understanding. Factors such as leadership and political commitment from the highest levels of government, openness to policy reform, and international and multilateral agencies' commitment to new ways of working all contributed to contextually appropriate realizations of comprehensive

responses. There is a growing recognition of the potential social and economic contributions refugees can make in their host countries, when permitted to do so. Inclusive policy and legal adjustments by hosting States supported by increased development investments can positively impact socioeconomic conditions for host communities as well as refugees.

The main goal of UNHCR's vast network of partnerships is to ensure better outcomes for people of concern by combining and leveraging complementary resources and working together in a transparent, respectful and mutually beneficial way. These partnerships also underpin UNHCR's engagement in inter-agency fora and processes, where mutual understanding and strong alliances help ensure that refugees, returnees, stateless persons and IDPs are adequately prioritized.

### UN reform

UNHCR contributed to several of the key UN reform efforts of 2018. As part of the United Nations Sustainable Development Core Group, UNHCR played an active part in the finalization of the Management Accountability Framework which articulates the mutual accountabilities between Resident Coordinators and UN Country Team Representatives. The Office remained constructively engaged in the design of the new United Nations Development Assistance Framework with a view to ensuring effective collective UN support to countries in their efforts to achieve the SDGs. As co-Chair with WFP of the Business Innovation Strategic Results Group, UNHCR worked to meet targets relating to greater integration of agencies' back offices, expanding use of common premises and operationalizing mutual recognition of policies. Moreover, UNHCR was an active member of the Joint Steering Committee to advance Humanitarian and Development Collaboration chaired by the Deputy Secretary-General, designed to resolving systemic bottlenecks for collaboration with specific focus on several key priority countries and regions.

UNHCR also supported enhanced UN conflict prevention and mitigation efforts as part of the Secretary-General's peace and security reforms. The Office played a regular

and substantive role in the weekly Deputies and Executive Committee meetings; remained active in the sustaining peace architecture, including through review of proposals to the Peacebuilding Fund; the preparation of system-wide guidance on peacebuilding and sustaining peace; and, through strengthened engagement with the permanent and non-permanent members of the Security Council on matters affecting people of concern. Importantly, the Office led the Secretary-General's mandated inter-agency group on statelessness to revise the Guidance Note on Statelessness; create strategies for priority countries; research nomadic groups; and improve methodology and data for global estimates.

### United Nations Agencies

UNHCR participated in a wide variety of inter-agency fora and strengthened its partnerships with other agencies, in line with its commitment to the SDGs, the New York Declaration and the Global Compact.

The SDGs are the cornerstone of UN engagement and the UN system has been aligning its programmes to support the implementation of the 2030 Agenda. The great promise of the SDGs is that no one is left behind, and refugees, IDPs and migrants are identified as groups that are included in this commitment. The SDGs are owned and implemented by governments,

which UNHCR stands ready to support in line with their priorities and in areas where the Office has expertise.

Central to the 2030 Agenda is identifying and overcoming obstacles to allow marginalized populations to contribute to, and benefit from, inclusion in sustainable social and economic development processes. This is of particular importance to UNHCR, which issued a "Preliminary Guidance Note on the 2030 Agenda" in 2017. Reflecting on 2018's experience, UNHCR updated the Guidance Note to set out its normative and operational support to refugees, IDPs and stateless persons within the overall framework of the SDGs. In the new Note, UNHCR will pursue inclusion and partnerships (notably with other UN Agencies) to plan and deliver the Office's contributions to the SDGs. All field operations are to engage in the UN's efforts in support of the SDGs, particularly in relation to the inclusion of marginalized populations. A positive example of this comes from the 2018-2022 UNDAF for Kenya, where refugee priorities were integrated for the first time.

Similarly, there was extensive work on SDG 16.9 as part of the #IBelong Campaign to End Statelessness.

There was effective inter-agency coordination in preparing and responding to emergencies. The analysis on early warning, early action and readiness issued by the IASC's reference group identified early actions around risks of very high concern. A unified response to the Ebola outbreak, for instance, allowed for the identification and securing of high-risk

contact points in Uganda. UNHCR also helped develop the IASC "humanitarian system-wide scale-up" protocols, which replaced the "humanitarian system-wide emergency activation-Level-3 response".

Partnership with WFP was key in promoting food security and self-reliance for people of concern in particularly dire drought-prone contexts such as Cameroon, Chad and Ethiopia. In December 2018, UNHCR, OCHA, UNICEF and WFP agreed on key principles for a common cash platform, which can include other interested agencies, in line with Grand Bargain commitments. Partnership with WFP also resulted in joint principles for targeting assistance and a global data sharing agreement.

Strengthening self-reliance was also the main objective of UNHCR's partnership with ILO, in efforts to include refugees in national health systems as well as offering them personal development and economic opportunities in their countries of asylum.

Working with UNICEF, UNHCR provided refugees access to education on the same grounds as their host communities to avoid the "lost generations" of conflict, for instance by expanding certified accelerated education programming for both refugee and host community youth in Africa and Asia.

Collaboration with both UNICEF and IOM was crucial in identifying the needs and advocating safeguards for vulnerable people, with a specific attention to unaccompanied or separated children on the move.

UNHCR Guidance  
Note on the 2030  
Agenda



## NGOs

UNHCR worked with 861 national and international NGOs as partners, as implementing agencies, and as fellow advocates for the rights of displaced people and stateless populations. Of the \$1.407 billion UNHCR disbursed to partners, some \$1.194 billion, or 85%, was provided to NGOs, including \$554.7 million to 666 national NGOs (see *Funding UNHCR's programmes* for more details).

The annual NGO consultations—one of the largest such UN-organized events—focused in 2018 on “Putting people first”. On this occasion, UNHCR launched the “UNHCR NGO Innovation Award”. The two winners, SINA Loketa from Uganda and Artemisszió from Hungary, were chosen for the innovative ways of improving the lives of people of concern.

UNHCR’s Partner Portal was converted into an inter-agency portal in November 2018. It supports common due diligence processes that reduce the administrative burden on partners and enhance efficiency as they only need to register once to access

three of the largest UN Agencies (UNHCR, UNICEF, and WFP). Since the conversion took place, 26 new partners entered into partnership agreements with UNHCR. The Office and UNICEF also harmonized their auditing method for common partners, using a risk-based approach established by UNHCR.

## Private sector

UNHCR continued to look to the private sector for ever greater financial support, as well as to contribute to providing solutions for refugees and host communities. Individual donors, corporations, foundations and philanthropists were increasingly prominent partners, contributing with funding, in-kind donations, technical expertise, creativity and innovation to deliver critical programmes and raise awareness to and engagement on the refugee cause.

The private sector now often provides products and services that refugees and host communities need. It spurs economic growth. It invests in technology. It employs refugees directly and indirectly throughout

UNHCR NGO Innovation Award



UNHCR's Partner Portal



### “The Girls’ Takeover”

To celebrate International Day of the Girl Child, Plan International and UNHCR arranged “The Girls’ Takeover” when, for one day, Sandy Alqas Botros, a 19-year-old Iraqi refugee now living and studying in Germany, took over the functions of UNHCR’s Assistant High Commissioner for Operations.



different value chains. For example, refugees and host communities in Dollo Ado, Ethiopia, reaped the benefits of pioneering investment from the IKEA Foundation, and the partnership with the Bill & Melinda Gates Foundation focused on innovative solutions in health, water, sanitation and hygiene.

A new private sector global campaign began, a virtual solidarity walk where people reach a communal target of

2 billion kilometres through fitness apps or online, representing the cumulative distance walked by refugees globally each year.

At the same time, funds from the private sector provided a growing source of mostly unearmarked income, giving flexibility in how and where these funds can be used, and allowing UNHCR to diversify its sources of funding (see *Funding UNHCR's programmes* for more details).

**2 Billion**  
Kilometres To  
Safety - The new  
private sector  
global campaign



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### UNHCR appointed its first two Patrons in recognition of their advocacy and awareness-raising work on behalf of millions of refugees

Her Royal Highness Princess Sarah Zeid of Jordan was appointed Patron for Maternal and Newborn Health. She has championed the needs and rights of mothers and newborns in fragile and humanitarian settings. Her role will also help highlight the results of the work jointly conducted between UNHCR and the Bill and Melinda Gates Foundation to save newborn lives.

The Venerable Vudhijaya Vajiramedhi, a highly respected Thai Buddhist monk, was appointed UNHCR’s Patron for Peace and Compassion. He has supported the Nobody Left Outside shelter campaign, and is particularly focused on using his title to advocate for peaceful co-existence between refugees and host communities.

A Patron is a prestigious honorary title given to those who support UNHCR and refugees by dedicating valuable time to disseminate information and knowledge about refugees. The role is to influence public opinion, change negative attitudes towards refugees and engage others to support UNHCR’s work.



## Engaging with the public – global campaigns

The #WithRefugees campaign marked its third year on 20 June 2018—World Refugee Day—showcasing the positive actions made around the world to help mitigate fear, intolerance and growing xenophobia towards refugees. Cities, companies, universities, foundations, faith-based organizations, youth groups and millions of people came together in support of the refugee cause with more than 30 million worldwide expressions of solidarity, and 1.8 million petition signatures calling for all refugees to have access to school, the possibility to work, and to have a safe place to live.

By World Refugee Day 2018, UNHCR was able to bring together a coalition group of over 450 members, many of whom are refugees themselves, and a commitment to promote tolerance and respect for people forced to flee. Examples of initiatives by coalition members included United World Colleges' aim to enrol up to 100 refugee students a year at its 17 colleges worldwide, Airbnb's tool to enable hosts to provide free, temporary accommodation to refugees, and IKEA Switzerland's offer of internships as a gateway to employment.

UNHCR also launched Cities #WithRefugees, inviting cities and local authorities all over the world who are working to promote inclusion, support refugees and bring communities together to sign a statement of solidarity #WithRefugees. Fifty cities had joined this

coalition by World Refugee Day, and over 120 by the “High Commissioner’s Dialogue on Protection Solutions in Urban Settings” in December. Other campaign highlights included the launch of the #WithRefugees Solidarity Tour, which helped amplify the impact of over dozens of national and global solidarity events in more than 45 cities, and the #WithRefugees Solidarity Map showcasing all the incredible work and innovation taking place around the world for and by refugees.

UNHCR’s Goodwill Ambassadors and high profile supporters were generous with their influence and popularity in building compassion and support for the refugee cause. By mobilizing fans, generating empathy, drawing media and social media attention, helping UNHCR engage with government and private sector decision-makers, shedding a spotlight on the human stories behind the sometimes overwhelming statistics, they made a difference in the lives of the people UNHCR serves. They also played a role in fundraising, with over \$2 million raised, notably \$1.5 million from an event hosted by Cate Blanchett. Goodwill Ambassadors helped secure large corporate donations in 2018. For instance, a portion of the proceeds from the global release of Khaled Hosseini’s “Sea Prayer” went to UNHCR, in addition to all author proceeds (the first donation raised \$265,000). Examples of their commitment, work and impact are included throughout this Report.

#WithRefugees Coalition



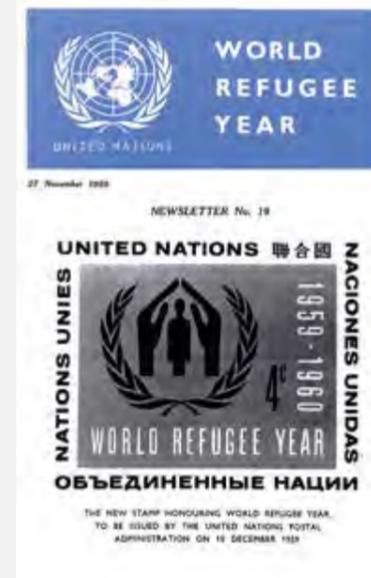
Cities #WithRefugees



#WithRefugees Solidarity Map



## From the UNHCR Archives: World Refugee Year, 60 years on...



In September 1958, the United Nations General Assembly approved the institution of World Refugee Year, an ambitious attempt to promote awareness of the refugee situation, encourage donations and find permanent solutions for different refugee crises. The campaign was coordinated by UNHCR and UNRWA, was launched in June 1959, and consisted of both political and diplomatic activity.

UNHCR’s Archives documents this huge effort, which included events and exhibitions, and the release of photos, individual stories, pamphlets, publications and movies, which in many ways foreshadowed the advocacy work that continues to this day. UN Special Representative Claude de Kémoullaria visited 45 States to advocate for the refugee cause. Worldwide media coverage was a success, thanks also to the commitment of celebrities like Yul Brynner and Brigitte Bardot.

An important mention goes to the Stamp Plan: on 7 April 1960 a stamp, depicting a stylized refugee sheltered by two hands, was issued by 70 postal authorities to raise money and attract public attention. Designed by Danish designer, Olav Mathiesen, this emblem would go on to become the official UNHCR logo.

The impact of World Refugee Year was considerable and multi-level. Thanks to generous donations, UNHCR’s Camp Clearance Programme in Europe was totally financed, giving the chance of a new life for the over 30,000 European refugees still living in camps 15 years after the end of World War II. New States acceded to the 1951 Convention and took action to resettle categories of refugees—such as persons with special needs—to whom this option had been denied. World Refugee Year showed that a great awakening of public and individual conscience to refugee situations and their resolutions was possible in 1959, just as it is today.

**“The tremendous gap between the needs of humanitarian programmes in all parts of the world and the resources available to implement them is a constant challenge to the conscience of more fortunate members of mankind.”**

—Sadruddin Aga Khan, UNHCR Chargé de Mission and later High Commissioner.

UNHCR’s Archives occupies 13 kilometers of shelving, while its digital archives comprise some 10 million documents. The Records and Archives Section safeguards this globally and historically unique collection and uses a state-of-the-art system to preserve digital materials. The Archives contain a wealth of detail about important events including, for example, records from the 1956 Hungarian uprising—the first major emergency in which UNHCR became operational—as well as of UNHCR’s role as lead UN Agency in the former Yugoslavia in the 1990s.

Sport is recognized in the Global Compact on Refugees (Art. 44) as a tool for social development, inclusion, cohesion, and well-being, particularly for refugee children, adolescents and youth. Partnerships with, amongst others, the Asian Football Confederation, the Badminton World Federation, the English Football Association, the FC Barcelona Foundation, the Football Club Social Alliance,

the International Olympic Committee (IOC), Jesuit Worldwide Learning, Peace and Sport, and the Taekwondo Humanitarian Foundation provided resources and expertise in sports programming. At the IOC's Olympism in Action Forum in Buenos Aires in October 2018, UNHCR, the IOC and Terre des Hommes launched the "Sports for Protection toolkit", a practical guide for sports programming in forced displacement settings.

### The Nansen Award



Since its establishment in 1954, few humanitarian honours possess the rich legacy of UNHCR's Nansen Refugee Award, which acknowledges individuals, groups and organizations for their dedication and outstanding work on behalf of forcibly displaced people.

In 2018, **Dr. Evan Atar Adaha**, a surgeon from South Sudan, was honoured as the laureate of the Award. Dr. Atar is the only surgeon as well as the medical director at Maban Referral Hospital, a 120-bed facility in Bunj, in Maban County, serving a population of more than 200,000, and the only functioning surgical facility in Upper Nile State. The Award recognized Dr. Atar's tireless efforts to bring health care to the neediest in a tense and volatile region of South Sudan.

Four regional winners were also honoured with a Nansen Refugee Award certificate.

**Ms. Samira Harnish**, Founder and Executive Director of Women of the World, based in Salt Lake City, Utah in the United States of America; **Reclaim Childhood**, an organization based in Jordan which uses sports to empower refugee women and girls; **Ms. Tuenjai Deetes**, a Thai activist devoted to improving the lives of stateless hill tribe communities in Northern Thailand; and **Mayor Andreas Hollstein and the volunteers of the town of Altena, Germany** for their innovative approach to the integration of refugees.



### Refugee coordination

Refugee response plans (RRPs) provide a comprehensive picture of identified needs, the impact on host communities, operational strategies, and financial requirements. The regional RRP included the requirements of 218 partners in 22 countries appealing for more than \$8 billion under the leadership of Regional Refugee Coordinators, with the Syria Regional Refugee and Resilience Plan (the 3RP) co-led by UNHCR and UNDP. More than \$4.574 billion was mobilized for these crises.

A key lesson integrated from 2018 is RRP need to evolve from purely emergency to more comprehensive responses, including a focus on mid- to long-term solutions. The 3RP has been an important example in this as, since its inception, it adopted bi-annual planning cycles to good effect. Building on this experience, the 2019 RRP prepared in 2018 are two-year plans covering 2019 and 2020 integrating emergency response and resilience efforts.

This approach was instrumental in developing the Regional Refugee and Migrant Response Plan for the Venezuela situation, which is co-led by UNHCR and IOM. This Plan employs a distinct regional platform approach to meet the full breadth of needs faced by the affected population and the countries hosting them. In addition, UNHCR participated in similar inter-agency plans for Bangladesh and Burkina Faso, the former jointly coordinated by UNHCR, IOM, and the UN Resident Coordinator.

To improve financial tracking for RRP and refugee responses in general, UNHCR developed the Refugee Response Financial Tracking Dashboard. This online tool compiles inter-agency budget and funding information for all RRP since 2012 and is now the main platform for financial tracking for inter-agency refugee responses.

In addition to its involvement in RRP, UNHCR participated in 19 of the 22 humanitarian response plans led by Humanitarian Coordinators, out of which it coordinated 14 refugee chapters.

Refugee Response Financial Tracking Dashboard



REGIONAL REFUGEE RESPONSE PLAN	Inter-agency budget (USD)	Inter-agency funding received (USD)	Funding level
Burundi	391,196,905	130,985,091	33%
DRC	547,049,611	185,207,443	34%
Nigeria	156,586,701	78,418,703	50%
South Sudan	1,379,415,957	694,606,917	50%
Syria 3RP	5,608,951,510	3,485,165,365	62%
<b>TOTAL</b>	<b>8,083,200,684</b>	<b>4,574,383,519</b>	<b>57%</b>

## Decentralization – building the UNHCR of tomorrow



Inside Doro, South Sudan's largest refugee camp, Benamoyo primary health care centre is the newest of two such establishments offering comprehensive primary health care services to more than 59,000 refugees, and to members of the host community. UNHCR ensures a constant supply of drugs, an ambulance for referrals, and technical and supportive supervision to staff.

In 2018, UNHCR launched a decentralization process to build strong and empowered regional presences and country offices, and move authority closer to the point of delivery. This decision reaffirmed UNHCR's strong commitment to remain a field-oriented organization placed as close to the point of delivery as possible so as to better understand and respond to the needs of people of concern. It also reflects broader United Nations reform efforts—the Global Compact, the Grand Bargain, reforms to development, peace and security, and the Secretary-General's reform agenda to promote greater efficiencies within the UN system.

Throughout 2018, a Change Team within UNHCR designed a process to move decision-making and accountability closer to the point of delivery; empower

operations to make appropriate decisions without unnecessary delay; respond faster and more flexibly, especially at the onset of large-scale emergencies; change how funds and resources are prioritized and invested; and strengthen operational integrity by capturing context-specific knowledge and translating it into viable programmes. As part of this process, by the end of 2019, Bureaux will be moving to the field and equipped with stronger capacities in the areas of strategic planning and management, external engagement, protection, operations support and coordination to support the country operations.

Starting in 2019, and completed by the end of 2020, these reforms will allow UNHCR to become a stronger and more reliable partner in the collective effort to protect

and assist people of concern; to advance strategic partnerships at the point of delivery, particularly with development actors; and to engage more closely consistently with States and other actors at the national and regional levels.

### Multi-year, multi partner strategies

The development and implementation of multi-year, multi partner (MYMP) strategies in 22 operations\* has facilitated new strategic alliances and a much broader coalition of partners. The strategies have also helped in defining UNHCR's role and specific contributions to the application of comprehensive responses at country level, bringing comparative advantages to resolve protection and solution challenges in a sustainable way for people of concern.

In 2018, UNHCR conducted a lessons learned exercise. Institutionalization of a MYMP approach, the exercise found, will need a broad set of changes to existing systems and business processes, as well as structured support to field operations over a number of years.

The lessons will be integral for the revision of UNHCR's results-based management (RBM) system, which will incorporate several key changes in operations management processes, including multi-year requirements. The future RBM system will empower UNHCR's field operations to develop, implement and monitor multi-year, context-appropriate protection and solution strategies and plans for UNHCR and (implementing) partners' response, with focus on collective results. Revision of UNHCR's results framework will allow for greater flexibility to develop context-specific

theories of change that align with national priorities and inter-agency frameworks.

The pursuance of MYMP strategies was bolstered by the November 2018 launch of the Solutions Capital Initiative, a donor pact aiming to catalyse the implementation of MYMP strategies in Costa Rica, Ecuador, Ghana, Kenya, and Malawi. Through strengthened systems, tools and guidance, MYMP approaches will be better monitored and evaluated, including the use of a theory of change and greater focus on outcomes.

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

# GLOBAL STRATEGIC PRIORITIES 2018-2019

UNHCR's Global Strategic Priorities (GSPs) for the 2018-2019 biennium showcase the most important areas in which UNHCR made targeted efforts to improving the protection of, and seeking solutions for, its people of concern. They are divided into two categories: a set of operational priorities for field operations and a set of support and management priorities for core corporate functions.

At the country operations level, UNHCR strongly advocated the inclusion of people of concern into national plans, in line with the SDGs. These efforts were supported by the stronger alignment of the operational GSPs with the SDGs, such as in the areas of gender equality, peace and justice, food security, health, education, livelihoods, and water sanitation and hygiene.

The GSPs were increased from eight to ten—the additional two being on cash and data—to better reflect how UNHCR took forward the vision set out in its 2017-2021 Strategic Directions, and to align them with UNHCR's commitments under the 2030 Agenda for Sustainable Development and the Grand Bargain.

## ACHIEVEMENTS

Sustained efforts on core GSP areas prompted improvements in several fields of work. For instance, the operational and coordination capacity for shelter and cash assistance was strengthened in several countries. Cash-based interventions increased 13% compared to 2017, reaching \$568 million. Over 13,600 Refugee Housing Units were deployed to 27 operations. UNHCR as well worked on the inclusion of refugees into national health insurance

systems. Enhancing resilience and facilitating equitable access to health care, UNHCR rolled out a new integrated refugee health information system, and began collecting and analyzing current data from health services in refugee settings.

UNHCR supported governments undertaking individual registration of asylum-seekers and refugees, including completing a joint verification exercise with the Government of Uganda for over 1 million refugees. Other key joint UNHCR-government registration or verification exercises were initiated in Bangladesh and Ethiopia. As it stands, over 7.2 million refugees are now registered in UNHCR's digital population registration and identity management ecosystem.

Globally, the enrolment rates of primary school-aged refugee children improved, with the percentage of children enrolled rising to 61%. By the end of 2018, targeted programmes resulted in the enrolment of an additional 200,000 children (almost 50% of whom were girls) into primary education across twelve countries.

Compared to 2017, there was a 16.5% rise in emergency deployments of trained personnel (including partners), totaling some 420 people (285 UNHCR staff and 135 standby partner staff), reflecting strengthened partnership and emergency-response capacity to meet the needs of refugees and people of concern.

## CHALLENGES

The onset of new emergency situations required a reprioritization of funds towards addressing lifesaving needs in many operations including in the Americas, where the exodus of Venezuelans created

significant challenges for neighbouring countries, as well as States further afield. Ensuring access to assistance and basic services was also challenged by the increasing number of people of concern on the move.

Access to adequate shelter remained a major challenge in many operations, despite notable progress in finding solutions for it. Notably, deterioration of the Venezuela crisis escalated the need for shelter in the Americas where UNHCR focused its response on cash-based initiatives to respond to the shelter needs in urban areas as well as emergency shelter provision at transit sites.

UNHCR identified 1.2 million people in need of resettlement in 2018. By the end of the year, 81,337 submissions had been made to 29 countries. UNHCR facilitated the departure of 55,680 people to 27 countries.

Limited resources resulted in cuts in food assistance, food security and nutrition assistance. In eastern Chad for example, where the situation has been deteriorating over the past 3 years, several settlements reported global acute malnutrition rates over 15%, corresponding to emergency levels.

Inclusion of children of concern into national child protection system remained a challenge. Where such systems functioned effectively and were accessible to refugees and other children of concern, key service providers often lacked the knowledge and structures to effectively coordinate and respond to the complex protection needs of children of concern.

While UNHCR made important progress in expanding refugees' financial inclusion and promoting refugees' right to work, existing legal frameworks or practical obstacles, such as high unemployment and poverty rates in many host countries, continued to impede access to safe and sustainable employment for people of concern.

## MORE INFORMATION

More detail and context are contained throughout this publication, in the regional summaries, and in particular in the matrices in the thematic chapters. Detailed reporting on UNHCR's achievements and challenges across all GSP areas in 2018 are available in the detailed progress report on the Global Focus website.



### OPERATIONAL GSPs

#### SAFEGUARDING FUNDAMENTAL RIGHTS



Favourable protection environment



Fair protection processes and documentation

#### RESPONDING WITH LIFESAVING SUPPORT



Security from violence and exploitation



Basic needs and services  
Reducing mortality  
International standards in shelter and WASH

#### BUILDING BETTER FUTURES



Community empowerment and self-reliance

Building coexistence and active participation  
Education and livelihoods



Durable solutions

#### SUPPORT AND MANAGEMENT GSPs

Financial management	International protection
Information and communications technologies	Coordination
Programme management	Emergency preparedness and response
Mobilization of support	Human resources
Data	Cash

# Funding UNHCR's Programmes

## 2018 OVERVIEW

This chapter presents an overview of UNHCR's requirements, income and expenditure in 2018. More

detailed information can be found on UNHCR's main operational reporting platform, Global Focus.



With the total population of concern to UNHCR growing to 74.8 million people, UNHCR's global needs-based budget grew 3% during the year compared to 2017. Its growth clearly reflected UNHCR's response to increasing or worsening crises generating greater needs for more people in more places.

TABLE 1 | BUDGET AND EXPENDITURE | USD

REGION AND SUB-REGION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>AFRICA</b>							
West Africa	Budget	185,897,364	15,215,267	35,361,808	58,085,682	294,560,121	
	Expenditure	115,514,055	5,396,835	15,270,128	16,808,233	152,989,251	
East and Horn of Africa	Budget	1,521,822,200	7,223,970	70,296,295	128,498,318	1,727,840,784	
	Expenditure	707,883,656	2,716,832	23,795,662	56,310,762	790,706,912	
Central Africa and the Great Lakes	Budget	462,583,339	1,661,313	34,649,387	109,334,463	608,228,501	
	Expenditure	225,552,262	689,299	17,886,398	49,895,535	294,023,494	
Southern Africa	Budget	123,107,310	1,896,865	-	-	125,004,175	
	Expenditure	65,650,191	773,952	-	-	66,424,143	
<b>SUBTOTAL AFRICA</b>		<b>Budget</b>	<b>2,293,410,213</b>	<b>25,997,415</b>	<b>140,307,489</b>	<b>295,918,463</b>	<b>2,755,633,580</b>
		<b>Expenditure</b>	<b>1,114,600,165</b>	<b>9,576,918</b>	<b>56,952,188</b>	<b>123,014,530</b>	<b>1,304,143,801</b>
<b>THE AMERICAS</b>							
North America and the Caribbean	Budget	25,814,757	7,965,618	-	-	33,780,375	
	Expenditure	14,595,979	4,709,481	-	-	19,305,460	
Latin America	Budget	149,483,010	1,175,855	-	21,556,495	172,215,360	
	Expenditure	101,933,850	575,977	-	11,863,357	114,373,184	
<b>SUBTOTAL AMERICAS</b>		<b>Budget</b>	<b>175,297,767</b>	<b>9,141,473</b>	<b>-</b>	<b>21,556,495</b>	<b>205,995,735</b>
		<b>Expenditure</b>	<b>116,529,829</b>	<b>5,285,458</b>	<b>-</b>	<b>11,863,357</b>	<b>133,678,644</b>
<b>ASIA AND THE PACIFIC</b>							
South-West Asia	Budget	203,310,275	599,000	89,226,179	30,656,971	323,792,426	
	Expenditure	71,341,044	112,947	33,673,935	21,490,463	126,618,390	
Central Asia	Budget	6,529,889	2,086,110	-	-	8,615,999	
	Expenditure	3,718,094	1,602,031	-	-	5,320,124	
South Asia	Budget	26,855,319	828,049	-	-	27,683,367	
	Expenditure	13,788,502	612,834	-	-	14,401,336	
South-East Asia	Budget	280,225,734	27,801,462	-	18,560,861	326,588,056	
	Expenditure	190,419,838	12,490,434	-	9,994,773	212,905,045	
East Asia and the Pacific	Budget	13,533,008	325,133	-	-	13,858,141	
	Expenditure	9,675,581	280,087	-	-	9,955,668	
<b>SUBTOTAL ASIA AND THE PACIFIC</b>		<b>Budget</b>	<b>530,454,224</b>	<b>31,639,753</b>	<b>89,226,179</b>	<b>49,217,832</b>	<b>700,537,989</b>
		<b>Expenditure</b>	<b>288,943,060</b>	<b>15,098,333</b>	<b>33,673,935</b>	<b>31,485,235</b>	<b>369,200,563</b>

UNHCR's final 2018 budget was \$8.220 billion, having increased from \$7.508 billion. The increase came from six supplementary budgets totaling \$712 million which were added during the year.

Total funds available to UNHCR reached \$4.710 billion. This was mainly comprised of voluntary contributions of \$4.117 billion, the assessed contribution of \$43 million

from the UN Regular Budget, carry-over of \$426.7 million, and \$123.5 million as other income and adjustments.

Expenditure totaled \$4.226 billion and the implementation rate (expenditure over total funds available) was 90%. Taking total funds available over the budget, the funding gap was 43%, or \$3.510 billion.

REGION AND SUB-REGION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>EUROPE</b>							
Eastern Europe	Budget	459,999,206	2,299,266	-	29,213,817	491,512,289	
	Expenditure	139,450,477	1,657,795	-	17,690,539	158,798,810	
South-Eastern Europe	Budget	39,690,538	5,433,290	-	-	45,123,828	
	Expenditure	22,978,237	3,156,395	-	-	26,134,632	
Northern, Western, Central and Southern Europe	Budget	341,528,404	3,032,800	162,653	-	344,723,858	
	Expenditure	298,066,043	2,323,538	121,938	-	300,511,519	
<b>SUBTOTAL EUROPE</b>		<b>Budget</b>	<b>841,218,149</b>	<b>10,765,356</b>	<b>162,653</b>	<b>29,213,817</b>	<b>881,359,975</b>
		<b>Expenditure</b>	<b>460,494,757</b>	<b>7,137,727</b>	<b>121,938</b>	<b>17,690,539</b>	<b>485,444,961</b>
<b>MIDDLE EAST AND NORTH AFRICA</b>							
Middle East	Budget	1,113,663,700	1,313,445	259,200,000	862,768,826	2,236,945,971	
	Expenditure	696,660,699	864,277	29,369,636	399,718,905	1,126,613,517	
North Africa	Budget	234,162,521	-	-	10,658,565	244,821,086	
	Expenditure	118,428,132	-	-	10,010,351	128,438,483	
<b>SUBTOTAL MIDDLE EAST AND NORTH AFRICA</b>		<b>Budget</b>	<b>1,347,826,221</b>	<b>1,313,445</b>	<b>259,200,000</b>	<b>873,427,391</b>	<b>2,481,767,057</b>
		<b>Expenditure</b>	<b>815,088,831</b>	<b>864,277</b>	<b>29,369,636</b>	<b>409,729,256</b>	<b>1,255,052,000</b>
<b>SUBTOTAL FIELD</b>		<b>Budget</b>	<b>5,188,206,574</b>	<b>78,857,441</b>	<b>488,896,322</b>	<b>1,269,333,999</b>	<b>7,025,294,336</b>
		<b>Expenditure</b>	<b>2,795,656,642</b>	<b>37,962,714</b>	<b>120,117,696</b>	<b>593,782,917</b>	<b>3,547,519,969</b>
Global Programmes	Budget	465,518,487	-	-	-	465,518,487	
	Expenditure	435,569,556	-	-	-	435,569,556	
Headquarters <sup>1</sup>	Budget	239,972,187	-	-	-	239,972,187	
	Expenditure	235,075,917	-	-	-	235,075,917	
<b>SUBTOTAL PROGRAMMED ACTIVITIES</b>		<b>Budget</b>	<b>5,893,697,248</b>	<b>78,857,441</b>	<b>488,896,322</b>	<b>1,269,333,999</b>	<b>7,730,785,009</b>
		<b>Expenditure</b>	<b>3,466,302,114</b>	<b>37,962,714</b>	<b>120,117,696</b>	<b>593,782,917</b>	<b>4,218,165,442</b>
Operational Reserve	Budget	464,425,011	-	-	-	464,425,011	
	Expenditure	-	-	-	-	-	
NAM Reserve <sup>2</sup>	Budget	13,242,991	-	-	-	13,242,991	
	Expenditure	-	-	-	-	-	
JPO	Budget	12,000,000	-	-	-	12,000,000	
	Expenditure	8,088,107	-	-	-	8,088,107	
<b>TOTAL</b>		<b>Budget</b>	<b>6,383,365,250</b>	<b>78,857,441</b>	<b>488,896,322</b>	<b>1,269,333,999</b>	<b>8,220,453,012</b>
		<b>Expenditure</b>	<b>3,474,390,222</b>	<b>37,962,714</b>	<b>120,117,696</b>	<b>593,782,917</b>	<b>4,226,253,549</b>

<sup>1</sup> Includes allocations from the UN Regular Budget as follows: \$42,997,200 (budget) and \$42,954,251 (expenditure).

<sup>2</sup> "New or additional activities - mandate-related" (NAM) Reserve.

## 2018 BUDGET

The Executive Committee, at its 68<sup>th</sup> session in October 2017, approved an original global needs-based budget for 2018 of \$7.508 billion. At its 69<sup>th</sup> session in October 2018, the Executive Committee approved a revised budget of \$8.275 billion, incorporating supplementary budgets of \$766.9 million. The supplementary budget for the South Sudan situation was subsequently reduced by \$54.9 million, bringing the final supplementary budget to \$712 million and the annual budget for 2018 to \$8.220 billion, representing an overall budget growth of 3% compared to the final 2017 budget.

## Supplementary budgets

With the priorities driving the increase in UNHCR's budget coming mostly from the need to respond to new or worsening crises, six supplementary appeals, two of which were revised, were issued. The financial requirements for these budgets came to 9% of the programmed activities of \$7.730 billion.

CHART 1 | SUPPLEMENTARY BUDGETS | 2018

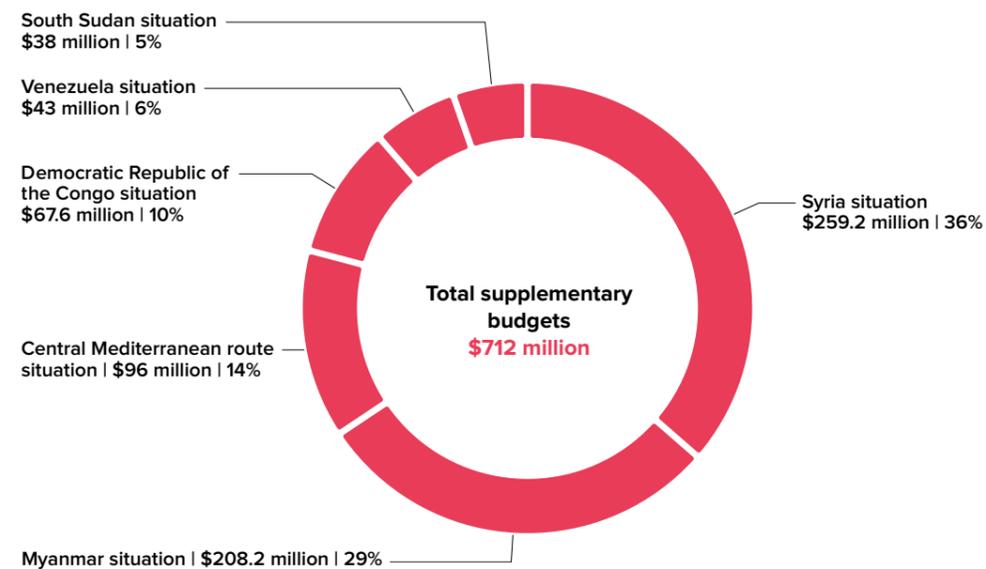
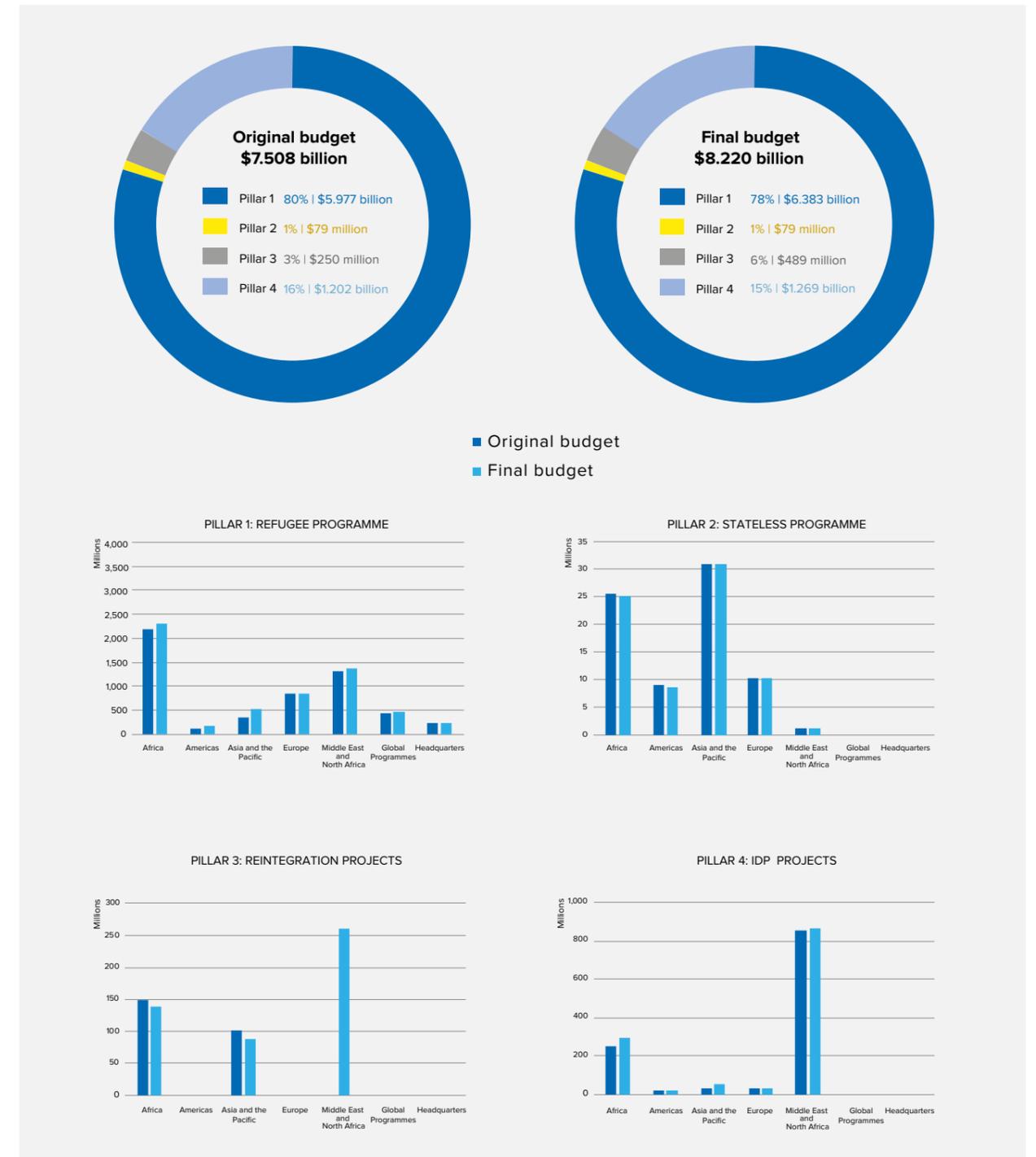


CHART 2 | ORIGINAL AND FINAL BUDGETS BY REGION AND PILLAR | 2018



The final budget of \$8.220 billion comprised programmed activities of \$7.730 billion. Programmed activities are defined as field, global programmes and Headquarters activities only, excluding reserves and the Junior Professional Officer (JPO) programme. Overall programmed activities increased by \$802 million or 12% from the original to the final budget. This was an increase of \$291 million, or 4%, when compared to the final 2017 budget for programmed activities.

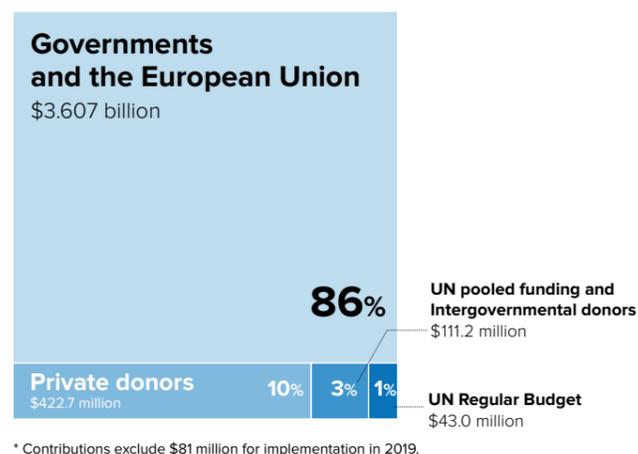
Globally, Pillar 1 (refugee programmes) was the largest component of the budget for programmed activities, at \$5.894 billion or 76%. It was also that portion of the budget that increased the most over the year, by \$118 million, or 2% compared to the final 2017 budget. Major increases under Pillar 1

were in South-East Asia (\$130.2 million, or 87%) due to the operation in Bangladesh for the Myanmar situation, in Eastern Europe (\$67 million or 17%) due to operations in Turkey, and in Latin America (\$59.5 million, or 66%) for the Venezuela and North of Central America situations.

Regionally, the largest budget was in Africa, at \$2.755 billion or 36% of programmed activities. Within Africa, \$1.727 billion, or 63% of the regional budget, was in the East and Horn of Africa, reflective of a series of protracted and overlapping crises. The budget for the Middle East sub-region was the largest of all sub-regional budgets at \$2.236 billion or 27% of programmed activities, a reflection of the continuing crises within the region.

## 2018 INCOME

CHART 3 | SOURCES OF INCOME | 2018



In 2018, UNHCR raised a record level of voluntary contributions of \$4.141 billion. The assessed contribution of the UN Regular Budget accounted for a further \$43 million, bringing total contributions to \$4.184 billion.

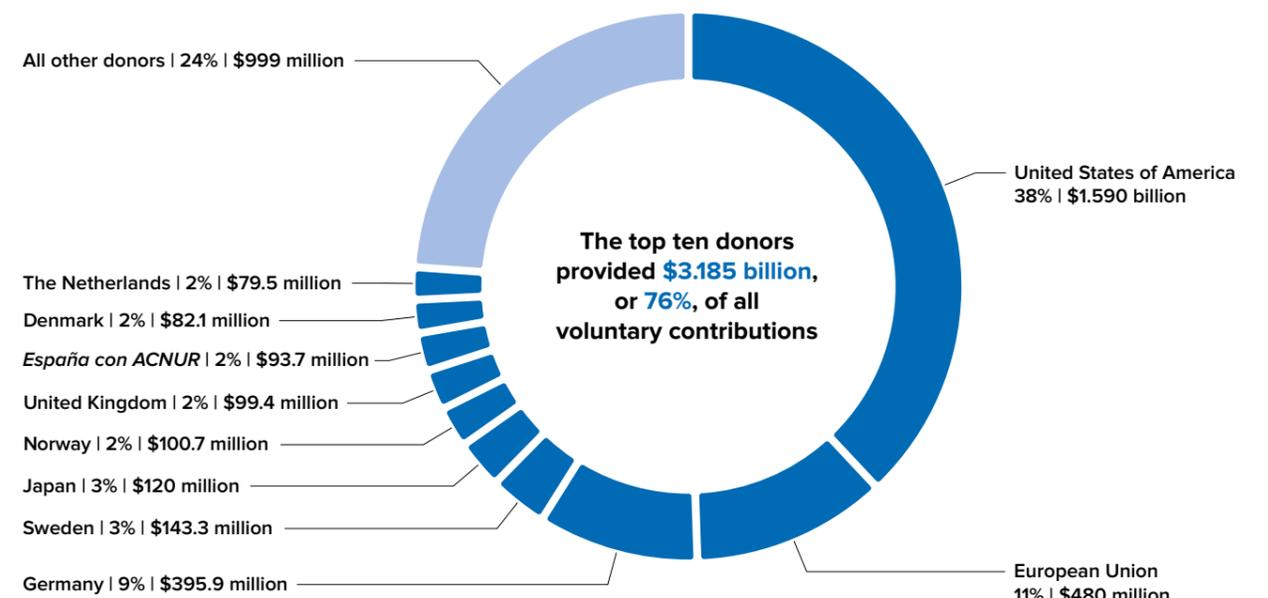
The voluntary contributions above included \$81.4 million acknowledged in 2018 for implementation in 2019 and 2020, and excluded \$58.1 million acknowledged in 2017 for implementation in 2018.

This meant UNHCR had available to it \$4.117 billion in voluntary contributions against the budgetary needs.

UNHCR's donor base remained stable, as did the trends regarding the sources and type of funding. UNHCR received voluntary contributions from 142 donors, ranging from

Member States to pooled funds to private individuals (see Table 3). The main source of diversity came from the private sector, where the number of individual donors increased to 2.1 million from 1.92 million in 2017. UNHCR's top donors were virtually unchanged compared to 2017, as was the percentage of income from the top ten.

CHART 4 | CONTRIBUTIONS FROM THE TOP TEN DONORS | 2018



There were notable aspects to some donors' support for UNHCR with, in general, contributions mostly up from those donors contributing over \$20 million. There were record contributions from the United States of America and the European Union. Contributions increased significantly from Kuwait, Saudi Arabia, and the United Arab Emirates, and there was increased support from Denmark and Sweden. However, Australia, Canada, Germany, Japan and the United Kingdom all decreased.

The timeliness of pledges was similar to that noted in 2017, with the exception of a positive increase in early pledges leading to a higher level of funding by March 2018. In part, this was due to a record level of contributions recorded at the pledging conference for UNHCR in December 2017, which saw \$857 million pledged. By April 2018, the trend was similar to that of 2017 save for the record high level of funds received by December 2018. With most

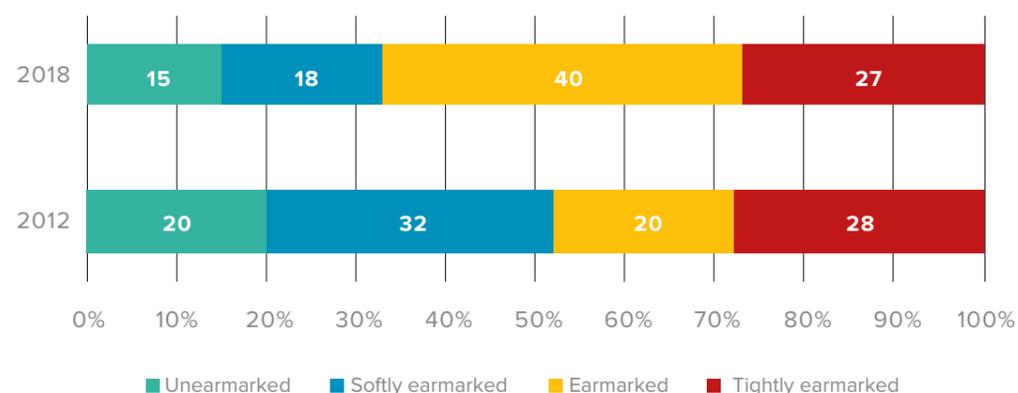
funding earmarked, and most earmarked funding coming in the second half of the year, this reduced flexibility and imposed costs and constraints.

Pooled funding rose quite significantly to \$94.1 million, increasing from \$38.2 million in 2017. The Central Emergency Response Fund contributed \$60.1 million, or 64% of that sum. This remained, however, far below the record level of contributions received in 2016, of \$146.4 million.

UNHCR recorded \$269 million, or 6.4%, in multiyear funding—defined as contributions for which the implementation period is over 24 months.

UNHCR also received \$36.1 million in in-kind contributions, including almost \$16 million from private donors. In-kind support included support for premises, provision of standby partners, and supply of non-food items.

CHART 5 | LEVELS OF EARMARKING | 2012 - 2018



**Flexibility of funding**

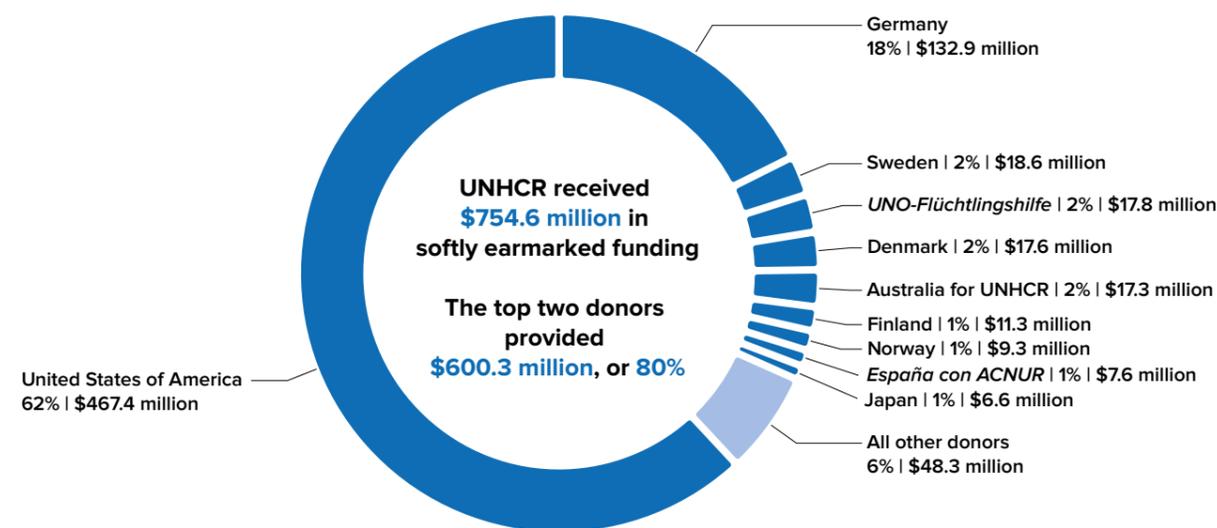
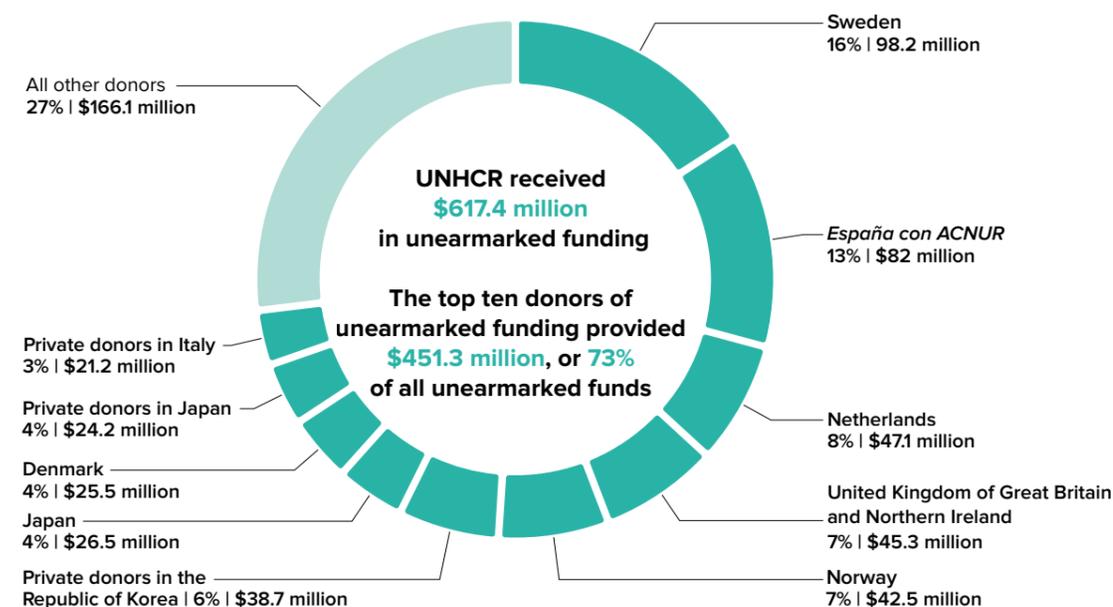
The year saw the continued decline in the percentages of flexible funding—unearmarked or softly earmarked funding—as a portion of UNHCR’s overall income. Despite Grand Bargain commitments, the trend remains towards greater earmarking from donors, with 67%, or \$2.768 billion, of UNHCR’s income earmarked or tightly earmarked. Flexible funding—unearmarked and softly earmarked funding—came to \$1.372 billion, but declined to 33% from 35% in 2017.

Unearmarked funding, which is contributed without restrictions on its use, came to

\$617.4 million from 81 donors. This was an increase of nearly 5% on the \$588.7 million received in 2017. Some 56% of UNHCR’s unearmarked funding was received in the first quarter of the year, a vital indication of timeliness and providing the Office with valuable flexibility.

Softly earmarked funding allowed UNHCR to use it across a range of countries and activities in a given region or situation. UNHCR received \$754.6 million in softly earmarked funding. This was a decline of nearly 2% from the \$768 million received in 2017.

CHART 6 | TOP TEN SOURCES OF FLEXIBLE FUNDS | 2018



More detailed information on donors providing flexible funding is available from the Global Focus website.

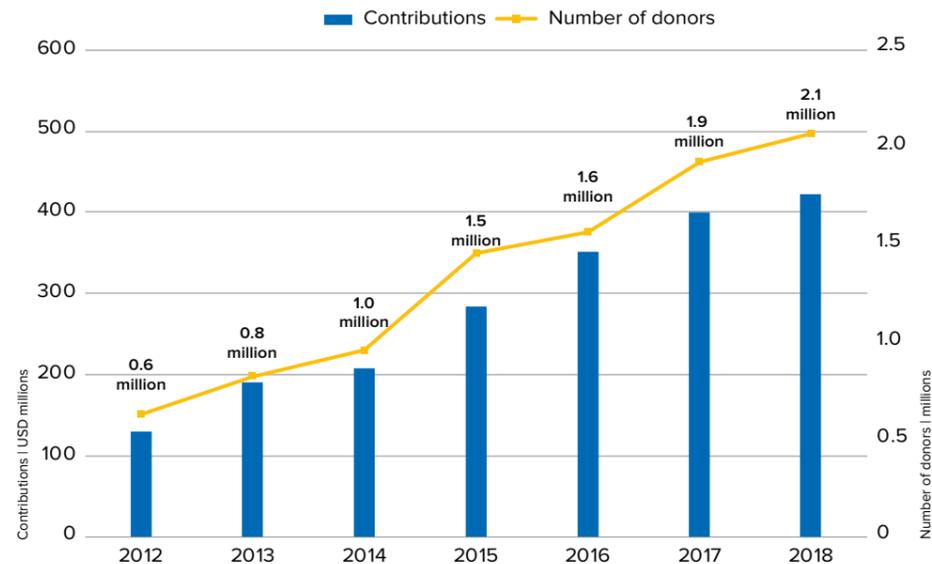


### Private sector income

UNHCR raised \$422.7 million from private donors, with 53% (\$225 million) of this unearmarked. At 10% of voluntary contributions, the private sector represented the third largest source of funding. Around \$293 million (69%) was raised by individuals, and more than \$129 million (31%) from corporations, foundations and high-net-worth individuals. The 2018 income represents a 6% growth compared to 2017. However this was a 4% shortfall (\$17 million) compared to the target, caused by a variety of reasons such as

challenging political environments which cultivated populism, xenophobia and anti-refugee sentiment, as well as an unstable stock market, which made the currencies of several countries with UNHCR supporters volatile compared to the US dollar. Despite these challenges, private sector income was in line with the positive and steady trend recorded over the last 10 years. UNHCR reached close to 2.1 million donors, with almost 1.3 million committed giving donors. This was an important step towards achieving UNHCR's goal of raising \$1 billion from private partners by 2025.

CHART 7 | PSP CONTRIBUTIONS AND DONOR NUMBERS | 2012-2018



UNHCR's global network of private sector fundraising operations includes offices and National Partners in around 30 fundraising markets, with ten countries contributing 85% of UNHCR's private sector income, a broadly similar breakdown to the top ten breakdown of the governmental donors. The largest contributions from the private sector came from Europe (\$182.7 million), followed by Asia and the Pacific (\$109.7 million), the Americas (\$47.8 million), Middle East and North Africa (\$39.6 million), and Africa (\$153,600). Importantly, the cost ratio has been reduced to 30%, meaning that for every dollar invested in fundraising, three dollars are returned to fund UNHCR operations.

The largest donations from corporations, foundations and philanthropists were from Education Above All (EAA) Foundation, and Qatar Charity. The latter gave the largest contribution from a single private sector donor, \$26 million, multiplying its 2017 donation six-fold. It also took the lead as a key contributor to UNHCR's Zakat initiative, with a ground-breaking contribution of \$10 million. Through EAA's Educate A Child Programme, more than one million refugee and IDP children have been enrolled in primary school in 12 countries since 2012. The fashion retailer UNIQLO's record in-kind donation benefitted 14 operations with 5.3 million pieces of clothing.

UNHCR's private donors supported several refugee, natural disaster and internal displacement emergencies. Significant private sector donations were received for Rohingya refugees in Bangladesh (\$21 million), the Venezuela situation (\$2.5 million), the Indonesia Sulawesi earthquake and tsunami (\$3 million, which covered 80% of UNHCR's requirements for the emergency response), and the situations in the North of Central America (\$4.6 million), Syrian Arab Republic (Syria, \$34.6 million), and Yemen (\$2.3 million).

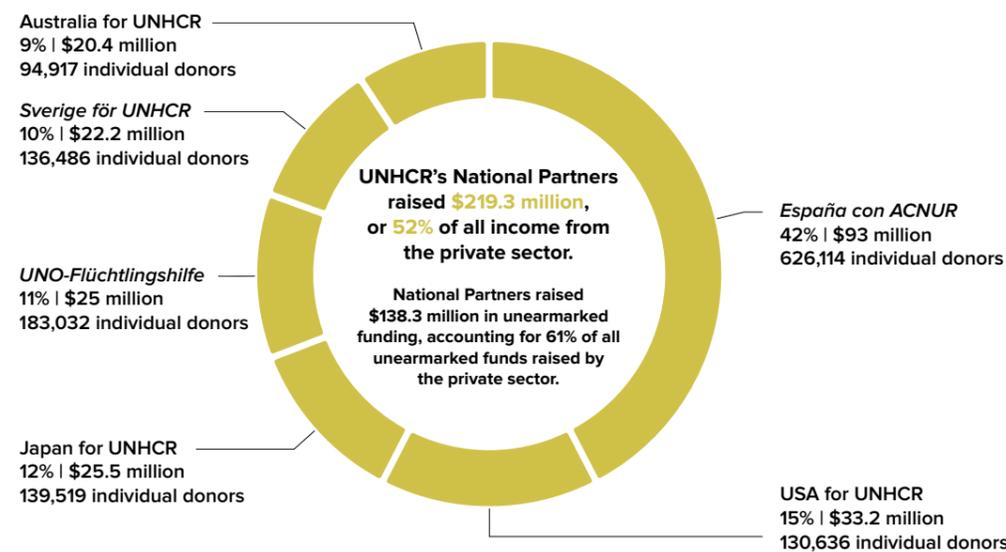
UNHCR also continued to mobilize donors through engaging campaigns. Among the most successful was the Global Shelter Campaign "Nobody Left Outside", launched in May 2016 in over 20 countries, which raised over \$22 million. UNHCR also expanded its Ramadan campaign beyond the Middle East and North Africa region, reaching 11.7 million people and raising \$3.7 million for Rohingya and Syrian refugees.

### UNHCR's National Partners

With over 1.3 million committed supporters worldwide and a network of high profile advocates at both national and international level, the National Partners are an integral and powerful link between UNHCR and the general public. Committed and passionate, and with wide and strong areas of

partnership and collaboration, the National Partners used their strong presence on social media and a wide range of sometimes innovative tools to help influence the general public and the private sector towards the cause of refugees and other people of concern.

CHART 8 | INCOME FROM NATIONAL PARTNERS | 2018



**Australia for UNHCR** | The first market outside the Americas to launch the Children on the Run campaign, focusing on children fleeing gang violence in Central America, with the appeal surpassing its fundraising target by 60%, raising over \$507,000 and generating substantial media coverage. Australia for UNHCR also secured a new corporate partnership with private health fund Teachers Health, worth nearly

\$360,000 over three years, supporting neonatal and maternal health in the DRC. A key advocacy initiative was achieved by signing up to the #KidsOffNauru campaign, together with 400 other organizations. The campaign mobilized over 170,000 people to sign a petition, which was influential in the Australian Government's decision to evacuate all children in offshore detention from Nauru.

**España con ACNUR (Spain)** | A milestone was achieved by recruiting 123,263 new committed giving donors, achieving a year-end figure of 501,262 monthly donors. Dedicated efforts went into strengthening brand awareness with the campaign #SoyUnLocoDeACNUR ("I am crazy about UNHCR") and the related ACNUR Loco Festival educational project. The renewal of the €1 million La Caixa Foundation partnership, addressing malnutrition in emergencies, was noteworthy.

**Japan for UNHCR** | Acquired new individual donors through direct mail, raising \$819,000 (15% above target) and achieving the best results with an appeal for Rohingya refugees. Japan for UNHCR negotiated a new 10-year \$2 million pledge with Fuji Optical to mark the partnership's 35<sup>th</sup> anniversary. In addition, it secured a three-year legacy of \$1.3 million and developed new legacy assets showing the benefit for future refugee generations. Japan for UNHCR co-hosted World Refugee Day in Tokyo promoting the #WithRefugees campaign, and the 13<sup>th</sup> Refugee Film Festival in three cities. Goodwill Ambassador MIYAVI and key sponsors including Baccarat, Canon, Fuji Optical, Japan Visual Translation Academy, Sony, Toyota and UNIQLO supported the festival.

**Sverige för UNHCR (Sweden)** | Marked World Refugee Day with the launch of the #HumanFacts campaign reflecting the 2017 Global Trends, and reaching 20% of the Swedish population on social media. The Christmas campaign asked the Swedish public to help keep displaced people warm during winter and generated high media engagement. Income from partnerships surpassed expectations thanks to donations from the *Einar Belvén* Foundation, the H&M Foundation, Lindex, the Swedish Postcode

Lottery, Weekday (a brand under the H&M Group), and an in-kind donation from Better Shelter of 200 Refugee Housing Units for Zambia.

**UNO-Flüchtlingshilfe (Germany)** | Focused on acquiring new individual donors and scaling up face-to-face programmes. A stronger emphasis was placed on retaining existing donors, and an event for major donors (*Das wahre Blau*, "The True Blue") was launched, designed to bring "the field to the donor". Additionally, UNO organized more events, such as the opening of the Winter Campaign at the Brandenburg Gate in Berlin and entered into partnerships to promote the brand.

**USA for UNHCR** | Existing partner LDS Charities donated their largest ever annual contribution of \$3.4 million to support UNHCR emergency programmes, as well as their first grant to UNHCR's education programmes. New business partners were secured in 2018, including Microsoft with \$1 million to UNHCR's Connected Education Programme in Kakuma, Kenya, and Citizens of Humanity, a clothing brand that donated \$100,000 through the #WeAreAllHumanity corporate social responsibility campaign. USA for UNHCR also ran a middle donor programme, "Impact Partners", focused on high value donor profiles, resulting in \$4.3 million from 3,053 individuals, of which 286 were new in 2018.

## 2018 EXPENDITURE

Expenditure totaled \$4.226 billion with an implementation rate (expenditure over total funds available) of 90%.

Expenditure under **Pillar 1** (global refugee programmes) increased by approximately \$76 million or 2% compared to 2017 and at 82% of total expenditure accounted for the overwhelming majority of UNHCR expenditure. **Pillar 2** (global stateless programme) increased by \$5 million or 16% compared to 2017 and accounted for approximately 1% of total expenditure

with the largest stateless operation in the Myanmar situation. **Pillar 3** (global reintegration projects) increased by \$21 million or 21% and accounted for 3% of total expenditure. The largest reintegration projects were in Afghanistan, Somalia, and Syria. **Pillar 4** (global IDP projects) increased by \$40 million or 7% compared to 2017 and accounted for 14% of total expenditure. Major IDP projects were in the Middle East and North Africa in Syria, Iraq and Yemen, followed by DRC and South Sudan.

CHART 9 | EXPENDITURE BY REGION AND PILLAR | percent

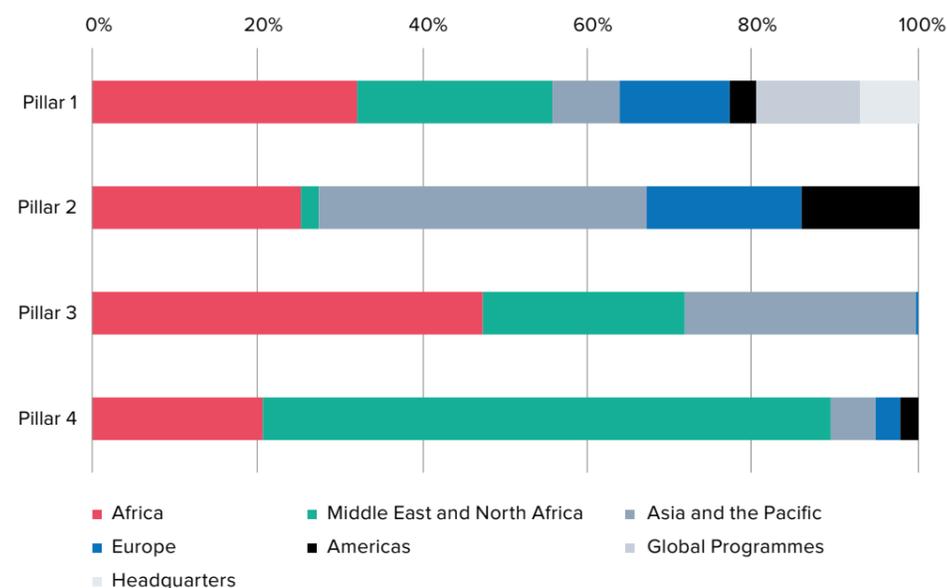
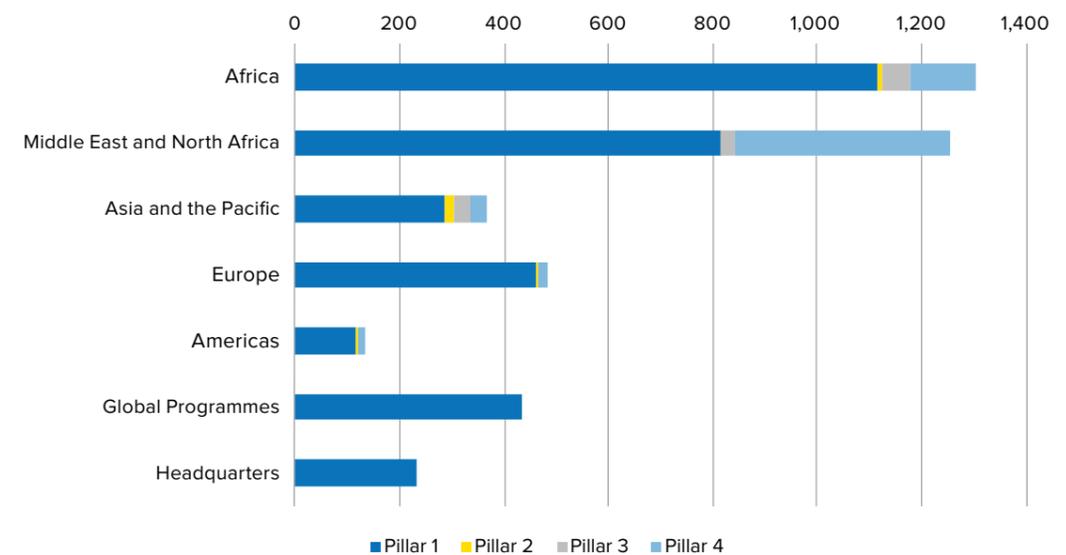


CHART 10 | EXPENDITURE BY REGION AND PILLAR | USD millions



In **Africa** the decrease aligned with the budget decrease of 6% between the two periods, and was mainly due to reduced basic needs of people of concern under the South Sudan situation. There was also a decrease in expenditure in Somalia, due primarily to the reduced voluntary returns of Somali refugees. These decreases were partly offset by expenditure increases in Ethiopia and Niger. In Ethiopia, the budget was increased to address the urgent needs of more than 800,000 IDPs, whilst in Niger the increase was due mainly to new IDP situations and the establishment of transit centres for people of concern returning from Libya.

Expenditure in the **Middle East and North Africa** saw the largest increases in Syria and Yemen. In Syria, in particular, emergency support and access to people of concern in territories gained by the Government, and which were beyond

UNHCR's reach in 2017, was prioritized. **Pillar 3** (reintegration programmes) and area-based assistance were also prioritized to prepare for durable solutions within Syria. These increases were partially offset by reductions in Iraq, Jordan and Lebanon. In Iraq, the drop in expenditure was linked to the end of some elements of the post-Mosul response. In Jordan and Lebanon, winterization had to be reduced to allow prioritization within Syria.

In **Asia and the Pacific**, expenditure increased mainly due to the Myanmar situation. Decreases took place in the Islamic Republics of Afghanistan, Iran and Pakistan. In Afghanistan, the decreases came from fewer repatriations than planned; in Iran, where needs especially under health and shelter went unmet; and in Pakistan where, because of reductions in the reintegration programme, health needs went unmet.

In **Europe** the major decreases were in Turkey (shift in the strategy with more focus in supporting public institutions in responding to the needs of people of concern) and Bosnia-Herzegovina (consistent with the planned reduction in needs). The decreases were nearly offset by an increase in Greece, due to increases in the number of people of concern assisted through cash-based interventions.

Expenditure in the **Americas** increased by \$47.6 million or 55% mainly due to the Venezuela situation, and increased activities in the NCA affecting Costa Rica, Mexico and Panama.

**Global programmes** increased by \$69.5 million or 19%. Projects such as the Refugee Housing Unit, Risk Management 2.0, and improvements in cybersecurity saw increases. Other notable increases were due to structural changes, such as the creation of the Division of Resilience and Solutions. Importantly, additional resources were allocated for the prevention of sexual exploitation and abuse and sexual harassment. **Headquarters** expenditure increased slightly by \$3.9 million or 2% and remained stable at below 6% of overall expenditure as in 2018.

TABLE 2 | UNHCR 2018 TOTAL EXPENDITURE BY SOURCE OF FUNDING | USD thousands

	SOURCE OF FUNDING									
	Carry-over from prior years		Voluntary cash contributions			Voluntary in-kind contributions	Programme support costs	United Nations Regular Budget	Other income b/	TOTAL
	Earmarked	Unearmarked	Earmarked	Softly earmarked a/	Unearmarked					
<b>FIELD OPERATIONS</b>										
Africa	48,408	79,159	779,360	250,166	34,496	10,162	30,586	-	71,808	<b>1,304,145</b>
Americas	3,411	23,087	49,854	35,005	16,252	289	2,039	-	3,742	<b>133,679</b>
Asia and the Pacific	29,475	25,890	206,152	84,274	18,225	940	2,286	-	1,958	<b>369,200</b>
Europe	20,563	24,967	366,128	52,104	17,576	1,685	2,205	-	217	<b>485,445</b>
Middle East and North Africa	56,799	34,274	1,020,405	115,994	11,218	1,460	1,896	-	13,005	<b>1,255,051</b>
<b>TOTAL FIELD OPERATIONS</b>	<b>158,656</b>	<b>187,377</b>	<b>2,421,899</b>	<b>537,543</b>	<b>97,767</b>	<b>14,536</b>	<b>39,012</b>	<b>-</b>	<b>90,730</b>	<b>3,547,520</b>
Global Programmes	9,294	8,747	44,003	32,267	235,930	12,100	-	-	93,229	<b>435,570</b>
Headquarters	270	-	618	-	-	9,549	174,019	42,954	7,666	<b>235,076</b>
Operational Reserve and "New or additional activities - mandate-related" (NAM) Reserve	-	-	-	-	-	-	-	-	-	<b>-</b>
Junior Professional Officers Fund	-	-	8,088	-	-	-	-	-	-	<b>8,088</b>
<b>TOTAL</b>	<b>168,220</b>	<b>196,124</b>	<b>2,474,608</b>	<b>569,810</b>	<b>333,697</b>	<b>36,185</b>	<b>213,031</b>	<b>42,954</b>	<b>191,625</b>	<b>4,226,254</b>
%	9%	9%	59%	13%	8%	1%	5%	1%	5%	100%

Notes:  
 a/ Includes contributions earmarked at the regional, sub-regional, situation or thematic level.  
 b/ Includes miscellaneous income, prior year adjustments and cancellations and other internal transfers.

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

Earmarked voluntary contributions funded 59% of UNHCR operations in 2018, while softly earmarked and unearmarked voluntary contributions funded 13% and 8% respectively. At global level, the largest expenditures funded from earmarked voluntary contributions were in the Middle East and North Africa, followed by Africa and Europe at 41%, 31% and 15% respectively. No unearmarked funding was used for Headquarters.

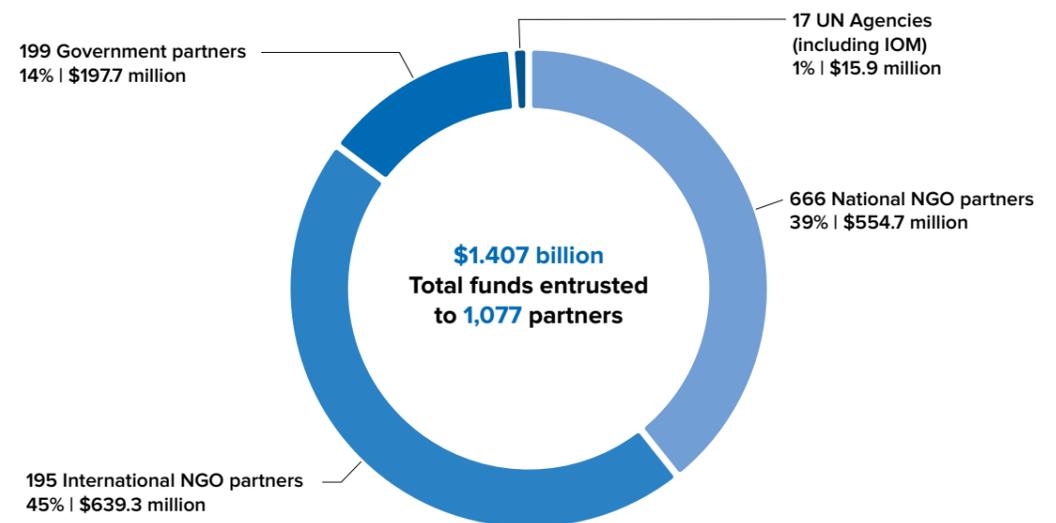
UNHCR earned \$213 million in programme support costs, with \$174 million or 82% spent on Headquarters. The end of year

surplus of \$39 million was allocated to the five regional operations compared to 2017 where the surplus was only used to fund expenditures in the Africa region.

**Expenditure on partners**

UNHCR allocated \$1.407 billion to 1,077 partners, which included national and international NGOs, governments, and UN Agencies. Of that, some \$1.194 billion, or 85%, was provided to NGOs, including \$554.7 million to 666 national NGOs. UNHCR moved closer to its Grand Bargain target of providing 25% of its programme expenditures to local and national responders by 2020. In terms of allocation patterns, the most partners and the greatest sums allocated were in Africa, where 345 partners were entrusted with \$563.7 million, or 40% of the global total. Operations that saw major increases in partner budgets in 2018 included Bangladesh, Libya, Niger and Syria, whilst there were reductions in Greece, Iraq, Lebanon and at Headquarters.

CHART 11 | UNHCR'S PARTNERS AROUND THE WORLD | 2018



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



TABLE 3 | TOTAL CONTRIBUTIONS | 2018

DONOR	GOVERNMENT	PRIVATE DONORS	INTER-GOVERNMENTAL BODIES	UN FUNDS	TOTAL
United States of America	1,589,776,543	38,114,835			1,627,891,378
European Union			480,026,381		480,026,381
Germany	395,879,891	24,993,018			420,872,909
Sweden	143,321,967	22,252,372			165,574,339
Japan	120,024,776	35,330,815			155,355,591
United Kingdom of Great Britain and Northern Ireland	99,402,652	4,948,010			104,350,661
Norway	100,688,853	2,793,600			103,482,453
Spain <sup>1</sup>	9,802,571	93,660,956			103,463,527
Netherlands	79,490,708	16,314,899			95,805,606
Denmark	82,080,067	1,189,562			83,269,629
Canada	72,885,485	8,127,899			81,013,383
Italy	52,092,336	22,825,186			74,917,521
Republic of Korea	25,389,456	44,363,833			69,753,289
Central Emergency Response Fund <sup>2</sup>				60,100,994	60,100,994
Australia	32,852,147	21,014,942			53,867,089
Qatar	8,587,304	42,263,890			50,851,194
Saudi Arabia	49,988,594	806,448			50,795,043
Switzerland	42,837,379	3,608,668			46,446,046
Kuwait	43,509,490	1,370,833			44,880,323
UN Regular Budget				42,997,200	42,997,200
United Arab Emirates	38,757,689	3,432,586			42,190,275
France	39,415,436	1,495,558			40,910,994
Country-based pooled funds <sup>3</sup>				25,232,571	25,232,571
Finland	24,083,632				24,083,632
Belgium	23,891,923	1,790			23,893,713
Ireland	15,680,457	5,764			15,686,221
China	1,232,626	10,622,539			11,855,165
Luxembourg	10,881,855				10,881,855
Private donors worldwide		7,837,963			7,837,963
UN Peacebuilding Fund <sup>4</sup>				6,854,732	6,854,732
New Zealand	5,413,497				5,413,497
Thailand	120,000	5,127,210			5,247,210
Mexico		4,126,785			4,126,785
UNOPS				3,754,796	3,754,796
Austria	3,602,674	17,962			3,620,636
Hungary	3,390,340				3,390,340
Czechia	2,616,586				2,616,586
UNICEF				2,586,956	2,586,956
UNAIDS				2,559,700	2,559,700
Russian Federation	2,000,000				2,000,000
IOM				1,811,782	1,811,782
African Development Bank			1,589,667		1,589,667
Intergovernmental Authority on Development			1,532,577		1,532,577
Poland	1,357,363				1,357,363
Philippines	35,000	1,295,653			1,330,653
Brazil	33,235	1,280,586			1,313,820
UN-Habitat				1,119,687	1,119,687
Lebanon		1,072,173			1,072,173
Malaysia		793,170			793,170
Singapore	60,000	695,480			755,480
Iceland	752,128				752,128
UNDP				679,976	679,976
WFP				627,358	627,358
UN Great Lakes Region Cross-Border Fund <sup>5</sup>				594,267	594,267
Education Cannot Wait <sup>6</sup>				548,086	548,086



Monaco	435,038	70,971			506,009
Estonia	505,667				505,667
OPEC Fund for International Development			500,000		500,000
Argentina	482,100	3,385			485,485
Indonesia	60,000	415,104			475,104
Slovakia	363,002				363,002
UN Darfur Fund <sup>7</sup>				337,050	337,050
Morocco	325,598				325,598
UN Post-Conflict Multi-Partner Trust Fund for Colombia <sup>8</sup>				311,604	311,604
Liechtenstein	304,569				304,569
Turkey	300,000	33			300,033
Malta	192,145				192,145
Kazakhstan	161,949	10,000			171,949
Romania	163,907				163,907
Serbia	128,333				128,333
UN Women				123,636	123,636
UN Department of Economic and Social Affairs				123,131	123,131
Oman		111,713			111,713
UNESCO				108,070	108,070
Bulgaria	107,025				107,025
Greece		102,078			102,078
Nigeria	63,735	38,254			101,989
Algeria	100,000				100,000
Israel	100,000				100,000
Armenia	98,000				98,000
Montenegro	94,593				94,593
Slovenia	81,881				81,881
Kenya		78,660			78,660
Fund to End Violence Against Children <sup>9</sup>				77,818	77,818
Lithuania	71,270				71,270
Chile	70,000				70,000
UN Trust Fund for Human Security <sup>10</sup>				69,320	69,320
Portugal	65,506				65,506
Kyrgyzstan	60,256				60,256
Cyprus	45,506				45,506
Egypt		44,920			44,920
Botswana	30,472				30,472
India	7,705	22,599			30,304
Uruguay	30,000				30,000
Angola	30,000				30,000
South Africa	19,481	5,456			24,938
Holy See	20,000				20,000
Latvia	17,341				17,341
Costa Rica	15,413				15,413
Sri Lanka	15,000				15,000
Burkina Faso		14,588			14,588
Croatia	12,479				12,479
Azerbaijan	7,200				7,200
Andorra	6,173				6,173
Ghana		5,400			5,400
Jordan		3,951			3,951
Bosnia and Herzegovina	3,000				3,000
Senegal		1,777			1,777
<b>TOTAL*</b>	<b>3,126,529,005</b>	<b>422,713,872</b>	<b>483,648,625</b>	<b>150,618,732</b>	<b>4,183,510,234</b>

<sup>1</sup> Includes a total of \$4,649,708 in contributions from other public sources channelled through *España con ACNUR*.  
<sup>2</sup> The Central Emergency Response Fund is a multi-donor funding mechanism. For details, see [www.unocha.org/cerf/donors/donorspage](http://www.unocha.org/cerf/donors/donorspage).  
<sup>3</sup> Country-based pooled funds are multi-donor funding mechanisms. For details, see [www.unocha.org/ourwork/humanitarian-financing/country-based-pooled-funds-cbpf](http://www.unocha.org/ourwork/humanitarian-financing/country-based-pooled-funds-cbpf).  
<sup>4</sup> The United Nations Peacebuilding Fund is a multi-donor funding mechanism. For details, see [www.unpbf.org](http://www.unpbf.org).  
<sup>5</sup> The United Nations Great Lakes Region Cross-Border Fund is a multi-donor funding mechanism. For details, see <http://mptf.undp.org>.  
<sup>6</sup> Education Cannot Wait (ECW) is a multi-donor funding mechanism. For details see [www.educationcannotwait.org](http://www.educationcannotwait.org).  
<sup>7</sup> The United Nations Darfur Fund is a multi-donor funding mechanism. For details, see <http://mptf.undp.org>.  
<sup>8</sup> The United Nations Post-Conflict Multi-Partner Trust Fund for Colombia is a multi-donor funding mechanism. For details, see <http://mptf.undp.org>.  
<sup>9</sup> The Fund to End Violence Against Children is a multi-donor funding mechanism. For details, see [www.end-violence.org](http://www.end-violence.org).  
<sup>10</sup> The United Nations Trust Fund for Human Security is a multi-donor funding mechanism. For details, see <https://www.un.org/humansecurity>.  
\* Excludes \$58,075,884 acknowledged in 2017 for activities with implementation in 2018 and includes \$81,433,883 acknowledged in 2018 for activities with implementation in 2019 and beyond.

TABLE 4 | IN-KIND CONTRIBUTIONS | 2018

DONOR	DESCRIPTION	AMOUNT
<b>GOVERNMENTS AND UN FUNDS</b>		
Angola	Premises for UNHCR office in Luanda	30,000
Argentina	Premises for UNHCR office in Buenos Aires	107,100
Armenia	Premises for UNHCR office in Yerevan	98,000
Austria	Premises for UNHCR office in Vienna	62,900
Azerbaijan	Premises for UNHCR warehouse in Baku	7,200
Botswana	Premises for UNHCR office in Gabarone	30,472
Brazil	Premises for UNHCR office in Brasilia	33,235
China	Premises for UNHCR office in Hong Kong SAR (China)	112,624
Croatia	Premises for UNHCR office in Zagreb	12,479
Czechia	Premises for UNHCR office in Prague	38,100
Denmark	Premises for UNHCR office in Copenhagen	2,598,459
Germany	Premises for UNHCR office in Nuremberg	42,451
Hungary	Premises for UNHCR office in Budapest: Global Service Centre and Regional Representation for Central Europe	3,328,612
IOM	Aquatabs to the UNHCR operation in Bangladesh	59,696
Ireland	Deployment of standby experts through Irish Aid	136,000
Italy	Premises for UNHCR office in Rome	196,344
Kazakhstan	Premises for UNHCR office in Almaty	61,949
Kuwait	Premises for UNHCR office in Kuwait City	39,490
Kyrgyzstan	Premises for UNHCR office in Bishkek	60,256
Luxembourg	Premises for UNHCR office at the University of Luxembourg	10,753
Montenegro	Premises for UNHCR office in Podgorica	82,745
Morocco	Premises for UNHCR office in Laayoune, Western Sahara	25,598
Nigeria	Premises for UNHCR office in Lagos	63,735
Poland	Premises for UNHCR office in Warsaw and Refugee Housing Units to UNHCR operations in Uganda and Iraq	984,540
Romania	Premises for UNHCR office in Bucharest	103,521
Serbia	Premises for UNHCR office in Belgrade	123,333
South Africa	Premises for UNHCR office in Pretoria	19,481
Spain	Premises for UNHCR office in Madrid	366,783
Sweden	Deployment of standby experts by Swedish Rescue Services (MSB) to various UNHCR operations and emergency camp facilities for UNHCR operation in Uganda	1,192,620
Switzerland	Deployment of standby experts to various UNHCR operations and premises for UNHCR Headquarters in Geneva due to Switzerland's host-state policy that provides excellent conditions for international organisations to work effectively	6,334,959
United Arab Emirates	Premises for UNHCR warehouse in Dubai provided through the International Humanitarian City and transportation services to the UNHCR operations in Bangladesh, Ethiopia and Indonesia	3,120,926
United Kingdom	Deployment of standby experts to various UNHCR operations	505,000
UNDP	Mosquito nets for the UNHCR operation in Chad	223,905
<b>SUBTOTAL</b>		<b>20,213,265</b>
<b>PRIVATE DONORS AND NGOs</b>		
Better Shelter RHU AB	Refugee Housing Units for UNHCR operation in Zambia	280,821
Danish Refugee Council	Deployment of standby experts to various UNHCR operations	1,012,500
Fast Retailing (UNIQLO)	New and used clothing for UNHCR operations in Afghanistan, Angola, Brazil, Colombia, the Democratic Republic of the Congo, India, Liberia, Malawi, Mauritania, South Sudan, Tajikistan, the United Republic of Tanzania, Uganda and Zimbabwe	6,243,120
Fuji Optical Co Limited	Optical package to UNHCR operation in Azerbaijan	182,484
IKEA Foundation	Mattresses for UNHCR operation in Syria	990,976
iMMAP	Deployment of standby experts to various UNHCR operations	89,500
International Judo Federation	Judo equipment to UNHCR operation in South Africa	40,405
International Table Tennis Federation	Table Tennis equipment to UNHCR operation in Jordan	12,394
Microsoft Corporation	Computer equipment to UNHCR operation in Kenya	18,188

TABLE 4 | IN-KIND CONTRIBUTIONS | 2018

DONOR	DESCRIPTION	AMOUNT
Nike EMEA	Children's footwear for UNHCR operation in Kenya	131,240
Norwegian Church Aid	Tents and Rubb halls to UNHCR operation in Nigeria	76,100
Norwegian Refugee Council	Deployment of standby experts to various UNHCR operations	2,717,500
Olympic Broadcasting Services	Prefabricated housing to UNHCR operation in Uganda	638,825
PUMA SE	Women's clothing for the UNHCR operation in the Democratic Republic of the Congo	16,100
RedR	Deployment of experts by RedR Australia to various UNHCR operations	597,000
TOMS Shoes LLC	Shoes to UNHCR operations in Burkina Faso, the United Republic of Tanzania and Uganda	1,513,170
UltiSat Inc.	Satellite equipment to UNHCR Division of Information Systems and Telecommunications	29,531
United Nations Foundation	Mosquito nets for UNHCR operations in Africa	393,388
UPS Corporate	Transportation services to UNHCR operations in Bangladesh, Ethiopia and Uganda	884,577
Vodafone Foundation	Classroom equipment to UNHCR operations in the Democratic Republic of the Congo, Kenya and in the United Republic of Tanzania	103,326
<b>SUBTOTAL</b>		<b>15,971,144</b>
<b>TOTAL</b>		<b>36,184,409</b>

TABLE 5 | PRIVATE DONORS OVER \$100,000 IN SUPPORT OF UNHCR | 2018

UNHCR GLOBAL	EUROPE	MIDDLE EAST AND NORTH AFRICA
Educate A Child (EAC) Programme - Education Above All (EAA) Foundation	<b>DENMARK</b> Danish Refugee Council Novo Nordisk Foundation	<b>KUWAIT</b> Alghanim Industries Kuwait Finance House Mabarrat Ghanaem Al Khair (MGAK)
Bill & Melinda Gates Foundation	<b>FRANCE</b> Fondation BNP Paribas Fondation CHANEL	<b>QATAR</b> Qatar Charity
FAST RETAILING (UNIQLO)	<b>GERMANY / UNO-FLÜCHTLINGSHILFE</b> BASF Stiftung AmazonSmile	<b>SAUDI ARABIA</b> AGFUND-Arab Gulf Programme for Development International Islamic Relief Organization Tamer Family Foundation
IKEA Foundation	<b>ITALY</b> Intesa Sanpaolo	<b>UNITED ARAB EMIRATES</b> Careem Networks Falcon Trading Group The Big Heart Foundation UAE Red Crescent Society
International Olympic Committee	<b>NETHERLANDS</b> Dutch Postcode Lottery	
Lee Han Shih	<b>SPAIN / ESPAÑA CON ACNUR</b> La Caixa Banking Foundation Fundación Caja Navarra	
Tadashi Yanai	<b>SWEDEN / SVERIGE FÖR UNHCR</b> Better Shelter RHU AB H&M Foundation Lindex AB The Einar Belvén Foundation Swedish Postcode Lottery	
Tahir Foundation	<b>SWITZERLAND</b> Krueger Foundation	
UN Fund for International Partnerships	<b>UNITED KINGDOM</b> Asfari Foundation Said Foundation The Hands Up Foundation Vodafone Foundation	
United Nations Foundation		
<b>THE AMERICAS</b>		
<b>CANADA</b> Morneau Shepell Helen G. Morres		
<b>MEXICO</b> AGRORESERVAS, S.C.		
<b>USA / USA FOR UNHCR</b> Google Kuwait-America Foundation Nike LDS Charities TOMS Shoes LLC The UPS Foundation		
<b>ASIA AND THE PACIFIC</b>		
<b>AUSTRALIA / AUSTRALIA FOR UNHCR</b> BB & A Miller Foundation		
<b>JAPAN / JAPAN ASSOCIATION FOR UNHCR</b> Fuji Optical Co Limited		
<b>THAILAND</b> Mr. Wanchai Tachavejnukul		

TABLE 6 | TRANSFERS FROM THE 2018 "NEW OR ADDITIONAL ACTIVITIES - MANDATE-RELATED" RESERVE | USD

1. "NEW OR ADDITIONAL ACTIVITIES - MANDATE-RELATED" RESERVE APPROVED BY EXCOM IN OCTOBER 2018						20,000,000
2. TRANSFERS						
		Pillar 1	Pillar 2	Pillar 3	Pillar 4	Total
<b>THE AMERICAS</b>						
Mexico	Strengthening the operation's capacity to support an increase in its planned protection and assistance activities	6,757,009	-	-	-	6,757,009
<b>SUBTOTAL</b>		<b>6,757,009</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>6,757,009</b>
<b>TOTAL TRANSFERS</b>		<b>6,757,009</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>6,757,009</b>
<b>3. BALANCE AFTER TRANSFERS</b>						<b>13,242,991</b>

TABLE 7 | CONTRIBUTIONS TO THE JUNIOR PROFESSIONAL OFFICERS SCHEME | 2018

DONOR	USD		DONOR	USD	
		AMOUNT			AMOUNT
Japan		2,282,145	France		230,346
Germany		820,440	Finland		182,330
Netherlands		801,140	Switzerland		131,866
Denmark		726,318	Australia		111,830
Italy		488,036	Austria		91,226
Sweden		335,533	Norway		80,831
China		320,002	Belgium		55,000
Republic of Korea		244,345	<b>TOTAL</b>		<b>6,901,388</b>

TABLE 8 | TRANSFERS FROM THE OPERATIONAL RESERVE | 2018

1. OPERATIONAL RESERVE APPROVED BY THE EXECUTIVE COMMITTEE IN OCTOBER 2018						547,679,512
2. TRANSFERS FROM THE OPERATIONAL RESERVE						
		Pillar 1	Pillar 2	Pillar 3	Pillar 4	Total
<b>AFRICA</b>						
Eritrea	Central Mediterranean route situation	845,000	-	-	-	845,000
	Voluntary repatriation of Somali refugees and strengthening of Representation Office in Asmara	435,027	-	-	-	435,027
Ethiopia RO	To support advocacy for all persons of concern	1,957,050	-	-	-	1,957,050
Kenya	Response to emergency influx of refugees from Ethiopia	5,383,755	-	-	-	5,383,755
Kenya RO	Offices of Regional Refugee Coordinators for South Sudan and Burundi situations	2,817,150	-	-	-	2,817,150
Nigeria	To address the immediate needs of new asylum-seekers	4,000,000	-	-	-	4,000,000
Rwanda	Implementation of durable solutions for Rwandan refugees	-	-	3,300,309	-	3,300,309
<b>SUBTOTAL</b>		<b>15,437,982</b>	<b>-</b>	<b>3,300,309</b>	<b>-</b>	<b>18,738,290</b>
<b>THE AMERICAS</b>						
Costa Rica	Emergency response to Nicaragua situation	2,976,688	-	-	-	2,976,688
Panama RO	Emergency response to Nicaragua situation	375,490	-	-	-	375,490
<b>SUBTOTAL</b>		<b>3,352,178</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3,352,178</b>
<b>ASIA AND THE PACIFIC</b>						
Philippines	Response to IDP emergency in the Philippines	-	-	-	1,560,000	1,560,000
<b>SUBTOTAL</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>1,560,000</b>	<b>1,560,000</b>
<b>EUROPE</b>						
Greece	To increase the capacity of the cash grant programme.	5,687,116	-	-	-	5,687,116
<b>SUBTOTAL</b>		<b>5,687,116</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>5,687,116</b>
<b>GLOBAL PROGRAMMES</b>						
Executive Direction and Management	1) Risk Management 2.0 Initiative	1,656,834	-	-	-	1,656,834
	2) Evaluation Service's additional requirements	2,147,396	-	-	-	2,147,396
	3) Large-scale Kenya investigation	778,782	-	-	-	778,782
	4) Innovation project's additional programme support costs	212,949	-	-	-	212,949
	5) Legal Affairs Service additional programme support costs	229,199	-	-	-	229,199
Division of External Relations	Additional programme support costs	436,063	-	-	-	436,063
Division of International Protection	1) Internal Displacement Transitional Task Team's requirements	747,075	-	-	-	747,075
	2) Special Advisor on statelessness	191,218	-	-	-	191,218
	3) Additional programme support costs	317,869	-	-	-	317,869
Division of Emergency, Security and Supply	1) MSRP upgrade project	578,520	-	-	-	578,520
	2) Global Fleet Management <sup>1</sup>	13,008,153	-	-	-	13,008,153
	3) Deployment of standby experts	3,450,000	-	-	-	3,450,000
	4) Additional UNHCR contribution to joint field security costs	818,620	-	-	-	818,620
Division of Resilience and Solutions	1) Establishment of the new Division of Resilience and Solutions	5,754,132	-	-	-	5,754,132
	2) DAFI and Education Cannot Wait project	2,216,069	-	-	-	2,216,069
	3) Comprehensive Refugee Response Framework (CRRF) roll out	5,126,226	-	-	-	5,126,226
	4) Education Global Programme	475,000	-	-	-	475,000
Division of Programme Support and Management	Additional programme support costs	424,813	-	-	-	424,813

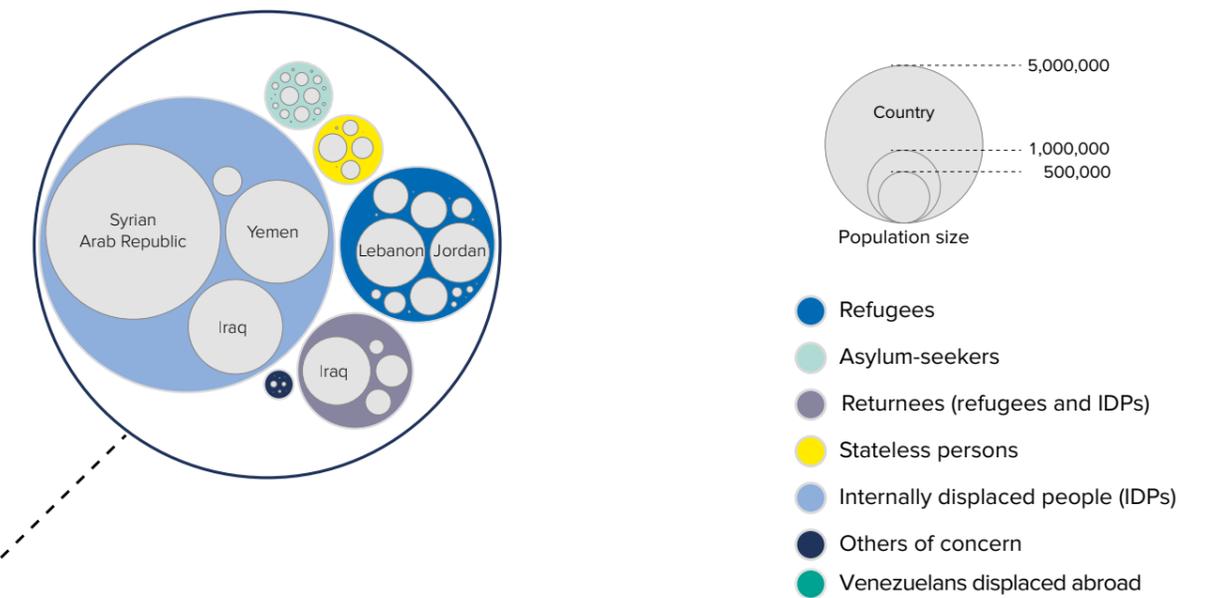
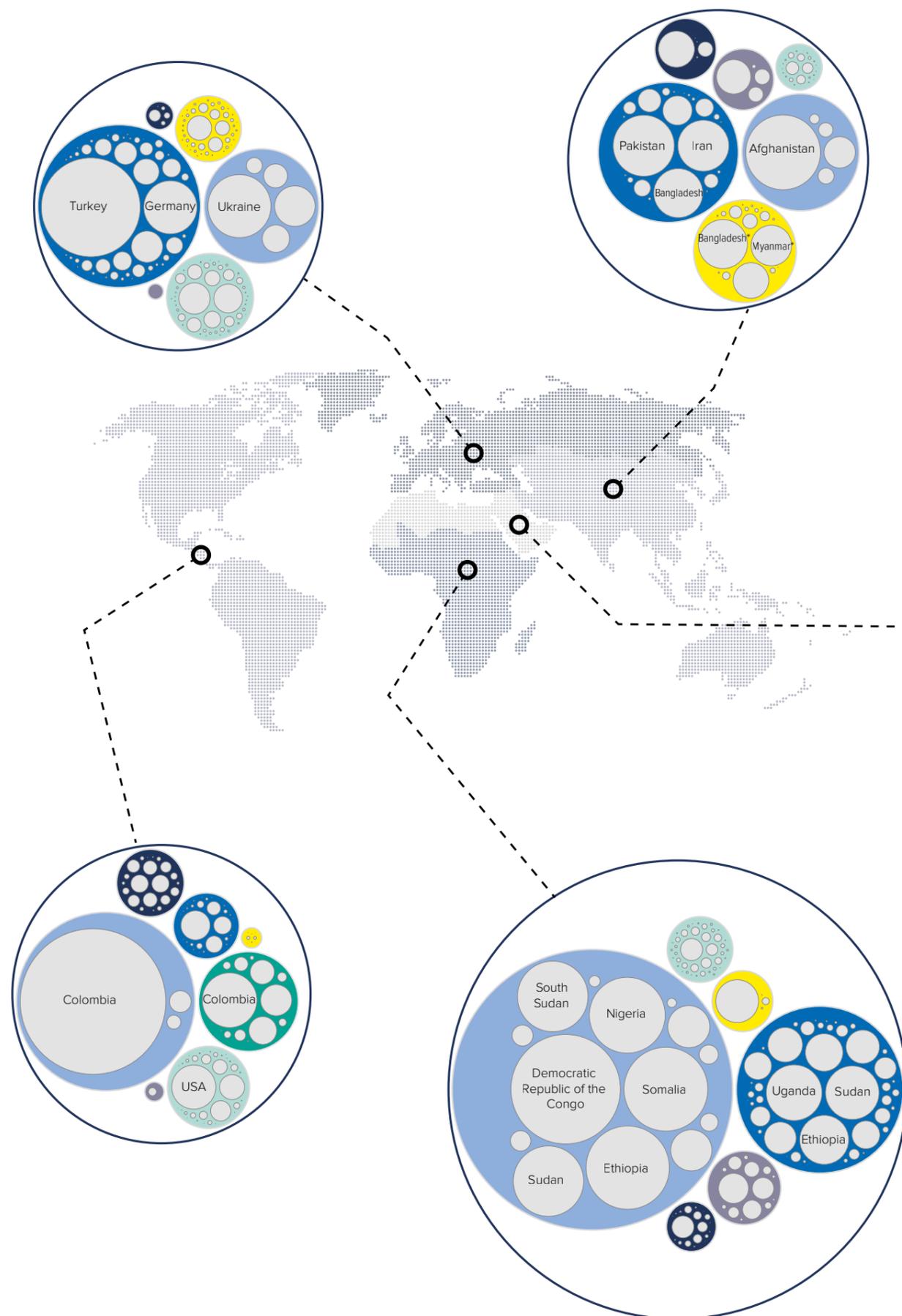


TABLE 8 | TRANSFERS FROM THE OPERATIONAL RESERVE | 2018

1. OPERATIONAL RESERVE APPROVED BY THE EXECUTIVE COMMITTEE IN OCTOBER 2018						547,679,512
2. TRANSFERS FROM THE OPERATIONAL RESERVE						
Division of Information Systems and Telecommunications	Oracle licences and support fees	158,687	-	-	-	158,687
Division of Human Resources	1) Staff accommodation	283,860	-	-	-	283,860
	2) Sexual Exploitation and Abuse, and Sexual Harassment and Abuse of authority (SEA/SHA)	75,000	-	-	-	75,000
	3) Additional special staff costs	3,333,745	-	-	-	3,333,745
	4) Strengthening the needs of the office	80,000	-	-	-	80,000
<b>SUBTOTAL</b>		<b>42,500,210</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>42,500,210</b>
<b>HEADQUARTERS</b>						
Executive Direction and Management	1) Risk Management 2.0 Initiative	698,740	-	-	-	698,740
	2) SEA/SHA	727,530	-	-	-	727,530
	3) Change Management's requirements	2,390,615	-	-	-	2,390,615
	4) Independent Audit and Oversight and Internal Audit's additional requirements	444,212	-	-	-	444,212
	5) Mid-year review	249,000	-	-	-	249,000
	6) Large scale Kenya investigation	73,800	-	-	-	73,800
Division of External Relations	1) SEA/SHA	150,619	-	-	-	150,619
	2) Strengthening the needs of the office	161,000	-	-	-	161,000
Division of Resilience and Solutions	Strengthening CRRF and private sector partnerships	91,402	-	-	-	91,402
Division of Human Resources	1) SEA/SHA	148,210	-	-	-	148,210
	2) Strengthening the needs of the office	81,000	-	-	-	81,000
Division of Information Systems and Telecommunications	Cyber security	3,000,000	-	-	-	3,000,000
Division of Financial and Administrative Management	In-kind contribution for rental of premises	1,946,300	-	-	-	1,946,300
Global Service Center Budapest	Strengthening the needs of the office	938,819	-	-	-	938,819
Global Service Center Copenhagen	Strengthening the needs of the office	298,459	-	-	-	298,459
Staff Council	Strengthening the needs of the office	17,000	-	-	-	17,000
<b>SUBTOTAL</b>		<b>11,416,707</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>11,416,707</b>
<b>TOTAL TRANSFERS</b>		<b>78,394,192</b>	<b>-</b>	<b>3,300,309</b>	<b>1,560,000</b>	<b>83,254,501</b>
<b>3. BALANCE AFTER TRANSFERS</b>						<b>464,425,011</b>

<sup>1</sup> This line consolidates several applications reflecting the Global Fleet Management business cycle.

# POPULATIONS OF CONCERN TO UNHCR



[ END DECEMBER 2018 ]

	Africa	The Americas	Asia and the Pacific	Europe	Middle East and North Africa	TOTAL POPULATION OF CONCERN
Refugees	6,331,669	534,498	4,160,040	6,441,542	2,649,792	20,117,541
Persons in refugee-like situations <sup>(1)</sup>	3,743	108,776	54,565	33,020	42,917	243,021
<b>Total refugees</b>	<b>6,335,412</b>	<b>643,274</b>	<b>4,214,605</b>	<b>6,474,562</b>	<b>2,692,709</b>	<b>20,360,562</b>
Asylum-seekers	484,224	1,311,654	176,332	1,247,229	283,845	3,503,284
Returned refugees <sup>(2)</sup>	341,086	23,900	17,761	54	211,013	593,814
IDPs protected/assisted by UNHCR <sup>(3)</sup>	17,659,084	8,061,972	2,686,705	2,715,426	10,301,960	41,425,147
Returned IDPs <sup>(4)</sup>	583,626	-	606,864	197	1,122,239	2,312,926
Stateless persons	711,589	6,892	2,229,401*	533,340	370,761	3,851,983*
Others of concern <sup>(5)</sup>	318,608	209,090	570,573	71,652	12,987	1,182,910
Venezuelans displaced abroad <sup>(6)</sup>	-	2,592,948	-	-	-	2,592,948
<b>TOTAL</b>	<b>26,433,629</b>	<b>12,849,730</b>	<b>9,470,606</b>	<b>11,042,460</b>	<b>14,995,514</b>	<b>74,791,939</b>

The data are generally provided by Governments, based on their own definitions and methods of data collection. A dash ("-") indicates that the value is zero, not available or not applicable. All data are provisional and subject to change. More information on people of concern to UNHCR in 2018, including statistical trends and changes of global displacement during the year, can be found in the "2018 Global Trends" report.

<sup>(1)</sup> Includes groups of persons who are outside their country or territory of origin and who face protection risks similar to those of refugees, but for whom refugee status has, for practical or other reasons, not been ascertained.  
<sup>(2)</sup> Includes refugees who have returned to their place of origin during 2018. Source: country of origin and asylum.  
<sup>(3)</sup> Includes IDPs who are in IDP-like situations.  
<sup>(4)</sup> Includes IDPs protected/assisted by UNHCR who have returned to their place of origin during 2018.  
<sup>(5)</sup> People of concern to UNHCR not included in the other categories but to whom UNHCR may extend its protection and/or assistance.  
<sup>(6)</sup> Refers to persons who have left Venezuela as a result of the deteriorating circumstances inside the country, but who have not applied for asylum in the country in which they are present. As indicated in the UNHCR Guidance Note on International Protection Considerations for Venezuelans (May 2019), UNHCR considers that the majority of Venezuelan nationals or stateless persons who were habitually resident in Venezuela, are in need of international protection under the criteria contained in the Cartagena Declaration on the basis of threats to their lives, security or freedom resulting from events that are seriously disturbing public order in Venezuela. In line with the UN Secretary-General's Guidance, UNHCR and IOM have been coordinating closely to respond to the outflow of Venezuelans.  
\*The stateless population includes 906,635 Myanmar refugees in Bangladesh and an estimated 125,000 stateless IDPs in Myanmar who are also counted in refugee and IDP populations.

# Africa



## FOREWORD

The African continent continues to host a significant proportion of people of concern to UNHCR, with the number of refugees almost tripling over 10 years—from 2.3 million in 2008, to over 6.3 million by the end of 2018. Similarly, the number of IDPs has greatly increased from some 6.4 million IDPs in 2009 to 17.7 million people towards the end of 2018. Despite this incremental surge in the African displacement context, fewer refugees fled their countries in 2018 compared to 2017, with the largest outflows originating from Northwest and Southwest Cameroon into Nigeria.

In Africa, five countries alone hosted 4.1 million (or 65%) of the region's refugees, and around 20% of the global refugee population. Refugees originated primarily from the Central African Republic (CAR), the Democratic Republic of the Congo (DRC), Somalia and South Sudan. Conflict and other triggers, such as environmental degradation, were key contributors in maintaining situations of forced displacement around the region.

Moving beyond the initial humanitarian response, a number of countries hosting protracted refugee populations took advantage of available development resources, such as the IDA18 regional sub-window for refugees and host communities, established by the World Bank, to design projects with a focus on socioeconomic inclusion, benefitting both refugees and their host communities. To this aim, other operations, such as Ethiopia, Kenya and Uganda engaged with private donors, the European Union Trust Fund,

*A young Burundian refugee stands outside a classroom at Jugudi Primary School in Nyarugusu refugee camp, Kigoma Province, western Tanzania. Burundian schoolchildren and teachers are desperate for learning resources.*

and the World Bank's "Development response to displacement impacts project", which also resulted in the strengthening of available services for both refugee and host communities. The trickle-on effects of these projects are visible and demonstrate that the strategic inclusion of refugees in the socioeconomic fabric of their host communities can have a positive impact on the broader community at large.

While some 341,100 refugees chose to repatriate in 2018, the broader identification of solutions remained a challenge, with restricted resettlement places and limited opportunities for local integration through naturalization. As a number of countries continued to implement the Comprehensive Refugee Response Framework (CRRF), UNHCR observed that new initiatives and policy changes are happening with the adoption of the Global Compact on Refugees providing additional momentum for innovative solutions, which might serve as avenues to overcome these current challenges.

In 2018, UNHCR made concerted efforts to strengthen its anti-fraud and integrity systems in several key operations in the region.

Through its Risk Management 2.0 initiative, the Office made strides towards optimum transparency, taking particular care to inform stakeholders of its risk mitigation and reduction strategies. Towards this end, regional workshops were facilitated in Kenya, South Africa and Uganda, and multi-functional anti-fraud support missions were deployed to Burundi, Kenya, the Sudan and Uganda. UNHCR offices in the region also implemented specific programmes, such as sensitization and awareness-raising activities, and strengthened monitoring systems to prevent abuse, in line with the Office's global commitment to fight against sexual exploitation and abuse.

Despite the overwhelming needs, the funding situation in the region remained a major obstacle for most operations. In Burundi, the CAR, the DRC and Mali, low levels of funding required UNHCR to make difficult choices, prioritizing certain interventions to the detriment of others. For example, delaying or interrupting return services for Chadian and Sudanese refugees, who opted to voluntarily repatriate to their countries of origin.

**Raouf Mazou**

Director of UNHCR's Regional Bureau for Africa

**GLOBAL WORKFORCE IN AFRICA\*: 6,662**

**69% MALE** **31% FEMALE**

**222 LOCATIONS** **62% BASED IN HARDSHIP LOCATIONS**

\*including 1,526 affiliate workforce staff.

## Key data and achievements in Africa

### Resettlement

Africa is the region with the **highest resettlement needs** and **departures** worldwide



UNHCR resettlement submissions in 2018  
**36,408** ↑ **69%** compared to 2017

UNHCR-facilitated departures from Africa in 2018  
**19,327** ↑ **22%** compared to 2017

Resettlement submissions worldwide in 2018  
**45%**

Departures worldwide in 2018  
**35%**

Major countries of origin of people resettled from Africa

1 DRC	12,742	3 Sudan	1,193
2 Eritrea	3,527	4 Somalia	896

### Biometric registration



**3,448,188** individuals biometrically enrolled by the end of 2018

**48%** of total individuals biometrically registered

Central Africa and Great Lakes  
**641,568**

East and Horn of Africa  
**2,005,272**

Southern Africa  
**151,304**

West Africa  
**650,044**

### Cash-based interventions



**\$63M** (2017) **\$45M** (2018)

Variation  
↓ **\$18M**

↓ **28%**

### Refugees living in/out of camps

Data as of 31st December 2018



Refugees\*  
**6,335,400**

% accommodation known  
**96.9%**

% private accommodation\*\*  
**21.5%**

% camps + other  
**78.5%**

\* includes refugees and people in refugee-like situations  
\*\* out of total number of refugees and refugee-like

### Emergency deployments (UNHCR and standby partners)



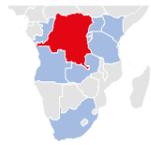
**219** (2017) **195** (2018)

### Partners and budget allocated (USD millions)

**\$563.7 million** allocated to **345 partners** (43% of regional expenditure)

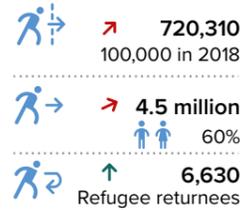
**\$351.9M** (76 International NGO partners)  
**\$111.8M** (155 National NGO partners)  
**\$95.6M** (111 Government partners)  
**\$4.4M** (3 UN agencies/IOM)

# MAJOR SITUATIONS IN AFRICA IN 2018



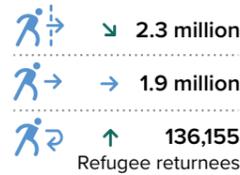
## THE DEMOCRATIC REPUBLIC OF THE CONGO

The largest IDP population in Africa, with many parts of the country subjected to sporadic violence. Despite the peaceful handover of power in the December Presidential elections, scattered movements towards neighbouring countries continued, with hopes fading for voluntary return of Congolese refugees.



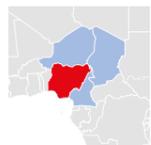
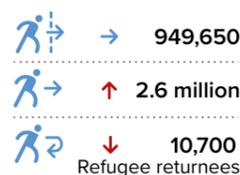
## SOUTH SUDAN

Despite a reduction in fighting in parts of the country, due to the revitalized 2018 peace agreement, the political situation remained tense and armed conflict caused internal and external displacement. The South Sudanese are the largest refugee population in Africa and the 2<sup>nd</sup> largest globally. It is largely a children's crisis, with over 63% of those displaced under the age of 18.



## SOMALIA

One of the world's most protracted refugee situations, efforts continued to create an enabling environment for the voluntary return and reintegration of Somali refugees. With the process of state-building ongoing, returnees and IDPs faced severe famine, drought and ongoing insecurity. The majority of IDPs remain in need of urgent humanitarian assistance.



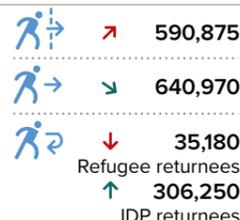
## NIGERIA

Across the Lake Chad Basin, some 7.1 million people were affected by the Boko Haram conflict in north-eastern Nigeria, Cameroon's Far North Region, western Chad and south-eastern Niger. Nigeria continues to host the largest number of IDPs in the West Africa sub-region. Attacks forced more people to flee internally or abroad, and prevented returns to Nigeria.



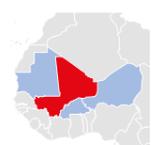
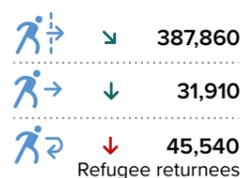
## THE CENTRAL AFRICAN REPUBLIC

Since the conflict began in 2012, the situation reached the highest recorded level of displacement with more than 1.2 million people displaced. Some 48,000 refugees fled in 2018 alone. Conflict and forced displacement remains widespread, impacting previously unaffected parts of the country. The targeting of minority groups, with killings and attacks against communities, multiplied significantly.



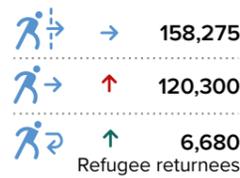
## BURUNDI

Overall security improved, but persistent and severe human rights concerns generated refugee flows to neighbouring countries, with less people fleeing Burundi in 2018; 90% decrease compared to 2017. Nearly a quarter of IDPs are displaced as a result of the social-political situation. A stagnating peace process and continuing regional tension was a concern for the stability of the Great Lakes.



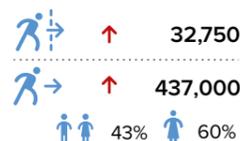
## MALI

Insecurity in northern and central Mali destabilized local communities and prevented returns. The crisis spilled into Burkina Faso and Niger where armed groups attacked security and civilian targets. The number of IDPs significantly increased with more than 80,000 internally displaced in 2018 alone.



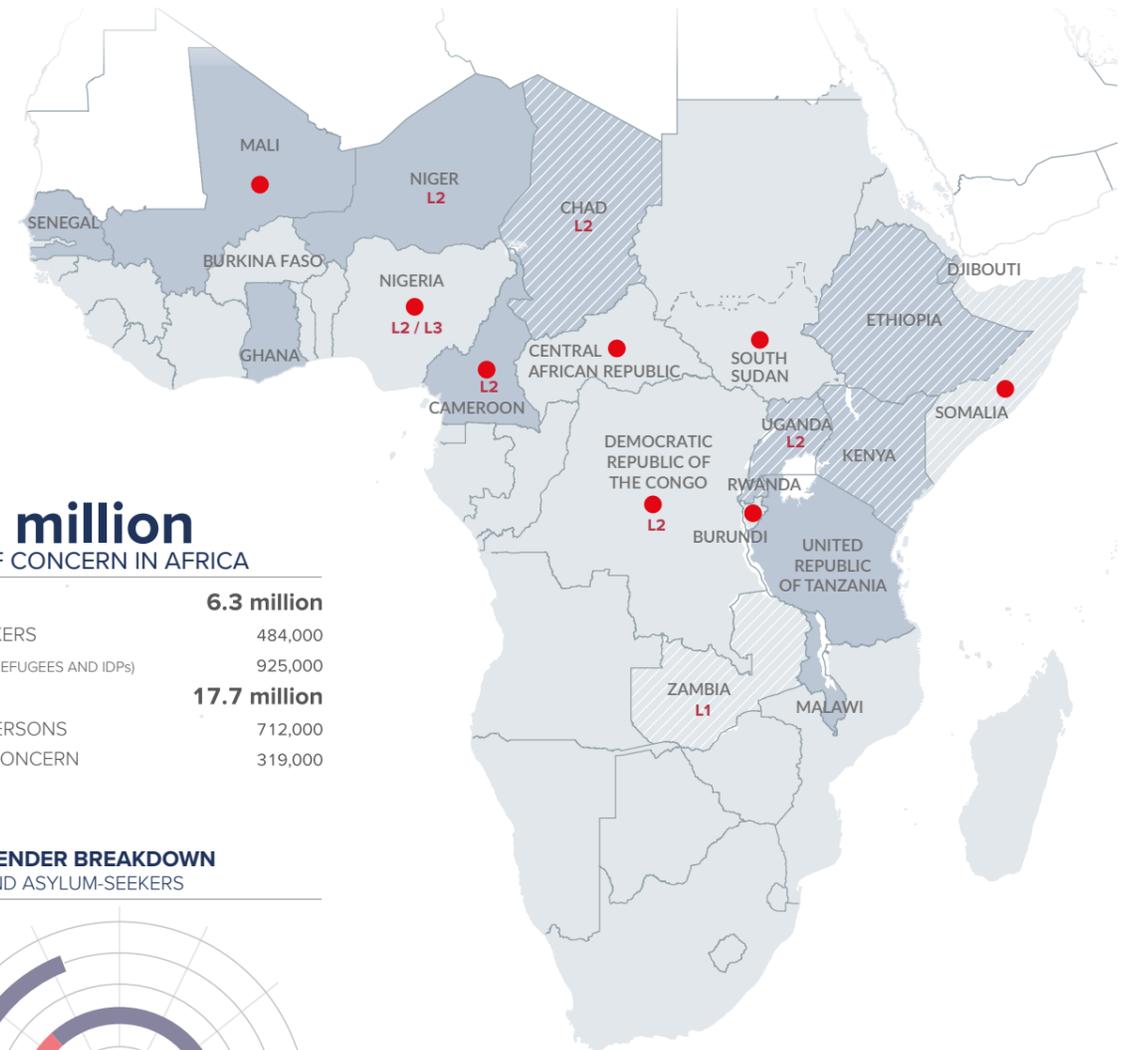
## CAMEROON

Violence in the South-West and North-West Regions caused internal displacement and forced many Cameroonians to seek asylum in Nigeria. The displaced, most of whom are women and children, face a grave humanitarian situation in both countries.



\* OCHA figure. Government estimate: 152,000

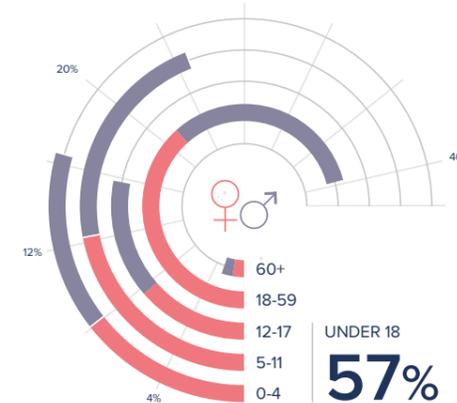
Despite the nearly threefold increase in the number of refugees over the last decade—from 2.3 million in 2008, to 6.3 by the end of 2018—most countries in sub-Saharan Africa continued to welcome refugees and asylum-seekers. Five countries alone hosted 65% of the region's refugees—20% of the global refugee population.



## 26.4 million PEOPLE OF CONCERN IN AFRICA

REFUGEES	6.3 million
ASYLUM-SEEKERS	484,000
RETURNEES (REFUGEES AND IDPs)	925,000
IDPs	17.7 million
STATELESS PERSONS	712,000
OTHERS OF CONCERN	319,000

## AGE AND GENDER BREAKDOWN REFUGEES AND ASYLUM-SEEKERS



- Situation
- ▨ CRRF country
- MYMP country
- ➡ Refugees
- ➡ IDPs
- ➡ Returnees
- 👤 Children
- 👤 Women
- L 1/2/3 Level of emergency
- ➡ Negative trend compared with 2017
- ➡ Positive trend compared with 2017
- ➡ Stable trend compared with 2017



## ACHIEVEMENTS AND IMPACT

### Safeguarding fundamental rights

#### Promoting a favourable protection environment

**32** operations in sub-Saharan Africa implemented the BIMS system and **22** operations rolled out proGres v4.

Most host countries and communities in sub-Saharan Africa demonstrated positive and generous attitudes towards refugees and asylum-seekers. In some instances, however, core refugee protection principles were challenged. Certain countries imposed strict border controls without the necessary safeguards to uphold the principle of *non-refoulement*. UNHCR worked with governments to strengthen national capacities to screen refugees and asylum-seekers, while preserving the right to seek asylum and protection.

UNHCR engaged with States on a range of capacity-building and other forms of support, strengthening government-led refugee status determination (RSD) processes. In countries where there were no national asylum procedures in place, or where additional support was required, UNHCR carried out RSD under its mandate.

UNHCR also enhanced its capacity and cooperation in registration, working with host governments to improve their registration systems and data management. Across Africa, UNHCR rolled out proGres v4; the Biometric Identity Management System (BIMS); and the Rapid Application tool that allows for off-line registration. National governments were supported to establish their own registration systems and enhance

inter-operability between systems. In 2018, BIMS was deployed to Botswana, Lesotho, Mozambique, Namibia, Nigeria and Uganda, bringing to 32 the number of operations in sub-Saharan Africa using it. ProGres v4 was rolled out to nine operations in 2018, bringing to 22 the number of countries in the region using the improved system (see the chapter on *Safeguarding fundamental rights*).

Progress was made in legislative reform, with the most notable achievement in December 2018, when South Sudan acceded to the 1951 Convention relating to the Status of Refugees. UNHCR also welcomed progress on Ethiopia's historic refugee proclamation, which will enable refugees to acquire work permits; access primary education; obtain drivers' licenses; register life events such as births and marriages; and open bank accounts. Guinea adopted a new refugee law which enhances access to education, employment and durable solutions, especially local integration. In Niger, a law was enacted to protect IDPs, bringing it in line with the African Union (AU) Convention for the Protection and Assistance of Internally Displaced Persons in Africa (Kampala Convention), and becoming one of the first States parties to develop comprehensive national legislation on internal displacement. In July 2018, the AU Assembly adopted a decision declaring 2019 as the year of "Refugees, returnees and internally displaced persons in the context of the 50<sup>th</sup> anniversary of the 1969 Organization of African Unity (OAU) Convention Governing the Specific Aspects on Refugee Problems in Africa".

Operations throughout the region prioritized the implementation of UNHCR's new Age, Gender and Diversity Policy (see chapter on *Safeguarding fundamental rights*). Protection structures to better prevent and respond to sexual and

gender-based violence (SGBV) and sexual exploitation and abuse (SEA) were strengthened, and there was rapid response to any allegations, with thorough investigations undertaken.



#### Ensuring protection and solutions for IDPs

The number of IDPs in Africa rose significantly in 2018 from 14.5 to 17.7 million, with an increase of one million in the first half of 2018 alone. This rise was mainly triggered by conflict and insecurity in parts of the DRC (home to the largest IDP population in Africa, with more than 4.5 million IDPs, including 2.7 million children), Nigeria and Somalia. Violence

and human rights violations also caused internal displacement in Burkina Faso, Cameroon and Ethiopia.

Insurgency in north-eastern Nigeria was the leading cause of displacement for some 2.5 million IDPs in the Lake Chad Basin region, with more than 581,000 people internally displaced in 2018. UNHCR scaled up its response, working with the authorities and partners in north-eastern Nigeria to provide displaced people with legal and psychosocial support (in particular to victims of SGBV), as well as shelter and basic household items.

In the East and Horn of Africa, while 80% of IDPs were displaced due to conflict, drought further exacerbated this displacement. In Ethiopia, in addition to the 2.6 million IDPs displaced by conflict, there were further displaced for climate-related reasons, and in Somalia, 1.4 million of the approximately 2.6 million IDPs were displaced by the 2016-2017 drought. The majority of IDPs remain in need of emergency humanitarian assistance, and some 1.3 million IDPs in particular need of improved shelter and NFI support. In addition to prioritizing the provision of core relief items, protection and return monitoring, UNHCR also engaged in area-based reintegration programming in partnership with the Government of Somalia and other stakeholders.

Across the region, UNHCR collaborated in the inter-agency cluster coordination providing protection, shelter, health care, and camp coordination and camp management assistance. In 2018, UNHCR led seven out of 10 active shelter clusters for IDPs. In Cameroon, the CAR, Chad, Mali, Nigeria, Somalia and the Sudan, UNHCR led the shelter and NFI clusters, coordinating the work of 115 partners to provide \$37 million to support 1.2 million people of concern.



### Internet enhances assistance for displaced people in remote Niger

Sayam Forage's remote location in harsh conditions in the Diffa region has meant that communication technologies, including phone lines, were not available in the camp. However, in 2018, through the Refugee Emergency Telecommunications Sector (RETS)—a UNHCR-led mechanism for coordinating the communications technology response in situations of displacement—the camp now has internet connectivity.

Assistance provided to the community (such as health, shelter, or education) has been much enhanced by this connectivity. The work of RETS in Niger has shown that a simple internet connection can have profound impacts on the lives of people who have been forced to flee.



### Mixed movements

UNHCR worked closely with other stakeholders, such as the AU-EU-UN Joint Taskforce on migration, to ensure protection for refugees moving in mixed flows from Africa along “the northern route” through Libya to Europe, “the southern route” to South Africa, and “the eastern route” towards Gulf countries or neighbouring African countries. UNHCR successfully evacuated over 2,200 vulnerable refugees and asylum-seekers out of Libya to the Emergency Transit Mechanism (ETM)

in Niger for individual processing for resettlement; from there, some 1,000 people were resettled to third countries.

Expansion of UNHCR's outreach, including the provision of services directly or through partners to people moving towards Libya, resulted in the increased identification of people in need of international protection. In countries such as Algeria, Burkina Faso, Chad, Egypt, Libya, Mali, Morocco, Niger and Tunisia, expanded partnerships led to greater identification and referral, including the delivery of assistance.

**2,200** vulnerable refugees were evacuated out of Libya to the ETM in Niger, with some 1,000 people being resettled to third countries.



### Safe, but in limbo, after the horror of Libya

Their lives have been reduced to waiting in the heat. Many must sleep on the ground. But at least now they are safe in Niger.

*“This is a safe place for me. But I would still like to work and help my mother and brothers in Darfur.”*

—Abu Bakr, Sudanese refugee who fled first to Libya and then escaped to Niger.



© UNHCR/Amel Nja

### Reducing and preventing statelessness and protecting stateless persons

The identification of statelessness in Africa improved significantly in 2018 through a range of mapping exercises. UNHCR supported a country study to gather qualitative data on statelessness in South Sudan, as well as a regional study on East Africa, covering Burundi, Kenya, Rwanda, South Sudan, Uganda and the United Republic of Tanzania. Studies and mapping exercises were also initiated in some West African countries.

Within the framework of the #IBelong Campaign to End Statelessness by 2024, regional workshops were organized in the context of the International Conference of the Great Lakes Region. UNHCR partnered with the Economic Community of West African States (ECOWAS) as well as the Southern African Development Community and the Economic and Monetary Community of Central Africa to convene regional meetings on statelessness, with the latter adopting the “N'Djamena initiative on the eradication of statelessness in Central Africa”.

Towards the end of 2018, the AU's specialised technical committee on migration, refugees and IDPs adopted a draft “Protocol on the specific aspects on the right to a nationality and the eradication of statelessness in Africa”, due to be adopted by the AU Assembly in 2019.

In West Africa, UNHCR worked closely with ECOWAS institutions and Member States to implement the 2017-2024 “Banjul plan of action on the eradication of statelessness”, supporting the Government of Côte d'Ivoire, for example, in issuing approximately

400,000 birth certificates to children at risk of statelessness, allowing them to sit primary school exams as a prerequisite to accessing secondary education. Guinea-Bissau also issued nearly 2,000 birth certificates for refugee children in 2018, as well as adopting a national action plan to eradicate statelessness.

In Madagascar, progress was also made following changes in the nationality law, with more than 1,360 nationality certificates issued to children not previously registered as Malagasy citizens, having been born to Malagasy mothers and foreign fathers.

### Responding with lifesaving support

#### Emergency response

Given the range of emergencies across the region, providing essential and lifesaving services was a priority, with over 80% of the regional expenditure dedicated to protection and emergency response. In situations of emergency response, UNHCR provided nutrition, health, water, sanitation and shelter for those fleeing conflict, while promoting conditions for enhanced livelihoods, education and employment opportunities where possible. While UNHCR and its partners were generally able to access people of concern to deliver assistance, in some situations, insecurity prevented or inhibited delivery of much needed relief.

Out of ten UNHCR-declared emergency situations worldwide, four—Cameroon, the CAR, the DRC and the Lake Chad Basin—were in sub-Saharan Africa, with the first three having been declared in 2018.

The Level 2 emergency declared for the IDP situation in Cameroon was later extended

**400,000**

birth certificates were issued to children at risk of statelessness by Côte d'Ivoire.

Out of **10** UNHCR-declared emergency situations worldwide, **4** were in sub-Saharan Africa.



### Cameroonian refugees flee clashes and find safety in Nigeria

Violent clashes between military and armed separatists drove 32,750 Cameroonians over the border, where funding is needed to provide assistance.

“There was shooting—they killed my uncle and shot my cousin.”

—Myriam, Cameroonian refugee in Nigeria.



© UNHCR/Reagan Orms

for the refugee influx into Nigeria. The response not only aims at providing emergency food to refugees fleeing from Cameroon, but also at supporting their livelihoods in the longer-term.

To scale up the emergency response to the CAR situation, a Level 2 emergency was declared in Chad in March 2018 for the refugee influx from the CAR. A Level 2 emergency was also declared for North Kivu and Ituri provinces in the DRC, due to the deteriorating security and humanitarian conditions amidst the outbreak of the Ebola virus. UNHCR actively engaged in the inter-agency Ebola preparedness and

response in surrounding countries, including by developing cost preparedness and response planning tools, deploying health staff, and providing funds to support country operations. Ebola-prevention measures in refugee sites, settlements, and displacement sites were established, and UNHCR provided protection to the displaced in Ebola-affected North Kivu.

In the Lake Chad Basin, a Level 3 emergency for the IDP response in Nigeria, as well as a Level 2 emergency in Cameroon, Chad and Niger, activated in 2016, remained in place in 2018 (see chapter on *Responding with lifesaving support*).



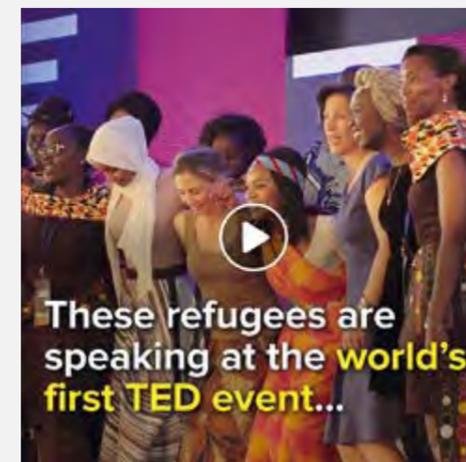
### #DoltLuQuLuQu campaign brought together civil society and private sector in support of refugees

2018 was a ground-breaking year for the LuQuLuQu campaign in Africa, with a wide network of supporters advocating and raising funds for refugees in the region.

In particular, the LuQuLuQu “Step for Safety” walk drew in multiple supporters and donors from Burkina Faso, Ghana and Kenya. UNHCR also partnered with African retailers to raise awareness on the LuQuLuQu campaign in shops. Donations in Nigeria from the TuBaba Foundation, and DayStar Christian Centre were also indicative of public interest and potential for growth in the region.



© UNHCR



### #TEDxKakumaCamp brought together refugees, activists and aid workers to break stereotypes

In Kenya, UNHCR supporters added their talents to TEDx Kakuma Camp, the first ever TEDx event hosted in a refugee camp. Alongside refugees, Goodwill Ambassador Emi Mahmoud and supporters Mercy Masika, Nomzamo Mbatha, Octopizzo and Yiech Pur Biel participated in the event, while social media posts by global supporters celebrating the moment online had over 100,000 combined engagements.

UNHCR supporters both new and longstanding visited Ethiopia with UNHCR in 2018, including musician Betty G and Spanish presenter Jesús Vázquez. A month-long media campaign followed Vázquez's trip, including interviews on primetime Spanish TV with audiences of millions.



### Meeting basic needs

Cash-based interventions (CBIs) formed an integral component of UNHCR's response throughout the displacement cycle in Africa, assisting people to meet their basic needs and, where feasible, providing a stimulus for economic activity and longer-term inclusion.

Somalia, for example, was among UNHCR's top 10 cash operations globally, with more than \$13 million in cash distributed to Somali returnees in 2018. In Niger, UNHCR launched one of its first emergency interventions through cash for “hard-to-reach” populations, reaching some 12,000 IDPs at the border to Mali, few of whom had previously received assistance due to the inaccessibility of their location.

CBIs in the DRC is another example of how cash assistance is used in an emergency response, with 126,300 people receiving cash assistance in 2018—a 261% increase compared to 2017. In Kenya, the operation implemented UNHCR's largest cash for shelter project, including cash assistance transfers of more than \$1.16 million, reaching some 32,000 people.

Cash-assistance was also provided for WASH-related needs, with some \$650,000 in cash-assistance provided for this purpose to people of concern in Cameroon, Chad, the DRC, Djibouti, Ethiopia, Kenya, Niger, Nigeria, Rwanda, Uganda and Zambia. Moreover, UNHCR strengthened its emergency WASH response capacities, including coordination, implementation, and monitoring.

About **30%** of cash distributed in Africa went to Somalia.



### Cash assistance as a stepping-stone for improved financial inclusion

In 2018, UNHCR provided \$45 million in cash assistance in Africa and launched multi-purpose cash programmes in operations such as Cameroon, the DRC, Ethiopia, Kenya, Niger, Rwanda, Somalia and Uganda. UNHCR also facilitated refugees' access to formal bank and mobile money accounts in Cameroon, the DRC, Ethiopia, Kenya, Niger, Rwanda, Uganda and Zambia to encourage savings and access to loans, a stepping-stone for improved financial inclusion.

In Kenya, where UNHCR facilitated refugees' access to bank accounts, a bank agent in Kakuma district reported that almost half of bank account holders, and over 20% of borrowers in the area, were refugees, with good pay-back rates. The emergency cash through mobile money covers food, shelter and other basic needs.

UNHCR's emergency cash transfer mechanism offers a common cash facility in Niger, which can be tapped into by any other agency and organization for the purpose of transferring cash to vulnerable populations, including by the clusters, for meeting critical needs.

During 2018, UNHCR prioritised targeted support to operations with worrying and dramatic changes in the food security and nutrition situations, as well as in situations with drastically reduced food rations, including in Cameroon, Chad and Ethiopia.

Where possible, opportunities for self-reliance were identified. Strategic missions were conducted with WFP to review the food security and nutrition situation and develop joint assistance plans in Nigeria and Rwanda.

Over **341,100** refugees chose to repatriate in 2018, including **45,540** Burundians from Tanzania.

## Building better futures

### Voluntary repatriation

A greater number of expressions of intent to return by refugees were reported in 2018, with political change often cited as a motivating factor. Over 341,100 refugees chose to repatriate in 2018. The largest number of returns was to Burundi with more than 45,540 Burundians assisted, largely from Tanzania. Some 10,700 Somalis returned from nine different countries of asylum, despite challenges relating to drought, food shortages, ongoing insecurity and a lack of services in some areas,



### Local integration

In Guinea-Bissau, Liberia and Mali, governments took concrete steps to facilitate local integration for thousands of refugees. This included the decision to grant nationality to some 7,100 Senegalese refugees in Guinea-Bissau; the issuance of Liberian nationality and identity documents to 300 Sierra Leonean refugees in Liberia; and the granting of nationality to nearly 2,000 Mauritanian refugee children in Mali. The Government of Liberia also granted some 310 acres of land for the local integration of Ivorian refugees and started the implementation of a durable shelter construction project.

**7,100** Senegalese refugees were granted nationality in Guinea-Bissau.

Over the past two years, Tanzania has naturalized many of the Burundian refugees who arrived in 1972. However, a joint verification exercise of UNHCR and the Government identified the pending cases of approximately 58,000 Burundian people of concern (linked to the 1972 Burundian population), as well as pending cases from the initial naturalization process. UNHCR supported the Government to continue the naturalization process for those who qualify, as well as resolve protection issues, and work on alternative stay arrangements.

In the CAR, UNHCR worked with the Government to support the integration of the residual caseload of Sudanese refugees in Bambari (nearly 200 people), who opted to remain following the voluntary return of some 1,500 refugees in December 2017.

The Government of Zambia started issuing temporary residency permits to former Rwandan refugees—with nearly 1,500 issued thus far—which will facilitate their stay and participation in the socioeconomic development of their host communities.

bringing the number of those who were assisted to return since December 2014 to nearly 87,540.

Elsewhere, voluntary repatriation movements between Chad and Sudan resumed in November 2018 after the rainy season. The return of close to 1,800 Sudanese refugees was facilitated from eastern Chad to Darfur, while nearly 6,350 Chadian refugees voluntarily returned from Darfur to Sila, in eastern Chad. Despite the precarious security situation in the CAR, more than 35,180 Central African refugees were assisted to return from Burkina Faso, Cameroon, Côte d'Ivoire, the DRC, Niger, the Republic of the Congo and Senegal. UNHCR also supported the return of some 2,800 Ivorian refugees from neighbouring countries in 2018.



### Providing safety nets for families across Africa

When Jacqueline arrived at Nduta refugee camp in Tanzania in 2015, she received from UNHCR an emergency family shelter, together with mosquito nets from the UN Foundation. In certain regions in Africa, refugees' lives are at risk every day because of malaria. Since 2016, the UN Foundation has donated almost 800,000 mosquito nets to thousands of families like Jacqueline's in sub-Saharan Africa, through its "Nothing but Nets" Campaign. Thanks to the shelter and lifesaving supplies like mosquito nets, refugees can enjoy safety and protection.



© UNHCR/Sebastian Rich

### Resettlement

Resettlement submissions increased significantly—by some 69%—compared to 2017, with more countries offering resettlement quotas for Africa, including for the East and Horn of Africa and the Great Lakes sub-regions. Resettlement countries also created places for vulnerable

refugees being evacuated from the detention centres in Libya through the ETM in Niger. Departures for resettlement countries also increased from 15,800 in 2017 to over 19,300 in 2018 against more than 36,400 resettlement submissions made in 2018 alone.



### Bringing tertiary education to refugees in Rwanda

In the Kiziba camp in Rwanda, UNHCR is supporting an online tertiary education platform that allows refugees to study towards their associates and bachelor's degrees.

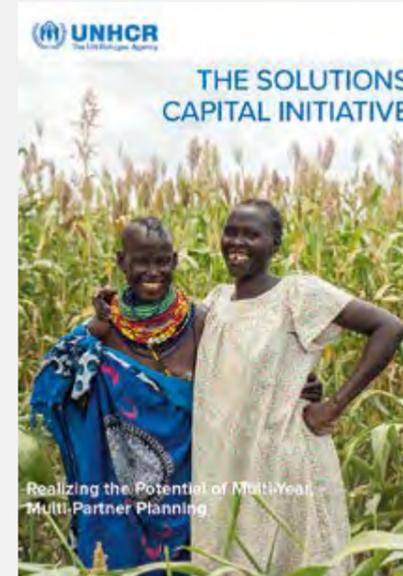
The Kepler programme, part of the joint UNHCR-UNICEF Humanitarian Education Accelerator, uses a competency-based model and pairs digital content from an accredited US university (Southern New Hampshire University) with a team of expert local teachers.

In addition, a focus on internships, on-the-job learning and professional skills training ensures graduates are ready to enter the workforce with the required soft skills needed in leadership, language and computer literacy.



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### The humanitarian–development nexus



In line with the Global Compact on Refugees, the CRRF is being rolled out in eight countries in the region: Chad, Djibouti, Ethiopia, Kenya, Rwanda, Somalia, Uganda and Zambia, as well as through a regional approach for the Somali refugee situation, supported by the Inter-Governmental Authority on Development. Multi-year, multi-partner (MYMP) strategies are being implemented by 13 countries in the region as a vehicle for the CRRF in Cameroon, Chad, Djibouti, Ethiopia, Ghana, Kenya, Malawi, Mali, Niger, Rwanda, Senegal, Tanzania and Uganda. The strategies focus on improving long-term planning for solutions and protection by working more concertedly with partners. Three MYMP countries—Ghana, Kenya and Malawi—formed part of the Solutions Capital, a donor pact proposed to enable

operations to fully implement their protection and solution strategies.



Cooperation with the World Bank was strengthened through an increasing number of joint activities at the field level, including through the IDA18 regional sub-window. Eleven countries were approved for these grants and concessional loans in 2018, including Cameroon (\$274 million towards access to health care, education, social safety nets, and social and economic infrastructure), Ethiopia (\$202 million towards economic opportunities for refugees and host communities) and Uganda (\$360 million for infrastructure and \$335 for water management to improve service delivery). A number of countries in the East and Horn of Africa sub-region also benefitted from World Bank "Development response to displacement impacts" projects.

UNHCR worked with the African Development Bank and host governments on the implementation of innovative projects benefitting refugee and host communities in Burundi and Zimbabwe. The European Union Trust Fund also contributed critical resources aimed at supporting inclusion. A number of bilateral cooperation initiatives are increasingly looking at refugees and their hosts through the lens of potential mutual benefits resulting from socioeconomic inclusion.

## FINANCIAL INFORMATION

### Consequences of underfunding

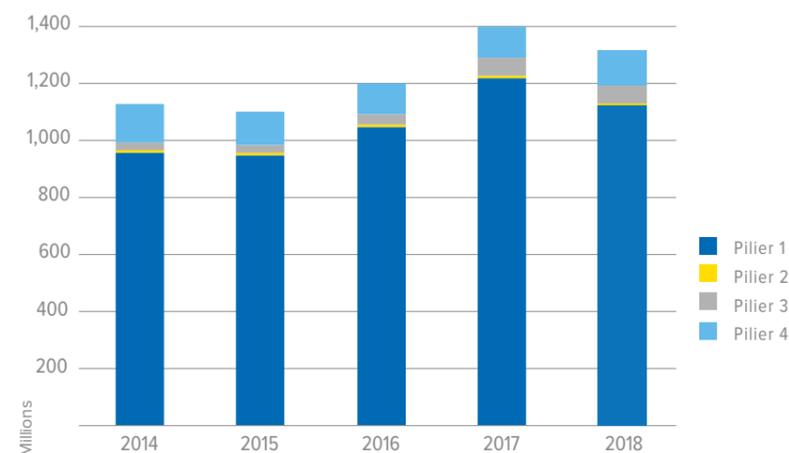
Critical underfunding was widespread, especially for the Burundi, the CAR, the DRC, Mali, Somalia and South Sudan situations. In the Burundi situation, for example, shelters were highly inadequate, health centres struggled to cope with the number of patients, classrooms were overcrowded, and capacity to assist unaccompanied children and survivors of sexual violence was extremely limited.

Neighbouring countries continued to receive displaced people from South Sudan despite overstretched capacities. Notwithstanding all efforts to provide the most basic services to young refugees—including lifesaving assistance for the many unaccompanied minors and those with special needs, as well as access to quality education—urgently required activities to protect large numbers

of unaccompanied minors could not be carried out due to limited funding. This situation increased their vulnerability to protection risks such as early marriage, forced recruitment, and survival sex.

Refugees across the region were affected by severe malnutrition and food insecurity due to conflict and drought. Limited funding led to cuts in food rations and narrow targeting exercises. This had a significant impact on refugees' protection, health and well-being as well as social cohesion among the affected populations. In East Africa, the nutrition situation in some of the refugee sites in the region was of severe concern. Typical coping strategies included skipping or reducing meals, selling assets to buy food, taking loans with high interest, begging, child labour, and engaging in high-risk activities. Moreover, protection concerns linked to assistance cuts have been documented, including SGBV, domestic abuse and transactional sex of all ages.

### EXPENDITURE IN AFRICA 2014-2018 | USD



### Budget

- ExCom original budget: **\$2.600 billion**.
- Final budget: **\$2.755 billion**.
- Budget increase: **\$155.2 million/+6%**, mainly due to new needs in relation to the Central Mediterranean route, and the DRC and South Sudan situations.

### Expenditure

SOURCE OF EXPENDITURE		USD   thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	48,408	4%	29%
	Unearmarked	79,159	6%	40%
Voluntary contributions	Earmarked	779,360	60%	31%
	Softly earmarked	250,166	19%	44%
	Unearmarked	34,496	3%	10%
	In-kind	10,162	1%	28%
Programme support costs		30,586	2%	14%
Other income		71,808	6%	37%
<b>TOTAL</b>		<b>1,304,145</b>	<b>100%</b>	<b>31%</b>

- Expenditure in Africa represented **31%** of UNHCR global expenditure.
- **60%** of expenditure funded from earmarked funding.
- Highest amount of expenditure funded from unearmarked voluntary contributions, at **\$34.4 million**.
- Voluntary earmarked contributions to Africa increased by **\$102.2 million/+9%** compared to 2017.

## BUDGET AND EXPENDITURE IN AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>WEST AFRICA</b>							
Burkina Faso	Budget	24,147,881	503,114	-	-	24,650,996	
	Expenditure	13,589,717	224,734	-	-	13,814,451	
Côte d'Ivoire	Budget	3,884,705	9,457,012	3,209,285	-	16,551,001	
	Expenditure	3,842,999	3,514,216	2,167,943	-	9,525,158	
Ghana	Budget	8,085,878	-	-	-	8,085,878	
	Expenditure	4,421,708	-	-	-	4,421,708	
Liberia	Budget	11,580,063	-	-	-	11,580,063	
	Expenditure	7,190,576	-	-	-	7,190,576	
Mali	Budget	11,212,450	-	9,262,523	1,125,019	21,599,992	
	Expenditure	7,109,498	-	5,467,086	776,564	13,353,148	
Niger	Budget	79,239,374	733,498	-	12,810,943	92,783,814	
	Expenditure	47,779,367	261,297	-	4,498,701	52,539,365	
Nigeria	Budget	13,360,279	-	22,890,000	44,149,721	80,400,000	
	Expenditure	11,301,568	-	7,635,099	11,532,968	30,469,635	
Senegal Regional Office <sup>1</sup>	Budget	34,386,734	4,521,642	-	-	38,908,376	
	Expenditure	20,278,622	1,396,589	-	-	21,675,211	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>185,897,364</b>	<b>15,215,267</b>	<b>35,361,808</b>	<b>58,085,682</b>	<b>294,560,121</b>	<b>11%</b>
	<b>Expenditure</b>	<b>115,514,055</b>	<b>5,396,835</b>	<b>15,270,128</b>	<b>16,808,233</b>	<b>152,989,251</b>	<b>12%</b>
<b>EAST AND HORN OF AFRICA</b>							
Chad	Budget	140,346,387	3,003,699	-	5,634,658	148,984,744	
	Expenditure	73,034,034	531,928	-	1,668,405	75,234,367	
Djibouti	Budget	26,730,931	-	-	-	26,730,931	
	Expenditure	9,508,942	-	-	-	9,508,942	
Eritrea	Budget	5,223,224	-	-	-	5,223,224	
	Expenditure	3,886,322	-	-	-	3,886,322	
Ethiopia	Budget	311,125,814	-	-	16,628,862	327,754,676	
	Expenditure	146,278,769	-	-	10,477,913	156,756,682	
Ethiopia UNHCR Representation to the AU and ECA	Budget	4,162,503	-	-	-	4,162,503	
	Expenditure	1,846,967	-	-	-	1,846,967	
Kenya	Budget	190,631,876	481,496	-	-	191,113,372	
	Expenditure	102,171,288	385,235	-	-	102,556,523	
Kenya Regional Support Hub	Budget	7,973,251	-	-	-	7,973,251	
	Expenditure	7,255,496	-	-	-	7,255,496	
Somalia	Budget	79,066,491	-	58,449,546	48,868,238	186,384,275	
	Expenditure	33,682,361	-	20,235,222	10,928,415	64,845,998	
South Sudan	Budget	120,077,582	1,505,682	-	33,704,059	155,287,323	
	Expenditure	85,125,929	1,006,895	-	25,037,966	111,170,790	
Sudan	Budget	218,356,455	2,033,093	11,846,749	23,662,502	255,898,799	
	Expenditure	60,249,503	743,129	3,560,440	8,198,063	72,751,134	
Uganda	Budget	415,003,072	200,000	-	-	415,203,072	
	Expenditure	184,547,919	49,645	-	-	184,597,564	
Regional activities	Budget	3,124,616	-	-	-	3,124,616	
	Expenditure	296,127	-	-	-	296,127	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>1,521,822,200</b>	<b>7,223,970</b>	<b>70,296,295</b>	<b>128,498,318</b>	<b>1,727,840,784</b>	<b>63%</b>
	<b>Expenditure</b>	<b>707,883,656</b>	<b>2,716,832</b>	<b>23,795,662</b>	<b>56,310,762</b>	<b>790,706,912</b>	<b>61%</b>



## BUDGET AND EXPENDITURE IN AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>CENTRAL AFRICA AND THE GREAT LAKES</b>							
Burundi	Budget	32,493,678	-	-	508,465	33,002,143	
	Expenditure	26,846,607	-	-	470,705	27,317,311	
Cameroon	Budget	74,158,771	375,533	-	12,377,502	86,911,806	
	Expenditure	41,889,346	284,636	-	3,969,948	46,143,930	
Central African Republic	Budget	9,639,982	-	16,985,778	14,643,662	41,269,421	
	Expenditure	6,796,906	-	12,603,077	8,275,100	27,675,082	
Congo, Republic of the	Budget	20,409,168	-	-	3,170,000	23,579,168	
	Expenditure	8,897,448	-	-	2,884,215	11,781,663	
Democratic Republic of the Congo Regional Office <sup>2</sup>	Budget	107,813,396	1,285,780	11,143,850	78,634,833	198,877,860	
	Expenditure	56,675,298	404,663	519,597	34,295,568	91,895,127	
Rwanda	Budget	95,475,730	-	3,300,309	-	98,776,039	
	Expenditure	33,159,109	-	2,175,059	-	35,334,168	
United Republic of Tanzania	Budget	122,592,614	-	3,219,450	-	125,812,064	
	Expenditure	51,287,549	-	2,588,664	-	53,876,213	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>462,583,339</b>	<b>1,661,313</b>	<b>34,649,387</b>	<b>109,334,463</b>	<b>608,228,501</b>	<b>22%</b>
	<b>Expenditure</b>	<b>225,552,262</b>	<b>689,299</b>	<b>17,886,398</b>	<b>49,895,535</b>	<b>294,023,494</b>	<b>23%</b>
<b>SOUTHERN AFRICA</b>							
Angola	Budget	31,012,416	-	-	-	31,012,416	
	Expenditure	16,950,488	-	-	-	16,950,488	
Malawi	Budget	17,501,336	-	-	-	17,501,336	
	Expenditure	7,713,118	-	-	-	7,713,118	
Mozambique	Budget	5,626,659	319,555	-	-	5,946,214	
	Expenditure	3,801,853	121,242	-	-	3,923,094	
South Africa Regional Office	Budget	29,123,809	1,323,482	-	-	30,447,291	
	Expenditure	16,858,631	478,514	-	-	17,337,144	
Zambia	Budget	32,279,067	-	-	-	32,279,067	
	Expenditure	14,729,314	-	-	-	14,729,314	
Zimbabwe	Budget	7,564,022	253,828	-	-	7,817,850	
	Expenditure	5,596,789	174,197	-	-	5,770,986	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>123,107,310</b>	<b>1,896,865</b>	<b>-</b>	<b>-</b>	<b>125,004,175</b>	<b>5%</b>
	<b>Expenditure</b>	<b>65,650,191</b>	<b>773,952</b>	<b>-</b>	<b>-</b>	<b>66,424,143</b>	<b>5%</b>
<b>TOTAL</b>	<b>Budget</b>	<b>2,293,410,213</b>	<b>25,997,415</b>	<b>140,307,489</b>	<b>295,918,463</b>	<b>2,755,633,580</b>	<b>100%</b>
	<b>Expenditure</b>	<b>1,114,600,165</b>	<b>9,576,918</b>	<b>56,952,188</b>	<b>123,014,530</b>	<b>1,304,143,801</b>	<b>100%</b>

<sup>1</sup> Includes activities in Benin, Gambia, Guinea, Guinea-Bissau, Senegal, Sierra Leone and Togo.

<sup>2</sup> Coordinates activities in the Democratic Republic of the Congo and Gabon.

## VOLUNTARY CONTRIBUTIONS TO AFRICA | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
United States of America	25,211,988			10,120,910	649,354,879	<b>684,687,777</b>
Germany	20,487,099			5,340,909	66,928,276	<b>92,756,284</b>
European Union	59,838,422		4,924,004	3,167,150	7,870,370	<b>75,799,947</b>
United Kingdom of Great Britain and Northern Ireland	41,079,242		1,101,928			<b>42,181,170</b>
Central Emergency Response Fund	25,023,537		60,296	12,684,214		<b>37,768,047</b>
Japan	21,053,700		1,868,926	216,674	5,306,679	<b>28,445,979</b>
Denmark	16,024,802				11,959,897	<b>27,984,699</b>
Sweden	9,621,479			1,554,569	12,399,845	<b>23,575,892</b>
Private donors in Qatar	8,277,293				9,630,000	<b>17,907,293</b>
Canada					15,167,116	<b>15,167,116</b>
France	10,157,589		774,293	300,000	2,017,160	<b>13,249,042</b>
Private donors in Germany	1,589,343				10,223,084	<b>11,812,427</b>
Italy	7,775,950	1,292,177	620,599	368,114	884,525	<b>10,941,365</b>
Netherlands	9,797,619	160,370				<b>9,957,989</b>
Norway	5,164,011				4,683,292	<b>9,847,304</b>
Republic of Korea	3,135,667				6,575,080	<b>9,710,747</b>
Private donors in the United States of America	5,725,595			525,010	1,921,797	<b>8,172,402</b>
Belgium	4,623,875			2,335,896	1,165,501	<b>8,125,272</b>
Private donors in the Netherlands	7,625,970				18,819	<b>7,644,789</b>
Private donors in Spain	2,064,598				4,940,007	<b>7,004,605</b>
Finland	5,113,636				1,851,852	<b>6,965,488</b>
Switzerland	792,267		360,360		5,589,431	<b>6,742,058</b>
Private donors in Japan	6,142,561				100,270	<b>6,242,832</b>
Ireland	1,726,236				2,358,491	<b>4,084,726</b>
China	2,000,000			1,999,999		<b>3,999,999</b>
Country-based Pooled Funds			155,178	1,495,627	2,305,293	<b>3,956,098</b>
Australia					3,782,148	<b>3,782,148</b>
United Arab Emirates	3,011,643					<b>3,011,643</b>
Luxembourg					2,196,653	<b>2,196,653</b>
United Nations Peacebuilding Fund	1,301,552		203,167	134,653	550,000	<b>2,189,372</b>
Spain	1,911,710					<b>1,911,710</b>
UNICEF	1,875,792					<b>1,875,792</b>
African Development Bank	1,589,667					<b>1,589,667</b>
Intergovernmental Authority on Development	1,532,577					<b>1,532,577</b>
Private donors in Australia	1,247,805				88,190	<b>1,335,996</b>
Private donors in Sweden	681,265				545,181	<b>1,226,445</b>
UN-Habitat	1,119,687					<b>1,119,687</b>
Private donors in the United Arab Emirates	1,000,000				48	<b>1,000,048</b>
Private donors in Switzerland	889,143				60,705	<b>949,848</b>
UNAIDS					945,050	<b>945,050</b>
WFP	627,358					<b>627,358</b>
UN Great Lakes Region Cross-Border Fund	594,267					<b>594,267</b>
UNDP	223,905				264,000	<b>487,905</b>
Czechia				454,545		<b>454,545</b>
Private donors in the Republic of Korea	339,934				27,183	<b>367,117</b>



## VOLUNTARY CONTRIBUTIONS TO AFRICA | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
Private donors in the United Kingdom of Great Britain and Northern Ireland	345,447				1,305	<b>346,753</b>
UN Darfur Fund			250,000	87,050		<b>337,050</b>
Private donors in Canada	200,309				81,440	<b>281,748</b>
Education Cannot Wait	265,279					<b>265,279</b>
UN Department of Economic and Social Affairs	123,131					<b>123,131</b>
UNESCO					108,070	<b>108,070</b>
Fund to End Violence Against Children					77,818	<b>77,818</b>
Private donors in Norway	76,100					<b>76,100</b>
UN Trust Fund for Human Security				69,320		<b>69,320</b>
Private donors in China					66,368	<b>66,368</b>
Nigeria					63,735	<b>63,735</b>
Private donors in Denmark					54,936	<b>54,936</b>
Private donors in Thailand	33,239				21,385	<b>54,624</b>
Liechtenstein				50,761		<b>50,761</b>
Private donors in Kenya	1,500				48,016	<b>49,516</b>
Private donors in Italy	712			235	41,399	<b>42,346</b>
Private donors worldwide				854	40,281	<b>41,135</b>
Private donors in France					37,230	<b>37,230</b>
Botswana					30,472	<b>30,472</b>
Angola					30,000	<b>30,000</b>
Malta	29,621					<b>29,621</b>
Private donors in Nigeria					27,531	<b>27,531</b>
South Africa					19,481	<b>19,481</b>
Private donors in Burkina Faso					14,588	<b>14,588</b>
UN Women	10,000					<b>10,000</b>
Andorra					6,173	<b>6,173</b>
Holy See					5,000	<b>5,000</b>
Private donors in Senegal	1,777					<b>1,777</b>
Private donors in Ghana	621				1,009	<b>1,630</b>
Private donors in South Africa					447	<b>447</b>
Private donors in Lebanon					156	<b>156</b>
Private donors in Singapore					14	<b>14</b>
<b>TOTAL*</b>	<b>319,086,519</b>	<b>1,452,547</b>	<b>10,318,752</b>	<b>40,906,490</b>	<b>832,487,677</b>	<b>1,204,251,984</b>

\*Notes:

<sup>1</sup> Contributions include 7% programme support costs.<sup>2</sup> Includes a total of \$33.8 million acknowledged in 2017 for activities with implementation in 2018 and excludes \$23 million acknowledged in 2018 for activities with implementation in 2019 and beyond.<sup>3</sup> Includes contributions earmarked at a situation overall level to Burundi situation, Central African Republic situation, the DRC situation, Mali situation, Nigeria situation, Somalia situation and South Sudan situation.

# The Americas



## FOREWORD

In 2018, the Americas faced a displacement situation of complexity and magnitude not seen in decades. There were 12.8 million people of concern in the region, including some 432,000 new asylum-seekers and nearly 140,000 new IDPs by the year's end. The deterioration of the situation in the Bolivarian Republic of Venezuela alone saw over 3 million Venezuelans flee to other countries in Latin America and the Caribbean, and beyond. This situation had a massive impact on regional asylum capacities, as more than half of all asylum claims filed globally by Venezuelans were submitted in 2018. These characteristics, combined with the increasing displacement in and from the North of Central America (NCA), where thousands, including children, women, and LGBTI people were targeted by organized crime, resulted in a greater need for protection in the region compared to 2017.

Venezuelans fled their homes at an average of 5,000 people a day, as basic services such as education and health collapsed, essential commercial activities were interrupted and food shortages occurred. Most Venezuelans fled to Colombia, which was also grappling with its own internal displacement situation, with some 7.8 million IDPs across the country. The NCA suffered from widespread violence at the hands of gangs and criminal organizations that used displacement as a means to exert territorial control. Thousands, mainly from El Salvador and Honduras, took to the road in organized "caravans" moving northward to Mexico and the United States of America in search of protection and asylum.

*Venezuelan refugees and migrants cross the Simon Bolivar Bridge, one of seven legal entry points on the Colombia-Venezuela border, and the largest entry point with over 30,000 people crossing into Colombia daily.*

As the political situation in Nicaragua steadily worsened, reports of arbitrary detention, raids and human rights violations accompanied thousands as they fled abroad in search of safety.

States increasingly institutionalised asylum and refugee management responses in line with international and regional protection principles. Asylum applications significantly increased in the region. However, these do not reflect the scale of people in need of international protection and remain disproportionately limited when compared to other forms of timely responses such as alternative legal stay arrangements under national and regional frameworks. While some of these measures succeeded in temporarily ensuring access to basic services for about 1 million Venezuelans, they did not necessarily contain protection safeguards against return, access to shelter, health, education, employment, freedom of movement and family reunification, among others.

While countries in the region generously maintained open door policies, their reception capacities were overwhelmed. More than a million asylum-seekers were awaiting a response to their claims at the end of 2018. Spiking numbers of asylum requests, coupled with significant limitations in States' abilities to process claims in a timely and qualitative manner, highlighted the need for improved registration and case management systems. Signs of rising tension were observed in some host communities, where mass arrivals exacerbated existing situations of socioeconomic exclusion and mounting inequality. This prompted UNHCR to increase its efforts to counteract rising discriminatory and xenophobic attitudes towards asylum-seekers among the communities.

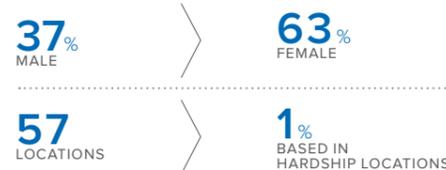
Faced with such a demanding and complex environment, UNHCR worked with other agencies to respond to pressing humanitarian needs and to complement the efforts of the main receiving governments. Country-led processes such as the 2018 "Declaration of Quito on human mobility of Venezuelan citizens in the region" and its subsequent action plan were important steps in harmonizing States' policies and practices, scaling up and coordinating the humanitarian response, and improving access and enjoyment of rights for refugees and migrants from the Bolivarian Republic of Venezuela.

Belize, Costa Rica, Guatemala, Honduras, Mexico and Panama worked together on the implementation of the regional Comprehensive Refugee Response Framework for Central America and Mexico (MIRPS in Spanish) to foster regional cooperation between countries of origin, transit and destination for greater responsibility-sharing on prevention, protection and solutions. The MIRPS promoted an inclusive approach, encouraging engagement with development actors in developing a common strategy to address displacement at its root causes of structural violence in the sub-region.

**Renata Dubini**

Director of UNHCR's Regional Bureau for the Americas

**GLOBAL WORKFORCE IN THE AMERICAS\*: 1,245**



\*Including 520 affiliate workforce staff.

**Key data and achievements in the Americas**

**Resettlement**

The Americas is the **2<sup>nd</sup> region of destination** of resettled people  
2 countries in the Americas are the top 2 resettlement countries worldwide



**45%** of people resettled worldwide went to the Americas

The top 2 resettlement countries in the Americas

- 1 the United States 17,112
- 2 Canada 7,704

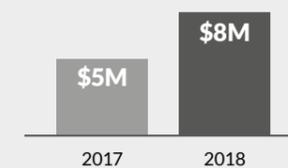
**Biometric registration**



**66,689** individuals biometrically enrolled by the end of 2018

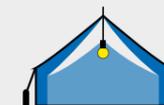
**1%** of total individuals biometrically registered

**Cash-based interventions**



**Refugees living in/out of camps**

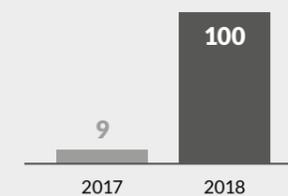
Data as of 31st December 2018



\* includes refugees and people in refugee-like situations  
\*\* out of total number of refugees and refugee-like

**Emergency deployments**

(UNHCR and standby partners)



**Partners and budget allocated**

USD millions

**\$40.5 million allocated to 171 partners**  
(30% of regional expenditure)



# MAJOR SITUATIONS IN THE AMERICAS IN 2018



## VENEZUELA

The exodus from the Bolivarian Republic of Venezuela is the largest in the recent history of the region. Venezuelans fled their homes at an average of 5,000 people a day. Over 460,000 asylum claims were filed globally by Venezuelans, more than half of which were submitted in 2018.



## COLOMBIA

As the implementation of the peace agreement remained challenging, forced displacement, restrictions of movements affecting increasingly vulnerable populations and attacks on community leaders persisted. Grappling with its own internal displacement, Colombia is also the primary host for Venezuelans on the move.



## NORTH OF CENTRAL AMERICA

Organized crime, drug cartels and urban gangs, combined with limited state capacity to provide protection and basic services, contributed to escalating violence, forcing people to flee their countries.

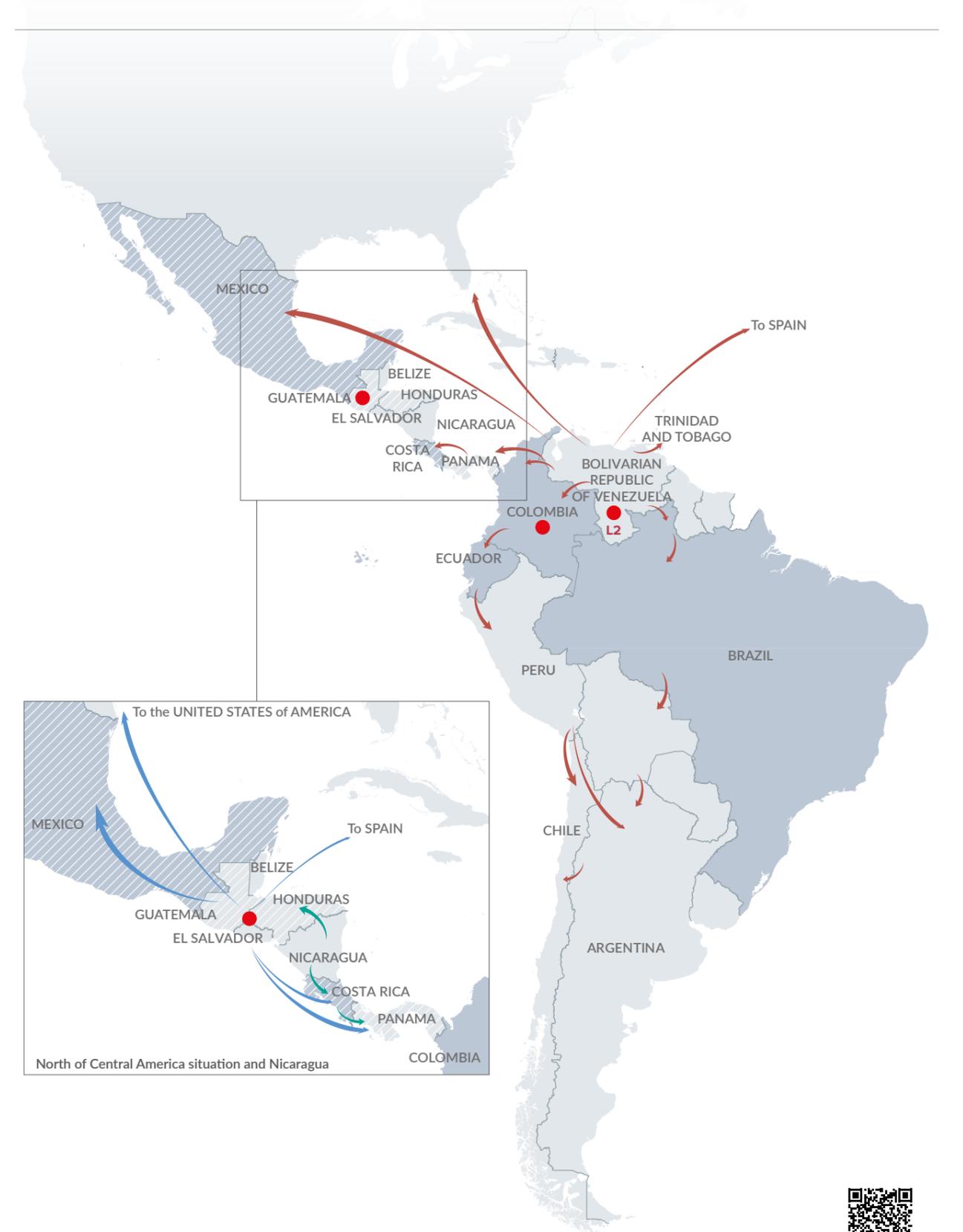


## NICARAGUA

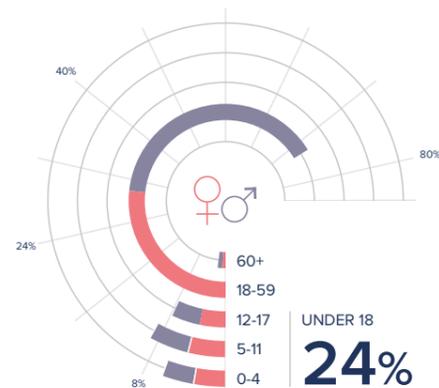
Political and social tensions triggered several episodes of violence in Nicaragua in April 2018, leading to a large influx of people, mainly into Costa Rica, but also to the North of Central America and Panama.



The Americas faced a displacement crisis not seen in decades. The year ended with more than 12.8 million people of concern. Of the 1.5 million asylum requests, a million applications were still pending at the end of the year. Almost 140,000 people were internally displaced in 2018 alone.



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



## 12.8 million

PEOPLE OF CONCERN IN THE AMERICAS

REFUGEES	643,000
ASYLUM-SEEKERS	1.3 million
RETURNED REFUGEES	24,000
IDPs	8 million
STATELESS PERSONS	7,000
OTHERS OF CONCERN	209,000
VENEZUELAN DISPLACED ABROAD*	2.6 million

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

Situation	Refugees	Venezuelans abroad	Negative trend compared with 2017
MIRPS country	IDPs	Asylum-seekers	Positive trend compared with 2017
MYMP country	Venezuelans with regular status	Level of emergency	
Venezuelan outflow	Nicaraguan outflow	NCA outflow	



## ACHIEVEMENTS AND IMPACT

### Safeguarding fundamental rights

In February 2018, countries from the region agreed on the 100 Points of Brasilia during the first triennial evaluation of the 2014 Brazil Declaration and Plan of Action. The document lists one hundred of the best practices for ensuring the protection of and solutions for asylum-seekers, refugees, returnees, displaced and stateless persons. It also represents an important contribution on behalf of Latin American and Caribbean States to the Global Compact on Refugees.

### Access to asylum and acceptable reception conditions

Despite a few States adopting restrictive measures—including deportation and denial of access to territory—most governments in the region showed commendable solidarity towards refugees, asylum-seekers and migrants, affording them access to territory, protection and assistance. The broader criteria for refugee status, set out in the Cartagena Declaration—incorporated into national legislation by 15 States in the region—added an extra layer of protection for Venezuelan asylum-seekers, who are eligible under these criteria, including for group recognition. UNHCR supported and encouraged States to adopt protection-oriented arrangements to enable legal stay for Venezuelans, as well as access to asylum procedures.

As the refugee status determination (RSD) procedures of many States struggled to provide appropriate protection responses

within an adequate timeframe, UNHCR stepped in to support States in developing simplified and accelerated procedures to increase asylum system efficiencies. This included strengthening registration, data management and documentation capacities to sustain work in a regionally harmonized way and avoid discrepancies in the response that might have resulted in onward movements.

The main vehicle for such support had been the progressively expanding Quality Assurance Initiative (QAI). UNHCR facilitated the second QAI regional roundtable, providing regional asylum authorities an opportunity to exchange and share information on existing asylum procedures, enhancing efficiency in processing large numbers of applications from Venezuelans, as well as Guatemalans, Hondurans, Nicaraguans and Salvadorians. Belize and Paraguay signed on to the QAI and more States expressed interest in joining.

UNHCR's regional response plan for the Nicaragua situation also focused on strengthening reception capacities in Costa Rica, as well as in El Salvador and Honduras. In Costa Rica, where the majority of Nicaraguan asylum claims were filed, UNHCR supported admission to territory, enhancing reception conditions as well as RSD processing and cash-based interventions (CBIs). CBIs were increased inside Nicaragua, where UNHCR strengthened its cooperation with the Council of Protestant Churches to assist more than 800 Central American asylum-seekers and refugees in the country.

### Resolving statelessness

2018 was a year of achievements towards the eradication of statelessness in the Americas with both Chile and Haiti acceding to statelessness conventions. Three years after its adoption, countries evaluated the progresses and the challenges in implementing the Brazil Plan of Action, with many States taking legal steps to prevent statelessness in national systems and facilitate naturalization.

Costa Rica became the first country in the region to grant citizenship to a stateless

migrant through a simplified procedure after adopting a new regulation on facilitated naturalization. In the Dominican Republic, UNHCR welcomed steps taken by the Government to facilitate naturalization for individuals born in the country to two migrant parents. Panama approved the establishment of a statelessness status determination procedure, as did Paraguay, which also approved a bill in favour of developing pathways for facilitated naturalization.

In 2018, **Chile** and **Haiti** acceded to the 1954 and 1961 Conventions on the Status of Stateless Persons and the Reduction of Statelessness.

Read the 100 Points of Brasilia.



© UNHCR/Suzana Hoppe



### TEDx event highlights the right to citizenship

The activist Maha Mamo, born stateless in Lebanon in 1988 and granted Brazilian citizenship in 2018, was among the speakers at TEDxPlaceDesNationsWomen in Geneva, addressing the theme of “empowerment”—particularly women’s empowerment and gender equality.

“We need to change discrimination in the law. Today I am Brazilian. Today I belong. And everyone has the right to belong.”

—Maha Mamo, activist for the right to citizenship.



### Responding to internal displacement in the Americas

In Colombia, the conduct of armed groups resulted in new and recurrent displacement, as well as restrictions on freedom of movement throughout 2018. UNHCR concentrated its presence in the border areas with Ecuador and the Bolivarian Republic of Venezuela, as well as along the Pacific Coast where there were high levels of displacement and human rights violations. In 2018 alone, more than 138,000 people were displaced and over 430 human rights defenders were killed.

UNHCR advocated the implementation of a strong legal framework and durable solutions for the 7.8 million IDPs through the Victims and Land Restitution Law.

The situation of insecurity at Colombia's border with Ecuador, combined with the instability that followed the demobilization process, prompted increased refugee movements to Ecuador. In turn, the spillover into Ecuador triggered internal displacement there. With few opportunities for education, recreation and livelihoods, the recruitment of young people to engage in illicit activities was a major concern. UNHCR worked with the Government of Ecuador to enhance its capacity to provide a strengthened response and provided training on the identification and referral of vulnerable people.

### Responding with lifesaving support

UNHCR implemented lifesaving programmes with more than 140 partners in the spirit of solidarity, sharing and mutual support in line with the Global Compact on Refugees. Inter-agency coordination between UNHCR and IOM was key to the response for Venezuelan refugees and migrants. Enhanced partnership with other UN agencies, funds and programmes, as well as coordination and complementarity at the regional level, were strengthened to include asylum-seekers and refugees in the activities of the Economic Commission for Latin America and the Caribbean towards the achievement of the SDGs.

The Regional Inter-Agency Coordination Platform was established to lead the regional strategic response to the Venezuela situation and provide support to country-level inter-agency coordination,

planning, operational response, resource mobilisation, and information management and communication initiatives.

In December 2018, the platform's 95 partners launched the Regional Response Plan for Refugees and Migrants from Venezuela (the RMRP). It aims to respond to the population's needs in an integrated and comprehensive manner, complementing national efforts with key humanitarian interventions in line with governments' priorities and in support of their regional and national response. Complementing these efforts, eight States—Argentina, Chile, Colombia, Costa Rica, Ecuador, Paraguay, Peru and Uruguay—adopted an action plan based on the “Declaration of Quito” and called for the UNHCR-IOM Joint Special Representative to assist in the implementation of the commitments in the “Quito Process”.

UNHCR supported governments respond to the needs of Venezuelans with site planning and provision of safe shelter, legal aid and counselling on access to refugee status and alternative forms of stay, in line with the RMRP objectives. Technical assistance was also provided to ensure effective coordination, including through the preparation of local response plans by, for example, the establishment of referral pathways with hospitals in Lima, Peru and the construction of a primary health centre in Cucuta, Colombia.

In line with the “Brazil Plan of Action's Border of Solidarity” programme, UNHCR opened new offices and strengthened existing ones in the border areas on the routes taken by Venezuelans. It also stepped up its presence in border areas across the region to improve reception conditions and respond to the basic needs of Venezuelan refugees and other people of concern. UNHCR provided much needed humanitarian assistance throughout the region: distributing drinking water, hygiene and dignity kits, blankets and food at main border points. Inside the Bolivarian Republic of Venezuela, UNHCR implemented similar activities in line with the UN country's “Scale-up strategy”.

In addition to direct assistance, UNHCR expanded its use of cash and provided almost \$8 million, mainly in unrestricted grants. In Mexico, the Office distributed approximately \$2.5 million of cash assistance, almost double the amount from 2017, providing over 3,200 vulnerable families with reloadable prepaid cards, helping them to provide for their shelter,

water and hygiene, food and clothing needs. This in turn helped in establishing livelihoods and reducing protection risks derived from negative coping mechanisms. Cash assistance was also increased in Argentina, Brazil, Colombia, Costa Rica, Ecuador, Panama, Peru and Trinidad and Tobago to respond to the needs of increasing numbers of displaced Venezuelans.

In addition to responding to the most urgent needs, UNHCR started to identify avenues for solutions from the very onset of the Venezuela situation. For example, UNHCR supported the voluntary relocation of over 4,000 Venezuelans from border areas in Brazil to other cities with greater employment opportunities and services, as a strategy for socioeconomic integration.

In line with the MIRPS, UNHCR responded to mixed movements in the NCA, supporting more than 70 strategic alliances and involving more than 47 development actors and 10 private sector initiatives. These partnerships achieved milestones such as the decentralization of asylum systems at border crossings, the establishment and strengthening of shelters and other safe spaces, and many local integration initiatives such as language courses, granting work permits and vocational training for asylum-seekers and refugees. In 2018, 94,000 people were assisted through the protection network and safe spaces and over 18,200 households were supported with cash-based interventions (particularly in cities in the NCA).

The Regional Inter-Agency Coordination Platform.



### Preventing and responding to sexual and gender-based violence in the Americas

Sexual and gender-based violence (SGBV), child protection, and exploitation-related risks were a prominent feature in displacement trends in the Americas. Intimate partner violence, femicide, sexual exploitation, child recruitment and family separation were of great concern, disproportionately affecting women, girls, and people with diverse sexual orientation and gender identity. However, high displacement rates and fluid human mobility often hindered the ability of protection actors to reach out to those most vulnerable with timely and appropriate services.

To address the specific needs of people affected by SGBV, UNHCR established a regional protection from sexual exploitation and abuse network and promoted the coordination and standardization of service provision along the displacement cycle in the Americas. Countries affected by the Venezuela situation and by increased mixed migration towards the north of the continent were prioritised.

**“I consider myself a survivor, because I have moved forward.”**

—Leonor, displaced Colombian and SGBV survivor



Read her story

UNHCR also launched the “Best Interests Procedures Guidelines”, which will be rolled out in the region in 2019. Two specific projects on education and protection for children on the move were implemented as part of the MIRPS in Guatemala and Mexico. The second annual workshop of the regional safe spaces network (RSSN) launched a “Lessons Learned and Toolkit”. In addition to the existing members (Chile, Colombia, Costa Rica, Guatemala, Mexico, Peru and the Bolivarian Republic of Venezuela), participants from other countries such as Brazil, Ecuador, El Salvador and the United States of America made steps to join the RSSN initiative.

Two RSSN bi-national workshops were organized in Colombia and Mexico and UNHCR together with the Human Rights Center of the Berkeley School of Law co-published “The Silence I Carry: Disclosing gender-based violence in forced displacement”, an exploratory report on ways to facilitate safe access of survivors to emergency protection services.



### Building better futures

#### Comprehensive solutions

UNHCR supported the leadership that MIRPS States, together with strategic partners such as the Organization of American States, showed and encouraged other States to participate through political or financial support. The MIRPS engaged financial institutions, such as the Inter-American Development Bank, established synergies with the Comprehensive Development Plan led by Mexico with the NCA countries and supported by the Economic Commission for Latin America and the Caribbean.

The Government of Mexico took steps to include refugees and asylum-seekers in the 2030 Agenda and the 2018 Voluntary National Review mechanism that assesses States’ implementation of the SDGs. The Voluntary National Review report also captured how refugees and asylum-seekers can contribute to achieving the SDGs.

Building on the success of a well-established local integration initiative in Mexico, UNHCR and partners provided job placement services and psychosocial and legal support to refugees who were relocated from southern Mexico to local integration zones in Coahuila and Jalisco States, where many were employed in local manufacturing.

UNHCR and partners also supported nearly 600 people through a workshop on employment and labour rights. More than 200 people were provided with job-matching services through a network of private sector employers in Mexico City. Over 300 people were provided with training, mentoring and other livelihood opportunities.

Costa Rica made progress in local integration through initiatives such as the “living integration quality seal”, an integration initiative that focuses on livelihood opportunities. The Government issued guidance on refugees in the public education system, addressed barriers to equal access to education, and promoted specific procedures for enrolment as well as for the recognition and validation of studies. In Ecuador, the “graduation model” provided livelihood opportunities and fostered the social protection of around 600 families in 2018 (400 of which were supported by UNHCR and 200 by the United States of America). In Brazil, the voluntary relocation programme for Venezuelans managed by the Government with the support of UNHCR and other UN agencies relocated nearly 2,000 Venezuelans from Roraima to shelters in 13 municipalities in different States. A recent survey showed that 43% of the relocated Venezuelans of working age had succeeded in finding a job in the city of relocation.



### Venezuelan asylum-seekers strengthen Brazil's workforce

An innovative voluntary relocation programme helps Venezuelans and their hosts thrive in cities like São Paulo and Brasília.

“It’s great to feel that they accept us and to see that we can be part of the future of the country.”

—Rolando, Venezuelan participating in a UNHCR-supported employment programme.



© UNHCR/Victoria Hugueney

### Resettlement

2018 closed with a historically low number of resettlement departures. At a time when needs were dramatically high, only 24,827 refugees found a durable solution through resettlement, primarily in the United States of America and Canada, as a result of particularly restrictive selection criteria and diminishing places. At the same time, four countries in the Southern Cone—Argentina, Brazil, Chile and Uruguay—made progress in setting up community-based sponsorship and resettlement programmes, with the support of the Emerging Resettlement Countries Joint Support Mechanism.

In 2018, 1,456 people were submitted for resettlement to the United States of America, Australia, Brazil and Uruguay. Of these, 150 people were resettled through the Protection Transfer Arrangement, a regional mechanism that facilitates resettlement procedures for people at risk of serious harm or death (see the chapter on *Building better futures*).

### Strengthening participatory and community-based approaches

In an effort to curb instances of xenophobia against Venezuelans and promote solidarity with people forced to flee, UNHCR together with IOM and other UN partners launched awareness campaigns throughout the region such as the “Somos lo Mismo” campaign in Panama, the “Tu Causa Es Mi Causa” in Peru, and the “Países Hermanos” campaign and “Somos Panas” in Colombia.



These were aired on radio and widely shared on digital ads, mass media publications, free press, massive mailings, organic content in social media, as well as events such as workshops for journalists or initiatives at community level. Innovation was key to strengthening protection through participatory and community-based approaches. In 2018, UNHCR designed, piloted and rolled out a protection monitoring tool for the Americas to collect, process and analyse comparable data on protection risks and specific needs, which then guided referral of individual

cases and informed programming. The tool was adopted in Argentina, Chile, Colombia, the Dominican Republic, Ecuador, Peru and Uruguay, as well as in other countries of the Southern Cone, for the response to the Venezuela situation and was also adapted for use in Mexico and Central America. By enabling real time input of survey data to manage profiles and record protection needs (as well as level of access and enjoyment of rights) in an online platform, the tool allows risks to be addressed in a timely and adequate fashion (see below).



### Harnessing big data for protection monitoring in the Venezuela situation

In 2018, with the support of UN Global Pulse, UNHCR launched a new project to improve media monitoring analysis for protection monitoring purposes. The “Venezuela media monitoring analysis report” flagged protection-related incidents, specific profiles or at-risk groups that were targeted (such as indigenous groups, or faith-based organizations) and other sociopolitical developments prior and during the development of the humanitarian crisis. The big data project worked across UNHCR’s information management, protection and public information teams to collect and classify more than 6,900 news clippings, media articles and more than 1.2 million social media posts to improve UNHCR’s protection monitoring.



© UNHCR/Brian Scamox



## FINANCIAL INFORMATION

### Consequences of underfunding

The fluidity of the Venezuela situation called for flexibility in responding to the needs of people on the move. Critical needs in key sectors, such as protection, registration and emergency assistance, or in geographic areas, such as border crossings, were a priority for support. Inadequate funding impaired UNHCR's ability to maintain and establish presence in certain areas, as well as to strengthen protection networks to ensure access to territory, and support registration. In such a situation, needs, such as access to financial services, sustainable livelihood, health and education were not adequately addressed. Only about 20% to 30% of services for people with specific needs, including cash-based interventions, were delivered by partners.

In Colombia, the arrival of significant numbers of Venezuelan refugees and migrants meant reprogramming, reprioritization and adjustments of pre-planned activities. This had an impact on the capacity to maintain adequate attention to the needs of IDPs, especially at times of influx.

Unmet needs in Central America, in particular in the NCA countries, prevented operations from expanding to strengthen border monitoring, establish case



management systems and support safe spaces to the extent required. Lack of funding further prevented some of the planned interventions under the MIRPS, such as strengthening shelter capacities, social protection and employment, access to education, or strengthening community-based projects in countries of origin.

In Costa Rica and Mexico, the initial unmet needs during the first half of the year required adjustments to the operations, in particular to CBIs and integration programming, impacting the type, quantity and length of assistance for people of concern.

### Budget

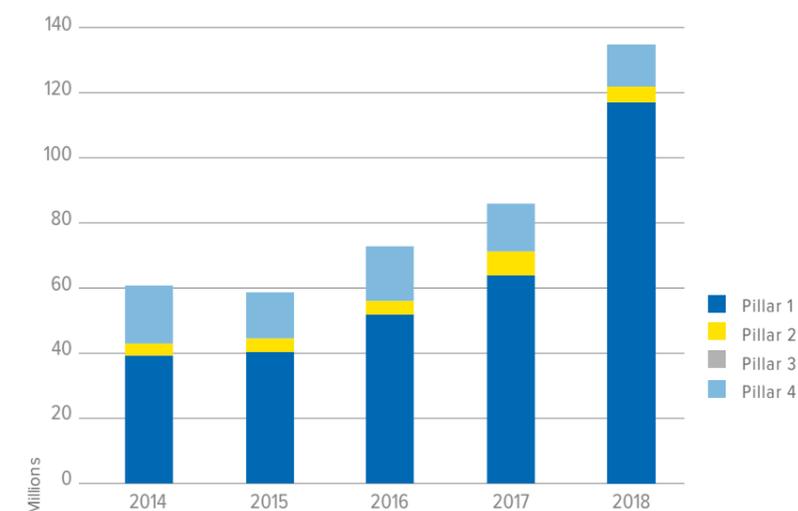
- ExCom original budget: **\$152.5 million**.
- Final budget: **\$205.9 million**.
- Budget increase: **\$53.4 million / +35%**, mainly due to the Venezuela situation for critical needs of displaced people, with particular emphasis on protection issues.

### Expenditure

SOURCE OF EXPENDITURE		USD   thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	3,411	3%	2%
	Unearmarked	23,087	17%	12%
Voluntary contributions	Earmarked	49,854	37%	2%
	Softly earmarked	35,005	26%	6%
	Unearmarked	16,252	12%	5%
Programme support costs	In-kind	289	Less than 1%	1%
Other income		2,039	2%	1%
		3,742	3%	2%
<b>TOTAL</b>		<b>133,679</b>	<b>100%</b>	<b>3%</b>

- Expenditure in the Americas represented **3%** of UNHCR global expenditure.
- **37%** of expenditure was funded from earmarked voluntary contributions.
- Highest percentage of expenditure funded from unearmarked voluntary contributions, at **12%**.
- Voluntary earmarked contributions to the Americas increased by **\$68.5 million / +162%** compared to 2017.

### EXPENDITURE IN THE AMERICAS 2014-2018 | USD



## BUDGET AND EXPENDITURE IN THE AMERICAS | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>NORTH AMERICA AND THE CARIBBEAN</b>							
Canada	Budget	1,836,756	50,595	-	-	1,887,351	
	Expenditure	1,696,763	34,154	-	-	1,730,917	
United States of America Regional Office <sup>1</sup>	Budget	23,978,001	7,915,022	-	-	31,893,024	
	Expenditure	12,899,215	4,675,327	-	-	17,574,542	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>25,814,757</b>	<b>7,965,618</b>	<b>-</b>	<b>-</b>	<b>33,780,375</b>	<b>16%</b>
	<b>Expenditure</b>	<b>14,595,979</b>	<b>4,709,481</b>	<b>-</b>	<b>-</b>	<b>19,305,460</b>	<b>14%</b>
<b>LATIN AMERICA</b>							
Argentina Regional Office <sup>2</sup>	Budget	12,731,687	168,745	-	-	12,900,432	
	Expenditure	10,512,681	90,475	-	-	10,603,157	
Brazil	Budget	15,796,898	175,992	-	-	15,972,889	
	Expenditure	12,151,125	167,383	-	-	12,318,509	
Colombia	Budget	12,571,882	-	-	21,556,495	34,128,378	
	Expenditure	11,029,170	-	-	11,863,357	22,892,527	
Costa Rica	Budget	12,085,994	-	-	-	12,085,994	
	Expenditure	8,338,937	-	-	-	8,338,937	
Regional Legal Unit Costa Rica	Budget	3,971,018	831,118	-	-	4,802,136	
	Expenditure	2,460,465	318,119	-	-	2,778,583	
Ecuador	Budget	21,343,547	-	-	-	21,343,547	
	Expenditure	12,452,143	-	-	-	12,452,143	
Mexico	Budget	24,309,789	-	-	-	24,309,789	
	Expenditure	16,911,728	-	-	-	16,911,728	
Panama Regional Office <sup>3</sup>	Budget	27,001,119	-	-	-	27,001,119	
	Expenditure	19,026,621	-	-	-	19,026,621	
Venezuela (Bolivarian Republic of)	Budget	15,480,616	-	-	-	15,480,616	
	Expenditure	6,499,021	-	-	-	6,499,021	
Regional activities <sup>4</sup>	Budget	4,190,460	-	-	-	4,190,460	
	Expenditure	2,551,959	-	-	-	2,551,959	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>149,483,010</b>	<b>1,175,855</b>	<b>-</b>	<b>21,556,495</b>	<b>172,215,360</b>	<b>84%</b>
	<b>Expenditure</b>	<b>101,933,850</b>	<b>575,977</b>	<b>-</b>	<b>11,863,357</b>	<b>114,373,184</b>	<b>86%</b>
<b>TOTAL</b>	<b>Budget</b>	<b>175,297,767</b>	<b>9,141,473</b>	<b>-</b>	<b>21,556,495</b>	<b>205,995,735</b>	<b>100%</b>
	<b>Expenditure</b>	<b>116,529,829</b>	<b>5,285,458</b>	<b>-</b>	<b>11,863,357</b>	<b>133,678,644</b>	<b>100%</b>

<sup>1</sup> Includes Dominican Republic, Haiti and Trinidad and Tobago.

<sup>2</sup> Includes activities in Argentina and Peru.

<sup>3</sup> Includes activities in Belize, El Salvador, Guatemala and Honduras.

<sup>4</sup> Regional activities cover the entire Americas region.

## 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	30,025,571	600,000		31,600,000	62,225,571
Germany				7,954,545	7,954,545
European Union	6,786,878	599,010	330,247		7,716,135
Central Emergency Response Fund	4,795,941				4,795,941
Private donors in Mexico	866,217			3,236,618	4,102,836
Sweden	2,206,045				2,206,045
Spain	1,714,286		285,714		2,000,000
Private donors in Spain	13,169			1,771,653	1,784,822
Denmark	1,712,357				1,712,357
Private donors in the United States of America	1,572,797			32,851	1,605,649
Canada				1,571,092	1,571,092
Republic of Korea			1,390,412		1,390,412
Norway	1,291,921				1,291,921
Switzerland	717,554		508,130		1,225,684
Private donors in Germany	988,537				988,537
Private donors in Brazil	1,441			960,331	961,772
Japan	941,708				941,708
IOM	922,525				922,525
Private donors in Canada	821			706,749	707,570
UN Peacebuilding Fund	676,536				676,536
Luxembourg	261,506			366,109	627,615
Netherlands	603,865				603,865
Italy	592,417				592,417
France	500,000				500,000
Private donors in Australia	422,590				422,590
Private donors in Switzerland	268,891			100,000	368,891
UN Post-Conflict Multi-Partner Trust Fund for Colombia				311,604	311,604
Private donors in France	284,960				284,960
Private donors in Japan	161,348				161,348
Argentina				107,100	107,100
UNAIDS				44,000	44,000
Brazil				33,235	33,235
Private donors worldwide	3,914			22,334	26,248
United Kingdom of Great Britain and Northern Ireland	16,182				16,182
Private donors in Thailand	7,204				7,204
Private donors in China	5,362			41	5,403
Holy See	5,000				5,000
Private donors in the United Kingdom of Great Britain and Northern Ireland	3,503				3,503
Private donors in Italy	85			2,250	2,335
Private donors in the Netherlands	1,504				1,504
<b>TOTAL*</b>	<b>58,372,635</b>	<b>1,199,010</b>	<b>2,926,107</b>	<b>48,408,909</b>	<b>110,906,661</b>

\*Notes:

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

<sup>2</sup> Includes a total of \$55,560 acknowledged in 2017 for activities with implementation in 2018 and excludes \$1.8 million acknowledged in 2018 for activities with implementation in 2019 and beyond.

<sup>3</sup> Includes contributions earmarked at a situation overall level to North of Central America and Venezuela situations.

# Asia and the Pacific

## FOREWORD

Millions of people remained forcibly displaced by conflict across Asia and the Pacific, without a nationality, documentation, or a place to call home. By the end of 2018, there were some 9.5 million people of concern to UNHCR in the region—including 4.2 million refugees, 2.7 million IDPs, and 2.2 million stateless persons. States across the region maintained their long-standing tradition of hospitality towards refugees in 2018, despite the fact that only 20 of the 45 countries and territories in the region had acceded to the 1951 Convention relating to the Status of Refugees and its 1967 Protocol.

Afghans remained the largest refugee population in the region. With this situation nearing its fourth decade, it also remains the largest protracted refugee situation for UNHCR globally. Renewed insecurity and conflict inside Afghanistan continued to drive displacement in 2018, with an estimated 270,000 newly displaced people in the country. A severe drought caused the displacement of an additional 230,000 people over the course of the year. Increased support from the international community remained crucial for the Government of Afghanistan, as well as for the Governments of the Islamic Republics of Iran and Pakistan, in order to maintain their generous support for the 2.4 million Afghan refugees that they hosted. The Geneva Conference on Afghanistan in November 2018 provided an opportunity for the international community to assess progress made towards sustainable economic growth and development in Afghanistan in the context of the 2015-2024 “transformation decade”.

Discussions also reaffirmed the importance of a regional approach to the Afghan refugee situation, as reflected in the existing regional framework, the “Solutions strategy for Afghan refugees” (SSAR). In July 2018, the Government of Afghanistan joined

*Refugees returning from Pakistan rebuild despite challenges in Dasht-e Tarakhil, Kabul, Afghanistan.*

the Comprehensive Refugee Response Framework (CRRF), as a country of origin. The application of the CRRF in Afghanistan will provide an opportunity to showcase and further build on good practices developed in the context of the SSAR, especially with regard to the sustainable reintegration and inclusion of returnees in Afghanistan's national policies and priorities. It also serves as an important platform to ensure more equitable and predictable responsibility-sharing within the region.

The Rohingya refugee emergency in Cox's Bazar, Bangladesh, represented the second major operational focus for UNHCR in the region. The crisis remained a Level 3 emergency, with UNHCR and its partners supporting the Government of Bangladesh to provide protection and lifesaving assistance to over 906,600 stateless Rohingya refugees, including an estimated 200,000 who fled Rakhine State in previous waves of displacement. In the spirit of the Global Compact on Refugees, UNHCR promoted solidarity amongst stakeholders, bringing together a broad range of partners to address the root causes of this situation and secure sustainable solutions for the people of Rakhine State.

With 2.2 million stateless persons in the Asia and the Pacific region, addressing statelessness remained a key strategic priority for UNHCR. During the year, the region witnessed significant progress in this regard, with a number of countries reviewing laws and policies to address and prevent statelessness.

There is general optimism that the adoption of the Global Compact will enhance the management of the region's complex displacement situations. In the context of the Afghan situation, for example, the Compact complements the existing regional framework—the SSAR. Recognising that

forced displacement is not just a humanitarian but also a political, peacebuilding, and development challenge, the Global Compact expressly provides for a stronger collaboration with a wide array of actors. UNHCR consequently scaled up its partnerships with, for example, development actors, including the Asian Development Bank and the World Bank, specifically in Afghanistan and Bangladesh.

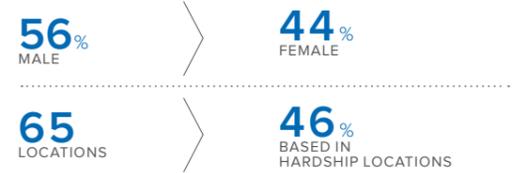
Against this backdrop, limited humanitarian access in Afghanistan and Myanmar impeded UNHCR's work, with the safety of humanitarian workers in Afghanistan of grave concern, particularly for national staff. Insufficient resources constrained the range of protection, assistance and solutions interventions provided in major operations such as the Afghanistan situation.

The Office was thankful to the international community for its financial and political support to host governments and UNHCR's operations in the region in 2018. As the world confronted some of the greatest challenges in the field of displacement, UNHCR appealed for continued solidarity and support for refugee, stateless and displaced populations in the region.

**Indrika Ratwatte**

Director of UNHCR's Regional Bureau for Asia and the Pacific

**GLOBAL WORKFORCE IN ASIA AND THE PACIFIC\*: 1,958**



\*including 626 affiliate workforce staff.

Key data and achievements in Asia and the Pacific

**Resettlement**

Asia and the Pacific is the 4<sup>th</sup> region in terms of **resettlement needs** and **departures** worldwide



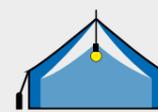
**Biometric registration**



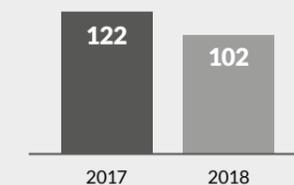
**Cash-based interventions**



**Refugees living in/out of camps**



**Emergency deployments**  
(UNHCR and standby partners)



**Partners and budget allocated**  
USD millions

\$151.3 million allocated to 159 partners (41% of regional expenditure)

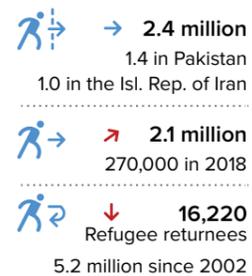


# MAJOR SITUATIONS IN ASIA AND THE PACIFIC IN 2018



## AFGHANISTAN

Nearing its 4<sup>th</sup> decade, it was the region's largest and most protracted refugee situation. Renewed insecurity, conflict and drought drove displacement in Afghanistan in 2018, with an estimated 270,000 conflict-displaced IDPs and 230,000 drought-displaced. UNHCR implemented community-based protection projects in Afghanistan to support sustainable returns and reintegration, while also supporting the Islamic Republics of Iran and Pakistan in hosting Afghan refugees. In 2018, 400,000 registered Afghan refugees had access to primary education in the Islamic Republic of Iran. In Pakistan, the Government registered nearly 880,000 undocumented Afghans providing them with Afghan Citizen Cards which regularize their temporary stay.

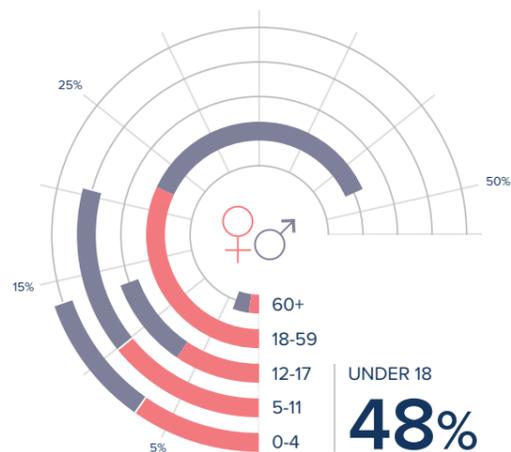


## MYANMAR

Targeted violence in 2017 forced hundreds of thousands of Rohingya into exile in Bangladesh, and into internal displacement in Myanmar. At the end of 2018, there were 906,600 stateless Rohingya refugees in Bangladesh, of whom 75% were women and children while 16% of households were headed by a single mother. In Myanmar, there were 600,000 stateless Rohingya in Rakhine State by the year's end, including 128,000 IDPs. UNHCR supported the Government of Bangladesh in the humanitarian response to 1.3 million people, including Rohingya refugees, and the most vulnerable in the communities hosting them. In support of these efforts, the humanitarian community has scaled up its operations beyond emergency response.



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



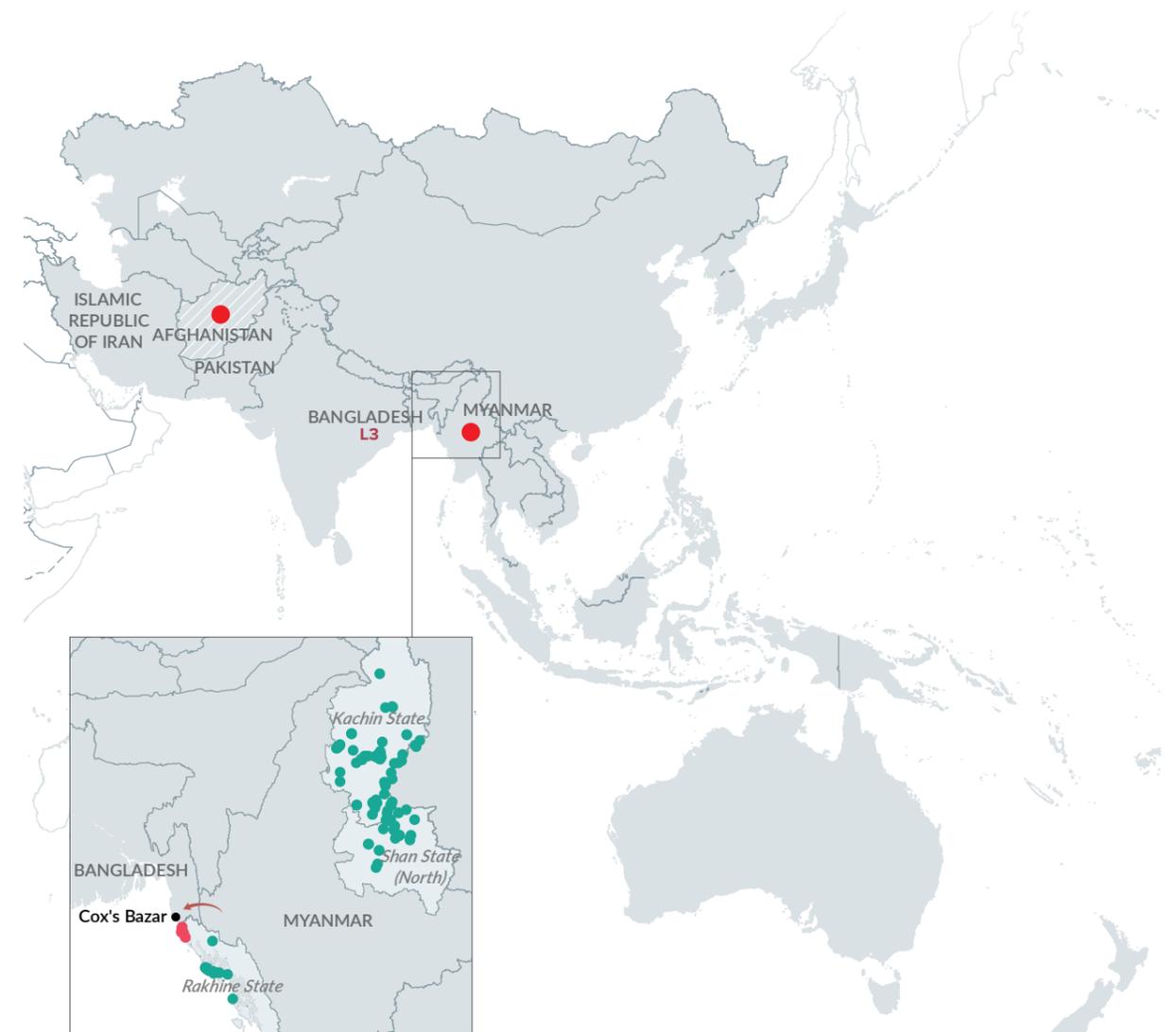
## 9.5 million

### PEOPLE OF CONCERN IN ASIA AND THE PACIFIC

REFUGEES	<b>4.2 million</b>
ASYLUM-SEEKERS	176,000
RETURNEES (REFUGEES AND IDPs)	625,000
IDPs	<b>2.7 million</b>
STATELESS PERSONS*	<b>2.2 million</b>
OTHERS OF CONCERN	571,000

\* The stateless population includes 906,635 Myanmar refugees in Bangladesh and an estimated 125,000 stateless IDPs in Myanmar who are also counted in refugee and IDP populations.

*In 2018, the Asia and the Pacific encompassed a set of complex and diverse situations ranging from emergencies, such as in Bangladesh, to protracted situations where longer-term solutions are needed, such as the Afghan refugee situation. The region also hosts a significant number of stateless persons—2.2 million—including displaced Rohingya refugees in Bangladesh and IDPs in Myanmar.*



Situation	Refugees	Stateless persons	Negative trend compared with 2017
CRRF country	IDPs	Children	Positive trend compared with 2017
Level of emergency	Returnees	Women	Stable trend compared with 2017
Refugee camp	IDP camp	Rohingya refugee outflow	



## ACHIEVEMENTS AND IMPACT

### Safeguarding fundamental rights

#### Promoting a favourable protection environment

Host to more than 1.4 million registered Afghan refugees, the Government of Pakistan approved the extension of “proof of registration” (PoR) cards until the end of June 2019. In line with Pakistan’s 2017 “Comprehensive policy on voluntary repatriation and management of Afghan nationals”, some 880,000 undocumented Afghans were registered by the Government of Pakistan in collaboration with the Afghan Government and given an “Afghan citizen card”. UNHCR supported the Government of Pakistan to implement various aspects of this policy, including a flexible regime for PoR cardholders to be able to obtain Afghan passports and Pakistani visas in Pakistan.

**880,000** undocumented Afghans were registered by the Government of Pakistan.

**850,000** undocumented Afghans had their status regularized by the Government of the Islamic Republic of Iran.

The Government of the Islamic Republic of Iran hosts close to 1 million registered Afghan refugees, as well as a sizeable number of Iraqis. The Government took steps over the year to regularize the status of some 850,000 undocumented Afghans by conducting a headcount exercise and issuing slips to eligible individuals. In 2018, approximately 400,000 registered Afghan refugees had access to primary education, and the Government continued to implement inclusive social protection policies in the sectors of education and health.

All refugees registered in the country are able to enrol in the national universal public health insurance scheme, similar to Iranian nationals, which covers both hospitalization and para-clinical services (medicine, doctor’s visits, radiology etc.). During the year, UNHCR worked with the Government to ensure the continuity of this programme, by covering the premium fees of up to 92,000 vulnerable refugees and their families.

In the Myanmar refugee emergency response in Bangladesh, UNHCR reminded States of their obligations to provide protection and safety to stateless Rohingya refugees and asylum-seekers, and to prevent forced returns to Myanmar. In Bangladesh, where protection activities were central to the refugee response, UNHCR expanded the capacity of partners, particularly in providing specialised protection services such as mental health and psychosocial support.

The process of registering refugees is a critical component of the protection response, as it allows staff to identify individuals with specific needs, ensures access to essential services, and generates data for pursuing durable solutions.

From June 2018, UNHCR together with the Government of Bangladesh registered 35,400 refugees with biometric ID cards, strengthening the protection of Rohingya refugees in Bangladesh.

Photo: UNHCR



### Rohingya say rights guarantees are key to Myanmar return

Refugees in Bangladesh camps say there can be no return without questions of citizenship, rights and restitution being addressed first.

As talks intensify over the prospect of repatriation, refugees in what has become the world’s largest refugee settlement have held a number of demonstrations. Their message is clear: There can be no returns without the questions of citizenship, rights and restitution being addressed.

“If I go back...I want freedom of movement and to play an active part in daily life, I want access to all services like a normal citizen of Myanmar.”

—Nurul, Rohingya refugee in Bangladesh.



In Central Asia, as part of ongoing efforts to safeguard access to asylum procedures, UNHCR and IOM supported the Chair of the Almaty Process, working with border officials from the five Central Asian countries to strengthen border management systems.

While India continues to be a generous host State, protection space for refugees and asylum-seekers came under pressure in 2018. A government advisory issued in August 2017—aimed at identifying illegal migrants—resulted in reduced freedom of movement and access to services for

people of concern to UNHCR, including Rohingya refugees.

In early 2018, within the span of a few months, over 500 Yemeni asylum-seekers arrived on South Korea’s Jeju Island. UNHCR provided technical advice, including background information to the authorities in support of the Government’s efforts to receive and consider the asylum requests. South Korea’s Ministry of Justice had granted humanitarian status to 412 asylum-seekers from Yemen by the year’s end.

Photo: UNHCR



### Cate Blanchett speaks out about Rohingya refugees at United Nations Security Council

“I am a mother, and I saw my children in the eyes of every single refugee child I met. I saw myself in every parent... their experiences will never leave me...but Rohingya refugees need more than just food and water, informal schools, temporary shelter. They need a future.”

—Cate Blanchett, UNHCR Goodwill Ambassador.



© UNHCR/Anna Gonzalez



An indigenous woman performs a song of gratitude, using her boat lute (faglung), during a UNHCR protection monitoring visit in the community of Elbebe, Datu Paglas, in the province of Maguindanao, in the Philippines.

### Seeking durable solutions for IDPs

Solutions are needed for the region's 2.7 million internally displaced people, who are mainly concentrated in Afghanistan, Myanmar, Pakistan, and the Philippines.

In Afghanistan, there were an estimated 2.1 million IDPs, 270,000 of whom were displaced in 2018 alone. UNHCR assisted the most vulnerable through cash-based and in-kind assistance, and led the protection and the emergency shelter/non-food item clusters. The Office also participated in the Humanitarian Country Team's response to the country's severe

drought, providing 15,000 tents for IDPs in western Afghanistan.

In Myanmar, in the context of the inter-agency response, and as lead of the protection, shelter, and camp coordination and camp management clusters, UNHCR worked with partners and the Government to provide protection and assistance to approximately 106,000 IDPs in Kachin and northern Shan States. A sharp increase in armed conflict in Kachin State in early 2018 led to an alarming rise in newly displaced people, with 8,000 people estimated to have fled. Due to constrained access, UNHCR's activities in Kachin and northern Shan States were mostly carried out by implementing partners. In central Rakhine State, an estimated 128,000 IDPs have been largely confined in camps since 2012. UNHCR continued to advocate with the Government for the camps to be closed, in line with international human rights standards.

After having supported the Government of Pakistan with the voluntary return of some 1.8 million IDPs since 2015, UNHCR responsibly disengaged from the programme. The Office had provided support through protection monitoring and the provision of targeted assistance to vulnerable individuals, and provided technical support to the authorities through the Protection Cluster.

UNHCR led humanitarian efforts in the Philippines to assist 77,650 IDPs in Mindanao, including people from the city of Marawi. UNHCR worked to address various challenges stemming from protracted and recurring displacement, while leading the implementation of the protection strategy for Mindanao as the lead agency for protection. UNHCR staff further trained over 350 representatives of the local government and key stakeholders to enhance protection responses to displacement across Mindanao.

### Reducing and preventing statelessness and protecting stateless persons

With 2.2 million stateless persons, addressing statelessness remained a key strategic priority in the region. The Office strengthened its engagement with States and other partners, building on examples of success in the region and working towards the goals of the #IBelong Campaign to End Statelessness by 2024.

The Rohingya, one of the largest stateless populations in the world, are subject to the restrictive provisions and application of Myanmar's laws, which confers nationality on the basis of ethnicity—resulting in a lack of documentation and denial of their citizenship. As a direct result of their statelessness, the Rohingya in Myanmar suffer entrenched discrimination, marginalization, and the denial of a wide range of basic human rights, including risk of violence. UNHCR advocated the promotion and protection of rights of stateless persons in Myanmar in line with the recommendations of the Advisory Commission on Rakhine State.

In Central Asia, Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan made significant progress on reducing statelessness, with over 15,200 people finally seeing an end to their statelessness. This brought the number of people who have found a solution in the sub-region to 57,200 since the start of the #IBelong Campaign in 2014.

Elsewhere in the region, approximately 18,000 people had their statelessness situation resolved, with Malaysia, the Philippines, Thailand, and Viet Nam granting citizenship to many previously stateless persons. Cambodia, the Philippines, Thailand and Viet Nam also effected law and policy reforms to prevent and reduce statelessness, including measures to enhance civil status registration.

In Cambodia, the Government reviewed its civil registration law to enhance the process for all populations in the country. UNHCR provided technical assistance to the Government to ensure that the changes increase access to legal documents for populations at risk of statelessness.

There are nearly 480,000 stateless persons in Thailand. Since the start of the #IBelong Campaign, Thailand has granted citizenship to over 40,000 previously stateless persons, and has put in place progressive measures over the last year to address statelessness, including through registration exercises.

In Viet Nam, the Government reviewed its law and policies, including nationality laws, to prevent and reduce statelessness. In December 2018, it granted citizenship to nearly 140 previously stateless persons.

**57,200** people have found a solution in Central Asia since the start of the #IBelong Campaign and **18,000** people had their statelessness situation resolved elsewhere in the region.

Final Report of the Advisory Commission on Rakhine State is available here.



## Responding with lifesaving support

### Emergency response

Although at a slower pace, refugees from Myanmar continued to cross into Bangladesh in 2018, with more than 16,300 refugees arriving during the year. UNHCR prioritized the provision of essential and lifesaving services in Cox's Bazar, whilst increasing efforts to improve living conditions in the settlements through basic infrastructure and service delivery.

UNHCR launched a supplementary appeal for the Myanmar refugee emergency response in Bangladesh. This constituted part of the Joint Response Plan to channel resources for critical interventions directly and through partners for the Rohingya humanitarian crisis, covering March-December 2018. By the end of 2018, although the appeal was 73% funded, late availability of funding impeded comprehensive planning for the year.

UNHCR worked closely with the authorities in Bangladesh and other partners to mitigate the impact of the monsoon season, which left many refugees vulnerable to landslides, flooding and disease. This included establishing contingency stockpiles, relocating refugees living in high-risk areas, as well as responding with emergency interventions through the distribution of shelter kits and development of infrastructure within the camps (see chapter on *Responding with lifesaving support*).

UNHCR responded to the earthquake and tsunami in Sulawesi, Indonesia, with three airlifts of family tents and core relief items. With the support of generous donors, mainly the private sector, the Office was able to provide over \$4.1 million in assistance.

UNHCR supplementary appeal for the Myanmar refugee emergency response and the Joint Response Plan for Rohingya Humanitarian Crisis are available here.



### Japanese optometrists give free eye checks and glasses to refugees and IDPs

Dr Akio Kanai, 2006 Nansen Refugee Award winner, and his company, Fuji Optical, continued their long-term support to UNHCR and the refugee cause. In July 2018, Dr Kanai led a team of six Fuji Optical optometrists for their annual Vision Aid Mission to Azerbaijan where they arranged free of charge eye screenings and distributions of eyeglasses for refugees.

**“Improved eyesight is empowering refugees to secure a ‘future in focus’.”**

—Dr Kanai, 2006 Nansen Refugee Award winner.

Last year, the number of eye screenings was over 3,000, the highest number of people reached since the start of these missions 36 years ago. In 2018, Fuji Optical donated 1,500 high quality optic eyeglasses in-kind for refugees and IDPs in Iraq as well as 4,200 pairs of eyeglasses in Azerbaijan. In addition to the 2013-2022 grant of \$1 million to UNHCR, Fuji Optical pledged two additional multi-year grants totaling \$2 million from 2018 to 2027. Dr Kanai's personal commitment and passion for improving the lives of displaced people stems from his childhood when war forced him to flee his home.



© Fuji Optical Co. Ltd



### Innovative and green technologies bring water to Rohingya refugees in Bangladesh

In the crowded refugee settlements in Cox's Bazar, UNHCR is supporting the first solar-powered safe water systems. The project is part of a broader shift in the humanitarian response towards the expanded use of green and non-polluting technologies. The new safe water systems run entirely on electricity generated through solar panels, improving the daily supply of safe, clean drinking water to Rohingya refugees.



### Meeting basic needs

In Bangladesh, UNHCR led the protection response for refugees in addition to providing support to meeting their basic needs, including in the areas of shelter/site planning, WASH, and health. Innovative interventions were promoted through the development of macro-site planning, WASH master plans, and the use of transitional shelter designs. Initiatives promoting the sustainable use of energy and respectful environmental practices including solar lighting, elephant conservation, and the distribution of Liquefied Petroleum Gas reduced dependency on more destructive methods (such as compressed rice husks or firewood and deforestation). UNHCR also supported host communities through quick impact projects, infrastructure support and small-scale livelihood projects targeting the most in need.

In Afghanistan, UNHCR provided emergency shelter and core relief items to people displaced by conflict and natural disasters. Some 2.2 million Afghans were affected by the country's drought, with approximately 230,000 Afghans displaced in 2018. An inter-cluster contingency plan was established for the drought response in Badghis and Herat, with protection closely

integrated with WASH, health, nutrition and food security interventions. As part of the UN's drought response, UNHCR delivered 15,100 tents, which were distributed by the Shelter/NFI NGO Cluster members to displaced families. UNHCR also provided tents, kitchen sets, hygiene kits, and core relief items to 13,940 families displaced by conflict.

Winterization assistance was delivered to over 26,109 households, including refugees, IDPs and vulnerable households from host communities across Afghanistan. The response was coordinated with the Shelter/NFI Cluster to ensure a consistent approach for targeting and beneficiary selection and a standardized amount of assistance (\$200 per household).

In Pakistan, UNHCR supported the provision of basic health services in refugee villages in Balochistan, Khyber Pakhtunkhwa, and Punjab Provinces. Refugee women and children who enrolled in preventive and reproductive health care programmes received antenatal, prenatal and postnatal care, as well as routine immunisation services. Polio eradication campaigns were conducted in refugee villages by UNICEF, WHO and the local authorities, with assistance from UNHCR's partners.

Over **10,000** Indonesian earthquake survivors benefitted from shelters provided by UNHCR.





### Cash helps refugees address their most urgent needs while bolstering local markets

In 2018, UNHCR disbursed around \$13 million in cash to people of concern across the region, particularly at larger scale in Afghanistan, Bangladesh and the Islamic Republic of Iran. UNHCR, in coordination with the Government of Bangladesh, together with the Bangladesh Rural Advancement Committee and the Bangladesh Red Crescent Society, provided 45,000 refugees with cash assistance in the Kutupalong settlement. With an estimated 80% of the Rohingya population in Cox's Bazaar refugee settlements relying on lifesaving assistance, a one-off payment of 2,500 Bangladesh taka (around \$30) allowed refugees some autonomy in covering their most basic needs. Close monitoring of the assistance revealed that cash was a safe and effective way of addressing urgent needs. Host communities also welcomed cash assistance for refugees as it bolstered local markets.



© UNHCR/Andrew McConnell



## Building better futures

### Voluntary repatriation

Despite ongoing challenges and new displacement in parts of the region, solutions were found for thousands of refugees in 2018.

The Office supported the reintegration of over 16,220 Afghan refugees who returned home in 2018, despite a situation of ongoing violence that impeded larger-scale returns. UNHCR worked in partnership across sectors, including with development actors and the private sector, to reinforce assistance throughout the humanitarian development continuum in 15 areas of high refugee return.

In Bangladesh, UNHCR and the Government signed a memorandum of understanding for cooperation on the voluntary return of Rohingya refugees—in line with international standards—once conditions in Myanmar are conducive for returns. With that aim in mind, UNHCR, UNDP and the Government of Myanmar signed a tripartite memorandum of understanding to support

Myanmar create conditions conducive to the safe, voluntary, dignified and sustainable repatriation of Rohingya refugees to their places of origin or an area of their choosing. A bilateral arrangement between Bangladesh and Myanmar to start repatriation in November 2018 did not result in any refugees voluntarily returning to Rakhine State.

Sri Lanka saw the voluntary return of some 1,420 Sri Lankan refugees, and UNHCR worked closely with the Sri Lankan and Indian authorities to enhance opportunities for further returns.

### Resettlement and exploring complementary pathways

Around 8,000 refugees from the region were resettled in 2018 against 5,800 resettlement submissions placed in 2018 alone. In terms of resettlement capacity in the region, Australia, Japan, New Zealand, and the Republic of Korea welcomed over 4,750 refugees.

**8,000** refugees were resettled against 5,800 resettlement submissions placed in 2018 alone.



### Returning Afghan refugees rebuild their lives despite challenges

UNHCR and partners are helping returnees access basic services, land and jobs upon return, but further international support is needed.

*“We may not be here tomorrow, but our children will be.”*

—Zardad, Afghan returnee.



© UNHCR/Jam Hujerovak



In Nepal, the large-scale resettlement programme of Bhutanese refugees came to an end, with more than 113,000 Bhutanese refugees resettled (85% of whom went to the United States of America) from 2007 to 2018. A final effort is required from UNHCR, the Governments of Bhutan and Nepal and development actors to secure solutions for some 6,600 who remain in Nepal.

UNHCR advocated and explored complementary pathways of admission for refugees to third countries as part of its comprehensive solutions strategy. The Office worked with the Government of Japan to support scholarship programmes that enabled Syrian refugees to begin post-graduate studies (see the chapter on *Building better futures*).

### Refugee Affected and Hosting Areas (RAHA) initiative in Pakistan

Since 2009, the Government of Pakistan has implemented the RAHA initiative, which serves as a cornerstone for the implementation of the SSAR.

The programme seeks to increase tolerance towards Afghan refugees in Pakistan; improve social cohesion to promote co-existence; provide both the host Pakistani communities and Afghans with development and humanitarian assistance; and empower youth to make their own decisions.

A wide variety of education, health, livelihoods, infrastructure, water, sanitation and social protection projects are implemented through the RAHA to ensure Afghan refugees access to public facilities. These include the construction of latrines and hand-washing facilities; the construction and rehabilitation of waste management systems, education and health facilities; the provision of health care kits; the facilitation of skills, entrepreneurship and vocational (including teacher) trainings.

Over the past ten years, the RAHA has played a major role in fostering social cohesion between refugees and the Pakistani communities that host them. Some 12.4 million people have benefitted from the initiative since its inception, through more than 4,200 projects (21 of which were in 2018).



## FINANCIAL INFORMATION



### Unlocking the power of clothes for refugees

In 2018, leading Japanese retail company Fast Retailing (FR)—the owner of fashion retailer UNIQLO—made its largest ever in-kind donation of clothing for the benefit of 14 UNHCR operations. A record in-kind donation of more than 5.3 million pieces of clothing worth \$6.2 million were delivered to refugees and other people of concern.

FR is one of UNHCR's longest-serving private partners, providing annual contributions to livelihoods programmes worldwide (\$1.9 million in 2018) and employing refugees in UNIQLO stores in Europe, Japan and the United States.



### Consequences of underfunding

Diminishing financial resources hampered UNHCR's ability to carry out comprehensive protection interventions and to find solutions for different populations of concern, with unpredictability in the timing of funding and funds received late in the year particularly inhibiting the Office's ability to deliver key assistance as needed.

The Afghanistan situation was one of UNHCR's most underfunded situations worldwide in 2018, with community protection activities and the provision of education and basic health services in the two main hosting countries, as well as inside Afghanistan, especially affected by the lack of funding.

### Budget

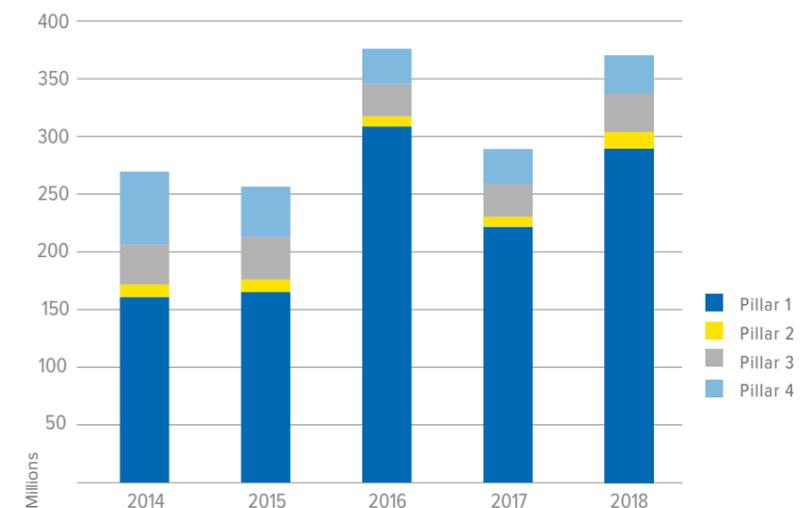
- ExCom original budget: **\$492.3 million**.
- Final budget: **\$700.5 million**.
- Budget increase: **\$208.2 million / +42%**, mainly due to operations in Bangladesh for the Myanmar situation.

### Expenditure

SOURCE OF EXPENDITURE		USD   thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	29,475	8%	18%
	Unearmarked	25,890	7%	13%
Voluntary contributions	Earmarked	206,152	56%	8%
	Softly earmarked	84,274	23%	15%
	Unearmarked	18,225	5%	5%
	In-kind	940	Less than 1%	3%
Programme support costs		2,286	1%	1%
Other income		1,958	1%	1%
<b>TOTAL</b>		<b>369,200</b>	<b>100%</b>	<b>9%</b>

- Expenditure in Asia and the Pacific represented **9%** of UNHCR's global expenditure.
- **56%** of expenditure was funded from earmarked voluntary contributions.
- Voluntary contributions increased by **\$51.3 million / +18%** compared to 2017.

### EXPENDITURE IN ASIA AND THE PACIFIC 2014-2018 | USD



## BUDGET AND EXPENDITURE IN ASIA AND THE PACIFIC | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>SOUTH-WEST ASIA</b>							
Afghanistan	Budget	35,933,202	-	60,243,961	29,656,971	125,834,134	
	Expenditure	16,784,225	-	23,785,165	21,490,463	62,059,853	
Islamic Republic of Iran	Budget	98,756,622	-	-	-	98,756,622	
	Expenditure	27,875,643	-	-	-	27,875,643	
Pakistan	Budget	68,620,451	599,000	28,982,218	1,000,000	99,201,669	
	Expenditure	26,681,176	112,947	9,888,770	-	36,682,893	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>203,310,275</b>	<b>599,000</b>	<b>89,226,179</b>	<b>30,656,971</b>	<b>323,792,426</b>	<b>46%</b>
	<b>Expenditure</b>	<b>71,341,044</b>	<b>112,947</b>	<b>33,673,935</b>	<b>21,490,463</b>	<b>126,618,390</b>	<b>34%</b>
<b>CENTRAL ASIA</b>							
Kazakhstan Regional Office	Budget	4,406,661	1,113,712	-	-	5,520,373	
	Expenditure	2,026,440	707,320	-	-	2,733,760	
Kyrgyzstan	Budget	554,366	359,533	-	-	913,899	
	Expenditure	521,227	354,011	-	-	875,238	
Tajikistan	Budget	1,568,862	612,865	-	-	2,181,727	
	Expenditure	1,170,426	540,701	-	-	1,711,127	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>6,529,889</b>	<b>2,086,110</b>	<b>-</b>	<b>-</b>	<b>8,615,999</b>	<b>1%</b>
	<b>Expenditure</b>	<b>3,718,094</b>	<b>1,602,031</b>	<b>-</b>	<b>-</b>	<b>5,320,124</b>	<b>1%</b>
<b>SOUTH ASIA</b>							
India	Budget	15,633,434	181,000	-	-	15,814,434	
	Expenditure	5,643,824	75,678	-	-	5,719,502	
Nepal	Budget	6,188,108	538,995	-	-	6,727,104	
	Expenditure	5,470,464	460,328	-	-	5,930,792	
Sri Lanka	Budget	5,033,776	108,053	-	-	5,141,830	
	Expenditure	2,674,213	76,828	-	-	2,751,042	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>26,855,319</b>	<b>828,049</b>	<b>-</b>	<b>-</b>	<b>27,683,367</b>	<b>4%</b>
	<b>Expenditure</b>	<b>13,788,502</b>	<b>612,834</b>	<b>-</b>	<b>-</b>	<b>14,401,336</b>	<b>4%</b>
<b>SOUTH-EAST ASIA</b>							
Bangladesh	Budget	220,442,812	-	-	-	220,442,812	
	Expenditure	159,895,165	-	-	-	159,895,165	
Indonesia	Budget	4,984,049	31,500	-	4,175,368	9,190,917	
	Expenditure	4,185,975	4,859	-	4,163,129	8,353,962	
Malaysia	Budget	15,841,742	751,655	-	-	16,593,397	
	Expenditure	8,175,262	134,021	-	-	8,309,283	
Myanmar	Budget	9,780,517	25,051,370	-	11,284,674	46,116,560	
	Expenditure	2,247,392	11,055,803	-	3,385,081	16,688,276	
Philippines	Budget	616,766	333,817	-	3,100,819	4,051,402	
	Expenditure	380,922	57,027	-	2,446,563	2,884,512	
Thailand	Budget	21,893,478	1,039,191	-	-	22,932,669	
	Expenditure	11,713,328	764,402	-	-	12,477,730	
Thailand Regional Office <sup>1</sup>	Budget	6,666,371	593,928	-	-	7,260,299	
	Expenditure	3,821,795	474,322	-	-	4,296,117	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>280,225,734</b>	<b>27,801,462</b>	<b>-</b>	<b>18,560,861</b>	<b>326,588,056</b>	<b>47%</b>
	<b>Expenditure</b>	<b>190,419,838</b>	<b>12,490,434</b>	<b>-</b>	<b>9,994,773</b>	<b>212,905,045</b>	<b>58%</b>



## BUDGET AND EXPENDITURE IN ASIA AND THE PACIFIC | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>EAST ASIA AND THE PACIFIC</b>							
Australia Regional Office <sup>2</sup>	Budget	3,055,019	19,472	-	-	3,074,491	
	Expenditure	2,056,455	9,005	-	-	2,065,460	
China Regional Office	Budget	4,719,936	151,714	-	-	4,871,650	
	Expenditure	2,980,193	131,885	-	-	3,112,078	
Japan	Budget	3,430,040	74,072	-	-	3,504,112	
	Expenditure	2,973,058	58,536	-	-	3,031,594	
Republic of Korea	Budget	1,654,653	79,874	-	-	1,734,528	
	Expenditure	1,594,651	80,662	-	-	1,675,313	
Regional activities	Budget	673,360	-	-	-	673,360	
	Expenditure	71,223	-	-	-	71,223	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>13,533,008</b>	<b>325,133</b>	<b>-</b>	<b>-</b>	<b>13,858,141</b>	<b>2%</b>
	<b>Expenditure</b>	<b>9,675,581</b>	<b>280,087</b>	<b>-</b>	<b>-</b>	<b>9,955,668</b>	<b>3%</b>
<b>TOTAL</b>	<b>Budget</b>	<b>530,454,224</b>	<b>31,639,753</b>	<b>89,226,179</b>	<b>49,217,832</b>	<b>700,537,989</b>	<b>100%</b>
	<b>Expenditure</b>	<b>288,943,060</b>	<b>15,098,333</b>	<b>33,673,935</b>	<b>31,485,235</b>	<b>369,200,563</b>	<b>100%</b>

<sup>1</sup> Thailand Regional Office covers Mongolia and Viet Nam.

<sup>2</sup> Australia Regional Office covers New Zealand, Pacific Islands, and Papua New Guinea.

## 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	55,184,040		26,750		93,800,000	149,010,790
European Union	15,820,292	544,444		319,753	4,960,388	21,644,877
Australia	15,005,255			766,284	4,883,596	20,655,134
United Kingdom of Great Britain and Northern Ireland	13,089,005					13,089,005
Norway	4,424,851				7,491,237	11,916,088
Japan	7,143,451	1,346,785	321,000	64,200	2,489,469	11,364,904
Germany	5,799,584				5,287,274	11,086,858
Denmark	6,845,060		200,000	100,000	3,503,185	10,648,245
Private donors in Qatar	9,343,654			8,014		9,351,668
Country-based pooled funds				8,758,844		8,758,844
Republic of Korea	3,400,000				3,500,000	6,900,000
Canada	2,196,666				4,516,889	6,713,555
Private donors in the United States of America	4,763,262			256,000	198,368	5,217,630
Private donors in Thailand	4,346,268			44,770	181,299	4,572,337
Central Emergency Response Fund	2,926,734			1,570,000		4,496,734
Switzerland	3,067,397		508,130	508,130		4,083,657
Italy	2,413,243		1,374,546			3,787,789
UNOPS	3,754,796					3,754,796
Sweden	3,508,081					3,508,081
Private donors in Japan	3,195,075			289,464		3,484,539
Private donors in Germany	2,411,252			68,182	289,100	2,768,533
Qatar	2,387,304					2,387,304
United Arab Emirates	2,084,700			251,000		2,335,700
Saudi Arabia	1,754,329					1,754,329
Private donors worldwide	1,475,373			42,420	193	1,517,986
Private donors in Australia	1,433,269			45,008		1,478,277
Private donors in Spain				1,123,708	348,332	1,472,040
New Zealand	1,405,481					1,405,481
Luxembourg	261,506				1,046,025	1,307,531
France	525,000	525,000	200,000			1,250,000
Ireland	1,142,857					1,142,857
Private donors in China	328,846			411,922		740,768
Private donors in Kuwait	645,264			14,236		659,500
Private donors in Singapore	452,165			155,570		607,735
Private donors in the United Arab Emirates	370,867			90,266	8,468	469,600
Private donors in Canada				44,284	366,882	411,166
Private donors in the Philippines	22,228			385,896		408,124
Private donors in Saudi Arabia	344,966			54,242		399,208
Private donors in the United Kingdom of Great Britain and Northern Ireland	20,326			44,521	317,822	382,668
Private donors in Sweden	31,306			227,471	34,748	293,525
Education Cannot Wait	282,807					282,807
Private donors in the Republic of Korea	117,213			119,077		236,290

## 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		
Czechia					228,206	228,206
Kazakhstan					161,949	161,949
UNAIDS					140,650	140,650
Private donors in Lebanon	33,085			76,645	12,940	122,670
Private donors in Denmark	116,685				4,865	121,550
Thailand	100,000					100,000
Russian Federation	100,000					100,000
Private donors in Italy	38,283			41,203	5,106	84,592
Private donors in Monaco					70,971	70,971
Estonia	61,728					61,728
Kyrgyzstan					60,256	60,256
IOM	59,696					59,696
Private donors in the Netherlands	33,611			12,698		46,309
Private donors in France	7,292			28,499	2,867	38,658
Private donors in Oman	7,162			7,515		14,677
Spain	7,779			4,545		12,325
China					9,385	9,385
Private donors in India	687			5,973		6,660
Private donors in Egypt	2,810			3,382		6,192
Private donors in Indonesia				2,144		2,144
Private donors in Austria			177			177
Private donors in South Africa	10			93		102
Private donors in Switzerland					81	81
Private donors in Mexico	61					61
Private donors in Kenya	10			49		58
<b>TOTAL*</b>	<b>184,292,671</b>	<b>2,416,229</b>	<b>2,630,603</b>	<b>15,946,006</b>	<b>133,920,550</b>	<b>339,206,059</b>

\*Notes:

<sup>1</sup> Contributions include 7% programme support costs.<sup>2</sup> Includes a total of \$1.6 million acknowledged in 2017 for activities with implementation in 2018 and excludes \$3.4 million acknowledged in 2018 for activities with implementation in 2019 and beyond.<sup>3</sup> Includes contributions earmarked at a situation overall level to Afghan situation and Myanmar situation.

# Europe



## FOREWORD

In 2018, people fleeing their countries due to conflict, human rights violations and persecution continued to seek protection in Europe. At the end of the year, there were more than 6.4 million refugees in the region. Turkey hosted the largest refugee population, including some 3.6 million Syrian refugees, while inside Ukraine, the conflict had displaced 1.5 million people.

The developing countries hosting 85% of the world's refugees in 2018 received insufficient support, compounding an already complex situation amplified by the lack of common approaches to achieving asylum and durable solutions—including access to legal pathways. This situation led to irregular movements towards and within the continent, and posed a range of protection challenges.

The year saw significant changes in movement patterns to Europe with, overall, a significant reduction of arrivals compared to previous years, and a return to pre-2014 levels. However, fewer people making the dangerous journey did not reduce its risks nor reduce casualties. On the contrary, the journey became deadlier as overall search and rescue capacity at sea declined and push-backs and violence at land borders continued. One life was lost for every 50 people who attempted the sea journey, an average of six deaths per day in 2018. While sea arrivals to Italy dropped considerably, asylum-seekers continued to arrive in the Greek islands, and Spain became the main entry point for refugees and migrants travelling along the Mediterranean routes.

*A resident of East Ukraine, forced to move into a basement after his house was bombed.*

Despite efforts to develop and offer pragmatic solutions to the situation in the Mediterranean, *ad hoc*, boat-by-boat approaches to each new search and rescue situation became the norm, and UNHCR correspondingly strengthened its partnerships to advocate safe and predictable disembarkation mechanisms and responsibility-sharing.

Reception conditions were inadequate in some States, leading to additional protection challenges, particularly for unaccompanied children and survivors of sexual and gender-based violence (SGBV).

Despite reduced arrival rates, divergent views on asylum persisted across Europe, with restrictive policies coupled with a challenging legal and political environment. This resulted in concrete obstacles to protection for people of concern and contributed to irregular onward movements within Europe. In some cases, public and political discourse and rhetoric was toxic or xenophobic, severely hampering results-focused protection policy development.

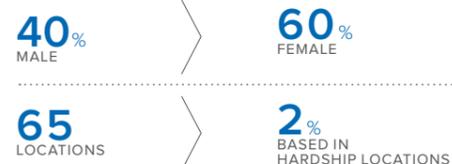
Nevertheless, many States committed to the Global Compact on Refugees and maintained asylum policies and systems of high standard. There were also generous measures of solidarity towards refugees and host communities, both within Europe and beyond the region. These included safeguarding access to asylum, legal pathways and durable solutions, especially integration. European citizens, civil society organizations, cities and local governments showed remarkable support to refugees and asylum-seekers, with more than 45 European cities joining the #WithRefugees campaign (see chapter on *Working in partnership*).

Against this environment, UNHCR focused on safeguarding the asylum space in Europe by promoting direct access to asylum procedures and acceptable reception conditions. It also worked, together with partners, to strengthen participatory and community-based approaches to protection and solutions. Despite difficult working environments and pending durable political solutions, UNHCR and partners provided support to vulnerable IDP populations.

**Pascale Moreau**

Director of UNHCR's Regional Bureau for Europe

**GLOBAL WORKFORCE IN EUROPE\*: 1,407**



\*Excluding Headquarters and including 491 affiliate workforce staff.

## Key data and achievements in Europe

### Resettlement

Europe is the **1st region of destination** of resettled people worldwide  
**19 out of 29** resettlement countries are in Europe



People resettled to Europe in 2018

**26,081** ↓ **2%** compared to 2017

**47%** of people resettled worldwide went to Europe

Top 5 resettlement countries in Europe

- |  |                |                 |
|--|----------------|-----------------|
| 1 The United Kingdom of Great Britain and Northern Ireland 5,698 | 2 France 5,109 | 4 Germany 3,217 |
| 3 Sweden 4,871   | 5 Norway 2,324 |                 |

### Biometric registration



**3,837** individuals biometrically enrolled by the end of 2018

**0.1%** of total individuals biometrically registered

### Cash-based interventions



### Refugees living in/out of camps

Data as of 31st December 2018



\* includes refugees and people in refugee-like situations  
\*\* out of total number of refugees and refugee-like

### Child protection



**42%** of refugee arrivals 12,700 children who arrived in Europe in 2018 were unaccompanied and separated

**14,600** refugee children were resettled in Europe in 2018, mostly to the United Kingdom, France and Sweden

### Partners and budget allocated

USD millions

**\$199.7 million** allocated to 193 partners (41% of regional expenditure)



# MAJOR SITUATIONS IN EUROPE IN 2018



## UKRAINE

Continued fighting or tension affected many communities and vital infrastructure, such as water and power near the line of contact. Residents of non-government controlled areas faced a range of restrictions on their freedom of movement. UNHCR maintained its emergency response as part of the Humanitarian Country Team, providing lifesaving support and leading the Protection and the Shelter and NFI Clusters.

↓ 1.5 million



## MEDITERRANEAN ROUTES

There was a significant reduction of arrivals (both by sea and land) compared to previous years, however, the journey became more deadly; 2,277 lost their lives at sea.

	Main countries of arrival	
	2017	2018
Italy	119,400	↓ 23,400
Spain	28,300	↑ 65,400
Greece	35,400	↑ 50,500

↓ 141,500  
Arrived in Europe via the Mediterranean routes



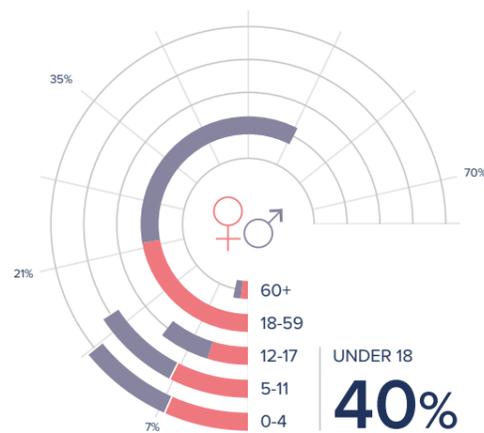
## TURKEY

Turkey hosts the largest number of refugees worldwide.

As more than 90% of refugees in Turkey live among the host community, efforts to boost the integration capacity of national institutions started to have a positive impact in the resilience of the communities in Turkey and the region at large.

↑ 3.6 million  
Syrian refugees

## AGE AND GENDER BREAKDOWN REFUGEES AND ASYLUM-SEEKERS



## 11 million

PEOPLE OF CONCERN IN EUROPE

REFUGEES	6.5 million
ASYLUM-SEEKERS	1.2 million
RETURNEES (REFUGEES AND IDPs)	250
IDPs	2.7 million
STATELESS PERSONS	533,000
OTHERS OF CONCERN	72,000

Despite a significant drop of arrival rates, with a return to pre-2014 levels, divergent views on asylum and restrictive policies coupled with a challenging legal and political environment persisted across Europe. 714,800 asylum applications were received, a drop of 11% compared to 2017.



- Ukraine situation
- MYMP country
- Mediterranean routes: main country of arrival
- Refugees and migrants
- IDPs
- Negative Trend compared with 2017
- Positive trend compared with 2017



## ACHIEVEMENTS AND IMPACT

### Safeguarding fundamental rights

#### Ensuring access to asylum

UNHCR supported the right to asylum by working at both the legal and advisory level through enhanced and systematic monitoring, and proactive advocacy on legislation or policy developments affecting asylum-seekers and refugees, as well as strategic litigation, individual legal counselling and legal representation.

In Western and Central Europe, for instance, UNHCR supported the enhanced and systematic monitoring of data collection capacity to engage strategically in national legislative developments. This was key in providing strong data analysis for successful evidence-based strategic advocacy initiatives, providing insights on a range of issues including access to territory, reception conditions, pushbacks and related violence and risks associated with onward journeys. The most notable example of such evidence-based advocacy was the “Desperate Journeys” report (see opposite page). Other examples included improved public factsheets about resettlement and arrivals of people of concern available on UNHCR data portal.

In the Western Balkans, UNHCR addressed cross-regional movements by strengthening information-sharing and consolidating interventions between offices. At the country level, activities included supported screening and referral mechanisms for refugees and migrants, as well as the provision of basic assistance and access to services.

In Greece, UNHCR and its partners assisted some 10,000 asylum-seekers and beneficiaries of international protection with counselling and legal representation. More than 600 people were supported with legal aid at the appeal stage of the asylum procedure.

In Eastern Europe, the “quality initiative” provided a regional forum for capacity development. Participating countries (Armenia, Azerbaijan, Belarus, Georgia, the Republic of Moldova and Ukraine) shared common challenges regarding asylum procedures, including the balancing of national security considerations with relevant provisions in international refugee law.

UNHCR worked closely with local authorities towards ensuring an effective response to movements involving people of concern by developing methodologies to reinforce the identification and referral of people with specific needs. This resulted in “Fair and Fast”, a paper outlining concrete steps to establish accelerated and simplified asylum procedures that allow for a quick determination of who is in need of international protection and should receive support to integrate, and who is not and can thus be channelled into return procedures.

#### Ensuring protection in mixed movements

UNHCR advocated the establishment of a coordinated and predictable regional response to rescue at sea, as well as greater responsibility-sharing. This included increased rescue capacity, predictable disembarkation points, greater support for those countries where most refugees and migrants arrive, and improved access to safe and legal pathways (such as resettlement, family reunification, education and labour schemes).

It also included greater protection for unaccompanied children and survivors of sexual and gender-based violence, and tougher measures against the perpetrators of crimes against refugees and migrants, including traffickers and smugglers.

UNHCR and IOM submitted a proposal to the European Council for a regional mechanism for the swift disembarkation and processing of rescued people. Although agreement among Member States on such a concerted approach was not reached, UNHCR welcomed the contributions of some States who demonstrated solidarity and committed to saving lives and finding solutions, delivering on fundamental humanitarian principles.

Downloaded 367,000 times, UNHCR’s “Desperate Journeys” was a key advocacy product, calling for a coordinated and predictable regional mechanism to strengthen rescue at sea, access to asylum procedures, early identification of unaccompanied and separated children seeking asylum, and access to safe and legal pathways for people of concern.

### Promoting acceptable reception conditions

UNHCR remained concerned by the inadequacy of reception conditions in many countries, despite working closely with governments and other partners to enhance response capacity and contingency planning, in particular regarding reception arrangements. For instance, the reception centre in Cyprus operated at its maximum capacity while experiencing critical gaps in its capacity to provide access to information and to legal and social welfare services, particularly for people with specific needs.

Reception and identification centres on the Greek islands were overcrowded, forcing many to live in tents outside and making unaccompanied children particularly vulnerable to sexual violence, abuse and exploitation. UNHCR secured more than 27,000 spaces under Greece’s urban accommodation scheme, providing thousands of vulnerable asylum-seekers with better shelter options. The Office worked closely with the Government towards transitioning the complex urban accommodation and cash programmes to national institutions, building their capacity to take over and integrate these services within national structures.

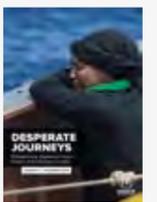
“Fair and Fast: UNHCR discussion paper on accelerated and simplified procedures in the European Union”.



Read the fact sheets on UNHCR’s data portal.



Read the full “Desperate Journeys” report.



### Thousands of asylum-seekers moved off Greek islands

UNHCR helped the Government move vulnerable asylum-seekers from reception centres on the Aegean Islands to shelter on the mainland.

“I hope and pray that the situation at Volvi will be better.”

—Mohammed Al Ahmad, Syrian refugee in Lesvos, Greece.



In Bosnia and Herzegovina, reception capacity was not sufficient to accommodate all people in need, leaving them exposed to the elements and obstructing their access to asylum procedures as formal administrative residency is a pre-requisite for submitting an application. As a result, UNHCR supported the screening and referral mechanisms for refugees and migrants, and provided assistance and access to basic services.

In Italy, restrictive measures to reform the reception system were adopted, ostensibly to reduce costs and improve efficiency and accountability. A two-tier reception system was established, with “first-line” reception facilities reserved for asylum-seekers throughout the whole duration of the procedure, and “second-line” facilities reserved exclusively for beneficiaries of international protection and unaccompanied children. UNHCR advocated basic safeguards and reiterated its offer of support to ensure that these are maintained, in particular for vulnerable people.

### Child protection

UNHCR focused on child protection with pilot projects supporting strengthened procedures and services for unaccompanied and separated children in Italy, Serbia, Sweden and Switzerland. Another project to strengthen procedures for such children in Western Europe led to initiatives including training for guardians, mapping of services and related gaps, reception monitoring and stakeholder engagement on best interests’ procedures.

Working with IOM and UNICEF, UNHCR developed recommendations to the EU on data collection in relation to children, and “Refugee and Migrant Children in Europe” factsheets.

The three agencies also provided child protection technical support to a Lumos Foundation research initiative on care arrangements for unaccompanied children in Bulgaria, France, Greece, Italy, the Netherlands and Spain.

### Resolving internal displacement

Challenges persisted in securing protection and durable solutions for IDPs and others affected by unresolved conflicts in the region.

In Ukraine, UNHCR expressed specific concern about living conditions and access to fundamental rights for residents of non-government controlled areas, particularly for those with specific needs. UNHCR-coordinated protection monitoring was key in identifying and responding to human rights violations and protection risks encountered by IDPs and the conflict-affected population at large. UNHCR and its partners provided individual case management, legal assistance, protection counselling, and individual cash-based assistance. At the national level, UNHCR monitored legislative developments affecting IDPs and advocated changes in policy and practice to address their protection needs and rights. This included, for example, IDPs’ equal access to pensions and social benefits on the same ground as other citizens, in view of linking social assistance to an individual’s vulnerability regardless of his or her individual IDP registration status. In October 2018, UNHCR supported the “Together for the Result” forum on internal displacement in Kyiv, Ukraine, where 150 civil society representatives, members of NGOs, IDPs, and people from conflict-affected areas sought to address the most pressing problems for IDPs, and present solutions.

Read more about the “Together for the Result” forum.



ARND BRONKHORST/ANSA



### Supreme Court of Ukraine takes landmark decision to protect pension rights of IDPs

For hundreds of thousands of IDPs and other conflict-affected people, their state pension is the only form of income.

“It is time to de-link IDP registration and pensions and create a simple mechanism to pay pensions on government-controlled territory, through Ukrainian banks, to pensioners regardless of their place of permanent residence.”

—Ms. Noel Calhoun, UNHCR Deputy Representative in Ukraine.



### Resolving statelessness

Throughout the region, UNHCR assisted States find solutions to statelessness, focusing on removing obstacles to birth registration so that no child is born stateless in Europe. The European Parliament adopted a resolution on the protection of children in migration, calling on Member States to ensure that childhood statelessness be adequately addressed in national laws. Following a baseline study carried out by UNHCR with its partner—the Tirana Legal Aid Society—and a period of consultation with the “Friends of Children Parliamentary Group” facilitated by UNCHR with UNICEF and national NGO partners, Albania removed barriers to birth registration, particularly for children of Albanian parents born abroad and for children from the Roma and Egyptian communities.

Enhancing the identification of solutions to specific statelessness situations, UNHCR, together with governments and other stakeholders, published two mapping studies on statelessness in Portugal and in Switzerland.

The Office also provided technical advice to Armenia, Iceland, Montenegro, the Netherlands and Ukraine in drafting or improving existing statelessness determination procedures. Iceland aligned its legislation with the standards set out in the 1961 Convention on the Reduction of Statelessness, and Montenegro adopted a new law, establishing a statelessness determination procedure.

UNHCR supported Kosovo (Security Council Resolution 1244 (1999)) and Montenegro in resolving civil registration issues and identifying solutions, while gradually looking to transfer this activity to regular consular services.

Together with OSCE, UNHCR organized the second practical seminar on sharing good practices on statelessness in Vienna, and started a series of regional preparatory meetings in Europe in the lead-up to the High-Level Event on Statelessness in October 2019, which will mark the mid-point of the #IBelong Campaign to End Statelessness by 2024.

**Spain**  
acceded to the 1961 Convention on the Reduction of Statelessness.



## Responding with lifesaving support

### Internal displacement in Ukraine

Continued fighting or tension affected many communities and vital infrastructure such as water and power near the line of contact. Civilians were at constant risk of being injured or killed. Mines and unexploded ordnance posed a daily danger. The armed forces occupied civilian property, and in many cases, civilians had no documentation regarding the requisition of their property.

In line with its five-year strategy for IDPs in Ukraine, UNHCR maintained its emergency response as part of the Humanitarian Country Team, providing shelter and protection, including support to people with specific needs, and leading the Protection and Shelter and NFI Clusters. As part of its winterization programme, UNHCR stepped up the distribution of clothing, fuel and cash to thousands of displaced households in eastern Ukraine, where winter temperatures reach as low as  $-30^{\circ}$  Celsius, and reinforced shelters and heated tents at checkpoints along the contact line. The Office provided over \$1.7 million in cash assistance to more than 5,500 IDPs and nearly 400 refugees and asylum-seekers. An agreement with the national postal service allowed the distribution of cash through pre-existing systems for the payment of social benefits in the national system.

UNHCR and its partners also implemented 86 community support initiatives to mobilize existing capacities within the internally displaced and refugee communities, empowering them to organize emergency response activities, protect themselves and identify solutions.

The Office also launched some 60 projects to promote peaceful co-existence on both sides of the contact line.

As part of the “16 Days of Activism campaign against sexual and gender-based violence”, UNHCR organized a community-based forum on SGBV in the context of forced displacement in eastern Ukraine. The forum provided an opportunity for IDPs, community-based organizations, NGOs, international organizations, and state actors to share practical experiences, network and raise awareness on issues of SGBV. The event concluded with a list of recommendations.

### Responding to the needs of new arrivals.

UNHCR distributed some \$79 million to respond to the immediate needs of people of concern in Europe, with the majority of distributions taking place in Greece and Ukraine. In Greece, UNHCR partnered with two international NGOs, through the Greece Cash Alliance (GCA), to provide monthly cash assistance to more than 52,000 refugees and asylum-seekers.

In the Western Balkans, UNHCR collaborated with the authorities and other key stakeholders to respond to the most urgent humanitarian and protection needs, with a particular attention to unaccompanied and separated children, victims of SGBV and other people with specific needs. With IOM, UNHCR ensured the overall coordination of the humanitarian response, and supported health referrals to public institution and the integration of children into public education. Additionally, UNHCR identified the most vulnerable asylum-seekers and refugees and supported them with shelter, core relief items, legal counselling and psychosocial services.

The Office provided over **\$1.7 million** in cash assistance to more than 5,500 IDPs and nearly 400 refugees and asylum-seekers.

### Harmonization of cash assistance in Greece

Cash assistance is part of the emergency support to integration and accommodation programme, implemented by the Greece Cash Alliance (GCA) in coordination with the Greek Ministry of Migration Policy.

UNHCR’s partnership through the GCA enabled a harmonized cash programme, allowing refugees to receive cash assistance on one single card. The GCA also uses a single monitoring framework and the same financial service provider through a common cash facility approach adapted to the Greek context, bringing together the humanitarian cash volumes to achieve economies of scale.

By the end of 2018, over 90,300 people of concern had received cash assistance on at least one occasion since April 2017 through the GCA—in October 2018 alone, nearly 56,700 people received about \$6 million in cash. Recipients of cash assistance were largely Afghan, Iranian, Iraqi and Syrian refugees.

To support the cash programme, UNHCR deployed its cash assistance management system, CashAssist. The system allows UNHCR and its partners to deliver cash assistance in an automated, timely and accountable manner to refugees and asylum-seekers through the Office’s global registration and case management system database, proGres v4.

A 2018 case study on the GCA as an operational model, conducted by the Cash Learning Partnership, confirmed the general effectiveness of the GCA’s delivery model.



In Serbia, UNHCR and partners provided specific training for guardians to properly identify unaccompanied children at risk, and to facilitate their transfer to specialized accommodation.

In Spain, UNHCR supported the national authorities to address obstacles for asylum-seekers in accessing accommodation and asylum procedures, and filled gaps by providing emergency shelters for vulnerable people. Through the partnership with the Spanish Refugees Council, UNHCR enhanced access to

information on international protection to people arriving by sea, reaching over 15,300 people of concern, about 49% of the sea arrivals to the Andalusian coast from July to the end of 2018. UNHCR maintained a presence at the main entry points for sea and land arrivals to Spain, conducting monitoring, extensive capacity-building for authorities and civil societies on access to territory and asylum and prevention of *refoulement*, identification and referrals of people with specific needs, and timely data collection for advocacy purposes.

## Building better futures

### Durable solutions for refugees and IDPs

Encouraging developments were made towards durable solutions across Europe. Many States demonstrated solidarity through commitments to receiving refugees through resettlement and establishing complementary pathways. An impressive number of cities and local governments played their part in fully committing to the integration of refugees.

Resettlement to Europe was an essential component of the global resettlement programme. Some 20 European Union Member States pledged over 50,000 resettlement places for 2018-2019 and took steps to admit larger numbers of resettled refugees. UNHCR supported the European Union in negotiating a European Commission proposal for the establishment of a resettlement framework, providing practical and policy expertise on resettlement and humanitarian admission.

Several States also received people evacuated from Libya, either through the Evacuation Transit Mechanism in Niger or directly. In Eastern Europe, a changed context did not allow for the continuation of resettlement activities.

Following the adoption of a “Strategy of integration of internally displaced persons and of implementation of durable solutions on the internal displacement for the period up to 2020”, the Government of Ukraine developed an action plan that envisages

the elaboration of local integration plans and mechanisms to access social, temporary and affordable housing.

In Azerbaijan and Georgia, UNHCR supported IDPs to access legal assistance. In Azerbaijan alone, close to 8,000 IDPs benefitted from legal aid and counselling services.

UNHCR engaged with traditional actors in promoting the integration of refugees, developing new partnerships for solutions in cooperation with the OECD. A joint action plan was launched in April 2018 to expand employment opportunities for refugees and identify key actions to ensure their successful integration in labour markets. The plan led to a series of employment workshops that brought together potential employers, authorities and people of concern in Bulgaria, Hungary and Malta.

### Complementary pathways

Complementary pathways—including through humanitarian admission, humanitarian visas or family reunification—were established in Austria, France, Germany, Italy and Switzerland, contributing to greater responsibility-sharing. UNHCR supported these efforts through coordination, implementation and evaluation. Community-based sponsorship approaches were well received, including through the Global Refugee Sponsorship Initiative, with a pilot programme in the United Kingdom, and commitments made in other countries such as Ireland and Spain.

The Global Refugee Sponsorship Initiative.



## Strengthening participatory and community-based approaches

While engaging with governments in protection, advocacy and legal interventions, UNHCR worked to integrate age, gender and diversity considerations both in operational planning and programme implementation. This led to a series of participatory assessments, while further efforts were made to establish effective feedback mechanisms to UNHCR regarding programming and interventions. In Cyprus, for instance, the articulation of refugees’ own experiences was incorporated into UNHCR’s country advocacy strategy.

The Global Youth Advisory Council was involved in the drafting process of the Global Compact on Refugees. It conducted community consultations in ten countries with over 250 young refugees, community leaders, members of the host country and service providers.

The first European youth initiative fund was launched in 2018 by UNHCR and its partner, the European Youth Forum, awarding ten small grants to youth-led projects that

promote social cohesion activities across Europe. In 11 countries in Western and Central Europe, utilizing a community-based approach, UNHCR developed a toolkit for teachers to raise awareness about asylum-seekers and refugees in schools, and to provide guidance on psychosocial support for displaced children displaying behavioural signs of stress or trauma in the classroom.

In line with SDG commitments, UNHCR actively participated in the regional UN Sustainable Development Group in Europe and Central Asia, co-chairing (together with UNDP) the Issue-Based Coalition on large movements of people, displacement and resilience towards the principle to “leave no one behind”.

In Turkey, together with the Government and concerned communities, UNHCR developed and implemented a social cohesion strategy to strengthen social interaction between refugees and host communities. Platforms for dialogue were established to alleviate causes of social tension between refugees and local communities.

The European Youth Initiative Fund 2018.



## Changing perceptions about refugees through cultural activities in schools

In 2018, UNHCR partnered with the Refugee Food Festival and schools in Normandy, France, to educate children on the culture and experiences of refugees. The Refugee Food Festival is a citizen-led initiative by “Food Sweet Food” NGO.

The packed programme included bringing refugees in to present to children in their classrooms, an interactive visit to Za’atari camp in Jordan, lunch prepared by refugee chefs, a chance to meet two Syrian rappers, and a tour of the UNHCR exhibition, “The Most Important Thing”.



## FINANCIAL INFORMATION



### Dutch and Swedish Postcode Lotteries support millions of refugees worldwide

The Dutch and Swedish Postcode Lotteries are two of the longest-serving and loyal partners to UNHCR. Millions of refugees have benefited from the lifesaving support provided thanks to their funding. The two partnerships date back to 2002 and 2009 respectively. In 2018, support from both lotteries totaled more than \$6 million, combining an annual core unearmarked contribution and project-based grants focusing on supporting refugee education and improved environmental sustainability.



© UNHCR/Amel Bougna

In 2018, Europe received the second highest portion of any region of tightly earmarked funding, mostly for the response in Greece and Ukraine. Outside of those areas, however, UNHCR was reliant on the use of flexible funding to efficiently respond to new and ongoing needs in emergency-like

or post-emergency situations, bolstering efforts or scaling up assistance where needed. Thanks to flexible funding, UNHCR was able to maintain activities benefiting refugees, IDPs and other people of concern in operations across Europe.

## Budget

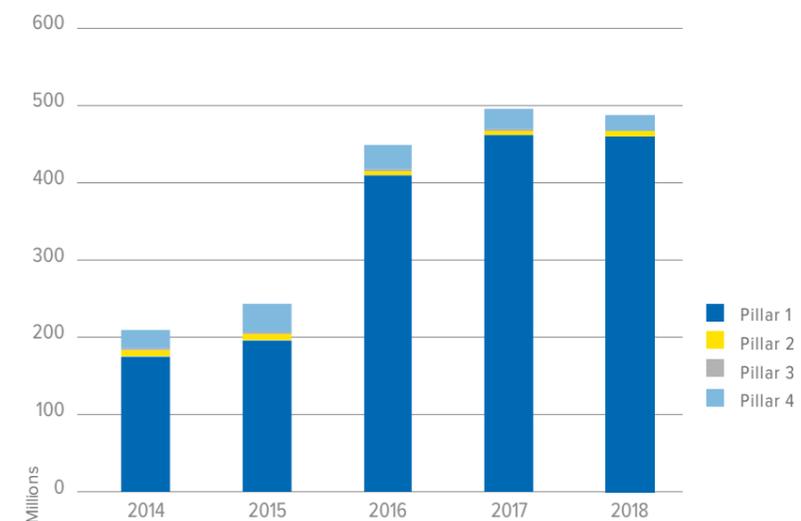
- ExCom original budget: **\$876.3 million**.
- Final budget: **\$881.4 million**.
- Budget increase: **\$5.1 million** mainly due to CBI operations in Greece.

## Expenditure

SOURCE OF EXPENDITURE		USD   thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	20,563	4%	12%
	Unearmarked	24,967	5%	13%
Voluntary contributions	Earmarked	366,128	75%	15%
	Softly earmarked	52,104	11%	9%
	Unearmarked	17,576	4%	5%
	In-kind	1,685	Less than 1%	5%
Programme support costs		2,205	Less than 1%	1%
Other income		217	Less than 1%	Less than 1%
<b>TOTAL</b>		<b>485,445</b>	<b>100%</b>	<b>11%</b>

- Expenditure in Europe represented **11%** of UNHCR global expenditure.
- **75%** of expenditure was funded from earmarked voluntary contributions.
- Voluntary contributions to Europe were stable compared to 2017 with a slight increase of **\$10 million** or 2% while expenditure decreased by 2%.

## EXPENDITURE IN EUROPE 2014-2018 | USD



## BUDGET AND EXPENDITURE IN EUROPE | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>EASTERN EUROPE</b>							
Belarus	Budget	1,591,045	82,209	-	-	1,673,254	
	Expenditure	1,286,325	81,901	-	-	1,368,226	
Georgia Regional Office <sup>1</sup>	Budget	11,042,657	507,122	-	4,972,920	16,522,700	
	Expenditure	6,866,444	385,228	-	3,248,727	10,500,398	
Russian Federation	Budget	5,271,751	893,181	-	-	6,164,933	
	Expenditure	3,811,390	730,354	-	-	4,541,744	
Turkey	Budget	436,064,688	2,790	-	-	436,067,478	
	Expenditure	123,088,034	620	-	-	123,088,654	
Ukraine	Budget	6,029,065	813,963	-	24,240,897	31,083,924	
	Expenditure	4,398,284	459,691	-	14,441,812	19,299,788	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>459,999,206</b>	<b>2,299,266</b>	<b>-</b>	<b>29,213,817</b>	<b>491,512,289</b>	<b>56%</b>
	<b>Expenditure</b>	<b>139,450,477</b>	<b>1,657,795</b>	<b>-</b>	<b>17,690,539</b>	<b>158,798,810</b>	<b>33%</b>
<b>SOUTH-EASTERN EUROPE</b>							
Bosnia and Herzegovina Regional Office <sup>2</sup>	Budget	39,690,538	5,433,290	-	-	45,123,828	
	Expenditure	22,978,237	3,156,395	-	-	26,134,632	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>39,690,538</b>	<b>5,433,290</b>	<b>-</b>	<b>-</b>	<b>45,123,828</b>	<b>5%</b>
	<b>Expenditure</b>	<b>22,978,237</b>	<b>3,156,395</b>	<b>-</b>	<b>-</b>	<b>26,134,632</b>	<b>5%</b>
<b>NORTHERN, WESTERN, CENTRAL AND SOUTHERN EUROPE</b>							
Belgium Regional Office <sup>3</sup>	Budget	19,284,431	1,037,850	-	-	20,322,280	
	Expenditure	16,327,801	725,797	-	-	17,053,598	
Germany	Budget	2,733,089	237,541	-	-	2,970,630	
	Expenditure	2,353,891	143,581	-	-	2,497,472	
Greece	Budget	247,271,335	88,953	-	-	247,360,288	
	Expenditure	236,671,538	50,837	-	-	236,722,375	
Hungary Regional Office <sup>4</sup>	Budget	15,025,357	541,539	162,653	-	15,729,550	
	Expenditure	11,388,871	512,948	121,938	-	12,023,757	
Italy Regional Office <sup>5</sup>	Budget	30,832,822	196,709	-	-	31,029,531	
	Expenditure	24,002,172	184,868	-	-	24,187,040	
Sweden Regional Office <sup>6</sup>	Budget	4,903,227	482,208	-	-	5,385,435	
	Expenditure	3,560,834	399,023	-	-	3,959,857	
Regional activities	Budget	21,478,144	448,000	-	-	21,926,144	
	Expenditure	3,760,936	306,483	-	-	4,067,419	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>341,528,404</b>	<b>3,032,800</b>	<b>162,653</b>	<b>-</b>	<b>344,723,858</b>	<b>39%</b>
	<b>Expenditure</b>	<b>298,066,043</b>	<b>2,323,538</b>	<b>121,938</b>	<b>-</b>	<b>300,511,519</b>	<b>62%</b>
<b>TOTAL</b>	<b>Budget</b>	<b>841,218,149</b>	<b>10,765,356</b>	<b>162,653</b>	<b>29,213,817</b>	<b>881,359,975</b>	<b>100%</b>
	<b>Expenditure</b>	<b>460,494,757</b>	<b>7,137,727</b>	<b>121,938</b>	<b>17,690,539</b>	<b>485,444,961</b>	<b>100%</b>

<sup>1</sup> Includes activities in Armenia and Azerbaijan.<sup>2</sup> Includes activities in Albania, Kosovo (Security Council Resolution 1244 [1999]), Republic of North Macedonia, Montenegro and Serbia.<sup>3</sup> Includes activities in Austria, France, Ireland, the Netherlands, the liaison office in Switzerland, and the United Kingdom.<sup>4</sup> Includes activities in Bulgaria, Croatia, the Czech Republic, Republic of Moldova, Poland, Romania, Slovakia and Slovenia.<sup>5</sup> Includes activities in Cyprus, Malta and Spain.<sup>6</sup> Includes activities in Latvia and Lithuania.

## VOLUNTARY CONTRIBUTIONS TO EUROPE | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
European Union	304,765,818		2,675,388		307,441,205
United States of America	41,200,000			73,600,000	114,800,000
Italy	8,647,183			196,344	8,843,527
Germany	3,478,984		1,136,364	663,569	5,278,916
Japan	2,100,000		700,000		2,800,000
Canada	1,886,792			589,159	2,475,952
Denmark				2,286,934	2,286,934
Norway	1,020,278		595,451		1,615,729
France	1,581,199				1,581,199
United Kingdom of Great Britain and Northern Ireland	1,449,037				1,449,037
Sweden			1,269,036		1,269,036
Republic of Korea	1,000,000				1,000,000
Luxembourg			455,063	455,065	910,128
Switzerland	867,413				867,413
Central Emergency Response Fund			849,099		849,099
Spain	444,524			366,783	811,307
Private donors in France	597,407				597,407
Russian Federation		300,000	250,000		550,000
Private donors in Switzerland	505,051				505,051
Private donors in Germany	420,933			29,481	450,414
Austria				394,871	394,871
Hungary				332,728	332,728
Private donors in Spain	319,429		1,292		320,721
IOM	295,057				295,057
Ireland	267,230				267,230
Estonia			235,849		235,849
UNDP				192,071	192,071
Private donors in Japan			182,484		182,484
Serbia				123,333	123,333
Romania				103,521	103,521
Armenia				98,000	98,000
Poland				87,000	87,000
Montenegro				82,745	82,745
Czechia				38,100	38,100
Slovenia	34,091				34,091
Private donors in Greece	27,712				27,712
Private donors in Italy	26,662				26,662
Croatia				12,479	12,479
Azerbaijan	7,200				7,200
Private donors worldwide	6,347			18	6,365
Private donors in China	1,574				1,574
Private donors in the United Kingdom of Great Britain and Northern Ireland	1,009				1,009
Private donors in Canada	515				515
Private donors in Austria	88				88
<b>TOTAL*</b>	<b>370,951,531</b>	<b>300,000</b>	<b>8,350,024</b>	<b>79,652,203</b>	<b>459,253,757</b>

\*Notes:

<sup>1</sup> Contributions include 7% programme support costs.<sup>2</sup> Includes a total of \$607,732 acknowledged in 2017 for activities with implementation in 2018 and excludes \$136,603 acknowledged in 2018 for activities with implementation in 2019 and beyond.<sup>3</sup> Includes contributions earmarked at a situation overall level to Central Mediterranean route situation.

# Middle East and North Africa

## FOREWORD

In 2018, there were some 15 million people of concern to UNHCR in the Middle East and North Africa region, including almost 2.7 million refugees and 10.3 million IDPs. The majority—10.1 million—were internally displaced from conflicts in Iraq, the Syrian Arab Republic (Syria) and Yemen, three of the largest and most violent humanitarian and displacement crises in the world. Some 7.2 million refugees and asylum-seekers from those same conflicts found protection and assistance in countries across the region and further abroad.

As fighting continued throughout the year, the Syria situation remained the world's largest refugee crisis, with humanitarian needs and protection risks staggering in scale and severity. This resulted in a context of complex and overlapping displacements. Some 13 million Syrians were in need of, or sought, protection, including 6.2 million IDPs and 6.6 million refugees. Some 210,950 Syrian refugees from across the region, and 1.4 million IDPs (OCHA figures), returned to their areas of origin, often in very difficult circumstances.

In Iraq, while the scale and severity of humanitarian needs remained high, almost 945,000 IDPs returned throughout the year. Despite their optimism, however, returnees faced obstacles in accessing basic services, all the while contending with a range of protection risks, damaged property and infrastructure, as well as a lack of livelihood opportunities and financial resources. In some instances return was not possible or sustainable, leading to secondary displacement or re-admittance

*Moheeb is an 8-year-old IDP from Sa'ada Governorate, Yemen. He wears a flower crown known as an Omama, or a Tawq, which is traditional among men and boys in his community.*

to camps, and many IDPs continued to find themselves in a protracted displacement situation.

The conflict in Yemen took a turn for the worse towards the end of 2018, resulting in further large-scale displacement and severe food insecurity as the country faced the persistent risk of famine. Political progress was made, with Yemen's internationally recognized Government and Houthi rebels concluding the Stockholm Agreements (a UN-brokered ceasefire) in December 2018.

Many of the other contexts across the region were characterised by situations of violence. Frequent periods of instability were experienced in Libya—particularly in Tripoli where militia groups clashed repeatedly, resulting in the displacement of more than 5,000 families. Violence was pervasive in areas affected by movements to Europe from North Africa. Although Mediterranean crossings decreased over the year, thousands continued to risk their lives in dangerous sea journeys from Libya and Tunisia, often exposed to severe abuse from criminal groups, smugglers and traffickers. Those rescued by authorities faced additional hardship—including arrest and detention—often in appalling conditions.

While arrivals from Algeria and Morocco to Spain rose significantly over the year, with over 76,000 irregular crossings prevented by Moroccan authorities, the overall number of arrivals from North Africa to Europe decreased considerably in 2018.

Despite the challenges, solid results were achieved on multiple fronts, including access and assistance to people of concern and the achievement of durable solutions. Most borders across the region remained open and asylum space was generally favourable with governments and host populations displaying commendable hospitality despite increasingly limited resources. Progress was also noted with the ratification of the Global Compact on Refugees, highlighting the importance of responsibility-sharing as well as establishing a framework through which to achieve sustainable solutions in collaboration with governments, international organizations, and other relevant stakeholders. UNHCR is confident that its efforts will continue to have encouraging outcomes for those displaced by conflict and violence, and will maintain its unwavering resolve to achieve comprehensive solutions.

**Amin Awad**

Director of UNHCR's Regional Bureau for the Middle East and North Africa

**GLOBAL WORKFORCE IN MENA\* 3,684**

**57%** MALE

**43%** FEMALE

**65** LOCATIONS

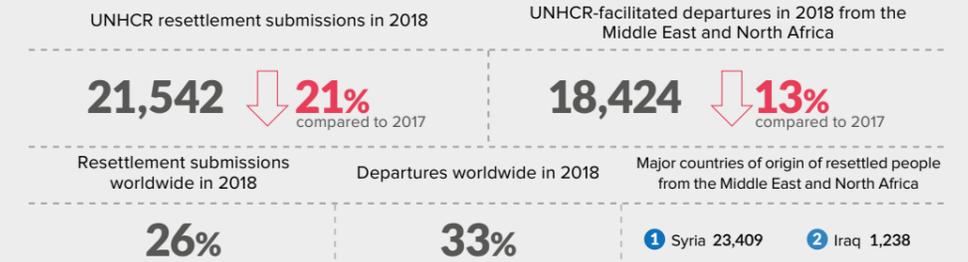
**39%** BASED IN HARDSHIP LOCATIONS

\*including 1,173 affiliate workforce staff.

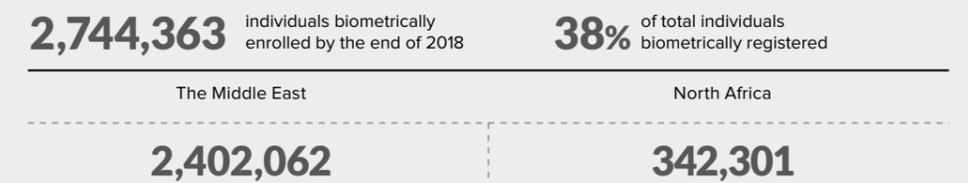
Key data and achievements in Middle East and North Africa

**Resettlement**

The Middle East and North Africa is the **2<sup>nd</sup> region** with the **highest resettlement needs** worldwide. Syria is the **1<sup>st</sup> country of origin** of people resettled worldwide: **42% of total departures**



**Biometric registration**

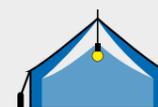


**Cash-based interventions**



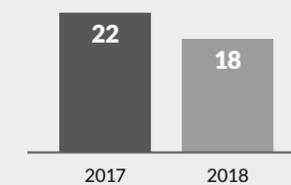
**Refugees living in/out of camps**

Data as of 31st December 2018



\* includes refugees and people in refugee-like situations  
\*\* out of total number of refugees and refugee-like

**Emergency deployments**  
(UNHCR and standby partners)



**Partners and budget allocated**  
USD millions

**\$362.8 million** allocated to **161 partners** (29% of regional expenditure)

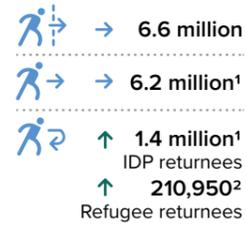


# MAJOR SITUATIONS IN THE MIDDLE EAST AND NORTH AFRICA IN 2018



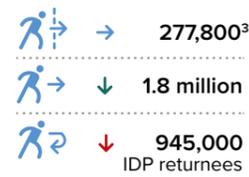
## SYRIAN ARAB REPUBLIC

In its 8<sup>th</sup> year of conflict, humanitarian needs were staggering with 13 million refugees and IDPs in need of assistance. Some 70% of the population in Syria lived in extreme poverty, while unemployment increased to 55%. More than 4.2 million people remained in need of shelter, as many shelters in return areas were damaged. In the midst of ongoing hostilities, UNHCR provided lifesaving assistance and protection to people of concern, reaching more than 2.3 million IDPs, returnees and host communities.



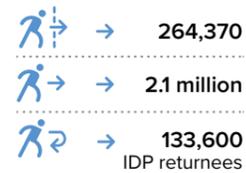
## IRAQ

Though the number of IDP returnees reached nearly 1 million, they faced constrained access to basic services and a lack of livelihood opportunities and financial resources. This led to secondary displacement or re-admittance to camps where return was not possible or sustainable. The number of IDPs at the end of 2018 decreased to 1.8 million, down from 2.6 million in 2017. In 2018 the number of Syrian refugees in Iraq rose to 252,520. Some 99% of Syrian refugees in Iraq were found in the Kurdistan region, 37% resided in 9 camps, while the remainder lived in urban areas.



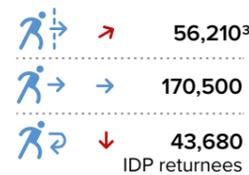
## YEMEN

The world's worst humanitarian conflict in 2018, with some 22.2 million people assessed as being in need of some kind of humanitarian assistance. A brutal armed conflict displaced more people in 2018, although 133,600 IDPs returned home. Yemenis also faced outbreaks of cholera and diphtheria, and the pervasive risk of famine. Despite this, over 264,370 people—mainly Eritreans, Ethiopians and Somalis—sought asylum in the country, which represents a slight decrease from 2017.



## LIBYA

Fighting between forces linked to the Government of National Accord, local tribes, foreign armed groups, and the Libyan National Army led to continued displacement, and difficulties in accessing people in need of protection. While in 2018 the number of sea crossings diminished considerably, the Libyan Coast Guard rescued or intercepted nearly 15,000 refugees and migrants during 120 operations. A growing reliance on detention by Libyan authorities was observed, with 6,200 people being detained. Through UNHCR's intervention, 2,700 people in need of international protection were released from detention.

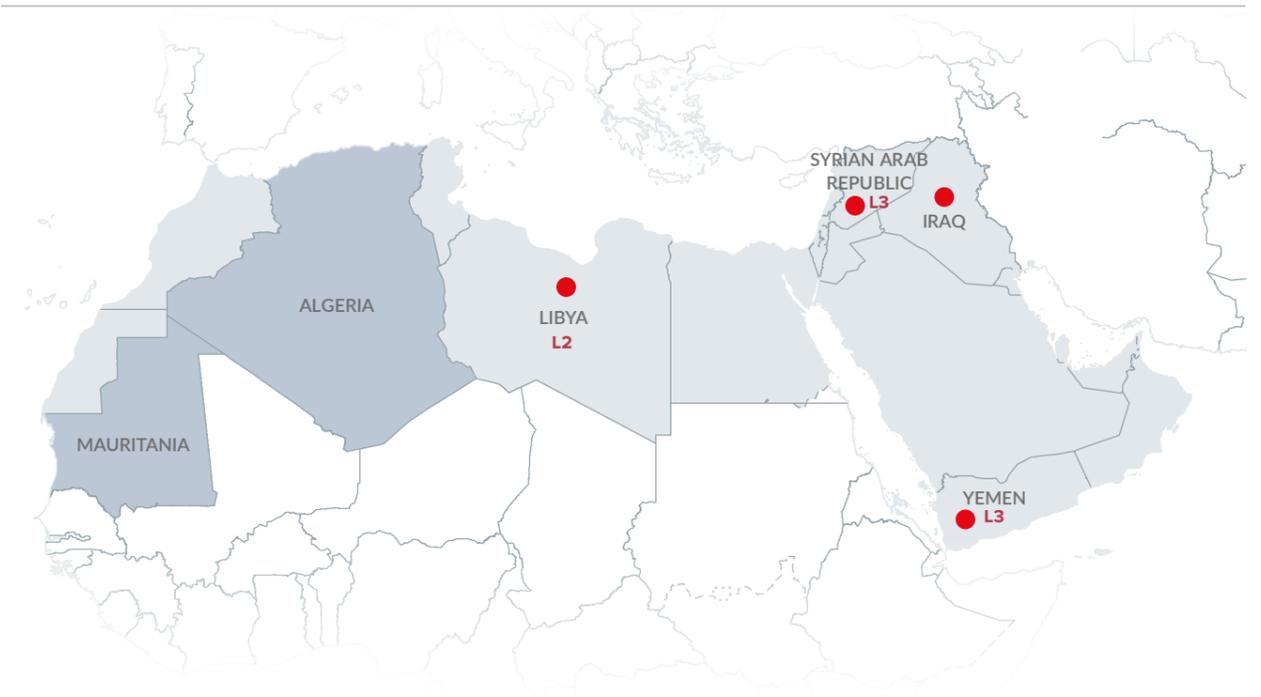


<sup>1</sup> OCHA figures

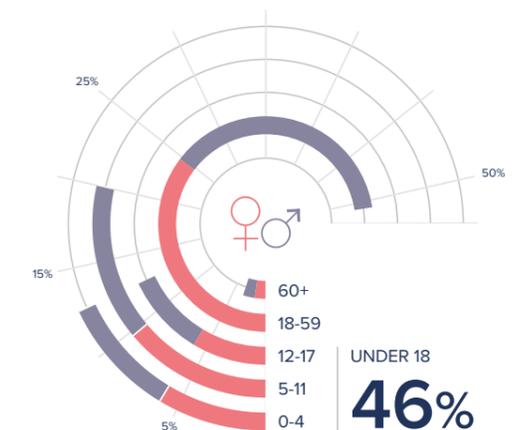
<sup>2</sup> Of whom 56,000 verified by UNHCR

<sup>3</sup> Including asylum-seekers

In 2018, the Middle East and North Africa continued to see some of the most severe and protracted refugee crises in the world. More than 10.1 million were internally displaced from conflicts in Iraq, Syria and Yemen—three of the direst humanitarian situations globally.



## AGE AND GENDER BREAKDOWN REFUGEES AND ASYLUM-SEEKERS



## 15 million

PEOPLE OF CONCERN  
IN THE MIDDLE EAST AND NORTH AFRICA

REFUGEES	2.7 million
ASYLUM-SEEKERS	284,000
RETURNEES (REFUGEES AND IDPs)	1.3 million
IDPs	10.3 million
STATELESS PERSONS	371,000
OTHERS OF CONCERN	13,000

- Situation
- MYMP country
- Level of emergency
- Refugees
- IDPs
- Returnees
- Negative trend compared with 2017
- Positive trend compared with 2017
- Stable trend compared with 2017



## ACHIEVEMENTS AND IMPACT

### Safeguarding fundamental rights

#### Maintaining protection space and supporting access to national asylum systems

The year was marked by continued efforts at the global level, most notably the Global Compact, to promote and safeguard principles of international law to expand protections for those displaced. UNHCR worked with authorities to ensure the principle of *non-refoulement* was upheld in the region, where ongoing arrests and deportations threatened the most basic of human rights.

Throughout the year, UNHCR engaged with governments on the development of draft national asylum legislation, with both

Mauritania and Morocco making good progress, and Qatar adopting a national asylum framework following its accession to the International Covenant on Economic, Social and Cultural Rights, and International Covenant on Civil and Political Rights. The Office worked across the region, notably with the Governments of Algeria and Egypt, towards the implementation of asylum laws.

Key support for registration of refugees and asylum-seekers was reinforced through improved technology and practices. Egypt registered 31,000 new people through biometric systems, and UNHCR advocated with the Government to extend residence permits and regionalize registration centers for simplified access. Following advocacy with the Government, Mauritania began issuing national identity cards for the 57,000 Malian refugees in Mbera camp, and birth registration began for all refugee children born in the camp since 2012.

**57,000**

Malian refugees in Mbera camp, Mauritania, were issued national identity cards.



#### Empowering refugees as data-owners through registration

A “self-renewal methodology” in registration procedures was introduced in Jordan in 2018—the first operation worldwide to implement this project which aims to empower people of concern as data owners by enabling them to validate and update data previously collected during registration. “Self-renewal” will save time during the registration process and in renewing documents, allowing refugees and asylum-seekers to avoid the often lengthy queues at UNHCR registration centres.

In the long-term, the project will enable refugees to update their data remotely with access to a unique, portable, authenticated digital identity, which is compatible with State population registries, civil registration and vital statistics systems. The self-renewal process will be managed through kiosks that include an iris camera (for biometric verification), a monitor and a printer. The booths were initially tested in the Khalda registration centre, with 30 more kiosks planned for Amman, 10 in Irbid and 10 in Mafrq.



Community-based protection played a pivotal role in UNHCR’s response. Community-led initiatives and outreach volunteers were central to UNHCR’s approach in working with both people of concern and host communities to deliver multi-sectoral support to people in need, including survivors of sexual and

gender-based violence (SGBV) and children at risk. Across the region, UNHCR delivered skills-training, legal support, and information services to meet the needs and concerns of displaced people through a large network of more than 250 community centres.

© UNHCR/Amr Al-Sayid



#### Providing protection and solutions to IDPs in the region

Most people of concern to UNHCR in the Middle East and North Africa region were internally displaced from conflict in Iraq, Syria and Yemen. In responding to the needs of IDPs in the region, UNHCR focused on providing protection, monitoring, shelter support, delivery of non-food items, social cohesion projects, and distribution of cash assistance.

With the largest IDP population in the region, UNHCR provided protection services to some 2.3 million people in community and satellite centres across Syria. Some 1.75 million protection interventions were recorded, involving material assistance, legal support, education, and awareness raising. Winterization items were distributed to more than 762,000 IDPs across 13 governorates.

UNHCR stepped up its community-based protection networks strategy in Yemen to monitor protection risks, identify and address vulnerable protection cases for the 2.1 million IDPs and 133,600 IDP returnees across the country. Through eight established IDP community centres, the Office assisted over 103,000 people through psychosocial or social counselling and legal assistance. UNHCR strengthened its protection (including cash-based) interventions, with a focus on SGBV to respond to the needs of IDP populations, half of whom are female, including 27% aged 18 and under.

In Iraq, one year after the Government declared victory over extremists, nearly 1 million IDPs were deemed to have returned during the year, while more than 150,000 people were newly displaced. Multi-purpose cash assistance helped nearly 170,000 vulnerable IDPs and returnees cover their most basic needs, and UNHCR promoted social cohesion through quick impact projects for families and communities heavily impacted by the conflict.



### In Lebanon, a young Iraqi refugee with autism finds escape from isolation

Samer, 10, spent most of his life cut-off from the outside world, until a UNHCR-funded community centre in Lebanon helped him to connect with other children.

*“He has improved since he joined the activities at Caritas.”*

—Catrina Youssef, Samer’s mother.



© UNHCR/Diego Ibarra Sanchez



### Child protection

Over 2.5 million Syrian children were refugees in the countries falling under the Regional Refugee and Resilience Plan (3RP)—Egypt, Iraq, Jordan, Lebanon and Turkey—whilst an additional 2.5 million were IDPs within Syria. In Iraq, 3.3 million children required humanitarian assistance and protection. In addition to immediate protection assistance, many children required longer-term interventions, including mental health and psychosocial services as well as family tracing and reunification. UNHCR and partners supported advocacy and capacity-building efforts to ensure all interventions prioritised the best interests of the child, whilst improving the quality and accessibility of mental health and psychosocial services for children contending with psychosocial distress. In 2018, more than 92,000 girls and boys across these five countries received specialised child protection services, and over 839,000 children participated in child protection or psychosocial support programmes.

UNHCR maintained a robust legal aid and community engagement programme in the region, to promote access to civil documentation, including birth and marriage certificates. This resulted in the prompt registration of new births in camps, as well

as the documentation of informal marriages; enhancing the protection and enjoyment of rights by women and children alike. Similarly, in Lebanon, the Government issued an exception to a one-year deadline for registering new births by which Syrian children who were already over the age of one, but who had not completed the birth registration process, could obtain a birth certificate, thereby avoiding a lengthy legal procedure. It is anticipated that some 50,000 children may benefit from this initiative. The Government also waived the requirement of legal residency status as a precondition to completing birth registration procedures.

The development and adoption by the League of Arab States (LAS) of the “Arab Declaration on belonging and legal identity” was achieved following years of advocacy by UNHCR and partners to reduce the percentage of undocumented children across the region, and represented a significant commitment to addressing statelessness.

The Declaration calls for all children to be able to enjoy their right to a legal identity, including a name, family relations and a nationality, and reaffirmed the shared commitment of LAS Member States to promote gender equality in their nationality laws. This Declaration follows and reinforces

**92,000** girls and boys received child protection services.

**839,000** children participated in child protection programmes.

the multi-sectoral best practices in the 3RP to ensure all refugee children are registered and documented at birth.

UNHCR positively engaged with communities, maternal health providers, lawyers, the judiciary and other government counterparts in child protection matters,

including advocacy for simplified procedures and waiving fines for late registration. These partnerships fostered a marked reduction in the percentage of Syrian refugee children born in the region each year without any form of identity documents (either a birth certificate or medical birth notification).

Syrian refugee children without identity documents dropped from 35% in 2012 to **1.8%** in 2018.

### The 3RP for the Syria crisis: a humanitarian and development response plan

An integrated humanitarian and development strategy and response plan coordinated by UNDP and UNHCR, the 3RP involves over 270 partners—including UN Agencies, local actors, national and international NGOs, municipalities, academia, charities and foundations—who play a key role in shaping the response.

In 2018, 3RP achievements included: the enrolment of over 1.2 million children aged 5 to 17 years in formal education; support to over 50,000 people to access employment such as training, internships, job placement and language courses; food assistance to over 2.3 million people; the engagement of almost 800,000 individuals in community-led initiatives; and emergency cash assistance to over 450,000 households. 3RP partners also worked with host governments on the issue of work permits, in line with the commitments made during the London and Brussels Syria Conferences.

Notwithstanding a challenging funding environment, donors remained generous, providing some \$3.5 billion (62% of requirements). However, despite the generosity of host countries, communities, and donors, the plight of Syrian refugees continued to worsen. Poverty rates remained high, as did protection challenges. Access to education was limited. Host communities also faced their own challenges, including strained resources, limited services, and high unemployment.



### Addressing and responding to mixed movements

Movements from the Middle East and North Africa continued to diminish with 141,500 people reaching Europe in 2018, representing a decrease of 23.5% when compared with 2017 (185,139). Some 2,277 people lost their lives, or were declared missing while trying to cross the Mediterranean Sea. The Libyan Coast

Guard rescued or intercepted nearly 15,000 refugees and migrants during 120 operations over the year. UNHCR provided protection monitoring, dedicated health posts, water and sanitation facilities, and amenities to shelter refugees and migrants from the elements.

UNHCR and partners were present at disembarkation points throughout north-western Libya, conducting protection

**141,500** people reached Europe in 2018  
**15,000** refugees and migrants were rescued  
**2,277** were declared missing at sea.

monitoring, providing 9,700 non-food items packages and 1,600 medical consultations. Reception and processing arrangements were also in place in Tunisia, where the authorities rescued 290 people at sea.

Enhancing protection at sea in the context of mixed migration flows, UNHCR carried out regular capacity-building activities on international humanitarian law and international refugee law with local authorities, including with the Libyan Coast Guard. Given persistent challenges, UNHCR and IOM worked together with States on a regional mechanism for a sustainable approach to search, rescue and disembarkation based on cooperation and coordination among States.

Elsewhere, despite the worsening humanitarian and security situation in the country, mixed movements continued of refugees and migrants from the Horn of Africa to Yemen. Some 150,000 people reached Yemen in 2018 according to IOM, where UNHCR registered over 5,800 people of concern and counselled more than 2,200 through three return help-desks. Nearly 2,600 Somalis chose to return home in 2018 through UNHCR's assisted spontaneous return programme.

The introduction of restrictive measures across the region to address irregular migration greatly impacted people of

concern to UNHCR. Significant changes were observed in movement patterns, with Spain becoming the primary point for entry by sea in the second half of 2018 (see the *Europe* summary). Access to territory and asylum procedures were made harder, and greater protection responses were needed against forced returns. In a number of countries, asylum-seekers and refugees were refused entry at the border or were caught in collective arrest operations, resulting in their forced deportation to third countries.

### Alternatives to detention

Alternatives to detention and the release of refugees and asylum-seekers was a priority for UNHCR, particularly given the number of people of concern detained under harsh conditions in Libya where more than 15,000 people were transferred to detention facilities following interception by the Libyan Coast Guard. UNHCR and its partners conducted more than 1,370 visits to detention centres, securing the release of over 2,700 refugees and asylum-seekers, mainly for evacuation to third countries. UNHCR provided basic humanitarian assistance, and advocated enhanced access to screening, identification, and registration of refugees both at disembarkation points and in detention centres. Special measures were also developed to advocate against SGBV.

UNHCR secured the release of over **2,700** refugees and asylum-seekers.



### UNHCR flight evacuates 132 refugees from detention in Libya

Over the course of 2018, UNHCR evacuated more than 2,200 vulnerable refugees to Niger from detention centres in Libya.

*“My life starts today, I want to study hard and make a difference in the world.”*

—Abdul Karim, Somali refugee in Libya.



© UNHCR/FAH HAWANA

In December 2018, UNHCR launched the gathering and departure facility in Tripoli, the first programme of its kind, ensuring a safe environment for vulnerable people while solutions such as resettlement, family reunification, or evacuation were established. Managed in cooperation with UNHCR's partner LibAid and the Libyan Ministry of Interior, the facility is one of a range of measures intended to offer a viable alternative to detention.

## Responding with lifesaving support

### Cash-based interventions

UNHCR provided nearly \$408 million in cash assistance—a slight increase compared with 2017 (\$314 million)—to more than 2 million refugees and displaced people across the region. Protection and cash programmes worked in tandem to ensure that vulnerable people were successfully identified, providing individuals with cash for their most basic needs, or with multi-purpose cash assistance.

Cash remained at the forefront of UNHCR's assistance in Yemen, with \$48 million disbursed to over 800,000 IDPs and returnees, and 130,000 refugees. Cash assistance targeted people with specific protection needs and those lacking adequate shelter or winter materials and was provided through phone-based money transfers in cooperation with Al Amal Bank. With the support of the Yemen Shelter/NFI/CCCM Cluster, UNHCR provided cash assistance for winterization to those living in areas facing especially low temperatures. Emergency cases were processed through UNHCR-managed community centres, which allowed for direct payments.

A Lebanese study on the effectiveness of cash assistance in preventing, mitigating and addressing SGBV risks found it to be an efficient tool and especially appropriate for SGBV survivors due to its discreet nature. Examples of positive outcomes included enabling survivors to move away from abusers and to rent for themselves and any children, and to undergo surgery or support a family member during recovery. Findings suggest that factors enabling the success of cash assistance in SGBV programming include functioning complementary services, individual case management plans, counselling on safety and empowerment issues, and effective monitoring mechanisms.

In Iraq, multi-purpose cash assistance was distributed through mobile money transfer mechanisms to some 170,000 vulnerable IDPs, with over 345,000 IDPs receiving winter cash support. In Egypt, approximately 86,000 people were reached monthly with cash programming, as were 10,800 in Libya. In Jordan and Lebanon, some 520,000 of the most vulnerable refugees benefited from multi-purpose allowances monthly. Some 1.16 million benefited from winter-specific cash assistance support. Challenges were faced in Syria, where more than 1.4 million people were identified as being eligible for cash assistance, but only 450,000 were assisted due to funding constraints. Pilot initiatives, including the use of cash assistance to prevent and mitigate child protection risks such as child labour and child marriage.

UNHCR provided **\$408** million in cash benefitting **2** million people across the region.



### Private donors boost their support in favour of refugees and IDPs

Between 2016 and 2018, private donors in the Middle East and North Africa region contributed \$14.4 million in Zakat contributions. \$11.8 million were received in 2018 alone, \$10 million of which were donated by Qatar Charity, qualifying as the largest private partner in 2018 globally.

Qatar Charity significantly increased its overall contribution compared to 2017, with a total of \$26 million in 2018. Globally, more than 1 million refugees and IDPs have benefitted from this partnership.

UNHCR became the first UN Agency to provide a secure mechanism for people to fulfil Zakat obligations through the Zakat Initiative. Channelled through innovative cash assistance programmes, 100% of contributions go to vulnerable refugees and IDPs. The initiative is subject to rigorous governance, and has been recognized by five respected scholars and institutions.



© UNHCR/Clare Thomas

### Sexual and gender-based violence

Preventing and responding to SGBV was a priority within the 3RP context. UNHCR strengthened the mainstreaming of SGBV prevention and response across all areas of programming through the development of national action plans in 3RP operations. Additional funding was secured from the “Safe from the start” initiative for three projects in 3RP operations: women’s leadership, empowerment, access and protection in Egypt; mitigating SGBV risks with the help of a mobile app in Jordan; and combatting SGBV through cash and livelihoods assistance in Turkey.

UNHCR implemented referral systems for SGBV survivors in operations such as Libya, Morocco and Yemen, ensuring access to medical care, social/psychological counselling, and legal assistance.

UNHCR also conducted trainings and capacity-building exercises for partners, local authorities and members of civil society in addressing protection and assistance gaps. Prevention interventions were as well ensured through community-based activities, building links between service providers and increasing engagement among refugee communities. Protection and prevention efforts included men and boys, who were engaged as agents of positive change to address unequal power dynamics, also serving as sensitization function informing about access to services in situations where they became survivors of SGBV.

**127,000** survivors and people at risk of SGBV benefitted from multi-sectoral services in 2018.



### Yazidi doctor brings former ISIS captives’ souls back to life

Having treated more than a thousand Yazidi women who escaped captivity, this gynaecologist dedicates herself to helping them rebuild their shattered lives.

“Medically, most of them suffered from pain. Many had sexually transmitted infections as a result of numerous rapes. But psychologically, the state of survivors was extremely bad.”

—Naghm Nawzat Hasan, Yazidi gynaecologist.



© UNHCR/Clare Thomas



## Building better futures

### Resettlement

There were 37,560 refugees submitted for resettlement from the region (21,542) and Turkey. Some 27,400 were actually resettled, of which 18,420 in the region itself. The largest number of referred refugees was from Syria (nearly 28,200), with almost 2,800 from Iraq. Reductions in resettlement quota allocations within the region and Turkey were noted, with a decrease of 6,500 people from the 2017 resettlement submission figures. In 2018, approximately 37% of submissions were for legal and physical protection needs, 31% were for survivors of violence and torture, 16% were for children and adolescents at risk, and 13% for women and girls at risk. An overall 54% of all resettlement submissions were for children.

UNHCR encouraged States to develop new resettlement programmes or to expand existing ones to improve burden- and responsibility-sharing with host countries, in line with the Comprehensive Refugee Response Framework commitments. In particular, the Office engaged with new resettlement States to try to increase the

number of resettlement places and complementary pathways to admission available to refugees. In addition, UNHCR worked with the United Kingdom of Great Britain and Northern Ireland as chair of the Syrian Resettlement Core Group, and with France as chair of the Central Mediterranean Core Group to share good practices, demonstrating the strategic impact of resettlement and identifying durable solutions, including the evacuation and resettlement of refugees from Libya.

**54%** of all resettlement submissions in 2018 were for children.



© UNHCR/Amr Salem/Samir Husein



### Promote enabling conditions for voluntary repatriation

Where circumstances allowed, UNHCR worked with its partners to facilitate the return of people displaced across the region. Entering its second year in Yemen, the assisted spontaneous return programme has helped more than 3,400 Somalis return home since October 2017. The programme provides information and counselling through three local UNHCR

help desks across southern Yemen. An estimated 5,000 are expected to return to Berbera in north-west Somalia in the coming year, with UNHCR exploring similar programmes for refugees of other nationalities wishing to return home.

Whilst neither promoting nor facilitating the return of Syrian refugees in 2018, UNHCR supported those taking the decision to voluntarily return, upon departure in host countries as well as inside Syria. UNHCR and partners worked with the Government and other stakeholders in Syria to address the issues that refugees said inhibited their return, including through legislation, protection advocacy, and strengthening existing programmes. UNHCR also worked with host governments in countries neighbouring Syria to strengthen their capacity to help with refugee returns. Examples included helping refugees' access documentation, addressing the specific needs of particularly vulnerable individuals, identifying and finding solutions for unaccompanied and separated children, and counselling refugees on the implications of returning.

## Education

UNHCR partnered with other UN Agencies and regional entities to advocate expanded opportunities and foster education solutions for refugee children and youth. Within the framework of the 3RP and “No lost generation” (a regional partnership focused on education and protection), UNHCR and partners promoted access for refugees to national education systems and advocated with governments for increased access to post-basic and higher education.

Hosting countries around the region made an important commitment in keeping their schools open to Syrian refugee children. This had a particular impact on primary-aged children, many of whom were born outside of Syria. Due to population growth, school-age refugees increased from 1.81 million in December 2017 to 1.92 million in December 2018. Enrolment in formal education increased by some 200,000 during the same period, while the number of children enrolled in regulated non-formal education fell by

School-age refugees increased from 1.81 million in 2017 to **1.92 million** in 2018.

40,000. As a result, over 675,600 (36%) of Syrian refugee children received no form of regulated education.

More than 11,600 students are estimated to have received scholarships in 2018, reflecting UNHCR's strong engagement with partners to ensure the availability of tertiary education. Refugee university enrolment reached 5% across Iraq, Jordan, Lebanon and Turkey, signifying an improvement in the global average for refugees. Some 154 refugees from Jordan and Lebanon benefitted from third country scholarships outside the region (see chapter on *Building better futures*).

A wide range of protection and socioeconomic challenges, such as child labour, child marriage, and recruitment by

armed forces contributed to negative coping mechanisms and hindered access to education in 2018. The Syria crisis continued to impose pressure on host-community children and youth in the five main host countries, especially in those where academic resources were exceedingly stretched.

The absorption capacity (for example, the infrastructure, available teachers, and learning materials) of national education systems that have expanded through the addition of second-shift classes is reaching its limits, and concerns about the quality of education are mounting as a result of increased pupil/teacher ratios.

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### Goodwill Ambassadors meet with Syrian refugees in Jordan and Yemeni refugees in Djibouti

UNHCR Goodwill Ambassadors Atom Araullo and Emi Mahmoud visited Jordan to strengthen the public attention on the Syria refugee crisis. Regional supporters such as Kinda Alloush, Lojain Omran and Saba Mubarak generated almost 1 million video views for the Ramadan #HandInHand project.

Jung Woo-sung advocated powerfully for Yemeni refugees via field trips to Djibouti and Malaysia, resulting in two exclusive interviews from the field and an op-ed piece in the *Kyunghyang Sinmun* newspaper.

Watch more on Atom Araullo in Jordan here and Jung Woo-sung's visit to Yemeni refugees and his work as UNHCR National Goodwill Ambassador since June 2015 here.

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## FINANCIAL INFORMATION

### Consequences of underfunding

All situations, including the ones for Iraq, Syria and Yemen, were underfunded, with difficult decisions made about the priorities given the resources available. In addition, much of the funding to the region was earmarked (reducing its flexibility); came with rigid reporting requirements; and arrived in the second half of the year, leaving less time for implementation.

UNHCR’s appeal for the Syria situation was only 49% funded against a requirement of just under \$2 billion, while the Iraq situation saw only 38% funding against its required \$559.8 million, causing significant hardship for thousands of vulnerable Syrian and Iraqi IDPs and refugees. More than 1.1 million Syrian IDPs went without winterization assistance, 635,000 people did not receive emergency core relief items in Iraq and Syria, and approximately 42,000 Syrian refugees did not have access to health care support, particularly in Jordan and Lebanon. Due to lack of funding, cash assistance could not be dispersed to nearly 522,000 vulnerable Syrians in Jordan and Lebanon, where the majority of families were already below the poverty line.

In Yemen, funds were insufficient to meet the needs of even the most vulnerable.

The situation suffered from a lack of resources to support cash assistance programmes that were desperately needed given the heightened cost of living and the fact that many had exhausted all personal means living in situations of protracted displacement. For many people cash assistance was the only lifeline. UNHCR also lacked resources for crucial rehabilitation plans in Basateen and Kharaz camps, including vital water and sanitation networks and critical solarisation projects.

Elsewhere across the region, critical underfunding in Algeria led to unmet needs in the health, education, and livelihoods sectors of the Tindouf camps, where some 30% of essential drugs were not provided and nearly 50% of medical staff received no incentives. Financial constraints led to decreased capacity to meet the needs of children at risk in Egypt, including unidentified and separated children. In Mauritania, funds were insufficient to respond to the shelter needs of new arrivals from Mali, leaving thousands of households with inadequate shelter. Lack of funds also hindered UNHCR’s ability to effectively support the most vulnerable refugees in urban contexts, including accommodation, education, and psychosocial support. With increased mixed movements across the region, the lack of funding translated into specific protection gaps not being addressed, both for people in transit and those seeking asylum in the region and beyond.

### Budget

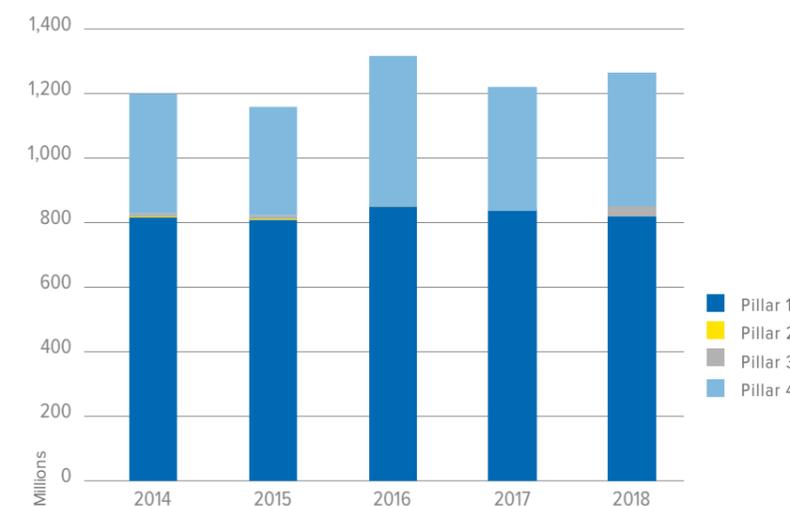
- ExCom original budget: **\$2.168 billion**.
- Final budget: **\$2.481 billion**.
- Budget increase: **\$313.6 million / +14%** due mainly to the Syria and the Central Mediterranean route situations.

### Expenditure

SOURCE OF EXPENDITURE		USD   thousands	As % of expenditure within the region	As % of global expenditure by source of funding
Carry-over from prior years	Earmarked	56,799	5%	34%
	Unearmarked	34,274	3%	17%
Voluntary contributions	Earmarked	1,020,405	81%	41%
	Softly earmarked	115,994	9%	20%
	Unearmarked	11,218	1%	3%
	In-kind	1,460	Less than 1%	4%
Programme support costs		1,896	Less than 1%	1%
Other income		13,005	1%	7%
<b>TOTAL</b>		<b>1,255,051</b>	<b>100%</b>	<b>30%</b>

- Expenditure represented **30%** of UNHCR global expenditure.
- Highest amount of expenditure funded from earmarked voluntary contributions, at **81%**.
- Voluntary contributions to the region increased slightly by **\$18.9 million / + 2%** compared to 2017.

### EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA 2014-2018 | USD



## BUDGET AND EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>MIDDLE EAST</b>							
Iraq	Budget	135,891,731	307,821	-	423,626,565	559,826,117	
	Expenditure	72,248,201	236,963	-	141,441,697	213,926,861	
Israel	Budget	3,957,076	-	-	-	3,957,076	
	Expenditure	2,776,011	-	-	-	2,776,011	
Jordan	Budget	274,896,607	-	-	-	274,896,607	
	Expenditure	224,593,201	-	-	-	224,593,201	
Lebanon	Budget	462,444,318	590,906	-	-	463,035,224	
	Expenditure	313,241,213	473,281	-	-	313,714,493	
Saudi Arabia	Budget	5,895,669	216,077	-	-	6,111,745	
	Expenditure	5,097,503	146,147	-	-	5,243,649	
Syrian Arab Republic	Budget	47,246,066	198,641	259,200,000	305,544,293	612,189,000	
	Expenditure	14,802,304	7,887	29,369,636	142,518,063	186,697,890	
Syrian Regional Refugee Coordination Office	Budget	29,027,926	-	-	30,000,000	59,027,926	
	Expenditure	26,528,865	-	-	14,195,647	40,724,512	
United Arab Emirates	Budget	4,808,914	-	-	-	4,808,914	
	Expenditure	3,292,456	-	-	-	3,292,456	
Yemen	Budget	95,145,669	-	-	103,597,968	198,743,637	
	Expenditure	33,770,397	-	-	101,563,498	135,333,896	
Sub-regional activities <sup>1</sup>	Budget	54,349,725	-	-	-	54,349,725	
	Expenditure	310,548	-	-	-	310,548	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>1,113,663,700</b>	<b>1,313,445</b>	<b>259,200,000</b>	<b>862,768,826</b>	<b>2,236,945,971</b>	<b>90%</b>
	<b>Expenditure</b>	<b>696,660,699</b>	<b>864,277</b>	<b>29,369,636</b>	<b>399,718,905</b>	<b>1,126,613,517</b>	<b>90%</b>

## BUDGET AND EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	% OF REGIONAL TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		
<b>NORTH AFRICA</b>							
Algeria	Budget	36,363,088	-	-	-	36,363,088	
	Expenditure	14,167,520	-	-	-	14,167,520	
Egypt	Budget	74,468,653	-	-	-	74,468,653	
	Expenditure	42,821,421	-	-	-	42,821,421	
Libya	Budget	74,341,433	-	-	10,658,565	84,999,998	
	Expenditure	34,227,951	-	-	10,010,351	44,238,302	
Mauritania	Budget	20,264,194	-	-	-	20,264,194	
	Expenditure	13,860,248	-	-	-	13,860,248	
Morocco	Budget	7,989,546	-	-	-	7,989,546	
	Expenditure	6,164,710	-	-	-	6,164,710	
Tunisia	Budget	5,694,843	-	-	-	5,694,843	
	Expenditure	4,032,898	-	-	-	4,032,898	
Western Sahara: Confidence Building Measures	Budget	8,478,237	-	-	-	8,478,237	
	Expenditure	2,389,203	-	-	-	2,389,203	
Sub-regional Activities <sup>2</sup>	Budget	6,562,525	-	-	-	6,562,525	
	Expenditure	764,182	-	-	-	764,182	
<b>SUBTOTAL</b>	<b>Budget</b>	<b>234,162,521</b>	<b>-</b>	<b>-</b>	<b>10,658,565</b>	<b>244,821,086</b>	<b>10%</b>
	<b>Expenditure</b>	<b>118,428,132</b>	<b>-</b>	<b>-</b>	<b>10,010,351</b>	<b>128,438,483</b>	<b>10%</b>
<b>TOTAL</b>	<b>Budget</b>	<b>1,347,826,221</b>	<b>1,313,445</b>	<b>259,200,000</b>	<b>873,427,391</b>	<b>2,481,767,057</b>	<b>100%</b>
	<b>Expenditure</b>	<b>815,088,831</b>	<b>864,277</b>	<b>29,369,636</b>	<b>409,729,256</b>	<b>1,255,052,000</b>	<b>100%</b>

<sup>1</sup> Regional activities in the Middle East<sup>2</sup> Regional activities in North Africa

## 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	260,926,452		74,300,000	186,850,000	522,076,452
Germany	160,695,254		20,255,682	64,349,044	245,299,980
European Union	48,242,497		9,324,009	5,293,717	62,860,223
Saudi Arabia	11,120,210		32,992,119		44,112,329
Japan	13,893,020		25,667,068	1,981,708	41,541,796
Canada	24,905,660		7,473,842	5,870,696	38,250,198
Norway	16,930,002		6,376,738	7,671,572	30,978,311
United Arab Emirates	7,425,000		23,336,120	100,000	30,861,120
Italy	16,462,685		3,744,701		20,207,386
Kuwait	7,390,000		7,000,000	5,089,490	19,479,490
Country-based pooled funds	2,403,501		14,572,971		16,976,473
Netherlands	13,536,353		2,000,000		15,536,353
Private donors in Qatar	10,005,097		3,403,210	548,597	13,956,904
Sweden	4,441,624		3,172,589	4,949,239	12,563,452
United Kingdom of Great Britain and Northern Ireland	5,592,557		4,669,493		10,262,050
Private donors in Germany	117,925			8,609,784	8,727,708
Finland	4,320,988		1,234,568	3,086,420	8,641,975
France	6,352,265		250,000	2,002,584	8,604,849
Australia	8,303,035				8,303,035
Denmark	2,350,663			5,675,369	8,026,032
Switzerland	2,156,390		2,032,520	2,032,520	6,221,431
Qatar			3,000,000	3,000,000	6,000,000
Central Emergency Response Fund			5,970,599		5,970,599
Private donors in the United States of America	1,297,950		600,010	3,922,675	5,820,635
Belgium	5,515,247		284,414		5,799,661
Private donors in the Netherlands	2,734,500		1,179,655	148,915	4,063,069
Spain	3,477,330		452,243		3,929,574
Republic of Korea	1,250,000			2,200,000	3,450,000
Private donors worldwide	1,320,816		756	1,498,062	2,819,635
Austria	1,321,706			1,165,501	2,487,207
Private donors in the Republic of Korea				2,169,764	2,169,764
Czechia	1,895,735			226,552	2,122,286
Luxembourg	568,828			1,307,531	1,876,360
Private donors in Switzerland	12,394			1,564,978	1,577,372
Private donors in the United Arab Emirates	554,771		120,375	843,832	1,518,979
Private donors in Australia	316,598			873,891	1,190,488
China	1,164,667				1,164,667
Private donors in Sweden				1,064,218	1,064,218
Ireland	857,143				857,143
Russian Federation	300,000		500,000		800,000
Private donors in Kuwait	603,771			38,060	641,830
Private donors in the United Kingdom of Great Britain and Northern Ireland	6,684		7,052	574,824	588,561
Private donors in Lebanon	420,407			149,773	570,180
Private donors in Canada	46,548			506,754	553,302
OPEC Fund for International Development		500,000			500,000
Private donors in Italy	344,922		907	123,586	469,415

## 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 Japan	425,063			11,685	436,748
Private donors in Indonesia	400,000				400,000
Poland	372,823				372,823
Monaco	363,948				363,948
Slovakia			236,967	113,766	350,732
UNICEF	224,000		96,862		320,862
Iceland				274,390	274,390
Liechtenstein			101,523	101,523	203,046
Private donors in Spain	16,409			165,582	181,991
Private donors in Saudi Arabia	33,550			86,603	120,153
Bulgaria			92,025		92,025
Estonia	89,606				89,606
Private donors in Brazil	76,947		3,159		80,106
Private donors in China	7,009			58,665	65,674
Romania				60,386	60,386
Private donors in Singapore	3,750		15,671	34,659	54,079
UNAIDS				50,000	50,000
Slovenia				47,790	47,790
Lithuania				47,574	47,574
Malta	46,784				46,784
Private donors in Oman	15,896			28,119	44,015
Private donors in France				40,750	40,750
Cyprus	34,130				34,130
Private donors in the Philippines				33,371	33,371
Morocco				25,598	25,598
Private donors in Egypt	7,202			11,530	18,733
Private donors in Thailand				18,420	18,420
Private donors in India	626			8,577	9,203
Private donors in Ireland				5,764	5,764
Holy See	5,000				5,000
Private donors in Jordan				3,951	3,951
Private donors in Kenya				3,741	3,741
Private donors in Ghana				2,937	2,937
Private donors in Austria				1,394	1,394
Private donors in Turkey				33	33
Private donors in Denmark				18	18
<b>TOTAL*</b>	<b>653,703,936</b>	<b>500,000</b>	<b>254,467,847</b>	<b>326,726,482</b>	<b>1,235,398,265</b>

Notes:

<sup>1</sup> Contributions include 7% programme support costs.<sup>2</sup> Includes a total of \$14.9 million acknowledged in 2017 for activities with implementation in 2018 and excludes \$31.8 million acknowledged in 2018 for activities with implementation in 2019 and beyond.<sup>3</sup> Includes contributions earmarked at a situation overall level to Iraq situation response, Syria situation response and Yemen situation.

# Operational support and management



## HEADQUARTERS

UNHCR's Headquarters staff in Geneva, Budapest, Copenhagen and other regional capitals ensured the Office carried out its mandate in an effective, coherent and transparent manner. Over the year, Headquarters' divisions and bureaux provided leadership and support to field operations through executive direction, organizational policy and evaluation, external relations, information technology and administration.

## GLOBAL PROGRAMMES

Managed by divisions at Headquarters, global programmes support field operations through policy development and technical support in priority areas. They are designed to be implemented at the field level, but are budgeted for and managed at Headquarters.

With a strong protection and solutions orientation, the programmes strengthen delivery and ensure equity, access and community empowerment through the utilization of the age, gender and diversity approach. The technical interventions range from lifesaving responses and measures to mitigate sexual and gender-based violence to strengthening the attainment of durable solutions for refugees and other people of concern in both urban and camp settings. The programmes encourage linkages between humanitarian interventions and development efforts to support both refugees and host communities, in line with the SDGs and the Comprehensive Refugee Response Framework.

Tables and charts showing budget, expenditure and voluntary contributions in 2018 for global programmes and Headquarters are presented on the following pages.

*A detailed description of Headquarters functions and activities can be found on the Global Focus website, and the roles and results achieved by global programmes are contextualised throughout this Global Report in the regional summaries and thematic chapters.*



*Internally displaced Syrians in rural Aleppo collect vital aid supplies.*

### BUDGET AND EXPENDITURE FOR GLOBAL PROGRAMMES | USD

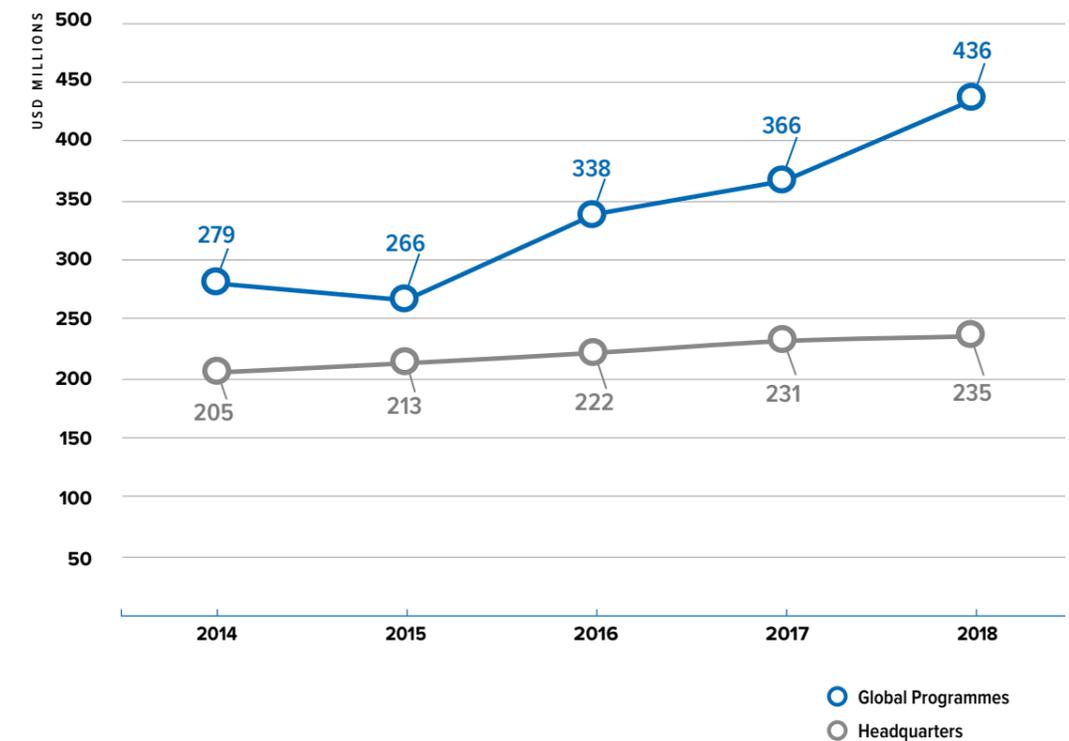
ACTIVITIES	PILLAR 1 - REFUGEE PROGRAMME	
	Budget	Expenditure
<b>OPERATIONAL ACTIVITIES</b>		
Cash-based interventions	840,188	831,831
Durable solutions	3,023,903	1,587,895
Education-related projects	21,828,324	21,614,038
Emergency-related projects (including stockpiles)	43,653,443	40,057,334
Environment-related projects	266,946	241,777
Global Clusters	3,754,847	3,444,141
Health-related projects (including HIV/AIDS, anaemia, water and sanitation)	5,452,867	3,269,822
Innovation project	2,782,785	2,594,591
Protection-related projects	7,201,544	5,005,303
Private sector fundraising	118,578,042	116,006,910
Public information and media projects	10,139,422	8,971,296
Refugee women, children and adolescents	2,000,600	1,344,967
Registration, data and knowledge management	7,282,173	7,009,440
Research, evaluation and documentation	4,500,000	1,924,009
Resettlement	13,328,068	11,217,897
Shelter-related projects	22,131,028	21,680,992
Training-related projects	1,534,763	1,406,534
Miscellaneous	844,549	790,342
<b>SUBTOTAL</b>	<b>269,143,493</b>	<b>248,999,120</b>
<b>PROGRAMME SUPPORT ACTIVITIES</b>		
<b>EXECUTIVE DIRECTION AND MANAGEMENT</b>		
Innovation project	1,601,170	1,272,832
Inspector General's Office field activities	1,752,947	1,591,643
Legal Affairs Section field activities	517,662	512,525
Risk Management 2.0	1,656,834	552,126
<b>DIVISION OF EXTERNAL RELATIONS</b>		
Division of External Relations Service	8,549,575	7,978,208
Private sector fundraising - investment funds and activities	14,229,197	12,902,166
<b>DIVISION OF INTERNATIONAL PROTECTION</b>		
Division of International Protection	6,474,265	4,780,088
<b>DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS</b>		
Division of Information Systems and Telecommunications	33,079,261	32,745,010
<b>DIVISION OF RESILIENCE AND SOLUTIONS</b>		
Division of Resilience and Solutions	13,067,008	12,304,701
<b>DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT</b>		
Division of Programme Support and Management	11,654,835	11,036,417
<b>DIVISION OF EMERGENCY, SECURITY AND SUPPLY</b>		
Emergency Capacity Management Section	4,879,294	4,804,981
Field Safety Section and field security support	12,993,830	12,742,423
Supply Management - field strengthening and support	22,113,938	21,627,233
<b>DIVISION OF HUMAN RESOURCES</b>		
Special staff costs	28,212,722	26,893,048
Training of UNHCR staff	7,884,858	7,696,857
<b>DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT</b>		
Audit IPMS	5,000,000	4,960,870



### BUDGET AND EXPENDITURE FOR GLOBAL PROGRAMMES | USD

ACTIVITIES	PILLAR 1 - REFUGEE PROGRAMME	
	Budget	Expenditure
<b>BUDAPEST GLOBAL SERVICE CENTER</b>		
Division of Emergency, Security and Supply	2,003,075	1,981,111
<b>COPENHAGEN GLOBAL SERVICE CENTER</b>		
Division of International Protection	700,261	679,043
Division of Resilience and Solutions	1,043,589	1,031,647
Division of Programme Support and Management	9,262,804	9,084,066
Division of Information Systems and Telecommunications	1,590,034	1,573,676
Division of External Relations	8,107,835	7,819,764
<b>SUBTOTAL</b>	<b>196,374,994</b>	<b>186,570,435</b>
<b>TOTAL</b>	<b>465,518,487</b>	<b>435,569,556</b>

### EXPENDITURE FOR GLOBAL PROGRAMMES AND HEADQUARTERS | 2014-2018



## BUDGET AND EXPENDITURE FOR HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	PILLAR 1 - REFUGEE PROGRAMME	
	Budget <sup>1</sup>	Expenditure <sup>1</sup>
<b>EXECUTIVE DIRECTION AND MANAGEMENT</b>		
Executive Office	5,996,619	5,889,131
Liaison Office New York	4,330,211	4,250,156
Inspector General's Office	11,959,604	11,762,732
Legal Affairs Section	4,055,105	4,035,597
Office of the Ombudsman	703,006	698,935
Ethics Office	2,564,364	2,516,964
Enterprise Risk Management	1,110,578	865,654
Evaluation Service	2,072,307	1,907,897
Organizational Development and Management Service	1,129,200	1,054,570
Office of the Director for Change Management	2,414,709	2,377,549
Governance Service	2,542,451	2,500,716
<b>SUBTOTAL</b>	<b>38,878,154</b>	<b>37,859,902</b>
<b>DIVISION OF EXTERNAL RELATIONS</b>		
Office of the Director	2,410,613	2,380,036
Donor Relations and Resource Mobilization Service	7,092,643	7,030,804
Private Sector Partnership Service	1,287,813	1,212,481
Global Communications Service	4,898,453	4,802,267
Records and Archives Section	1,875,930	1,864,940
Partnership and Coordination Service	2,096,076	2,080,342
Digital Engagement	401,123	395,989
Public Outreach and Campaigns	1,227,171	1,217,243
Joint UN Activity Contributions	1,239,394	1,239,394
<b>SUBTOTAL</b>	<b>22,529,217</b>	<b>22,223,496</b>
<b>DIVISION OF INTERNATIONAL PROTECTION</b>		
Office of the Director	3,236,066	3,156,995
Specialized sections	13,728,888	13,063,030
<b>SUBTOTAL</b>	<b>16,964,954</b>	<b>16,220,025</b>
<b>DIVISION OF RESILIENCE AND SOLUTIONS</b>		
Office of the Director	275,427	269,956
Specialized sections	891,658	847,721
<b>SUBTOTAL</b>	<b>1,167,085</b>	<b>1,117,678</b>
<b>DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT</b>		
Office of the Director	2,780,540	2,720,448
Specialized sections	5,053,481	4,917,525
<b>SUBTOTAL</b>	<b>7,834,022</b>	<b>7,637,974</b>
<b>DIVISION OF EMERGENCY, SECURITY AND SUPPLY</b>		
Office of the Director	1,930,325	1,910,125
<b>SUBTOTAL</b>	<b>1,930,325</b>	<b>1,910,125</b>

## BUDGET AND EXPENDITURE FOR HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	PILLAR 1 - REFUGEE PROGRAMME	
	Budget <sup>1</sup>	Expenditure <sup>1</sup>
<b>REGIONAL BUREAUX</b>		
Office of the Director for Africa	12,696,552	12,485,778
Office of the Director for the Middle East and North Africa	7,612,819	7,339,033
Special Envoy for the Central Mediterranean situation	1,588,973	1,052,554
Office of the Director for Asia and the Pacific	6,247,534	5,943,715
Emergency Response for Europe	3,568,004	3,269,597
Office of the Director for Europe (includes office in Brussels)	4,209,465	3,898,470
Office of the Director for the Americas	4,037,385	3,997,879
<b>SUBTOTAL</b>	<b>39,960,732</b>	<b>37,987,025</b>
<b>DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS</b>		
Office of the Director and ICT fixed costs	5,949,656	5,906,921
Infrastructure and Telecommunications Service	19,244,246	19,231,286
<b>SUBTOTAL</b>	<b>25,193,902</b>	<b>25,138,208</b>
<b>DIVISION OF HUMAN RESOURCES</b>		
Office of the Director	3,661,754	3,651,063
Specialized sections	10,624,502	10,562,355
<b>SUBTOTAL</b>	<b>14,286,256</b>	<b>14,213,417</b>
<b>DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT</b>		
Office of the Controller and Director	5,830,933	5,829,832
Specialized sections and services	5,904,181	5,893,686
Audit	789,052	789,052
UN Finance Division	1,150,000	1,149,900
Headquarters running costs (including security and safety at Headquarters)	17,476,313	17,474,949
<b>SUBTOTAL</b>	<b>31,150,479</b>	<b>31,137,418</b>
<b>GLOBAL SERVICE CENTRE (BUDAPEST)</b>		
Management Unit	4,189,993	4,169,548
Ombudsman Office	114,467	113,160
Division of Financial and Administrative Management	3,477,247	3,430,810
Division of Human Resources	17,019,284	16,775,335
Division of Information Systems and Telecommunications	2,823,081	2,794,206
Division of Emergency, Security and Supply	6,471,037	6,405,892
<b>SUBTOTAL</b>	<b>34,095,109</b>	<b>33,688,951</b>
<b>GLOBAL SERVICE CENTRE (COPENHAGEN)</b>		
Management Unit	5,045,050	5,013,994
<b>SUBTOTAL</b>	<b>5,045,050</b>	<b>5,013,994</b>
Staff Council	936,902	927,705
<b>TOTAL</b>	<b>239,972,187</b>	<b>235,075,917</b>

<sup>1</sup> Includes allocations from the UN Regular Budget as follows: \$42,997,200 (budget) and \$42,954,251 (expenditure).

**VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD**

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1		
		Refugee programme	ALL PILLARS	TOTAL
<b>DIVISION OF EMERGENCY, SECURITY AND SUPPLY</b>				
Global fleet management	UPS Corporate	94,000		<b>94,000</b>
UNHCR e-Centre	Japan	119,900	282,512	<b>402,412</b>
Deployment of standby experts	Ireland	136,000		<b>136,000</b>
Deployment of standby experts	Sweden	827,000		<b>827,000</b>
Deployment of standby experts	Switzerland	2,199,000		<b>2,199,000</b>
Deployment of standby experts	United Kingdom of Great Britain and Northern Ireland	505,000		<b>505,000</b>
Deployment of standby experts	Norwegian Refugee Council	2,263,000		<b>2,263,000</b>
Deployment of standby experts	RedR	597,000		<b>597,000</b>
Deployment of standby experts	Danish Refugee Council	1,012,500		<b>1,012,500</b>
Deployment of standby experts	iMMAP	89,500		<b>89,500</b>
Safe from the Start project	United States of America	199,020		<b>199,020</b>
Mosquito nets	United Nations Foundation	393,388		<b>393,388</b>
Mosquito nets	UN Fund for International Partnerships	30,679		<b>30,679</b>
Emergency preparedness and response	Luxembourg	313,808		<b>313,808</b>
Emergency preparedness and response	United Arab Emirates	2,349,226		<b>2,349,226</b>
Safe Road Use workshop	UPS Corporate	50,000		<b>50,000</b>
	<b>SUBTOTAL</b>	<b>11,179,020</b>	<b>282,512</b>	<b>11,461,532</b>
<b>DIVISION OF EXTERNAL RELATIONS</b>				
Private Sector Partnerships	China		103,238	<b>103,238</b>
Private Sector Partnerships	Fast Retailing (UNIQLO)		24,610	<b>24,610</b>
Private Sector Partnerships	IKEA Foundation	15,600		<b>15,600</b>
Private Sector Partnerships	Dutch Postcode Lottery	299,893		<b>299,893</b>
Deployment of standby experts	Norwegian Refugee Council	180,000		<b>180,000</b>
High-Level Meeting on Statelessness and Related Activities	Germany	19,635		<b>19,635</b>
Nansen Refugee Award	Norway	100,000		<b>100,000</b>
Nansen Refugee Award	Switzerland	225,077		<b>225,077</b>
Nansen Refugee Award	IKEA Foundation	100,000		<b>100,000</b>
This is a Woman's World, photo exhibition	European Union	17,773		<b>17,773</b>
Monitoring and visibility	European Union	25,019		<b>25,019</b>
Urban Outreach: Telling the Real Story project	European Union	1,152,624		<b>1,152,624</b>
Urban Outreach: Telling the Real Story project	Norway	242,984		<b>242,984</b>
	<b>SUBTOTAL</b>	<b>2,378,604</b>	<b>127,848</b>	<b>2,506,453</b>
<b>DIVISION OF HUMAN RESOURCES</b>				
Global Protection Cluster	United States of America	323,825		<b>323,825</b>
Prevention of detention of children	European Union	70,648	50,597	<b>121,245</b>
Renewable energy	Norway	303,730		<b>303,730</b>
	<b>SUBTOTAL</b>	<b>698,203</b>	<b>50,597</b>	<b>748,799</b>
<b>DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS</b>				
Satellite equipment	UltiSat Inc.	29,531		<b>29,531</b>
	<b>SUBTOTAL</b>	<b>29,531</b>		<b>29,531</b>



**VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD**

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1		
		Refugee programme	ALL PILLARS	TOTAL
<b>DIVISION OF INTERNATIONAL PROTECTION</b>				
Emerging Resettlement Countries Joint Support Mechanism	IOM	534,503		<b>534,503</b>
Deployment of standby experts	Switzerland	61,000		<b>61,000</b>
Deployment of standby experts	Norwegian Refugee Council	182,500		<b>182,500</b>
Resettlement case law	Allen & Overy LLP	32,342		<b>32,342</b>
Safe from the Start project	United States of America	4,719,316		<b>4,719,316</b>
Global Protection Cluster	European Union	680,434		<b>680,434</b>
Global Protection Cluster	Switzerland	102,987		<b>102,987</b>
Global Protection Cluster	United States of America	646,132		<b>646,132</b>
High-Level Meeting on Statelessness and Related Activities	Germany	20,100		<b>20,100</b>
Prevention of detention of children	European Union	179,384		<b>179,384</b>
Climate change project	Monaco	23,697		<b>23,697</b>
Climate change project	Switzerland	44,940		<b>44,940</b>
Enhancing resettlement activities	Norway	968,495		<b>968,495</b>
Enhancing resettlement activities	United Kingdom of Great Britain and Northern Ireland	595,565		<b>595,565</b>
Protection Advisor	Switzerland	212,993		<b>212,993</b>
	<b>SUBTOTAL</b>	<b>9,004,387</b>		<b>9,004,387</b>
<b>DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT</b>				
HIV/AIDS	UNAIDS	1,380,000		<b>1,380,000</b>
HIV/AIDS	United States of America	154,821		<b>154,821</b>
Shelter and settlement	Switzerland	212,993		<b>212,993</b>
Deployment of standby experts	Switzerland	182,500		<b>182,500</b>
Deployment of standby experts	Norwegian Refugee Council	92,000		<b>92,000</b>
Global Shelter Cluster	European Union	848,699		<b>848,699</b>
Alternatives to camps	European Union	144,020		<b>144,020</b>
Energy and environment	Switzerland	425,985		<b>425,985</b>
Energy and environment	IKEA Foundation	75,323		<b>75,323</b>
Global Protection Cluster	European Union	451,873		<b>451,873</b>
Informing response to support durable solutions for IDPs	United States of America	452,375		<b>452,375</b>
Enhancing resettlement activities	United Kingdom of Great Britain and Northern Ireland	300,670		<b>300,670</b>
Credit guarantee facility	Sweden	125,396		<b>125,396</b>
Identity management	Canada	78,555		<b>78,555</b>
Identity management	United States of America	992,249		<b>992,249</b>
Refugee Housing Units	Poland	897,540		<b>897,540</b>
Saving newborn lives and from waste to water projects	Bill & Melinda Gates Foundation	752,148		<b>752,148</b>
Improving nutritional conditions	La Caixa Banking Foundation	53,829		<b>53,829</b>
Improving nutritional conditions	Laboratorios Vifias	3,621		<b>3,621</b>
	<b>SUBTOTAL</b>	<b>7,624,596</b>		<b>7,624,596</b>





## VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1		
		Refugee programme	ALL PILLARS	TOTAL
<b>DIVISION OF RESILIENCE AND SOLUTIONS</b>				
Albert Einstein German Academic Refugee Initiative (DAFI)	Germany	18,417,862		<b>18,417,862</b>
Albert Einstein German Academic Refugee Initiative (DAFI)	Said Foundation	891,970		<b>891,970</b>
Albert Einstein German Academic Refugee Initiative (DAFI)	The Hands Up Foundation	588,328		<b>588,328</b>
Albert Einstein German Academic Refugee Initiative (DAFI)	Asfari Foundation	304,164		<b>304,164</b>
Albert Einstein German Academic Refugee Initiative (DAFI)	UNO-Fluechtlingshilfe	245,399		<b>245,399</b>
Albert Einstein German Academic Refugee Initiative (DAFI)	USA for UNHCR	35,000		<b>35,000</b>
Albert Einstein German Academic Refugee Initiative (DAFI)	Private donors in the Republic of Korea	22,217		<b>22,217</b>
Albert Einstein German Academic Refugee Initiative (DAFI)	Private donors in the United Kingdom of Great Britain and Northern Ireland	4,237		<b>4,237</b>
Albert Einstein German Academic Refugee Initiative (DAFI)	SAP (UK) Ltd.	50,000		<b>50,000</b>
Albert Einstein German Academic Refugee Initiative (DAFI)	NCSOFT Cultural Foundation	20,361		<b>20,361</b>
Education for All	UNICEF	390,302		<b>390,302</b>
Education for All	Educate A Child (EAC) Programme - Education Above All (EAA) Foundation	1,031,876		<b>1,031,876</b>
Education for All	Google	117,396		<b>117,396</b>
Global Compact on Refugees	European Union	653,664		<b>653,664</b>
Global Compact on Refugees	Germany		380,022	<b>380,022</b>
Global Compact on Refugees	Japan		2,825,125	<b>2,825,125</b>
Innovative solutions	Denmark	2,619,316		<b>2,619,316</b>
Innovative solutions	Luxembourg	645,991		<b>645,991</b>
Innovative solutions	Sweden	85,182		<b>85,182</b>
Comprehensive Refugee Response Framework	Netherlands		290,224	<b>290,224</b>
	<b>SUBTOTAL</b>	<b>26,123,266</b>	<b>3,495,371</b>	<b>29,618,637</b>
<b>EXECUTIVE DIRECTION AND MANAGEMENT</b>				
Executive Office	Japan		3,376	<b>3,376</b>
Instant Network Schools programmes	UN Fund for International Partnerships		117,196	<b>117,196</b>
Enhancing refugee education	Vodafone Foundation	87,240		<b>87,240</b>
Education in emergencies	United Kingdom of Great Britain and Northern Ireland	645,809		<b>645,809</b>
Connectivity for refugees	USA for UNHCR	30,225		<b>30,225</b>
	<b>SUBTOTAL</b>	<b>763,274</b>	<b>120,572</b>	<b>883,847</b>
Global operations	United States of America		42,200,000	<b>42,200,000</b>
	<b>SUBTOTAL</b>		<b>42,200,000</b>	<b>42,200,000</b>
<b>TOTAL*</b>		<b>57,800,882</b>	<b>46,276,900</b>	<b>104,077,782</b>

Notes:

<sup>1</sup> Contributions include 7% programme support costs.<sup>2</sup> Includes a total of \$7.1 million acknowledged in 2017 for activities with implementation in 2018 and excludes \$14.2 million acknowledged in 2018 for activities with implementation in 2019 and beyond.

## VOLUNTARY CONTRIBUTIONS TO HEADQUARTERS | USD

DIVISIONS/DEPARTMENTS	DONORS	PILLAR 1		
		Refugee programme	ALL PILLARS	TOTAL
<b>HEADQUARTERS OVERALL</b>				
	United Nations Regular Budget	42,997,200		<b>42,997,200</b>
	<b>SUBTOTAL</b>	<b>42,997,200</b>		<b>42,997,200</b>
<b>EXECUTIVE DIRECTION AND MANAGEMENT</b>				
	Denmark		2,598,459	<b>2,598,459</b>
	Hungary		3,057,612	<b>3,057,612</b>
	<b>SUBTOTAL</b>		<b>5,656,071</b>	<b>5,656,071</b>
<b>DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT</b>				
	Switzerland	3,892,459		<b>3,892,459</b>
	<b>SUBTOTAL</b>	<b>3,892,459</b>		<b>3,892,459</b>
<b>REGIONAL BUREAUX</b>				
	European Union	279,892		<b>279,892</b>
	<b>SUBTOTAL</b>	<b>279,892</b>		<b>279,892</b>
<b>DIVISION OF INTERNATIONAL PROTECTION</b>				
	Germany		104,535	<b>104,535</b>
	United States of America	112,000		<b>112,000</b>
	<b>SUBTOTAL</b>	<b>112,000</b>	<b>104,535</b>	<b>216,535</b>
<b>DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT</b>				
	Norway	182,637		<b>182,637</b>
	<b>SUBTOTAL</b>	<b>182,637</b>		<b>182,637</b>
<b>DIVISION OF HUMAN RESOURCES</b>				
	European Union		9,370	<b>9,370</b>
	<b>SUBTOTAL</b>		<b>9,370</b>	<b>9,370</b>
<b>TOTAL*</b>		<b>47,464,188</b>	<b>5,769,976</b>	<b>53,234,164</b>

\*Notes:

<sup>1</sup> Contributions include 7% programme support costs.<sup>2</sup> Includes a total of \$112,000 acknowledged in 2017 for activities with implementation in 2018 and excludes \$331,875 acknowledged in 2018 for activities with implementation in 2019 and beyond.

# Safeguarding fundamental rights



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*Supporting disembarked refugees in Libya.*

Conflict, violence and persecution continued to drive unprecedented levels of forced displacement with some 74.8 million people of concern to UNHCR affected worldwide—in particular in the regions and countries that neighbour today's conflicts, where the majority of the world's refugees live.

The changing scale and scope of forced displacement generated a spike in global attention, characterized by fluctuating political and public support. There are persistent challenges in connection with complex, irregular movements of refugees

and migrants, including proper identification of protection needs and addressing smuggling and trafficking. In recent years, a growing focus on border control and damaging narratives around people on the move have had a direct and negative impact on refugees. Many host countries have generally maintained access, showing remarkable commitment and generosity towards those in need of international protection. In some instances, however, protection space has shrunk, and serious gaps have emerged in asylum and reception systems.

The Global Compact on Refugees provides a framework for fair and predictable arrangements for burden- and responsibility-sharing. It also addresses the underlying root causes and drivers of displacement, as well as the need to advance as early as possible on solutions to avoid creating situations of protracted displacement. These needs include strengthening the rule of law, promoting good governance systems based on inclusivity, ensuring access to justice, supporting legislative frameworks that

are applied fairly, building effective and accountable institutions, and undertaking reforms in the security sector.

None of this is easy. It requires far-sighted leadership, collaboration and comprehensive approaches, by all involved, to overcome the challenges and seize the opportunities associated with human mobility. This chapter outlines the challenges UNHCR faced, and the key achievements it made, in providing international protection for refugees and other people of concern.

## ENSURING ACCESS TO PROTECTION



UNHCR staff member Rocio Castaneda talks to Venezuelan refugees, asylum-seekers and migrants at the Divine Providence community kitchen in Cúcuta, Colombia.

Throughout 2018, UNHCR engaged with the United Nations human rights machinery to advocate greater respect for the rights of all people of concern, including through individual complaint procedures, treaty-monitoring bodies, Universal Periodic Review, and Special Rapporteurs.

Recommendations from these mechanisms affected a broad range of forced displacement and statelessness issues that touch the human rights framework, such as: reference to accession to the 1951 Convention relating to the Status of Refugees (1951 Convention), the 1954 and 1961 Statelessness Conventions, refugee status determination, sexual and gender-based violence, detention of asylum-seekers, respect for the principle of *non-refoulement*, and universal birth registration.

These achievements at the global level had a direct impact at the national level. Canada, for example, reconsidered its detention policy for children irregularly entering the territory; Chile acceded to the Statelessness Conventions; Cyprus amended its refugee legislation to extend disability assistance schemes to refugees; and Spain granted refugee status to victims of human trafficking in need of international protection.

With the support of UNHCR and partners, 2018 saw positive legislative developments in Afghanistan, which facilitated the sustainable reintegration of refugee returnees and IDPs; in France, where

refugees and beneficiaries of subsidiary protection were issued four-year residence permits; and in Ireland, where asylum-seekers can now access the labour market nine months after having submitted their claim for asylum.

UNHCR issued detailed comments on proposed revisions of several EU asylum instruments; published legal considerations on state responsibilities for people seeking international protection in transit areas or international zones at airports; and examined state practice on refugee law and cross-border movement in the context of conflict and/or situations of violence as well as the adverse effects of climate change. In addition to providing authoritative legal guidelines, UNHCR played an important role, engaging with the judiciary and legal community, and provided tailored advice and comments on legislation and policy where needed.

UNHCR's judicial interventions in 2018 touched upon a vast array of issues including: the detention and the reception of asylum-seekers; the effectiveness of asylum procedures; eligibility for international protection based on persecution related to membership in a particular social group; discretion or concealment of religious faith or gender identity in order to avoid persecution; statelessness; non-penalization of refugees for irregular entry or stay; as well as the cardinal international legal principle of *non-refoulement*.

**140**  
UN Member States have domestic laws or decrees pertaining to refugee protection.

### Building and strengthening fair and efficient asylum procedures

During 2018, as asylum systems the world over were challenged by increasing numbers of arrivals, UNCHR supported States to implement or strengthen fair, efficient and adaptable national asylum processes. Particular assistance was provided to States interested in establishing national asylum systems through, for example, support in drafting legislation, advice on asylum system institution building, as well as assistance in developing the capacity of government staff, all while ensuring that such refugee status determination (RSD) transitions were undertaken in a sustainable manner.

For States with national asylum systems whose capacity needed strengthening, UNHCR supported them in assessing their capacity needs as well as effectively managing their case processing by providing advice and support on differentiated case processing methodologies (including simplified and/or accelerated RSD) and providing refugee law trainings.

UNHCR also supported national asylums systems in defining procedural safeguards, implementing quality assurance mechanisms and initiatives (particularly in Eastern Europe and Central and South America) as well as provided advice on staffing structures, file and data management, and case scheduling procedures.

In situations where a State was not a party to the 1951 Refugee Convention and/or did not have a fair and efficient national asylum procedure in place, UNHCR continued to conduct RSD under its mandate where there was an identified protection benefit in doing so, while seeking to enhance the quality of its procedures as it registered 250,216 applications in 2018.

To assist RSD decision-makers (including State officials and UNHCR staff) in assessing international protection needs, UNHCR issued several country-specific policy guidance documents and engaged with a variety of partners on their implementation.

### AREAS OF INTERVENTION

### KEY ACHIEVEMENTS

## FAVOURABLE PROTECTION ENVIRONMENT

### LAW AND POLICY DEVELOPED OR STRENGTHENED. IN 2018, UNHCR:

#### Advocate the adoption or revision of laws consistent with international standards

Provided technical advice to 53 States or regional legislative entities to enact new or revised legislation and policy guidance incorporating international protection standards.

Intervened in 22 cases, across 12 jurisdictions, providing its interpretation of the relevant principles of international refugee and human rights law.

Commented on:

- 33 country reports to the Universal Periodic Review (UPR) and 117 reports to treaty-monitoring bodies.
- 7 written reports to brief Special Rapporteurs in advance of their country visits.
- Delivered 10 webinars to support UNHCR field operations' engagement with human rights mechanisms.

#### Develop, publish and disseminate guidance on international refugee protection

Issued legal guidance on State responsibilities for people seeking international protection in transit areas or international zones at airports.

## FAIR PROTECTION PROCESS AND DOCUMENTATION

### ACCESS TO, AND QUALITY OF, STATUS DETERMINATION PROCEDURES IMPROVED. IN 2018, UNHCR:

#### Further develop and oversee the implementation of policies, guidance, standards and procedures relating to RSD

Undertook a comprehensive review of procedural standards for RSD under UNHCR's mandate to reflect the latest developments in UNHCR's policies, guidance and practice.

Conducted a pilot project on staff welfare in individual case processing with key outcomes identified.

Maintained engagement with civil society (legal aid providers and NGOs) to promote collaboration and understanding of UNHCR policies, procedures and processes.

Built capacity of UNHCR staff and partners to support national asylum systems, including through technical missions and the development of policy guidance.

Engaged with governments and other stakeholders on RSD eligibility standards and procedures, including in the areas of exclusion, cancellation, extradition and matters relating to the civilian and humanitarian character of asylum.

#### Strengthen the capacity of UNHCR RSD staff and operations, including through deployments

Launched the "Introduction to RSD e-learning" programme, available to UNHCR staff and external partners, and conducted RSD-specific trainings.

Rolled out the interview learning programme for 5 cohorts at country (2) and regional (3) level, benefiting 113 UNHCR, partner and government staff involved in interviewing in RSD and resettlement processing.

Deployed 6 RSD experts to operations and 2 remote reviewing experts to increase quality and consistency in 8 UNHCR mandate RSD operations.

#### Provide access to decision-makers on asylum claims with up-to-date country of origin information and country-specific policy guidance

Published country-specific policy guidance on Afghanistan, Guatemala, Libya, Nicaragua, and the Bolivarian Republic of Venezuela, as well as other legal and policy documents.

Provided, with partners, 15 country of origin information products for use in asylum procedures.

Finalized the first phase of the redesign of Refworld, the online RSD decision-making support platform.

### Alternatives to detention

While many countries continue to routinely use immigration detention as a deterrent, sometimes using it in an indiscriminate manner and for long periods in often unsuitable conditions, UNHCR and its partners maintained their advocacy for alternatives to detention. Distinct results were noted in relation to the detention of

children and the importance of appropriate care arrangements. This has led to the reduction, in some contexts, of children in detention, and in others the prohibition of the practice altogether. In other contexts, the length of immigration detention was significantly reduced, with specific groups—such as children, young girls and women, or families—benefiting from alternate arrangements.



#### Fleeing Horn of Africa, new arrivals find more peril in Yemen

On arrival in the war-torn country, refugees and migrants are routinely subjected to detention and abuse as UNHCR calls for unhindered access to detainees.

*“I landed in Yemen about a month ago. I was dragged by armed men who held me captive for over a month. They beat me so badly that I lost track of what was happening.”*

—Jon\*, Ethiopian refugee in Aden, Yemen.



\*Name changed for protection purposes.



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Working with governments and other partners, UNHCR pursued three main goals: to end the detention of children; to ensure alternatives to detention are available in law and implemented in practice; and to ensure conditions of detention, where unavoidable, met international standards.

At the country level, the implementation of the strategy had an impact in strengthening the monitoring of places of detention, including accessing places where refugees and migrants were held. Monitoring allowed UNHCR and partners to influence the

conditions and treatment of detainees by engaging in better dialogue with authorities, for example by facilitating access to asylum. Much of this rested not only on active advocacy and monitoring, but on training, for both UNHCR staff and with partners, and for authorities to sensitize them and support use of alternatives.

With three new learning programmes related to immigration detention now online and available to all staff and partners, a significant leap in knowledge and implementation capacity is expected in the next few years.

A range of advocacy and guidance tools were finalized, including guidance on assessing and implementing alternatives to detention, guidance on monitoring stateless persons in detention, a checklist for practitioners, as well as a compilation of legal norms and standards applicable to the immigration detention of people of concern.

During the year, UNHCR continued to implement technical assistance and capacity building to prevent detention of children and to protect children and other asylum-seekers in detention through the

European Instrument for Democracy and Human Rights (EIDHR) Project in Indonesia, Iraq, Malaysia, Mexico and the Republic of North Macedonia. There were positive developments in these countries in reducing the number of children detained.

Important partnerships, in particular with IOM, OHCHR and UNICEF, as well as the International Detention Coalition, the Association for the Prevention of Torture and the International Committee of the Red Cross, were critical to progressing the alternatives to detention agenda.

#### AREAS OF INTERVENTION

#### KEY ACHIEVEMENTS

### FAVOURABLE PROTECTION ENVIRONMENT

#### LAW AND POLICY DEVELOPED OR STRENGTHENED. IN 2018, UNHCR:

**Advocate relevant legal and policy frameworks related to detention and alternatives to detention, in accordance with international standards**

Provided technical advice to support the enactment of new legislation, policy or practice related to alternatives to detention in 20 focus countries and other operations, in line with the 2014-2019 global strategy “Beyond detention”.

Continued implementation of EIDHR in 5 participating countries.

Developed 1 e-learning programme on the fundamentals of immigration detention and 2 self-study modules on monitoring immigration detention and reception, care arrangements and alternatives to detention for children and families.

Rolled out learning programmes through 5 regional workshops, reaching over 300 staff and partners, and consolidated pool of 20 training-of-trainers on immigration detention.

**Work towards ending the detention of children**

Convened global roundtable on reception and care arrangements for children in Thailand to advance thinking and awareness on reception and care arrangements for children and families within asylum and migration systems without recourse to detention.

Supported development of the immigration detention chapter of the “UN Global study on children deprived of liberty”.

Provided technical advice to government and other stakeholders on alternatives to detention and care arrangements for children.

Supported the implementation on practice of pilot projects and programmes of alternatives for families and children.

## Addressing and responding to mixed movements



Venezuelan refugees and migrants cross the Simon Bolivar International Bridge into Colombia.

The adoption of the Global Compact on Refugees and the Global Compact for Safe, Orderly and Regular Migration marked a significant step forward in effective cooperation to address the plight of refugees and migrants.

Given its mandate and expertise, UNHCR participated in the process leading to the establishment of the UN Migration Network, and will continue to do so, as a member of its Executive Committee.

People, including those moving in mixed flows, are at great risk of exploitation, such as trafficking for the purpose of forced marriage, sexual exploitation, forced begging, debt bondage (including domestic servitude), and forced recruitment or abduction by armed forces. In order to assist staff in responding to these risks, UNHCR worked with the Inter-Agency Coordination Group Against Trafficking in

Persons as well as IOM and the Hartland Alliance, through the Global Protection Cluster, to analyze the needs of practitioners in the field and to develop tools that will be valuable to them.

(For more information on mixed movement contexts, please see the regional summaries for *the Americas*, *Europe*, and *the Middle East and North Africa*.)

### Central Mediterranean route

Sea arrivals to Europe across the Mediterranean decreased in 2018, and for the first half of the year, more people arrived in Greece than Italy or Spain. In the second half, however, the primary entry point became Spain. Elsewhere in Europe, Bosnia and Herzegovina recorded some 24,000 arrivals as refugees and migrants searched for new routes into the EU.

The UNHCR Central Mediterranean Risk Mitigation Strategy, launched in October 2017, outlined a cross-regional approach with activities in countries of origin, transit and destination across North and sub-Saharan Africa to Europe. UNHCR and its partners were able to demonstrate added value in enhancing the protection of people in need of international protection in mixed movements.

UNHCR worked with IOM to develop a Regional Disembarkation Mechanism, a regional arrangement to ensure cooperation for the predictable disembarkation and processing of people rescued at sea. It offered support to States in addressing the ongoing protection challenges in the Mediterranean Sea.

In response to an appeal for 40,000 resettlement places to benefit refugees hosted in 15 priority countries along the Central Mediterranean route, 25,000 places were committed. Between 1 September 2017 and 31 December 2018,

23,873 refugees have been submitted for resettlement from these 15 countries (of which 11,352 departed). This has increased access to safe and legal alternatives to the dangerous journey via Libya. The Emergency Transit Mechanism in Niger is one such alternative, through which 995 people departed for resettlement in 2018.

UNHCR also expanded its outreach, including the provision of services directly or through partners, to people moving along the routes towards Libya. This outreach led to more people in need of international protection, referrals, or assistance being identified. UNHCR mapped the primary protection risks along the different routes and identified key areas where refugees and migrants—in particular, children—face higher risks. This helped offices in the region identify how best to respond, depending on security conditions. Because of insecurity, UNHCR faced restricted access to people of concern in Libya, and along the routes.

## AREAS OF INTERVENTION

## KEY ACHIEVEMENTS

### FAVOURABLE PROTECTION ENVIRONMENT

#### LAW AND POLICY DEVELOPED OR STRENGTHENED. IN 2018, UNHCR:

Advocate migration management policies, practices and debates to consider the particular needs and rights of people in need of international protection

Advocated appropriate references to mixed movements in the Global Compact on Refugees and in the Global Compact for Migration.

Develop the capacity of States and partners to meet asylum and mixed flow management challenges in a protection-sensitive manner

Developed guidance and technical advice on mixed movements including through active participation in inter-agency fora such as the Inter Agency Coordination Group Against Trafficking in Persons, publishing issue briefs on Trafficking in Children and the Role of the Sustainable Development Goals in Combatting Trafficking in Persons.

Participated actively in the work of the Global Forum on Migration and Development, Alliance 8.7, and the Global Protection Cluster's Task Team on Anti-trafficking in Humanitarian Action.

Delivered trainings on law and policy issues related to mixed movements, such as the mixed movement learning programme and its sub-modules on protection-at-sea and trafficking in persons.

## Engaging in climate change and disaster displacement



*Juggling insecurity and drought, tens of thousands of residents of Badghis Province have fled either to the provincial capital Gala-i-Naw, or further west to Herat city, capital of neighbouring Herat Province in Afghanistan.*

Many of the people of concern to UNHCR reside in climate change hotspots, exposed to the risk of secondary or multiple displacement due to disasters linked to natural hazards and the effects of climate change. This can also inhibit their ability to safely return home. In some contexts, disaster displacement may be interrelated with situations of conflict or violence, whereby climate change acts as a “threat multiplier”, compounding pre-existing vulnerabilities or exacerbating tensions over depleted resources. Ensuring the protection of people displaced across borders in the

context of climate change and disasters, and enhancing the resilience of communities is thus a concern to UNHCR.

In 2018, UNHCR responded to climate change, disasters and displacement by advancing legal, policy and practical solutions to protect people displaced by the effects of climate change and disasters, in line with commitments articulated in UNHCR’s 2017-2021 Strategic Directions. The inclusion of key references to climate change and disaster displacement in the final texts of both Global Compacts reflects States’ concerns.

UNHCR also conducted research and analysis on the applicability of refugee law frameworks for people displaced across borders in the context of conflict or violence, disaster, or climate change. “In Harm’s Way” examined how destination States have used refugee law to provide international protection in nexus situations. The study was well received by the State-led Platform on Disaster Displacement (PDD) and will pave the way for further guidance on the applicability of refugee protection in climate change and disaster contexts.

UNHCR participated actively in the PDD, amplifying the message that people fleeing the effects of climate change and disasters must be adequately protected, and ensuring that human mobility stayed firmly on the global policy agenda. The Office contributed to implementing core PDD workplan activities such as addressing knowledge and data gaps, enhancing the use of identified effective practices, and promoting policy coherence and normative development in gap areas.

Linked to the 2014 Brazil Declaration and Plan of Action, UNHCR provided substantive inputs to a study on cross-border

displacement, climate change and disasters in Latin America and the Caribbean, building the evidence base for further normative development in the region.

Contributions were also made to “Words into Action”, guidelines on disaster displacement under Target E of the 2015-2030 Sendai Framework which will help to reduce risk, address impacts and strengthen the resilience of affected populations, mainstreaming human mobility challenges in disaster risk reduction strategies.

UNHCR played an instrumental role in the Task Force on Displacement under the leadership of UNFCCC, contributing to recommendations on integrated approaches to avert, minimize and address displacement related to the adverse impacts of climate change, endorsed by Parties at the COP 24 meeting in December 2018. Throughout the Conference, UNHCR worked with partners to advocate for the mainstreaming of human mobility challenges across relevant policy and action areas.

In Harm’s Way



Words into Action



## PROTECTION RESPONSES



Ethiopia, Nguenyiel Camp. Four-year-old Mary and her caregiver, who found her alone on the road to the Ethiopian border and who has taken care of and protected her ever since.

### Identifying and meeting the needs of people at heightened risk

UNHCR applies an age, gender and diversity (AGD) approach in all its work. This approach is situated within human rights frameworks and implemented through community engagement at all stages. The AGD approach allows for the inclusion and equal enjoyment of rights by all people of concern with diverse age, gender, disability, ethnicity, religion, sexual orientation, gender identity and other characteristics.

UNHCR's updated AGD Policy aims to ensure that the voices, perspectives and priorities of people of concern are at the centre of decisions that affect their lives. The Policy outlines ten core actions, strengthens accountability to affected people (AAP), and advances gender equality. It also includes enhanced monitoring and reporting mechanisms and assigns clear responsibilities from the highest levels of management through to field operations.

Age, Gender and Diversity Policy



Achieving AGD goals requires a community-based protection (CBP) approach, working collaboratively with women, girls, men and boys as equal partners to enhance their protection. This approach has proven effective in promoting social cohesion among

communities, advancing AAP, enhancing the identification of people and communities at heightened risk, and engaging communities in addressing sexual and gender-based violence (SGBV), gender inequality, child protection issues, and the exclusion of marginalized groups.

### AREAS OF INTERVENTION

### KEY ACHIEVEMENTS

## PROTECTION OF PEOPLE WITH SPECIFIC NEEDS

### ENHANCE COMMUNITY MOBILIZATION AND EMPOWERMENT. IN 2018, UNHCR:

Strengthen country operation capacity to design, implement, monitor and evaluate protection and assistance programmes, in close collaboration with people of concern

Delivered community-based protection (CBP) learning programme to a global cohort, of 28 staff from 21 operations. Operations subsequently developed action plans to advance participation, community ownership and inclusive programming.

Piloted CBP training of trainers in the Middle East and North Africa region, expanding capacity to deliver contextualized learning on CBP at country and regional levels.

Disseminated annual AGD Accountability Report highlighting progress made towards inclusion and targeted protection of different AGD groups.

Developed CBP mandatory online module as part of the certification programme on international protection.

Strengthen UNHCR's participatory approach and promote methods for meeting commitments to accountability to affected populations

Launched updated AGD Policy in March, including work streams reflecting: AGD inclusive programming, AAP, and gender equality. Supported roll-out of the Policy with multi-functional teams conducting support missions to Algeria, Chad, Morocco, Poland and Uganda.

Conducted survey on the 4 AAP core actions with UNHCR representatives with responses received from 42 operations highlighting key areas of focus for planned support on AAP.

Engaged in IASC Task Team on AAP/PSEA which concluded a key tool on including AAP in multisector needs assessment that allows for communication, feedback and response actions based on community preferences to be accounted for from the beginning of a response.

Engaged with the Grand Bargain participation revolution work stream on a framework for the measurement of progress in including affected populations in responses at an organizational and inter-agency level, producing draft indicators.

Children have specific rights and needs, but refugee and displaced children often found themselves without the protection mechanisms that they enjoyed at home, and more exposed to violence, exploitation, abuse and neglect. UNHCR strengthened its application of the principle of the best interests of the child, ensuring safe and appropriate care and protection for children of concern. Identifying and supporting unaccompanied and separated children to be reunified with their parents remained a challenge and priority for many UNHCR operations, especially in emergency situations. Working with States, UNHCR operations supported the development or strengthening of best interests' procedures for separated and unaccompanied children as well as other children at risk, and their integration into national child protection systems. In support of these efforts, UNHCR issued new global guidance on best interests' procedures and trained over 300 staff and partners.

UNHCR worked with diverse groups of young people to identify creative solutions to the protection problems they faced in displacement, including SGBV and

discrimination, integration with host communities, and the lack of education and livelihoods opportunities. Moreover, UNHCR's Global Youth Advisory Council actively contributed to the drafting process for the Global Compact, resulting in specific commitments on refugee children and youth. In addition, the global Youth Initiative Fund supported 25 projects led by refugee and host community youth groups in 22 countries. The International Disability Alliance also had an important role in providing input to the development of the Compact.

Participation by persons with disabilities in programming is central to a rights-based approach, which recognizes their role as actors for protection. Such persons face heightened risks of violence, exploitation and abuse; are often excluded from education and work opportunities; and are disproportionately represented among people living in poverty. These risks are compounded in forced displacement: persons with disabilities can be separated from supportive communities, or be excluded from services in host countries.

One key priority for UNHCR was improving the collection and use of data on persons with disabilities to better inform inclusive planning, and better monitor how they accessed services and assistance. As part of this effort, UNHCR worked towards improving identification of persons with disabilities at the stage of registration.

In addition to severe discrimination and violence in their countries of origin, asylum-seekers and refugees of diverse sexual orientation or gender identity, such as lesbian, gay, bisexual, transgender, and intersex (LGBTI) individuals are frequently subject to continued harm while in forced displacement, including from within their own communities. UNHCR built the capacity of staff and partners and operations expanded collaboration with local and international partners, including LGBTI organisations, creating safe spaces, strengthening response capacity and seeking solutions.

UNHCR promoted gender equality through strengthened implementation of the AGD Policy and the renewed commitments to women and girls, which include concrete and measurable actions to promote gender equality. Capacity building of UNHCR staff, development of gender equality tools and technical support to operations also supported strengthened gender equality programming.

## Integrity

UNHCR enhanced the integrity of its programmes in line with its Policy on Addressing Fraud Committed by Persons of Concern (Anti-fraud Policy), launched in 2017. The Policy promotes the highest standards of integrity throughout the individual case management continuum by providing guidance to staff in preventing, identifying, and responding to fraud committed by persons of concern from the initial stages of registration, in all protection and assistance activities, and in implementing solutions.

The "Learning programme on addressing fraud committed by persons of concern" was launched to provide staff with the knowledge to implement the Policy and enhance the measures taken to prevent, detect and respond to fraud in the field. Engagement and coordination on anti-fraud efforts were strengthened in the context of the Risk Management 2.0 initiative, with newly appointed "risk managers" briefed on the Anti-fraud Policy and the most critical components of its implementation prior to their deployments. By the end of 2018, some 80 dedicated anti-fraud focal points were operational in the field, strengthening the integrity of protection processes and the operational capacity to proactively and effectively respond to fraud.

Multi-functional integrity support missions to several operations assessed procedural and operational vulnerabilities to fraud in protection programming, implementing proactive responses and safeguards accordingly. Additional tailored guidance and training on the Anti-fraud Policy and its implementation were provided as required.

More than  
**215** staff in  
**35** operations  
were trained and  
supported on  
implementing the  
Anti-fraud Policy  
in 2018.



### With resolve and a cell phone, blind refugee resumes school

Determined to get an education, Syrian teenager Alaa made the most of a gift from a relative to overcome communication barriers and thrive at school in Lebanon.

*"I don't really feel different from others. I can do things that others can't do."*

—Alaa, Syrian refugee in Lebanon.



© UNHCR/Thomas Heeri



AREAS OF INTERVENTION

KEY ACHIEVEMENTS

PROTECTION OF PEOPLE WITH SPECIFIC NEEDS

PEOPLE WITH SPECIFIC NEEDS HAVE EQUAL ACCESS TO PROTECTION AND ASSISTANCE. IN 2018, UNHCR:

<b>Strengthen child protection programming in emergencies</b>	<p>Deployed 2 roving child protection officers for 35 weeks to emergencies including Bangladesh, Uganda, and the Venezuela situation.</p> <p>Provided regional support (verifications, action plans) to operations in Southern Africa on unaccompanied and separated children, including in relation to the influx from the Democratic Republic of the Congo (DRC).</p>
<b>Strengthen capacity for the protection of children</b>	<p>Developed and implemented child protection plans in 29 UNHCR operations.</p> <p>Organized 5 training of trainers on UNHCR’s revised best interests procedure guidance and caseworker training package and trained 24 staff in UNHCR’s francophone Child Protection Learning Programme.</p>
<b>Reinforce programming for adolescents and youths</b>	<p>Implemented 25 Youth Initiative Fund projects in 22 countries.</p> <p>6 operations incorporated strategies for engaging and empowering youth as part of the roll out of the AGD Policy.</p> <p>Facilitated participation of 15 delegates of the Global Youth Advisory Council in Global Compact on Refugees consultations, the NGO consultation, and the High Commissioner’s Dialogue. Delegates conducted in-country consultations with over 250 young people and community members, drafted strategic recommendation papers, and spoke at or chaired global advocacy events and panels.</p>
<b>Advocate and strengthen partnerships around children on the move</b>	<p>Observed 4 partnership countries demonstrate efforts to include children of concern to UNHCR in their national action plans.</p> <p>Advocated the inclusion of strong commitments to children and youth in the Global Compact on Refugees.</p> <p>Worked closely with the Alliance for Child Protection in Humanitarian Action to include considerations specific to refugee children in the Minimum Standards for Child Protection in Humanitarian Action.</p>
<b>Strengthen active participation of people with specific needs—LGBTI people, people with disabilities, older people, ethnic, religious, linguistic minorities among other groups—in programming</b>	<p>Facilitated representative organizations of persons with disabilities and older persons to provide input to the Global Compact on Refugees, including through consultations and written submissions.</p>

AREAS OF INTERVENTION

KEY ACHIEVEMENTS

<b>Build capacity of UNHCR staff and partners to ensure equal access to protection and assistance and address protection risks facing people with specific needs</b>	<p>Translated LGBTI learning programme into French and Spanish and developed content for an LGBTI online course as part of protection certification programme in UNHCR, with 31 staff having completed the first cohort of the francophone version.</p> <p>Developed and disseminated awareness-raising activities and material for the inclusion of LGBTI people of concern around the International Day against Homophobia, Transphobia and Biphobia.</p> <p>Finalized e-learning on inclusion of persons with disabilities.</p> <p>Established new partnership with UNICEF to strengthen inclusion of persons with disabilities in humanitarian action by promoting disability inclusion in humanitarian response plans under the DFID Humanitarian Investment Programme, working jointly with IOM, OCHA, UNICEF, WFP, and WHO.</p> <p>Participated in the first Global Disability Summit, committing to strengthen identification of persons with disabilities at registration; enhancing their participation throughout UNHCR’s operations management cycle; and improving their access to education and livelihood opportunities.</p> <p>Participated in the IASC Task Team on Inclusion of Persons with Disabilities in Humanitarian Action.</p> <p>Published “Cash assistance and gender”, outlining key considerations throughout the operations management cycle to ensure safe and equitable access to cash assistance for diverse groups of women and girls.</p>
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STRENGTHEN GENDER EQUALITY KNOWLEDGE, SUPPORT AND CAPACITY. IN 2018, UNHCR:

<b>Develop and implement gender equality policy, guidance and good practices</b>	<p>Self-assessment tools developed as part of the roll-out of the updated AGD policy to support priority countries selected for in-depth analysis (Algeria, Chad, Morocco, Poland, and Uganda).</p> <p>Completed report documenting promising practices on gender equality programming (“Learning from Experience to Advance Gender Equality: Promising Practices in Asia”), and disseminated report on gender equality (“Gender Equality Promising Practices—Syrian Refugees in the Middle East and North Africa”).</p> <p>Implemented project in Niger and South Sudan identifying barriers to, and recommending solutions for, the full and meaningful participation and leadership of IDP women and girls in national policy and legal mechanisms and solutions.</p> <p>Supported the updating of the IASC Gender Handbook in Humanitarian Action, the revision of the IASC Gender Policy, and the development and roll-out of the Gender and Age Marker, which has been linked to the roll-out of the AGD Policy.</p>
<b>Provide gender equality capacity-building to UNHCR staff</b>	<p>Second cohort of the gender equality learning programme completed with a focus on gender equality programming in the Americas.</p> <p>Provided training to UNHCR staff to strengthen links between work on gender equality and SGBV.</p>
<b>Provide gender equality technical expertise</b>	<p>Gender equality materials incorporated into the programming for protection trainings, rolled out in Nigeria, Pakistan and Ukraine.</p> <p>Technical support provided to field operations and the deployment of surge capacity and support coordinated through the GenCap project to various emergencies.</p>



## Identity management, registration and profiling



A newly arrived South Sudanese refugee child is registered at the Aru transit centre, in the DRC.

UNHCR now holds the biometric records of **7.2 million** people of concern.

International protection for asylum-seekers and refugees begins with admission to a country of asylum, and with the registration of refugees by national authorities or UNHCR. The process of registration not only facilitates access to basic assistance and protection, but also enables the early identification of individuals with specific needs and their referral to an available and appropriate protection response. The very fact of being registered can, in many contexts, protect against *refoulement*, arbitrary arrest and detention. It can keep families together, or assist UNHCR in reuniting separated children with their families.

The roll-out of UNHCR's digital identity management system—the Population Registration and Identity Management Ecosystem (PRIMES)—intensified in 2018, with over 3,000 users currently accessing and contributing to the system, including members from 32 governments and external partners. The system comprises a single, centralized database with population registry and case management modules (proGres v4), UNHCR's Biometric Identity Management System (BIMS), and the newly-developed Rapid Application tool (RApp) that allows for refugees and other displaced people to be registered off-line.

By the end of 2018, proGres v4 had been rolled out across 58 UNHCR operations and regional offices. Biometric records for 2.4 million people of concern were captured, raising the total number of individuals with biometric records in BIMS and IrisGuard (the iris scanning equipment used across operations in the Syria situation) to 7.2 million across 60 operations. Biometric enrolment is a core component of UNHCR's registration processes; it helps to ensure that an individual's identity is unique and cannot be lost, stolen or misrepresented. The use of biometrics at registration and during other protection functions supports UNHCR's targeted assistance.

Identity management at food and other assistance distribution points was also enhanced by the Global Distribution Tool (GDT), another element of PRIMES, which ensures the integrity and efficiency of the distribution process. Eight operations used this tool in distribution environments in 2018. In places like Uganda, it helped ensure the integrity of aid delivery through smoother verification of beneficiaries' identity, faster and more secure distribution processes, and better real-time management of information.

The complementarity of PRIMES tools, including providing partners with secure access to data for continuity of identity in resettlement case management, digital distribution processes and biometric

identity verification, has had tangible benefits. Incidents of misrepresentation, recycling of identities and multiple distributions have been mitigated, leading to the assurance that assistance is being provided to the intended beneficiaries.

UNHCR increased its engagement with strategic partners to ensure that these digital identities further enable refugees to access services from humanitarian partners as well as the private sector. Working closely with the World Bank's Identity For Development programme to ensure inclusion in action plans to realise SDG Target 16.9 of a legal identity for all by 2030, including birth registration, UNHCR promoted the inclusion of all people of its concern—including those at risk of statelessness—in governments' digital identity management systems, with a focus on refugee-hosting countries in Africa.

In September 2018, UNHCR and WFP signed a data-sharing addendum to their 2011 memorandum of understanding, bringing their commitment to sharing data and information for specific purposes in line with data protection principles and robust information security.

Field operations received support throughout the year for transition planning, as well as through training and the deployment of emergency registration specialists to operations such as Bangladesh, Brazil, Chad, Nigeria, Peru and Uganda.

Identity For Development



AREAS OF INTERVENTION

KEY ACHIEVEMENTS

FAVOURABLE PROTECTION ENVIRONMENT

QUALITY OF REGISTRATION AND PROFILING IMPROVED OR MAINTAINED. IN 2018, UNHCR:	
Improve data for evidence-based decision-making	<p>Rolled out case management database across 17 operations in 2018, bringing to 58 the number of country operations and regional offices with web-based system.</p> <p>Migrated records of 4.1 million people of concern in proGres v4.</p>
Provide/strengthen support to field operations in emergencies, as well as in ongoing registration and verification exercises	<p>Built and trained roster of skilled and deployable staff, including trainings on emergency registration (TER); increased deployment rate for tools, including biometrics; and continued the management of a stockpile of registration equipment and supplies.</p> <p>Deployed 21 of the 53 staff on the TER roster to emergencies in Bangladesh, Brazil, Chad, Peru, Nigeria and Uganda.</p> <p>Conducted 19 population verification exercises, including in Bangladesh, Rwanda and Uganda.</p>
Establishing and anchoring identity	<p>Maintained progress to achieve Grand Bargain commitment of 75 country operations benefiting from biometric identity management system by 2020.</p> <p>Rolled out biometric systems across 12 operations, bringing to 60 the number of country operations using BIMS and IrisGuard.</p> <p>Enrolled 2.4 million people into the biometric systems, 10% more than the preceding three years, bringing to 7.2 million the number of people enrolled in BIMS and IrisGuard.</p> <p>Rolled out GDT across 5 operations.</p> <p>Integrated BIMS with the offline registration tool, RApp, and integrated GDT with proGres v4.</p>
Established PRIMES User Support Unit	<p>Established multi-functional team to provide PRIMES support.</p>
Update policy and guidance on Registration and Identity Management	<p>Published four chapters of revised “Guidance on Registration and Identity Management” (previously the “Handbook for Registration”), reflecting doctrinal, operational and technological developments, and changing inter-agency collaboration.</p>
Development of a UNHCR Digital Identity and Inclusion Strategy	<p>Developed and began implementation of Digital Identity and Inclusion Strategy and strengthening of PRIMES.</p>

PREVENTING AND ENDING STATELESSNESS



Bangladesh. Grieving Rohingya family seek rights, peace and safety before any return to Myanmar.

Achieving solutions

Notable progress was made in 2018 in line with UNHCR’s #IBelong Campaign to End Statelessness by 2024—including accessions to the statelessness conventions and the passage of important national legislation—thanks to the dedication of a range of partners, including stateless persons themselves. The most important result of all: thousands of stateless persons being granted nationality. Significant progress was made in Central Asia, for example, where some 57,200 people have had their situations resolved since the launch of the #IBelong Campaign in 2014.

With technical support from UNHCR, eleven States reformed their nationality laws, policies and procedures to close gaps that

may lead to statelessness. This included the introduction of safeguards to prevent statelessness of children born abroad, the adoption of provisions to allow for facilitated naturalization of stateless persons, and the removal of barriers to birth registration.

Ensuring gender equality in nationality laws was a major element of UNHCR’s advocacy. While this resulted in commitments being made in several regional declarations, women are still unable to confer their nationality to their children on an equal basis with men in some 25 countries worldwide. Furthermore, over 50 countries deny women equal rights with men in their ability to acquire, change or retain their nationality, or to confer nationality on non-national spouses.

A reported **56,400** people who were formerly stateless or of undetermined nationality acquired nationality or had their nationality confirmed in 2018.

UNHCR continued supporting States in establishing and improving statelessness determination procedures, with five additional States implementing such procedures. The correct identification of a person as stateless is a critical first step to

ensuring that a person receives the protection to which he or she is entitled. The establishment of statelessness determination procedures also strengthens data in countries hosting stateless migrants.



**Q&A: Head of Kenya's Makonde people recounts long walk from statelessness**

Thomas Nguli, now 62, tells how a life without citizenship stole his dreams.

*"I felt I was not a human being because I had no documents – no birth certificate, no immigration paper, no nothing."*

—Thomas Nguli.



© UNHCR/Susan Kopper

**Deepening partnerships to end statelessness**

States engaged in the “Friends of the #IBelong Campaign” raised awareness on statelessness, including through their participation in the Universal Periodic Review.

In February 2018, a Ministerial meeting was convened in Tunis, by the League of Arab States together with UNHCR, leading to the adoption of the “Arab Declaration on Belonging and Legal Identity”. In a further example of regional commitment to take action in line with the #IBelong Campaign, the “N’Djamena Initiative on the Eradication of Statelessness in Central Africa” was adopted by Member States of the Economic and Monetary Community of Central Africa.

UNICEF and UNHCR operations in more than 15 countries established joint strategies to address childhood statelessness as part of the “Coalition on every child’s right to a nationality”, thus also reinforcing advocacy around ensuring gender equality in nationality laws. Coalition efforts in Albania led to the adoption of amendments to the country’s civil status law to remove barriers to birth registration, reducing the risk of statelessness—particularly for children of Albanian parents born outside the country and for children of the Egyptian and Roma communities. Work through the Coalition also helped to promote dialogue between countries in Central Asia to improve birth registration and include safeguards to prevent childhood statelessness in nationality laws.

The creation of a new inter-agency working group on statelessness involving IOM, OHCHR, UNDP, UNFPA, UNHCR, UNICEF, UN Women, the World Bank, and others has enhanced inter-agency partnership in addressing statelessness, including through advocacy for the reissuance of the United Nations Secretary-General’s Guidance Note on statelessness in November 2018.

Partnerships with civil society were strengthened with the creation of new

regional networks and UNHCR’s annual global retreat with NGOs working on statelessness. Together with Namati, and the Open Society Justice Initiative, UNHCR launched a new “Community-based practitioner’s guide on documenting citizenship and other forms of legal identity”, drawing on the experience of over 30 organizations providing individual legal and paralegal assistance. The guide is aimed primarily at capacitating organizations to help clients to access proof of citizenship and other documentation of legal identity, such as birth certificates.

**AREAS OF INTERVENTION**

**KEY ACHIEVEMENTS**

**FAVOURABLE PROTECTION ENVIRONMENT**

**LAW AND POLICY DEVELOPED OR STRENGTHENED. IN 2018, UNHCR:**

*Advocate and provide technical advice to governments for reform of nationality laws, policies and procedures to close gaps that may lead to statelessness, to ensure that stateless persons can acquire a nationality*

Provided technical advice and guidance to 11 States that reformed their nationality laws, policies and procedures to prevent and reduce statelessness, including:

- Albania, which removed barriers to birth registration.
- Armenia, which adopted amendments to its nationality law to allow children born to an Armenian national and a foreigner to obtain Armenian citizenship based on the consent of only one parent.
- Brazil, Ecuador, Iceland, Paraguay and Uruguay, which adopted procedures for facilitated naturalization of stateless persons.
- Côte d’Ivoire, which adopted special procedures for late birth registration.
- Cuba and Paraguay, which adopted safeguards to prevent statelessness of children born to nationals abroad.
- Peru, which passed an amendment to its constitution to facilitate access to citizenship for persons born abroad to nationals.
- Lebanon, which adopted simplified birth registration procedures for Syrians born in the country.

Published “Good practices in nationality laws for the prevention and reduction of statelessness” with the Inter-Parliamentary Union.

*Advocate and provide technical advice to governments for the introduction or improvement of statelessness determination procedures*

Assisted Brazil, Ecuador, Montenegro, Paraguay and Uruguay establish statelessness determination procedures.

*Advocate and provide technical advice to governments for the elimination of gender discrimination in nationality laws*

Advocated the removal of gender discriminatory provisions from nationality laws, with notable progress made in Togo with review of the nationality law to bring it in line with the Constitution that provides for gender equality in the conferral of nationality to children.



AREAS OF INTERVENTION

KEY ACHIEVEMENTS

INTERNATIONAL AND REGIONAL INSTRUMENTS ACCEDED TO, RATIFIED OR STRENGTHENED. IN 2018, UNHCR:

Promote accession to the 1954 Convention relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness

Welcomed 5 accessions to the statelessness conventions; Chile and Haiti acceded to both conventions and Spain acceded to the 1961 Convention.

FAIR PROTECTION PROCESSES AND DOCUMENTATION

IDENTIFICATION OF STATELESSNESS IMPROVED. IN 2018, UNHCR:

Support identification/registration exercises and surveys to increase knowledge of the number of stateless persons, their situation and possible solutions

Baseline studies conducted in Albania, Burundi, Kenya, Portugal, Rwanda, South Sudan, Switzerland, in the United Republic of Tanzania and Uganda.

Advocate and provide technical advice for improved statistics on stateless persons

Statistical data made available in 75 countries.

DURABLE SOLUTIONS

GREATER REDUCTION OF STATELESSNESS IS ACHIEVED. IN 2018, UNHCR:

Develop and implement strategies to address protracted situations of statelessness

Supported operations to reflect statelessness in 3 multi-year solution strategies, addressing protracted situations of statelessness.

Assisted Burkina Faso and Guinea-Bissau in adopting national action plans on eradication of statelessness.

Assist stateless persons, and those with undetermined nationality, to acquire or confirm their nationality

A reported 56,400 stateless persons acquired nationality or had it confirmed.

Provide training and technical advice to government officials on statelessness reduction measures, including the acquisition or confirmation of nationality by stateless persons and those with undetermined nationality

Conducted 3 courses on statelessness at the International Institute of Humanitarian Law in Sanremo, Italy, and in Antigua, Guatemala.

Conducted course on statelessness supported at Tilburg University in the Netherlands.

Conducted 4 trainings on the prevention and eradication of statelessness for government officials from Central Africa, West Africa, and Europe.

ENGAGING IN SITUATIONS OF INTERNAL DISPLACEMENT



Internally displaced people collect vital aid supplies in rural Aleppo, the Syrian Arab Republic (Syria).

Many of the large-scale situations of internal displacement, including in Burundi, Cameroon, Nigeria, the North of Central America, Somalia, South Sudan, Syria, Ukraine and Yemen are characterized by critical protection and humanitarian

conditions. Situations of internal displacement require coherent and concerted action from a broad array of actors, including primarily the State affected as the entity responsible for the protection of people internally displaced on its territory.



Yemenis displaced by fresh violence face bleak winter

Renewed fighting has displaced more than 32,000 Yemenis in the past two months, adding to the millions already forced to flee and facing a harsh winter.

“Our hope is for this ugly war to end and the warring sides to leave us to live in peace.”

—Fatemah Murai\*, Yemeni displaced grandmother.

\*Name changed for protection purposes



## Working across the displacement continuum

In 2018 UNHCR took a range of measures to engage across the displacement continuum. Early preparedness and early engagement in emergencies was improved, including through pilots in the DRC and Ethiopia. Evidence on internal displacement was created by sharing protection monitoring and analysis in Afghanistan, Somalia, and Ukraine. Integrated programming was promoted to remove internal barriers to achieving protection outcomes for all people of concern. As an example, refugees and IDPs in Sudan benefitted equally from community-based projects.

## Solutions for internally displaced people

Launched as part of the 20<sup>th</sup> anniversary of the “Guiding Principles on internal displacement” (the Guiding Principles), the 2018-2020 multi-stakeholder “GP20 Plan of Action”, contributes to system-wide coherence in preventing, responding to and resolving internal displacement. GP20 national plans of action have helped formulate a draft IDP law in South Sudan, and the passage of the first law on internal displacement in line with the Kampala Convention in Niger; included the voices of IDPs and IDP leaders in strategic discussions in the Central African Republic and Colombia; promoted agreement for a plan to address protracted internal

UNHCR led **24** of 26 field protection clusters and cluster-like mechanisms.

UNHCR led or co-led **14** CCCM clusters or cluster-like structures.

displacement in Ukraine; and supported efforts to collect data on houses abandoned by displaced families in Honduras.

## Global Protection Cluster

To maintain a coherent and integrated protection response, the Cluster and its Areas of Responsibility jointly held a protection conference reflecting on the 20<sup>th</sup> anniversary of the Guiding Principles. The conference addressed initiatives such as improving the humanitarian programme cycle, localization, the Centrality of Protection in the “new way of working” and the “GP20 Plan of Action”.

The Cluster marked the 20<sup>th</sup> anniversary of the Guiding Principles by convening round-table discussions with government and NGO partners in Jordan and Ukraine, contributing to a stocktaking exercise with Resident Coordinators, United Nations agencies and the ICRC on implementation of IASC protection policy.

## Global Camp Coordination and Camp Management Cluster

The Global Camp Coordination and Camp Management (CCCM) Cluster continued to set global standards and policies, build preparedness and response capacity, and provide operational support to country-level CCCM coordination platforms to enable them to fulfil their core functions. The Cluster’s Area-based Approaches Working Group focused on two interrelated streams: remote management and mobile

approaches, while ensuring coherence with the Global Shelter Cluster’s Urban Settlements’ Working Group.

In 2018, UNHCR completed seven site management/CCCM field missions, including, in support of CCCM clusters in Iraq and the DRC; to collect information from the cross-border Syria operation in order to draft remote management guidance; to provide tailored trainings for partners and national authorities in Ethiopia and the Sudan; and to support refugee operations in Mexico and Brazil.

In situations where CCCM needs were identified but the cluster not formally activated, alternative ad-hoc arrangements were found. For example, coordination mechanisms for CCCM were implemented under the Shelter Cluster in Afghanistan, and the Protection Cluster in Ethiopia and Niger.

## Global Shelter Cluster

UNHCR supported the coordination of more than 500 partners providing shelter and NFI support to over 8 million people, with the Cluster providing 362 days of mission support, and 269 days of remote support to 17 country-level clusters and cluster-like coordination mechanisms.

UNHCR hosted the Cluster’s annual coordination workshop and meeting, with partners from 41 different organizations representing 25 shelter clusters and cluster-like coordination mechanisms worldwide, covering conflict, disaster and

preparedness situations. More government officials attended the meeting than previously, bringing their perspectives to global shelter policy.

The annual satisfaction survey showed 87% satisfaction by partners with the services of the Cluster’s Support Team, including special appreciation of the team’s new roving capacity. Achievements were made in field coordination capacity, with the Cluster co-leading two cohorts of the “Humanitarian shelter coordination training”, a Masters-level certified programme delivered in partnership with IFRC and Oxford Brookes University.

Working groups (WG) developed a range of guidance and tools to enhance the integrity of shelter responses. Examples include six market assessments supported by the Cash WG; the promotion of local building practices emphasizing indigenous knowledge and self-reliance in Bangladesh, the DRC, and Ethiopia by the WG promoting safer building practices; the publication of a practitioners’ manual on “Good construction practice standards in humanitarian settings” by the Construction Standards WG; and the finalization of “Shelter projects 2017-2018”, a collection of shelter projects ranging from emergency to permanent.

UNHCR led **12** and co-led 1 of the 28 activated country-level shelter clusters.



# Responding with lifesaving support

*Internally displaced Syrians in Tal Refaat, rural Aleppo, collect vital aid supplies from UNHCR teams working on the ground with local partners.*

Over the course of 2018, UNHCR and its partners responded to the needs of some 30 million displaced people affected by multiple and simultaneous emergencies worldwide. Five new emergencies were declared for the situations in Cameroon, Central America and Mexico, Chad, the Democratic Republic of the Congo (DRC) and the Bolivarian Republic of Venezuela. UNHCR was quick to respond, deploying additional resources to protect and assist people of concern in these new emergencies, whilst maintaining its engagement in

pre-existing emergencies in Bangladesh, Libya, Nigeria, the Syrian Arab Republic (Syria) and Yemen.

In line with the 2017 Policy on Emergency Preparedness and Response (Emergency Policy), UNHCR deployed more than 400 staff to lead, coordinate and support these emergency responses. Altogether, some 48 refugee and IDP operations benefitted from emergency deployments in 2018, with most deployments to Bangladesh, Brazil, the DRC, Ethiopia, Nigeria, Peru and Uganda.

This chapter outlines UNHCR’s response to emergencies in 2018 and its coordination of principled, comprehensive and prompt high-quality lifesaving interventions. It highlights the progress made, and the challenges faced, in meeting the most

urgent humanitarian and protection needs of refugees and IDPs—as well as those of the communities hosting them—bearing in mind the end-goal of solutions from the very onset of a crisis.

## EMERGENCY PREPAREDNESS AND RESPONSE

### Preparing for emergencies

Throughout 2018, UNHCR used its global High Alert List for Emergency Preparedness (HALEP) and associated diagnostic tool to capture and provide an overview of levels of country operations’ preparedness and capacity to respond to potential population displacement, as well as to prioritize Headquarters’ preparedness support. In 2018, the HALEP compliance rate increased by 30% from the previous year: 91% of operations listed on HALEP were compliant with the reporting instructions and had completed the preparedness diagnostic tool.

Two Level 1 “proactive preparedness” emergencies were active for the operations in the Bolivarian Republic of Venezuela and Zambia in 2018 to ensure that operations took a proactive approach to preparedness, in line with UNHCR’s Emergency Policy. The declarations resulted in “advance preparedness missions”, dedicated staffing support and additional financial resources for the two operations. Additional “preparedness” and “contingency planning missions” were fielded to countries in need of additional support such as Burundi, Rwanda and the United Republic of Tanzania.

To support State-led efforts to plan and implement a multi-stakeholder approach in early warning and preparedness, in line with Global Compact on Refugees, UNHCR initiated a revision of its preparedness guidance to integrate development and other non-traditional partnerships and approaches. Through its participation in the IASC’s Reference Group on Risk, Early Warning and Preparedness, the Office contributed to an analysis on early warning, early action and readiness and participated in the “horizon scanning” sessions of the IASC Emergency Directors’ Group (EDG) to identify early actions around risks of very high concern.

UNHCR designed and implemented 18 workshops on emergency preparedness and response to train staff as well as government officials and other operational partners. In 2018, the Emergency Handbook was revised through inclusion of 47 new and amended entries, to incorporate new policy and operational developments. In addition to English, by the end of 2018, the Handbook was made available in Arabic, French and Spanish.

**HALEP** allows country teams to identify their strengths and gaps in key areas of emergency preparedness.

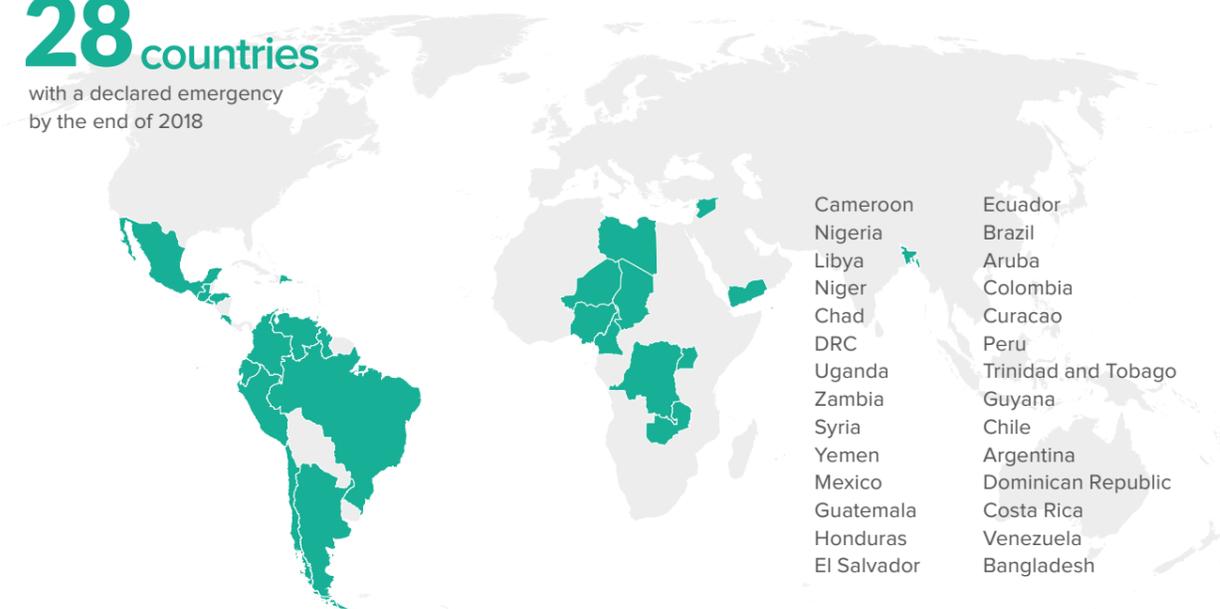


In 2018 alone, UNHCR’s Emergency Handbook was accessed online by over **143,600** users—more than half of all users since its launch in 2015.



**28 countries**

with a declared emergency by the end of 2018



Over **\$34M**

worth of core relief items dispatched from global stockpiles

**5.2M**

estimated people reached with CRIs



**285**

Emergency staff deployed



**135**

Deployments made by emergency standby partners\*

Over **1,130**

Staff & partners trained in emergency preparedness and response

### Types of CRIs distributed to operations in 2018



**5.2million** blankets



**4.5million** kitchen sets



**2.6million** sleeping mats



**2.3million** buckets



**1.5million** mosquito nets



**2.7million** solar lamps



**2.3million** jerry cans



**3.9million** pieces of plastic sheeting



Over **100,000** tents

\* There are 18 standby partners. The top contributing in 2018 include: CANADEM, Danish Refugee Council, Dutch Surge Support Water, IMMAP, Irish Aid, Norwegian Refugee Council, RedR Australia, Swedish Civil Contingencies Agency and Swiss Agency for Development and Cooperation.

## Responding to emergencies

Over \$34 million-worth of core relief items were dispatched from global stockpiles to 39 emergency-affected countries in 2018. There were 19 airlifts of core relief and basic shelter materials which provided much needed support to refugees and IDPs in countries such as Ethiopia, Indonesia and Uganda. These seven global stockpiles, maintained by UNHCR in Accra, Amman, Copenhagen, Douala, Dubai, Kampala, and Nairobi, ensured the Office and its partners' capacity to respond to the needs of up to 600,000 displaced people in simultaneous emergencies around the world within 72 hours. More than 4,000 people were airlifted through 35 flight rotations as part of the voluntary repatriation of refugees to

Burundi and the Central African Republic, as well as lifesaving evacuations through the Emergency Transit Mechanism from Libya to Niger.

Overall, there were 17% more emergency deployments than in 2017. About a quarter were run by standby partners who provided valuable expert surge capacity to fill critical unmet needs in both refugee and IDP operations. At the end of 2018, the recorded annual in-kind contribution by emergency standby partners stood at \$7.7 million (as compared to \$6.5 million in 2017). However, it is estimated that the comprehensive in-kind contribution (including in deployments of less than 6 months) by emergency standby partners would be close to \$11 million.



### Goodwill Ambassador Cate Blanchett calls for increased aid for Rohingya refugees

After a visit to Bangladesh, Blanchett says more international support for displaced and host communities is urgently needed ahead of monsoon rains.

*"The monsoon is coming and I'm scared that the wind will blow away the roof."*

—Jhura, a Rohingya refugee, with her two children in Bangladesh.



© UNHCR/Hector Perez

## UNHCR's Policy on Emergency Preparedness and Response

The Policy defines three levels of emergency, with clearly demarcated accountability and coordination roles.

### Emergency Level 1: proactive preparedness.

Ensures effective preparation for a likely humanitarian emergency, including targeted preparedness missions as well as financial, material and technical support.

### Emergency Level 2: additional support and resources.

Triggers an additional support response from UNHCR Headquarters, enabling operations to respond in a timely and effective manner to a sharp increase in needs.

### Emergency Level 3: whole-of-UNHCR response.

Allows the Office to respond to exceptionally serious situations in which the scale, pace, complexity or consequences of the crisis starkly exceed the existing response capacity of the country operation.

The **IASC Humanitarian System-Wide Scale-Up** protocols were introduced in 2018 and replaced the 2012 IASC Humanitarian System-Wide Emergency Activation ("Level-3 Response").

The Scale-Up activation is issued by the United Nations Emergency Relief Coordinator in situations of major sudden-onset crises and/or substantial deterioration of a humanitarian situation triggered by natural and human-induced hazards or conflict, which require system-wide mobilization.

In such emergencies, UNHCR usually:

- Leads the protection, shelter, and camp coordination and camp management (CCCM) clusters when internal displacement is conflict-related.
- Determines its interventions and cluster leadership on a case-by-case basis when internal displacement is due to a natural disaster.



### Delivering in high-risk security environments

Many emergency situations were characterized by violence, civil unrest, criminality and disregard for civilian life in 2018 which, in some cases, led to the obstruction of protection activities and the provision of assistance. UNHCR experienced over 240 security incidents over the year, most commonly crime, hazards and civil unrest, and its personnel faced significant security risks in Afghanistan, Libya, Nigeria, Somalia, South Sudan, Syria and Yemen.

To mitigate these safety and security risks in operations, the organization maintained over 90 international and 200 local security personnel, mostly in areas of high risk. During 2018, 60 security support missions were conducted, 47 of which were to field locations for technical support or emergency response. Following the adoption of an administrative instruction on “Measures in support of personnel serving in high risk duty stations”, UNHCR undertook efforts to improve its support to staff before, during and after deployment to high-risk locations, including through regular briefings to ensure staff were aware of the threats and risks prior to deployment.



**‘You are dealing with people who are not giving up, so why should you?’**

UNHCR has more than 12,000 staff members, most of whom are based in the field.

“Parents want to look into their kids’ eyes and see some hope in the future.”

—Ayman Gharaibeh, UNHCR’s Representative to Yemen.



### AREAS OF INTERVENTION

### KEY ACHIEVEMENTS

## EMERGENCY PREPAREDNESS AND RESPONSE

### REINFORCE EMERGENCY RESPONSE CAPACITY AND EFFECTIVENESS. IN 2018, UNHCR:

<p><b>Enhance emergency preparedness</b></p>	<p>Used HALEP to list 63 countries at medium/high risk of emergency belonging to one or more of the 23 identified situations of concern.</p> <p>Issued 29 HALEP updates to alert on emerging refugee and IDP displacement situations.</p> <p>Maintained remote support on contingency planning, in particular to the Cameroon and DRC situations.</p> <p>Provided targeted support to 25 emergency preparedness focal points in West Africa.</p>
<p><b>Deploy standby emergency coordination, preparedness and response teams</b></p>	<p>Managed 420 new emergency deployments (361 in 2017, +16%). Of these, 285 were through UNHCR internal rosters and resources and 135 by emergency standby partners.</p> <p>Deployed for 51,687 mission-days in the field in emergency deployments, as compared to 32,000 in 2017 (+61%).</p> <p>Spent more than 1,500 mission days by UNHCR Emergency Management Team in the field, mainly in Bangladesh, Cameroon, Costa Rica, Ethiopia, Niger, Peru and Uganda.</p> <p>Completed 33 deployments of highly qualified technical specialists through functional rosters.</p>
<p><b>Build capacity in emergency preparedness and response, security and supply chain management</b></p>	<p>Conducted 18 training workshops on emergency preparedness and response, for 558 participants.</p> <p>Conducted 3 workshops on emergency management for UNHCR staff at the junior and middle level in Senegal, Norway and Germany; 1 senior emergency leadership programme; context-specific emergency training for UNHCR staff and external partners in Benin, Burundi and Tunisia; 3 emergency management trainings; and 2 inter-agency emergency team leadership programmes.</p> <p>Conducted 17 training workshops engaging 574 practitioners from 31 countries in Asia and the Pacific by Regional Centre for Emergency Preparedness (“eCentre”) in Bangkok.</p> <p>Delivered security training to 1,200 UNHCR staff and partners.</p> <p>Included 47 new or amended entries in the Emergency Handbook, including calculation tools for supply.</p> <p>Completed certification programme for supply chain management for 113 staff.</p>
<p><b>Reinforce security management as an organizational culture</b></p>	<p>Conducted 60 missions by UNHCR Field Security Service to provide technical support or emergency response to 47 field locations.</p> <p>Organised a training programme in Tunisia for potential field security advisors proficient in French and Arabic to meet the needs of diverse workforce.</p> <p>Trained over 900 UNHCR and partners’ female staff through the women’s security awareness programme in 34 locations.</p>

**AREAS OF INTERVENTION**

**Inter-agency and strategic partnerships strengthened**

**KEY ACHIEVEMENTS**

Participated regularly in the Emergency Directors Group (EDG) focusing on specific emergencies, such as the Ebola outbreak in the DRC, preparedness horizon scanning, as well as in the face-to-face EDG meeting for the annual review of operations and humanitarian coordinators' appraisal.

Deployed security officers in areas where no other security personnel were deployed to provide support to the UN Security Management System.

Co-chaired sub-working groups of the Inter-agency Security Management Network on gender inclusion in security and security training, and participated as a member of most working groups, examining policies and UNSMS processes.

Participated in a range of inter-agency fora on supply chain management, such as the High Level Committee on Management, the UN Procurement Network, the Common Procurement Group in Geneva, and the United Nations Global Market place, the Global Logistics Cluster, Humanitarian Networking, AidEx, and the Dubai International Humanitarian Aid and Development Conference and Exhibition to increase common procurement and strengthen inter-agency partnerships in supply chains.

**GLOBAL SUPPLY MANAGEMENT OPTIMIZED FOR EFFICIENT DELIVERY. IN 2018, UNHCR:**

**Optimize supply chain for shelter and core relief items in emergencies**

Dispatched some 8,972 metric tonnes and 41,501 cubic meters of core relief items to 39 countries affected by emergencies.

Delivered 19 airlifts of core relief items to refugees and IDPs.

Accomplished 35 flights (4,267 passengers) to facilitate voluntary repatriations to Burundi and the Central African Republic and evacuation of people of concern from Libya to Niger.

Deployed nearly 30 supply experts to support emergency operations and provide functional assistance to deliver relief items quickly and facilitate procurement.

Established second emergency supply roster with 20 staff to support supply response to ongoing crises globally. Deployed senior supply expert to Venezuela situation to assess the overall supply needs in the region.

Supported tendering for cash-based interventions (CBIs), including joint tendering at the inter-agency level.

Supported procurement for CBIs by building capacity through 20 webinars and workshops to equip field staff with the necessary knowledge, tools to carry out CBI procurement and market assessment related activities.



**Delivering hope:  
UPS Foundation transports  
critical supplies to refugees**

In 2018, the UPS Foundation supported UNHCR through emergency funding to provide core relief items to affected populations in Indonesia, and through in-kind air charter flights to Uganda, Ethiopia and Bangladesh to deliver life-saving supplies. Since 2010, the UPS Foundation has been a leading UNHCR corporate partner, contributing funds, services and expertise in transportation, logistics, supply and communications to support refugees and displaced people across the globe.



© UNHCR/Stephen Lambert

**PREVENTING, MITIGATING AND RESPONDING TO SEXUAL AND GENDER-BASED VIOLENCE**



The Casa Matilde Foundation for Refugees is a shelter in Ecuador's capital city Quito that receives women victims of violence and their children. The centre provides three months of psychological support, activity workshops and legal advice.

In 2018, massive displacements exposed people of concern, especially women and girls, to heightened risk of sexual and gender-based violence (SGBV). Refugees often arrived in asylum countries in a state of extreme distress, requiring specific assistance, with reported instances of SGBV particularly high among refugees fleeing Burundi, the DRC, Myanmar and South Sudan. Limited resources in reception facilities or settlements—such as no communal lighting, limited WASH facilities and food cuts—exacerbated SGBV risks. An analysis of UNHCR's food security data highlighted that negative coping strategies employed to meet food and other basic

needs doubled in several sites in Djibouti, Ethiopia, Tanzania and Uganda over the past five years. Protection concerns in these countries included a large number of reported incidents of rape, domestic violence, abandonment of women and children and child marriage.

**Ensuring sexual and gender-based violence coordination and programming in emergencies**

As part of the "Safe from the start" initiative, UNHCR deployed protection and SGBV experts and strengthened partnerships to prevent, mitigate risk and respond to SGBV in ten countries at the onset of declared

emergencies. This helped to establish an effective response system and services for survivors and those at risk of SGBV, including measures for its prevention. This was done in collaboration with partners, government authorities, refugees and other key front-line responders, all equipped with skills and tools to promote survivor-centered programming.

### Innovating for protection

Addressing the unique risks faced by women and girls in situations of displacement required a community-based and multi-sectoral approach, working with the livelihoods, WASH and energy sectors to enhance innovation in programming.

UNHCR implemented eight innovative projects in Burkina Faso, the Republic of the Congo, Kenya, Malaysia, Pakistan and Tanzania to address risks in accessing livelihood opportunities, safe access to energy for cooking, access to technology, and community lighting. An example of a successful livelihood initiative was “MADE51” (see the chapter on *Building better futures*). In North Kivu, in the DRC, UNHCR and partners designed and implemented a project with the community to improve the availability of acceptable menstrual hygiene products and increase the self-reliance and economic empowerment of IDP women and girls (see below).



### Start-up restores hope for displaced Congolese and local communities in the DRC

Supported by UNHCR, the start-up uses a community-based approach to promote menstrual hygiene but also plays a crucial role in preventing gender-based violence and empowering displaced women and men at-risk in North Kivu.

“Learning to make soap has given me hope because it will soon give us an income... I have these skills forever.”

— Elisa, displaced Congolese in North Kivu.



© UNHCR/Nadia Mkwic

### SGBV programming and cash

UNHCR made progress in providing SGBV survivors with tailored support through cash-based interventions (CBIs). The Office finalized a study on the successful impact of CBIs on protection outcomes in Ecuador, Lebanon and Morocco.

In Lebanon, cash-based assistance was found to be an effective SGBV risk-mitigation and prevention tool, supporting the practice of providing survivors of SGBV with targeted assistance (see the *Middle East and North Africa* summary).

## EXPANDING CASH-BASED INTERVENTIONS



Refugees collect monthly cash assistance at a post office in 6<sup>th</sup> of October City, Cairo, Egypt.

UNHCR made strategic use of cash assistance to allow people of concern to meet essential needs at all phases of displacement. The amount of cash assistance increased in 2018, including in emergency contexts, and was used across sectors such as education, shelter and livelihoods. A UNHCR-commissioned study on sectoral outcomes concluded that multi-purpose cash has a positive impact in sectors beyond food security.

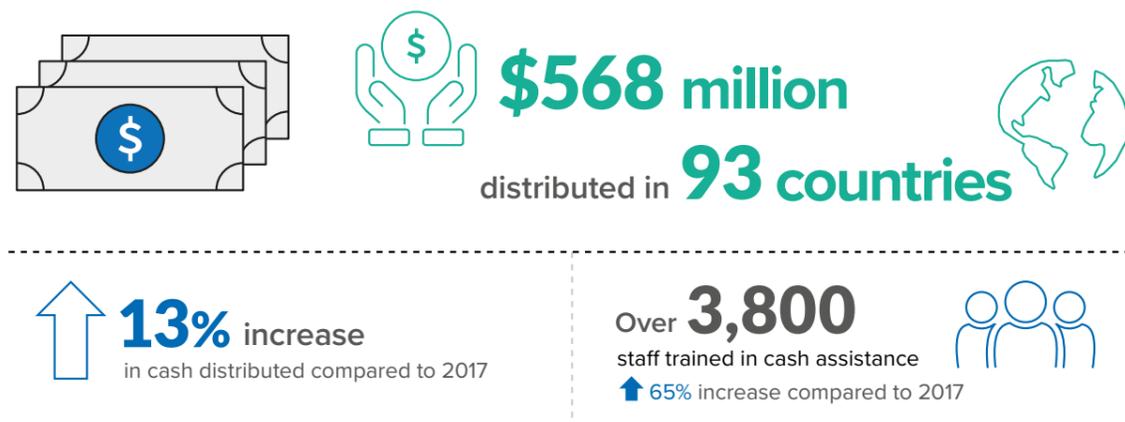
### Delivering cash assistance

UNHCR delivered \$568 million in cash assistance—mainly as multi-purpose cash grants—to some of the most vulnerable people of concern, providing them with more choice in how to meet needs and prioritize expenditures, such as clothes, hygiene, communications, transport and school supplies. The cash delivered was an increase of 13% from 2017 and had a wider impact on increasing self-reliance of beneficiaries while contributing to the local economy in host communities.

Through its Policy on Cash-Based Interventions, UNHCR commits to increase the use of CBIs by 2020.



Cash-based interventions at a glance



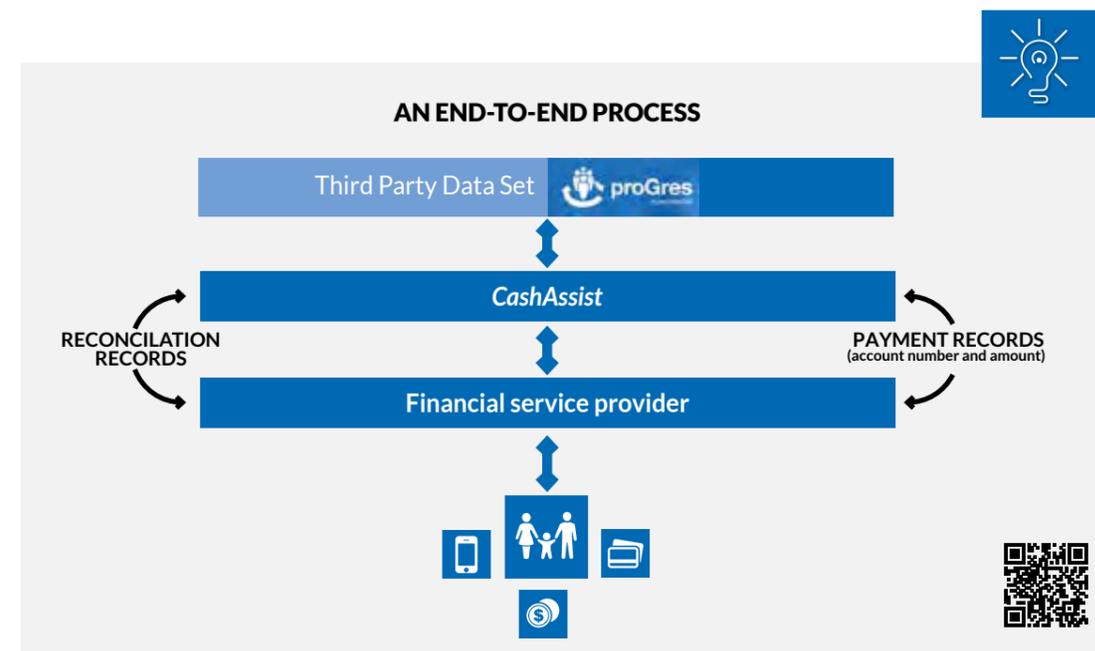
Cash-based interventions

Working in partnership enhanced the cost-efficiency and effectiveness of cash delivery, eliminating the duplication of assessments, targeting and monitoring. In this light, UNHCR, along with OCHA, UNICEF and WFP committed to a common cash system to deliver assistance.

Building on the common cash facility in Jordan, the Greece cash alliance and the one unified inter-organisational system for e-cards in Lebanon, UNHCR promoted collaborative approaches for cash transfer mechanisms that maximize efficiency and predictability, ensure effective coordination, leverage the expertise of all partners, and achieve significant economies of scale.

To better deliver cash assistance, UNHCR negotiated and established cash transfer services managed by the private sector, and made them available to all partners on the same terms and conditions. In 2018, UNHCR was able to facilitate refugees' access to formal bank and mobile money accounts in Cameroon, the DRC, Ethiopia, Iraq, Jordan, Kenya, Niger, Rwanda, Uganda and Zambia, among others.

Partnering with WFP reduced potential risks of using private sector service providers in cash assistance in 24 countries, allowing UNHCR to ensure that assistance reaches those who need it the most. In 2018, a project was launched in Cameroon and the DRC, to mitigate the risk of abuse by agents and traders involved in the delivery of cash assistance.



UNHCR established CashAssist, a global cash management system to ensure that cash transfers are made in a timely, efficient and accurate manner, while avoiding duplication and minimizing fraud.

AREAS OF INTERVENTION

KEY ACHIEVEMENTS

BASIC NEEDS AND ESSENTIAL SERVICES

CASH-BASED INTERVENTIONS. IN 2018, UNHCR:	
Enable UNHCR operations to systematically consider and implement Cash Based Interventions (CBIs)	Implemented CBIs in 93 countries, including in 20 focus countries in 2018. Conducted 13 comprehensive learning programmes (including 7 regional CBI learning programmes, 2 senior management learning programmes and 4 field support learning programmes for programme, CBI, protection, supply, and finance officers).
Further adapt the skills, processes, systems and tools aimed at clearly defining duties and maintaining efficiency of CBI delivery	Finalised a comprehensive CBI monitoring toolkit. 20 operations, accounting for 98% of UNHCR cash assistance, implemented post-distribution monitoring in 2018. Developed CashAssist from a pilot tool to a common cash facility included systematically.
Strengthen partnerships and collaborative approaches for CBIs	Conducted 13 new procurements and 15 new contracts with financial service providers. 35 active contracts with financial service providers were in place in 2018.
Continue to share CBI good practices, tools and guidance developed with the broader humanitarian community	Evaluated the cash assistance in Jordan and published "Cash for education: directions and key considerations". Documented lessons learnt on cash and WASH and shelter, including "Cash for shelter in Kenya: a field experience" and "Cash and WASH: Key learning and checklist". Conducted a mapping of social safety nets for refugees to direct cash interventions, and issued "Cash assistance and the prevention, mitigation and response to sexual and gender-based violence (SGBV): findings from research in Lebanon, Ecuador and Morocco".

## MEETING THE BASIC NEEDS OF PEOPLE OF CONCERN



Congolese refugee Apolina Nyassa, 86, lives alone in a Refugee Housing Unit given to refugees with special needs, at Nyarugusu camp, Tanzania.

### Shelter and settlement

In line with its 2014-2018 Global Settlement and Shelter Strategy, UNHCR aligned its response to national, sub-national and local development plans while linking humanitarian responses with long-term development efforts. This “master plan approach” to settlement planning allowed UNHCR to better support people of concern in accessing safe, dignified and sustainable settlements and other shelter solutions.

UNHCR provided shelter to more than 3.4 million refugees in planned settlements, however, in a context of mounting displacement, more than half of shelter needs worldwide went unmet. The Office also supported the development of comprehensive strategies to improve the quality of shelter and settlements in 21 operations, while enhanced strategic tools were adopted in Bangladesh, Iraq, Nigeria and Zambia.



© UNHCR/Alan Hargreaves



### Cities of Light: Protecting the urban displaced—High Commissioner’s Dialogue 2018

The High Commissioner’s 2018 Protection Dialogue focused on the role of cities in protecting the urban displaced, including their role in implementing the Global Compact on Refugees. Themes included challenges and opportunities for the urban displaced, best practice and innovation to help and protect them, and foster social and economic inclusion.



At the onset of emergencies, UNHCR deployed experts, and increased its use of new technology and cash to improve shelter response. For example, UNHCR scaled up the use of CBIs to respond to immediate shelter needs of Venezuelans on the move.

UNHCR expanded the range of shelter solutions, making sustainable Refugee Housing Units available in 27 operations.

Specific efforts were also made to strengthen the technical capacity of staff, partners and people of concern. Cash and shelter expert missions were carried out in Bangladesh, Greece and Kenya to assist transition from emergency to more durable shelter solutions.



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### Cash assistance and shelter

In north-western Kenya, UNHCR provided 730 refugee households with cash for shelter to ensure safe and dignified housing, address protection concerns, while reducing dependency on humanitarian assistance in the long term. This project allowed refugees to build their own permanent shelter at a lower cost and had a multiplier effect on the local economy.



AREAS OF INTERVENTION

KEY ACHIEVEMENTS

SHELTER AND SETTLEMENT

ENSURE THAT PEOPLE ARE ABLE TO SATISFY THEIR SETTLEMENT AND SHELTER NEEDS IN A SAFE, DIGNIFIED AND SUSTAINABLE MANNER. IN 2018, UNHCR:

Implement the 2014-2018 “UNHCR global strategy for settlement and shelter”

Launched and disseminated “Master plan approach to settlement planning” guiding principles to support improved humanitarian settlement development.  
 Provided country support for shelter strategy development through a tiered prioritized country system with allocated focal points, putting strategies in place covering 21 operations in 14 countries.  
 Enhanced the monitoring of country-level strategies against key standards and revised country-level strategy tools to guide the elaboration of country-level strategies.  
 Developed dashboard to review country-level strategies and support country focal points for inclusion in the settlements information portal.

Enhance UNHCR’s ability to respond to shelter and settlement needs in situations of urban displacement

Prepared background paper on urban issues relating to shelter and settlement for HC Dialogue.  
 Engaged UN-Habitat on consultancy to develop urban shelter & settlement response guidelines.

Continue professional development of shelter and settlement staff and partners, to enable the design of comprehensive and integrated responses in line with the master plan approach, CRRF and Policy on Alternatives to Camps

Distributed 35 settlement planning tool-kits to country operations to enhance the settlement planning capacity.  
 Attributed 142 Autodesk software licenses to technical staff globally, allowing for web-based learning on shelter issues.  
 Produced complementary manual as a reference document during regular settlement planning design activities.

Strengthen UNHCR’s ability to implement technically sound and sustainable cash for shelter programmes

Conducted shelter and cash expert missions in:

- Kenya (Kalobeyei): enhanced durable housing delivered through CBIs, and assisted the transition from emergency to more durable shelter solutions.
- Greece: supported transition from fully dependent Emergency Support to Integration and Accommodation scheme to independent integrated status in the host community through an unrestricted minimum expenditure basket-type approach.
- Venezuela situation: set up strategic directions for cash-based interventions in the Americas for the scale-up of shelter CBIs; set up transitional cash transfers for basic needs for the most vulnerable; prepared for potential return and reintegration grants.
- Bangladesh (Cox’s Bazar): supported pilot cash-for-shelter project, incorporating cash-for-work, vouchers and compound construction committee approach.

Promote diverse and appropriate shelter solutions in UNHCR operations

Strengthened technical capacity of local responders, staff, partners and people of concern through winterization guidance and training for use of Refugee Housing Units.  
 Enhanced shelter and settlement support was provided to UNHCR field operations through technical missions to field locations (250 days to 8 locations). Provided priority support to Bangladesh operation and the Venezuela situation.

Public health



A resident of Aleppo, Syria, gets a free medical check-up at a UNHCR-supported community centre.

UNHCR advocated inclusion of refugees in national health systems to ensure all people of concern can access lifesaving and essential health care, in line with its 2014-2018 public health strategy. Its advocacy had some success, with countries like Kenya, Rwanda and Sudan establishing refugee-inclusive health insurance plans to increase equitable access to health care (including reproductive and HIV care services).

Innovation was a main driver of health service quality, with UNHCR rolling out its new integrated refugee health information system (iRHIS) to improve the timeliness, accuracy and use of health data and

information in 16 countries, reaching about 5 million refugees globally. Other progress made included the revamping of the “balanced score card”, a health facility quality assessment tool, and the launch of an improved medical referral database to monitor resource allocation in 12 countries.

UNHCR ensured access to primary health services for refugees in 21 countries, meeting the target of one to four visits per person, per year; delivering HIV prevention and treatment, as well as reproductive health programmes within a framework of public health, protection and community development. A fourfold increase in antiretroviral treatment coverage for

**76%** of refugee women attending UNHCR-supported health care facilities had attended at least three antenatal visits during pregnancy.

refugees in camp settings has been achieved between 2014 and 2018. The coverage rates of skilled birth attendance stood at about 94%. One out of 3,000 children under five died, which was a slight reduction in the under-five mortality rate.

UNHCR worked together with host governments and partners towards the holistic integration of mental health, psychological and social support in health care systems through capacity building. In 2018, UNHCR organized trainings to enable nine operations to provide basic mental health services.

UNHCR conducted the first study on drug-resistant tuberculosis among Afghan refugees in the Islamic Republics of Iran and Pakistan and returnees in Afghanistan, paving the way for better tuberculosis prevention, care and control through harmonized service provision in all three countries. The Office also deployed health staff and provided funds to support operations as part of the inter-agency Ebola preparedness and response. Uganda was commended for its early identification of high-risk contacts at its primary entry point, which was subsequently declared safe.



### Finding innovative solutions and delivering impact

In partnership with UNHCR, the Bill and Melinda Gates Foundation is working to improve maternal and newborn healthcare for refugees and host populations worldwide through innovation. With the support of the Foundation, UNHCR concluded the two-year project “Saving Newborn Lives in Refugee Situations (2016-2018)”, bringing about noticeable improvements in maternal and child healthcare in Jordan, Kenya and South Sudan. The partnership enabled women to seek advice on appropriate treatment of sick and underweight newborns, access improved infrastructure and services, and adapt their behaviors to ensure healthy pregnancies. Building on the project’s success and learning, it has been extended to refugee situations in Chad, Cameroon, and Niger (2018-2020).



© UNHCR/Xavier Bourgeois

### Food security and nutrition



UNHCR workers help Venezuelan families who had been sleeping in Simon Bolivar public square in Boa Vista, Brazil, to settle in at the Jardim Floresta shelter.

Over the past four years, food insecurity has deteriorated significantly in many countries where UNHCR operates, posing serious nutrition challenges for people of concern, particularly in Africa. This was most concerning in contexts where drought coupled with limited livelihood opportunities. For instance in Chad, where food assistance has more than halved due to funding shortages, a survey found that refugees resorted to negative coping strategies more than the host communities, due to limited livelihood opportunities in camps.

UNHCR’s global monitoring showed that more than half of surveyed sites had unacceptable levels of acute malnutrition. Stunting was within acceptable limits only in 30% of sites and exceptionally high in an equal number of locations. The survey also revealed unacceptably high levels of anaemia in most sites. Countries where the infant and young child framework was rolled out showed improvements in acute malnutrition indicators. This was particularly evident in Bangladesh, Ethiopia, Kenya, Sudan and Uganda, which is likely attributed to the positive impact of the multi-sectoral approach.

UNHCR was a key contributor to the technical interest group designing and reviewing the analysis on the relationship between stunting and wasting among malnourished children.



UNHCR worked with WFP to promote refugee food security and self-reliance in particularly dire contexts, including in Cameroon, Chad and Ethiopia. In line with the Global Compact on Refugees, the agencies developed a Joint Self-Reliance Strategy, recognizing that basic needs have

to be met in order to support greater self-reliance. This partnership was expanded in 2018 to include joint targeting principles that will guide common assessment, analysis and identification of eligibility criteria to ensure basic assistance reaches those most in need.

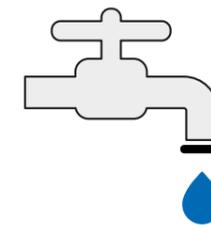


### Last Mile Mobile Solutions helps malnourished children in Ethiopia

The Last Mile Mobile Solution initiative of UNHCR in collaboration with partners in Ethiopia allows for the electronic, real-time monitoring of individual children over the course of their treatment for malnutrition. It also facilitates enhanced care and streamlined reporting processes.



## Water, sanitation and hygiene



**8.7M**  
people with access to clean water



**20L**  
water per person/day



**59**  
countries

Only **17%** of refugees have access to their own basic household toilet



**80%** cost savings on water supply in protracted refugee situations through conversion of motorized water pumps to hybrid or solar energy



In 2018, UNHCR supported 8.7 million people across 59 countries to access safe water and sanitation services. Despite overall improvements, people of concern still lagged behind the global averages in terms of access to clean water and sanitation services. According to UNHCR's WASH monitoring, only 59% of refugee situations had reached the SDG 6 "basic level" of water supply access, well below the global average, and only 17% of refugees had access to their own basic household toilet.

Faced with such challenges, UNHCR invested in cost-effective and environmentally sustainable technology in operations

transitioning from emergencies to longer-term solutions, increasing the ratio of renewable to non-renewable sources of energy to one-third. The Kutupalong camp in Bangladesh, for instance, moved towards solar water pumping serving nearly one million people. Improving the management of water resources and converting motorized water pumps to hybrid or solar energy resulted in cost savings of 80% on water supply in protracted refugee situations. UNHCR also worked on reducing the cost of providing sanitation services in protracted situations through innovative "waste-to-value" projects in refugee camps.

These not only reduced the cost of services, but also doubled the lifespan of infrastructure and generated useful products such as cooking fuel.

UNHCR advocated access to safe water and sanitation services for people of concern in urban and out-of-camp situations, in line with commitments found in both the Global Compact and SDG 6, through strategic partnerships for inclusion in national WASH systems.

In situations of emergency, the Office strengthened its emergency response through capacity-building interventions, with a particular focus on protection, through the inclusion of refugees in the

design and implementation of WASH programmes.

This resulted, for instance, in specific design modifications to toilets and positioning of water points in safe locations to enable access for people with disabilities and reduce the risk of SGBV.



### Cash for latrines

Building on lessons learnt from different contexts, UNHCR developed and circulated key tools to provide guidance on how to use cash for latrines in camp settings.



### Towards greener solutions

In 2018, UNHCR carried out several projects to expand the use of solar energy and other innovative sustainable practices in protracted refugee situations.

**Sanitation waste to value projects** in Bangladesh, Ethiopia, Kenya, and Mozambique resulted in value-added products, such as cooking fuel briquettes, biogas, and fertilizer.

The **internet of things** is a real-time monitoring and reporting system for water supply in Dadaab camp, Kenya.

In addition to being more sustainable for the environment, these practices provided value for money and reduced the cost of service provision in the long term.



## AREAS OF INTERVENTION

## KEY ACHIEVEMENTS

### BASIC NEEDS AND ESSENTIAL SERVICES

#### HEALTH STATUS OF POPULATION IMPROVED. IN 2018, UNHCR:

**Investing in public health, nutrition and WASH related data to drive needs-based responses and evidence based decision-making**

Developed standardized expanded nutrition survey (SENS) to integrate learning from latest scientific review and reflect changes in the modus operandi of food assistance. Reviewed stunting trends in various countries generated from SENS data. Published assessment, monitoring, analysis and reporting tools on the WASH website (<http://wash.unhcr.org>) for country operations to carry out effective needs-based prioritization of WASH activities in country operations. WASH indicator monitoring mechanisms (monthly report card and standardized Knowledge, Attitudes and Practice survey) rolled out to additional countries for improved gap analysis and resource allocation.

**Ensure the technical integrity and quality of public health, nutrition and WASH programmes from emergency to protracted situations**

Cholera outbreak assessment and development of response and monitoring tools, including in first-time use of oral cholera vaccines in Uganda, with the emergency refugee influx from the DRC. Developed and validated public health response in emergencies toolkit for refugee emergencies in Chad. Conducted training-of-trainers in management of non-communicable diseases in 5 countries (the DRC, Ethiopia, Rwanda, Tanzania and Uganda) for 141 trainers reaching 818 clinical staff. Conducted training-of-trainers in the low-dose, high-frequency approach to reinforce and improve maternal and newborn care conducted in 3 operations. Published urban WASH review and guidance note on WASH programming for refugees in urban situations with case studies from Lebanon, Turkey and Uganda. Developed multi-year WASH strategies and site-level operational plans in 23 countries, focusing on emergency, post-emergency and protracted situations.

**Strengthen interagency and strategic partnerships in public health, nutrition and WASH**

Provided technical support to Djibouti, Kenya, Rwanda and Sudan, among other countries to review the inclusion of refugees in national health insurance in partnership with ILO. Finalised an MoU with the Ministry of Health in Uganda on provision of integrated health care services for refugees and host populations. Conducted training sessions for midwives in Cameroon, Chad and Niger. Engaged with Gavi, the Vaccine Alliance, on the "fragility, emergencies and refugees policy". As a result, Gavi supported governments and partners in Bangladesh, Rwanda, and Uganda in providing vaccines to refugees. Agreed with WFP on joint principles on targeting of assistance as well as an addendum on data sharing to the MoU (2011).

# Building better futures

*Gladys Acacio, 25, a South Sudanese refugee, living in Pagirinya settlement in Adjumani, came to Uganda in June 2017 with her mother and four siblings. Gladys has recently graduated in motorcycle repair training.*

It can take years before it is safe for forcibly displaced people to return, or to find a new place they can call home. For UNHCR, it is thus crucial to work with people of concern—and the communities which host them—to help them retain a sense of security, belonging and hope for the future; to enjoy basic services alongside nationals; to channel their resilience; and to help

displaced people actively contribute to the countries and communities hosting them.

Building on recent policy shifts in the international community—the Global Compact on Refugees and the SDGs to name two—UNHCR strengthened its work on resilience and solutions for its people of concern, striving for more coherence in its approach throughout 2018.

This chapter outlines the initiatives taken by UNHCR in 2018 to secure comprehensive and durable solutions for those falling under its mandate. Throughout the year, the Office promoted comprehensive approaches to protection and solutions programming from the very onset of an emergency. This included advocating and supporting one of the three durable solutions: return or

voluntary repatriation, local integration, or resettlement. It also included expanding the availability and impact of educational opportunities for people of concern; facilitating access to, inclusion in, and contribution to, formal economies; developing holistic settlements; and providing sustainable energy solutions for people in need.

**“No country should be left alone to respond to a huge influx of refugees”**

—Filippo Grandi, United Nations High Commissioner for Refugees

## SOLUTIONS



Refugees arrive at Lisbon airport, Portugal. These are some of the first of over 1,000 refugees that Portugal has pledged to admit within the framework of the EU resettlement programme.

### Voluntary repatriation

As the preferred solution of many refugees, the Office facilitated voluntary repatriation to multiple countries, including Afghanistan, Burundi, Chad, Rwanda, Somalia and Sudan. The number of refugees who returned

decreased from 667,400 in 2017 to 593,814 in 2018. However, ensuring that conditions were ripe for return was especially challenging in 2018, and the number of those who opted to repatriate was far outnumbered by those forced into exile (or who had been in exile for years).

For refugees expressing an interest to return, UNHCR engaged with them on their intentions for the future, and provided them with accurate and objective information on the conditions in their location of origin for them to make an informed decision. For instance, UNHCR and the World Bank conducted research on the living conditions and settlement decisions of recent returnees to Afghanistan (some 16,220 in 2018), to better understand the factors that influenced return and to enhance the development of reintegration and livelihood projects.

In Burundi, a joint multi-year programme with FAO, UNDP and UNFPA supported local capacities for cross-border monitoring and access to justice, security and social services for returnees and local communities along with livelihoods opportunities. These efforts aimed to address issues of insecurity, governance and rule of law and, crucially, the inability of returnees to reclaim housing, land and property in alignment with SDG 16 (Peace, justice and strong institutions).

In other places, such as South Sudan, UNHCR observed self-organized returns and monitored their progress where possible. Such monitoring confirmed a number of common challenges in returning to unstable areas of origin, including: ongoing insecurity;

persistent human rights concerns; unresolved political tensions; limited or damaged critical infrastructure; destroyed or occupied housing, land and property; limited absorption capacity; and a lack of livelihood opportunities.

UNHCR engaged with other key stakeholders to address the obstacles to potential future returns and establishing the legal frameworks necessary to underpin voluntary repatriation. Key examples of this approach were undertaken in the Myanmar and Syria situations (see the regional summaries for *Asia and the Pacific*, and the *Middle East and North Africa*).

Cash assistance is a crucial part of ensuring the sustainability of UNHCR's voluntary repatriation programming, providing a safety net for families until they are able to secure access to national welfare systems or other forms of national support. Somali returnees, for example, were provided with cash assistance to facilitate their reintegration. With the assistance being spent in the local economy, this helped boost markets and contribute towards peaceful co-existence between returnees and their communities.

**593,814**  
refugees returned  
in 2018, a 11%  
decrease when  
compared with  
2017.

### Real-time data from Afghan returnees provides key information on assistance needs



With returnees and IDPs facing challenges in Afghanistan, UNHCR partnered with Orange Door Research and Viamo to collect real-time data through mobile phone surveys, supplemented by surveys with the general population. In addition to UNHCR's protection monitoring activities, these 14,000 surveys (conducted between August 2017 and January 2018) provided a unique perspective on population mobility trends and important data regarding assistance needs, protection risks and vulnerability, allowing for a more reliable response.





### Local market growth and increased efficiency through cash for returnees

The use of cash reduced logistical overhead costs associated with in-kind repatriation assistance packages, while ensuring returnees had the resources to make their own choices about how they restart their lives. Cash assistance programmes have also been shown to be effective in stimulating local economies.

In Somalia, UNHCR provided a range of cash assistance through its partner, Amal Bank, to more than 87,000 returnees. These included options such as a one-time cash grant, monthly support, allowances based on the number of children in a family, and shelter grants. In an important step toward reintegration, returnees were also provided with their own bank accounts. Post-distribution monitoring found that 98% of returnees were positive about the distribution process and modality, while 87% indicated that cash assistance had had a positive impact on their life.

### Local integration

Local integration for refugees is a complex and gradual process with inter-related legal, economic, sociocultural and civil-political dimensions, requiring adaptability by refugees and host communities alike. To support countries in providing options for local integration, UNHCR and partners contributed with financial and technical support to ensure that integration programming took into account the needs of both refugees and host communities. The ultimate objective of local integration is that refugees have a long-term legal basis to stay in a country, accompanied by equivalent cultural, social, civil-political and economic opportunities and enjoy their rights on a similar basis as that country's nationals—enabling them to contribute actively to their country of residence.

local authorities and people of concern in Bulgaria, Hungary and Malta.

In Turkey, refugees were provided with access to health, education and legal assistance. However, sustained support from the international community remained essential in maintaining the level of service. In Ukraine, following the adoption of a strategy on durable solution and integration for internally displaced people, the Government finalized an action plan for the elaboration of local integration plans and mechanisms to access temporary and affordable housing for IDPs.

In Africa, local integration was pursued for Ivorian refugees who chose to remain in Liberia. Programmes focusing on naturalization procedures, land acquisition, social cohesion, employment opportunities and the provision of basic social services in communities are already underway to prepare for the integration of some 8,000 refugees. In Ethiopia, legislative reform is expected to help facilitate the possibility of local integration and a more secure status, as well as allowing refugees greater freedom of movement and access to employment. Guinea-Bissau approved the eligibility for citizenship for Senegalese refugees who have lived in a state of limbo as a result of four decades of conflict.

**8,000** Ivorian refugees in Liberia benefitted from integration programs.  
**7,000** Senegalese refugees received identification cards in Guinea-Bissau.

Around the world, there were positive examples of local integration. In Europe, for instance, UNHCR nurtured innovative partnerships to promote access to labour markets and explore the role of youth and sport in integration. UNHCR worked closely with the OECD on a joint action plan to expand employment opportunities for refugees, resulting in a series of workshops that brought together potential employers,

While UNHCR supported the process of securing identification cards for some 7,000 Senegalese refugees, the Government reduced the administrative fees by 80%, thus facilitating greater access to the naturalization process.

In Asia and the Pacific, UNHCR collaborated with UNDP's rule of law programme in Pakistan to enhance legal aid capacities to strengthen the national justice and security sectors. UNHCR directly operated nine Advice and Legal Aid Centres in Pakistan providing refugees with legal support, while engaging with UNDP's support to the Pakistan Bar Council,

law schools, community paralegals and community-oriented policing.

In the Southern Cone of South America a number of good practices fostered the local integration of refugees. UNHCR worked with States and civil society partners to extend the rights of refugees, including the right to work, access to health care and free education—despite an increasing number of arrivals. In the same region the Cities of Solidarity concept has, over the past 14 years, gained recognition for the important role of cities in facilitating refugees' inclusion and integration in national systems.

## RESETTLEMENT AND HUMANITARIAN ADMISSIONS

**1.2M** refugees in need of resettlement in 2018



**82** UNHCR operations submitted refugees

**17%** urgent/emergency submissions

**49%** women and girls submitted

**52%** children submitted

**55,680** departures

**27** countries

**14%** decrease to 2017 (65,108 refugees)

Resettlement is a tangible, lifesaving mechanism for governments and communities across the world to share responsibility for the increasing number of refugees worldwide. Expanding third country solutions for refugees is a key objective of the Global Compact, however, these solutions are available to only a fraction of the world's refugees.

UNHCR's resettlement portal is available here.



According to data on UNHCR-facilitated resettlement, about 55,680 of the 1.2 million refugees in need of resettlement in 2018 were actually resettled—a 14% decrease compared to equivalent 2017 figures. The largest number of UNHCR-facilitated resettlement departures in 2018 were from major refugee-hosting countries, including Turkey (16,000) followed by Lebanon (8,390), the United Republic of Tanzania (6,490), Jordan (6,390) and Uganda (5,480). The top five resettlement countries accepting UNHCR's submissions in 2018 were the United States of America, Canada, the United Kingdom, France and Sweden.

Out of more than 81,337 resettlement submissions to 29 resettlement States, the majority of referred refugees were from Syria (28,189), the Democratic of the Congo

(the DRC, 21,807), Somalia (4,926) Eritrea (4,288) and Afghanistan (3,995). Although this represented an 8% increase in submissions compared to 2017 (75,188), the total number of places only covered 4.7% of global refugee resettlement needs in 2018. Of 2018 submissions, 68% were for survivors of violence and torture, those with legal and physical protection needs, and particularly vulnerable women and girls. Just over half of all resettlement submissions were children.

UNHCR helped States to implement protection-centred resettlement programmes, informing the priorities and composition of States' resettlement programmes and advocated legal and policy reform related to resettlement, particularly within the European Union. The Annual Tripartite Consultations on Resettlement focused on ways of expanding resettlement programmes and enhancing their effectiveness. Innovative approaches and partnerships, evidence-based communications and successful integration strategies were identified as key areas to expanding resettlement in line with the New York Declaration and the Global Compact.

These areas will be relevant to the development of UNHCR's 2019-2021 strategy on resettlement and complementary pathways to help increase the pool of resettlement places, encourage more countries to participate in global resettlement efforts, and increase access to complementary pathways for refugees. The development of this consultative strategy, which started toward the end of 2018, should be completed by mid-2019.

UNHCR strengthened partnerships with non-traditional actors to expand resettlement, engaging, for example, with academia and the private sector. An example of this was the establishment in February 2018 of a new working group on innovative partnerships in resettlement, which consider the engagement of communities and citizens in community-based sponsorship programmes. UNHCR maintained its involvement in the Global Refugee Sponsorship Initiative, supporting community-based sponsorship programmes, including in Germany, Ireland and Spain. The Syria Core Group on Resettlement supported and advocated the resettlement

of Syrians, including through complementary pathways (see overleaf), and the Central Mediterranean Core Group made significant efforts to advocate increasing resettlement capacity in countries along the Central Mediterranean route, as well as serving as a community of best practices for innovative processing modalities.

UNHCR and IOM's work on the Emerging Resettlement Countries Joint Support Mechanism (ERCM) supported countries such as Argentina, Brazil and Chile to realize their commitments to build resettlement and community sponsorship programmes. As a result of an evaluation of the programme in 2018, focus shifted towards capacity-building based on a better understanding of State processes and timeframes.

The Protection Transfer Arrangement (PTA), providing people at serious risk of harm or death in countries from the North of Central America with safe and legal access to a resettlement country, now in its third year of implementation, is another good example of a lifesaving mechanism.

The Global Refugee Sponsorship Initiative – communities helping communities.



### From child refugee in Mozambique to school principal in the United States

Resettlement gave Bertine Bahige a new chance in life. The former Congolese refugee, resettled in the United States of America, would have never imagined he would one day call Wyoming home.

*“All refugees are asking for is an opportunity [...] Sometimes we look at it as, ‘How much is that going to cost me?’ But we fail to look at it from the other side – ‘What can refugees bring? How can they enrich our community?’”*

—Bertine Bahige, Congolese refugee at his school in Wyoming.



© UNHCR/Cynthia Hunter

### An innovative lifesaving mechanism for people at heightened risk

The Protection Transfer Arrangement (PTA) is a unique example of a sub-regional burden- and responsibility-sharing mechanism providing people with safe and legal access to a resettlement country. Originally consolidated in El Salvador, Guatemala and Honduras, it was successfully expanded in 2018 to new resettlement countries, including Australia, Brazil and Uruguay.

In 2018, 515 cases (1,456 people) were submitted to the United States of America, 36 to Australia, 18 to Uruguay, and six to Brazil. During the year, 150 people were resettled—142 to the United States and eight to Uruguay.

Since its inception, UNHCR and partners have identified almost 2,500 people at heightened risk and in need of international protection to be considered by the PTA. More than 1,000 cases were submitted to a resettlement country—one third of whom departed.

UNHCR hopes that submission capacity will ensure at least 1,000 people per year depart from the three countries. An evaluation of the effectiveness of the PTA was completed and the resulting recommendations will guide the PTA action plan in 2019.



## Complementary pathways for admission to third countries

**1.5 million** people have been granted either refugee status or a complementary form of protection since 2010.

Complementary pathways for refugees can include family reunification, scholarships and education programmes, opportunities for labour mobility (including through the identification of refugees with skills needed in third countries), community sponsorship schemes, and special visa and humanitarian admission programmes.

Complementary pathways for admission to third countries are an expression of international solidarity with host countries and communities, with the concrete effect of facilitating access to protection and easing pressures on host countries. However, they need to be made available to refugees in a more systematic, organized, sustainable and gender-responsive basis, incorporating appropriate protection safeguards.

With the objective of expanding such pathways, UNHCR provided guidance to the Irish Government on its Humanitarian Admission Programme 2 (IHAP) and to Sweden on family reunification. The Office also supported the Government of Japan's initiative for the future of Syrian refugees to allow 30 refugees to complete masters' degrees. Partnership with the NGO Talent Beyond Boundaries (TBB) helped to open up employment opportunities for refugees in third countries, and United World Colleges helped to expand secondary education for refugee students in third countries. By the end of 2018, some 12,000 people and over 200 professions were registered in the TBB refugee talent database in the Middle East and North Africa region.

There are challenges to achieving complementary pathways, with refugees frequently unable to obtain exit permits,

visa or travel documents, for example. Some programmes lacked adequate protection safeguards in hosting countries, had limited resources to cover refugees' needs, and others had strict eligibility criteria that did not take into account refugees' specific situations. One of the most significant concerns is refugees' inability to remain in the country of the complementary pathways programme in the event they are unable to return to the first country of asylum or their country of origin after the programme's completion.

With data crucial to expanding complementary pathways, UNHCR and OECD released a joint report on the use of complementary pathways, focusing on first entry permits granted to nationals from Afghanistan, Eritrea, Iraq, Somalia and Syria from 2010 to 2017. During this period, more than 1.5 million were granted either refugee status (890,000 people) or complementary forms of protection (633,000). This compares to a total of 566,900 first residence permits granted for family (487,300 permits), work (25,400 permits), or education-related reasons (54,200 permits). During the same period, some 350,400 people from the five populations arrived in OECD countries through resettlement processes. This report concluded that despite significant recourse to complementary pathways by the five nationalities in question, substantial potential exists for expanding the programme.

With regular updates, the report will be issued every two years, with the first one to be completed in 2020, covering 2018-2019 data. The findings from this report will contribute to the development of the 2019-2021 strategy to expand resettlement and complementary pathways as envisaged by the Global Compact on Refugees.

The joint UNHCR-OECD report "Safe pathways for refugees".



### AREAS OF INTERVENTION

### KEY ACHIEVEMENTS

## DURABLE SOLUTIONS

### POTENTIAL FOR VOLUNTARY RETURN REALIZED. IN 2018, UNHCR:

#### Support voluntary repatriation

Supported returns to countries including Afghanistan, Burundi, Chad, Rwanda, Somalia and Sudan.

### REINTEGRATION MADE MORE SUSTAINABLE. IN 2018, UNHCR:

#### Make reintegration more sustainable

Contributed to multi-partner durable solutions strategies in situations involving reintegration of refugees and IDPs, including through analysing and addressing housing, land and property issues.

Maintained analysis and dialogue with refugees and returnees in countries where there was potential for return through focus groups, intention/perception surveys and return monitoring.

### COMPREHENSIVE SOLUTIONS STRATEGY DEVELOPED, STRENGTHENED OR UPDATED. IN 2018, UNHCR:

#### Develop and implement strategy

Developed 16 and revised 6 strategies with partners implemented in 22 country operations. Finalized development of a rights-mapping tool, to be rolled out in 5-8 operations in 2019.

### POTENTIAL FOR INTEGRATION REALIZED. IN 2018, UNHCR:

#### Make integration more sustainable

Worked with countries of asylum including Ethiopia and Liberia to identify legal and administrative barriers to local integration and provided support in addressing them.

### POTENTIAL FOR RESETTLEMENT REALIZED. IN 2018, UNHCR:

#### Identify and submit resettlement cases

Submitted 81,337 resettlement dossiers globally to 29 States (target was for 120,000 people).

Submitted 11 resettlement proposals advocating key priority situations to resettlement States, which led to an 8% increase of resettlement places.

#### Arrange resettlement departures

Supported the departure of nearly 55,680 refugees to 27 resettlement countries.

#### Optimize the resettlement process

Rolled out a resettlement performance indicator dashboard to monitor monthly performance of UNHCR resettlement operations and States' programmes.

#### Training and capacity building

Organized 2 resettlement learning programmes in Nairobi, training some 52 resettlement staff to strengthen the quality of resettlement processing in countries along the central Mediterranean route.

Supported Brazil with the reform of its legal framework to receive refugees as part of its humanitarian visa program, through the ERCM. The first arrivals are expected in early 2019 from the North of Central America.

Supported Argentina, through the ERCM, to grant residence permits to over 140 Syrian refugees, who now have access to work and education, and can apply for asylum and for citizenship after two-years of residence in the country.

#### Complementary Pathways

Implemented family reunification project facilitating 30 cases of resettlement to Sweden through the identification, counselling, processing and referral of eligible cases.

Provided guidance to IHAP to allow humanitarian admission for 530 eligible family members of Irish citizens.

Supported the implementation of a pilot project in Kenya and Lebanon to provide and improve access to labour mobility opportunities in Canada under the "Economic mobility pilot project" (the Government of Canada in partnership with RefugePoint and TBB) which grants refugees permanent residency status.

Supported the Government of Japan's initiative for the future of Syrian refugees creating opportunities for Syrian students and their families (30 people in all) from Lebanon and Jordan to complete masters' degrees in Japan for the 2018-2019 academic year.

Supported the establishment of the "African Union Protocol on free movement of persons, right of residence and right of establishment".

## ACCESS TO QUALITY EDUCATION



Sunflower Learning Centre in Kutupalong Extension Camp 4, Bangladesh, is the first two-storey building in the camp and was designed to save space and reduce overcrowding.

The Global Compact on Refugees and its integrated global programme of action provides an opportunity to enhance the quality and inclusiveness of national education systems, facilitating access to education for children and youth from refugees and host community alike. In line with SDG 4 (Inclusive and equitable quality education and lifelong learning opportunities for all), and as a member of the SDG Education 2030 steering committee, UNHCR advocated inclusion of forcibly displaced people into the agenda of all regional SDG 4 meetings in 2018. This resulted in regional and global commitments for the inclusion of refugees, IDPs, asylum-seekers and stateless children and youth in education systems. UNHCR leveraged a variety of partnerships to advocate and support refugee-inclusive multi-year national education planning

processes. For example, national action plans were developed in Djibouti, Ethiopia, Kenya, Liberia, Malawi, Nigeria, Rwanda, Somalia, South Sudan, Sudan, Uganda and Zambia together with experts from ministries of education and civil society partners to improve collaboration across humanitarian and development planning processes for improved quality and access to education for refugee and host community children and youth. In East Africa, a second meeting of IGAD Ministries of Education worked with UNHCR, the European Union and other partners to develop plans to support the systematic inclusion of refugees into national services across the region by 2020, guided by the goals of the Global Compact and the Djibouti Declaration. This includes developing costed plans in line with the September 2018 education response plan

for refugees and host communities in Uganda. Between 2017 and 2018, the number of school-age refugee children increased by 1 million worldwide. With the combined efforts of governments, UNHCR and partners succeeded in enrolling over 500,000 children in school in 2018, but some 4 million refugee children still remained out of school. By the end of 2018, targeted programmes resulted in the enrolment of an additional 200,000 children (almost 50% of whom were girls) into primary education across twelve countries.

Strengthened collaboration and partnerships with ministries of education has been central to this endeavour. In Kenya, for example, all refugee camp schools have been registered as public entities and enrolment of host community children has been fostered. In Ethiopia, the Government committed to increasing refugee enrolment in primary, secondary and tertiary education as part of efforts to positively address refugee education within the national system. In Yemen, the Ministry of Education became an official UNHCR education partner in implementing the refugee education programme, an important step towards national system inclusion.

UNHCR's youth education programme in Kenya, Pakistan, Rwanda and Uganda set a new benchmark for initiatives by seeking to ensure that more refugee youth have access to quality post-primary education. The four-year programme targets 232,000 youth in all four countries. Cash-based initiatives have been expanded due to the costs associated with the specialized teaching that secondary education requires, which are a central barrier to accessing education.

**500,000** children were enrolled in school in 2018 through the combined efforts of governments, UNHCR and partners.



### 1 million refugee children enrolled in school thanks to Educate A Child partnership

Educate A Child (EAC), a global programme of the Qatari Foundation Education Above All, remained one of UNHCR's most valuable private sector partners in 2018, with a contribution of \$14.1 million. 2018 was also the year of a great milestone, as UNHCR and EAC celebrated one million children enrolled in primary school in 12 countries in Africa, Asia and the Middle East since the beginning of the partnership in 2012.





### Empowering refugees through cash for education

The ultimate goal of cash for education is to increase access and retention in national education systems. A UNHCR report, “Cash for Education: A global review of UNHCR programmes in refugee settings”, concluded that cash assistance has a positive impact on school enrolment, attendance and educational outcomes of girls and boys. The size and duration of the transfer greatly influences its long-term impact.



In the DRC, this approach has proven very useful. Refugees highlighted that being able to pay for school and teachers themselves significantly improved their status in the community, and their influence on their children’s education.

“Cash for Education: direction and key considerations” includes guidance on a range of strategies, such as use of cash for education as part of cash for basic needs; the monetization of school material and a move from conditional to unconditional cash for education, where appropriate; and from indirect to direct implementation, using UNHCR’s existing cash delivery mechanisms.



In partnership with Jigsaw Consult, UNHCR initiated a youth-led research programme in Pakistan and Rwanda aimed at training young refugees in participatory research to systematically identify barriers to transition from primary to secondary education and develop solutions. With the support of UNHCR’s partner—LDS Charities, the humanitarian arm of the Church of Jesus Christ of Latter-day Saints—schoolrooms were built and refurbished across Kenya, Pakistan, Rwanda and Uganda; a youth centre was established; and specific support provided to ensure that educational environments were places of safety for adolescent girls.

UNHCR supported flexible and certified accelerated education options for refugee children and youth who have missed out on schooling. To design effective and coordinated responses, UNHCR led the accelerated education working group, which included the Education and Conflict Crisis Network, International Rescue Committee,

Norwegian Refugee Council, Plan International, Save the Children, UNESCO, UNICEF, USAID and War Child Holland. The Group worked with governments, partners and national education institutions in Burundi, the DRC, Kenya, Liberia, Mali, Niger, Nigeria, Pakistan, Sierra Leone, Somalia, South Sudan and Uganda to develop action plans to expand certified accelerated education programming for both refugee and host community youth.

For millions of women and girls among the world’s growing refugee population, education remains an aspiration, not a reality. “Her turn”, a UNHCR report launched on International Women’s Day, revealed that refugee girls at secondary level are only half as likely to enrol in school as their male peers, even though girls make up 50% of the school-age refugee population. The report documented barriers to education faced by girls, and recommended seven practical ways to enhance girls participation and attendance at school.

“Her turn” – making refugee girls’ education a priority.



Close to 6,600 students received university scholarships through the DAFI scholarship programme for tertiary education in 2018. With the United Nations Volunteers (UNV), UNHCR launched a pilot project promoting refugee engagement and empowerment through volunteerism. Complementing the DAFI tertiary scholarship programme, this joint initiative offers newly graduated

refugees a volunteer assignment with development organizations in their country of asylum. In 2018, 14 DAFI refugee volunteers were deployed in Ghana and Senegal with various UN Agencies (IOM, UNCDF, UNDP, UNFPA, UNICEF, UNIDO, UN Women, and the UN University Institute for Natural Resources in Africa).



© UNHCR/Amnon Tandy

### Working in partnership to support innovative education programmes

UNHCR partnered with the United Kingdom’s Department for International Development (DFID) and UNICEF to establish the first Humanitarian Education Accelerator (HEA). The programme builds on UNICEF and UNHCR’s earlier collaboration with DFID’s Amplify programme, which sought to nurture and test innovative ideas in the earliest stages of development, helping understand how to transform good pilot projects into scalable educational initiatives for refugees and displaced communities worldwide. By developing a cohort of successful humanitarian innovators, the goal is to build a strong

evidence-base of effective methods to scale and evaluate programs for refugee education.

The HEA supported innovative education programmes through education partners—including Caritas Switzerland, Kepler, Libraries Without Borders, War Child Holland and World University Service Canada—across Africa, Asia, Eastern Europe, and the Middle East. As a result of HEA-facilitated work, education partners developed solid business models for scaling and rigorous monitoring and evaluation plans, to build on evidence on what does or does not work in their education programming.

By extension, these new skills and processes are allowing partners to reach more refugee children and improve overall learning outcomes. Data analysis and validation of findings for these evaluations and the larger HEA meta-evaluation began in the last quarter of 2018, with key learnings and recommendations to be developed for 2019.



Connected learning



Somali refugees pursuing a Bachelors in Education at York University (Canada) with UNHCR's education partner, Windle International Kenya - Borderless Higher Education, at work in a computer lab in Dadaab refugee camp.

**35** instant network schools were established across Africa benefitting over **86,000** students.

In partnership with the Vodafone Foundation, 35 instant network schools were established in the DRC, Kenya, South Sudan and Tanzania—transforming traditional classrooms into vibrant multimedia learning hubs. This expanding partnership has now benefited over 86,000 students and 1,000 teachers. Another example of innovative programming is the partnership between UNHCR, Google and Learning Equality aimed at enabling refugee and host communities around the globe to actively participate in the digital education movement. Through this three-year collaboration that commenced in 2018, refugee communities in Jordan, Kenya, Uganda and Tanzania, for example, are helping to adapt an open source, offline platform (Kolibri) for more effective use in refugee contexts, and enabling secondary

students to leverage cutting-edge digital resources focused on science, technology, engineering and maths, and life skills.

UNHCR worked with ministries and universities to host two roundtables in Jordan and Lebanon on the opportunities and constraints of connected tertiary education. These meetings fostered partnerships between local and international universities, building on the growth of the Connected Learning in Crises Consortium, which doubled its membership in 2018. Co-led by UNHCR and the University of Geneva, the Consortium includes 23 university and higher education partners dedicated to increasing access to blended higher education opportunities throughout the world, and specifically within the Middle East and North Africa region.

AREAS OF INTERVENTION

KEY ACHIEVEMENTS

BASIC NEEDS AND ESSENTIAL SERVICES

IMPROVE ACCESS TO QUALITY EDUCATION. IN 2018, UNHCR:

Leverage partnerships and strengthen capacity for refugee inclusion in national education systems

Supported sector planning in Burkina Faso, Burundi, Cameroon, Chad, the Republic of the Congo, the DRC, Djibouti, Ethiopia, Kenya, Liberia, Mali, Mauritania, Niger, Nigeria, Rwanda, Senegal, Somalia, South Sudan, Uganda and Zambia.

Worked with the Inter-agency Network for Education in Emergencies and the Global Education Cluster to strengthen education coordination and response including in Ethiopia, the DRC and Syria to inform joint responses for education in emergencies and in supporting the inclusion of refugees in national education systems.

Enhance access to quality primary, secondary and tertiary education

Supported the enrolment of over 200,000 children (94,000 girls) in primary education by the end of 2018.

Supported over 6,500 refugees at the tertiary level through the DAFI scholarship programme in 51 countries of asylum, with a new programme opening in Malawi in 2018.

Increase enrolment and retention of girls in education

Supported the enrolment of 94,000 girls in primary education, with 2,600 female students awarded a DAFI scholarship.

Strengthen education data and knowledge management capacity

Developed country-based action plans in 12 countries to improve the availability of education refugee data through the new Refugee Education Management Information System, together with ministries of education, UNICEF and partners.

Expand innovation in education to improve access to quality education

Supported (through the Connected Learning Consortium in Crisis) over 7,500 participants to study through accredited connected learning programmes in over 12 countries.

Guided Jigsaw Consult on impact evaluation of the instant network schools, a partnership between UNHCR and Vodafone Foundation.

POPULATION HAS OPTIMAL ACCESS TO EDUCATION

Advocate increased admissions in national education systems at all levels

Provided country teams with capacity training to develop action plans to improve refugee access to quality education by including them in national systems across several countries.

## LIVELIHOODS AND ECONOMIC INCLUSION



In line with objective two of the Global Compact on Refugees, in 2018 UNHCR promoted the economic inclusion of those who had been forced to flee their homes, advocating their right to work and earn a livelihood through market-oriented programmes. The Office placed due emphasis on refugees' resilience, knowledge and skills, recognizing the contribution they can make to the development of their host societies.

This work required strong collaboration with development actors, the private sector, government and civil society partners, and mostly with refugees themselves. UNHCR focused on ensuring the sustainability and efficacy of its economic inclusion and livelihoods initiatives across 75 countries, which benefitted some 1.8 million people of concern and host community members.

UNHCR, Sida and the Grameen Credit Agricole Foundation together for the financial inclusion of refugees.



### Working towards the financial inclusion of refugees in host countries

UNHCR and the Swedish International Development Agency (Sida) made progress in implementing the credit guarantee facility in Jordan and Uganda through the Grameen Credit Agricole Foundation. Local microfinance institutions were selected, and preparations made to initiate lending operations to refugees. In addition, market assessments were conducted through the consulting firm Microfinanza to inform the microfinance institutions on how to tailor their services to the needs and challenges of the refugees.

Access to affordable financial services is a key component to ensuring the financial inclusion of refugees. UNHCR and the UNCDF launched a technical assistance facility supporting financial service

providers operating in developing countries in order to strengthen their capacity to reach people of concern to UNHCR, including host communities. The facility extends grants, loans and technical assistance including remittance services, mobile money operators, mobile network operators and aggregators, and initially targeted eight countries—Cameroon, Chad, the DRC, Ethiopia, Kenya, Rwanda, Uganda and Zambia.

UNHCR also increased the engagement of local financial service providers resulting in enhanced recognition of the refugee population as a viable target segment for financial services. It became clear that service providers were unaware of the potential of refugees and members of host communities as likely clients, who are reliable and trustworthy, as supported by multiple studies. UNHCR's engagement as a convenor and facilitator resulted in greater access to qualified providers.

Microfund for Women (in Jordan) and Al Majmoua (in Lebanon) now serve more than 12,000 refugee clients with individual and group loans, while microfinance institutions in Morocco (Inmaa and Attil) and Tunisia (Enda Tamweel) are introducing pilot lending schemes for refugee entrepreneurs.

The Office's collaboration with ILO saw a series of market systems and value chain analyses of economic opportunities for refugee communities in 15 countries (Argentina, Brazil, Cameroon, Costa Rica, Djibouti, the DRC, Egypt, Ethiopia, Kenya, Mexico, Niger, Pakistan, South Africa, Tunisia and Zambia) over the last three years. Assessments for three of them—Ethiopia, Pakistan and Zambia—were published in 2018 and the report of three additional assessments in Brazil, Kenya and Niger will be released in 2019.

© UNHCR/Anthony Karamba



### Kigali sees economic sense in helping refugee entrepreneurs

Nearly 500 Congolese refugee entrepreneurs were trained in business skills and received strategic business consulting services from INKOMOKO, a business consulting firm that works with micro, small and medium enterprises in

Rwanda. After conducting their due diligence, INKOMOKO provided 5,400,000 Rwf (\$5.9 million) loans to 14 Congolese refugees to grow their businesses. Previous loans provided to refugee entrepreneurs had a 98% successful repayment rate. Working to increase refugee livelihood opportunities is a priority of the comprehensive refugee response in Rwanda. Strategic partnerships with UNHCR and private sector companies like INKOMOKO have shown their worth. Refugees come into the country with knowledge, skills and a different culture which could be of added value.



The assessments identified potential sectors or value chains for the inclusion of refugees and corresponding interventions were recommended to achieve this.

Building upon this work, ILO and UNHCR developed the “Systemic approach to inclusive markets for refugees and host

communities”, an approach adjusted to local contexts, legal frameworks and market realities. It promotes target group-focused socioeconomic and market assessments to determine what is needed to tackle identified constraints and promote refugee livelihoods sustainably.



### MADE51 – Linking refugees to global markets

Whenever refugees flee, they leave behind their livelihoods, their prospects and, critically, their capacity for self-reliance. But what many refugees do retain are their traditional skills and craftsmanship, from the leatherworking of the Tuareg in Burkina Faso to the fine embroidery of the Syrians in Jordan.

MADE51 helps refugees harness their skills for their own advancement, enabling them to participate in the growing global economy. By partnering with social enterprises, retail brands and buyers, UNHCR can connect refugee-made artisanal products with international markets where they are in demand.

MADE51 products exude a real essence of humanity. They tell the timely and important story that refugees can be a vital contributing force within the world economy. The products of refugees engaged in the MADE51 project hit global markets in 2018 through the Ambiente Trade Show, in Frankfurt, which featured 12 export-ready product lines.

The level of buyer and visitor interest exceeded expectations, with follow-up on over 200 serious business contacts made as a result of the show and initial, trial orders placed at the event.

Goodwill Ambassadors emphasized UNHCR’s work around education and livelihoods with actress Gugu Mbatha-Raw meeting artisans in Rwanda working with the MADE51 project.



*In MADE51, UNHCR collaborates with select social enterprises around the world, each of which works directly with refugee artisans to develop and produce a unique line in the MADE51 collection. In Tanzania, Burundian refugees are working with WomenCraft, one of 11 MADE51 social enterprise partners, on a special collection of baskets and wall hangings.*



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### Building the economic self-reliance of the poorest refugees through the “graduation approach”

In 2018, Argentina, Ecuador, Malawi, Mozambique, Sudan, Zambia and Zimbabwe implemented the “graduation approach”, with Argentina as a new pilot and Ecuador progressing to its second cycle.

Evaluations conducted in the four completed pilots—Burkina Faso, Costa Rica, Ecuador and Egypt—showed evidence of the effectiveness of this approach in facilitating the economic inclusion of refugees.

The graduation approach targets families in extreme poverty—those living on less than \$1.25 a day—who are often marginalized within their communities, and lack access to much needed services and programmes.

Targeting for graduation approach programmes is context-specific and draws on the socioeconomic criteria established for existing cash-based interventions and other assistance programmes. Providing a regular and time-bound cash transfer to enable refugees to meet basic needs is a key component of the graduation approach.

There is increasing interest in adopting the graduation approach. UNHCR intends to build upon the success to date, for instance, by the Ministry of Social and Economic Inclusion in Ecuador, the Poverty Alleviation Fund in Pakistan, and the Food for Peace multi-year program in Uganda where the approach has already been adopted.

**7,000** refugee households in ten countries moved out of poverty thanks to the graduation approach.



### Studies show cash assistance benefits refugees and generous host countries



#### Rwanda

Humanitarian assistance for refugees has a positive impact on the economies of surrounding host communities. Every dollar’s worth of food for refugees increased real income for the community around a camp by \$1.20. In two other camps where refugees received monthly cash assistance instead of food, each dollar they received translated into \$1.51 to \$1.95 in the local economy.

#### Uganda

Cash assistance given to refugees produces an income multiplier for host communities. Each dollar increased real income in and around the settlements by an additional \$1 to \$1.50.

#### Lebanon

An evaluation of the winterization cash programme for Syrian refugees in Lebanon showed that cash assistance had a significant multiplier effect on the local economy. For each dollar spent, the programme generated about \$2.13 in gross domestic product for the Lebanese economy and had no significant impact on inflation.

### Promoting climate-smart and nutrition-sensitive agricultural programmes

The effects of climate change on agriculture and supporting resilience for livelihoods are an increasing challenge for refugees, and to UNHCR’s work with them. To increase the inclusion of refugees and host communities in agriculture-based activities, UNHCR strengthened its partnership with FAO,

increasing food security and income opportunities for refugees in countries where both agencies are present. Through this collaboration, technical support was facilitated for the development of regional response plans in Ethiopia, Mozambique and Uganda.

UNHCR coordinated closely with WFP and relevant agencies to mitigate the impact of reduced food rations on the well-being of

the refugees across many operations, most recently in Nigeria. Food assistance ration reductions of 18%-50% in WFP interventions nevertheless affected people of concern in Burkina Faso, Cameroon, Chad, Djibouti, the DRC, Ethiopia, Niger, Mauritania, Rwanda, South Sudan and Tanzania. The two agencies implemented their “Joint strategy on enhancing self-reliance in food security and nutrition in protracted refugee situations”, synchronizing the phase-out of food assistance with greater economic empowerment and inclusion. In this sense, UNHCR advocated that short-term humanitarian assistance be complemented by longer-term development interventions in order to build self-reliance and encourage economic inclusion. This also reduces the resource burden on host countries, allowing refugees to become productive contributors in their host communities.

### Promoting the right to work

The right to work is essential to the economic inclusion of refugees. Despite the evidence of this, refugees are not allowed to work in approximately 50% of asylum countries. Even when the legal right to work is granted, other barriers hinder the *de facto* access to work. The absence of other close or related rights (such as freedom of

movement, housing, land, education, access to justice and property rights) or the lack of access to relevant services (such as financial services, training, certification, social protection, or employment and business registration) effectively hinders refugees from fully enjoying the right to work.

Various studies have identified additional barriers to work, including limited resources or skills, exorbitant permit fees, and the physical location of refugees and refugee settlements. These barriers mean that many refugees end up working in the informal economy, at risk of exploitation, discrimination, arrest and other abuses.

UNHCR and ILO promoted decent work opportunities for Syrian refugees and host communities in Jordan in line with efforts to advance SDG 8 (Decent work and economic growth). The partnership aims to support both Syrian refugees and Jordanians in communities hosting the refugees.

In 2018, more than 150 employers engaged in consultations in Brussels, Copenhagen, Munich, and Toronto to address the barriers to employment for refugees in OECD member countries, resulting in a 10-point multi-stakeholder action plan for employers, refugees, governments and civil society.

The 10-point multi-stakeholder action plan is available here.



### Soap-making offers a fresh start to grieving Syrian refugee

Having fled to Jordan after losing her son and her home, a small act of kindness helped Najwa build a successful business and transform her life in exile.

“My story starts with 20 dinars (\$28) and a can of olive oil... I feel that this is a real achievement and a miracle.”

—Najwa, Syrian Refugee in Jordan.



© UNHCR/Mohamed Hameer

## AREAS OF INTERVENTION

## KEY ACHIEVEMENTS

### DURABLE SOLUTIONS

#### LIVELIHOODS AND ECONOMIC INCLUSION IMPROVED. IN 2018, UNHCR:

##### Build institutional capacity to develop market-oriented and results-driven livelihood programming

Released a new Concept Note for the 2019-2023 “Global livelihoods and economic inclusion strategy” as updated guidance for field operations. 75 country operations participated in an annual data collection exercise, feeding into the evaluation of UNHCR’s 2014-2018 livelihoods strategies and approaches and development of the forthcoming strategy.

Completed, in partnership with ILO, market assessments and value chain analyses in Brazil, Kenya and Niger.

Rolled out revised livelihoods indicators in 28 country operations.

Carried out 44 missions in 36 countries to support different areas of livelihoods and economic inclusion programming. Expanded the roster of livelihoods experts with 28 new deployees.

Held trainings on livelihoods and economic inclusion in 16 countries, with participation of 500 UNHCR staff, government counterparts, development agencies, private sector and NGOs.

Conducted annual training with ILO on market-based livelihoods interventions with 40 global participants from various humanitarian/development organizations.

##### Promote the financial inclusion of refugees

Identified microfinance institution partners in Jordan and Uganda to roll out the credit guarantee facility with the Grameen Credit Agricole Foundation.

Created technical assistance and financial incentives package with UNCDF to encourage providers to extend their services to refugees in 8 countries within 4 years.

Worked with Financial Sector Deepening Africa in Rwanda, to incentivize financial service providers to develop market-based financial solutions for refugees. Accelerator grants were awarded to 5 selected financial service providers.

Facilitated 4 workshops between financial service providers (FSP) and refugees resulting in increased access of refugees to financial services. 16 FSPs in 10 countries are currently offering financial services to refugees.

##### Increase access to livelihood for refugees, through the development of refugee-inclusive value chains

Provided technical assistance to over 1,000 refugee artisans in 11 countries in partnership with 12 local social enterprises. 3 global exhibitions were displayed to showcase the refugee-made product lines. 9 strategic partners were engaged to provide specific expertise in areas such as legal services, branding/marketing, ethical compliance clearance processes and trade shows.

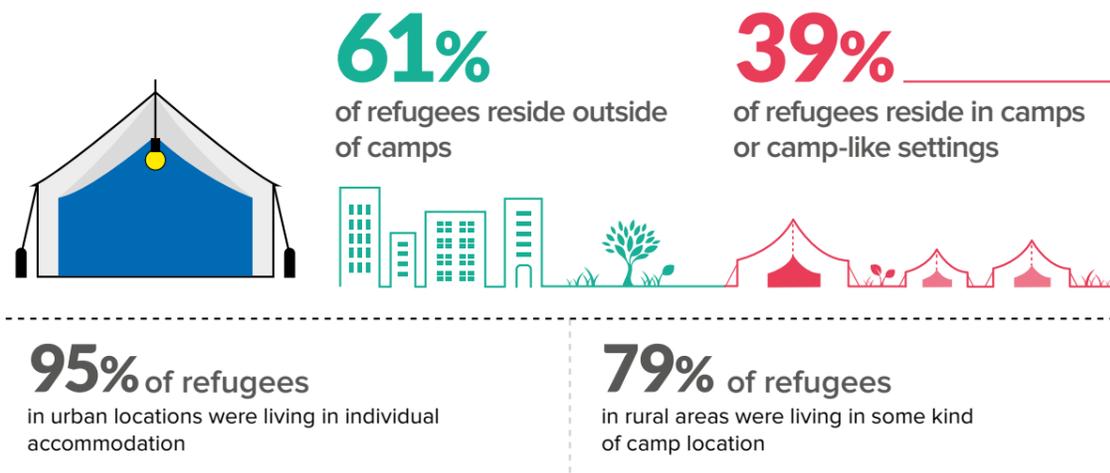
Developed, through the partnership with FAO, joint proposals in Ethiopia, Kenya and Uganda to expand agriculture related activities for refugees.

Initiated discussions with multilateral agencies, private sector entities and research institutions in Kenya to establish a community of practice to share best practices and lessons learnt in agriculture in displacement contexts.

##### Promote an enabling environment to enhance economic participation and self-reliance of refugees

Engaged 150 employers in dialogues on employing refugees in Copenhagen, Brussels, Munich and Toronto. The resulting 10-point multi-stakeholder action plan was published in 2018.

## FINDING ALTERNATIVES TO CAMPS



The most recent figures show that 61% of refugees worldwide reside outside of camps while 39% reside in camps or camp-like settings. With more than half of the world’s refugees living in urban areas, city or municipal administrations are being recognized as some of the most important stakeholders in the delivery of protection and assistance to people of concern to UNHCR.

In contrast to trends from previous years, the proportion of refugees living in urban areas increased slightly from 58% in 2017 to 61% in 2018. Of those in urban areas, 95% were in individual accommodation of some kind. In rural areas, however, about 79% of refugees were living in some kind of camp.

Recognizing the intrinsic link between urban and out of camp responses, and building upon existing infrastructure and ensuring strong links with host communities, UNHCR tackled challenges on the policy and operational fronts, looking to provide integrated support to national and local governments.

The High Commissioner’s 2018 Dialogue focused on protection and solutions in urban settings and was organized around the key areas of focus of the Global Compact. The Dialogue broadened the focus of discussions to encompass both humanitarian and development perspectives on displacement in urban areas. In the spirit of a “whole-of-society”

The High Commissioner’s 2018 Dialogue focused on protection and solutions in urban settings, with a particular focus on cities.



approach, the Dialogue also provided an opportunity for different segments of society to showcase their unique contributions to comprehensive refugee responses in urban settings. The Dialogue was instrumental in renewing the Office’s commitment to working closely with organizations such as UN-Habitat on urban shelter and settlement guidance in 2019.

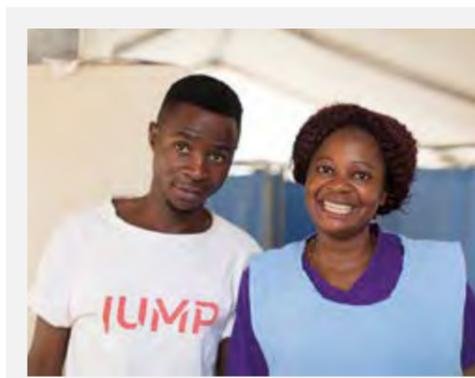
The operationalization of alternatives to camps is extremely contextualised, and differs worldwide. In order to provide practical guidance on how to achieve a more integrated settlements approach, UNHCR developed the “Master plan guiding principles” which supplements UNHCR’s Policy on Alternatives to Camps.

The master plan approach to settlement planning provides a framework for the spatial design of humanitarian settlements. It establishes a unique response vision aligned to national, sub-national and local development plans and recognizes that well-planned and designed cities and

human settlements can optimize economies of agglomeration, protect the natural and built environment, as well as encourage social inclusion.

Concrete steps have been taken by a number of operations to implement the master plan’s guiding principles. In Kenya and Uganda, improved processes included strong engagement with local government and development partners. This resulted in multi-year funding and additional technical expertise helping to create longer-term approaches to land use and the planning of social and physical infrastructure interventions by governments and development partners. These approaches also benefited host communities and helped improve social cohesion with displaced populations. Through enhancing area-based approaches and utilizing the skills of multi-functional teams, comprehensive medium-term planning helped engage partners around economic, social and spatial/land use issues around a common understanding.

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### New clinic and schools save lives and build futures in Zambia

Refugees and their hosts are sharing services as part of a new approach in Zambia.

“It’s made a big difference because previously this local community were going 25-30 kilometres [for treatment]. We are saving lives with this institution.”

—Patricia Sampule, a Zambian nurse working at the temporary clinic in Mantapala Settlement.



## ACCESS TO ENERGY AND ENVIRONMENTAL PROTECTION



A man tends to saplings in a tree nursery at Borgop refugee site, Cameroon, home to 18,000 people who fled violence in the Central African Republic.

### Providing access to energy

Improving refugees' access to sustainable sources of energy, in 2018 UNHCR collaborated with Engineers Without Borders USA to build two solar mini-grids in Mahama camp, Rwanda, which provided lighting for sports fields and electricity to other community facilities within the camp.

In Jordan, additions to the solar power plant now mean the Azraq refugee camp supplies 55% of electricity for shelter, and refugees now have 14 hours of power a day. The plant also benefits Jordan's national

objective of reaching 20% of renewable energy by 2025.

Partnerships were also strengthened with NORCAP (a standby roster operated by the Norwegian Refugee Council), and GIZ (Germany's Agency for International Cooperation) to support country offices in programming and implementing energy related projects across the globe. These partnerships will improve delivery of energy programming in the field, benefiting both refugees and host communities, in line with the Comprehensive Refugee Response Framework.

### Environmental protection

The tragedy of forced displacement should not be exacerbated by damage to the local environment. A major focus of UNHCR's work was addressing environmental hazards that threaten refugees and host communities, as well as mitigating environmental damage in refugees hosting areas. In Bangladesh, for example, the mapping of landslide hazard zones was completed in Kutupalong refugee camp, resulting in the subsequent relocation of 45,000 people out of very high-risk zones.

Forest preservation was a priority, with pressure on forests caused by the needs of both refugees and host communities for wood in many operations across the world. In Cameroon, the reforestation project with Land Life Company exceeded its forest restoration target by more than 100%, and

in Uganda UNHCR and FAO collaborated on forest management plans which are now being used to inform the World Bank's environmental investments under the International Development Association (IDA18) regional sub-window for refugees and host communities. Cooperation with FAO continued on valuation and management plans for non-timber forest products that will inform land management decisions in northern Uganda.

Some of the most successful projects, such as the reforestation programme in Cameroon with cocoon technology (see previous Global Reports for details) are now being replicated in places like Sudan, where UNHCR worked with UNEP, UNICEF and WFP in West Nile and Darfur states to address the pressure on the environment caused by the needs of refugees and host communities for wood.

**45,000** people were moved out of high-risk zones in Kutupalong refugee camp.



### Innovative project in Cameroon will benefit refugees and hosts

A World Bank-funded programme is designed to provide refugees and residents in poor areas with better health care, schools and infrastructure.

**"Most refugees live side-by-side with Cameroonians in the regions that are already the poorest and most fragile in Cameroon, including the area subject to Boko Haram attacks."**

—Elisabeth Huybens, World Bank country director for Cameroon.



## AREAS OF INTERVENTION

## KEY ACHIEVEMENTS

## BASIC NEEDS AND ESSENTIAL SERVICES

## POPULATION HAS INCREASED ACCESS TO CLEAN ENERGY. IN 2018, UNHCR:

<b>Create lighting solutions to improve safety during hours of darkness</b>	Provided 2,764,505 solar lamps to several operations. Supported the Rwanda operation with the construction of two off-grid solar systems in camps, as well as the provision of portable solar lanterns to more than 10,000 households.
<b>Increase access to energy products and services</b>	Conducted consultations in Cameroon, Chad, the DRC, Ethiopia, Kenya, Niger, Rwanda, Somalia, Sudan and Tanzania on using cash-based interventions for energy and provided necessary technical guidance.
<b>Reduce carbon emissions and lower operational costs</b>	Offset more than 7,800 tons of CO <sup>2</sup> from 10 operations including Algeria, Australia, Canada, Denmark, Geneva Headquarters, Hungary, Kenya, the Republic of the Congo, Tanzania and Zimbabwe, making those operations climate-neutral for 2018. Completed first phase of the 2 megawatt solar plant in the vicinity of the Azraq refugee camp.
<b>Improve health and wellbeing of refugees</b>	Developed field guide for safe access to cooking fuel.
<b>Build capacity and expertise and strengthen partnerships</b>	Partnered with International Renewable Energy Agency on technical expertise information on cleaner energy technologies, markets and financing mechanisms in Ethiopia and Iraq. Collaborated with Engineers Without Borders USA on technical support in the implementation of the 2 solar mini-grids project in Mahama camp, Rwanda, and quality control in the installations of solar street lights. Partnered with NORCAP to strengthen technical expertise and capacity-building of UNHCR field operations in energy sector. 10 energy experts will be deployed.
<b>Refine and improve energy interventions through monitoring and evaluation</b>	Developed new energy indicators in 10 operations, out of 2, that budgeted for energy programming in 2018 and launched the online platform of this monitoring tool, which provides real-time energy data ( <a href="https://eis.unhcr.org/home">https://eis.unhcr.org/home</a> ).

## PEACEFUL COEXISTENCE PROMOTED

## SHARED ENVIRONMENT BETTER MANAGED

<b>Prevent or remediate erosion in camp setting</b>	Supported environmental management plans in Tanzania and erosion control measures, including checked dams to slow water movement in all camps. Reduced landslide hazards in Kutupalong camp, Bangladesh, through soil stabilization: 1,155,880 seedlings and grass clumps planted and placed to stabilize ground at risk.
<b>Enhance community-based reforestation and forest management</b>	Achieved 100 hectares of land restored with economically and ecologically beneficial trees through the reforestation project with Land Life Company in Cameroon, exceeding the target of 40 hectares. Developed forest management plans in Uganda with FAO to inform World Bank environmental investments under IDA18.
<b>Prevent or remediate unsustainable use of surface water resources</b>	Helped protect waterways in Tanzania through reforestation around the edges of rivers. Developed environment section of the shelter section master planning guidelines and the master plan checklist to ensure inclusion of environmental considerations and redlines. Updated checklists for protection in emergencies to take account of environmental considerations, including ensuring surface water protection.
<b>Support refugees and host communities to build resilience to climate change</b>	Awarded a grant to undertake a 2-year climate change adaption project in Burundi and Sudan. The grant value is for land and forest restoration and energy efficiency activities. Submitted a proposal with Land Life Company to support the restoration of 100 hectares of degraded land in the White Nile Region in Sudan. Developed a proposal for submission to Green Climate Fund on climate change adaptation in the Tanzania, in partnership with UNEP.

## 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 69<sup>th</sup> session took place from 1 to 5 October 2018. 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 2018, there were 102 ExCom members in the following table - in blue - which also shows the State Parties to the 1951 Refugee 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		
Antigua and Barbuda	1995	1995	1988	
Argentina	1961	1967	1972	2014
Armenia	1993	1993	1994	1994
Australia	1954	1973	1973	1973
Austria	1954	1973	2008	1972
Azerbaijan	1993	1993	1996	1996
Bahamas (the)	1993	1993		
Bangladesh				
Barbados			1972	
Belarus	2001	2001		
Belgium	1953	1969	1960	2014
Belize	1990	1990	2006	2015
Benin	1962	1970	2011	2011
Bolivia (Plurinational State of)	1982	1982	1983	1983
Bosnia and Herzegovina	1993	1993	1993	1996
Botswana	1969	1969	1969	
Brazil	1960	1972	1996	2007
Bulgaria	1993	1993	2012	2012
Burkina Faso	1980	1980	2012	2017
Burundi	1963	1971		
Cabo Verde		1987		
Cambodia	1992	1992		
Cameroon	1961	1967		

	1951		1967		1954		1961	
	1951	1967	1954	1961	1954	1961	1954	1961
Canada	1969	1969					1978	
Central African Republic (the)	1962	1967						
Chad	1981	1981	1999	1999				
Chile	1972	1972	2018	2018				
China	1982	1982	2018	2018				
Colombia	1961	1980					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						

Chile and Haiti acceded to the 1954 and 1961 Conventions on statelessness in 2018.

South Sudan acceded to the 1951 Refugee Convention and to its Protocol of 1967 in December 2018.

Spain signed the 1961 Convention on the Reduction of Statelessness in 2018.

	1951		1967		1954		1961	
	1951	1967	1954	1961	1954	1961	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	1964	1980		2013				
Japan	1981	1982						
Jordan								
Kazakhstan	1999	1999						
Kenya	1966	1981						
Kiribati			1983	1983				
Kyrgyzstan	1996	1996						
Latvia	1997	1997	1999	1992				
Lebanon								
Lesotho	1981	1981	1974	2004				
Liberia	1964	1980	1964	2004				
Libya			1989	1989				
Liechtenstein	1957	1968	2009	2009				
Lithuania	1997	1997	2000	2013				
Luxembourg	1953	1971	1960	2017				
Madagascar	1967	1967						
Malawi	1987	1987	2009					
Mali	1973	1973	2016	2016				
Malta	1971	1971						
Mauritania	1987	1987						
Mexico	2000	2000	2000					
Monaco	1954	2010						
Montenegro	2006	2006	2006	2013				
Morocco	1956	1971						
Mozambique	1983	1989	2014	2014				
Namibia	1995	1995						
Nauru	2011	2011						
Netherlands	1956	1968	1962	1985				
New Zealand	1960	1973		2006				
Nicaragua	1980	1980	2013	2013				
Niger	1961	1970	2014	1985				
Nigeria	1967	1968	2011	2011				
Norway	1953	1967	1956	1971				
Pakistan								
Panama	1978	1978	2011	2011				
Papua New Guinea	1986	1986						
Paraguay	1970	1970	2014	2012				

	1951		1967		1954		1961	
	1951	1967	1954	1961	1954	1961	1954	1961
Peru	1964	1983	2014	2014				
Philippines	1981	1981	2011					
Poland	1991	1991						
Portugal	1960	1976	2012	2012				
Republic of Korea	1992	1992	1962					
Republic of Moldova	2002	2002	2012	2012				
Romania	1991	1991	2006	2006				
Russian Federation	1993	1993						
Rwanda	1980	1980	2006	2006				
Saint Kitts and Nevis	2002							
Saint Vincent and the Grenadines	1993	2003	1999					
Samoa	1988	1994						
Sao Tome and Principe	1978	1978						
Senegal	1963	1967	2005	2005				
Serbia	2001	2001	2001	2011				
Seychelles	1980	1980						
Sierra Leone	1981	1981	2016	2016				
Slovakia	1993	1993	2000	2000				
Slovenia	1992	1992	1992					
Solomon Islands	1995	1995						
Somalia	1978	1978						
South Africa	1996	1996						
South Sudan	2018	2018						
Spain	1978	1978	1997	2018				
Sudan	1974	1974						
Suriname	1978	1978						
Swaziland	2000	1969	1999	1999				
Sweden	1954	1967	1965	1969				
Switzerland	1955	1968	1972					
Tajikistan	1993	1993						
Thailand								
the former Yugoslav Republic of Macedonia	1994	1994	1994					
Timor-Leste	2003	2003						
Togo	1962	1969						
Trinidad and Tobago	2000	2000	1966					
Tunisia	1957	1968	1969	2000				
Turkey	1962	1968	2015					
Turkmenistan	1998	1998	2011	2012				
Tuvalu	1986	1986						
Uganda	1976	1976	1965					
Ukraine	2002	2002	2013	2013				
United Kingdom of Great Britain and Northern Ireland	1954	1968	1959	1966				
United Republic of Tanzania	1964	1968						
United States of America		1968						
Uruguay	1970	1970	2004	2001				
Venezuela (Bolivarian Republic of)		1986						
Yemen	1980	1980						
Zambia	1969	1969	1974					
Zimbabwe	1981	1981	1998					
<b>Total Parties</b>	<b>146</b>	<b>147</b>	<b>91</b>	<b>73</b>				

# ACRONYMS

**3RP** Regional Refugee and Resilience Plan in response to the Syria crisis

**AAP** Accountability to affected people (for UNHCR)

**AU** African Union

**BIMS** Biometric Identity Management System

**CAR (the)** The Central African Republic

**CBIs** Cash-based interventions

**CBP** Community-based protection [approach] (for UNHCR)

**CCCM** Camp coordination and camp management (Cluster)

**CERF** Central Emergency Response Fund

**COP 24** 24<sup>th</sup> United Nations Climate Change Conference

**CRIs** Core relief items

**CRRF** Comprehensive Refugee Response Framework

**DAFI** German Albert Einstein Academic Scholarship Programme for Refugees

**DFID** Department for International Development (United Kingdom)

**DRC (the)** The Democratic Republic of the Congo

**ECOSOC** Economic and Social Council (UN)

**ERCM** Emerging Resettlement Countries Joint Support Mechanism

**EU** European Union

**ExCom** Executive Committee of the High Commissioner's Programme

**FAO** Food and Agriculture Organization (UN)

**GSP** Global Strategic Priority (for UNHCR)

**HALEP** High Alert List for Emergency Preparedness

**HIV and AIDS** Human Immunodeficiency Virus and Acquired Immunodeficiency Syndrome

**IASC** Inter-Agency Standing Committee

**ICT** Information and communications technology

**IDA** International Development Association (World Bank)

**IDP** Internally displaced person/people

**IFRC** International Federation of Red Cross and Red Crescent Societies

**IGAD** Intergovernmental Authority on Development

**ILO** International Labour Organization

**IOM** International Organization for Migration

**JPO** Junior Professional Officer

**LGBTI** Lesbian, gay, bisexual, transgender and intersex

**MSB** Swedish Civil Contingencies Agency

**MYMP** Multi-year, multi-partner (for UNHCR)

**NCA** North of Central America

**NFIs** Non-food items

**NGO** Non-governmental organization

**OCHA** Office for the Coordination of Humanitarian Affairs (UN)

**ODA** Official Development Assistance

**OECD** Organization for Economic Cooperation and Development

**OSCE** Organization for Security and Cooperation in Europe

**QAI** Quality assurance initiative

**RBM** Results-based management (for UNHCR)

**RRP** Refugee Response Plan

**RSD** Refugee status determination

**SDC** Swiss Agency for Development and Cooperation

**SDG** Sustainable Development Goal(s)

**SGBV** Sexual and gender-based violence

**Sida** Swedish International Development Cooperation Agency

**UN Women** United Nations Entity for Gender Equality and the Empowerment of Women

**UNAIDS** Joint United Nations Programme on HIV/AIDS

**UNCDF** United Nations Capital Development Fund

**UNDAF** United Nations Development Assistance Framework

**UNDP** United Nations Development Programme

**UNEP** United Nations Environment Programme

**UNESCO** United Nations Educational, Scientific and Cultural Organization

**UNFCCC** United Nations Framework Convention on Climate Change

**UNFPA** United Nations Population Fund

**UN-Habitat** United Nations Human Settlements Programme

**UNICEF** United Nations Children's Fund

**UNVs** United Nations Volunteers

**UPR** Universal Periodic Review (by the Human Rights Council)

**USAID** United States Agency for International Development

**WASH** Water, sanitation and hygiene

**WFP** World Food Programme

**WHO** World Health Organization

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[www.refugeeday.org](http://www.refugeeday.org)



# C R E D I T S

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Cover photo:

Five-year-old Somali refugee Filsan looks out from her home in Dadaab, Kenya, with her three-year-old sister Sundus. The siblings were born in Ifo refugee camp and the elder has ambitions she is already trying to fulfil through school.

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