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Supporting UNHCR's Work

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In recent years forced displacement has reached unprecedented levels, with 2016 seeing the highest level of people displaced by violence and persecution since the Second World War. Host countries and their national populations continue to generously host millions of forcibly displaced people around the world. The changing scale and scope of global displacement has dominated the attention and compelled the international community to revisit traditional approaches. The World Humanitarian Summit, the United Nations General Assembly high-level meeting

on addressing large movements of refugees and migrants, and the subsequent adoption of the New York Declaration for Refugees and Migrants followed by the Leaders' Summit on Refugees held in 2016 recognized forced displacement as the defining humanitarian and development challenge of our time. Developing new approaches and diversifying innovative partnerships remain essential for UNHCR to effectively respond to the protection and needs of people of concern.

This chapter highlights the important role played by traditional and non-traditional partners, including UN agencies and international organizations, NGOs, development actors, private sector, host governments, host communities and celebrities, in leveraging support to people of concern and enabling UNHCR to carry out its work in 2016.

For the first time in Olympic history the International Olympic Committee created a team of 10 refugee athletes from four countries to compete as the Refugee Olympic Team in Rio de Janeiro in August 2016.

Hosting the world's refugees

In recent years, global forced displacement has reached unprecedented levels, with around 86 per cent of displacement and refugee situations being located in the developing world and almost two-thirds of refugees in protracted displacement situations. While the conflict in the Syrian Arab Republic (Syria) has been the largest refugee producing situation—and with the neighbouring countries of Jordan, Lebanon and Turkey having borne the brunt of the associated challenges—conflicts in other parts of the world are still driving sizeable numbers of people into host countries like Ethiopia, Niger, Uganda and the United Republic of Tanzania. Others, like Kenya and the Islamic Republics of Iran and Pakistan, have been hosting large numbers of refugees for decades.

food, water and shelter. Despite concerns over the security and political consequences, host countries and their populations have generally demonstrated their strong commitment to the principles of refugee protection and international obligations, and their efforts deserve recognition.

Although the majority of contemporary refugee situations are protracted, few credible analyses of the costs and benefits have been recorded. This is partially explained by the fact that, statistically, most refugee arrival numbers have barely exceeded 3 per cent of a country's population. This largely explains why baseline data on the social and economic impacts of refugee situations on host communities has rarely been collected.

The issue has deservedly gained greater attention as a result of the huge demographic shock experienced by Jordan, Lebanon and Turkey in absorbing millions of Syrian refugees since 2011. The economic effects, including increased costs to the hosting governments, have drawn greater donor attention. Indeed, in parallel with the rising fiscal expenditure on education, health and other critical services there is also wider recognition of the public good that has been provided by Syria's neighbours through offering protection to refugees.

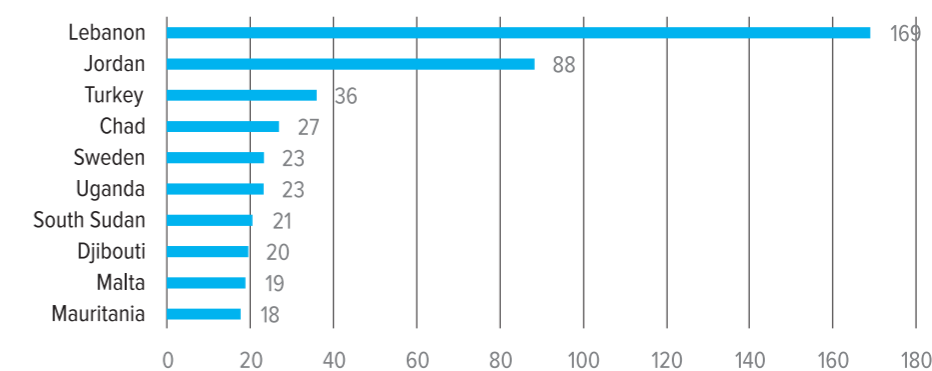
Importantly, the Syria situation has also highlighted the needs of host communities, which have all too often been overlooked. The consequences of a sudden demographic increase can be considerable, and can result in substantial pressure on

service delivery in critical sectors like education and health, on consumption of natural resources such as water, land and forests, on labour markets, and on prices of essential commodities.

The effects on the host communities are influenced by existing socio-economic circumstances prior to the refugees' arrival, by the nature and scale of the refugee presence and composition, and by the policy and operational response pursued by the authorities and their international partners. Typically, refugee arrivals occur in border regions where development progress frequently lags behind national indicators and where government service provision may be limited. The number of refugees and displaced people and their socio-economic profile often influence the immediate ease or difficulty a country has in absorbing them. The policy and operational response of a government and local authorities are critical factors in determining the pace at which host communities absorb more people and recover from the impact of this demographic change.

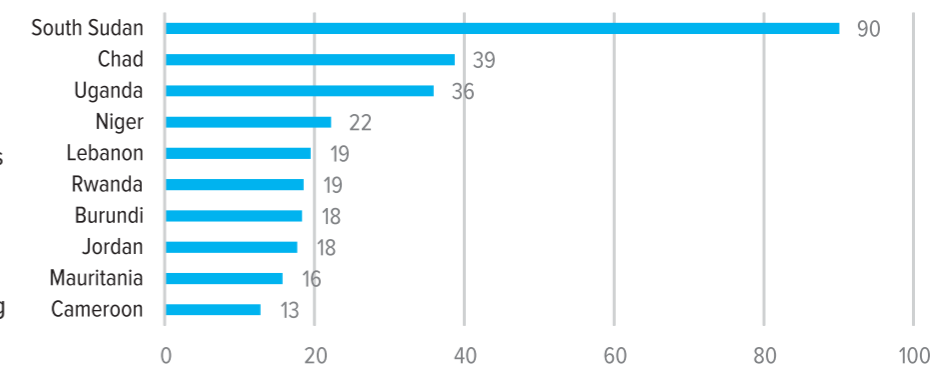
If not addressed adequately, the resulting imbalances can generate tensions between local communities and refugee and other displaced populations. In that context, it is important for UNHCR and all concerned stakeholders to ensure a timely and effective response for refugees, while also facilitating support for, and social cohesion with, host communities.

Chart 2 | NUMBER OF REFUGEES PER 1,000 INHABITANTS | 2016



Source: National population: United Nations, Department of Economic and Social Affairs, Population Division World Population Prospects, the 2015 Revision (medium fertility variant projection for 2016) <https://esa.un.org/unpd/wpp/>

Chart 3 | NUMBER OF REFUGEES PER ONE MILLION USD GDP | 2016



Source: Gross Domestic Product (PPP): International Monetary Fund, World Economic Outlook Database, April 2017. <https://www.imf.org/external/pubs/ft/weo/2017/01/weodata/index.aspx>

Chart 1 | TOP 10 REFUGEE-HOSTING COUNTRIES IN 2016 | in millions



The immediate response to most large-scale refugee movements focuses understandably on the condition of the displaced people themselves. From the perspective of humanitarian actors, the over-riding emphasis is on providing essential and life-saving assistance, such as

prices, and to look for livelihood opportunities, any tensions arising from their presence can become more real.

The consequences may not appear in national statistics but they can be relatively dramatic at household level. There is certainly evidence that if goods and services are already scarce prior to the arrival of refugees, particularly in vulnerable areas, prices will rise in response to an often inadequate supply of staple goods and services to meet increased demand.

Depending on the prevailing socio-economic context and the type, level, speed and quality of the response, any initial problems generally stabilize and both refugees and host communities adjust to the new context. Moreover, there is growing evidence that over time, and with the right approaches and investments, refugees can benefit the communities hosting them. They often bring new opportunities, particularly in under-served regions where socio-economic development is limited. They represent an increase in the number of consumers, thus a spur to local productivity, trade and business, and attract government and international engagement, aid and private sector investment.

As refugee situations can take many years to resolve, longer-term, structural support is required to ensure that the overall socio-economic conditions of refugees and host communities are addressed through a more holistic approach. Humanitarian action alone cannot meet the challenge of large-scale displacement, and development resources and approaches targeting both refugees and host communities, with a

particular focus on livelihoods and education, are critical. Therefore, UNHCR strengthened its collaboration with the World Bank, as well as with regional financial institutions, development agencies such as UNDP, and the private sector.

When refugees are given the chance, they can support themselves and their families, and make positive contributions to the communities hosting them. Refugees and host communities mutually empower each other, socially and economically. Furthermore, equipping refugees with skills and resources enables them to contribute to the reconstruction of their countries and building peace when they return.

At the United Nations General Assembly high-level meeting on addressing large movements of refugees and migrants held in September 2016, Member States unanimously adopted the New York Declaration for Refugees and Migrants. This landmark political declaration aims at improving the way in which the international community responds to such movements of refugees and migrants, including protracted refugee situations.

These new initiatives offer real hope that all stakeholders, humanitarian and development actors, multi and bilateral donors, civil society and private sector partners, will work more effectively and more efficiently towards supporting countries hosting refugees, not only in providing protection and short-term assistance but also reducing needs and vulnerabilities of the forcibly displaced and affected local communities.



Thermal blankets, sleeping bags and winter items are distributed at the Agios Andreas site in Attica, Greece.

Engaging with partners

“The New York Declaration marks a political commitment of unprecedented force and resonance. It fills what has been a perennial gap in the international protection system – that of truly sharing responsibility for refugees.”

— Filippo Grandi, the UN High Commissioner for Refugees

UNHCR deepened and broadened its partnerships with a wide array of actors in 2016 to mobilize an effective response to meet the needs of displaced and stateless people across the world, particularly with NGOs, United Nations agencies and development actors.

The year saw several successful initiatives to strengthen UNHCR's relationships with traditional and non-traditional partners to

place refugees firmly on the international agenda. These included the World Humanitarian Summit (WHS – see *Glossary*), the United Nations General Assembly high-level meeting on addressing large movements of refugees and migrants, the subsequent adoption of the New York Declaration for Refugees and Migrants (see *Glossary*), followed by the Leaders' Summit on Refugees, held in September 2016.

The New York Declaration: a vision of shared responsibility

The New York Declaration for Refugees and Migrants, unanimously adopted by 193 Member States at the United Nations General Assembly high-level meeting on addressing large movements of refugees and migrants in September 2016, represented a milestone for international solidarity and refugee protection at a time of growing global displacement. It reaffirmed the importance of international refugee protection principles, contained an extensive set of commitments to enhance the rights and well-being of both refugees and migrants, and called for a more comprehensive, predictable, sustainable and collaborative response based on international solidarity. The Comprehensive Refugee Response Framework (CRRF), annexed to the New York Declaration, provides an important framework for a more systematic and sustainable response.

It also offers a platform for developing partnership-based responses to large-scale refugee situations and engage with a much broader group of stakeholders, including: government authorities, UN and national partners, international and regional financial institutions, development actors, businesses and civil society actors.

With respect to refugees, UNHCR has been tasked with articulating and applying the CRRF, including in protracted situations. The Office has since embarked on broad consultations on the CRRF with Member States, United Nations agencies, NGOs, international financial institutions, civil society, academic communities and others. In 2016, the framework was piloted in several countries, namely Djibouti, Ethiopia, Somalia, Uganda and the United Republic of Tanzania, and will be further extended in 2017.

World Humanitarian Summit

At the World Humanitarian Summit in Istanbul, held in May 2016, UNHCR endorsed the five core responsibilities of the “Agenda for humanity” and made several commitments, including through the Grand Bargain (see *Funding UNHCR's programmes* chapter and *Glossary*) to promote greater coherence, efficiencies, transparency and accountability.

The organization committed to enhancing inter-agency efforts to place protection at the centre of humanitarian action, to ensure predictable engagement in situations of internal displacement, and to champion efforts to end statelessness. The Office also co-signed the “Commitment to Action,” which calls for a new way of working.

Refugee response coordination

Under the leadership of host governments, partnership-based and inclusive coordination is a pre-condition of an effective refugee emergency response and has a direct impact on the delivery of protection and assistance to refugees. The Refugee Coordination Model (RCM – see *Glossary*) offers an inclusive platform for strategically planning and coordinating refugee response. UNHCR's refugee coordination role promotes best practice in order to make refugee coordination more predictable, inclusive and collaborative.

In line with the RCM, UNHCR continued to assume its leadership role in refugee situations, nominating regional refugee coordinators responsible for leading

operational planning, resource mobilization and implementation of the Refugee Response Plans (RRPs – see *Glossary*). The RRP provide a comprehensive picture of identified needs, impact on host communities, operational strategy and financial requirements. In 2016, seven RRP were in place with plans for the Yemen and Europe situations co-led with IOM, and the plan for the Syria situation co-led with UNDP. The RRP covered 27 countries, and involved more than 480 partners, requested \$6.930 billion in funding to meet assessed needs, and reported \$4.108 billion in contributions. The overall funding level of RRP was 59 per cent (see table below).

FINAL INTER-AGENCY (IA) FUNDING OVERVIEW FOR RRP IN 2016

	2016 IA REQUIREMENTS	2016 IA FUNDING	FUNDING LEVEL
Syria 3RP	4,539,342,336	2,881,778,667	63%
Burundi RRP	323,873,646	162,414,551	50%
Central African Republic RRP	345,705,556	113,945,446	33%
Europe RMRP	669,867,115	489,309,200	73%
Nigeria RRP	198,764,278	88,034,757	44%
South Sudan RRP	759,046,304	338,519,173	45%
Yemen RMRP	94,130,731	34,817,523	37%
TOTAL	6,930,729,966	4,108,819,317	59%

Considering lessons learned and feedback received from partners, UNHCR strengthened its partnerships and coordination with IOM, OCHA, WFP and UNICEF. The Office also further strengthened training and capacity building of its staff and partners, including by updating learning programmes.

Wherever applicable, UNHCR and OCHA collaborated in the framework of the “Joint UNHCR-OCHA note on mixed situations” in mutual respect for each other's mandates, roles and responsibilities. In 2016, inter-agency missions with IOM, OCHA, UNFPA and UNICEF were undertaken to Cameroon and Sudan, building on the coordination arrangements put in place in 2015 for mixed situations.

Partnership within the United Nations system and with other international organizations

UNHCR remained committed to coordination in the framework of the Inter-Agency Standing Committee (IASC – see *Glossary*). The Office established coordination arrangements with other UN agencies and international organizations at the global and field levels to respond to internal displacement situations and continued to implement the Transformative Agenda (see *Safeguarding fundamental rights* chapter and *Glossary*).

As a member of the United Nations Development Group (UNDG), UNHCR participated in preparations for the “Quadrennial comprehensive policy review” (QCPR) resolution for 2017-2020, which sets out clear priorities to help achieve the 2030 Sustainable Development Goals (SDGs). The QCPR focused on improving system-wide coordination, including between humanitarian and development actors; enhancing Member State oversight of the work of the UN development system; and reforming the Resident Coordinator system. UNHCR supported development partners to progress these policy objectives and ensure coherent and coordinated humanitarian and development responses to forced displacement.

With other key UN system partners, UNHCR pursued efforts to strengthen protection assistance of displaced people, especially with the following agencies:

OHCHR - UNHCR and OHCHR continued to co-chair the UNDG Human Rights Working Group, which aims to ensure human rights

issues are taken into consideration in the work of the UN development system. In 2016, efforts were made to engage agencies on several critical human rights challenges and identify ways to bring UN partners in the field together to address them. Statelessness was one of the themes identified. A joint UN work plan was agreed and is now being implemented.

UNICEF - UNHCR and UNICEF strengthened their partnership in the field to support people of concern in the areas of water, sanitation and hygiene; health and nutrition; education; and child protection. In 2016, a new letter of understanding was signed between UNHCR and UNICEF in Ethiopia. Furthermore, the two organizations strengthened their collaboration on information management for child protection and SGBV case management.

WFP - As cash-based interventions (CBIs) are increasingly being used to cover food and other assistance needs (see *Responding with lifesaving support* chapter), UNHCR and WFP will add a specific addendum on cash assistance to their existing memorandum of understanding. They also carried out joint vulnerability assessments to better target beneficiary populations, and established a new data-sharing agreement and monitoring arrangements for cash-based assistance.

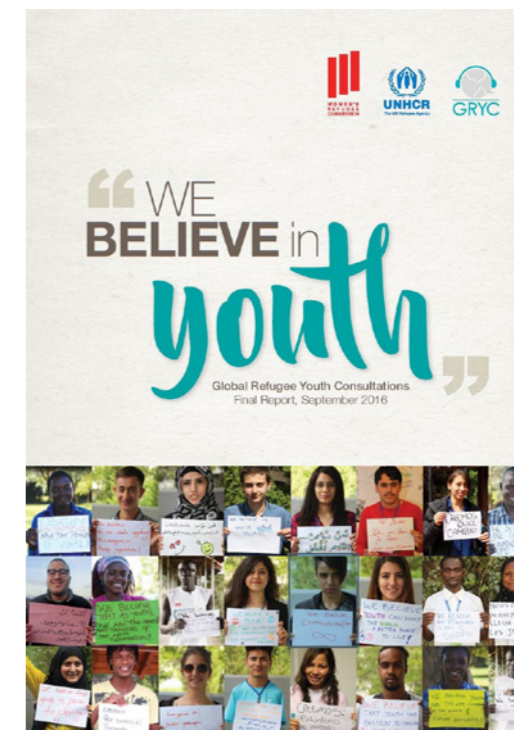
IOM - UNHCR and IOM signed a joint letter, which aimed to improve coordination for emergency response, joint planning and resource mobilization, data collection, and advocacy.

Partnering with NGOs

With a view to increasing complementarity, UNHCR enhanced its collaboration with national and local partners, working to complement and reinforce national capacities, with an emphasis on sustainability. Building on the High Commissioner’s “structured dialogue with NGOs,” UNHCR undertook three joint field missions with the International Council of Voluntary Agencies (ICVA) and InterAction to El Salvador, Greece, and the United Republic of Tanzania in 2016, bringing the total number of joint missions undertaken since the beginning of the structured dialogue to nine. This was a useful platform for improving quality of partnerships between NGOs and UNHCR. Its impact will expectedly increase with the New York Declaration and will provide further scope to enhance partnerships with NGOs on protection and solutions.

A record-breaking year for the annual consultations with NGOs, focusing on youth

Every year, UNHCR’s annual consultations with NGOs bring together representatives from NGOs and other partners, and provide opportunities for dialogue, exchange of best practices and global networking. In June 2016, the event brought together 520 participants from international and national NGOs, United Nations agencies and intergovernmental organizations to discuss the theme of “Youth.”



In Asia and the Pacific, refugee youth formed a regional network to work on the identified challenges and implement core actions for refugee youth. This network is supported by the Asia Pacific Refugee Rights Network, one of the major NGO consortia in the region.

Prior to the annual consultations, national consultations with refugee and local youth were conducted during the year with the Women’s Refugee Commission in Chad, Ecuador, Jordan, Kenya, Morocco, Pakistan, Turkey, Uganda and Zambia. The national consultations concluded with the Global Refugee Youth Consultations held in June, followed immediately by the 2016 annual consultations with NGOs. During these consultations, 30 refugee and host community youths shared their experiences, demonstrated their capacities, and elaborated on the challenges they faced. The dynamism of those present and the direct involvement of a large number of people of concern made the 2016 annual consultations with NGOs one of the most successful so far.

Strengthening the framework for implementing with partners

UNHCR disbursed \$1.4 billion to over 830 partners to provide protection and assistance, as well as find durable solutions for people of concern.

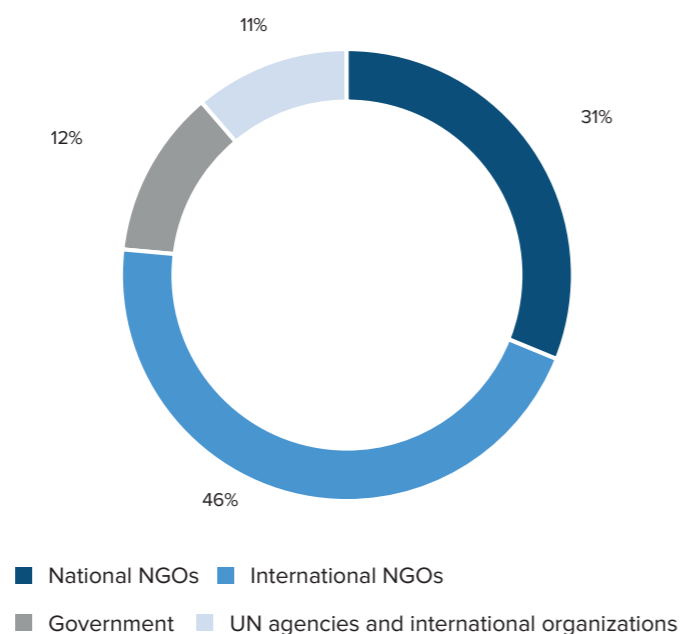
UNHCR worked with more than 830 partners, including NGOs, governments and UN agencies, to protect refugees and provide vital support during displacement situations. In line with its Grand Bargain commitments, the Office committed to increasing the flow of resources to national partners to better support local response capacity and build sustainability. In 2016, UNHCR disbursed \$1.4 billion to 837 partners, including nearly \$1.1 billion to 673 NGOs, an increase of about \$165 million compared to 2015. Of this amount, \$614 million was provided to local partners, including \$432 million to national NGOs.

Throughout the year, consultations with major NGOs, including the African NGO Platform, ICVA, InterAction and other partners, extended the “Enhanced framework for implementing with partners,” which aims to provide assistance and protection to people of concern and accountability for resources provided by

donors. Building on the rollout of new policies and procedures related to the framework, six regional workshops and three thematic webinar sessions were conducted to improve the use of resources. Audits were also conducted to enhance accountability and the sound stewardship of resources entrusted to UNHCR and partners.

The UNHCR Partner Portal enabled the organization to manage and expand partnerships, and facilitated partners’ access to UNHCR information, guidance and funding. At the end of 2016, more than 1,500 partners had registered on the portal, and interest in it remained widespread. Based on this portal model, UNHCR engaged partners in the development of a common United Nations partner portal. Furthermore, in line with the Office’s Grand Bargain commitments, UNHCR initiated consultations with UNICEF and WFP to simplify the partnership management process and enhance partnerships with local and national responders.

Chart 4 | EXPANDED PARTNERSHIPS (\$1.43 BILLION PROVIDED TO PARTNERS) | 2016



Partnerships for solutions

Collaboration was fundamental to UNHCR’s efforts to seek durable solutions for refugees (see *Building better futures* chapter). During the World Humanitarian Summit, humanitarian and development partners made important commitments to strengthen their collaboration with the organization. Through the Solutions Alliance (see *Glossary*), UNHCR continued to facilitate collaboration between humanitarian and development actors, moving dialogue forward on solutions for refugees, increase resilience and self-reliance of refugees, and support host communities.

Furthermore, it committed to strengthening partnerships supportive of strong and inclusive national systems, as underscored by the New York Declaration. Building on the long-established strategic partnership with UNDP, UNHCR strengthened its collaboration with development actors and international

financial institutions. As a result, in June 2016, the organization signed a memorandum of understanding with the Organisation for Economic Co-operation (OECD) that led to the establishment of a Temporary Working Group on Refugees and Migration. This will provide guidance and recommendations to OECD State members; improve development programming and financing to better support countries of origin, transit and destination; and expand the achievement of comprehensive solutions.

In July 2016, UNHCR and ILO signed an updated memorandum of understanding, underlining their commitment to promoting inclusive and equitable access to decent work, livelihoods, and social services and systems. UNHCR is working with ILO and others to support the implementation of the “guiding principles on access of refugees and other forcibly displaced people to the labour market,” adopted by the ILO Governing Board.

Strengthening the World Bank Group partnership

UNHCR strengthened its partnership with the World Bank to build an evidence base on the root causes of, and solutions to, displacement, as well as to expand opportunities for refugees and other people of concern through inclusive economic and development policies, approaches and facilities at national and regional levels.

In September 2016, the World Bank issued its report, “Forcibly displaced: Toward a development approach supporting refugees, the internally displaced and their hosts.” The report emphasized the importance of complementary partnerships between humanitarian and development actors. It followed a series of analytical reports, prepared together with UNHCR, on different refugee situations, as well as policy papers

on forced displacement and the economic impact on host communities, endorsed by the World Bank’s Development Committee and regional multilateral development banks. Therefore, the World Bank’s Board of Governors approved \$2 billion to support refugee host countries in its next round of International Development Association (IDA) lending, covering 2017 to June 2019. The Board also approved an allocation of \$14 billion for fragile, conflict- and violence-affected States. Joint UNHCR-World Bank planning missions to prepare the programmes will be conducted in eligible countries during 2017. UNHCR also explored new opportunities for closer cooperation in a number of displacement situations with the African Development Bank and the Islamic Development Bank.



After receiving Educate A Child's support, stationary and a school uniform, Zuhair, a young Sudanese refugee, has been able to continue his education after years of disruption.

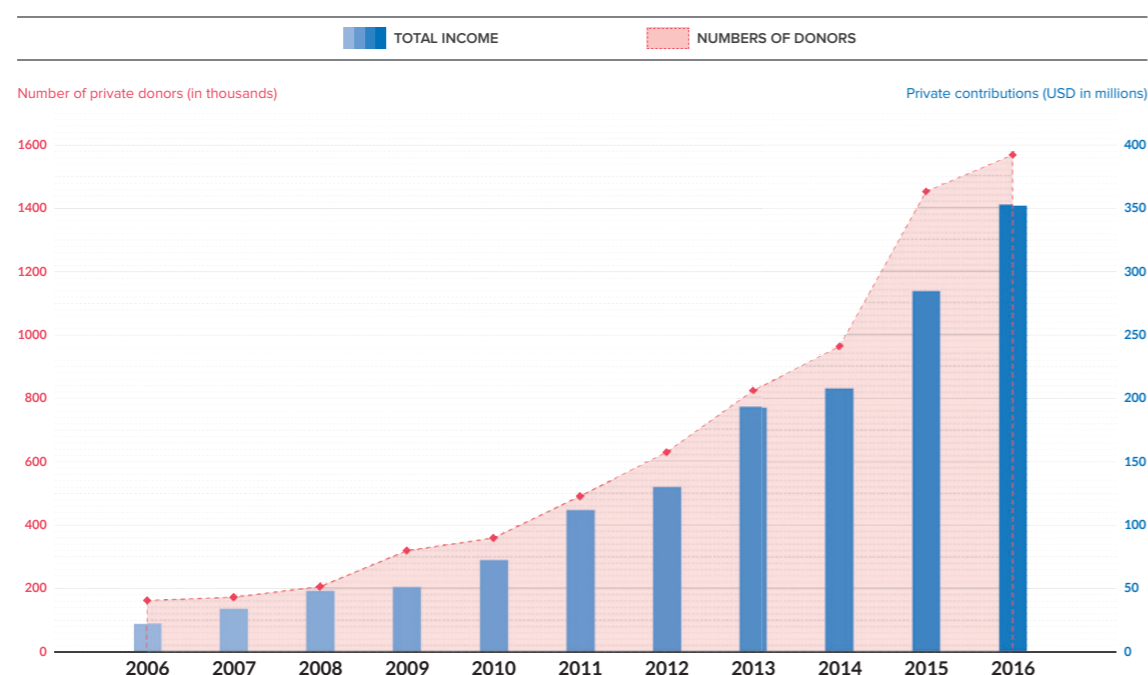
Mobilizing the private sector

Every donation has helped to save lives, protect rights and build a better future for refugees, forcibly displaced and stateless people across the world in 2016.

During the past decade, and as outlined in detail in the chapter on Funding UNHCR's programmes, UNHCR has received increasing financial support from the private sector: from \$22 million in 2006 to \$352 million by the end of 2016 to save lives, protect rights and build a better future

for refugees, forcibly displaced and stateless people. This was achieved thanks to the generosity of individual donors, corporations and foundations contributing through National Partners and UNHCR fundraising operations. The success of UNHCR's private sector fundraising reflects

Chart 5 | CONTRIBUTIONS RECEIVED FROM THE PRIVATE SECTOR | 2006-2016



the Office's commitment to diversifying its donor base and making the required investment in staff expertise and financial resources.

Responding to the significant increase in refugee protection needs in 2016, UNHCR and its six National Partners—Australia for UNHCR, *España con ACNUR* (Spain), Japan for UNHCR, *Sverige för UNHCR* (Sweden), *UNO-Flüchtlingshilfe* (Germany) and USA for UNHCR—worked to achieve the following long-term goals:

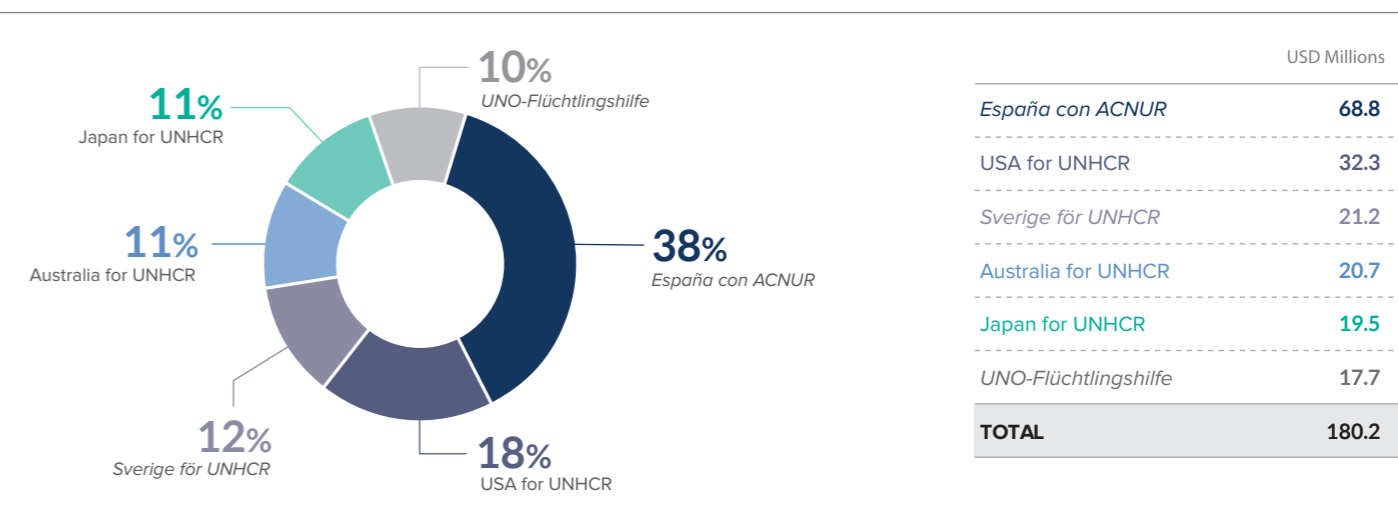
- *Maximizing sustainable and flexible contributions* from the private sector to support UNHCR programmes;
- *Increasing engagement* with the public on refugee issues;
- *Broadening partnerships* with corporations, foundations and philanthropists to leverage resources and find innovative ways to implement programmes for refugees and other people of concern.

UNHCR's Private Sector Partnerships network maintained fundraising operations and National Partners in around 30 markets and mobilized donors and civil society to support refugee causes. In 2016, UNHCR focused on strengthening digital engagement, developing new strategic partnerships and its emergency fundraising preparedness, and cementing long-term and committed relationships with individual donors.

National Partners

UNHCR's National Partners led efforts in their respective countries to support refugees and other people of concern to UNHCR through fundraising, public awareness and mobilization of civil society. In 2016, National Partners raised \$180.2 million – 51 per cent of the overall contributions UNHCR received from private donors to change lives and give people hope for a better future.

Chart 6 | INCOME BY NATIONAL PARTNER | 2016



Australia for UNHCR continued to grow in 2016, raising \$20.7 million from more than 101,000 individual donors. Public outreach focused on UNHCR's emergency responses in Ecuador, Iraq, South Sudan and Syria, as well as nutrition programmes in Africa and the prevention of, and response to, SGBV.

In Spain, **España con ACNUR** raised more than \$68.8 million from some 500,000 individual donors and private sector

partners, focusing on the Syria situation, Mediterranean situation and Ecuador earthquake, among others.

In Germany, **UNO-Flüchtlingshilfe** raised \$17.7 million and reached almost 135,000 individuals donors in 2016. The focus for fundraising activities were the emergencies in Mosul, Iraq and Aleppo, Syria, as well as for the overall Syria situation.

Japan for UNHCR raised \$19.5 million from private sector partners and more than 109,000 individual donors. Fundraising activities focused on the emergencies in Aleppo and Mosul, as well as the Mediterranean situation.

The Swedish national partner, **Sverige för UNHCR**, raised \$21.2 million for UNHCR's work from private sector partners and more than 133,000 individual donors.

In 2016, **USA for UNHCR** increased its contributions from partners and some 101,000 individual donors to \$32.3 million to support the refugee cause, targeting programmes for refugees, including cash-based assistance, shelter, and education, as well as emergency funds for the earthquake in Ecuador.

Australia's Vietnamese diaspora rallies behind refugees

In 2016, the refugee situation in Europe triggered a surge of support to UNHCR from the private sector in Australia. This included the Vietnamese community, who arrived in Australia as refugees in the 1970s and 1980s. They organized fundraising events across Australia, with their efforts attracting nation-wide media attention and raising over \$410,450.

"Now you can see it" virtual reality campaign

To raise public awareness and increase the number of individual donors, **España con ACNUR** launched #ahorapuedesverlo (*Now you can see it*), using virtual reality to immerse the public in fictional refugee situations. The campaign elicited a strong media response and was instrumental in communicating UNHCR's work to the public. More than 140,000 new donors were recruited during the year.

Students in Germany stand with refugees

A highlight, among several donor events in 2016, included **UNO-Flüchtlingshilfe's** engagement with German students who undertook a sponsored run from Germany to Spain, Sweden and Turkey to increase public awareness and show solidarity with refugee students. Teams of students started in Berlin and Munich were sponsored to travel as far as they could. They raised \$106,000 to support the DAFI programme, enabling young refugees to study in South Africa.

Tokyo Marathon Charity "Run with Heart"

Among the successful initiatives in 2016 was the annual Tokyo Marathon Charity "Run with Heart", which has been a regular donor to Japan for UNHCR since 2011. In 2016, more than 200 charity runners helped to increase public awareness of refugee causes and raised \$193,000 for UNHCR's shelter campaign, "Nobody left outside."



"Do not look away" media raising campaign

Sverige för UNHCR focused on raising funds for emergencies, particularly the Syria situation and, with Aftonbladet, Sweden's largest media outlet, launched #tittaintebort (Do not look away) to raise public awareness for the plight of some 300,000 Syrians trapped in eastern Aleppo. Within a week, more than 25,000 people donated \$500,000 to support UNHCR's response.

Partnerships for Refugees initiative

In advance of the Leaders' Summit on Refugees at the United Nations General Assembly in 2016, USA for UNHCR, in collaboration with the U.S. State Department, led the "Partnership for Refugees" initiative with support from the private company

Accenture. The initiative was established to support a call to action from the US White House for the private sector to make new, measurable and significant commitments with a durable impact on the well-being of refugees. It also guided the private sector, helping ensure that pledges responded to refugees' needs.

In its initial phase, the initiative secured commitments from more than 51 American corporations, including Airbnb, Facebook, Google and Microsoft to provide support in the areas of education, self-reliance and livelihoods. Airbnb, in partnership with USA for UNHCR, launched the #BelongAnywhere campaign, designed to raise awareness and generate essential support to meet refugees' basic needs. The campaign generated \$1.6 million from individuals and a matching grant from Airbnb of \$800,000.

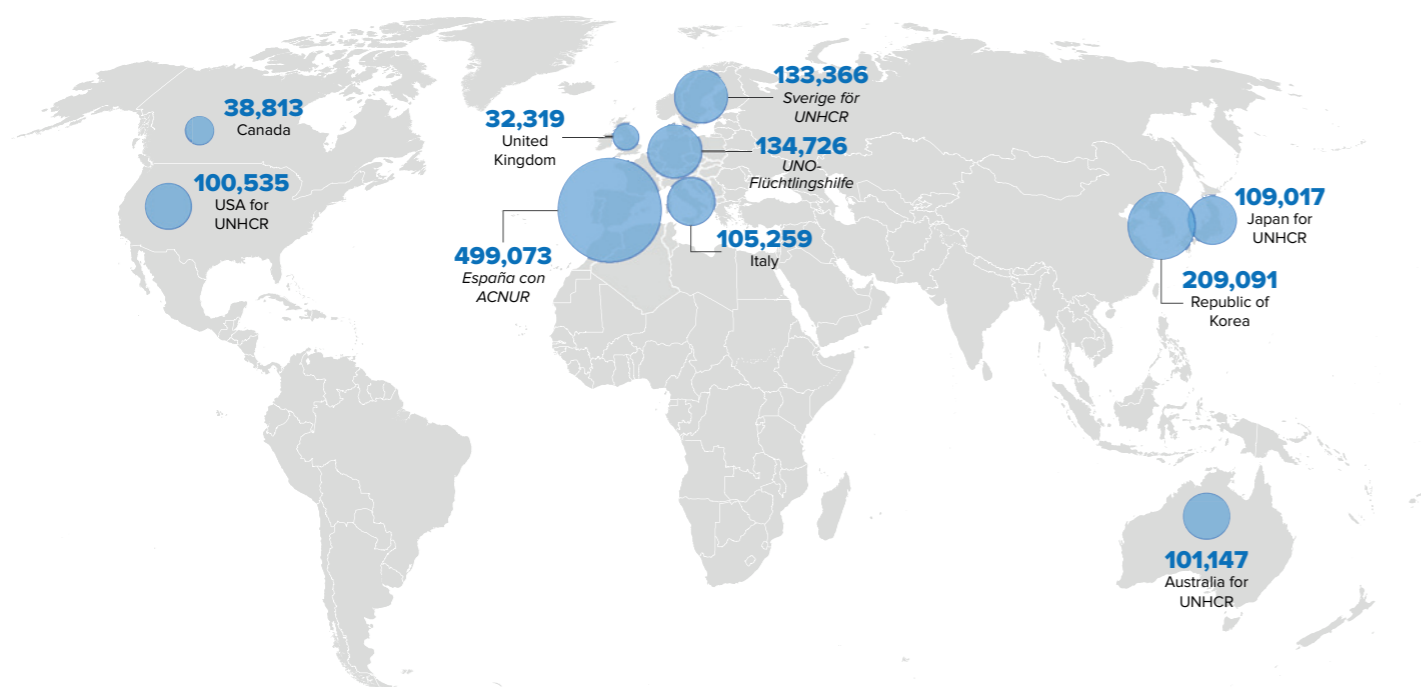


Individual donors supporting the refugee cause

UNHCR and its National Partners developed innovative fundraising communication and digital tools to reach new audiences and recruit new donors. As a result, the number of people supporting UNHCR significantly increased in 2016, with almost 1.6 million individual donors

recruited from more than 20 countries; an increase of 20 per cent from 2015. Of this number, close to 1 million are committed donors supporting UNHCR's work. Through their gifts, individual donors provided \$223 million of predictable and flexible funding to UNHCR programmes.

NUMBER OF INDIVIDUAL DONORS SUPPORTING THE REFUGEE CAUSE TOP 10 COUNTRIES – NATIONAL PARTNERS | 2016



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

In Italy, UNHCR launched a campaign to support education for refugee children. Key messages were relayed by celebrity supporters and the media, reaching more than 20 million people and raising \$389,000 in 10 days using mobile sms.



In the Republic of Korea, UNHCR launched the "1Family Campaign (Stories, hope and promise)." The campaign displayed refugee stories focused on UNHCR protection and assistance, and requested support from individuals. It raised around \$5.5 million and recruited 48,500 new monthly donors in 2016.



Among the hundreds of thousands of donors worldwide, more than 60 per cent give through National Partners. One such donor in Sweden is Lovisa Delehag who has given through *Sverige för UNHCR* for several years. In the wake of the Mediterranean crisis, Lovisa and her co-workers at the Swedish entertainment company Blixten & Co organized the largest benefit concert for refugees in Sweden.



Emergencies

The private sector plays an important role in supporting emergency situations around the world. The ability to raise large amounts of flexible contributions and quickly mobilize the public, corporations, and foundations to support immediate needs arising from emergencies is essential. In 2016, the private sector responded to UNHCR's emergency appeals to support refugee situations, including in Europe and Syria. With National Partners, UNHCR launched a global emergency campaign in response to the Ecuador earthquake, raising \$2.2 million in the four weeks following the earthquake. Within 10 days, UNHCR had organized two airlifts, provided by its partner, UPS.

Support from corporations and foundations

“We help [high-level refugee athletes] to make their dream of sporting excellence come true, even when they have to flee from violence and hunger. This will be a symbol of hope for all the refugees in our world, and will make the world better aware of the magnitude of this crisis.”

— **IOC President Thomas Bach, International Olympic Committee**

UNHCR engaged with new and longstanding partners, including corporations, foundations and philanthropists, that supported UNHCR with technical expertise and operational assistance. A total of \$129 million was raised, \$21.6 million of which was in-kind donations in 2016 (see *Funding UNHCR's programmes*).

The International Olympic Committee's decision to create the first Refugee Team at the 2016 games was a major victory for the refugee cause. Ten refugee athletes from four countries competed together in Rio de Janeiro forming the first-ever Refugee Olympic Team. Their participation was a tribute to the courage and perseverance of all refugees, at a time when the number of people displaced by violence and persecution continues to grow.

IKEA Foundation

The IKEA Foundation continued to be a driving force for innovation, supporting the roll-out of renewable energy solutions such as solar technology and bio-gas, and contributing to UNHCR Innovation's iFund. With contributions totalling \$31 million in 2016 in support of energy, livelihoods and education programmes in Africa, Asia and the Middle East, IKEA Foundation remained UNHCR's largest private sector partner. The success of the multi-year campaign “Brighter lives for refugees,” which raised \$33.4 million

in 2014-2015, provided light and energy from renewable sources and improved the quality of primary education for refugees and host communities in nine operations in 2016. The IKEA Foundation contributed significantly to UNHCR's emergency response efforts by donating 300,000 bedding items to refugees and IDPs in Iraq, and delivering a grant to reconstruct a school damaged by flooding in the refugee camps near Tindouf, Algeria. It also renewed its support for the Nansen Refugee Award until 2021.



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Educate A Child programme – Education Above All foundation

Making sure that refugees have access to education is at the heart of UNHCR's mandate to protect the world's rapidly increasing refugee population and find long-term solutions. The Educate A Child (EAC) programme, a global initiative of the Education Above All foundation in Qatar, aims to improve access to primary education for children affected by extreme poverty, conflict and displacement. In 2016, more than 250,000 out-of-school children were assisted to enrol in primary school in 14 countries in Africa, Asia and the Middle East. UNHCR received \$19.9 million from the global initiative in 2016.

UNIQLO

UNIQLO, a Japanese global apparel retailer, actively supported UNHCR livelihood programmes in India, the Islamic Republic of Iran, Malaysia and Nepal, as well as emergency needs in South Sudan, through its annual contribution of \$3.6 million. UNIQLO also contributed \$3.9 million in clothing items as in-kind donations. Its refugee employment programme was expanded in Germany and Japan, and UNIQLO also expanded its school outreach programme in 270 primary schools where more than 30,000 students are enrolled. UNIQLO continued to support advocacy campaigns and the Refugee Film Festival in Tokyo.

Middle East Broadcasting Center Group

UNHCR's partnership with the Middle East Broadcasting Center Group (MBC), the largest satellite broadcasting company in the Middle East, grew in 2016, with \$7 million received to support refugee

causes in the region. Together, they launched initiatives such as the Stars on Board reality show, and Basmet Amal “Touch of Hope,” which aired daily during Ramadan and was in the top 10 programmes on MBC.

Dutch and Swedish postcode lotteries

The Postcode Lottery in both the Netherlands and Sweden have helped to protect and deliver emergency relief assistance to thousands of refugees by providing shelter and access to education. In 2016, the Dutch Postcode Lottery contributed \$7 million towards primary education activities in Africa, Asia and the Middle East. The Swedish Postcode Lottery contributed \$3 million, part of which was dedicated to education with the rest unearmarked, allowing UNHCR to allocate it for urgent needs globally.

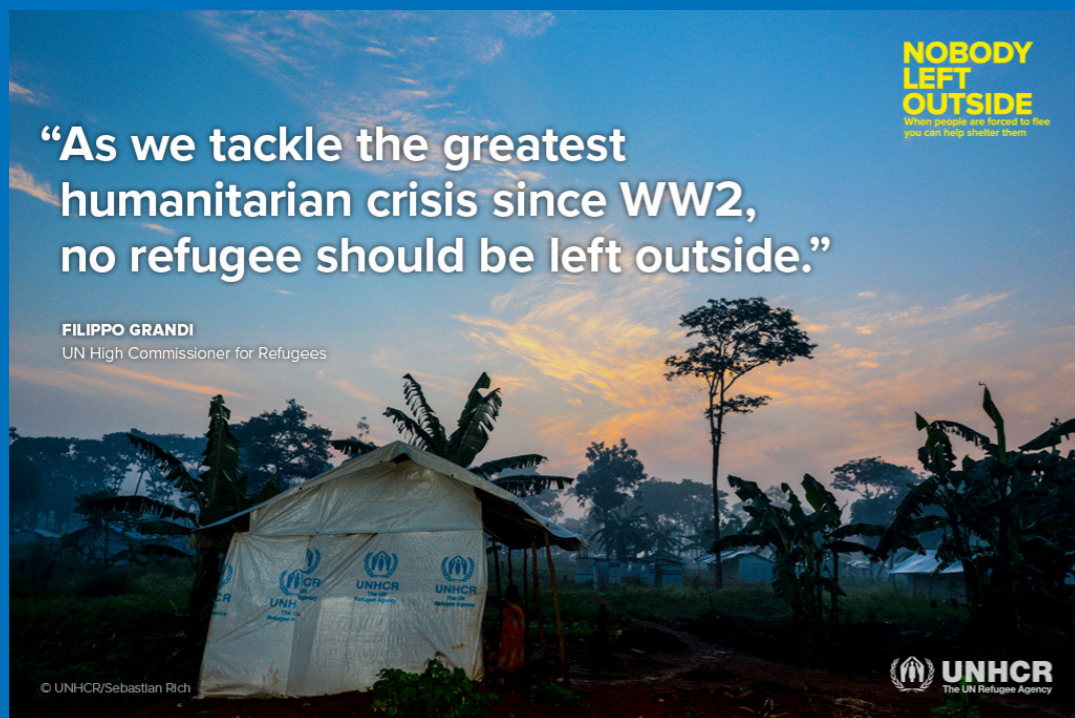
Ecobank group

UNHCR concluded a strategic partnership with the Pan African bank, the Ecobank group, which contributed \$100,000 towards UNHCR's livelihoods and education programmes in Africa in 2016. The partnership has paved the way for new corporate partners to support refugees in achieving self-reliance across the continent.

The Big Heart Foundation

The Big Heart Foundation, established in 2012 by UNHCR's eminent advocate for refugee children Sheikha Jawaher Bint Mohammed Al Qasimi, continued to support the organization through campaigns focused on education, health, shelter and cash-based interventions. In 2016, UNHCR received \$2.5 million from the foundation for Syrian refugees, Iraqi IDPs and Rohingya refugees.

Global fundraising campaign on shelter: "Nobody left outside"



The global shelter multi-year campaign "Nobody left outside" will help to shelter two million refugees around the world.

The number of refugees has dramatically increased during the past five years. To respond to a significant and unprecedented need for shelter solutions, UNHCR launched "Nobody left outside," its first global private sector fundraising campaign, in May 2016. The campaign calls on the private sector worldwide, including individuals, corporations, foundations and philanthropist to support UNHCR's vision to shelter two million refugees by 2018.

In its first year, the campaign raised more than \$10 million from around the world to help thousands of families in Greece, Iraq, Jordan and Lebanon. In addition, the campaign calls on private sector actors to become involved in the Global Shelter Coalition, which brings together leading brands and philanthropists to provide and improve shelter solutions for refugees and IDPs. Dato' Sri Prof. Dr. Tahir, the founder and chairman of Indonesia's Mayapada Group and the Tahir Foundation, has donated \$3 million to UNHCR championing the Coalition. His commitment to the refugee cause saw him appointed Eminent Advocate for UNHCR in Asia in 2016.



High-profile supporter, Ben Stiller, met refugees in Jordan to learn about the challenges they are facing.

Celebrity support

With more than 67 million people displaced worldwide, increasing needs and funding gaps remained challenging in 2016. UNHCR's goodwill ambassadors and high-profile supporters played a crucial role in raising public awareness, helping to reach new audiences and building engagement and trust worldwide.

fundraising action on behalf of refugees.

Actor Ben Stiller witnessed the challenges faced by Syrian refugees in Jordan, while highlighting the vital support of the host community and the impact of innovative programmes, such as CBIs. In Lebanon, Alan Cumming explored and reported on the acute difficulties faced by lesbian, gay, bisexual, transgender and intersex (LGBTI) refugees and asylum-seekers.

Field missions

By travelling to meet refugees and hear their stories, goodwill ambassadors and high-profile supporters were powerful witnesses to the devastating human impact of displacement, the resilience of refugees, and the contributions that UNHCR and its partners make. This personal experience is translated into advocacy and

In Africa, UNHCR's goodwill ambassador Ger Duany met refugees from the Democratic Republic of the Congo in Uganda, later blogging about his experiences and speaking at high-level events. Actress Kristin Davis and musician Octopizzo also helped highlight the refugee situations in Kenya, Nigeria and Rwanda.



Goodwill ambassador, Cate Blanchett, met refugees in Melbourne, Australia.



High-profile supporter, Alan Cumming, met Syrian refugees in Lebanon.

In 2016, goodwill ambassadors' media enabled UNHCR to reach important and new audiences in 91 countries around the world.

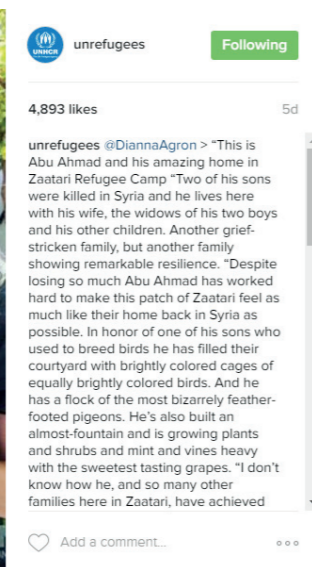


Across Europe, UNHCR's high-profile supporters met refugees at every stage of their flights from conflict, including UNHCR's honorary lifetime goodwill ambassador Barbara Hendricks, poet

Emi Mahmoud, actor Theo James and film director Alejandro Iñárritu, who met people newly arrived in Greece and Italy. Through film, reportage and public events, they helped connect new audiences to the human impact of forced displacement.

UNHCR's high-profile supporters have used their unique skills to amplify the voices of refugees in the Americas – from John Green's videos on a resettled Syrian family he first met in a camp in Jordan, to an account by the late A.A. Gill, Nicolette Van Dam and Rubén Albarrán of their time meeting refugees in Mexico.

In Asia and the Pacific, Praya Lundberg was amongst supporters meeting and speaking about the support provided to refugees in Thailand.



Building engagement

Revealing human stories behind the statistics to help build public awareness and empathy is a key way in which UNHCR's goodwill ambassadors make a difference. They engaged with the public through interviews, editorials (op-Eds), as well as digital and social media, and other creative projects.

Interviews and editorials

Following her appointment as UNHCR's global goodwill ambassador, Cate Blanchett's interview by CNN's Christiane Amanpour attracted media coverage in more than 40 countries. UNHCR supporters engaged their national audiences, including Jung Woo-sung in the Republic of Korea, Osvaldo Laport in Argentina and Bruna Marguezzine in Brazil. Ben Stiller, Bassem Youssef and Alek Wek highlighted UNHCR's work by penning op-Eds for diverse publications including TIME, the National, Sky News Arabia, and the UN Chronicle.

Digital and social media initiatives

UNHCR's goodwill ambassadors and high-profile supporters have used technology to share their experiences in the field directly with their followers. Actor Dianna Agron staged UNHCR's first ever Instagram takeover during her mission to Jordan, while actor Douglas Booth gave unique insights into his experiences with UNHCR in Iraq via a "Facebook Live" feed from the field.

Throughout 2016, UNHCR's supporters also provided vital social media support for various campaigns and projects, including #WithRefugees, the Nansen Refugee



Award, and the Refugee Olympic Team, generating huge levels of engagement.

They also undertook creative music projects to highlight the challenges faced by refugees, including music videos by Rokia Traoré, British rock band Bush, and Japanese musician Miyavi, as well as collaborations such as J Balvin's engagement with MTV.

Events

UNHCR's goodwill ambassadors advocated refugee causes in 2016 at a range of events. At Google's Zeitgeist event, Cate Blanchett spoke to high-profile influencers about the importance of connectivity for refugees.

Ger Duany joined the annual High Commissioner's Dialogue on Protection Challenges, while Alek Wek supported the Arab American Institute Foundation's annual awards in Washington DC. Various high-profile supporters attended the REFUGEE photo exhibition hosted by the Annenberg Foundation.

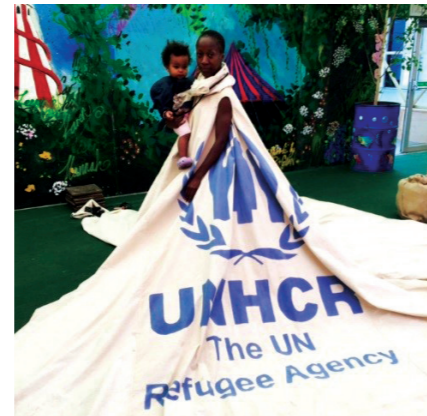
Goodwill ambassadors' social media generated millions of new engagements with the public.

Goodwill ambassadors' projects helped raise millions in new funds for refugees.

Other high-profile public appearances included UNHCR goodwill ambassador Rokia Traoré's performance at Glastonbury Festival in the Dress For Our Time, a garment made from one of UNHCR's tents, and David Morrissey's address to an audience of tens of thousands at London's "Refugees Welcome" march.

Fundraising

With so many UNHCR appeals underfunded, UNHCR's goodwill ambassadors played an increasingly important role in leveraging new income to UNHCR. In May 2016, Cate Blanchett hosted a gathering of high-level donors and influencers in London, raising \$1.3 million for UNHCR's global shelter campaign "Nobody Left Outside," and addressed attendees at the Asfari and Saïd Foundations' "Hands up for Syria appeal" dinner, which raised nearly \$4 million to support refugee education.



Goodwill Ambassador Rokia Traore performs in the "Dress For Our Time" at Glastonbury Festival

Global campaigns

World Refugee Day

UNHCR launched the #WithRefugees campaign, asking the public to stand with refugees by signing the largest-ever petition to support the refugee cause. Celebrity support formed the backbone of the campaign and was key to its promotion. A unique "world tour"



#WithRefugees mashup screengrab Osvaldo Laport, Alberto Lati, Jose Moreno Brooks, Ruben Albarran

featuring 12 "Facebook Live" events hosted by UNHCR's supporters reached millions of people. Alek Wek, Ben Stiller, Emi Mahmoud and representatives from the Olympic Refugee Team attended the hand-over ceremony of the petition at the UN General Assembly hall in New York, standing alongside the UN Secretary General and High Commissioner.



"What they took with them", a poem by Jennifer Toksvig

More than 60 celebrities stood alongside refugees and UNHCR staff in a compelling video message to support the #WithRefugees campaign, with contributions from the goodwill ambassadors Khaled Hosseini, Alek Wek, Jung Woo-sung and supporters Ben Stiller, Margot Robbie, Patrick Stewart, Desmond Tutu, Bassem Youssef and Dame Helen Mirren.

In addition, the stunning film of Jennifer Toksvig's poem "What they took with them," produced in collaboration with Facebook, accrued millions of views and generated media from 57 different countries. Participants included Chiwetel Ejiofor, Cate Blanchett, Keira Knightley, Peter Capaldi, Stanley Tucci, Juliet Stevenson, Kit Harington, Douglas Booth, Jesse Eisenberg and Neil Gaiman.

#IBelong Campaign on Statelessness

To commemorate the second anniversary of the #IBelong Campaign to End Statelessness, UNHCR's goodwill ambassador Barbara Hendricks joined the High Commissioner at a global event to renew the call for a concerted effort to end statelessness.



Goodwill ambassador, Barbara Hendricks, supported UNHCR's work to end statelessness.

Greek volunteers shared UNHCR Nansen Refugee Award



Winners of UNHCR's Nansen Award 2016, Efi Latsoudi and Konstantinos Mitragas in Lesvos, Greece.

More than ever, the Nansen Refugee Award is vital in enabling UNHCR to share positive stories of displaced people and those helping them. Since it was established in 1954, more than 60 people, groups and organizations have been acknowledged for their dedication and outstanding work with, and on behalf of, refugees.

The Award is now considered UNHCR's flagship event, raising awareness of families forced to flee and why they need protection through compelling content and storytelling.

In 2016, Konstantinos Mitragas, on behalf of the Hellenic Rescue Team (HRT), and Efi Latsoudi, the human rights activist behind "PIKPA village" on the Greek island of Lesvos, were honoured as joint winners, recognizing their tireless voluntary efforts to aid refugees arriving in Greece. Their actions reflected the spirit of volunteerism that characterized the response to the refugee and migrant crisis in Europe.

The HRT and Efi Latsoudi evenly split the monetary prize of \$150,000, which was jointly donated by the Norwegian and Swiss Governments. The HRT will focus their efforts on fire, road and earthquake safety training in refugee camps, whilst Efi Latsoudi will invest in ways to bring refugees and Greek citizens together.

UNHCR's supporters helped celebrate outstanding service to the cause of refugees at the Nansen Refugee Award ceremony in October 2016, with contributions from Neshan Der Haroutiounian, Emi Mahmoud, Lyse Doucet, The Grey People, and Baaba Maal.

UNHCR would like to thank the generous and ongoing support of the Swiss Federal Council, State Council of the Republic and Canton of Geneva, the Administrative Council of the City of Geneva, the Government of Norway, the Norwegian Refugee Council, and the IKEA Foundation.

More information at www.unhcr.org/nansen

I am Yusra. I am a refugee and I'm proud to stand for peace

This article is an adapted version of a UNHCR news story, 11 January 2017

Yusra Mardini inspired displaced people all over the world when she swam at the Olympic Games. Now she is working on new goals.

My name is Yusra. Yes, I'm the girl who swam for her life, then swam at the Olympics. Now I want to tell you another story. It's about my other name, my other identity. You see, my name is refugee. At least, that's what they call me. Me and those 21 million others forced to flee persecution, war and violence.

So, who is this refugee? Well, once I was just like you. I had a home, I had roots, I belonged. Like you, I lived my life day-by-day, caught up in my own hopes, passions and problems. Then war came and everything changed.

So here we are, in a new life, none of us knowing how long we will live it. On average, we'll spend 20 years in exile, never really belonging, just waiting for an end to the madness so we can go home. That's half a lifetime, lost, nothing but strangers in a strange land.

We struggle on with our lives. We fight to study, to work, to learn a new language, to integrate. All too often the barriers are too high, the odds stacked against us. But we know we must make the best of this strange and unexpected twist in our lives. To make the best of being a refugee.

That's our struggle. But this isn't just our fight, it's yours too. Many of you already know there's so much more at stake. For my part, in the months to come I'll be taking on a new role. I have an important message to

"I want to represent all the refugees because I want to show everyone that after the pain and after the storm comes calm days."

Yusra Mardini
Syrian refugee and Olympic hopeful



spread. The refugees will not go away, there will be more of us. If humanity is to meet this challenge, you must know us for who we really are.

Silence gave the other voices space to grow. From those who feared and hated us because we looked different, spoke differently, worshiped differently. Those who were most afraid shouted the loudest. They spread those old lies about us. They said we chose to come here, because we're greedy, dangerous, criminals, here to threaten your way of life.

Fear crept in and some of you began to doubt us. Before long, borders and barriers, both physical and emotional, sprang up everywhere. Refugee was becoming an insult, a name to hurt and humiliate.

But there is no shame in being a refugee if we remember who we are. If we remember

that being a refugee is not a choice. That our only choice was to die at home or risk death trying to escape. It was the choice between a bomb and drowning at sea.

So, who are we? We are still the doctors, engineers, lawyers, teachers, students we were back at home. We are still the mothers and fathers, brothers and sisters. It was violence that made us orphans. It was war that made us terrified parents, sacrificing everything to save our children from carnage. It was persecution that drove us from our homes in search of peace.

That is refugee. That is who I am. That is who we all are, that growing population of people without a country. This is my call for us all to take a stand now, together, under that name we share, refugee. I am Yusra. I am a refugee and I'm proud to stand for peace, for decency and dignity for all those fleeing violence. Join me. Stand with us.