

# UNHCR Global Report 2015

Every life matters



**UNHCR**  
The UN Refugee Agency



# Global Report 2015

UNHCR's Global Report provides information for governments, private donors, partners and other readers interested in the organization's activities and achievements in 2015. It is presented in two ways: through this print publication and on the Global Focus website.

The *Global Report 2015* print publication presents a global overview of the work carried out by UNHCR in 2015 to protect and improve the lives of tens of millions of forcibly displaced people: refugees, internally displaced people, returnees, stateless people 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.

The *Global Focus* website (<http://reporting.unhcr.org>) is UNHCR's main operational reporting platform for donors. The website provides regularly updated information about programmes, operations, financial requirements, funding levels and donor contributions.



## Global Report 2015

Global review: UNHCR's work in 2015

Regional operations summaries

Statistics, financials and results

Themes and topics



## Global Focus website <http://reporting.unhcr.org>

Population statistics on people of concern to UNHCR

Operational information for over 70 countries, 16 subregions and 5 regions

Thematic data reports on selected objectives

Financial information, including expenditure, budgetary requirements, contributions and donor profiles

# UNHCR in 2015

## 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. To date (December 2015), 148 States are parties to the 1951 Convention relating to the Status of Refugees and/or to its 1967 Protocol.

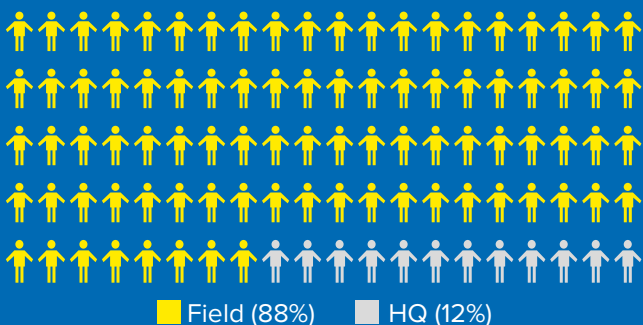
UNHCR's primary purpose is to safeguard the rights and well-being of refugees. In its efforts to achieve this objective, the Office strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, and to return home voluntarily. By assisting refugees to return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

UNHCR's Executive Committee (98 member States as of October 2015) 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 people who are stateless or whose nationality is disputed. To date, 92 States are parties to the 1954 Convention relating to the Status of Stateless Persons and/or 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, international and non-governmental organizations. It is committed to the principle of participation, believing that refugees and others who benefit from the organization's activities should be consulted over decisions which affect their lives.

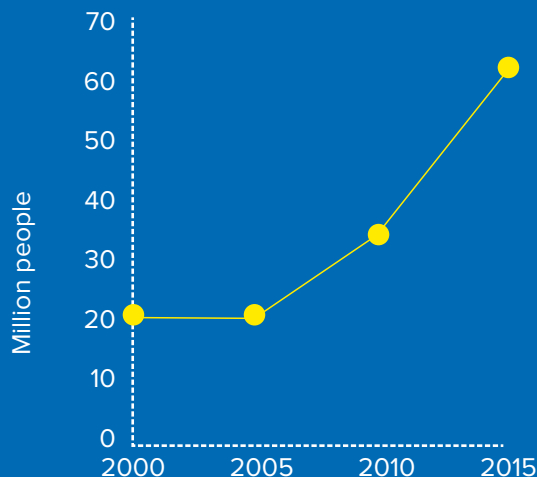
## Global presence



## KEY FACTS AND FIGURES



**64 MILLION**  
PEOPLE OF CONCERN

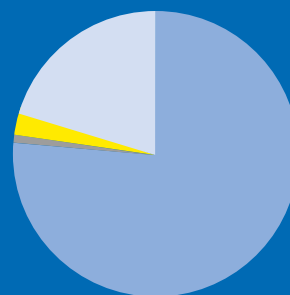


■ Total Population of Concern



**USD 3.3 BILLION**

## EXPENDITURE IN 2015



■ Refugee programme (80%) ■ Stateless programme (1%)  
■ Reintegration projects (3%) ■ IDP projects (17%)



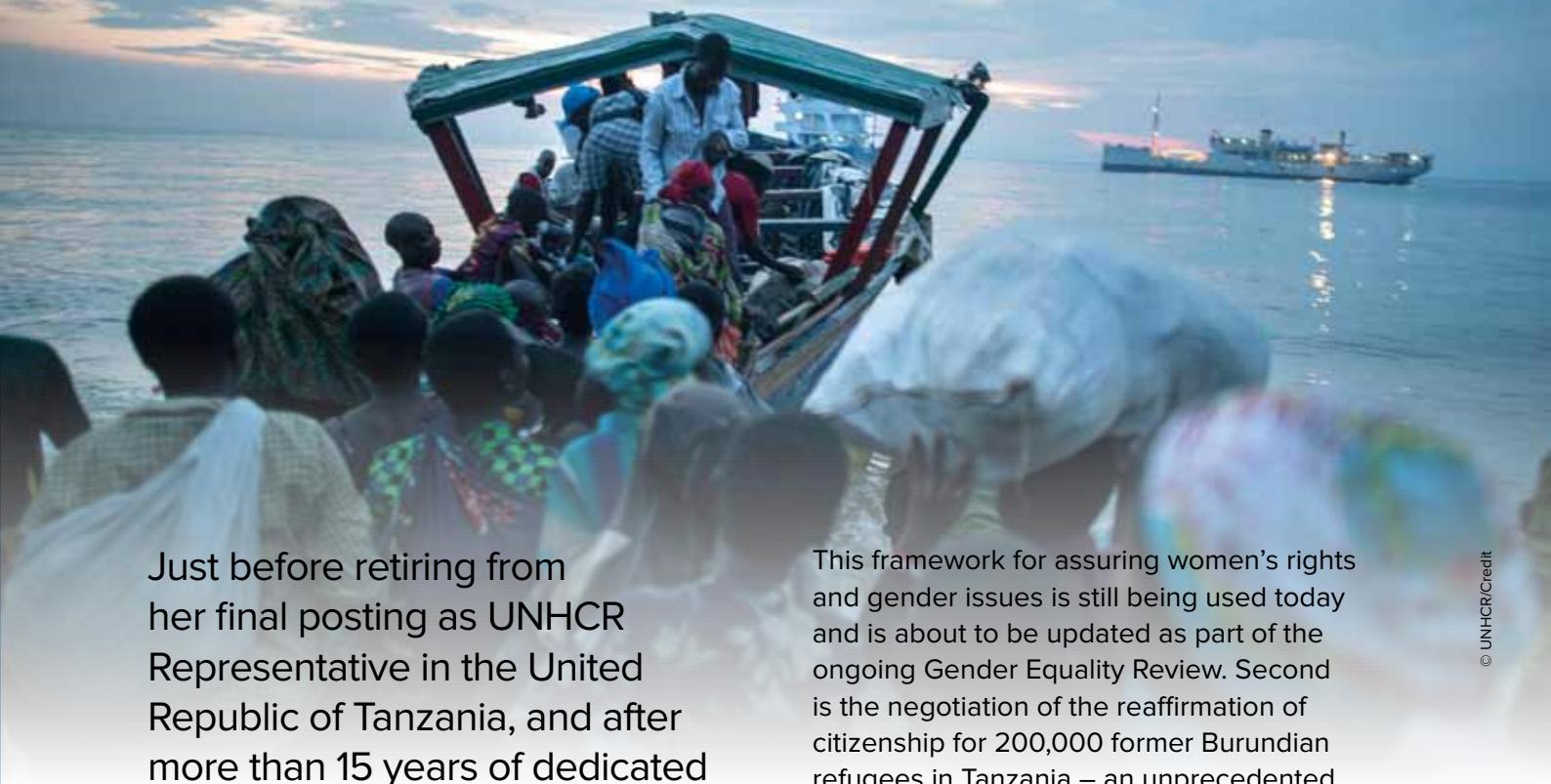
127 countries where UNHCR is present



10,126 regular staff members in 471 locations

**1:6,320** Ratio of staff members to people of concern

# Three questions\*



© UNHCR/Credit

Just before retiring from her final posting as UNHCR Representative in the United Republic of Tanzania, and after more than 15 years of dedicated service with the organization, Joyce Mends-Cole agreed to share some memories and advice...

## WHY DID YOU JOIN UNHCR?

In 2000 I was asked to join UNHCR as Senior Coordinator for Refugee Women. At first I was reluctant, as I had heard that the organization was not fully on board on gender equality issues, but former Assistant High Commissioner Soren Jessen Petersen was very convincing! So in spite of some challenges, I am glad I did join and I feel very privileged to have worked with UNHCR.

## A MOST MEMORABLE MOMENT?

I choose three. The first was the 2001 Global Dialogue with Refugee Women, which resulted in the High Commissioner's Five Commitments to Refugee Women.

This framework for assuring women's rights and gender issues is still being used today and is about to be updated as part of the ongoing Gender Equality Review. Second is the negotiation of the reaffirmation of citizenship for 200,000 former Burundian refugees in Tanzania – an unprecedented durable solution. The third memory is of the Kagunga operation – during a mass influx of Burundians in 2015, we had to use a 100-year-old former German war boat to transport 35,000 refugees in the midst of a cholera outbreak, and managed to save all but 29 from the epidemic. And my best memories are of the people in my teams in all of my posts.

## ADVICE FOR A YOUNG PERSON JOINING UNHCR TODAY?

I hope that many more young women will join or stay in UNHCR and that the new policies will address some of the reasons for attrition and inequality. To all young staff - be passionate and compassionate. UNHCR is not a business – it is a life commitment!

\* The *Three Questions* interviews put the spotlight on colleagues who have dedicated much of their working lives to UNHCR and the refugee cause.



6



46



58



68



82



94



104



114



134



148



166

# Contents

## **1 GLOBAL REPORT 2015**

Where to find information in the Global Report publication and on the Global Focus website

## **2 UNHCR'S MISSION**

## **6 FOREWORD BY THE HIGH COMMISSIONER**

The High Commissioner's message on the achievements and challenges in 2015

## **12 YEAR IN REVIEW**

Key events and achievements in 2015

## **14 GLOBAL STRATEGIC PRIORITIES**

Priority areas of concern for UNHCR in 2014-2015 and a summary of results

## **18 POPULATIONS OF CONCERN TO UNHCR**

Map as of end-December 2015

## **20 FUNDING UNHCR'S PROGRAMMES**

Programme requirements, funding and expenditure in 2015, including map of global expenditure

## **Regional Summaries**

## **46 AFRICA**

## **58 MIDDLE EAST AND NORTH AFRICA**

## **68 ASIA AND THE PACIFIC**

## **82 EUROPE**

## **94 THE AMERICAS**

## **104 OPERATIONAL SUPPORT AND MANAGEMENT**

## **Thematic Chapters**

## **114 SAFEGUARDING FUNDAMENTAL HUMAN RIGHTS**

Global protection challenges and UNHCR's response in 2015 to protect and assist refugees, stateless people, the internally displaced and other populations of concern

## **134 RESPONDING WITH LIFESAVING SUPPORT**

An organization-wide approach to emergency response and addressing the basic needs of forcibly displaced people

## **148 BUILDING BETTER FUTURES**

The pursuit of sustainable solutions for refugees

## **166 SUPPORTING UNHCR'S WORK**

The role and contributions of hosting countries and communities, partners and supporters, and the private sector in supporting UNHCR's work

## **186 ANNEXES**

- Member States of UNHCR's Executive Committee
- Parties to the Refugee and Statelessness Conventions
- Glossary
- Acronyms



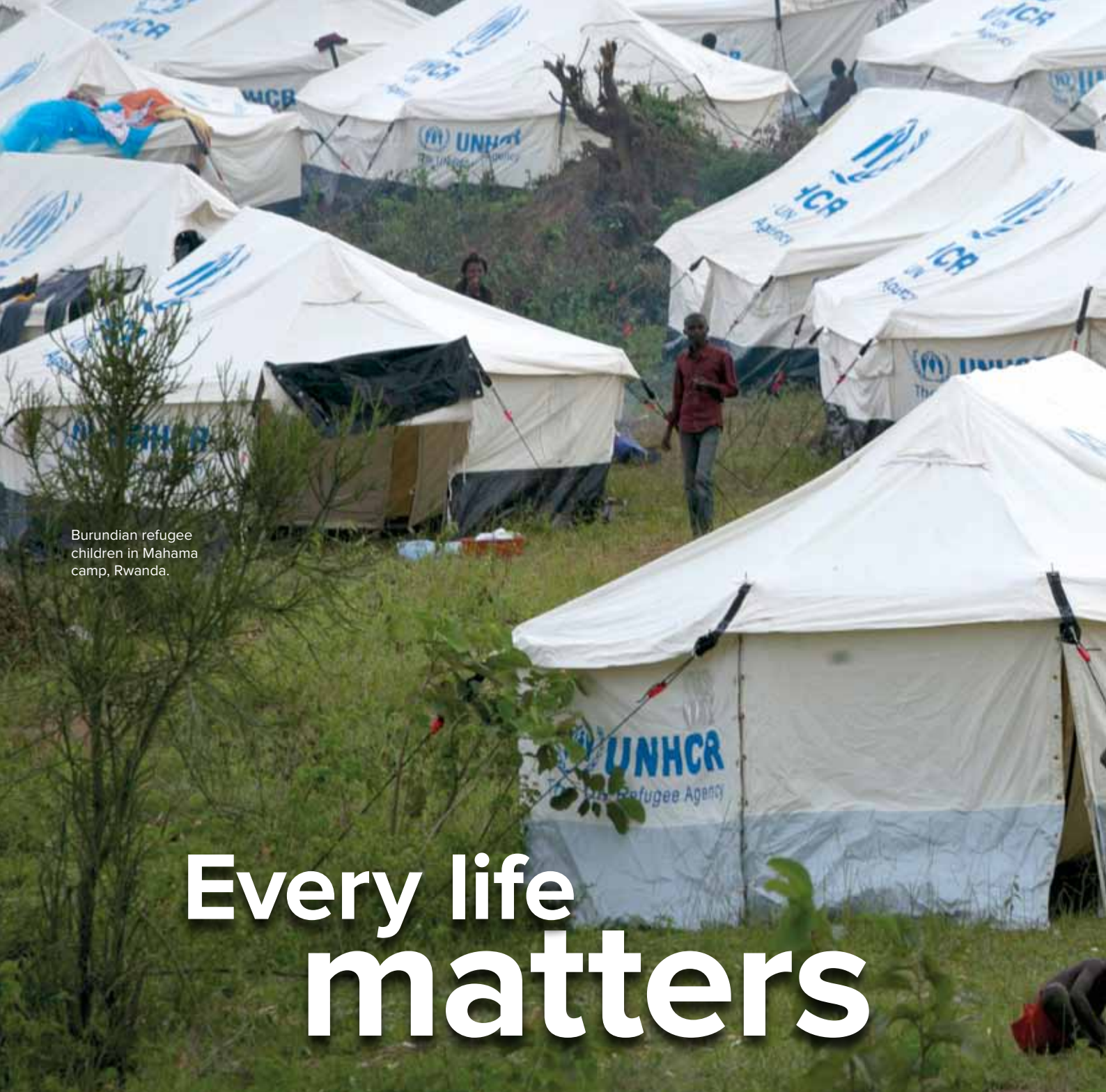
**UNHCR**  
The UN Refugee Agency

**Global Focus**  
UNHCR Operations Worldwide

<http://reporting.unhcr.org>

### **UNHCR's Global Focus website offers:**

- Regularly updated information about programmes, operations, financial requirements, contributions, expenditures and donor profiles
- Operational information for over 70 countries, including year-end reports for the largest 37 operations
- Subregional and regional overviews



Burundian refugee children in Mahama camp, Rwanda.

# Every life matters

by **Filippo Grandi**  
UNITED NATIONS  
HIGH COMMISSIONER FOR REFUGEES

The world again witnessed record levels of forced displacement in 2015. More than 65 million people were uprooted by war, conflict, persecution or human rights abuses by year end, including over 10 million displaced during the year.

The war in the Syrian Arab Republic (Syria) was again the single largest driver of displacement in 2015. At the end of the year, more than 4 million Syrians were living in exile in neighbouring countries and 6.5 million people were internally displaced.





UNHCR/Kate Holt

The year 2015 was also the year that the global refugee crisis reached Europe. More than 1 million refugees and migrants arrived on the southern European shores. Tragically, nearly 4,000 died in the attempt. More than 84 per cent came from the world's top ten refugee-producing countries, chief among them Syria, Afghanistan and Iraq, but also Eritrea and Somalia. More than one-third were children, many of them travelling

unaccompanied. Greece, a country already under strain from a severe economic and financial crisis, received more than 800,000 arrivals and became overwhelmed by the sheer numbers. The local communities demonstrated extraordinary generosity and thousands of volunteers came to the Greek islands to help the refugees and migrants. UNHCR launched its biggest humanitarian operation in Europe since the wars in the former Yugoslavia in the 1990s.

New crises erupted in Burundi and Yemen, forcing hundreds of thousands of people to flee their homes and seek safety in neighbouring countries. Meanwhile, older crises continued unresolved. South Sudan marked the fourth anniversary of its independence with more than 2.25 million displaced people. Since then, and despite a peace deal between the Government and the opposition concluded in August, violence has spread to different parts of the country and unprecedented hunger has driven even larger numbers of people from their homes. Violence and instability kept people from eastern Nigeria and the Central Africa Republic in exile, and the situation in Ukraine remained precarious for large numbers of internally displaced people. Political developments in Afghanistan in early 2015 generated hope for increased stability and opportunities to find solutions for displaced people. However, in the second half of the year, escalating violence in the country brought the number of internally displaced people to a new high of 1 million.

## Today's protection challenges

Despite socio-economic challenges, numerous countries kept their border open, generously welcoming large numbers of refugees. But in many parts of the world we also witnessed threats to the international protection regime, sometimes fuelled by dangerous anti-foreigner rhetoric giving rise to xenophobic attitudes. Europe initially responded to the arrival of large numbers refugees and migrants on its southern shores with some very sound decisions on the internal relocation of people in need of international protection. However, the lack of a common vision and solidarity among European countries resulted in a fragmented and deficient response. Large numbers of people went unchecked to a few countries in Northern Europe, where the initial public support for welcoming refugees began to waver. Many

countries passed restrictive legislation or used physical obstacles – including fences constructed along borders – to dissuade refugees and migrants from reaching their territories, with dire consequences for the people on the move.

The phenomenon of dangerous mixed movements by sea was not limited to Europe. In South-East Asia, large numbers of migrants and refugees, including many Rohingya, put their lives in the hands of smugglers in search for safety and a future. Inadequate protection, uneven access to education and employment opportunities, and a lack of available solutions, are often behind these irregular movements. Thousands of people were reportedly abandoned by smugglers at sea and mass graves were found along the land border between Thailand and Malaysia near the deserted camps of smugglers.

In Central America, shocking levels of gang violence in El Salvador, Guatemala and Honduras displaced tens of thousands of people and forced many of them along traditional migrant routes, mostly travelling north, in search of safety and protection. Asylum applications in the region from nationals of these three countries increased sharply, as did recognition rates. But deportations of large numbers of people, including those who could be in need of international protection, have continued. While overshadowed by crises elsewhere in the world, refugee movements in Central America are expected to grow.

## Building a better future

At the same time, traditional solutions for refugees, namely voluntary return, local integration and resettlement, were in short supply. During the year, some 201,000 refugees returned to their home countries and 115,800 were assisted to integrate locally. Voluntary repatriation was at its lowest in three decades, and possibilities for local integration remained



UNHCR/Emrah Gurel

High Commissioner Filippo Grandi visiting Syrian refugee children in Istanbul, Turkey.

limited. Few such opportunities brought to the forefront the importance of resettlement as part of the international community's response to forced displacement. Globally, resettlement continued to play a crucial protection role in UNHCR's response to forced displacement. More than 81,000 refugees departed for resettlement, many of them to the United States and Canada.

With the rapid increase in displacement and the stagnation in the number of refugees finding a solution, it has become even more important to invest in quality education for refugee children, creating livelihood opportunities, and efforts aimed at finding alternatives to camps and including displaced people in national economies and services. The inclusion of nearly 1 million Afghan and Iraqi refugees in the Islamic Republic

of Iran's national health insurance plan in 2015 was a remarkable achievement in this regard.

## Emergency response

In 2015, UNHCR declared 11 emergency situations affecting operations in 30 countries and deployed 460 emergency missions, involving UNHCR and partner staff, to support the response mainly in Africa and Europe. Protection staff comprised more than 25 per cent of these deployments. From the outset of each emergency we sent senior-level protection colleagues to establish community-based protection mechanisms, to work with partners to undertake participatory assessments, and to develop protection strategies. In situations of internal displacement, we strengthened

the coordination of the protection cluster and working groups, and developed tools to prevent and follow up on child protection challenges and sexual and gender-based violence.

The security of our beneficiaries and our staff remained key concerns, not only in new emergencies but also in protracted situations. Last year, we mourned the loss of one of our colleagues in Somalia. A brave young woman, who had recently returned to work from maternity leave, was gunned down in Mogadishu; a sad and stark reminder of the risks so many aid workers face today. In contexts such as Afghanistan, Somalia, Syria and Yemen, it is extremely difficult to keep staff safe and deliver protection and assistance at the same time. In many places we now work in conflict areas. As these conflicts continue, they draw in more armed actors including those who see civilians and humanitarian workers as legitimate targets. To be able to reach people who are desperately in need of humanitarian aid in Syria or Yemen, we must make difficult decisions on a case-by-case basis as to whether risk levels are acceptable. At the same time, we keep investing in expertise and equipment to mitigate risks, including through training of UNHCR and partner staff.

## Support from donors and partners

On behalf of the millions of refugees, internally displaced, stateless people and others of concern to UNHCR, I would like to thank our many donors and partners for their steady and generous support.

We continue to work with a growing number of partners. In 2015, UNHCR disbursed USD 1.26 billion to 938 non-governmental organizations, government institutions and United Nations agencies for protection and assistance projects worldwide. National NGOs received 30 per cent of the funds we expended to our partners. In 2015, we consolidated the Refugee Coordination Model to ensure transparent and inclusive leadership in large refugee situations and to improve joint operational planning and resource mobilization. Countless others supported UNHCR's work, including corporate partners, individual donors and celebrities – bringing added financial assistance, innovative solutions and essential advocacy to our efforts.

Last year we received an unprecedented USD 3.4 billion in financial contributions for which I am deeply grateful. Our requirements, however, also stood at an all-time high: USD 7.2 billion to protect and assist some 64 million people of concern. This means that in spite of the extraordinary support from donors over the last year, the gap between needs and funding available continued to grow, with very real consequences for the people we serve.

Looking ahead, we know that these challenges will persist and perhaps even increase. We are committed to being even more effective, efficient, creative and innovative in our responses. We will continue to push boundaries to uphold protection principles and preserve protection space everywhere, rally solidarity and mobilize resources, and we cannot achieve this without the steadfast and generous support of our partners and donors worldwide. ■



# Special Envoy

UNHCR Special Envoy Angelina Jolie Pitt meeting internally displaced Iraqis in Khanke camp, Kurdistan Region of Iraq.

UNHCR/Andrew McConnell

Throughout 2015, UNHCR Special Envoy Angelina Jolie Pitt continued to show extraordinary commitment and dedication towards refugees, and tirelessly advocated on their behalf around the globe.

Her advocacy remained centered around the worsening plight of Syrian refugees. The Special Envoy began the year with a visit to Iraq to support the 3.3 million displaced people in the country and to highlight their dire needs. She witnessed a dramatic increase in the scale and gravity of the humanitarian situation since her previous visit in 2012 as conflicts in Iraq and the Syrian Arab Republic intensified and became intertwined.

In the weeks following, the Special Envoy continued to raise awareness by reaching out to

audiences worldwide. She penned an opinion editorial in the *New York Times* on the Syrians and Iraqis who can't return home, entitled *A New Level of Refugee Suffering*. In April, the Special Envoy appeared before the UN Security Council to advocate on behalf of Syrian refugees, and briefed the Council on nearly a dozen field visits she has carried out to Iraq, Jordan, Lebanon, Malta and Turkey since the onset of the Syrian conflict.

The Special Envoy later joined High Commissioner Guterres to mark World Refugee Day in Turkey, the world's largest refugee-hosting nation. She visited Syrian and Iraqi refugees in southeastern Turkey, and met with President Recep Tayyip Erdoğan to thank Turkey and its people for their generosity and to discuss the challenges that refugee-hosting nations face. ■

***“Any one of the Syrians that I met would speak more eloquently about the conflict than I ever could. I'm here for them because this is their United Nations.”*** - Special Envoy Angelina Jolie Pitt briefing the UN Security Council

# 2015 Year in Review



UNHCR/Andrew McConnell

## Ukraine

**16 Jan** – UNHCR declares the Ukraine situation a level 2 emergency as the humanitarian situation continues to deteriorate.

### South Sudan

**3 Mar** – The Government of Sudan begins distributing lifesaving identity cards to an estimated 500,000 South Sudanese refugees, enabling access to all basic services including health care.



UNHCR/Saiful Huq Omi

## South Sudan

**9 Jul** – More than 730,000 people have fled to neighbouring countries and some 1.5 million people are internally displaced as South Sudan marks the fourth anniversary of its independence.

## Bay of Bengal

**29 May** – 17 countries attend a regional conference to find solutions for thousands of refugees and migrants moving irregularly by sea from the Bay of Bengal. Approximately 370 refugees and migrants who departed from the Bay of Bengal in 2015 are estimated to have died before reaching land.



Hassan Babilonia

## Syrian Arab Republic

**9 Jul** – More than 4 million Syrians have fled to neighbouring countries, making the Syrian conflict UNHCR's worst crisis for almost 25 years.

JANUARY

FEBRUARY

MARCH

APRIL

MAY

JUNE

JULY

AUGUST



UNHCR/Hélène Caux

## Statelessness

**24 Feb** – West African nations pledge to step up efforts to resolving the situation of at least 750,000 people who are stateless or at risk of statelessness in the subregion, including 700,000 in Côte d'Ivoire.

## Europe Refugee Crisis

**21 Apr** – More than 600 people drown when a boat capsizes off the coast of Libya - the largest recorded loss of life from any incident in the Mediterranean involving refugees and migrants in 2015. It follows an incident earlier in the month in which 400 lives were feared lost.

## Nepal

**25 Apr** – UNHCR distributes aid to thousands of survivors in the aftermath of the earthquake that made hundreds of thousands homeless.

## Burundi

**29 Jun** – 144,000 refugees have fled Burundi since April, ahead of the 29 June elections.

## Libya

**30 Jun** – The number of displaced people in Libya doubles to more than 434,000 from an estimated 230,000 in September 2014 due to increased fighting.

## South Sudan

**28 Aug** – South Sudan signs peace agreement as refugee and IDP figures exceed 2.6 million people.

## Europe Refugee Crisis

**28 Aug** – 70 people are found dead in an abandoned truck in Austria.

UNHCR/Saiful Huq Omi



# In 2015:

- **12.3 million** refugees assisted
- **49,100** stateless people acquired nationality or had it confirmed
- **115,800** returned refugees assisted to reintegrate
- **37.4 million** IDPs assisted



**133,000** submissions made for resettlement



**91,700** individual RSD decisions issued



**4** countries acceded to the Statelessness Conventions



**11,175 metric tons** of core relief items delivered from 7 global stockpiles



**USD 357 million** provided through cash assistance



**43** countries supported to implement SGBV strategies



**3,400** refugees in 42 countries granted higher education scholarships

## Colombia

**13 Nov** – The Government of Colombia and the Revolutionary Armed Forces of Colombia sign a bilateral and definitive cease-fire.

## Europe Refugee Crisis

**9 Sep** – The European Commission puts forward a plan to relocate 160,000 people.

## Europe Refugee Crisis

**4 Nov** – The first asylum-seekers are relocated from Greece under the EU plan.

**13 Nov** – Terrorist attacks in Paris kills 130 people. UNHCR expresses its shock and horror at the attacks and cautions against the scapegoating of refugees.

**20 Nov** – A range of new restrictions against the movement of refugees and migrants from Greece through the Western Balkans and further northwards is witnessed.

UNHCR/Achilleas Zavalis



SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER

## Syrian Arab Republic

**10 Dec** – Canada announces plan to resettle an additional 25,000 Syrian refugees.

UNHCR/Saiful Huiq Omi



## Somalia

**21 Oct** – A Ministerial Pledging Conference on Somali Refugees raises USD 105 million to support the sustainable return and reintegration of Somali refugees from Kenya.

## Algeria

**23 Oct** – Heavy rains and flooding cause widespread damage to refugee camps near Tindouf, affecting 25,000 Sahrawi refugees.

## Europe Refugee Crisis

**22 Dec** – Sea arrivals to Europe in 2015 exceed 1 million.

UNHCR/James May



# Global Strategic Priorities 2014-2015

UNHCR's Global Strategic Priorities (GSPs) for the 2014-2015 biennium provided important direction for operations to target interventions across a range of core areas where the Office seeks to improve protection and find solutions for refugees and other people of concern.

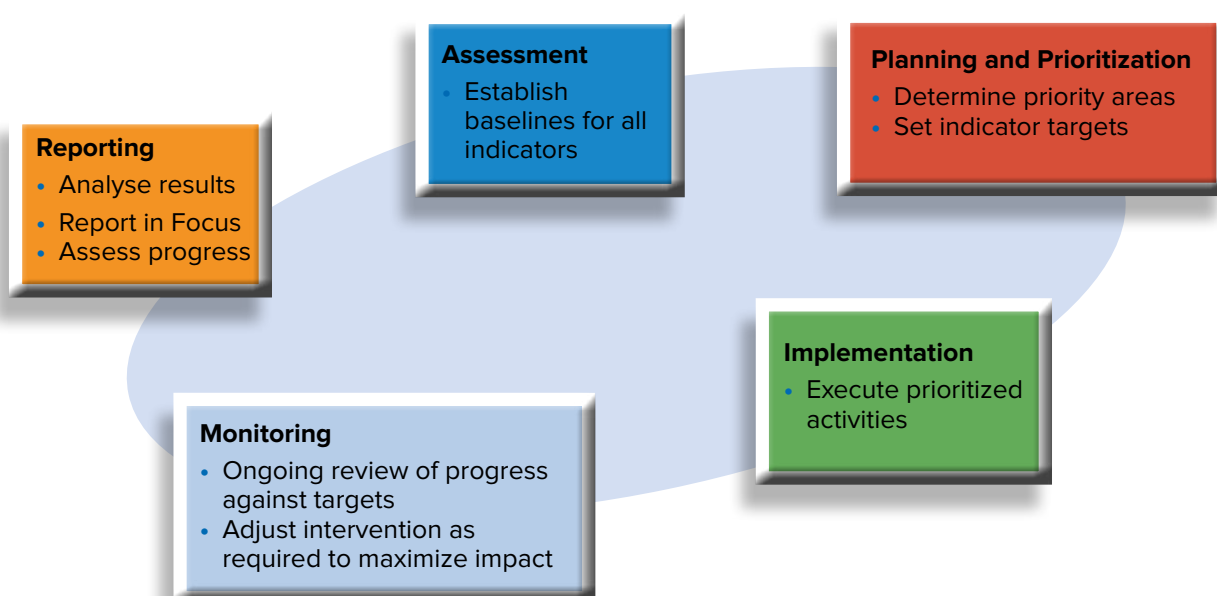
The GSPs are divided into two categories: operational GSPs for field operations, and support and management GSPs for headquarters divisions. The operational GSPs focused on: establishing and maintaining a favourable protection environment; providing access to fair protection processes and documentation; ensuring security from violence and exploitation; meeting basic needs and providing essential services; empowering communities; and strengthening self-reliance and securing durable solutions.

The operational GSPs provided guidance for the development of annual operations plans, and informed strategic discussions at field level with UNHCR partners for prioritization. Throughout the year, staff closely monitored progress achieved against the GSPs and took corrective actions, where required.

Information on the progress achieved in 2015 has been analysed and reported on by field operations through Focus, UNHCR's results-based management tool, and Twine (UNHCR's health information system) for health-related indicators. Focal points within technical sections at Headquarters have subsequently reviewed the results in order to assess the progress achieved against the global engagements.

The GSPs on Support and Management underpin UNHCR's organizational commitment to strengthen its response and improve its efficiency and effectiveness across a vast range of functional areas. Over the course of 2015, this included: strengthening financial and programme management; providing support and policy guidance on protection matters; enhancing UNHCR's emergency response; reinforcing UNHCR's capacity to ensure effective leadership and coordination of complex operations; and expanding staff development opportunities.

## Managing annual operations plans and priorities using GSP indicators





# 2015 PROGRESS AT A GLANCE

## Operational GSPs

### Favourable protection environment



Legislative changes enhancing the protection of asylum-seekers and refugees were reported in 14 countries, while improvements in national laws and policies for IDPs were reported in 10 countries



Four accessions to the two Statelessness Conventions and six amendments to nationality laws to prevent statelessness were recorded in 2015

At least 49,100 stateless people or those with undetermined nationality acquired a nationality or had their nationality confirmed

### Fair protection processes and documentation



94% of the 32 situations reporting had increased levels of issuance of birth certificates



87% of 83 situations maintained or increased levels of individual registration

### Security from violence and exploitation



87% of 104 situations improved or maintained provision of support to known SGBV survivors

80% of 60 situations have increased community involvement in prevention and protection of SGBV survivors



86% of 57 situations reported increased or maintained proportion of unaccompanied or separated refugee children for whom a Best Interests process has been completed or initiated

73% of 33 situations reported increases in the non-discriminatory access to national child protection and social services

### Basic needs and services



61% of 100 surveyed camps or settlements met UNHCR's standard of  $\leq 10\%$  Global Acute Malnutrition



98% of 144 monitored sites met UNHCR's standard for mortality rates among children under five years old ( $< 1.5/1000/\text{month}$ )



86% of 73 situations maintained or increased the percentage of households living in adequate dwellings; however, a significant number of situations remain within the 'critical' threshold of UNHCR's standard



70% of 50 situations reported increased or maintained levels of water supply

### Community empowerment and self-reliance



71% of 56 situations increased or maintained participation of women in leadership structures



70% of the 40 situations reported improvement in relations between people of concern and local communities



45% of 33 operations reported an increase in the number of people of concern self-employed or with their own business (aged 18-59)



59% of 111 situations reported increased or maintained enrolment rates of primary school-aged children

### Durable solutions



89% of refugees who expressed their intention to return voluntarily to their country of origin were supported by UNHCR to return



45% of 47 situations reported some improvement in relation to local integration of refugees



Some 81,800 refugees departed for resettlement

## ACHIEVEMENTS

The analysis of progress achieved in 2015 shows that the focused efforts on core GSP areas have yielded very positive results, with many operations reporting that they were able to improve the situation of people of concern in a number of priority areas. With respect to protection, sustained advocacy efforts and technical support led to positive changes in legislation and policies which directly impact refugees, stateless persons and internally displaced people.

Operations also worked together with partners and governments to make further progress in the prevention and response to sexual and gender-based violence. More children were able to benefit from access to education opportunities and national child protection services. The participation of women in leadership structures increased further. Progress was also achieved in improving relations between displaced populations and host communities. Almost all operations managed to be well below the mortality standards for children under 5 years old. The number of refugees resettled also increased and support was provided to refugees opting for voluntary repatriation, although their number decreased compared to 2014.

## CHALLENGES

Where field operations reported difficulty in achieving progress on some of the priority areas, it was most often linked to the challenge of accommodating a comprehensive response within finite budgetary resources and the need to prioritize certain interventions over others. In some operations, the occurrence of new emergency situations required a reprioritization of funds towards more pressing life-saving needs. For some GSP areas, progress would be dependent on reaching understanding with key government counterparts on how the engagement required could be accommodated within overall national priorities and available resources.

## FULL PROGRESS REPORT

For detailed reporting on UNHCR's achievements and challenges across all GSP areas in 2015, please refer to the progress report, which is available on the Global Focus website (<http://reporting.unhcr.org/thematic>).

The report sets out the progress achieved against each of the GSPs, includes highlights from field operations, and information on global and regional initiatives that further reinforced and complemented the actions taken.

## 2015 PROGRESS AT A GLANCE

### Support and Management GSPs

#### Financial management

- A new High Level Internal Control Framework was issued. It sets out the respective roles and accountabilities in the area of financial management.
- The financial statement for 2015 was developed in full compliance with IPSAS accounting standards.
- The first organization-wide enterprise risk assessment was completed and results were captured in a corporate risk register.

#### International protection

- Legal advice, guidance and operational support was provided to operations and States, including on the scope of legal obligations and individual rights of people of concern.
- Consultations with governments and civil society were undertaken in the context of UNHCR's #IBelong Campaign to end statelessness by 2024. A special report *I Am Here, I Belong – The Urgent Need to End Childhood Statelessness* presented the many challenges faced by stateless children and youth.
- Numerous protection and resettlement deployments were facilitated and the centrality of protection considerations was promoted in all aspects of humanitarian programmes.

#### Information and communications technologies

- Support to emergency operations was further optimized through improved positioning of human and material resources.
- Network infrastructure was improved in field locations through migration of new technology and enhanced bandwidth optimization.

#### Coordination

- The Global Protection Cluster (GPC), the Global Shelter Cluster (GSC) and the Camp Coordination and Camp Management (CCCM) Cluster provided guidance and field support to cluster members and field coordinators, including through the deployment of surge capacity staff and technical specialists.
- The roll out of the Refugee Coordination Model (RCM) to key operations was supported through issuance of policy guidance and organization of training programs on coordination and leadership.

#### Results-based management

- A new version of the UNHCR Programme Manual was issued providing UNHCR staff across the world with updated guidance on the application of rules and procedures for effective management and coordination of programmes.
- Workshops and trainings were organized for programme staff and further improvements were made to the range of corporate tools available for applying results-based management.

#### Emergency preparedness and response

- Over 11,175 metric tons of emergency core relief items were delivered from global stockpiles for distribution to people in need.
- Emergency deployments of over 460 trained staff from emergency standby rosters were organized.
- Emergency preparedness activities were enhanced and operation-specific workshops on contingency planning were organized in four situations including staff from both UNHCR and partner organisations.

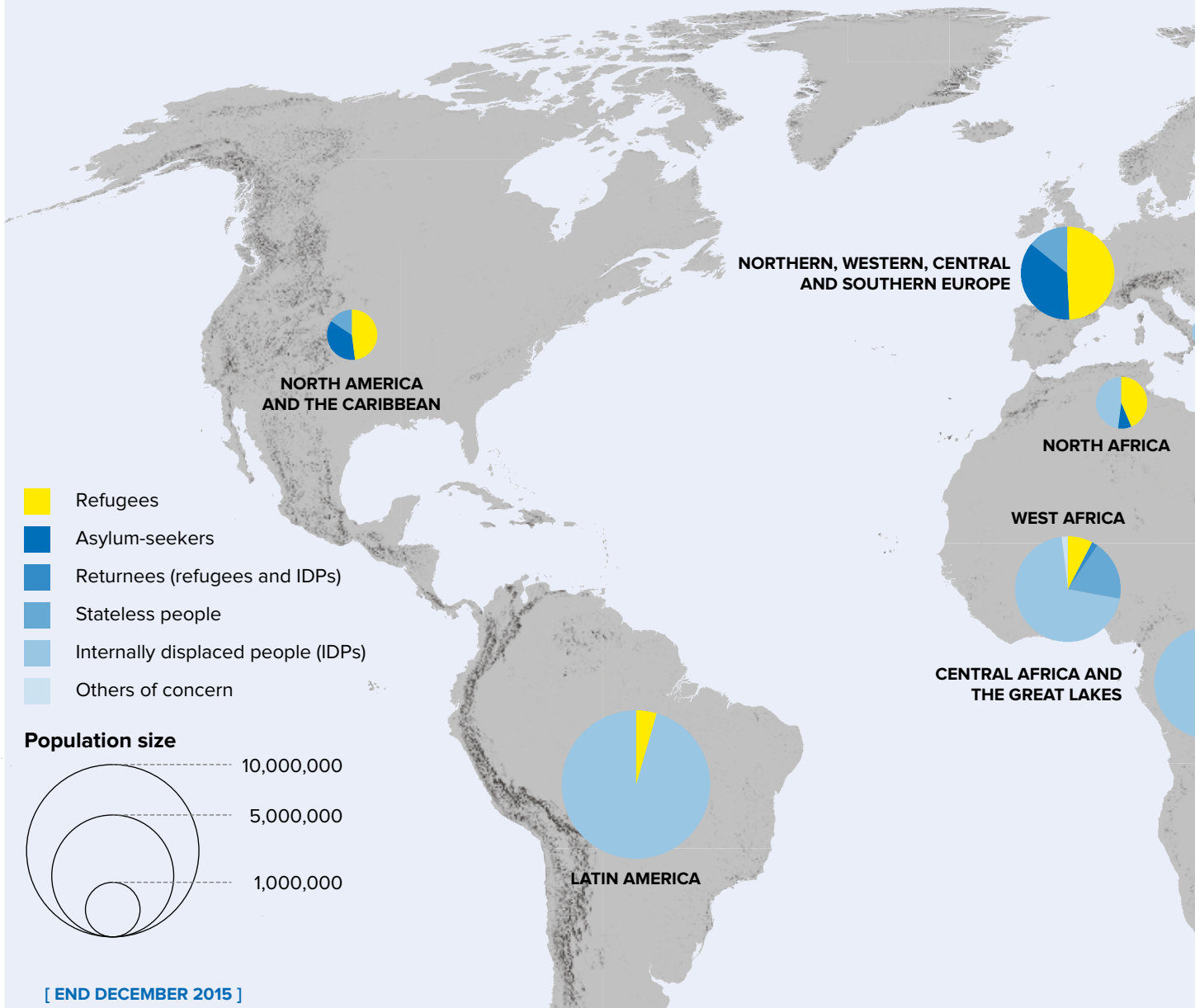
#### Mobilization of support

- The level of donor support received by UNHCR reached over USD 3.361 billion, with income from private sector rising to USD 284 million (35 per cent more than in the previous year).
- A high level of media coverage and enhanced dissemination of information using social media resulted in a significant increase in the number of followers of UNHCR on digital platforms Facebook and Twitter, reaching 1 million and 1.9 million respectively – a growth of 60 per cent and 14 per cent over 2014.

#### Human resources

- A five-year *People Strategy* was developed. It aims at improving the manner in which UNHCR recruits, cares for, supports and develops its staff to keep up with the evolving demands on the organization.
- Substantive competency-based learning initiatives and certification programmes were developed in key functional areas, such as management, human resources, and supply chain.

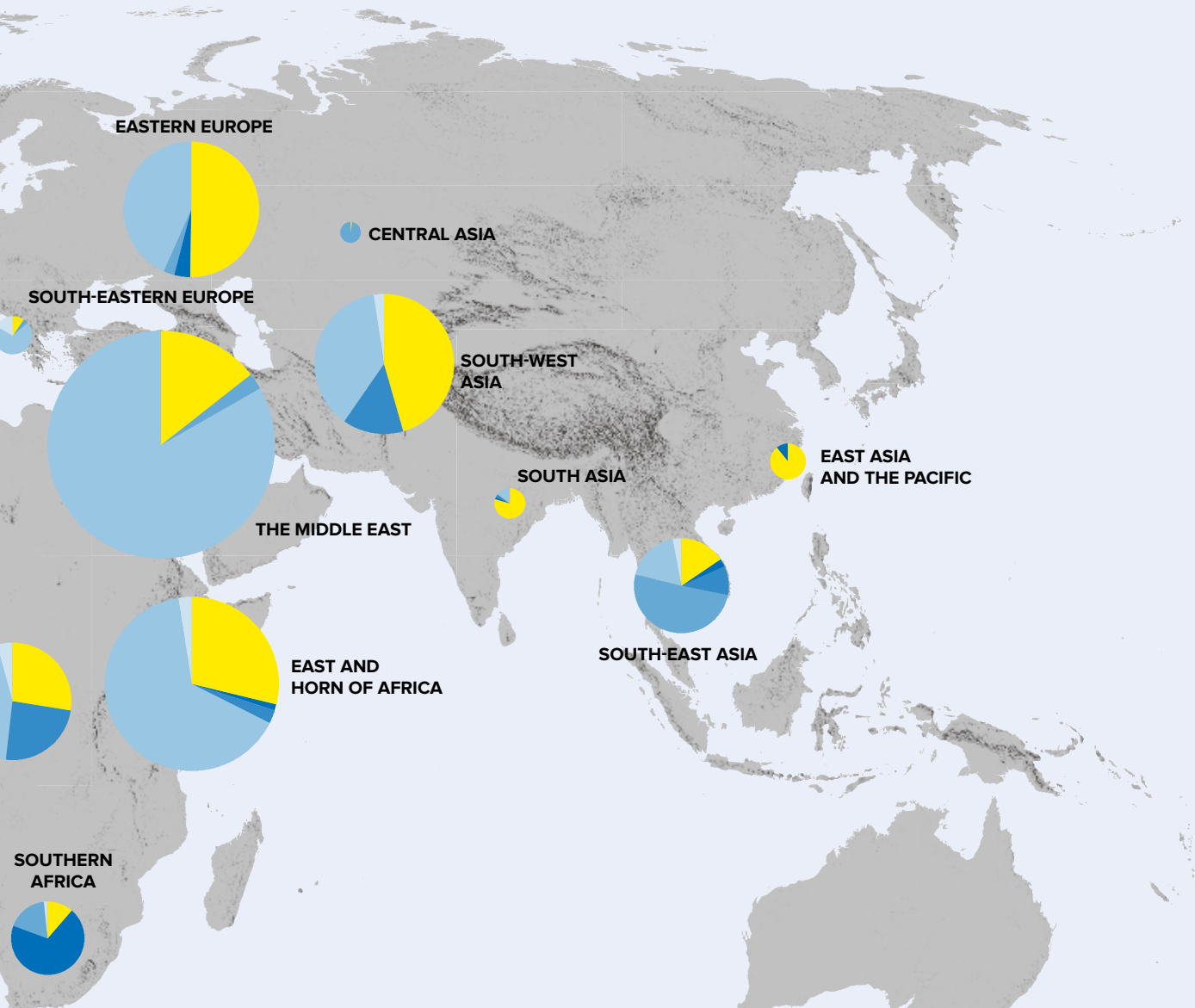
# POPULATIONS OF CO



[ END DECEMBER 2015 ]

Subregion	Refugees	People in refugee-like situations	Total refugees	Of whom assisted by UNHCR	Asylum-seekers	Returned refugees	IDPs protected/assisted by UNHCR <sup>(1)</sup>
Central Africa and Great Lakes <sup>(3)</sup>	1,173,389	15,852	1,189,241	1,058,223	18,468	35,237	1,889,161
East and Horn of Africa	2,739,375	-	2,739,375	2,739,375	106,959	74,467	6,193,660
West Africa	294,953	-	294,953	286,295	7,885	16,375	2,680,061
Southern Africa	189,842	-	189,842	61,967	1,159,702	4,698	-
North Africa <sup>(4)</sup>	371,954	26,000	397,954	297,949	74,395	4	434,869
Middle East <sup>(5)(6)</sup>	2,303,454	38,146	2,341,600	2,153,368	67,976	6,122	13,498,781
South-West Asia	2,777,668	20,485	2,798,153	2,798,153	6,566	61,394	2,320,414
Central Asia	3,164	-	3,164	2,080	543	-	-
South-East Asia <sup>(7)(8)</sup>	187,435	253,252	440,687	240,433	76,515	3	514,263
South Asia	234,832	-	234,832	44,995	7,105	852	44,934
East Asia and the Pacific <sup>(9)</sup>	348,838	4,581	353,419	909	43,884	1	-
Eastern Europe <sup>(10)</sup>	2,867,283	16,679	2,883,962	2,519,197	222,406	5	2,486,636
South-Eastern Europe	44,843	385	45,228	17,179	1,059	463	318,326
Northern, Western, Central and Southern Europe	1,450,479	11,750	1,462,229	19,176	1,075,781	-	-
North America and the Caribbean	409,976	-	409,976	879	307,455	-	-
Latin America	86,408	250,404	336,812	42,614	43,242	1,794	7,113,067
<b>TOTAL</b>	<b>15,483,893</b>	<b>637,534</b>	<b>16,121,427</b>	<b>12,282,792</b>	<b>3,219,941</b>	<b>201,415</b>	<b>37,494,172</b>

# NCERN TO UNHCR



Returned IDPs	People under UNHCR's statelessness mandate	Various <sup>(2)</sup>	Total population of concern
1,014,893	1,302	187,577	4,335,879
157,663	20,000	234,381	9,526,505
53,950	700,116	71,536	3,824,876
-	300,000	28,414	1,682,656
-	22	2	907,246
1,747	374,215	8,838	16,299,279
800,291	-	150,317	6,137,135
-	130,324	53	134,084
280,113	1,432,213	80,710	2,824,504
8,112	-	384	296,219
-	801	1	398,106
-	152,993	-	5,746,002
545	17,002	77,329	459,952
-	422,156	6,085	2,966,251
-	134,747	148	852,326
-	1,838	24,965	7,521,718
<b>2,317,314</b>	<b>3,687,729</b>	<b>870,740</b>	<b>63,912,738</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.

<sup>(1)</sup> Includes people who are in an IDP-like situation.

<sup>(2)</sup> People of concern to UNHCR not included in the previous columns but to whom UNHCR extends protection and/or assistance.

<sup>(3)</sup> Democratic Republic of the Congo: The number of Rwandan refugees in the Democratic Republic of the Congo is subject to change based on a registration exercise that resulted in a figure of 243,000 identified Rwandans.

<sup>(4)</sup> Algeria: According to the Government of Algeria, there are an estimated 165,000 Sahrawi refugees in the Tindouf camps.

<sup>(5)</sup> Jordan: The refugee population includes 33,200 Iraqis registered with UNHCR in Jordan. The Government estimates the number of Iraqis at 400,000 individuals at the end of March 2015. This includes refugees and other categories of Iraqis.

<sup>(6)</sup> Refugee figures for Iraqis in the Syrian Arab Republic are Government estimates. UNHCR had registered and was assisting 18,300 Iraqis at the end of 2015.

<sup>(7)</sup> Bangladesh: The refugee population includes 200,000 people originating from Myanmar in a refugee-like situation. The Government of Bangladesh estimates the population to be 300,000 - 500,000.

<sup>(8)</sup> Myanmar: The figure for stateless people refers to people without citizenship in Rakhine State only and does not include an estimated 170,000 IDPs and people in an IDP-like situation who are included under the IDP population, but who are not considered nationals. The total stateless population in Rakhine State is estimated to be approximately 1 million.

<sup>(9)</sup> China: The 300,000 Vietnamese refugees are well integrated and in practice receive protection from the Government of China.

<sup>(10)</sup> Turkey: The number of Syrians in Turkey (2,503,500) is a Government estimate.

# Funding UNHCR

UNHCR's budget has more than doubled between 2010 and 2015, mirroring the scale of forced displacement which increased from 34 million to 64 million people of concern to UNHCR during this period.

Financial requirements to cover the comprehensive needs of people of concern amounted to USD 7,232.4 million in 2015. This included supplementary needs that emerged during the year of more than USD 1 billion for new crises in Burundi, Yemen and across Europe, and for other ongoing emergencies.

Throughout the year, the Office received extraordinary support from its donors. Nevertheless, despite the record high level of USD 3,361 million in contributions, the funding gap has grown from 36 per cent in 2010 to 49 per cent in 2015.

This chapter presents an overview of UNHCR's requirements, income and expenditure in 2015. Detailed information on the organization's donors can be found on UNHCR's main operational website Global Focus (<http://reporting.unhcr.org>).

TABLE 1

## Budget and expenditure in 2015

(USD)

Region and subregion		Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>AFRICA</b>						
West Africa	Budget	229,700,946	5,925,386	18,671,616	38,548,387	292,846,334
	Expenditure	99,312,900	3,240,294	6,176,728	14,219,937	122,949,859
East and Horn of Africa	Budget	1,385,750,671	11,599,810	17,031,330	294,024,751	1,708,406,563
	Expenditure	583,760,089	3,482,486	7,729,066	65,537,974	660,509,615
Central Africa and the Great Lakes	Budget	505,440,938	3,730,164	54,587,608	135,742,376	699,501,085
	Expenditure	218,410,391	1,064,798	17,413,566	37,351,054	274,239,809
Southern Africa	Budget	72,322,737	1,481,945	0	533,421	74,338,104
	Expenditure	38,705,778	812,509	0	484,928	40,003,215
Subtotal Africa	<b>Budget</b>	<b>2,193,215,292</b>	<b>22,737,305</b>	<b>90,290,554</b>	<b>468,848,935</b>	<b>2,775,092,086</b>
	<b>Expenditure</b>	<b>940,189,157</b>	<b>8,600,087</b>	<b>31,319,360</b>	<b>117,593,893</b>	<b>1,097,702,497</b>
<b>MIDDLE EAST AND NORTH AFRICA</b>						
Middle East	Budget	1,169,403,783	3,897,994	35,763,788	744,826,650	1,953,892,215
	Expenditure	715,366,184	2,168,094	11,329,620	330,370,363	1,059,234,260
North Africa	Budget	181,198,757	50,000	0	2,218,046	183,466,803
	Expenditure	90,612,925	31,621	0	1,834,639	92,479,185
Subtotal North Africa and Middle East	<b>Budget</b>	<b>1,350,602,539</b>	<b>3,947,994</b>	<b>35,763,788</b>	<b>747,044,696</b>	<b>2,137,359,017</b>
	<b>Expenditure</b>	<b>805,979,109</b>	<b>2,199,715</b>	<b>11,329,620</b>	<b>332,205,001</b>	<b>1,151,713,445</b>
<b>ASIA AND THE PACIFIC</b>						
South-West Asia	Budget	198,064,955	304,241	106,538,716	55,262,387	360,170,298
	Expenditure	92,114,790	206,098	36,571,757	27,657,830	156,550,476
Central Asia	Budget	9,019,429	3,992,630	0	1,657,546	14,669,605
	Expenditure	5,263,488	3,138,109	0	1,263,532	9,665,129
South Asia	Budget	30,414,703	2,015,723	2,523,477	5,201,854	40,155,756
	Expenditure	15,660,726	478,477	493,324	4,892,284	21,524,812
South-East Asia	Budget	114,014,204	20,407,225	0	34,926,838	169,348,267
	Expenditure	43,664,209	6,576,240	0	9,302,015	59,542,464
East Asia and the Pacific	Budget	11,951,996	425,746	0	0	12,377,742
	Expenditure	8,865,501	280,801	0	0	9,146,302
Subtotal Asia and the Pacific	<b>Budget</b>	<b>363,465,287</b>	<b>27,145,565</b>	<b>109,062,193</b>	<b>97,048,624</b>	<b>596,721,669</b>
	<b>Expenditure</b>	<b>165,568,715</b>	<b>10,679,724</b>	<b>37,065,082</b>	<b>43,115,661</b>	<b>256,429,182</b>

# R's programmes

## Budget and expenditure in 2015

(USD)

Region and subregion		Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>EUROPE</b>						
Eastern Europe	Budget	370,486,506	2,750,744	0	46,849,419	420,086,670
	Expenditure	98,156,428	1,142,761	0	27,971,748	127,270,937
South-Eastern Europe	Budget	28,612,473	3,844,207	5,793,306	22,755,682	61,005,667
	Expenditure	20,240,933	2,323,369	2,027,760	9,719,624	34,311,686
Northern, Western, Central and Southern Europe	Budget	104,603,939	5,127,211	1,191,163	0	110,922,314
	Expenditure	77,863,687	3,243,229	1,053,167	0	82,160,083
Subtotal Europe	<b>Budget</b>	<b>503,702,919</b>	<b>11,722,163</b>	<b>6,984,469</b>	<b>69,605,101</b>	<b>592,014,650</b>
	<b>Expenditure</b>	<b>196,261,048</b>	<b>6,709,359</b>	<b>3,080,927</b>	<b>37,691,372</b>	<b>243,742,706</b>
<b>THE AMERICAS</b>						
North America and the Caribbean	Budget	12,952,737	9,031,219	0	0	21,983,956
	Expenditure	6,224,427	2,936,956	0	0	9,161,382
Latin America	Budget	63,974,638	1,108,772	0	30,360,765	95,444,175
	Expenditure	34,300,391	976,571	0	14,642,169	49,919,131
Subtotal Americas	<b>Budget</b>	<b>76,927,375</b>	<b>10,139,991</b>		<b>30,360,765</b>	<b>117,428,131</b>
	<b>Expenditure</b>	<b>40,524,818</b>	<b>3,913,527</b>		<b>14,642,169</b>	<b>59,080,514</b>
Subtotal Field	<b>Budget</b>	<b>4,487,913,412</b>	<b>75,693,017</b>	<b>242,101,003</b>	<b>1,412,908,120</b>	<b>6,218,615,554</b>
	<b>Expenditure</b>	<b>2,148,522,847</b>	<b>32,102,411</b>	<b>82,794,989</b>	<b>545,248,097</b>	<b>2,808,668,345</b>
Global Programmes	Budget	315,098,777	0	0	0	315,098,777
	Expenditure	266,467,999	0	0	0	266,467,999
Headquarters <sup>1</sup>	Budget	230,171,231	0	0	0	230,171,231
	Expenditure	213,003,905	0	0	0	213,003,905
Subtotal programmed activities	<b>Budget</b>	<b>5,033,183,420</b>	<b>75,693,017</b>	<b>242,101,003</b>	<b>1,412,908,120</b>	<b>6,763,885,561</b>
	<b>Expenditure</b>	<b>2,627,994,751</b>	<b>32,102,411</b>	<b>82,794,989</b>	<b>545,248,097</b>	<b>3,288,140,248</b>
Operational Reserve	Budget	436,523,725	0	0	0	436,523,725
NAM Reserve <sup>2</sup>	Budget	20,000,000	0	0	0	20,000,000
JPO	Budget	12,000,000	0	0	0	12,000,000
	Expenditure	6,674,522	0	0	0	6,674,522
<b>Total</b>	<b>Budget</b>	<b>5,501,707,145</b>	<b>75,693,017</b>	<b>242,101,003</b>	<b>1,412,908,120</b>	<b>7,232,409,287</b>
	<b>Expenditure</b>	<b>2,634,669,274</b>	<b>32,102,411</b>	<b>82,794,989</b>	<b>545,248,097</b>	<b>3,294,814,771</b>

<sup>1</sup> Includes allocations from the UN Regular Budget as follows: USD 44,129,400 (budget) and USD 44,281,644 (expenditure)

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

## Financial overview

UNHCR's total requirement for 2015 amounted to USD 7,232.4 million. The Executive Committee at its 64<sup>th</sup> session in October 2013 approved a budget of USD 5,179.5 million for 2015, which was revised to USD 6,234.4 million and approved by the 65<sup>th</sup> Session of the Executive Committee in October 2014. Throughout 2015, the Office issued supplementing appeals totaling to USD 1,156.4 million.

The year also saw a budget reduction of USD 158.4 million to the annual programme budget for the Middle East and North Africa region following the revision of the Regional Refugee and Resilience Plan 2015-2016 in response to the Syria crisis, and the Syria Humanitarian Response Plan.

Supplementary budgets in the amount of USD 1,156.4 million that were established by the

High Commissioner to address unforeseen and new emergency needs during 2015 included:

TABLE 2

### Supplementary budgets in 2015

(USD thousands)

Description	Region / Subregion	Budget
<b>Bay of Bengal emergency</b>	Asia and the Pacific	12,120.0
Revised Supplementary Appeal issued in June 2015	<b>Subtotal</b>	<b>12,120.0</b>
<b>Burundi situation</b>	East and Horn of Africa	12,564.0
Revised Supplementary Appeal issued in August 2015	Central Africa and the Great Lakes	194,543.5
	Southern Africa	163.4
	<b>Subtotal</b>	<b>207,270.9</b>
<b>Crisis in Europe</b>	Europe	55,063.2
Special Mediterranean Initiative Supplementary Appeal issued in September 2015 and winterization plan for refugee crisis in Europe issued in November 2015	Headquarters	1,310.4
	<b>Subtotal</b>	<b>56,373.6</b>
<b>Ebola emergency</b>	West Africa	14,861.6
Regional Response Plan (RRP) issued in March 2015	<b>Subtotal</b>	<b>14,861.6</b>
<b>Iraq situation</b>	Middle East and North Africa	366,070.5
Revised Supplementary Appeal issued in March 2015	Europe	15,693.8
	Headquarters	164.5
	<b>Subtotal</b>	<b>381,928.7</b>
<b>Nigeria situation</b>	West Africa	43,250.9
Nigeria regional Refugee Response Plan (RRP) issued in April 2015 and Emergency Response for the Nigeria situation revised Supplementary Appeal issued in May 2015	East and Horn of Africa	15,476.3
	Central Africa and the Great Lakes	31,938.9
	Global programmes	469.0
	<b>Subtotal</b>	<b>91,135.0</b>
<b>Pakistan-North Waziristan situation</b>	Asia and the Pacific	16,000.0
Refugee response in Afghanistan - Supplementary Appeal issued in July 2015	<b>Subtotal</b>	<b>16,000.0</b>
<b>South Sudan situation</b>	East and Horn of Africa	246,197.3
UNHCR requirements in the South Sudan emergency revised regional Refugee Response Plan (RRP) issued in December 2014 and the Emergency Response for the South Sudan situation revised Supplementary Appeal issued in April 2015	Global programmes	995.2
	Headquarters	788.9
	<b>Subtotal</b>	<b>247,981.4</b>
<b>Ukraine situation</b>	Europe	38,387.1
Supplementary Appeal issued in February 2015	Headquarters	399.6
	<b>Subtotal</b>	<b>38,786.7</b>
<b>Yemen situation</b>	East and Horn of Africa	39,357.0
Yemen situation Regional Refugee and Migrant Response Plan issued in October 2015 and revised Supplementary Appeal issued in October 2015	Middle East and North Africa	49,343.6
	Headquarters	1,105.9
	Global programmes	164.2
	<b>Subtotal</b>	<b>89,970.6</b>
	<b>Total</b>	<b>1,156,428.6</b>



## Budget, income and expenditure overview

UNHCR's final budget in 2015 of USD 7,232.4 million comprised: USD 6,763.9 million for programmed activities; USD 456.5 million as reserve balances; and USD 12 million for the Junior Professional Officer (JPO) scheme. This total represents an increase of approximately USD 662.7 million (10.1 per cent) in comparison with the 2014 final budget.

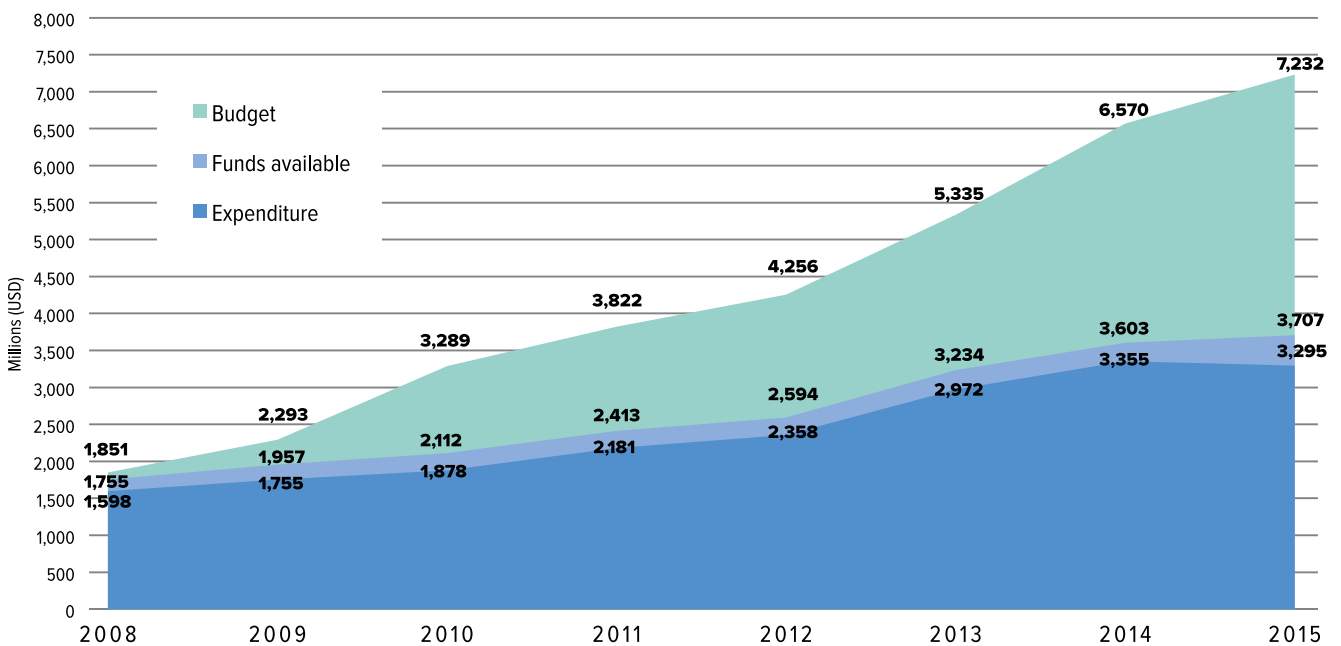
In 2015, total funds available reached USD 3,706.8 million, representing an increase of approximately USD 103.7 million (2.9 per cent) in comparison with 2014.

Expenditure in 2015 reached USD 3,294.8 million, a decrease of some USD 60.6 million (1.8 per cent) compared with 2014. The total expenditure included USD 3,288.2 million for programmed activities and USD 6.7 million for JPOs.

The resulting closing funding balance to be brought forward to 2016 is therefore USD 411.9 million and includes specific earmarked funds for the continuation of programmed activities.

**Chart 1** illustrates the trends of budgets, funds available and expenditure for the period from 2008 to 2015. The sharp increase in requirements in 2010 corresponded to the adoption of comprehensive needs-based planning and budgeting as of that year. While funds available and expenditure also increased significantly in response to the growing needs, the gap between funds available and overall requirements remains evident, amounting to USD 3,525.6 million (48.7 per cent) in 2015.

**CHART 1** UNHCR budgets, funds available and expenditure | 2008 - 2015



## Budget

### Requirements by pillar

In 2015, programmed activities (i.e. excluding reserves and the JPO scheme) made up 93.5 per cent of the total requirements and reached USD 6,763.9 million; an increase of USD 530.8 million, or 8.5 per cent, compared to 2014.

UNHCR's focus remained on responding to multiple, large-scale refugee operations, while continuing to ensure its deep involvement in IDP projects as well as continued investment in reintegration and efforts to eradicate stateless.

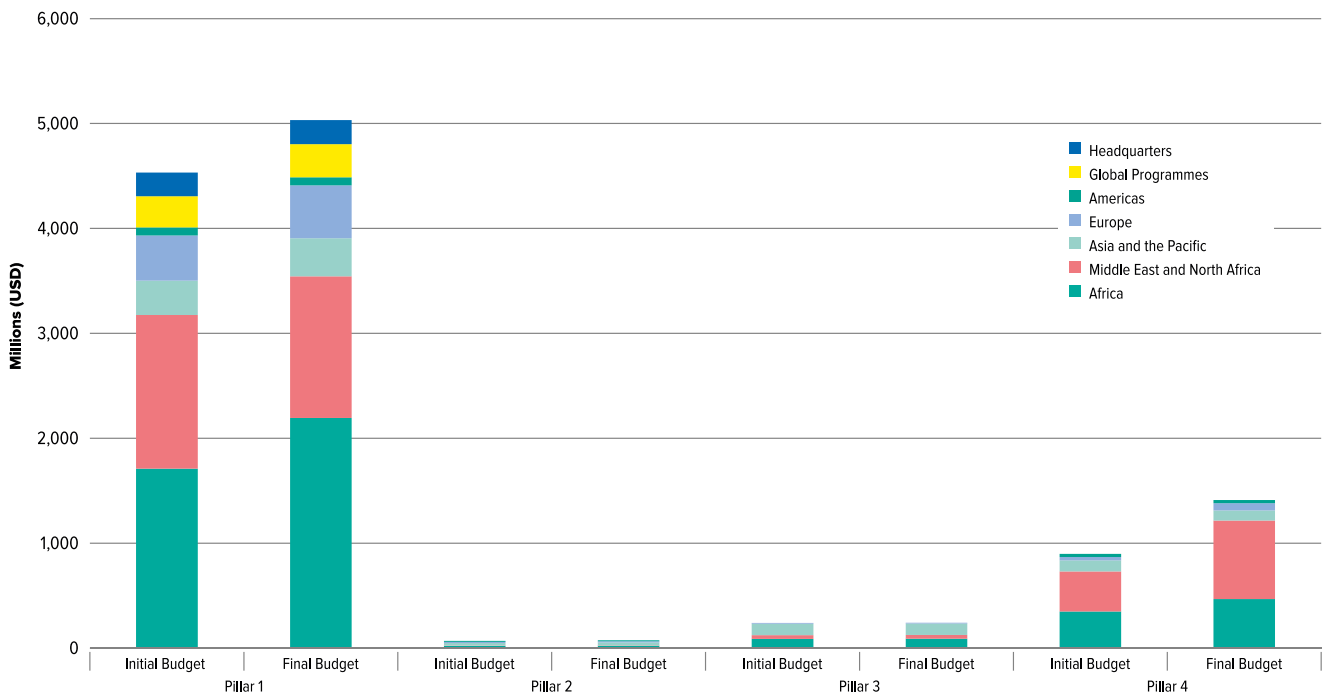
Pillar 1 for refugee programmes amounted to USD 5,033.2 million and continued to account for the vast majority (74.4 per cent) of the requirements for programmed activities. This is USD 473.9 million or 10.4 per cent more than Pillar 1 requirements in 2014.

IDP projects in Pillar 4 represented the second largest allocation in 2015, totalling USD 1,412.8 million or 20.9 per cent of the total requirements for programmed activities. In comparison with 2014, this is an increase of USD 65.7 million or 4.9 per cent.

Reintegration projects (Pillar 3) represented USD 242.2 million (3.6 per cent) of the requirements for programmed activities, with a modest decrease of USD 16.1 million (6.2 per cent) compared to 2014, while stateless programmes (Pillar 2) remained fairly stable at 1.1 per cent (USD 75.7 million) of programmed activities.

**Chart 2** below graphically presents the comparison between the revised budget for programmed activities as approved by the Executive Committee in October 2014 and the final budget as of 31 December 2015, by region and pillar.

**CHART 2** Planned activities: initial and final budgets by region and pillar | 2015



### Requirements by region

Africa again accounted for the largest portion of programmed activities for the year, totalling USD 2,775 million or 41 per cent in 2015. This is an increase of USD 192 million, or 7.4 per cent, compared to 2014. Refugee programmes made up the bulk of the requirements (USD 2,193.2 million or 79 per cent of the total), followed by USD 468.8 million (16.9 per cent) for IDP projects.

The Middle East and North Africa region again had the second largest requirements (USD 2,137.4 million) in 2015, representing 31.6 per cent of programmed activities. This is an increase of USD 192.8 million (9.9 per cent) compared to 2014. Refugee programmes accounted for 63.2 per cent of the region's programmes, followed by IDP projects (35 per cent).

Requirements for the Asia and the Pacific region totalled USD 596.7 million (8.8 per cent of programmed activities) in 2015. This is a small decrease of USD 13.7 million (2.2 per cent) compared to 2014.

Requirements for Europe stood at USD 592 million, or 8.8 per cent of the total programmed activities. This represents an increase of USD 105 million (21.5 per cent) compared to 2014. The largest

budgetary requirements in the region was again for refugee programmes (85.1 per cent).

Requirements for programmed activities in the Americas remained stable at approximately 1.7 per cent of the total, amounting to some USD 117.4 million.

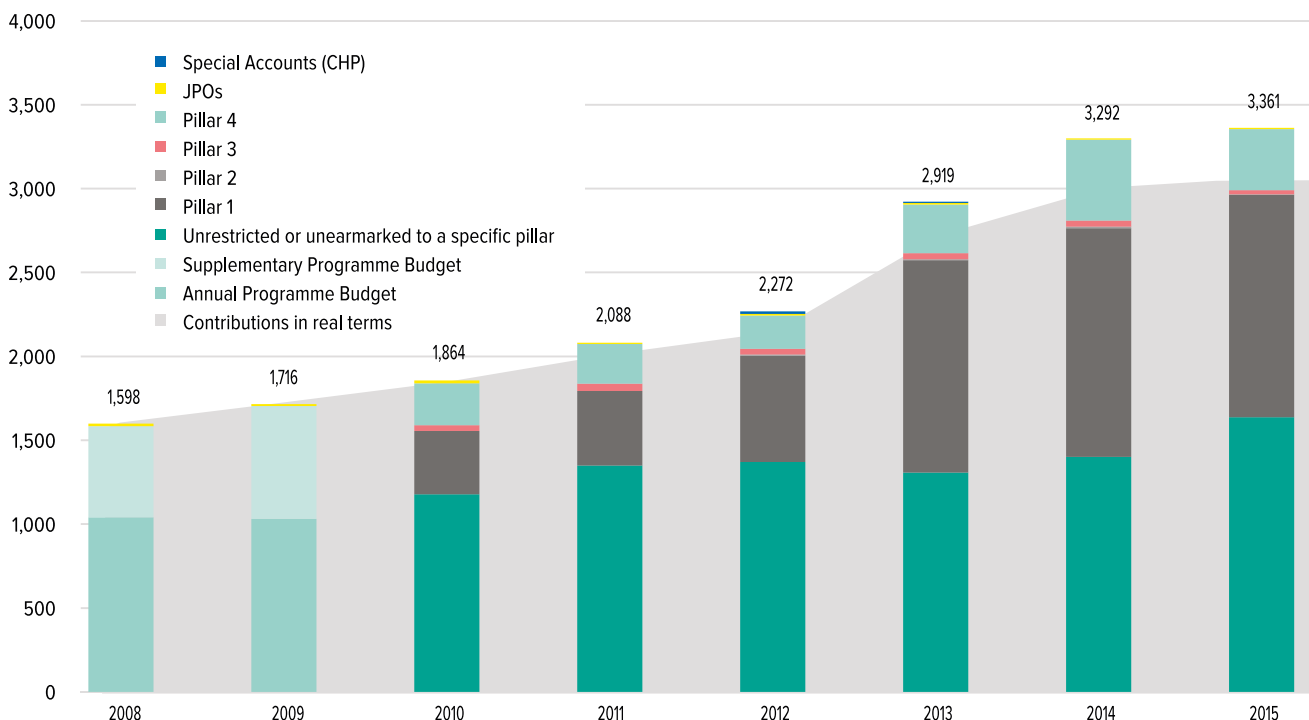
The aggregate requirements for Global Programmes and Headquarters stood at USD 545.3 million, or 8.1 per cent of the total. This is a slight increase in dollar terms of some USD 47.9 million compared to 2014, of which USD 27.3 million (57 per cent of the total increase) was for Global Programmes and the remaining USD 20.6 million (43 per cent of the total increase) was for Headquarters requirements.

### Income

Support from donors for UNHCR's work was again remarkable throughout 2015. The Office received voluntary contributions of USD 3,361 billion during the year – USD 68.8 million more than 2014. This amount does not include the United Nations regular budget assessed contribution of USD 44.1 million and USD 412 million of other funds available, which included the carryover from 2014 and transfers.

Contributions to UNHCR are shown by type of budget, in nominal and real terms, in **Chart 3**.

**CHART 3 Contributions to UNHCR in nominal and real terms (USD millions) | 2008 - 2015**

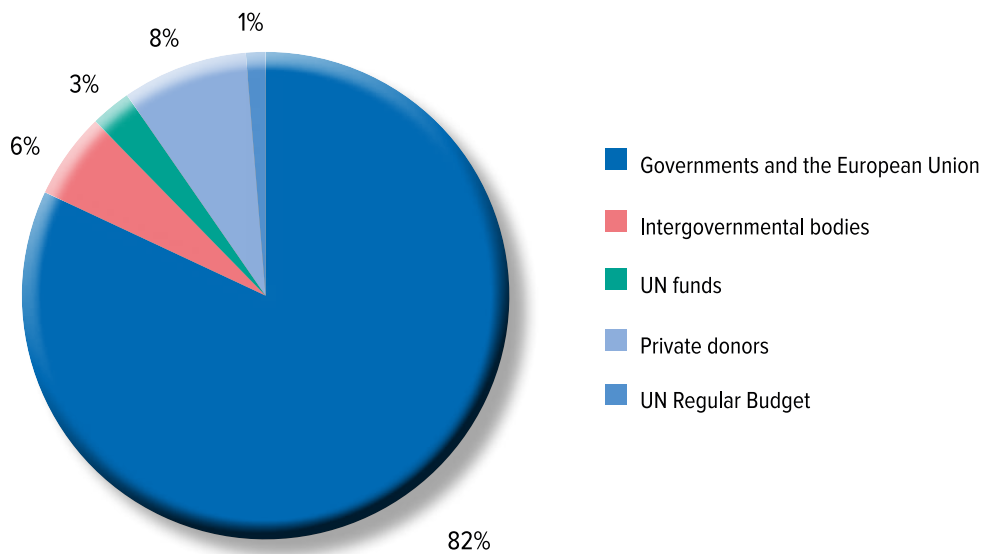


Note: Contributions in real terms have been adjusted with the United States Consumer Price Index, using 2008 as the base year (<http://www.bls.gov/cpi/>)

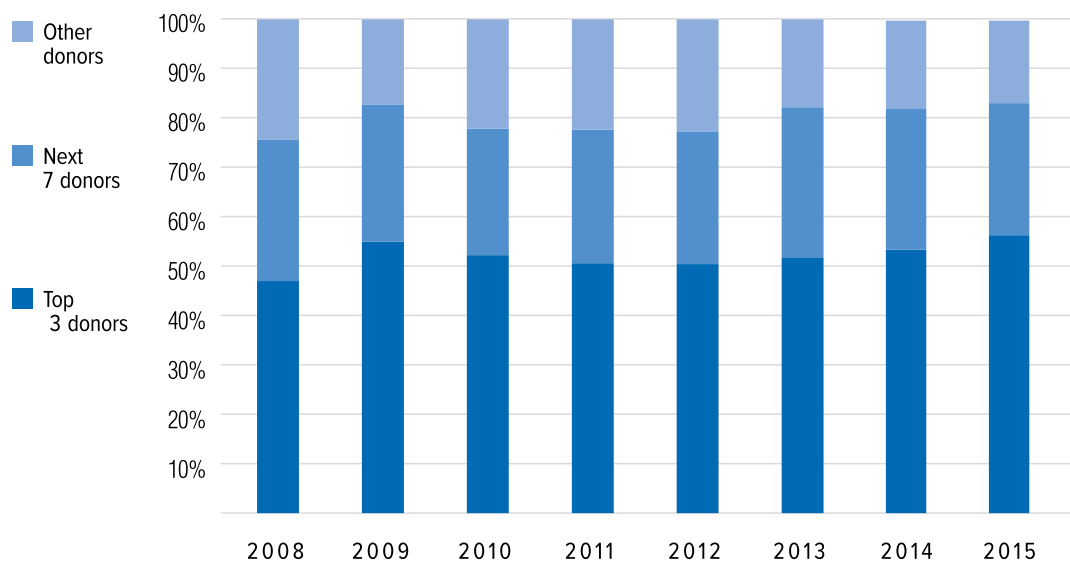
UNHCR received 88 per cent of its funding from governmental and inter-governmental sources (including the European Union) in 2015 (see **Chart 4**), compared to 91 per cent in 2014. More than half of the contributions (56.5 per cent) came from UNHCR's top three donors, and

83.3 per cent was provided by the top ten donors (see **Chart 5**). The top ten donors in 2015 were the United States of America; private sector donors; the United Kingdom; the European Union; Japan; Germany; Kuwait; Sweden; Norway and Denmark (see **Chart 6**).

**CHART 4 Sources of contributions in 2015**



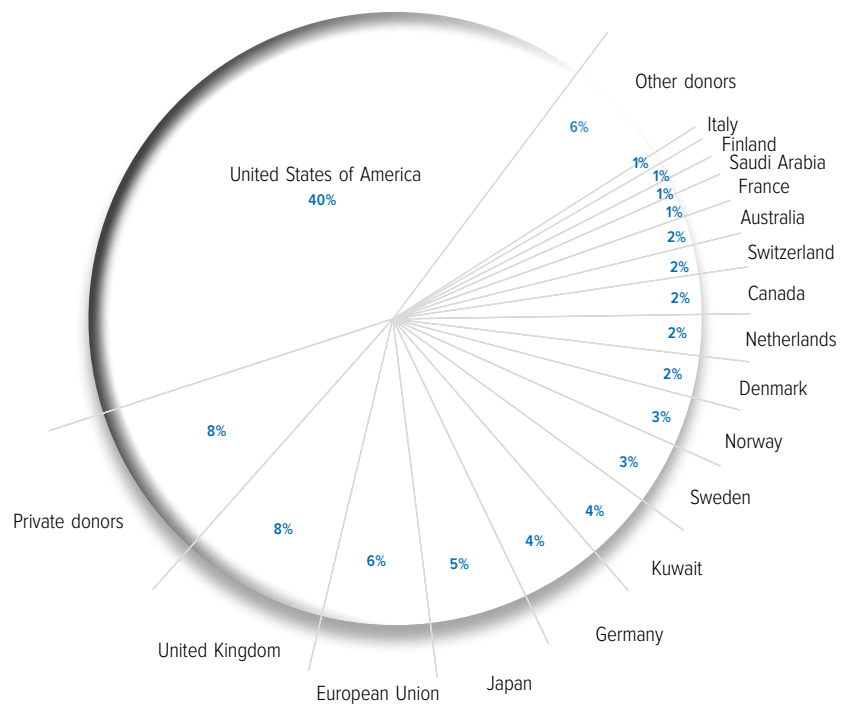
**CHART 5 Share of contributions by main donors | 2008 - 2015**



Efforts to broaden the organization's donor base resulted in another year of notable achievements in garnering private sector support for UNHCR's programmes. In 2015, the Office raised USD 284 million from the private sector (see **Chart 7**), more than 8 per cent of total contributions received. Almost half of this, some USD 130 million, was unearmarked funds, which allowed UNHCR to respond to unforeseen emergencies and helped to ensure that critical resources are available for less visible crises.

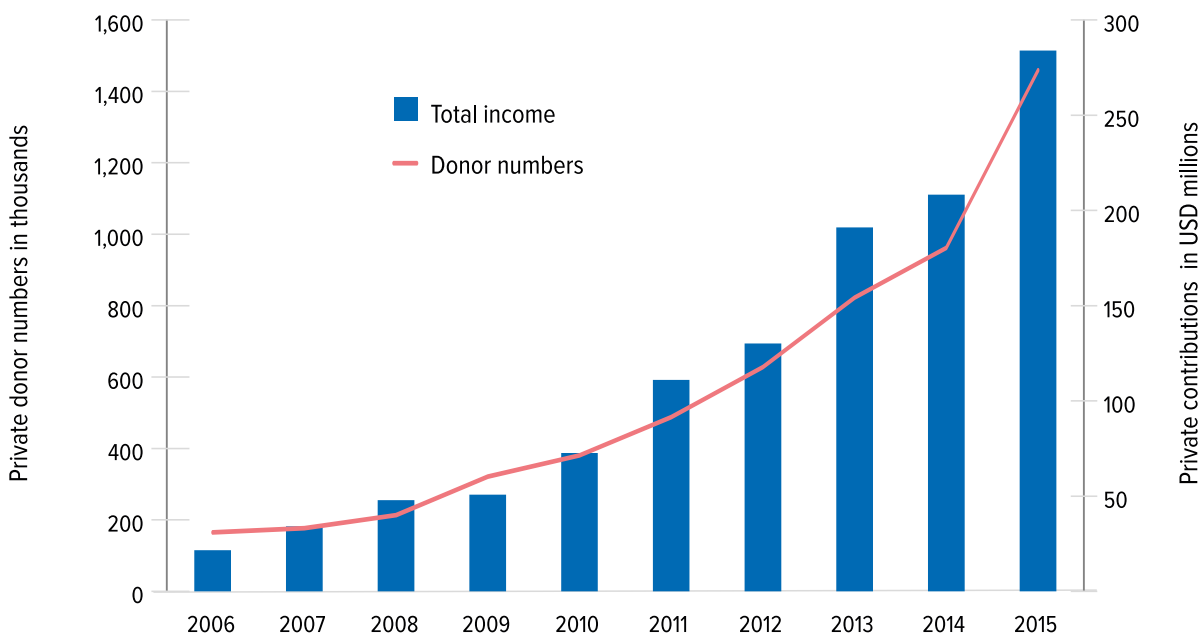
Contributions from private donors in Spain, the Netherlands, Sweden, the United States of America, Italy, Japan, Germany, Australia, the Republic of Korea and online donations were the top 10 sources of private sector funding in 2015 (see **Chart 8**).

**CHART 6 Main donors in 2015**

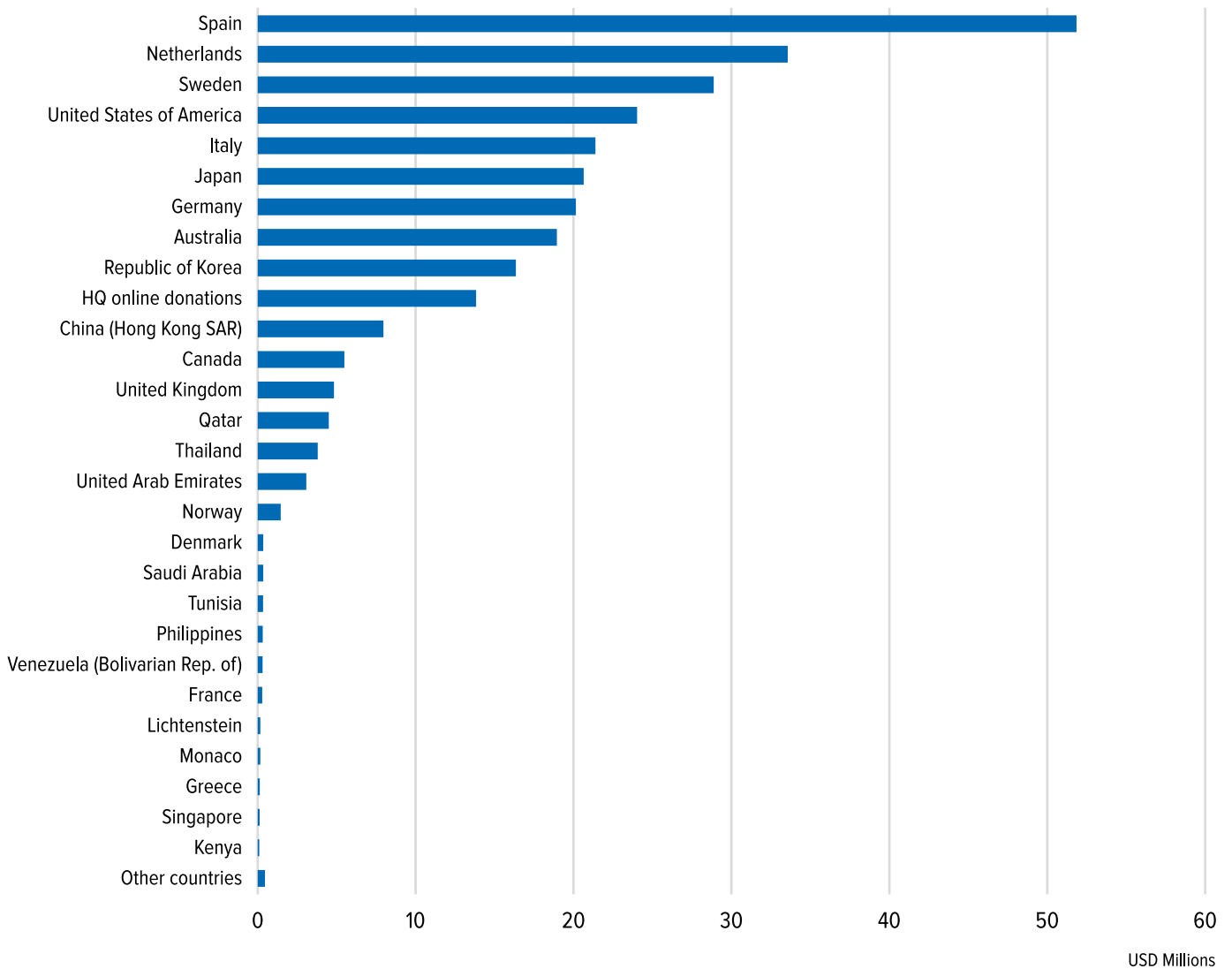


Note: Chart excludes UN regular budget

**CHART 7 Contributions from the private sector (USD millions) | 2006 - 2015**



**CHART 8 Private sector contributions by origin | 2015**



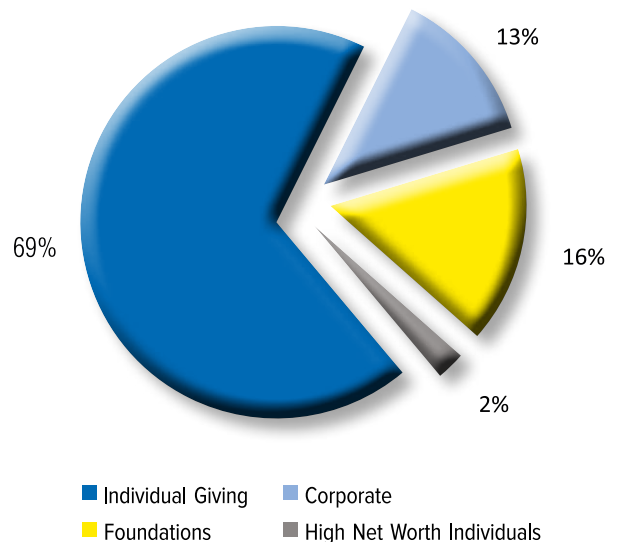
Individual donors remain the largest source of private sector contributions, totalling some USD 194.4 million (see **Chart 9**). The Leadership Giving programme, which includes contributions from corporate partners, foundations and philanthropists, raised USD 89.5 million in total contributions in 2015.

For more information on UNHCR's private sector fundraising efforts, please see the chapter on *Supporting UNHCR's work*.

**Pooled funding**

The share of funding received from the UN pooled funds has slightly increased from USD 74.5 million in 2014 to USD 92.7 million in 2015. Around 75 per cent of the amount received in 2015 was from the Central Emergency Response Fund (USD 69 million). The remaining

**CHART 9 Private sector contributions in 2015 by source**



amount was from the country-based pooled funds (Common Humanitarian Funds and Emergency Response Funds), Peacebuilding Fund, Delivering as One and Multi-Party Trust Funds.

**Quality of contributions**

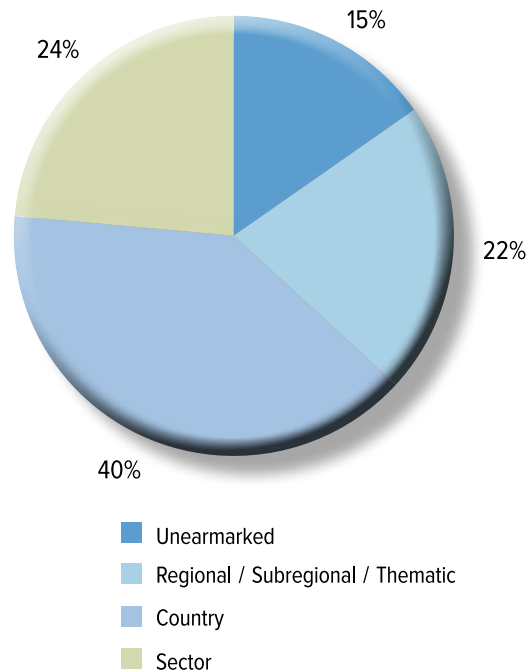
As the gap between needs and available humanitarian resources widen even further, unrestricted support has become even more crucial in providing both the flexibility to implement emergency operations as soon as possible, and the ability to continue to address ongoing operations including forgotten, protracted situations.

In these challenging times, therefore, UNHCR relies more than ever on early, predictable and unrestricted donor support to provide uninterrupted protection and assistance for populations of concern.

In 2015, 85 per cent of funds received were earmarked to operations, while 15 per cent was unearmarked (see **Chart 10**). There was a slight decrease in the share of tightly earmarked funds, from 67 per cent in 2014 to 63 per cent in 2015, balanced by an increase in the level of broadly earmarked contributions from 18 per cent in 2014 to 22 per cent in 2015 (see **Chart 11**).

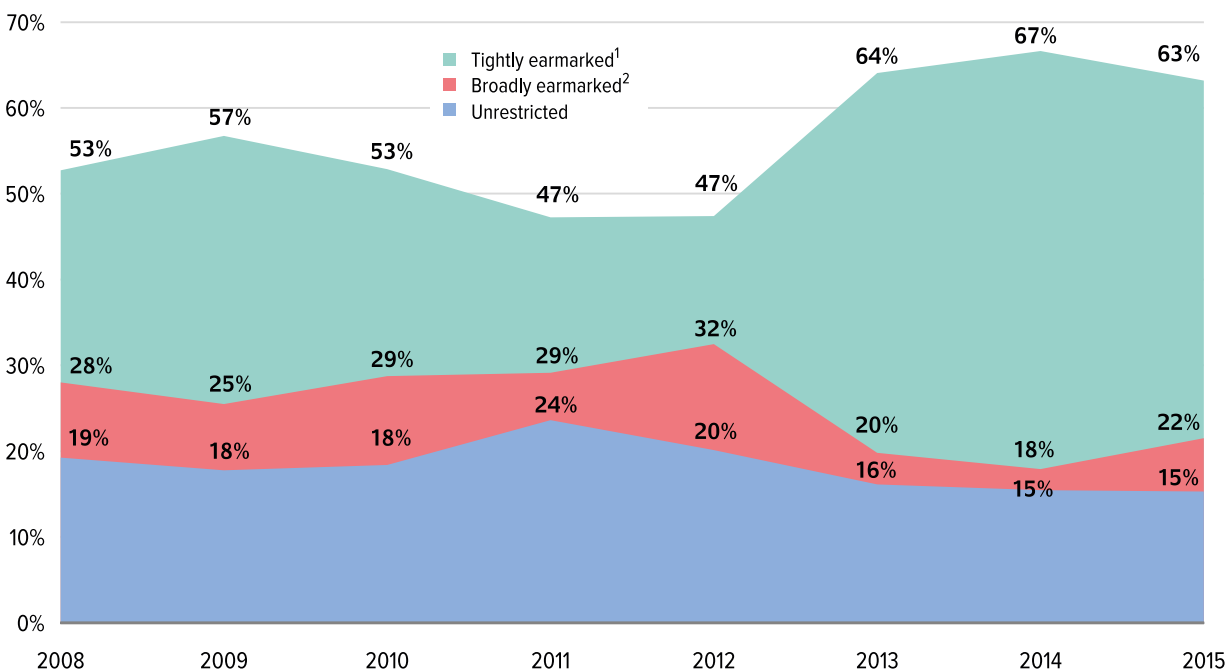
The highest percentage of contributions was earmarked towards the Middle East and North

**CHART 10 Level of earmarking in 2015**



Africa region (36 per cent), reflecting the scale of emergencies affecting this region. Funding for Africa has remained at a similar level (USD 980 million, or 29 per cent), despite substantial growth in needs due to new emergencies affecting the continent. Earmarking towards Europe grew from 5 per cent in 2014 to 7 per cent in 2015.

**CHART 11 Earmarking trend - percentage of total contributions | 2008 - 2015**



<sup>1</sup> Contributions earmarked at the country, location or sector level  
<sup>2</sup> Contributions earmarked at the regional, subregional, situation or thematic level

**TABLE 3 Unrestricted voluntary contributions in 2015**

(USD)		(USD)	
Donor	Total	Donor	Total
Sweden	79,772,850	Austria	675,845
United Kingdom	53,435,115	Russian Federation	500,000
Netherlands	45,392,022	Private donors in the United Kingdom	391,296
Private donors in Spain	45,104,024	Private donors in Venezuela (Bolivarian Rep. of)	305,488
Norway	44,007,628	Private donors in the Philippines	303,173
Denmark	27,981,812	Turkey	300,000
Australia	23,760,331	South Africa	221,643
Private donors in Italy	18,522,273	United Arab Emirates	200,000
Japan	18,289,510	Qatar	200,000
Private donors in Japan	15,612,974	Poland	113,360
Switzerland	15,608,741	Estonia	100,125
France	14,000,000	Romania	100,000
Private donors in Republic of Korea	13,889,492	Algeria	100,000
Private donors in Sweden	12,636,210	Israel	100,000
Canada	9,913,454	Private donors in France	77,836
Finland	8,760,951	Chile	70,000
Germany	8,655,184	Private donors in Austria	58,133
Belgium	8,503,401	Private donors in Norway	51,440
Private donors in the United States of America	8,342,507	Private donors in Mexico	50,397
Private donors in China (Hong Kong SAR)	6,706,752	Singapore	50,000
Ireland	6,338,798	Peru	48,479
Private donors in Switzerland	5,407,036	Hungary	33,746
New Zealand	4,341,534	Azerbaijan	30,000
Private donors in Canada	3,351,599	Lithuania	25,031
Republic of Korea	3,087,692	Monaco	25,031
Luxembourg	1,877,347	Mexico	25,000
Private donors in the Netherlands	1,554,711	Private donors in Greece	22,558
Italy	1,083,424	Portugal	20,000
Morocco	1,000,000	Thailand	20,000
Saudi Arabia	1,000,000	Latvia	18,916
Kuwait	1,000,000	Private donors in the United Arab Emirates	17,896
China	800,000	Costa Rica	16,160



(USD)	
Donor	Total
Private donors in Belgium	15,926
Uruguay	15,000
Kazakhstan	15,000
Private donors in Romania	14,194
Private donors in Luxembourg	13,075
Bulgaria	12,000
Slovakia	11,765
Sri Lanka	10,000
India	6,467
Private donors in Ireland	5,811
Cyprus	5,495
Private donors in Singapore	5,051
Serbia	5,000
Mozambique	5,000

(USD)	
Donor	Total
Private donors in Brazil	4,499
Private donors in Saudi Arabia	4,251
Holy See	2,831
Private donors in Jordan	2,825
Private donors in Malaysia	1,791
Afghanistan	1,000
Private donors in Denmark	860
Private donors in Turkey	722
Private donors in the Czech Republic	490
Private donors in Thailand	184
Private donors in Cyprus	55
Private donors in Colombia	16
<b>Total</b>	<b>514,168,229</b>

## Funding gaps

The most underfunded situations were in Africa: Central African Republic situation was 76 per cent underfunded; South Sudan situation 70 per cent underfunded; Burundi situation was 62 per cent underfunded and Nigeria situation was 52 per cent underfunded.

In the Middle East and North Africa, the largest funding gap was for the Iraq situation, which was only funded at 65 per cent.

The most underfunded sectors in 2015 were shelter and basic and domestic items. The funding gap in just these two sectors constituted 30 per cent of UNHCR's total funding gap in 2015.

## Expenditure

### Expenditure by pillar

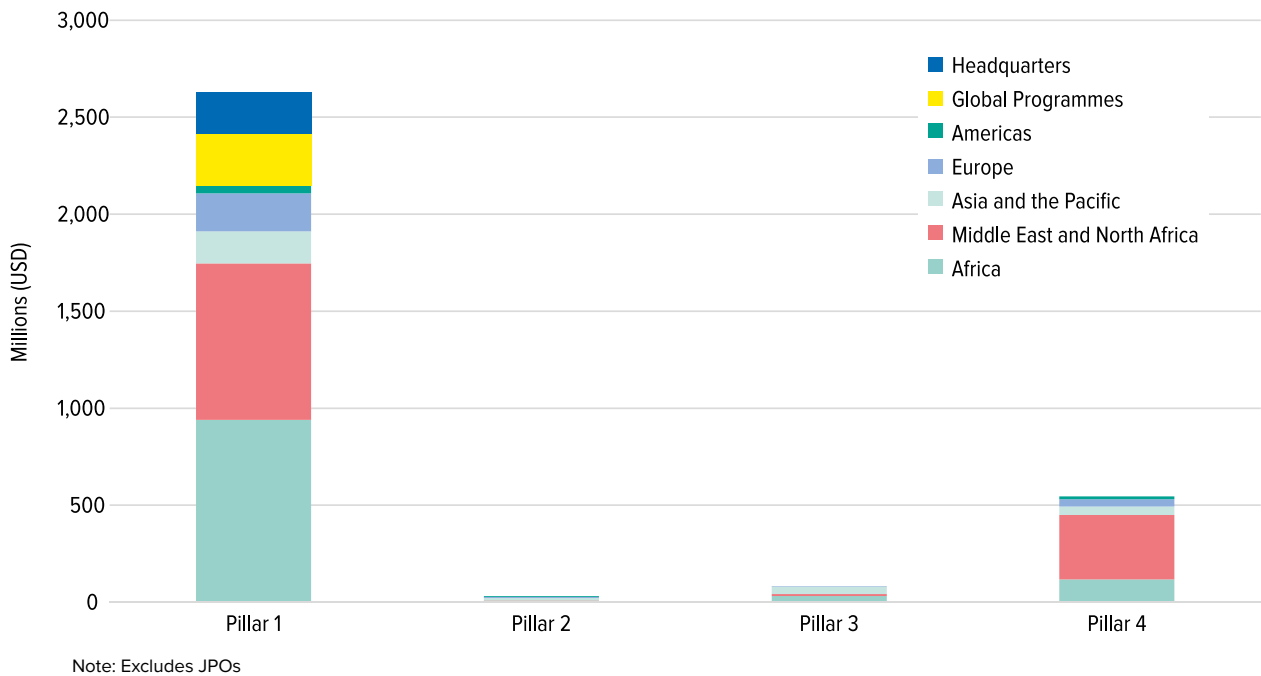
In 2015 expenditure for refugee programmes (Pillar 1) amounted to USD 2,628.1 million – a minor increase of USD 8.4 million or 0.3 per cent from 2014. The ratio of expenditure for refugee programmes to total expenditure for programmed activities was 79.9 per cent and 78.2 per cent in 2015 and 2014, respectively.

Expenditure for IDP projects (Pillar 4) amounted to USD 545.2 million in 2015. This reflects a decrease of USD 68.1 million (11.1 per cent) compared to 2014. The ratio of expenditure for IDP projects to total expenditure for programmed activities was 16.6 per cent in 2015, a 1.7 per cent decrease on 2014.

Expenditure for stateless programmes (Pillar 2) and reintegration projects (Pillar 3) in 2015 amounted to USD 32.1 million and USD 82.8 million, respectively. When compared to 2014, there was a reduction in expenditure for stateless programmes (by USD 3.9 million or 10.8 per cent) and an increase for reintegration projects (by USD 3.7 million or 4.7 per cent). The ratios of expenditure to total expenditure for programmed activities remained fairly stable for both statelessness and reintegration projects, at 1 per cent and 2.5 per cent, respectively.

28.8 per cent was for IDP projects. The four largest operations in terms of expenditure at the global level were all in this region: Lebanon (USD 318.8 million) for refugee programmes; Iraq (USD 266.3 million) for both refugee programmes (38.3 per cent) and IDP projects (56.9 per cent); Jordan (USD 208.7 million) for refugee programmes; and the Syrian Arab Republic (USD 173.8 million), of which 86.5 per cent is for IDP projects. All four operations are responding to large-scale displacement resulting from insecurity in Iraq and the Syrian Arab Republic.

**CHART 12 Expenditure by region and pillar | 2015**



**Chart 12** provides further details on expenditure breakdown by region and pillar.

**Expenditure by region**

The Middle East and North Africa region continued to incur the greatest expenditure, amounting USD 1,151.7 million in 2015. Although this is a decrease of USD 47.1 million (3.9 per cent) when compared to 2014, the region still accounted for 35 per cent of the total expenditure for programmed activities – the same level as in 2014. Approximately 70 per cent of expenditure in the Middle East and North Africa was for refugee programmes while

Expenditure in Africa amounted to USD 1,097.7 million in 2015 – a decrease of USD 27.5 million, or 2.4 per cent, compared to 2014. The region accounted for 33.4 per cent of the total expenditure for programmed activities in 2015, compared to 33.6 per cent in 2014. The bulk of the expenditure (85.7 per cent) was for refugee programmes, followed by 10.7 per cent for IDP projects. The largest operations by expenditure were in the East and Horn of Africa subregion, namely Ethiopia (USD 152.1 million), South Sudan (USD 140.5 million) and Kenya (USD 101 million), in response to refugee emergencies prompted by the situation in Somalia, South Sudan and Sudan.

Expenditure in the Asia and the Pacific region amounted to USD 256.4 million. This was a reduction of USD 13 million, or 4.8 per cent, when compared to 2014 but still represents some 7.8 per cent of the total expenditure for programmed activities, with no major change from 2014 (8.0 per cent). While most of the expenditure remained for refugee programmes and IDP projects (64.6 per cent and 16.8 per cent respectively), in percentage terms the region has the highest rate of expenditure for reintegration projects (14.5 per cent of the global expenditure for Pillar 3) for operations in Afghanistan and Pakistan.

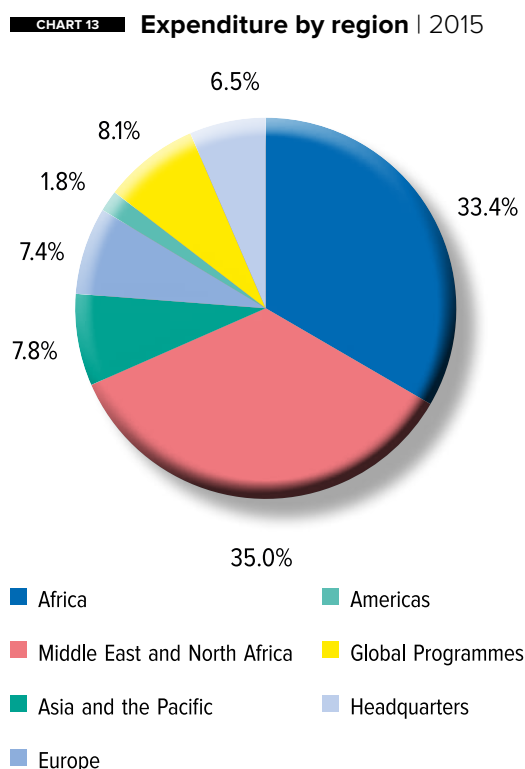
Expenditure in Europe continued to increase in 2015, amounting to USD 243.7 million (7.4 per cent of total expenditure for programmed activities in 2015 compared to 6.3 per cent in 2014). Refugee programmes accounted for 80.5 per cent of total expenditure in the region. The largest operations were Turkey (USD 95.8 million), responding to the Syria situation, and regional activities in the Northern, Western, Central and Southern Europe subregion (USD 82.2 million) associated with the refugee crisis in Europe. Extensive IDP projects continued to be carried out in Ukraine, which had total expenditure of USD 28.4 million, of which some USD 24 million was in Pillar 4 (84 per cent).

Expenditure in the Americas stood at USD 59.1 million, which accounted for some 1.8 per cent of total expenditure for programmed activities – the same level as 2014 but a minor decrease of USD 2 million in absolute terms.

Expenditure on Global Programmes at USD 266.5 million decreased by some USD 12.4 million, or 4.4 per cent, compared to 2014. The share of expenditure for Global Programmes as part of total expenditure for programmed activities remained stable, at 8.1 per cent.

There was a modest increase of USD 7.6 million to USD 213 million in expenditure on Headquarters, although the ratio of Headquarters expenditure to total expenditure for programmed activities at 6.5 per cent in 2015 is in line with the 6.1 per cent in 2014.

**Chart 13** provides the percentage by region for 2015 expenditure for programmed activities.



### Conclusion

UNHCR is deeply grateful for the generous support of its donor community – governments, private citizens, corporations and foundations – who together contributed a record USD 3.36 billion in 2015. Nevertheless, this was less than half of the total requirements. As humanitarian conditions continue to deteriorate around the world, the gap between needs and resources is likely to grow.

Humanitarian budgets are insufficient to meet even the absolute minimum requirements of core protection and lifesaving assistance. In an effort to fully meet the needs of populations of concern around the world and sustain reliable funding levels, the Office will continue to build strategically upon existing income sources and expand its donor base through engagement with development actors, emerging donors and the private sector.

TABLE 4

## Summary of contributions in 2015

(USD)

Donor	Unearmarked or broadly earmarked	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	JPOs	Total
Governments and the European Union	1,446,902,969	1,024,990,040	817,266	18,585,946	291,428,707	8,463,459	2,791,188,386
Inter-governmental bodies	3,204,968	163,463,386	656,246	3,638,292	23,659,860		194,622,753
UN funds		51,219,902	763,789	1,935,437	37,411,780		91,330,908
Private donors	186,072,869	86,218,621	224,972	143,060	11,201,085		283,860,607
UN Regular Budget		44,129,400					44,129,400
<b>Total</b>	<b>1,636,180,806</b>	<b>1,370,021,349</b>	<b>2,462,274</b>	<b>24,302,735</b>	<b>363,701,432</b>	<b>8,463,459</b>	<b>3,405,132,054</b>

Note: Includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve

TABLE 5

## Total contributions in 2015

(USD)

Donor	Contributions	JPOs	Total
Governments and the European Union			
United States of America	1,350,654,631	1,800,000	1,352,454,631
United Kingdom	262,284,115	0	262,284,115
European Union	191,578,405	0	191,578,405
Japan	172,455,365	1,045,170	173,500,535
Germany	142,006,801	852,575	142,859,376
Kuwait	121,996,762	0	121,996,762
Sweden	110,291,728	212,855	110,504,583
Norway	87,814,024	624,630	88,438,654
Denmark	72,435,211	714,247	73,149,458
Netherlands	71,042,335	947,531	71,989,866
Canada <sup>1</sup>	70,086,271	0	70,086,271
Switzerland	51,223,748	315,458	51,539,206
Australia*	51,296,866	0	51,296,866
France	41,729,368	400,445	42,129,813
Saudi Arabia	29,572,657	0	29,572,657
Finland	28,719,175	742,005	29,461,180
Italy	20,511,803	154,480	20,666,283
Belgium	19,620,692	0	19,620,692
Republic of Korea	15,467,692	488,865	15,956,557
Ireland	10,951,823	0	10,951,823
Spain <sup>2</sup>	9,983,501	0	9,983,501
Luxembourg	9,502,758	156,322	9,659,080
United Arab Emirates	5,109,523	0	5,109,523

## Total contributions in 2015

(USD)

Donor	Contributions	JPOs	Total
New Zealand	4,341,534	0	4,341,534
Austria	4,187,917	0	4,187,917
Qatar	3,471,843	0	3,471,843
Czech Republic	2,607,077	0	2,607,077
Hungary	2,577,583	0	2,577,583
Russian Federation	2,000,000	0	2,000,000
Poland	1,174,662	8,876	1,183,537
Morocco	1,024,656	0	1,024,656
China	941,841	0	941,841
Brazil	743,133	0	743,133
Iceland	600,000	0	600,000
Estonia	377,867	0	377,867
South Africa	342,371	0	342,371
Monaco	330,654	0	330,654
Liechtenstein	314,457	0	314,457
Romania	310,000	0	310,000
Turkey	300,000	0	300,000
Portugal	269,261	0	269,261
Kazakhstan	202,873	0	202,873
Mexico**	150,000	0	150,000
Latvia	127,074	0	127,074
Argentina	123,420	0	123,420
Israel	100,000	0	100,000
Algeria	100,000	0	100,000
Armenia	98,000	0	98,000
Turkmenistan	94,090	0	94,090
Slovenia	88,280	0	88,280
Montenegro	82,745	0	82,745
Malta	72,548	0	72,548
Kyrgyzstan	71,154	0	71,154
Chile	70,000	0	70,000
Holy See	69,187	0	69,187
Lithuania	68,604	0	68,604
Nigeria	63,735	0	63,735
Azerbaijan	50,400	0	50,400
Singapore	50,000	0	50,000
Peru	48,479	0	48,479
Slovakia	45,435	0	45,435
Namibia	43,740	0	43,740
Georgia	30,000	0	30,000
Croatia	24,957	0	24,957

## Total contributions in 2015

(USD)

Donor	Contributions	JPOs	Total
Greece	22,124	0	22,124
Thailand	20,000	0	20,000
Botswana	16,600	0	16,600
Cyprus	16,459	0	16,459
Costa Rica	16,160	0	16,160
Uruguay	15,000	0	15,000
Bangladesh	12,000	0	12,000
Bulgaria	12,000	0	12,000
Philippines	10,000	0	10,000
Sri Lanka	10,000	0	10,000
Andorra	8,436	0	8,436
India	6,467	0	6,467
Serbia	5,000	0	5,000
Mozambique	5,000	0	5,000
Indonesia	2,256	0	2,256
Afghanistan	1,000	0	1,000
<b>Subtotal</b>	<b>2,974,303,332</b>	<b>8,463,459</b>	<b>2,982,766,791</b>
<b>Intergovernmental bodies</b>			
International Organization for Migration	1,337,134	0	1,337,134
African Development Bank	1,000,000	0	1,000,000
Council of Europe Development Bank	407,214	0	407,214
Economic Community of West African States	300,000	0	300,000
<b>Subtotal</b>	<b>3,044,348</b>	<b>0</b>	<b>3,044,348</b>
<b>UN funds</b>			
Central Emergency Response Fund <sup>3</sup>	69,409,676	0	69,409,676
United Nations Programme on HIV and AIDS	4,900,000	0	4,900,000
Common Humanitarian Fund for Sudan <sup>4</sup>	3,490,093	0	3,490,093
United Nations Peacebuilding Fund <sup>5</sup>	3,290,774	0	3,290,774
DRC Pooled Fund <sup>6</sup>	2,123,811	0	2,123,811
Common Humanitarian Fund for South Sudan <sup>7</sup>	1,488,963	0	1,488,963
United Nations Development Programme	1,360,388	0	1,360,388
United Nations Population Fund	1,092,699	0	1,092,699
Common Humanitarian Fund for Somalia <sup>8</sup>	919,551	0	919,551
United Nations Emergency Relief Fund	750,338	0	750,338
Common Humanitarian Fund for Afghanistan <sup>9</sup>	700,117	0	700,117
United Nations Delivering as One Funds <sup>10</sup>	681,761	0	681,761
Humanitarian Pooled Fund Yemen <sup>11</sup>	432,839	0	432,839
United Nations Trust Fund for Human Security <sup>12</sup>	341,460	0	341,460
United Nations Children Fund	218,808	0	218,808
World Food Programme	129,630	0	129,630
<b>Subtotal</b>	<b>91,330,908</b>	<b>0</b>	<b>91,330,908</b>

## Total contributions in 2015

(USD)

Donor	Contributions	JPOs	Total
Private donors			
Private donors in Spain	51,857,064		51,857,064
Private donors in the Netherlands	33,563,756		33,563,756
Private donors in Sweden	28,879,734		28,879,734
Private donors in the United States of America	24,023,792		24,023,792
Private donors in Italy	21,391,898		21,391,898
Private donors in Japan	20,643,253		20,643,253
Private donors in Germany	20,148,028		20,148,028
Private donors in Australia	18,942,441		18,942,441
Private donors in Republic of Korea	16,353,538		16,353,538
Private donors in Switzerland	13,828,318		13,828,318
Private donors in China (Hong Kong SAR)	7,962,243		7,962,243
Private donors in Canada	5,486,359		5,486,359
Private donors in the United Kingdom	4,829,703		4,829,703
Private donors in Qatar	4,502,440		4,502,440
Private donors in Thailand	3,805,209		3,805,209
Private donors in the United Arab Emirates	3,075,554		3,075,554
Private donors in Norway	1,461,790		1,461,790
Private donors in Denmark	355,396		355,396
Private donors in Saudi Arabia	352,593		352,593
Private donors in Tunisia	333,962		333,962
Private donors in Philippines	318,958		318,958
Private donors in Venezuela (Bolivarian Rep. of)	305,488		305,488
Private donors in France	286,032		286,032
Private donors in Liechtenstein	168,729		168,729
Private donors in Monaco	167,785		167,785
Private donors in Greece	136,657		136,657
Private donors in Singapore	115,051		115,051
Private donors in Kenya	100,262		100,262
Private donors in Austria	78,063		78,063
Private donors in Portugal	66,372		66,372
Private donors in Kuwait	59,952		59,952
Private donors in Mexico	50,397		50,397
Private donors in Cameroon	49,300		49,300
Private donors in Turkey	48,407		48,407
Private donors in Kazakhstan	30,000		30,000
Private donors in Romania	16,960		16,960
Private donors in Belgium	15,926		15,926
Private donors in Luxembourg	13,075		13,075
Private donors in Ireland	12,065		12,065
Private donors in Lebanon	6,113		6,113

## Total contributions in 2015

			(USD)
Donor	Contributions	JPOs	Total
Private donors in Brazil	4,499		4,499
Private donors in Bangladesh	4,473		4,473
Private donors in Jordan	2,825		2,825
Private donors in Malaysia	1,791		1,791
Private donors in Argentina	1,768		1,768
Private donors in Egypt	1,500		1,500
Private donors in Pakistan	525		525
Private donors in the Czech Republic	490		490
Private donors in Cyprus	55		55
Private donors in Colombia	16		16
<b>Subtotal</b>	<b>283,860,607</b>	<b>0</b>	<b>283,860,607</b>
<b>Total</b>	<b>3,352,539,195</b>	<b>8,463,459</b>	<b>3,361,002,654</b>

Note: Includes indirect support costs that are recovered from contributions to Pilliar 3 and 4, supplementary budgets and the "New or additional activities - mandate related" (NAM) Reserve and excludes the UN Regular Budget allocations

\* Total contribution will be reduced by USD 5,165,289 in 2015 financial accounts

\*\* Total contribution will be reduced by USD 75,000 in 2015 financial accounts

<sup>1</sup> Includes contributions received from the Government of Ontario: USD 746,269; the Government of New Brunswick: USD 37,622; the Government of Nova Scotia: USD 37,313; and the Government of the Northwest Territories: USD 18,657.

<sup>2</sup> Contribution from Central Government: USD 6,567,668; contribution from other public sources channelled through *España con ACNUR*: USD 3,415,833

<sup>3</sup> For details of all donors go to the CERF website (<http://cerf.un.org>)

<sup>4</sup> Funded by the Governments of Australia, Denmark, Ireland, the Netherlands, Norway, Spain, Sweden and the United Kingdom

<sup>5</sup> For details of donors go to the UNPBF website (<http://www.unpbf.org/>)

<sup>6</sup> Funded by the Governments of Belgium, Ireland, Luxembourg, Norway, Spain, Sweden and the United Kingdom

<sup>7</sup> Funded by the Governments of Australia, Denmark, Ireland, the Netherlands, Norway, Sweden and the United Kingdom

<sup>8</sup> Funded by the Governments of Australia, Denmark, Finland, Germany, Ireland, the Netherlands, Norway, Sweden, Switzerland, and the United Kingdom

<sup>9</sup> Funded by the Governments of Australia, Denmark, Sweden and the United Kingdom

<sup>10</sup> Funded by the Governments of the Netherlands, Norway, Spain and the United Kingdom

<sup>11</sup> Funded by the Governments of Denmark, Ireland, Republic of Korea, Sweden and the United Kingdom

<sup>12</sup> Funded by the Government of Japan



TABLE 6

## Transfers from the 2015 Operational Reserve

		(USD)
1. Operational Reserve approved by the Executive Committee in October 2014		<b>460,375,613</b>
2. Transfers from the Operational Reserve (by regions/countries/headquarters)		
<b>AFRICA</b>		
Cameroon	Central African Republic situation	2,919,068
Democratic Republic of the Congo	Biometric registration of Rwandan refugees in the DRC	3,500,000
Malawi	Emergency assistance to IDPs affected by flood	633,421
United Republic of Tanzania	Local integration of newly naturalized Tanzanians from Burundi	762,705
<b>Subtotal</b>		<b>7,815,194</b>
<b>MIDDLE EAST AND NORTH AFRICA</b>		
Libya	Expanding scope and activities with IDPs	767,213
<b>Subtotal</b>		<b>767,213</b>
<b>ASIA AND THE PACIFIC</b>		
Nepal	Nepal emergency response (earthquake)	3,865,043
<b>Subtotal</b>		<b>3,865,043</b>
<b>EUROPE</b>		
Bosnia and Herzegovina	Assistance to Iraqi refugees in Albania	2,602,760
<b>Subtotal</b>		<b>2,602,760</b>
<b>GLOBAL PROGRAMMES</b>		
Division of External Relations	1) Nansen Refugee Award Prize	380,000
	2) In-kind contribution for the deployment of Stand-by Experts	184,000
Division of Programme Support and Management	1) Cash-based interventions	223,000
	2) Strengthening technical capacity of the Shelter Unit	416,232
	3) Solutions support	191,079
Division of Emergency, Security and Supply	1) Global Fleet Management	215,972
	2) Strengthening preparedness in high-risk countries project	2,699,142
Division of Human Resources Management	Francophone Workshop on Emergency Management	207,252
Division of Financial and Administrative Management	Project Audit Certification	2,237,000
<b>Subtotal</b>		<b>6,753,677</b>
<b>HEADQUARTERS</b>		
Executive Direction and Management	1) EOSG loan for Human Rights up Front action plan	274,441
	2) Administration of Justice	464,800
Division of International Protection	Solutions support	287,012
Regional Bureaux	Global Initiative on Somali Refugees	248,312
Division of Human Resources Management	Walk-in clinic	29,110
Division of Financial and Administrative Management	Fraud prevention project	400,000
Global Service Centre	Global Service Centre extension	344,327
<b>Subtotal</b>		<b>2,048,001</b>
<b>Total transfers</b>		<b>23,851,889</b>
<b>3. Balance</b>		<b>436,523,724</b>

TABLE 7

**Contributions to the Operational Reserve 2015**

		(USD)
Donor		Total
United States of America		25,300,000
	<b>Total</b>	<b>25,300,000</b>

TABLE 8

**Transfers from the 2015 “New or additional activities - mandate-related” (NAM) Reserve**

		(USD)
“New or additional activities – mandate-related” Reserve approved by the Executive Committee in October 2013		<b>20,000,000</b>

There were no transfers from the NAM reserve in 2015

TABLE 9

**Contributions to the Junior Professional Officers scheme**

		(USD)
Donor		Total
United States of America		1,800,000
Japan		1,045,170
Netherlands		947,531
Germany		852,575
Finland		742,005
Denmark		714,247
Norway		624,630
Republic of Korea		488,865
France		400,445
Switzerland		315,458
Sweden		212,855
Luxembourg		156,322
Italy		154,480
Poland		8,876
	<b>Total</b>	<b>8,463,459</b>

TABLE 10

## 2015 in-kind contributions

		(USD)
Donor	Description	Total
Argentina	Premises for UNHCR office in Buenos Aires	123,420
Armenia	Premises for UNHCR office in Yerevan	98,000
Austria	Premises for UNHCR office in Vienna	50,704
Austrian Red Cross	NFIs for UNHCR operation in Iraq	305
AutoDesk Foundation	Software licenses for UNHCR Shelter Unit	91,530
Azerbaijan	Premises for UNHCR warehouse in Baku	20,400
Botswana	Premises for UNHCR office in Gabarone	16,600
China	Premises for UNHCR office in Hong Kong SAR (China)	141,841
Croatia	Premises for UNHCR office in Zagreb	24,957
Czech Republic	Premises for UNHCR office in Prague	40,000
Danish Refugee Council	Deployment of standby experts to various UNHCR operations	278,000
Denmark	Premises for UNHCR office in Copenhagen	1,542,622
<i>ESP Industria de Diseno Textil, S.A.</i>	Clothing items for UNHCR operations in Greece	454,308
Fast Retailing Co., Ltd. (UNIQLO)	Second-hand clothing for UNHCR operations in Greece, Democratic Republic of the Congo, the former Yugoslav Republic of Macedonia, Mozambique, Tanzania, Uganda, Zambia and Zimbabwe	3,190,838
Fuji Optical	Optical package to UNHCR operation in Azerbaijan	192,543
Germany	Premises for UNHCR office in Nuremberg	31,189
Hungary	Premises for UNHCR offices in Budapest: Global Service Centre and Regional Representation for Central Europe	2,279,287
IKEA Foundation	NFIs for UNHCR operations in Iraq and Serbia	4,009,215
Ireland	Deployment of standby experts through Irish Aid	170,500
Italy	Premises for UNHCR office in Rome	196,275
Juventus Football Club Spa	Clothing items for UNHCR operations in Croatia	24,018
Kazakhstan	Premises for UNHCR offices in Almaty and Astana	187,873
Kuwait	Premises for UNHCR office in Kuwait City	106,762
Kyrgyzstan	Premises for UNHCR office in Bishkek	71,154
Latter-day Saint Charities, Inc.	Second-hand clothing to UNHCR operation in Rawanda and South Sudan	677,254
Luxembourg	Premises for UNHCR office at University of Luxembourg	10,204

## 2015 in-kind contributions

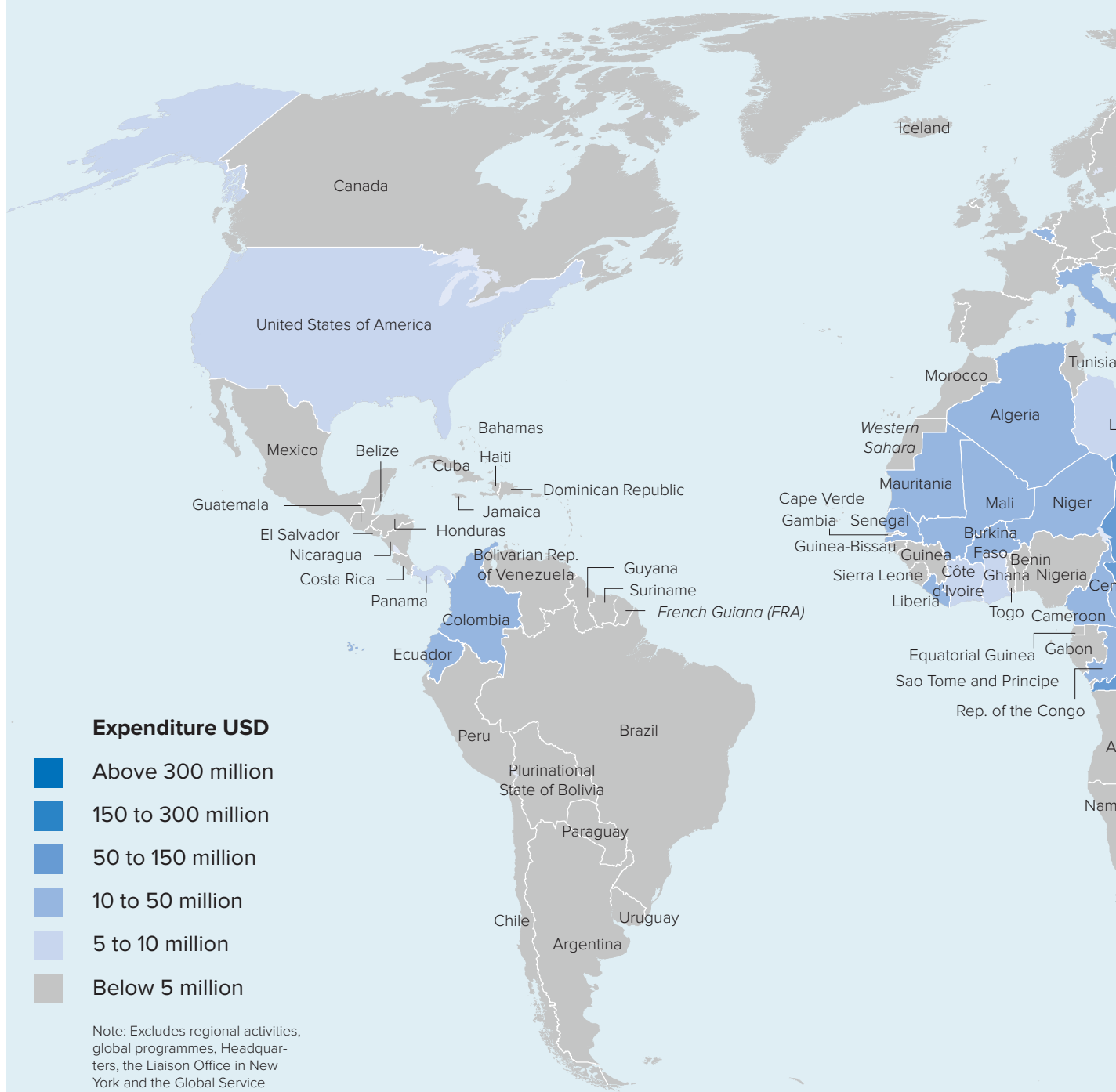
		(USD)
Donor	Description	Total
Montenegro	Premises for UNHCR office in Podgorica	82,745
Morocco	Premises for UNHCR office in Laayoune, Western Sahara	24,656
Namibia	Premises for UNHCR office in Windhoek	43,740
Nigeria	Premises for UNHCR office in Lagos	63,735
Norwegian Refugee Council	Core relief items for UNHCR operation in Pakistan and deployment of standby staff to various UNHCR operations	1,250,350
Poland	Premises for UNHCR office in Warsaw	70,000
Qatar	Tents for UNHCR operations in Turkey	2,387,088
RedR	Deployment of standby experts to various UNHCR operations	91,000
RISSHO KOSEI - KAI	Blankets for UNHCR operations in Kenya	30,912
Romania	Premises for UNHCR offices in Bucharest and Timisoara	160,000
Save The Children - Norway	Deployment of standby experts to various UNHCR operations	160,000
South Africa	Premises for UNHCR office in Cape Town	120,729
Spain	Premises for UNHCR office in Madrid	359,477
<i>Svenska Cellulosa Aktiebolaget</i>	Hygiene products for UNHCR operation in Greece	116,127
Sweden	Services by experts deployed by the Swedish Rescue Services (MSB) to various UNHCR operations	133,000
Switzerland	Deployment of standby experts from Switzerland	2,118,000
TOMS Shoes	Shoes for UNHCR operations in Burkina Faso and Uganda	496,283
Turkmenistan	Premises for UNHCR office in Ashgabat	94,090
United Arab Emirates	Premises for UNHCR warehouse in Dubai provided through the International Humanitarian City, transportation cost of food items and NFIs to UNHCR operations in Greece, Jordan and Mauritania.	3,114,971
United Kingdom	Deployment of standby experts to various UNHCR operations and NFIs for UNHCR operations in Djibouti	341,530
United Nations Population Fund	Male and female condoms for UNHCR operation in Democratic Republic of the Congo	50,002
United States of America	NFIs for UNHCR operation in Jordan and Lebanon	1,306,667
UPS	Air transportation for UNHCR operations in Greece and Nepal	457,500
Vodafone Foundation	Tablets and accessories for UNHCR operation in Kenya	68,250
World Food Programme	Food items for UNHCR operations in Greece, the former Yugoslav Republic of Macedonia and Serbia	129,630
<b>Total</b>		<b>27,300,277</b>

TABLE 11

## Private donors over USD 100,000 in support of UNHCR in 2015

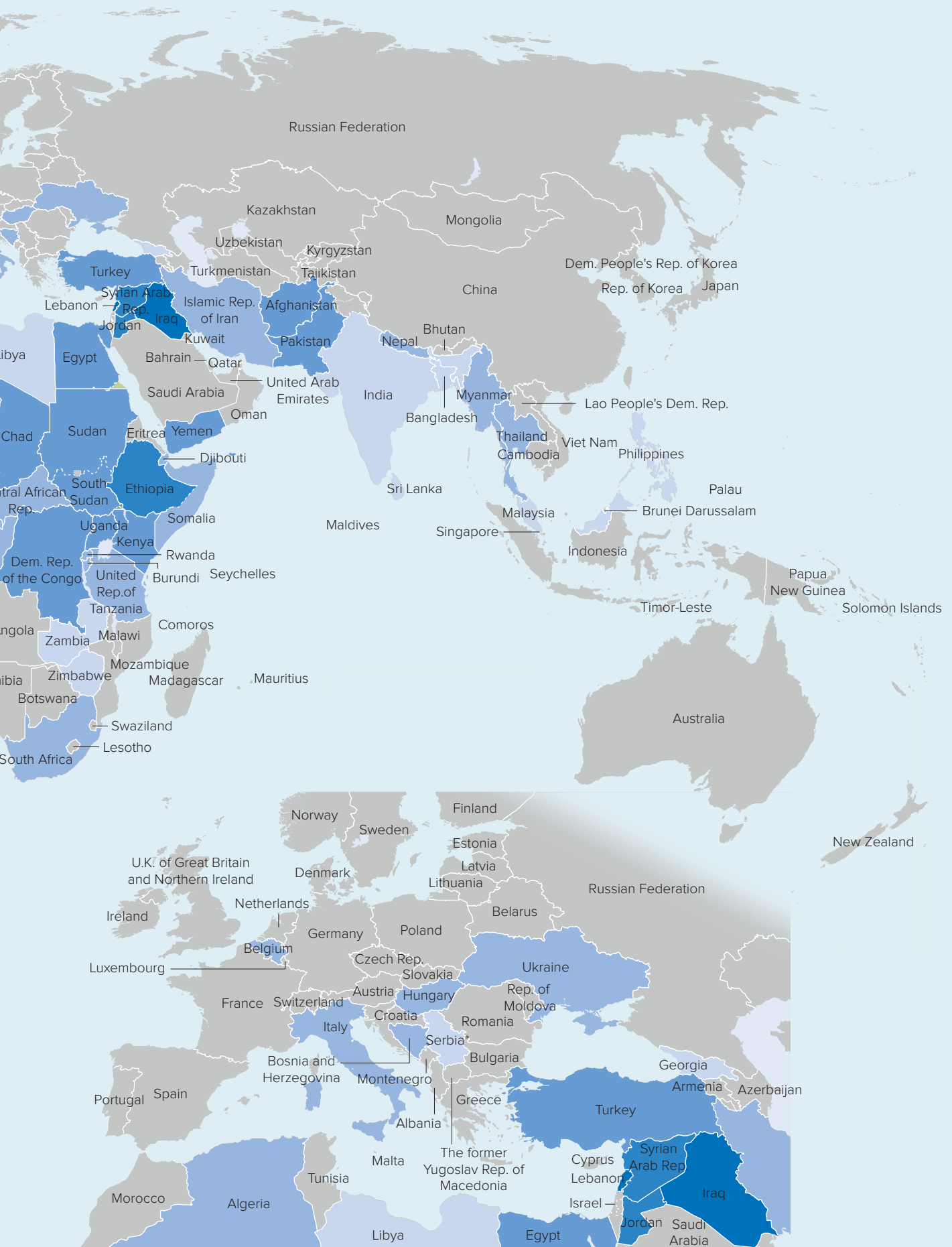
<b>UNHCR Global</b>	
<i>AMADE Mondiale</i>	
Bill & Melinda Gates Foundation	
<i>Fédération Internationale de Football Association</i>	
IKEA Foundation	
International Olympic Committee	
Mr Sofiane Ammar	
Pernod Ricard	
Save the Children	
TRYGG Foundation	
FAST RETAILING (UNIQLO)	
United Nations Foundation	
<b>Canada</b>	
Mr Farooq Shami	
Morneau Shepell	
<b>Middle East and North Africa Region</b>	
Alwaleed Philanthropies	
Educate A Child (EAC) Programme - Education Above All (EAA) Foundation	
Falcon Trade Corporation	
MBC AL AMAL	
Qatar Red Crescent Society	
RAF Foundation (Sheikh Thani Bin Abdullah Foundation for Humanitarian Services)	
The Big Heart Foundation	
<b>Italy</b>	
AC Milan	
Prosolidar Foundation	
<b>Japan for UNHCR</b>	
Fuji Optical	
<b>Netherlands</b>	
Dutch Postcode Lottery	
<b>Spain (España con ACNUR)</b>	
BBVA	
<i>El Corte Inglés</i>	
Eroski	
<i>Fundación la Caixa</i>	
<i>Industria de Diseño Textil (Inditex)</i>	
<b>Sweden for UNHCR</b>	
<i>Radiohjälpen</i>	
<i>AB Trav och Galopp</i>	
AB Volvo	
Atlas Copco	
Gota Media Group	
H&M Conscious Foundation	
Lindex	
Nordea Bank	
Stadium Sweden	
Stockholm Globe Arenas	
<i>Svenska Cellulosa Aktiebolaget</i>	
<i>Svenska Postkod Lotteriet</i>	
Tele2 AB	
Tham Foundation Family	
<b>United Kingdom</b>	
Goldman Sachs Gives (GSG)	
Henley & Partners	
Said Foundation	
<b>USA for UNHCR</b>	
Alkhayat Foundation	
Coca-Cola Company	
Google.org	
Human Rights Watch	
Kickstarter	
LDS Charities	
Schroepfer and Hoffmann Foundation	
The Kovler Fund	
The Malala Fund	
TOMS	
UPS Foundation	

# UNHCR EXPENDITURE



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

# IN 2015 | BY OPERATION



## WORKING ENVIRONMENT

Despite dramatic situations of forced displacement throughout 2015, Africa continued to host the vast majority of refugees worldwide. In 2015, more than 18 million refugees, internally displaced people (IDPs), people at risk of statelessness and other people of concern to UNHCR received assistance across the continent. Globally, eight of UNHCR's major emergencies in 2015 were in Africa, with the Burundi and Yemen situations causing the newest displacements on the continent.

Peace efforts were slow to take hold and continuing conflicts posed the risk of further entrenching current forced displacement situations. Persisting situations of violence in countries such as the Central African Republic (CAR), Nigeria and South Sudan prevented the resolution of many displacement situations, with only small numbers of people returning home, in most cases spontaneously. Consequently, UNHCR's programmes began shifting from immediate relief activities to education, livelihoods, cash-based assistance, and other longer-term strategies, in order to foster the refugees' self-reliance and dignity. Participation in hosting communities helped build resilience in exile, as flare-ups of violence in countries of origin dimmed return prospects.





A refugee girl from the Central African Republic carrying a toddler returning home to the Gado-Badzere camp, Cameroon.



# Africa

Humanitarian access to populations in need was hampered in most situations still affected by conflict, notably in Burkina Faso, Cameroon, the CAR, Chad, the Democratic Republic of the Congo (DRC), Mali, Niger, Nigeria, Somalia and South Sudan. This led to gaps in services provided, higher malnutrition and mortality rates, and the potential for further displacement.

Globally, fewer refugees than ever found solutions to displacement in 2015. In Africa, the numbers of those able to return home continued to diminish. Nevertheless, returns from Liberia to Côte d'Ivoire were reinitiated after the Ebola outbreak ended in the second half of 2015. More refugees were also resettled out of Africa than in any previous year – nearly 25,000 refugees, mostly from the DRC and Somalia, were resettled mainly to the United States, Canada, the United Kingdom and Sweden.

Local integration was pursued throughout Africa, with some 200,000 former Burundian refugees who fled their country in 1972 becoming naturalized citizens of the United Republic of

Tanzania (Tanzania) in 2015. Further efforts were ongoing with respect to Angolan refugees, particularly in Zambia, to finally bring a close to that longstanding displacement chapter.

In recent years, UNHCR has been strengthening its working relations with non-traditional development partners, such as the African Development Bank and the World Bank, in order to promote development in refugee-hosting areas. In 2015, UNHCR worked with the World Bank to attract support for services in the areas of agriculture, education, health and access to markets in under-resourced regions that host refugees. In 2015, proposals were made for the DRC, Kenya, Tanzania, Uganda and Zambia.

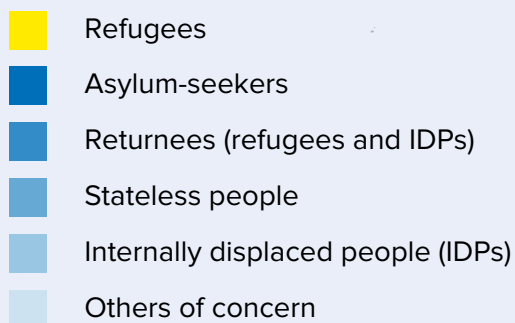
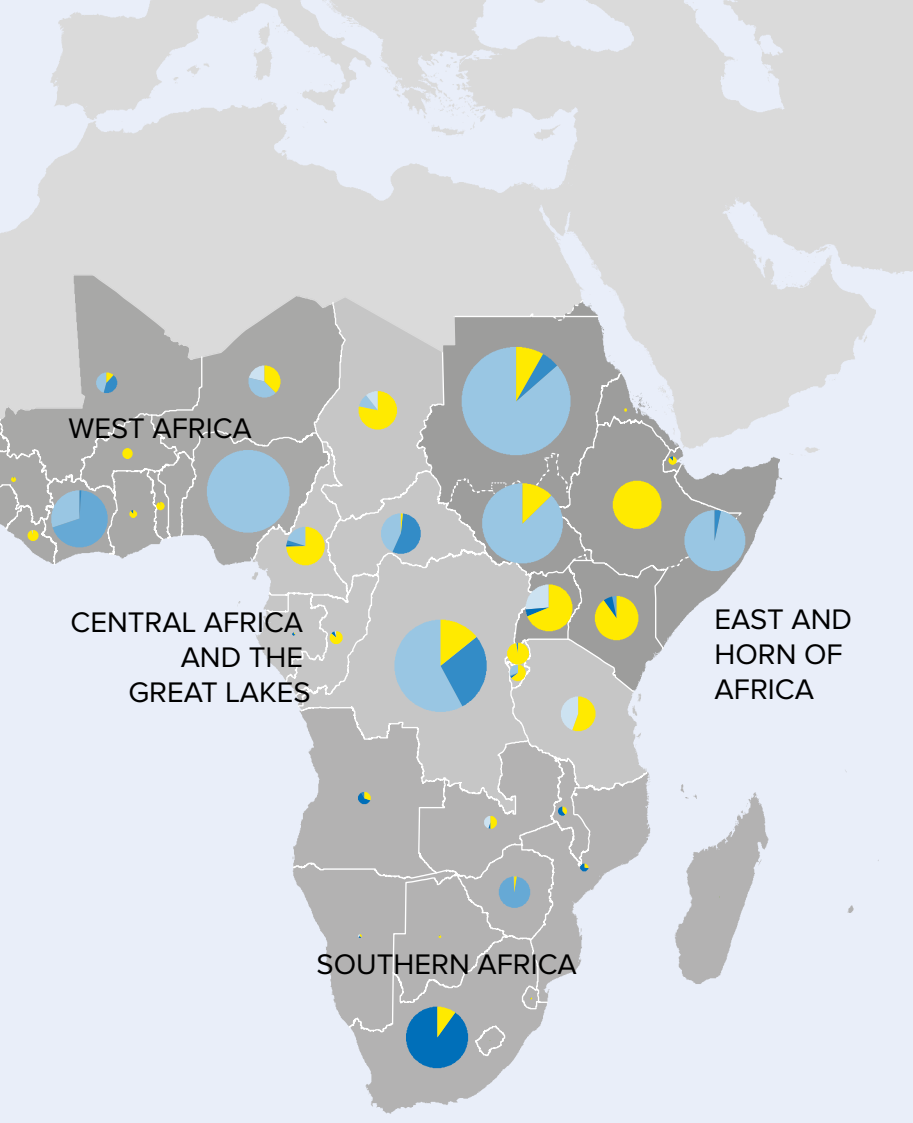
In October 2015, UNHCR and the European Union co-hosted a ministerial-level pledging conference to raise support for Somali refugees. Donors pledged some USD 105 million to support an action plan for the sustainable return and reintegration of Somali refugees from Kenya to Somalia. The plan is to be implemented over the coming two years.



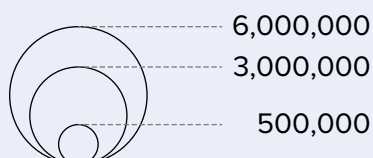
## MAJOR OPERATIONS

This overview highlights key aspects of the main situations that required emergency or sustained response from UNHCR and its partners in 2015. More details on individual operations are available in the relevant subregional and country operations pages on the Global Focus website (<http://reporting.unhcr.org>).

In 2015, more than 234,000 **Burundians** were forced to flee into the DRC, Rwanda, Tanzania, Uganda, and even as far as Zambia. A regional refugee response plan, led by UNHCR, was issued in May 2015 to mobilize critical assistance. However, the operations were beset early on by an outbreak of cholera in Tanzania, reports of recruitment from camps in Rwanda, sexual and gender-based violence (SGBV), and other serious protection concerns. UNHCR, working closely with governments and other agencies, quickly responded with emergency support. By the end of the year, a contingency plan had been put in place by all agencies involved in the refugee response, which included a worst-case scenario for 2016 and a strategy to address ongoing needs.



### Population size



During 2015, efforts were made to consolidate relief activities and improve services for refugees from the **CAR** in Cameroon, Chad, the Congo and the DRC. Despite a small number of returns, the number of refugees from the CAR continued to grow steadily, particularly ahead of the presidential and legislative elections that took place at the end of the year and required a second round of elections in February 2016. UNHCR assisted around 60 per cent of refugees in neighbouring countries to successfully participate in the presidential elections.

The situation in the **DRC** remained tense in 2015. Sporadic violence, particularly in the North Kivu area, resulted in further internal displacement and prevented humanitarian access for much of the year. In total, some 1.5 million IDPs remained displaced in the DRC at the end of the year, while the country also hosted 106,000 refugees from the CAR, 245,000 from Rwanda (figure based on an initial pre-registration exercise carried out by the Government), and 20,000 from Burundi following the recent conflict.

Despite the signature in June 2015 of the Agreement for Peace and Reconciliation in **Mali**, a sporadic resurgence of violence prevented voluntary return at anticipated levels. Humanitarian agencies were blocked from accessing the north and central regions of the country. More than 139,000 refugees remained in Burkina Faso, Mauritania and Niger, and some 61,000 people remained displaced inside the country. A critical lack of funding also hampered the delivery of assistance, with the displaced population growing more vulnerable as a result of recurrent droughts and chronic poverty.

The conflict and violence in **Nigeria** escalated in 2015, with insurgents attacking civilian populations across the borders in Cameroon, Chad and Niger. Despite the contribution of troops by these countries, the death toll continued to rise at the end of 2015 and into 2016, with a growing trend of women and girls being used as suicide bombers in markets, schools and other populated areas. By the end of the year, Cameroon was host to 62,000 refugees from Nigeria and had nearly 93,000 IDPs displaced by the conflict; Chad hosted 14,000 refugees and had 52,000 IDPs; and Niger hosted 138,000 refugees from Nigeria and had 50,000 IDPs.

In **South Sudan**, ongoing conflict and growing food insecurity are causing more and more people to flee either across borders or within the country. As of December 2015, some 2.3 million people had been forced to flee their homes: some 650,000 had moved into Ethiopia, Kenya and Uganda; and 1.65 million remained displaced inside the country. Despite a peace agreement signed in August 2015, and peace talks held in Addis Ababa in November 2015, the conflict that began in December 2013 continued into its third year. By the end of 2015, unrest led to new outflows in the south of the country, particularly into the CAR and the DRC. Lack of security inside the country exacerbated the effects of a poor harvest, resulting in higher food insecurity than previously reported. The protection of children in South Sudan and neighbouring countries of asylum remained critical: more than 65 per cent of those fleeing were under the age of 18.

In **Somalia** insecurity prevailed, however the violence and bombing throughout 2015 in Yemen caused some 27,000 Somalis – both refugees and migrants – to cross the Red Sea in order to return home. Some 3,335 new Yemeni arrivals also took refuge in the country. Others sought asylum in Djibouti (17,500 Yemenis and 300 Somalis since April 2015); Ethiopia (1,200 Yemenis and 2,500 Somalis); and Sudan (some 700 Yemenis and Somalis). At least 13,000 nationals from Djibouti, Ethiopia and Sudan also chose to return. At the same time, relatively small numbers of Somali refugees in Dadaab camp in Kenya decided to avail themselves of the pilot voluntary repatriation programme into areas deemed safe in Somalia (Baidoa, Kismayo, Luuq and Mogadishu). Some 5,700 repatriated voluntarily during the year.

Some 2,000 people were able to repatriate from Liberia to Côte d'Ivoire in 2015. An additional 100 Liberian refugees were also able to return from Benin, Ghana and Togo. As mentioned above, some 5,700 Somali refugees were able to repatriate to Somalia in the course of the year, while some 10,000 Somalis in Ethiopia registered for voluntary repatriation in 2016. A total of 4,650 refugees also returned to Rwanda from the region, with an estimated 72,000 people still awaiting solutions. Local integration was also supported for those affected by several long-term situations, such as the former Burundian refugees living in Tanzania since 1972, of whom nearly 200,000 became Tanzanian citizens in 2015. Local integration opportunities were also being sought for more than 3,700 former Rwandan refugees in Zambia.

## ACHIEVEMENTS AND IMPACT

### Seeking durable solutions

Despite declining numbers of those being able to return voluntarily to their countries of origin in recent years, efforts to find durable solutions for refugees and IDPs continued. In 2015, more than 130,700 refugees were able to return to their areas of origin.

### Preventing and reducing statelessness

The efforts to raise awareness about statelessness through the #IBelong Campaign to End Statelessness by 2024 bore some fruit in 2015. The Regional Ministerial-level Conference on Statelessness in West Africa, hosted by ECOWAS in Abidjan on 25 February 2015, was attended by all ECOWAS countries and garnered 25 new commitments from States to accede to either one or both of the statelessness conventions. The

adoption in August 2015 of the Protocol on the Right to Nationality in Africa by the African Commission on Human and Peoples' Rights was a positive step towards the anticipated overall adoption of this important protocol by the African Union in 2016.

## CONSTRAINTS

In 2015, UNHCR encountered problems of access and insecurity in most situations still affected by widespread conflict.

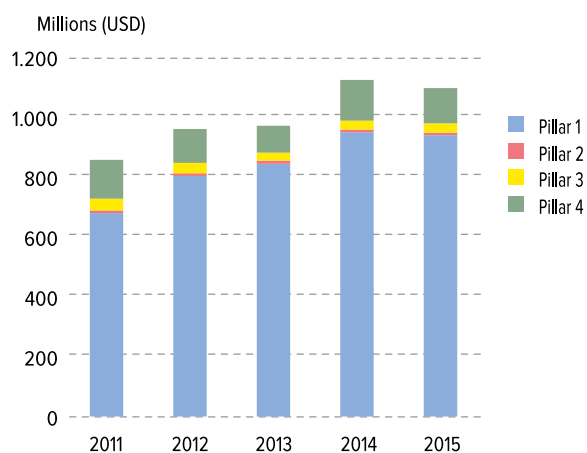
Food insecurity in Africa had been a growing concern, and in 2015 it affected more than 76 per cent of refugees in the region, who experienced a reduction in food rations. UNHCR carried out an analysis of a large number of African countries' nutrition status reports, the results of which showed above-standard rates of global acute malnutrition, stunting and anaemia. Negative coping strategies such as skipping meals, children leaving school to work, survival sex and theft were noted throughout refugee camps in Africa. In some parts of the

continent including Djibouti, Ethiopia and Rwanda, cash distributions were being used to support the most vulnerable. Nevertheless, it was anticipated that, particularly in the areas also affected by *El Niño* weather conditions, food insecurity would persist, and further efforts to address food needs would be required in 2016.

One of UNHCR's core priorities was to ensure a better future for refugees and other displaced people through education (see *Building better futures* chapter). Nevertheless, with resources continually stretched and sometimes diverted to address the most pressing life-saving needs for a greater proportion of displaced people of concern, the Office was concerned that it had not been able to ensure the availability and a consistent quality of education for all refugee children.

With the need to focus on life-saving emergency measures in so many situations worldwide, UNHCR was only able to dedicate around 10 per cent of available funding in 2015 to livelihoods and solutions activities in Africa. ■

## Expenditure in Africa | 2011-2015



## Financial information

The original 2015 budget for the Africa region approved by the Executive Committee in 2014 amounted to USD 2,169 million. At the end of 2015, the revised budget for 2015 had increased to USD 2,775 million.

Emergencies in 2015 accounted for almost half of UNHCR's requirements in Africa, mainly because of additional needs, including for the Burundi situation (supplementary needs of USD 207 million), the Nigeria situation (supplementary needs of USD 91 million), the South Sudan situation (supplementary needs of USD 248 million) and the Yemen situation (supplementary needs in Africa of USD 39 million).

Total voluntary contributions received for the Africa region amounted to USD 979.7 million, leaving 65 per cent of the region's needs unmet. While UNHCR was able to consolidate its response in some major operations, the new crises required immediate action and, in the case of the Burundi situation, the mobilization of hundreds of staff and assets.

Never before has the African continent hosted as large a number of displaced people in its history. In the past five years, the proportion of UNHCR's resources available to assist people of concern in Africa has seen a drop. As an example, in Ethiopia alone, almost 750,000 refugees were affected by reductions in food assistance in 2015. The food situation has an impact on the protection of UNHCR's people of concern, on the attendance rate of children in schools, and on child labour, to name only a few of the consequences.

## BUDGET AND EXPENDITURE IN AFRICA | USD

Operation		Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>CENTRAL AFRICA AND THE GREAT LAKES</b>						
Burundi	Budget	18,676,158	189,402	0	14,156,233	33,021,793
	Expenditure	14,142,547	136,169	0	1,335,359	15,614,075
Cameroon	Budget	107,653,576	843,987	0	6,200,080	114,697,644
	Expenditure	45,951,486	207,295	0	4,556,234	50,715,016
Central African Republic	Budget	11,204,357	0	0	40,211,532	51,415,889
	Expenditure	9,493,331	0	0	18,558,732	28,052,063
Democratic Republic of the Congo Regional Office <sup>1</sup>	Budget	91,411,041	2,696,775	38,546,652	75,174,531	207,828,999
	Expenditure	57,354,600	721,334	10,269,880	12,900,729	81,246,542
Republic of the Congo	Budget	35,341,593	0	0	0	35,341,593
	Expenditure	10,261,615	0	0	0	10,261,615
Rwanda	Budget	122,417,859	0	622,144	0	123,040,003
	Expenditure	38,962,773	0	517,683	0	39,480,457
United Republic of Tanzania	Budget	118,736,353	0	15,418,811	0	134,155,164
	Expenditure	42,244,039	0	6,626,003	0	48,870,041
<b>Subtotal</b>	<b>Budget</b>	<b>505,440,938</b>	<b>3,730,164</b>	<b>54,587,608</b>	<b>135,742,376</b>	<b>699,501,085</b>
	<b>Expenditure</b>	<b>218,410,391</b>	<b>1,064,798</b>	<b>17,413,566</b>	<b>37,351,054</b>	<b>274,239,809</b>
<b>EAST AND HORN OF AFRICA</b>						
Chad	Budget	168,802,729	1,591,058	885,000	0	171,278,787
	Expenditure	73,959,150	608,209	806,078	0	75,373,437
Djibouti	Budget	41,396,203	0	0	0	41,396,203
	Expenditure	10,508,707	0	0	0	10,508,707
Eritrea	Budget	5,913,217	0	0	0	5,913,217
	Expenditure	3,548,472	0	0	0	3,548,472
Ethiopia	Budget	311,641,954	0	0	0	311,641,954
	Expenditure	152,109,568	0	0	0	152,109,568
Ethiopia (Regional Liaison Office to the AU and ECA)	Budget	1,439,099	0	0	0	1,439,099
	Expenditure	1,420,907	0	0	0	1,420,907
Kenya	Budget	250,824,698	371,416	0	0	251,196,114
	Expenditure	100,846,641	189,740	0	0	101,036,382
Kenya Regional Support Hub	Budget	8,725,134	0	0	0	8,725,134
	Expenditure	6,054,227	0	0	0	6,054,227
Somalia	Budget	44,514,196	0	13,096,330	41,543,354	99,153,880
	Expenditure	19,028,204	0	6,922,988	10,237,076	36,188,268
South Sudan	Budget	185,326,305	6,539,991	0	222,014,560	413,880,856
	Expenditure	96,295,886	2,112,569	0	42,054,490	140,462,944
Sudan	Budget	137,778,614	3,077,345	0	30,466,838	171,322,797
	Expenditure	57,119,403	567,792	0	13,246,408	70,933,603
Uganda	Budget	218,337,173	20,000	3,050,000	0	221,407,173
	Expenditure	62,654,022	4,177	0	0	62,658,198
Regional activities	Budget	11,051,350	0	0	0	11,051,350
	Expenditure	214,903	0	0	0	214,903
<b>Subtotal</b>	<b>Budget</b>	<b>1,385,750,671</b>	<b>11,599,810</b>	<b>17,031,330</b>	<b>294,024,751</b>	<b>1,708,406,563</b>
	<b>Expenditure</b>	<b>583,760,089</b>	<b>3,482,486</b>	<b>7,729,066</b>	<b>65,537,974</b>	<b>660,509,615</b>



Operation		Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>WEST AFRICA</b>						
Burkina Faso	Budget	20,567,209	0	0	0	20,567,209
	Expenditure	14,063,407	0	0	0	14,063,407
Côte d'Ivoire	Budget	15,033,233	3,599,304	7,917,216	0	26,549,754
	Expenditure	4,708,272	2,070,552	2,506,139	0	9,284,963
Ghana	Budget	10,948,861	0	0	0	10,948,861
	Expenditure	5,309,408	0	0	0	5,309,408
Guinea	Budget	7,178,568	0	0	0	7,178,568
	Expenditure	3,600,799	0	0	0	3,600,799
Liberia	Budget	34,164,707	0	0	0	34,164,707
	Expenditure	15,362,854	0	0	0	15,362,854
Mali	Budget	48,924,988	123,119	10,754,399	8,058,010	67,860,517
	Expenditure	9,384,458	101,971	3,670,590	1,709,622	14,866,641
Niger	Budget	46,858,700	254,369	0	2,654,087	49,767,155
	Expenditure	25,698,549	250,799	0	1,931,127	27,880,475
Senegal Regional Office <sup>2</sup>	Budget	46,024,679	1,948,594	0	27,836,290	75,809,563
	Expenditure	21,185,152	816,972	0	10,579,188	32,581,312
<b>Subtotal</b>	<b>Budget</b>	<b>229,700,946</b>	<b>5,925,386</b>	<b>18,671,616</b>	<b>38,548,387</b>	<b>292,846,334</b>
	<b>Expenditure</b>	<b>99,312,900</b>	<b>3,240,294</b>	<b>6,176,728</b>	<b>14,219,937</b>	<b>122,949,859</b>
<b>SOUTHERN AFRICA</b>						
Angola	Budget	5,453,056	0	0	0	5,453,056
	Expenditure	3,085,400	0	0	0	3,085,400
Botswana	Budget	4,351,907	0	0	0	4,351,907
	Expenditure	2,547,788	0	0	0	2,547,788
Malawi	Budget	5,712,834	0	0	533,421	6,246,255
	Expenditure	3,260,690	0	0	484,928	3,745,618
Mozambique	Budget	4,769,181	380,099	0	0	5,149,280
	Expenditure	2,710,374	182,439	0	0	2,892,812
Namibia	Budget	546,748	0	0	0	546,748
	Expenditure	499,581	0	0	0	499,581
South Africa Regional Office	Budget	26,298,812	971,936	0	0	27,270,748
	Expenditure	12,911,702	507,630	0	0	13,419,332
Zambia	Budget	19,513,408	0	0	0	19,513,408
	Expenditure	8,985,532	0	0	0	8,985,532
Zimbabwe	Budget	5,676,791	129,910	0	0	5,806,701
	Expenditure	4,704,711	122,441	0	0	4,827,151
<b>Subtotal</b>	<b>Budget</b>	<b>72,322,737</b>	<b>1,481,945</b>	<b>0</b>	<b>533,421</b>	<b>74,338,104</b>
	<b>Expenditure</b>	<b>38,705,778</b>	<b>812,509</b>	<b>0</b>	<b>484,928</b>	<b>40,003,215</b>
<b>Total Africa</b>	<b>Budget</b>	<b>2,193,215,292</b>	<b>22,737,305</b>	<b>90,290,554</b>	<b>468,848,935</b>	<b>2,775,092,086</b>
	<b>Expenditure</b>	<b>940,189,157</b>	<b>8,600,087</b>	<b>31,319,360</b>	<b>117,593,893</b>	<b>1,097,702,497</b>

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

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

## VOLUNTARY CONTRIBUTIONS TO AFRICA | USD

<i>Donor</i>	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	All pillars	<b>Total</b>
African Development Bank	1,000,000					1,000,000
Belgium	2,600,389		1,052,248			3,652,637
Botswana					16,600	16,600
Brazil	102,040					102,040
Canada	1,896,813				14,358,773	16,255,586
Central Emergency Response Fund	28,230,173			9,625,948		37,856,121
Common Humanitarian Fund for Somalia				919,551		919,551
Common Humanitarian Fund for South Sudan				1,488,963		1,488,963
Common Humanitarian Fund for Sudan	1,092,255			2,397,838		3,490,093
Denmark	4,693,712			500,000	11,571,529	16,765,241
DRC Pooled Fund	1,140,650			983,161		2,123,811
Economic Community of West African States	300,000					300,000
European Union	36,390,350	366,431	1,893,320	5,232,837		43,882,937
Finland	1,083,424				7,078,537	8,161,961
France	7,521,387			1,000,000	1,367,169	9,888,557
Germany	9,788,433		1,143,583		24,029,547	34,961,564
Holy See	9,976			6,723		16,700
International Organization for Migration	595,692					595,692
Ireland	2,231,747					2,231,747
Italy	4,805,582		1,035,793	2,741,840		8,583,216
Japan	53,656,997		3,137,975	11,492,025	4,636,424	72,923,421
Liechtenstein					102,881	102,881
Luxembourg				625,782	3,379,224	4,005,006
Monaco	62,578					62,578
Namibia					43,740	43,740
Nigeria					63,735	63,735
Norway	6,852,857				1,823,197	8,676,054
Private donors in Australia	961,569			311,097	49,563	1,322,230
Private donors in Cameroon	49,300					49,300
Private donors in Canada	55,736				180,722	236,458
Private donors in China (Hong Kong SAR)	79,684					79,684
Private donors in France					1,156	1,156
Private donors in Germany	1,588,014			448,934	7,040,222	9,077,170
Private donors in Italy	547,690			10,893	8,750	567,333
Private donors in Japan	2,591,903		143,060	98,097	52,340	2,885,400
Private donors in Kenya	2,539				97,723	100,262
Private donors in Kuwait					8,959	8,959
Private donors in Qatar	2,666,898					2,666,898
Private donors in Republic of Korea	468,116				124,462	592,578
Private donors in Spain	430,898			11,486	14,026	456,411
Private donors in Sweden	1,404,693					1,404,693
Private donors in Switzerland	5,931				1,778	7,710
Private donors in Thailand	960					960

<i>Donor</i>	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	All pillars	<b>Total</b>
Private donors in the Netherlands	18,362,483					18,362,483
Private donors in the United Kingdom	78,281				266	78,547
Private donors in the United States of America	2,368,100				524,712	2,892,812
Republic of Korea	200,000			200,000	1,300,000	1,700,000
Slovenia					32,680	32,680
South Africa					120,729	120,729
Spain	1,175,940			1,160,791		2,336,731
Sweden					15,358,522	15,358,522
Switzerland	8,859,399			2,179,568	2,057,613	13,096,580
United Kingdom	65,606,448		4,702,194	795,686		71,104,328
United Nations Children Fund	69,543					69,543
United Nations Delivering as One Funds	441,761		240,000			681,761
United Nations Development Programme	378,468			103,838		482,306
United Nations Peacebuilding Fund		79,399	977,685			1,057,084
United Nations Population Fund	980,551					980,551
United Nations Programme on HIV and AIDS	1,802,650			100,000		1,902,650
United States of America	106,080,229			12,000,000	433,724,274	551,804,503
<b>Total</b>	<b>381,312,841</b>	<b>445,830</b>	<b>14,325,859</b>	<b>54,435,059</b>	<b>529,169,854</b>	<b>979,689,443</b>

Note: Includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve

## WORKING ENVIRONMENT

The Middle East and North Africa region continued to face high levels of displacement throughout 2015. With three system-wide, Level-3 emergencies in Iraq, the Syrian Arab Republic (Syria) and Yemen, the region accounted for more than 30 per cent of global displacement, including 2.7 million refugees, 13.9 million internally displaced people (IDPs) and an estimated 374,200 stateless individuals.

Protection remained UNHCR's main priority in the Middle East and North Africa. The Office worked closely with governments and partners to enhance protection space, focusing on: advocating access to safety and protection from refoulement; reinforcing registration and refugee status determination; promoting legislative frameworks; addressing the risk of statelessness; ensuring security from violence and exploitation; and working towards durable solutions, including by expanding resettlement opportunities.

# Middle East and North Africa

UNHCR/Bassam Diab

Fatima, a 76 year-old Syrian IDP, lives with her husband in a complex for internally displaced people in Lattakia, Syria.



## MAJOR OPERATIONS

This overview highlights key aspects of the main situations that required emergency or sustained response from UNHCR and its partners in 2015. More details on individual operations are available in the relevant subregional and country operations pages on the Global Focus website (<http://reporting.unhcr.org>).

The crisis in **Syria** continued to trigger unprecedented levels of displacement. At the end of 2015, more than 6.5 million Syrians were internally displaced, and 4.6 million sought refuge in Egypt, Iraq, Jordan, Lebanon and Turkey. Against this backdrop, UNHCR worked with more than 200 partners to support national response plans in these five main hosting countries, in line with the Regional Refugee and Resilience Plan (3RP).

Despite the continued generosity of host countries and donors, Syrian refugees faced increasingly difficult living conditions after more than five years in exile, with many falling further into poverty. Meanwhile, host governments battled economic and security challenges as a result of the conflict.

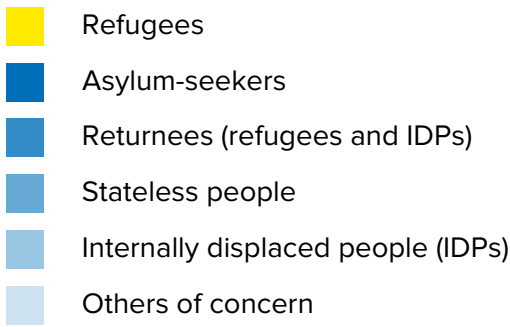
Inside Syria, the humanitarian situation and level of human suffering endured by the Syrian people dramatically worsened in 2015. Safe, unimpeded and sustained humanitarian access in the country remained a significant challenge. An estimated 13.5 million people were in need of humanitarian assistance, including 4.5 million in hard-to-reach locations.

With respect to onward movement, 2015 witnessed a notable increase in those seeking refuge in Europe. By the end of the year, Syrians comprised the largest proportion of those who undertook dangerous journeys by sea.

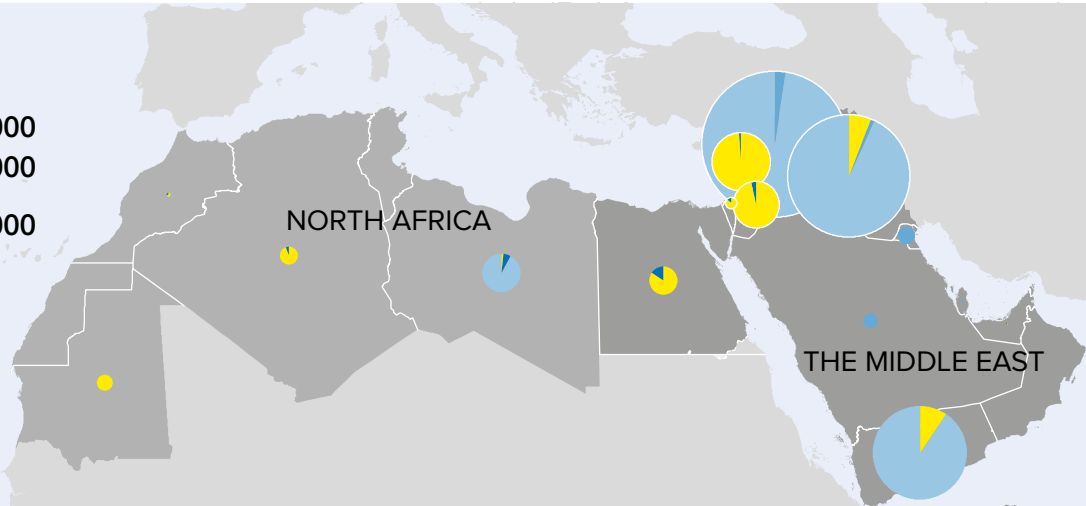
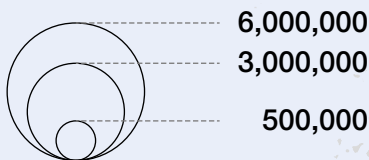
In **Iraq**, the escalation of armed conflict resulted in significant internal displacement. Nearly 3.3 million people had been displaced across the country since January 2014. This figure does not include, however, nearly 1 million people displaced by sectarian violence between 2006 and 2008. In 2015, nearly 222,000 Iraqis sought asylum in the region. Growing numbers of Iraqis, facing precarious living conditions and impoverishment, resorted to negative coping strategies or onward movement.

**Yemen's** alarming and complex humanitarian situation continued to deteriorate. With conflict escalating at the end of March 2015, approximately 170,000 people fled to Djibouti, Ethiopia, Somalia and Sudan, as well as other countries in the East and Horn of Africa. More than 2.5 million people were internally displaced, and an estimated 82 per cent of the Yemeni population were in need of humanitarian assistance. Despite insecurity, Yemen continued to host some 267,000 refugees residing either in urban areas or in Kharaz camp. The country also received 92,500 new arrivals in mixed movements, two-thirds of which arrived after the conflict began. This represented one of the highest annual totals of arrivals for Yemen in the past decade. At least 95 people are known to have died or gone missing in the Gulf of Aden in 2015.

Unrest continued to affect people of concern to UNHCR in **Libya**, including approximately 435,000 internally displaced people (IDPs) and an estimated 100,000 refugees and asylum-seekers, more than 36,400 of whom were registered with UNHCR. The Office provided life-saving assistance to individuals deemed most vulnerable through its partners and national staff, though access remained a challenge. Cooperation with the Libyan coast guard and immigration authorities was



## Population size



strengthened, and UNHCR gained access to 8 of the 18 State-run detention centres.

Mixed movements by sea from Libya grew exponentially in 2015. Some 127,500 people risked their lives at sea to reach Italy, accounting for 83 per cent of the arrivals by sea in the country. In this context, UNHCR's partners provided immediate humanitarian assistance to around 2,000 individuals rescued during their sea journeys. Through regular detention monitoring, the Office also identified people of concern with specific humanitarian needs, and either ensured their release or sought alternatives to their detention.

## ACHIEVEMENTS AND IMPACT

### Safeguarding access to protection and asylum

As conflict continued in Iraq and Syria throughout 2015, UNHCR coordinated

the refugee responses with more than 200 partners, in line with the 3RP.

Support was provided to host countries and communities, as well as to Iraqi and Syrian refugees in the region.

Cash-based assistance, targeting the most vulnerable, and registration activities remained priorities in 2015. Almost all of Iraqis and Syrians deemed in need of winter assistance received relevant support. This included 1.5 million Syrian refugees in the region, 1.1 million IDPs in Syria, more than 94,000 Iraqi refugees in the region, and more than 500,000 IDPs in Iraq. The Office continued to conduct individual biometric registration for those in need of international protection. In 2015, the Office registered more than 148,000 Syrians in Egypt, Iraq, Jordan and Lebanon. Operations carried out refugee status determination under UNHCR's mandate to safeguard the integrity, quality and efficiency of the process.

To address sexual and gender-based violence (SGBV) and refugee child

protection issues, UNHCR continued to implement a multisectoral, coordinated and community-based approach to prevention and response. Activities aimed at strengthening national and community-based protection systems, as well as detention monitoring were prioritized.

UNHCR provided ongoing support to the Sahrawi refugees in the five camps near Tindouf, Algeria. In October 2015, the Office coordinated the inter-agency response following unexpected weather conditions that caused flooding in the five camps.

Throughout the region, UNHCR focused on the protection of urban refugees, assistance to those in need, and advocacy for burden-sharing with governments and host communities.

## Addressing mixed movements

Large-scale mixed movements continued, particularly in North Africa. Many travelling in such movements came from sub-Saharan Africa and the Horn of Africa, as well as from within the Middle East and North Africa region itself, seeking to move onwards to Europe.

In response to mixed movements, UNHCR adopted a regional approach with four strategic objectives: preventing refoulement; improving access to safety and asylum; empowering people of concern to make informed decisions about their lives; and enhancing protection space and access to solutions within broader migration frameworks.

In North Africa, UNHCR continued to work towards establishing responsive national

asylum systems and strengthening the protection-sensitive management of mixed movements. Progress on the development of draft laws on asylum and national strategies for migration was achieved in Algeria, Mauritania, Morocco and Tunisia. In Libya, UNHCR provided core relief items to nearly 65,000 people of concern and continued to provide information on the protection and assistance available through partner hotlines and community centres in Benghazi and Tripoli.

UNHCR and the IOM developed a joint approach to mixed movements through an inter-agency response plan in Yemen, *The Gulf of Aden and the Red Sea with a special focus on the Yemen situation - IOM and UNHCR Proposals for Strategic Action*, which aimed to address the onward movement of refugees and migrants.

## Ensuring protection of IDPs

UNHCR continued to support the inter-agency coordination framework by leading the protection, shelter and non-food items, and camp coordination and camp management sectors in Iraq and Syria.

Inside Syria, some 3.2 million people received core relief items, including nearly 430,000 people in more than 30 hard-to-reach locations and some 469,000 people through cross-border operations.

In Yemen, the Office worked with partners to distribute core relief items and other shelter materials to more than 283,000 IDPs in 19 of the country's 21 governorates. UNHCR co-led IDP protection monitoring and regularly updated the IDP figures in the country.



## Seeking durable solutions

In 2015, UNHCR encouraged States in the Middle East and North Africa to take one or more of the 10 actions contained in the Global Action Plan, which sets out the strategy for achieving the goals of the #IBelong Campaign to End Statelessness by 2024. Advocacy efforts focused on addressing the risk of statelessness in situations of forced displacement, family separation, and the loss or destruction of identity documents. UNHCR worked with governments to ensure the birth registration of refugee children born in exile and internally displaced children, and to address gaps in nationality laws that increased the risk of statelessness.

UNHCR worked towards achieving durable solutions for people of concern, including through resettlement. The files of nearly 67,000 refugees from the Middle East and North Africa region were submitted for resettlement in 2015. In addition to accelerating resettlement processing, the Office advocated alternative pathways for admission, such as humanitarian visas, community-based private sponsorships, labour mobility schemes, and family reunification, including for extended family members.

In Mauritania, UNHCR enhanced self-reliance activities for some 50,000 registered refugees in M'bera camp, including by further investing in education, vocational training and income-generation projects. Following a verification exercise carried out in 2015, the nationality of some 3,700 Mauritanian returnees was confirmed. The returnees received assistance to reintegrate into their areas of origin, and their files were deactivated from the relevant database of registered refugees. A further 8,000 returnees whose nationality was confirmed will have their files deactivated from UNHCR's database in 2016.

## Strengthening leadership and coordination

UNHCR further strengthened its partnership with States, governmental and non-governmental organizations, and civil society across the region. The Office continued to cooperate closely with regional organizations such as the League of Arab States, the Organisation of Islamic Cooperation and the Gulf Cooperation Council. In addition, partnerships with the private sector and development actors were reinforced, particularly in responding to the Syria situation.

## CONSTRAINTS

Insecurity continued to impede delivery of humanitarian assistance and hinder access to people of concern. Although every effort was made to boost assistance in hard-to-reach areas, providing basic items in some countries, including Iraq, Libya, Syria and Yemen, was difficult. Unstable and unpredictable political situations also continued to affect UNHCR operations in the region.

The humanitarian situation significantly worsened in 2015, with refugees and other people in need of international protection becoming increasingly vulnerable because of ongoing displacement. The loss of hope among displaced populations and the increased burden on refugee-hosting communities was palpable.

With more than 85 per cent of refugees across the region living among host communities, the dire situation of urban refugees demanded special attention. In particular, many Syrian refugees in large cities were living in extreme poverty and

## Financial information

The original 2015 budget for the Middle East and North Africa region approved by the Executive Committee in 2014 amounted to USD 1,886 million. At the end of 2015, the revised budget for 2015 had increased to USD 2,137 million, mainly because of additional requirements for the Iraq and Yemen situations.

Total voluntary contributions received for the region amounted to USD 1,229.8 million, leaving almost half of the region's needs unmet.

Despite record levels of contributions, funding levels in 2015 did not match needs. The impact of this shortfall included:

- The livelihoods component of the 3RP was critically underfunded (21 per cent), weakening the capacity of refugee and host community households to cope with poverty.
- In Algeria, only 2,000 refugee families out of more than 17,000 received shelter rehabilitation support after their homes were damaged or destroyed by flooding.
- In Iraq, the education sector was severely underfunded. In camps in the Kurdistan Region of Iraq, only 71 per cent of Syrian refugee children aged 6-17 attended school. Some schools were closed in 2015 because teacher salaries could not be paid. Moreover, many schools ran double shifts in order to accommodate the high demand for places.
- In Lebanon, although as many as 860,000 vulnerable Lebanese, Syrian and Palestinian individuals received monthly food assistance through cash-based programmes, funds provided on an individual basis decreased from USD 27 per month to an average of USD 18.2 per month.
- In Mauritania, funding constraints limited livelihoods initiatives. Some 1,500 people of concern deemed vulnerable could not benefit from income-generating activities.
- In Yemen, support available for survivors of SGBV were reduced, and only 90 of the 250 survivors identified benefited from enrolment in income-generating activities.

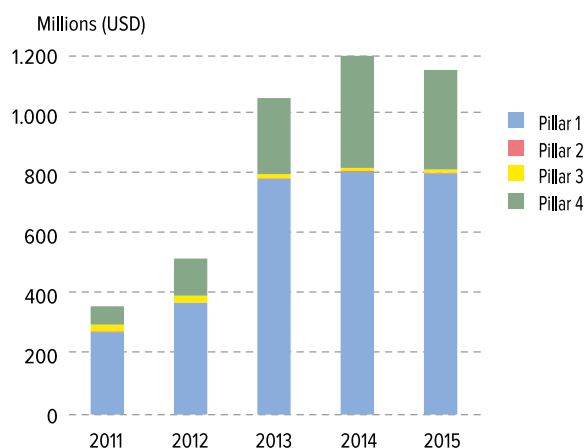
were forced to resort to negative coping mechanisms for their survival.

Countries in North Africa were increasingly challenged by mixed onward movements, including the smuggling and trafficking of migrants and refugees risking their lives to reach Europe or other destinations in North Africa.

Owing to the region's multiple crises and complex operational environment, the prospects for durable solutions for most refugee populations remained elusive. Meanwhile, UNHCR focused on the role of innovation in improving delivery and gaining efficiencies for the benefit of refugees and other people of concern.

A lack of funding severely affected UNHCR operations in the region. For example, by the end of 2015, the 3RP was only 62 per cent funded. ■

## Expenditure in the Middle East and North Africa | 2011-2015



## BUDGET AND EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | USD

<i>Operation</i>		Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>MIDDLE EAST</b>						
Iraq	Budget	136,096,621	2,045,988	35,763,788	382,158,525	556,064,922
	Expenditure	102,035,214	1,499,491	11,329,620	151,481,108	266,345,433
Israel	Budget	3,207,939	0	0	0	3,207,939
	Expenditure	2,755,898	0	0	0	2,755,898
Jordan	Budget	328,877,516	0	0	0	328,877,516
	Expenditure	208,743,090	0	0	0	208,743,090
Lebanon	Budget	480,453,635	1,242,275	0	0	481,695,910
	Expenditure	318,557,297	205,636	0	0	318,762,933
Saudi Arabia Regional Office <sup>1</sup>	Budget	4,577,895	320,000	0	0	4,897,895
	Expenditure	3,321,862	258,138	0	0	3,580,000
Syrian Regional Refugee Coordination Office	Budget	35,614,693	0	0	0	35,614,693
	Expenditure	22,878,549	0	0	0	22,878,549
Syrian Arab Republic	Budget	56,815,990	179,730	0	309,778,397	366,774,117
	Expenditure	23,272,341	126,601	0	150,368,031	173,766,973
United Arab Emirates	Budget	2,971,041	110,000	0	0	3,081,041
	Expenditure	2,242,609	78,228	0	0	2,320,836
Yemen	Budget	54,533,885	0	0	52,889,729	107,423,614
	Expenditure	30,629,251	0	0	28,521,223	59,150,474
Regional activities	Budget	66,254,567	0	0	0	66,254,567
	Expenditure	930,072	0	0	0	930,072
<b>Subtotal</b>	<b>Budget</b>	<b>1,169,403,783</b>	<b>3,897,994</b>	<b>35,763,788</b>	<b>744,826,650</b>	<b>1,953,892,215</b>
	<b>Expenditure</b>	<b>715,366,184</b>	<b>2,168,094</b>	<b>11,329,620</b>	<b>330,370,363</b>	<b>1,059,234,260</b>
<b>NORTH AFRICA</b>						
Algeria	Budget	33,227,036	0	0	0	33,227,036
	Expenditure	16,010,470	0	0	0	16,010,470
Egypt Regional Office	Budget	85,120,372	50,000	0	0	85,170,372
	Expenditure	46,409,664	31,621	0	0	46,441,285
Libya	Budget	18,212,314	0	0	2,218,046	20,430,360
	Expenditure	6,714,574	0	0	1,834,639	8,549,212
Mauritania	Budget	24,368,374	0	0	0	24,368,374
	Expenditure	13,029,283	0	0	0	13,029,283
Morocco	Budget	4,166,919	0	0	0	4,166,919
	Expenditure	3,065,906	0	0	0	3,065,906
Tunisia	Budget	6,644,560	0	0	0	6,644,560
	Expenditure	3,593,599	0	0	0	3,593,599
<i>Western Sahara:</i> Confidence Building Measures	Budget	7,213,152	0	0	0	7,213,152
	Expenditure	1,564,125	0	0	0	1,564,125
Regional activities	Budget	2,246,029	0	0	0	2,246,029
	Expenditure	225,305	0	0	0	225,305
<b>Subtotal</b>	<b>Budget</b>	<b>181,198,757</b>	<b>50,000</b>	<b>0</b>	<b>2,218,046</b>	<b>183,466,803</b>
	<b>Expenditure</b>	<b>90,612,925</b>	<b>31,621</b>	<b>0</b>	<b>1,834,639</b>	<b>92,479,185</b>
<b>Total Middle East and North Africa</b>	<b>Budget</b>	<b>1,350,602,539</b>	<b>3,947,994</b>	<b>35,763,788</b>	<b>747,044,696</b>	<b>2,137,359,017</b>
	<b>Expenditure</b>	<b>805,979,109</b>	<b>2,199,715</b>	<b>11,329,620</b>	<b>332,205,001</b>	<b>1,151,713,445</b>

<sup>1</sup> 1 Includes activities in Kuwait

## VOLUNTARY CONTRIBUTIONS TO THE MIDDLE EAST AND NORTH AFRICA | USD

<i>Donor</i>	Pillar 1 Refugee programme	Pillar 4 IDP projects	All pillars	<b>Total</b>
Australia	18,124,410			18,124,410
Austria	905,495	548,246	1,156,463	2,610,203
Belgium	1,402,918	5,981,781		7,384,699
Canada	13,967,102	4,340,278	11,709,831	30,017,211
Central Emergency Response Fund	9,545,134	13,882,485		23,427,619
Cyprus			10,965	10,965
Czech Republic	1,784,298	782,779		2,567,077
Denmark	300,000		6,899,223	7,199,223
European Union	91,812,023	3,497,237	2,663,164	97,972,423
Finland	8,333,257			8,333,257
France	10,072,597	1,996,491		12,069,088
Germany	2,864,123	17,399,676	56,700,261	76,964,061
Holy See	49,656			49,656
Yemen Humanitarian Pooled Fund	239,841	192,998		432,839
Hungary			264,550	264,550
Iceland			600,000	600,000
Ireland	897,868	1,058,201		1,956,069
Italy	3,028,561	566,893	1,648,352	5,243,806
Japan	30,429,278	22,410,000	2,501,668	55,340,946
Kuwait	101,000,000	19,000,000	106,762	120,106,762
Latvia	55,249			55,249
Liechtenstein			211,576	211,576
Lithuania	43,573			43,573
Luxembourg	1,232,228	250,313	500,626	1,983,167
Malta	27,655			27,655
Monaco	187,735		55,310	243,044
Morocco			24,656	24,656
Netherlands	24,975,313			24,975,313
Norway	4,356,923	4,400,449	16,116,912	24,874,283
Philippines			10,000	10,000
Poland	991,301			991,301
Portugal	84,175			84,175
Private donors in Argentina			1,768	1,768
Private donors in Australia	19,449	23,349	1,361,812	1,404,609
Private donors in Austria	18,348		1,571	19,919
Private donors in Bangladesh			4,473	4,473
Private donors in Canada	203,934	5,645	1,102,510	1,312,089
Private donors in China (Hong Kong SAR)	41,547	12,107	202,466	256,120
Private donors in Denmark	65,000			65,000
Private donors in Egypt	1,500			1,500
Private donors in France	44,199		49,202	93,401
Private donors in Germany	4,483,032	2,370,631	657,895	7,511,557
Private donors in Greece			40,827	40,827
Private donors in Ireland	5,129			5,129
Private donors in Italy	348,822	66,585	263,102	678,508
Private donors in Japan	31,473	75	358,749	390,297
Private donors in Kuwait	50,000			50,000
Private donors in Lebanon	6,113			6,113

<i>Donor</i>	Pillar 1 Refugee programme	Pillar 4 IDP projects	All pillars	<b>Total</b>
Private donors in Monaco			167,785	167,785
Private donors in Pakistan	525			525
Private donors in Qatar	243,136	342,933		586,069
Private donors in Republic of Korea	100,765		1,285,034	1,385,799
Private donors in Saudi Arabia	98,342	50,000		148,342
Private donors in Singapore	10,000			10,000
Private donors in Spain	140,024		303,427	443,450
Private donors in Sweden	265,975	460,946	2,759,417	3,486,337
Private donors in Switzerland	4,528,030		1,203,537	5,731,568
Private donors in Thailand			19,159	19,159
Private donors in the Netherlands	9,315,323	1,278,070	207,847	10,801,241
Private donors in the United Arab Emirates	2,165,726		362,886	2,528,612
Private donors in the United Kingdom		14,470	130,058	144,528
Private donors in the United States of America	1,802,111	218,779	1,736,555	3,757,444
Private donors in Tunisia			333,962	333,962
Private donors in Turkey	7,685			7,685
Qatar	744,247			744,247
Republic of Korea			500,000	500,000
Romania	50,000			50,000
Russian Federation	300,000	500,000		800,000
Saudi Arabia	2,923,000	25,649,657		28,572,657
Slovakia			33,670	33,670
Spain	5,822,862	474,868	24,508	6,322,238
Sweden	2,887,774	2,361,103	5,646,157	10,895,034
Switzerland	7,358,235	6,172,187		13,530,422
United Arab Emirates	2,333,279			2,333,279
United Kingdom	77,024,823	25,230,630		102,255,453
United Nations Emergency Relief Fund		750,338		750,338
United Nations Peacebuilding Fund		534,600		534,600
United Nations Population Fund	95,793			95,793
United Nations Programme on HIV and AIDS	120,000			120,000
United States of America	245,020,535	83,250,000	168,400,000	496,670,535
<b>Total</b>	<b>695,387,446</b>	<b>246,074,798</b>	<b>288,338,692</b>	<b>1,229,800,936</b>

Note: Includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve

## WORKING ENVIRONMENT

By the end of 2015, the Asia and Pacific region was home to 9.8 million people of concern to UNHCR, including 3.8 million refugees, 2.9 million internally displaced people (IDPs) and an estimated 1.5 million stateless individuals.

The majority of refugees in the region originate from Afghanistan or Myanmar. Afghan refugees – of whom there were around 2.6 million – remain the largest protracted refugee population of concern to UNHCR. Although they are present in some 70 countries, 95 per cent live in the neighbouring Islamic Republics of Iran and Pakistan. These countries have generously hosted Afghan refugees for more than three decades.

Over two-thirds of the refugee population in Asia and the Pacific in 2015 were hosted in urban and semi-urban areas. UNHCR, together with partners, continued to work with States and other actors to strengthen the protection of those living outside camps. The Office focused its interventions on four main objectives: undertaking community outreach; strengthening relations with urban refugees; ensuring access to essential services such as health care and education; and promoting livelihoods and self-reliance.

# Asia and the Pacific

A Nepalese man waiting for assistance in the village of Selang.



## MAJOR OPERATIONS

This overview highlights key aspects of the main situations that required emergency or sustained response from UNHCR and its partners in 2015. More details on individual operations are available in the relevant subregional and country operations pages on the Global Focus website (<http://reporting.unhcr.org>).

Positive political developments in **Afghanistan** in early 2015 generated hope for increased stability and opportunities to find solutions for displaced people. The National Unity Government demonstrated a strong commitment to facilitating voluntary repatriation in safety and dignity, and to including both refugee and IDP returnees in national priority programmes. Another particularly welcome development was the establishment of a ministerial-level High Commission on Migration.

During the year, numerous tripartite and quadripartite meetings were held between the Islamic Republics of Afghanistan, Iran and Pakistan, together with UNHCR. Each resulted in closer cooperation between the three countries and firm resolve to finding solutions for Afghan refugees. In addition, the high-level segment of the 66<sup>th</sup> session of the Executive Committee of the High Commissioner's Programme focused on the Afghan refugee situation.

Nevertheless, the situation in Afghanistan remained challenging. Deteriorating security and increased levels of violence during the latter part of the year resulted in large-scale internal displacement. Some 190,000 Afghans sought asylum in other parts of the world, the majority in Europe. In 2015, Afghan nationals made up the second largest group of asylum-seekers in industrialized countries worldwide, after Syrians. Approximately one quarter of this population were unaccompanied or separated children.

Despite these challenges, UNHCR continued to work with Afghanistan's National Unity Government, humanitarian and development partners, civil society and other actors to facilitate the reintegration of returning refugees and to assist IDPs. The Office also advocated support from the international community to the Governments of the Islamic Republics of Iran and Pakistan, and for the continued protection of Afghan refugees on their territories until lasting solutions were found.

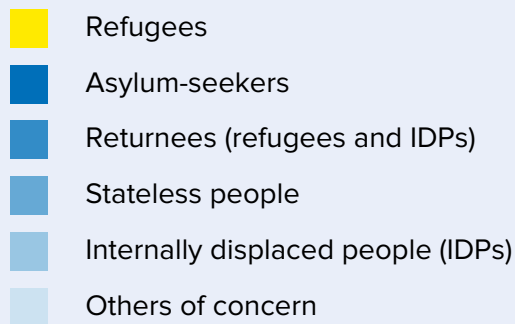
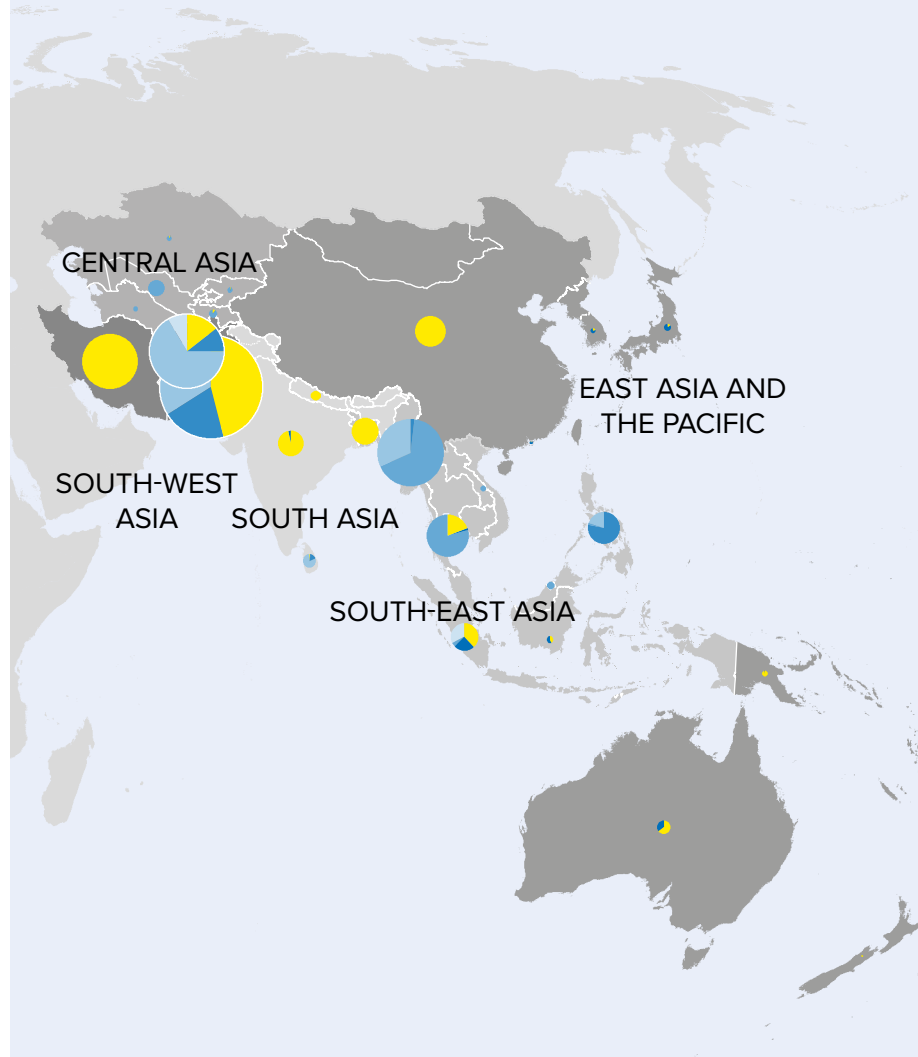
In **Myanmar**, the 2015 elections were a major milestone in the country's history, leading to renewed hope for stability following the establishment of a democratic government. The co-ruling National League for Democracy party made nationwide peace talks the first priority of the new Government and committed to efforts to ensure that all ethnic groups sign the proposed ceasefire agreement.



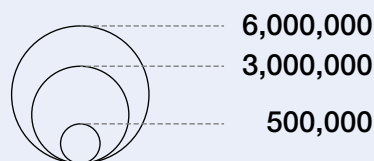
It is hoped that the newly-elected Government of Myanmar will pursue solutions to internal displacement and refugee returns, and collaborate with countries in the region to address the root causes that have prompted large numbers of people to risk their lives on dangerous boat journeys in South-East Asia. Some 33,600 refugees and migrants embarked on such movements in 2015. An estimated 370 people lost their lives during these journeys, mostly from starvation, dehydration, disease and abuse, including at the hands of people smugglers.

Although departures from the Bay of Bengal in the first half of 2015 were 34 per cent higher than in the first half of 2014, the total number of departures during the year was half of the 2014 figure. This decline has been attributed to heightened scrutiny of maritime movements following a serious incident in the subregion in May 2015, when some 5,000 refugees were abandoned in the Andaman Sea by smugglers.

In **Central Asia**, UNHCR supported governments in ensuring that national status determination procedures were consistent with international refugee law, as well as in the development of protection-sensitive migration management systems, including through capacity-building for stakeholders. States in the region have also made great strides towards addressing issues surrounding statelessness and citizenship. In 2015, UNHCR also undertook a major restructuring of its presence in the Central Asia region.



**Population size**



## ACHIEVEMENTS AND IMPACT

### Safeguarding access to protection and asylum

In 2015, UNHCR continued to work with States in the region to improve protection standards, including in the context of mixed movements. In addition to advocating and supporting the establishment of robust national asylum procedures, the Office also promoted protection-sensitive migratory systems that facilitate the mobility of people with international protection needs in the region.

Access to protection and asylum is critical for the large number of Afghan refugees. In Pakistan, authorities extended refugees' proof of registration cards until the end of 2015 and agreed provisionally to move this deadline to June 2016. UNHCR is working with the Government of Pakistan on a further extension.

UNHCR also implemented 62 Refugee Affected and Hosting Areas (RAHA) projects during the year in Pakistan. The projects spanned numerous sectors, such as education, health, water and sanitation and livelihoods, and aimed to improve the living conditions of close to 1 million people, including some 226,000 Afghan refugees; increase tolerance towards Afghans in Pakistan; improve social cohesion to promote coexistence; and provide Afghans with a more predictable means of temporary stay.

In a welcome move, the Government of the Islamic Republic of Iran included refugees in its Universal Public Health Insurance scheme, which allowed refugees to benefit from insurance for hospitalization that is similar to Iranian nationals. This large-scale initiative was based on an agreement signed last year between UNHCR, the Bureau for Aliens and Foreign Immigrants Affairs of the Ministry of the Interior, the Ministry of Health, and the Iran Health Insurance Organization (*Salamat*). Access to the *Salamat* health insurance stood to benefit nearly 1 million Afghan and Iraqi refugees living in the country by addressing the financial challenges related to the high cost of health care and improving the physical, mental, economic and social well-being of refugees.

In addition, the Government of the Islamic Republic of Iran also allowed Afghan children of school age to access formal education, regardless of their documentation status. Since May 2015, some 50,000 undocumented Afghan children have been enrolled in the national education system for the 2015/2016 academic year.

After some 5,000 refugees and migrants were abandoned in the Andaman Sea by smugglers in May 2015, a series of regional meetings took place to address States' concerns with respect to high-risk mixed movements by sea. Common priorities emerging from these discussions in 2015 included: saving lives; combating people smuggling and trafficking; expanding legal pathways for migration; and addressing the root causes of such movements.

## Seeking durable solutions for protracted refugee situations

In 2015, the search for solutions for different populations of concern to UNHCR remained a priority in Asia and the Pacific, in particular for Afghan refugees. With this in mind, the Office dedicated the high-level segment of the 66th session of the Executive Committee of the High Commissioner's Programme in October 2015 to the Afghan refugee situation to reinvigorate action and mobilize the international community's support for durable solutions for Afghan refugees.

The Islamic Republics of Afghanistan, Iran and Pakistan renewed their commitment to work towards durable solutions and reiterated the importance of the *Solutions strategy for Afghan refugees to support voluntary repatriation, sustainable reintegration and assistance for host countries* as a key regional, multi-year framework. The high-level segment also confirmed the need for the international community to strengthen its efforts and advocacy to help remove the fundamental causes of protracted displacement in Afghanistan.

UNHCR continued to facilitate the voluntary return of Afghan refugees in 2015. More than 58,000 Afghan refugees returned to their home country during the year, the vast majority from Pakistan.

A major milestone was reached in 2015 with the resettlement of more

than 100,000 refugees from Bhutan. UNHCR, together with IOM, facilitated their departure from camps in Nepal to third countries. The programme was launched in 2007 and is one of the largest and most successful programmes of its kind.

Following the political developments in Myanmar in 2015, UNHCR stepped up its preparations for the voluntary return of Myanmar refugees from camps in Thailand and other neighbouring countries. Small numbers of spontaneous returns took place during the year, and the Office continues to hold regular consultations and information-sharing on voluntary repatriation with Myanmar refugees, the Governments of Myanmar and Thailand, non-state actors, as well as donor and NGO representatives.

In 2015, UNHCR facilitated the return of some 450 Sri Lankan refugees from India. These refugee returnees benefitted from repatriation and transport grants, non-food items and access to legal advice on housing, land and property issues.

For the large numbers of refugees living in urban and semi-urban areas in the region, UNHCR adopted a pragmatic approach to solutions. This included promoting the self-reliance and empowerment of refugee communities, pending a durable solution; advocating with States, regional entities and other partners; and seeking to ensure the inclusion of refugees in existing services run by national authorities or other UN entities.

## Ensuring protection and durable solutions for IDPs

Promising political developments for peace in Myanmar may prove significant for the 416,000 people who remained internally displaced in different parts of the country. Many of these IDPs were forced to flee violence in Rakhine state in 2012, but they also included some 100,000 people who were displaced in Kachin and northern Shan states following the resumption of violence there in 2011. UNHCR led the combined cluster for shelter, camp coordination and camp management, and non-food items, and coordinated the protection sector. The Office also pursued efforts to find durable solutions for IDPs as part of the inter-agency response.

In Pakistan, almost 700,000 IDPs had returned home since March 2015, when the Government of Pakistan began large-scale return operations to Khyber Agency, South Waziristan and North Waziristan. UNHCR supported the Government by providing tents and basic household items to IDP returnees. Throughout the year, the Office also assisted some 230,000 people who had been displaced to Afghanistan's Khost Province from North Waziristan in Pakistan a year earlier. UNHCR distributed tents to 9,300 families and non-food items to 7,250 families. The Office also helped families prepare for winter by providing them with blankets, firewood and winter clothes.

The deteriorating security situation in Afghanistan led to the internal displacement of more than 330,000 Afghans in 2015 – a 70 per cent increase compared to 2014. This added to the existing internally displaced population of nearly 1.2 million people, present in 31 out of the country's 34 provinces. UNHCR continued working with the Afghan Government on the implementation of the national IDP policy.

The Office contributed to emergency response operations in the aftermath of Nepal's devastating earthquake in May 2015. Within 72 hours of the quake, UNHCR distributed 11,000 tarpaulins and 4,000 solar lamps to affected families, in coordination with local security forces. In addition, through four cargo flights from Dubai, 42,000 tarpaulins were delivered to provide life-saving shelter for 200,000 people living in the open and 8,000 solar lamps to provide greater security and protection for families living without power. The Office also helped launch a radio programme providing psychosocial support to more than 2 million affected and traumatized Nepalese listeners.

In the Philippines, UNHCR continued to monitor the condition of more than 160,000 displaced people in Mindanao, make referrals to relevant services as needed, and support the provision of immediate birth registration to enable children to access government services.

## Preventing and reducing statelessness

Addressing statelessness remained a key strategic priority in Asia and the Pacific, with at least 1.5 million people in the region falling within UNHCR's statelessness mandate.

In 2015, solutions to protracted statelessness situations continued to progress in South-East Asia. In December 2015, new figures released by the Government of Thailand showed that more than 18,000 stateless people had acquired Thai nationality since the beginning of 2012.

In the southern Philippines, more than 7,000 people of Indonesian descent were registered and provided with legal assistance in a joint project undertaken by the Governments of Indonesia and the Philippines, together with UNHCR. More than 600 people were found to be eligible to have either their Indonesian or Filipino nationality confirmed.

In Malaysia, a UNHCR partner community organization registered more than 11,000 stateless people of Tamil origin since mid-2014; at least 5,600 applications for nationality were made with the assistance of community-based paralegals and some 450 applicants acquired Malaysian nationality.

UNHCR promotes the inclusion of births, marriages and deaths for all populations of concern in Asia and the Pacific in national civil registration systems. Since May 2015, the Office has been a member of the inter-governmental regional steering group, which supported States in implementing their commitments under the 2014 ministerial declaration and the *Regional action framework on civil registration and vital statistics in Asia and the Pacific*. These instruments were adopted by States at a ministerial conference in Bangkok in November 2014.

The Central Asia subregion made remarkable progress towards resolving existing cases of statelessness, as well as in preventing new cases. In 2015, some 7,800 individuals obtained citizenship or had their nationality confirmed. In Turkmenistan, important strides were made towards resolving statelessness through Government naturalization programmes. Draft amendments to the Law on Citizenship were under review by the Kyrgyz Parliament, while the Law on Citizenship in Tajikistan was amended and signed. The Government of Tajikistan formed an inter-ministerial working group on statelessness and developed a multi-year national action plan for the profiling and registration of, and provision of solutions for, stateless people and those at risk of becoming stateless by no later than 2018.

## CONSTRAINTS

The lack of a legal and institutional framework to anchor protection and solutions in many of the situations in Asia and the Pacific continued to pose a major challenge to UNHCR. Of the 45 countries in the region, only 20 had acceded to the 1951 Refugee Convention relating to the Status of Refugees and its 1967 Protocol. Detention and other restrictive treatment of asylum-seekers and refugees continued to be of concern to the Office, including the policy responses of some States to mixed movements by sea.

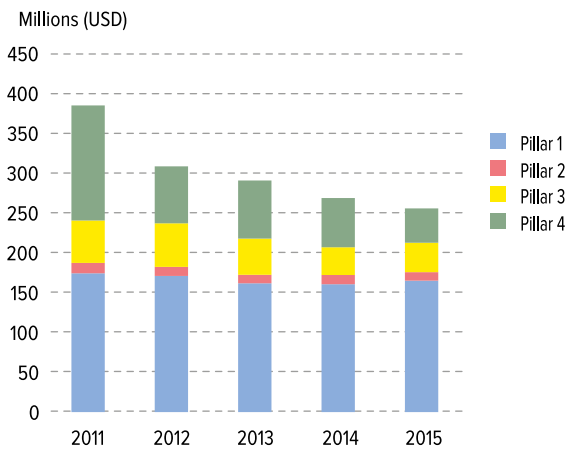
Given the increasing need for protection and solutions for those affected by conflict worldwide, third-country resettlement was deemed unrealistic for most refugees in the Asia and Pacific region. Therefore, regional

priorities for UNHCR included identifying alternatives to detention of asylum-seekers; alternatives to individual status determination; and mechanisms to provide protection to people of concern in the region beyond third-country resettlement, including bilateral labour migration agreements.

In parts of South-West Asia, insecurity combined with deteriorating political and socio-economic conditions affected UNHCR's operations. Humanitarian access was severely limited, and staff security remained a concern.

Meanwhile, in parts of South-East Asia, the ability of humanitarian organizations to work independently and impartially was a challenge, seriously hampering programme implementation throughout 2015. ■

## Expenditure in Asia and the Pacific | 2011-2015



## Financial information

UNHCR's requirements in Asia and the Pacific remained constant, at around USD 550-600 million, for the previous five years.

The 2015 budget for the region, approved by the Executive Committee in 2014, initially amounted to approximately USD 565 million.

At the end of the year, the revised budget for 2015 rose to some USD 596 million, mainly because of additional requirements in the amount of USD 28 million, as presented in the supplementary appeals for the refugee influx from Pakistan's North Waziristan Agency to Afghanistan (USD 16 million) and the Bay of Bengal and Andaman sea initiative (USD 12 million).

Despite this, total voluntary contributions received for the region amounted to USD 207.1 million, leaving almost 65 per cent of the region's needs unmet. In this financial context, UNHCR scaled back operations and made difficult decisions to decrease the level of activity in some operations and close some field offices, particularly affecting Central Asia. More importantly, protection-related activities – including registration, monitoring and refugee status determination – were scaled down, causing some delays and backlogs. The overall situation hampered UNHCR's ability to adequately respond to the protection and assistance needs of populations of concern in Asia and the Pacific.

## BUDGET AND EXPENDITURE IN ASIA AND PACIFIC | USD

<i>Operation</i>		Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>SOUTH-WEST ASIA</b>						
Afghanistan	Budget	66,838,574	0	56,925,099	26,880,214	150,643,886
	Expenditure	42,224,188	0	17,783,147	10,347,436	70,354,771
Iran, Islamic Republic of	Budget	72,823,782	0	0	0	72,823,782
	Expenditure	21,931,324	0	0	0	21,931,324
Pakistan	Budget	58,402,599	304,241	49,613,617	28,382,173	136,702,630
	Expenditure	27,959,279	206,098	18,788,611	17,310,394	64,264,381
<b>Subtotal</b>	<b>Budget</b>	<b>198,064,955</b>	<b>304,241</b>	<b>106,538,716</b>	<b>55,262,387</b>	<b>360,170,298</b>
	<b>Expenditure</b>	<b>92,114,790</b>	<b>206,098</b>	<b>36,571,757</b>	<b>27,657,830</b>	<b>156,550,476</b>
<b>CENTRAL ASIA</b>						
Kazakhstan Regional Office <sup>1</sup>	Budget	4,742,400	2,251,919	0	0	6,994,319
	Expenditure	2,588,094	1,766,785	0	0	4,354,879
Kyrgyzstan	Budget	1,824,681	780,157	0	1,657,546	4,262,384
	Expenditure	1,240,019	641,912	0	1,263,532	3,145,462
Tajikistan	Budget	2,180,013	538,265	0	0	2,718,279
	Expenditure	1,255,147	474,879	0	0	1,730,026
Turkmenistan	Budget	272,335	422,289	0	0	694,624
	Expenditure	180,228	254,533	0	0	434,761
<b>Subtotal</b>	<b>Budget</b>	<b>9,019,429</b>	<b>3,992,630</b>	<b>0</b>	<b>1,657,546</b>	<b>14,669,605</b>
	<b>Expenditure</b>	<b>5,263,488</b>	<b>3,138,109</b>	<b>0</b>	<b>1,263,532</b>	<b>9,665,129</b>
<b>SOUTH ASIA</b>						
India	Budget	14,612,301	101,898	0	0	14,714,199
	Expenditure	6,058,437	80,624	0	0	6,139,060
Nepal	Budget	9,528,129	1,794,026	2,523,477	3,933,464	17,779,095
	Expenditure	5,723,655	351,813	493,324	3,689,704	10,258,497
Sri Lanka	Budget	6,274,273	119,799	0	1,268,390	7,662,461
	Expenditure	3,878,635	46,040	0	1,202,580	5,127,254
<b>Subtotal</b>	<b>Budget</b>	<b>30,414,703</b>	<b>2,015,723</b>	<b>2,523,477</b>	<b>5,201,854</b>	<b>40,155,756</b>
	<b>Expenditure</b>	<b>15,660,726</b>	<b>478,477</b>	<b>493,324</b>	<b>4,892,284</b>	<b>21,524,812</b>



Operation		Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>SOUTH-EAST ASIA</b>						
Bangladesh	Budget	15,175,575	8,731	0	0	15,184,305
	Expenditure	7,569,132	7,651	0	0	7,576,783
Indonesia	Budget	8,430,233	89,942	0	0	8,520,175
	Expenditure	4,107,127	61,184	0	0	4,168,311
Malaysia	Budget	17,462,795	1,237,815	0	0	18,700,610
	Expenditure	8,409,193	813,173	0	0	9,222,366
Myanmar	Budget	25,313,692	15,998,084	0	31,460,944	72,772,720
	Expenditure	5,557,635	3,864,469	0	8,193,585	17,615,690
Philippines	Budget	934,787	1,077,090	0	3,465,894	5,477,770
	Expenditure	687,007	858,615	0	1,108,430	2,654,052
Thailand	Budget	37,165,542	1,197,917	0	0	38,363,459
	Expenditure	13,515,991	517,851	0	0	14,033,842
Thailand Regional Office <sup>2</sup>	Budget	9,531,580	797,647	0	0	10,329,227
	Expenditure	3,818,123	453,297	0	0	4,271,420
<b>Subtotal</b>	<b>Budget</b>	<b>114,014,204</b>	<b>20,407,225</b>	<b>0</b>	<b>34,926,838</b>	<b>169,348,267</b>
	<b>Expenditure</b>	<b>43,664,209</b>	<b>6,576,240</b>	<b>0</b>	<b>9,302,015</b>	<b>59,542,464</b>
<b>EAST ASIA AND THE PACIFIC</b>						
Australia Regional Office <sup>3</sup>	Budget	1,976,522	0	0	0	1,976,522
	Expenditure	1,574,036	0	0	0	1,574,036
China	Budget	3,951,597	188,448	0	0	4,140,045
	Expenditure	3,275,575	126,110	0	0	3,401,685
Japan	Budget	3,401,262	68,584	0	0	3,469,847
	Expenditure	2,624,294	54,686	0	0	2,678,980
Republic of Korea	Budget	1,993,552	168,714	0	0	2,162,266
	Expenditure	1,167,971	100,006	0	0	1,267,977
Regional activities	Budget	629,062	0	0	0	629,062
	Expenditure	223,625	0	0	0	223,625
<b>Subtotal</b>	<b>Budget</b>	<b>11,951,996</b>	<b>425,746</b>	<b>0</b>	<b>0</b>	<b>12,377,742</b>
	<b>Expenditure</b>	<b>8,865,501</b>	<b>280,801</b>	<b>0</b>	<b>0</b>	<b>9,146,302</b>
<b>Total Asia and the Pacific</b>	<b>Budget</b>	<b>363,465,287</b>	<b>27,145,565</b>	<b>109,062,193</b>	<b>97,048,624</b>	<b>596,721,669</b>
	<b>Expenditure</b>	<b>165,568,715</b>	<b>10,679,724</b>	<b>37,065,082</b>	<b>43,115,661</b>	<b>256,429,182</b>

<sup>1</sup> Includes activities in Uzbekistan

<sup>2</sup> Includes activities in Cambodia, Mongolia and Viet Nam

<sup>3</sup> Includes activities in New Zealand, the Pacific Island Countries and Papua New Guinea

## VOLUNTARY CONTRIBUTIONS TO ASIA AND THE PACIFIC | USD

<i>Donor</i>	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	All pillars	<b>Total</b>
Australia	3,018,419				3,051,106	6,069,525
Bangladesh		12,000				12,000
Canada					6,294,256	6,294,256
Central Emergency Response Fund	2,206,515	160,501		4,411,340		6,778,356
China					141,841	141,841
Common Humanitarian Fund for Afghanistan	700,117					700,117
Denmark	50,000				9,095,000	9,145,000
European Union	10,706,170	289,816	949,348	1,709,665	465,872	14,120,872
Finland					1,625,135	1,625,135
France					200,000	200,000
Germany	6,425,787		3,192,848			9,618,635
Indonesia		2,256				2,256
Italy	203,804					203,804
Japan	6,566,000	503,010	1,121,304	3,294,137	3,327,557	14,812,008
Kazakhstan					187,873	187,873
Kyrgyzstan					71,154	71,154
Luxembourg	250,313				1,001,252	1,251,564
Norway				445,803	4,041,527	4,487,330
Private donors in Australia	250,000			448,639		698,639
Private donors in Canada	31,238			200,687		231,925
Private donors in China (Hong Kong SAR)				463,370		463,370
Private donors in France				66		66
Private donors in Germany	224,972	224,972				449,944
Private donors in Greece				332		332
Private donors in Italy	27,534			630,657	167	658,359
Private donors in Japan	85,926			487,116	102,071	675,113
Private donors in Kazakhstan				30,000		30,000
Private donors in Kuwait				993		993
Private donors in Norway				311,850		311,850
Private donors in Philippines				6,250		6,250
Private donors in Portugal				66,372		66,372
Private donors in Qatar	762,099					762,099
Private donors in Republic of Korea	22,505			151,922		174,427
Private donors in Romania	2,765					2,765
Private donors in Saudi Arabia				200,000		200,000
Private donors in Singapore				100,000		100,000
Private donors in Spain	43,739			685,292		729,030
Private donors in Sweden	26			163,318		163,344
Private donors in Switzerland				67,529		67,529
Private donors in Thailand	3,738,364			46,542		3,784,906
Private donors in the Netherlands	2,065,034					2,065,034
Private donors in the United Arab Emirates	272,193			6,853		279,046
Private donors in the United Kingdom	6,252			1,838		8,090
Private donors in the United States of America	33,148			480,629	5,790	519,567

<i>Donor</i>	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	All pillars	<b>Total</b>
Republic of Korea	2,000,000		3,200,000	1,800,000	100,000	7,100,000
Russian Federation	100,000					100,000
Sweden					834,824	834,824
Switzerland	650,364			910,510		1,560,874
Turkmenistan					94,090	94,090
United Nations Development Programme		114,130	717,752			831,882
United Nations Peacebuilding Fund				1,699,090		1,699,090
United Nations Programme on HIV and AIDS	549,361					549,361
United States of America	5,650,000			14,100,000	86,450,000	106,200,000
<b>Total</b>	<b>46,642,645</b>	<b>1,306,685</b>	<b>9,181,252</b>	<b>32,920,801</b>	<b>117,089,516</b>	<b>207,140,899</b>

Note: Includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve

## WORKING ENVIRONMENT

An unprecedented refugee crisis in Europe unfolded in 2015 as an increasing number of people risked their lives to cross the Mediterranean Sea in search of safety and protection.

More than 1 million people arrived in Southern Europe by boat during the year, with 84 per cent from the world's top 10 refugee-producing countries including Afghanistan, Iraq and the Syrian Arab Republic (Syria). The majority of the new arrivals – at least 850,000 people – crossed the Aegean Sea from Turkey and arrived in Greece. During the year, some 3,770 people died or were reported missing in the Mediterranean Sea. Children made up 31 per cent of total arrivals; many are unaccompanied or separated and require particular care and attention.

The impact of the crisis was felt across the continent due to the significant onward movement from Greece to countries in Western and Northern Europe through the Western Balkans route. Refugees dominated the region's news and political agenda in 2015 and the crisis severely tested the Common European Asylum System (CEAS). Existing frameworks were unable to facilitate the management of the crisis or preserve the protection space in a sustainable manner, which placed Europe's asylum system in jeopardy.



Refugee children at a border point between Croatia and Hungary.

UNHCR/Rafal Kostrzynski

# Europe



Faced with domestic pressure, numerous European countries responded to the crisis by unilaterally imposing greater restrictions on access to their territories, both legal and physical. Many countries along the Western Balkans route passed legislation that placed increased limitations on the ability of various refugee groups to access asylum systems. Furthermore, 2015 saw walls and fences erected along borders between several countries in an effort to thwart the movement of refugees into their countries and across Europe.

Xenophobia and intolerance continued to mark the public discourse in many countries in Europe, leading to discrimination and, at times, violence, increasing pressure on European governments to further impose restrictive legislation, such as on family reunification, and limitations on access to national asylum systems. UNHCR remained particularly concerned by States violating their legal obligations towards refugees and asylum-seekers, which resulted in large numbers of people forcibly returned, across border points, outside of legal channels.

More than 2 million asylum applications were lodged in 38 European countries in 2015 – almost three times the number in 2014 (709,757). It should be noted, however, that the recording of statistical information in Europe in 2015 includes some instances of double counting. According to European government statistics, the main countries of origin of applicants were Syria (675,668), Afghanistan (406,300) and Iraq (253,558). European Union (EU) Member States received more than 1.2 million asylum applications, with Germany and Sweden receiving close to 50 per cent of applications launched in the EU.

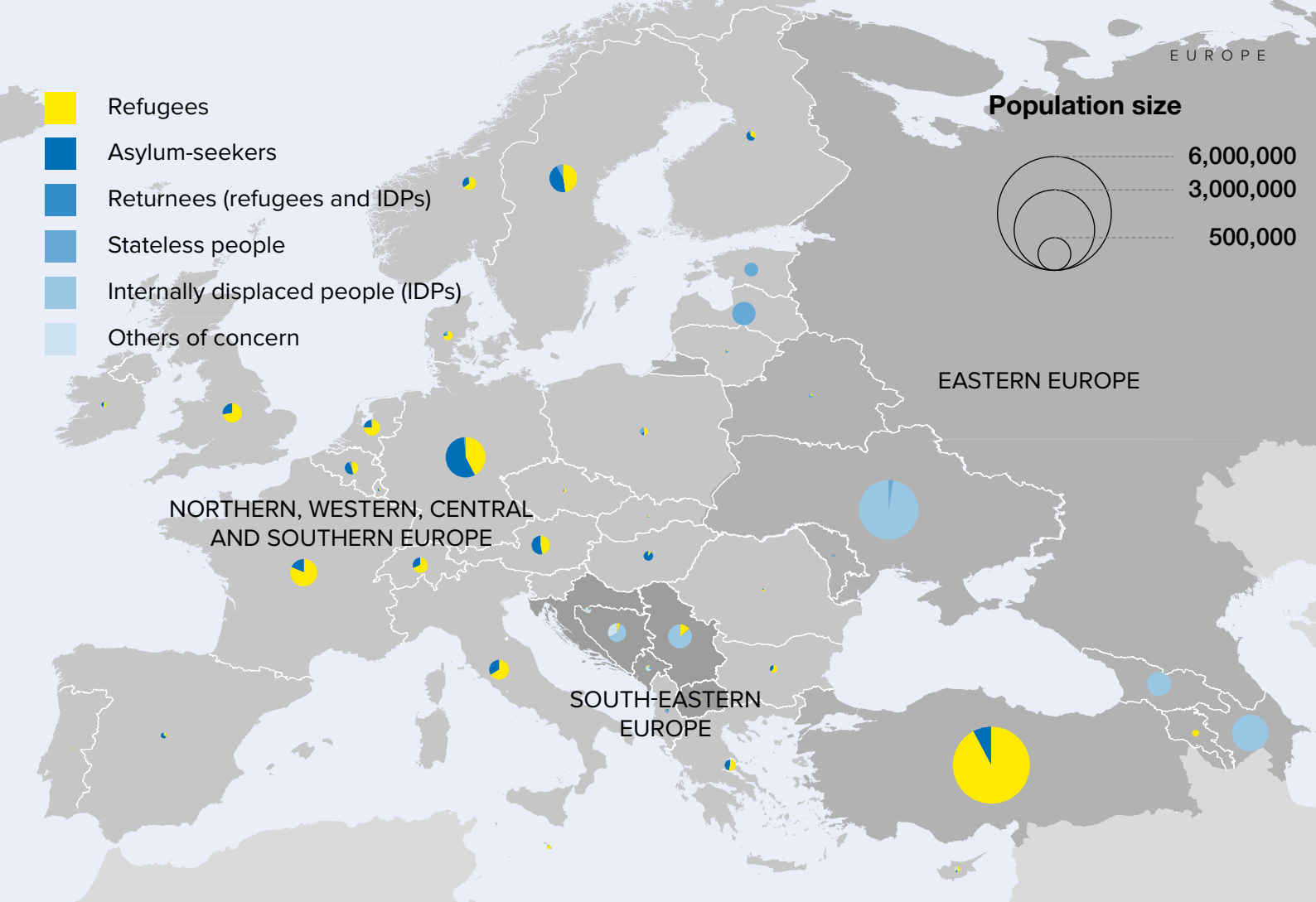
UNHCR also continued to respond to the critical humanitarian needs of many forcibly displaced people in Ukraine, where access was sometimes challenging.

## MAJOR OPERATIONS

This overview highlights key aspects of the main situations that required emergency or sustained response from UNHCR and its partners in 2015. More details on individual operations are available in the relevant subregional and country operations pages on the Global Focus website (<http://reporting.unhcr.org>).

**Turkey** remained host to the largest number of refugees in the world. The Government of Turkey registered more than 2.5 million Syrians by year end, of whom approximately 10 per cent resided in camps and the remainder in urban areas, and more than 250,000 asylum-seekers and refugees of other nationalities, predominantly Afghans and Iraqis, were also living in the country. Urban refugees continued to need significant support, particularly in the areas of education, livelihoods and social welfare.

Syrian refugees in Turkey benefitted from temporary protection, which granted them documentation and legal stay upon registration, as well as access to education, primary and emergency health care, and the labour market. Under the framework of the Regional Refugee and Resilience Plan (3RP), the inter-agency response to the Syria crisis, UNHCR continued to support Turkey's implementation of the temporary protection regulation, and Syrian refugees' access to rights and entitlements.



**Greece** experienced an unprecedented increase in new arrivals by sea with more than 850,000 arrivals in 2015, the vast majority of whom moved onwards through the Western Balkans to Northern and Western Europe. In response to this critical situation, UNHCR declared an internal level 2 emergency in July 2015 and launched a response to significantly scale up its presence and activities not only in Greece, but also in **the former Yugoslav Republic of Macedonia, Serbia, Croatia, Slovenia and Hungary**. In close coordination with national authorities, NGO partners, and civil society, including volunteers, UNHCR provided protection and assistance to people of concern, including support to emergency reception arrangements, and with a particular focus on those with specific needs.

The humanitarian situation in eastern **Ukraine** remained precarious, with large-scale displacement challenging resources and diminishing the resilience of both internally displaced people (IDPs) and host communities. The poor economic situation complicated the pursuit of livelihoods, availability of adequate accommodation and ability to meet basic living costs. Most of the internally displaced were not eligible to vote, presenting obstacles to representation, integration and solutions.

The situation for civilians living near the contact line (between government-controlled and non-government-controlled areas) in Ukraine was particularly difficult. Restrictions on the movement of people and goods across contact lines were in place. In addition,

a registration process for humanitarian organizations, introduced by *de facto* authorities in non-government-controlled areas in June 2015, further complicated the humanitarian response. In 2015, UNHCR and OCHA were the only UN organizations authorized to conduct humanitarian activities in the self-proclaimed *Luhansk People's Republic*. In non-government-controlled areas of Donetsk, no UN organization was authorized to conduct humanitarian activities, and the lack of humanitarian access and presence to support the conflict-affected populations was of growing concern.

## ACHIEVEMENTS AND IMPACT

### Emergency response in Europe

In the context of UNHCR's Special Mediterranean Initiative and the inter-agency Regional Refugee and Migrant Response Plan, and in coordination with Governments, NGOs and civil society, and volunteers, the Office in 2015 launched emergency response operations in Croatia, the former Yugoslav Republic of Macedonia, Greece, Hungary, Serbia and Slovenia.

In accordance with UNHCR's Regional Protection Strategy, the response aimed at ensuring access to asylum; ensuring a protection-centred humanitarian response, taking into account age, gender and diversity and with particular attention to those with specific needs, strengthening protection systems and providing for durable solutions. Activities included significantly strengthening partnership and coordination structures together with governments to strengthen

asylum systems and other national institutions providing protection for people of concern; enhancing protection, border, and detention monitoring and interventions; providing emergency assistance and supporting efforts to provide emergency reception capacity; strengthening efforts to communicate with people of concern; and further developing analysis and reporting capacity.

As part of its overall response strategy and in particular to mitigate the effects of the winter, UNHCR and partners distributed 41,335 blankets, 3,123 hygiene kits, 4,662 mats and 9,434 raincoats in Greece, the former Yugoslav Republic of Macedonia, Serbia, Croatia and Slovenia. Significant investments were made to prepare reception and accommodation facilities for winter.

### Safeguarding asylum space

UNHCR continued to advocate for access to territory and protection against refoulement in all countries, particularly along the Western Balkans route and in key countries responding to the Europe emergency. UNHCR and partners maintained a continuous presence at key borders and transit points, working to ensure essential services were available when needed, and potential protection concerns could be addressed in a timely and efficient manner. Efforts ranged from interventions in cases of violence, including pushbacks; advocating for access to asylum; preventing family separation and reunifying those who had been separated; providing information on legal options and available services; and supporting authorities to respond to the influx. In this context, UNHCR placed a particular focus on assuring protection-centred interventions for all people of concern, including those with specific needs.



Often working together with partners, UNHCR conducted regular and systematic protection monitoring at border entry and exit points, and in detention centres. Of particular concern was the issue of detention of children in some countries. Moreover, access to people of concern in detention remained limited in some countries, further restricting the protection space.

UNHCR also provided support to national asylum systems in Greece, and along the Western Balkans route, by providing technical guidance, equipment, and training. Furthermore, essential information was disseminated to people regarding their rights under international refugee law and under the national legislation of the country in which they found themselves. Civil society organizations working to help the arrivals were also supported by the Office.

In Eastern Europe and the South Caucasus, Phase II of the Asylum Systems Quality Initiative (2015–2017) was launched, following requests for continuation by participating Governments. Phase II maintains the focus on bringing asylum systems in the region in line with international and European norms, and targets an expanded audience of border guards and judges involved in asylum cases, in addition to first-instance decision makers.

## Reducing protection risks

UNHCR significantly strengthened its presence in all countries affected by the refugee crisis in Europe in order to assist authorities in mitigating and responding to protection risks. Working together with partners, interventions ranged from support to emergency reception arrangements and providing emergency assistance, to providing and coordinating protection services for people with

specific needs, including separated and unaccompanied children.

UNHCR worked to strengthen communications with affected communities throughout Europe, to ensure that communication was two way, participatory and responsive so as to better address protection risks through a well-informed response. UNHCR provided information on asylum procedures, available services, legal options, and rights and obligations to people of concern. Information was provided in multiple languages through group information sessions, printed leaflets, sign boards, loudspeaker, and individual counselling. Efforts were also made to solicit information from people of concern, mostly through direct engagement, participatory assessments, and profiling, to better understand and respond to their needs.

UNHCR, together with UNICEF, the International Committee of the Red Cross (ICRC), and other partners, developed and instituted the innovative Child and Family Support Hubs (“Blue Dot” hubs), to ensure basic services and necessary protection interventions were available to women, children, and individuals with specific needs in key transit points and areas of operation.

In line with the 17-point plan of action agreed upon by concerned States at the Meeting on the Western Balkans Migration Route on 25 October 2015, UNHCR worked together with authorities and partners to enhance reception facilities in all countries affected by the emergency. This included working to provide gender-separated and well-lit water, sanitation and hygiene facilities; safe places for women and children; child-friendly spaces; the provision of medical and psychosocial first aid; and the

availability of legal counselling and information on asylum procedures. However, many of the reception centres fell short of recognized humanitarian standards in this respect. Consequently significant protection risks remained, including risks of sexual and gender-based violence, as well as large gaps in prevention and response mechanisms.

UNHCR also worked with partners to strengthen national welfare and child protection systems, with a particular focus on separated and unaccompanied children. However, the impact of UNHCR's interventions varied, and depended on the willingness and capacity of local and national authorities.

### Expanding opportunities for durable solutions

Throughout 2015, UNHCR worked to expand opportunities for both durable and longer-term solutions for people of concern by continually advocating for legal pathways to Europe (both EU and non-EU countries) from countries of first asylum and countries hosting large refugee populations. The Office welcomed the adoption of the conclusions on resettlement by the Council of the EU for 20,000 people over a two-year period (2015-2017), but is concerned about the restrictions some EU Member States are introducing on family reunification.

UNHCR continued advocating large-scale resettlement and humanitarian admission programmes, as well as additional complementary pathways for admission, such as family reunification and student scholarship programmes.

Inside Europe, UNHCR advocated for, welcomed and provided in-kind support for the EU-wide response mechanism

for relocating people in clear need of international protection from Greece and Turkey to other EU Member States.

In its statement of 25 October 2015, EU leaders agreed on a 17-point plan of action to address the unprecedented flow of refugees and migrants along the Eastern Mediterranean-Western Balkans route. The plan specifically called on UNHCR to support Greek authorities to create an additional 50,000 places in reception capacity for people in search of international protection – 30,000 places to be provided by the Government while UNHCR would create 20,000 more places primarily for the purpose of relocating asylum-seekers from Greece to other countries within the context of the EU's "hotspot approach". On 14 December 2015, a joint declaration was signed between UNHCR, the Ministry for Migration Policy, and the European Commission to formalize implementation modalities including funding for increasing the reception capacity in Greece.

In South-Eastern Europe, the Regional Office, which was established in Sarajevo in January 2015, worked with country operations to identify and address the needs of vulnerable families who had been displaced since the 1990s, with a view to phasing out UNHCR's operational engagement for these populations by the end of 2017.

### Addressing statelessness

In 2015, initiatives to prevent statelessness were taken throughout Europe.

Italy acceded to the 1961 Convention on the Reduction of Statelessness and Turkey acceded to the 1954 Convention relating to the Status of Stateless Persons. In addition, legislative amendments were adopted in Estonia. Armenia amended its

nationality law granting nationality to all children born on the territory who would otherwise be stateless. The Parliament of Montenegro adopted legislation to allow cost-free judicial procedures for late birth registration of those born outside the formal health-care system, benefiting in particular members of the Roma communities. The Republic of Moldova conducted a nationwide campaign that led to the issuance of Moldovan nationality documents as of July 2015 to more than 212,000 people who had previously held expired Soviet passports and had not been formally recognized as Moldovan citizens.

On the initiative of the Luxembourg Presidency, a first ever Conclusion of the Council of the EU on statelessness was adopted in December 2015, inviting the European Commission and EU Member States to exchange good practices and to actively coordinate national statelessness efforts.

## Ukraine emergency response

In 2015, UNHCR worked with the Government of Ukraine, local authorities, and non-governmental organizations to identify and respond to the immediate and long-term needs of IDPs through protection monitoring and the distribution of shelter and core relief assistance. The Office was actively engaged in protection advocacy at legislative and policy levels and successfully lobbied for amendments adopted in December 2015 to align the existing IDP law more closely with the Office's *Guiding Principles on Internal Displacement*. UNHCR continued to lead the protection and shelter/NFI clusters and the organization's internal level-2 emergency was extended to March 2016. In response to acute humanitarian needs, UNHCR undertook a USD 6 million

winterization programme across eastern Ukraine, which included cash assistance.

## CONSTRAINTS

The rapid pace at which people were moving across the Western Balkans route, coupled with their sense of urgency, throughout 2015 presented challenges to UNHCR's ability to identify specific needs and provide assistance to people of concern. More specifically, the transient nature of the population placed limitations on UNHCR's ability to effectively communicate with those of concern and obtain their feedback; provide services in a timely manner, especially for people with specific needs; and engage with individuals in the absence of the traditional community structure UNHCR is accustomed to working with. Further, sudden changes in the routes of movement, mainly resulting from border closures and restrictions, made it difficult to ensure that field presence was maintained in locations where it was necessary. For this reason, UNHCR expanded its preparedness across the entire region and invested in detailed analysis and prediction of travel routes, which informed contingency planning.

Protecting people on the move has been made all the more difficult by the exploitative efforts of large-scale smuggling networks across the route. Increased border restrictions have consequently resulted in the heightened dependence on illicit groups able to facilitate movement into Western and Northern Europe, thereby exposing people of concern to greater protection risks, including trafficking. The inherently invisible nature of associations with, and movement under, the management of such groups made UNHCR's efforts to access people of concern challenging. ■

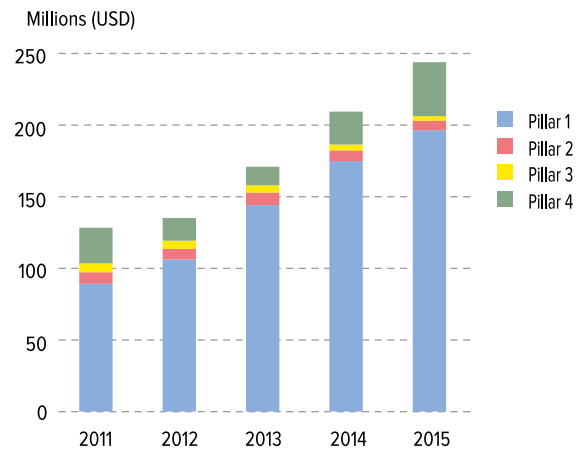
## Financial information

The original 2015 budget for the Europe region approved by the Executive Committee in 2014 amounted to USD 480.5 million. At the end of 2015, the revised budget for 2015 had increased to USD 592 million, reflecting additional requirements including for: the emergency response in Europe (supplementary needs of USD 55 million); addressing the critical situation of IDPs in Ukraine (supplementary needs of USD 38.4 million); and responding to the growing number of Iraqi refugees in Europe (supplementary needs of USD 15.7 million).

Total voluntary contributions received for the region amounted to USD 234.6 million, leaving almost 60 per cent of the region's needs unmet.

Some 30 per cent of funds were allocated to protection advocacy and capacity-building activities, support to IDPs, and statelessness prevention and response measures in Europe. Support for Syrian refugees accounted for 52 per cent of available resources, while 9 per cent of resources addressed the emergency response to the crisis in Europe.

## Expenditure in Europe | 2011-2015



## BUDGET AND EXPENDITURE IN EUROPE | USD

Operation		Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>EASTERN EUROPE</b>						
Armenia	Budget	6,327,127	102,341	0	0	6,429,468
	Expenditure	2,968,294	33,495	0	0	3,001,789
Azerbaijan	Budget	4,324,490	328,525	0	1,196,986	5,850,001
	Expenditure	2,194,694	44,892	0	455,888	2,695,475
Georgia	Budget	5,753,157	556,293	0	8,330,304	14,639,755
	Expenditure	3,351,029	326,984	0	3,564,740	7,242,752
Russian Federation	Budget	5,432,067	683,585	0	0	6,115,652
	Expenditure	3,206,150	610,448	0	0	3,816,598
Turkey	Budget	336,315,753	70,000	0	0	336,385,753
	Expenditure	82,060,073	19,614	0	0	82,079,687
Ukraine Regional Office <sup>1</sup>	Budget	12,333,912	1,010,001	0	37,322,129	50,666,042
	Expenditure	4,376,188	107,328	0	23,951,120	28,434,636
<b>Subtotal</b>	<b>Budget</b>	<b>370,486,506</b>	<b>2,750,744</b>	<b>0</b>	<b>46,849,419</b>	<b>420,086,670</b>
	<b>Expenditure</b>	<b>98,156,428</b>	<b>1,142,761</b>	<b>0</b>	<b>27,971,748</b>	<b>127,270,937</b>
<b>SOUTH-EASTERN EUROPE</b>						
Bosnia and Herzegovina Regional Office <sup>2</sup>	Budget	28,612,473	3,844,207	5,793,306	22,755,682	61,005,667
	Expenditure	20,240,933	2,323,369	2,027,760	9,719,624	34,311,686
<b>Subtotal</b>	<b>Budget</b>	<b>28,612,473</b>	<b>3,844,207</b>	<b>5,793,306</b>	<b>22,755,682</b>	<b>61,005,667</b>
	<b>Expenditure</b>	<b>20,240,933</b>	<b>2,323,369</b>	<b>2,027,760</b>	<b>9,719,624</b>	<b>34,311,686</b>
<b>NORTHERN, WESTERN, CENTRAL AND SOUTHERN EUROPE</b>						
Belgium Regional Office <sup>3</sup>	Budget	14,280,960	2,054,558	0	0	16,335,518
	Expenditure	11,246,544	1,925,245	0	0	13,171,790
Hungary Regional Office <sup>4</sup>	Budget	20,601,408	1,702,007	1,191,163	0	23,494,579
	Expenditure	15,441,686	301,783	1,053,167	0	16,796,637
Italy Regional Office <sup>5</sup>	Budget	39,460,925	177,949	0	0	39,638,874
	Expenditure	32,404,465	134,097	0	0	32,538,562
Sweden Regional Office <sup>6</sup>	Budget	4,518,289	965,440	0	0	5,483,728
	Expenditure	2,278,669	659,958	0	0	2,938,627
Regional activities	Budget	25,742,357	227,257	0	0	25,969,614
	Expenditure	16,492,322	222,146	0	0	16,714,468
<b>Subtotal</b>	<b>Budget</b>	<b>104,603,939</b>	<b>5,127,211</b>	<b>1,191,163</b>	<b>0</b>	<b>110,922,314</b>
	<b>Expenditure</b>	<b>77,863,687</b>	<b>3,243,229</b>	<b>1,053,167</b>	<b>0</b>	<b>82,160,083</b>
<b>Total Europe</b>	<b>Budget</b>	<b>503,702,919</b>	<b>11,722,163</b>	<b>6,984,469</b>	<b>69,605,101</b>	<b>592,014,650</b>
	<b>Expenditure</b>	<b>196,261,048</b>	<b>6,709,359</b>	<b>3,080,927</b>	<b>37,691,372</b>	<b>243,742,706</b>

<sup>1</sup> Includes activities in Belarus and the Republic of Moldova

<sup>2</sup> Includes activities in Albania, the former Yugoslav Republic of Macedonia, Serbia and Kosovo(S/RES/1244/1999) and Montenegro

<sup>3</sup> Includes activities in Austria, France, Germany, Ireland, the Netherlands, the Liaison Office in Switzerland and the United Kingdom

<sup>4</sup> Includes activities in Bulgaria, Croatia, the Czech Republic, Poland, Romania, Slovakia and Slovenia

<sup>5</sup> Includes activities in Cyprus, Greece, Malta and Spain

<sup>6</sup> Includes activities in Denmark, Estonia, Finland, Iceland, Latvia, Lithuania and Norway

## VOLUNTARY CONTRIBUTIONS TO EUROPE | USD

<i>Donor</i>	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	All pillars	<b>Total</b>
Andorra					8,436	8,436
Armenia					98,000	98,000
Austria	851,166				50,704	901,870
Azerbaijan	20,400					20,400
Belgium	79,955					79,955
Canada	2,092,825				1,573,564	3,666,389
Central Emergency Response Fund	834,600					834,600
Council of Europe Development Bank				407,214		407,214
Croatia					24,957	24,957
Czech Republic					40,000	40,000
Denmark				1,522,533		1,522,533
Estonia	112,233			165,508		277,742
European Union	16,475,756		795,623	12,082,844		29,354,223
Finland				541,712		541,712
France	5,571,723					5,571,723
Georgia					30,000	30,000
Germany	2,163,173			4,349,919	1,030,878	7,543,970
Greece					22,124	22,124
Hungary					200,000	200,000
International Organization for Migration	16,984				75,932	92,916
Ireland	254,710					254,710
Italy	5,065,409			135,870	196,275	5,397,553
Japan	6,600,000				2,918,612	9,518,612
Kuwait	890,000					890,000
Latvia				52,910		52,910
Luxembourg					10,204	10,204
Malta	44,893					44,893
Montenegro					82,745	82,745
Netherlands	675,000					675,000
Norway	1,402,924			1,018,978	261,203	2,683,106
Poland					70,000	70,000
Portugal				54,466	110,619	165,086
Private donors in Australia	963,365					963,365
Private donors in Austria					11	11
Private donors in Canada				1,508	352,780	354,288
Private donors in China (Hong Kong SAR)	456,318					456,318
Private donors in Denmark	11,536					11,536
Private donors in France					113,574	113,574
Private donors in Germany	1,096,491			725,482	1,092,896	2,914,870
Private donors in Greece	43,860				29,081	72,940
Private donors in Ireland					1,125	1,125
Private donors in Italy	40,592				636,887	677,479
Private donors in Japan	443,553			192,543		636,095
Private donors in Lichtenstein	168,729					168,729
Private donors in Philippines	9,536					9,536

<i>Donor</i>	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	All pillars	<b>Total</b>
Private donors in Spain	2,762,617				2,219,830	4,982,447
Private donors in Sweden	11,177,399				11,750	11,189,149
Private donors in Switzerland	15,694			338	2,590,889	2,606,921
Private donors in the Netherlands	80,996					80,996
Private donors in the United Arab Emirates	250,000					250,000
Private donors in the United Kingdom	15,152			305	3,281,574	3,297,030
Private donors in the United States of America	756,048				2,615,968	3,372,016
Private donors in Turkey	40,000					40,000
Qatar	2,527,596					2,527,596
Republic of Korea					2,300,000	2,300,000
Romania					160,000	160,000
Russian Federation		200,000		100,000	300,000	600,000
Slovenia	55,600					55,600
Spain	531,686				359,477	891,163
Sweden				1,788,909		1,788,909
Switzerland	1,599,663			343,392	1,131,687	3,074,743
United Arab Emirates	200,293					200,293
United Kingdom	24,430,208			1,526,718		25,956,926
United Nations Development Programme	46,200					46,200
United Nations Trust Fund for Human Security				76,635		76,635
United States of America	56,500,000				37,000,000	93,500,000
World Food Programme	129,630					129,630
<b>Total</b>	<b>147,504,513</b>	<b>200,000</b>	<b>795,623</b>	<b>25,087,785</b>	<b>61,001,783</b>	<b>234,589,704</b>

Note: Includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve

## WORKING ENVIRONMENT

In 2015, UNHCR worked in the Americas region to address multiple challenges, particularly: placing renewed focus on solutions in the region through the Brazil Plan of Action (see *Glossary*) and on resolving statelessness in several countries; supporting ongoing efforts to consolidate a peace agreement in Colombia; and responding to the needs of increasing numbers of displaced people who were fleeing violence and criminal activities in the Northern Triangle of Central America (NTCA).

Refugees from El Salvador enjoying a rainy day outside their house in Chiapas, Mexico.

UNHCR/Marikel Redondo

# The





*Peace  
& Love*  
BIG PEAK PARTY

# Americas

## MAJOR OPERATIONS

This overview highlights key aspects of the main situations that required emergency or sustained response from UNHCR and its partners in the region in 2015. More details on individual operations are available in the relevant subregional and country operations pages on the Global Focus website (<http://reporting.unhcr.org>).

In 2015, the Government of **Colombia** continued to engage in peace talks with the Revolutionary Armed Forces of Colombia to end the 50-year armed conflict that has generated over 6.7 million internally displaced people (IDPs) and some 350,000 refugees. Ongoing negotiations were due to be finalized with the signature of a peace agreement in the first half of 2016.

In 2015, the severity and scale of violence in the NTCA, namely in **El Salvador**, **Guatemala** and **Honduras**, reached unprecedented levels. The increased presence and activity of criminal organizations and other illegal armed groups triggered the flight of hundreds of thousands of people to neighbouring countries, mainly Mexico and the United States. Almost 40,000 people crossed

the border into the United States between October and December 2015. Globally, the number of asylum requests submitted by individuals from the NTCA reached more than 55,000 in mid-2015, more than four times the number in 2010.

In the **Dominican Republic**, the authorities provided assurances it would not deport undocumented individuals with a legitimate claim to Dominican nationality, and examined options to identify nationality solutions for those who were left stateless.

Collaboration between the Citizenship and Immigration Services of **Canada** and the **United States** resulted in a capacity-building model with **Mexico** (*Comisión Mexicana de Ayuda a Refugiados*), to strengthen refugee status determination procedures.

In the Americas, UNHCR continued its close collaboration with regional mechanisms, including the Organization of American States (OAS) and its inter-American human rights bodies, the Central American Integration System (SICA), and MERCOSUR, as well as with regional fora dealing with issues related to refugees, displaced and stateless people, such as the Regional Conference on Migration.

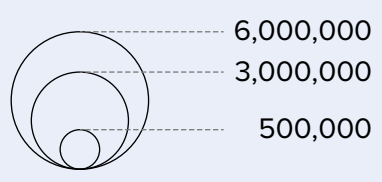


NORTH AMERICA AND THE CARIBBEAN

LATIN AMERICA

- Refugees
- Asylum-seekers
- Returnees (refugees and IDPs)
- Stateless people
- Internally displaced people (IDPs)
- Others of concern

**Population size**



In May 2015, a letter of intent was signed between the MERCOSUR Institute of Public Policies on Human Rights and UNHCR, and a work plan was agreed upon to support the Brazil Plan of Action.

Inter-agency cooperation improved in 2015, in particular with respect to addressing statelessness in the Dominican Republic and Haiti. Working within the inter-agency framework also continued to be a priority in the context of the Colombia peace process.

In June 2015, UNHCR, the Center for Justice and International Law, and the Open Society Justice Initiative organized the first regional meeting of the Americas Network on Nationality and Statelessness in San José, Costa Rica.

## ACHIEVEMENTS AND IMPACT

Already in its first year, the Brazil Plan of Action (see *Glossary*) made important strides in building and consolidating asylum systems, and in implementing the programmes aimed at enhancing the quality of asylum. The main achievements in these areas during 2015 are outlined below.

### Enhancing the quality of asylum

Significant progress was made in the context of the Quality Assurance Initiative (see *Safeguarding fundamental rights* chapter). Brazil, Costa Rica, Mexico, and Panama continued to align national procedural standards on refugee status determination to international ones, while additional countries started quality assurance initiatives, including Argentina and Chile. The Plurinational State of Bolivia, Peru and Trinidad and Tobago also expressed interest in taking part.

### Eradicating statelessness

El Salvador became party to the 1954 Convention relating to the Status of Stateless Persons, while Belize became party to the 1961 Convention on the

Reduction of Statelessness. *Chiriticos*, a project undertaken in Costa Rica, assisted indigenous children and youth of Ngöbe-Buglé origin with late birth registration and documentation procedures, in cooperation with the Government and UNICEF. The nationality of nearly 1,400 Ngöbe-Buglé individuals was confirmed. The Dominican Republic signalled its commitment to finding solutions for those born in the country but whose nationality remains undetermined.

### The Northern Triangle of Central America

In 2015, the severity and scale of violence in El Salvador, Honduras and Guatemala reached unprecedented levels, leading to an increase in displacement. UNHCR developed a regional protection and solutions strategy to support authorities in countries of origin, transit and asylum, to: create robust protection systems; preserve asylum space; and strengthen frameworks and policies on asylum, internal displacement and solutions.

In 2015, UNHCR published the study *Women on the Run*, illustrating the consequences of violence, including sexual and gender-based violence, on female refugees and asylum-seekers. In June 2015, the Central American

Integration System (SICA) approved the establishment of the Human Rights Observatory on Displacement. The Government of Honduras, in cooperation with UNHCR and the Joint IDP Profiling Service, conducted an IDP profiling exercise that will help in developing protection policies and adopting measures to prevent forced displacement.

## Mixed movements in the Caribbean

Eight key partner countries and territories – Aruba, the Bahamas, Belize, the Cayman Islands, Jamaica, Guyana, Trinidad and Tobago, and the Turks and Caicos Islands – took important steps towards establishing the Caribbean Consultations on Migration, a forum to discuss protection safeguards in the management of mixed migration.

The Caribbean saw positive legislative and policy developments on refugee protection, drafted in Curaçao and Turks and Caicos Islands. Eligibility commissions were set up in Antigua, the Bahamas and Barbuda to process Syrian asylum-seekers' claims. Belize reactivated its refugee eligibility committee and Trinidad and Tobago established a refugee unit, while UNHCR assisted

the Government with the development of refugee legislation and the related asylum system.

## Local integration

For the majority of people of concern to UNHCR in the region, local integration remained the solution that offered the best opportunities. In Ecuador, the Graduation Model – a poverty-reduction approach – supported hundreds of families in increasing their chances of local integration. In Costa Rica, the active participation of government institutions and private-sector organizations under the social responsibility scheme *Vivir la Integración* opened up new opportunities to effectively ensure refugees' access to employment.

In Colombia, UNHCR developed new protection and solutions strategies built on the Transitional Solutions Initiative experience, whose lessons learned will be shared with the Colombian Government.

## Resettlement and other forms of admission

The region demonstrated firm solidarity and responsibility sharing in the context of the global refugee crisis. Canada and the United States met more than 80 per cent of the global quota agreed by resettlement countries. Canada resettled close to 20,000 refugees in 2015 through both Government-assisted and private sponsorship programmes.

Canada's decision to resettle some 25,000 Syrian refugees in addition to its regular resettlement programme was an outstanding example of solidarity and responsibility-sharing. The United States announced a dedicated resettlement programme for Central Americans in addition to the existing family reunification programme, which benefits children with documented relatives residing in the country.

Brazil extended the validity of humanitarian visas for people affected by the Syria crisis for an additional period of two years. It also granted permanent residency on humanitarian grounds to some 44,000 Haitians, many of whom were displaced by the 2010 earthquake. Argentina extended its humanitarian visa

programme for Syrians for another year. In line with the Brazil Plan of Action, an evaluation on the Solidarity Resettlement Programme was carried out in Argentina, Brazil, Chile, Paraguay and Uruguay.

## Regional cooperation

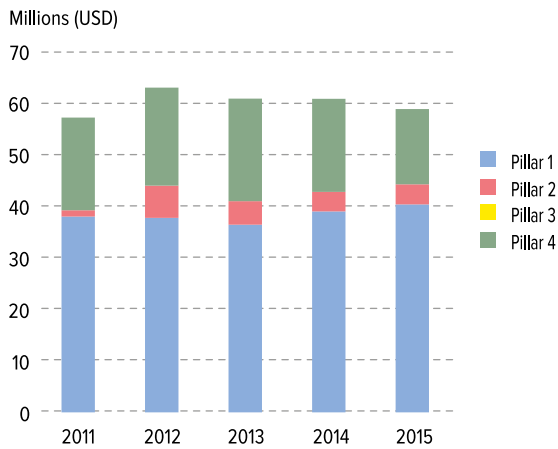
Within MERCOSUR, the CONARE (national refugee commissions) Presidents' Meeting was institutionalized as a primary vehicle for the implementation of the Brazil Plan of Action in South America.

## CONSTRAINTS

Peace negotiations in Colombia have only involved the Government of Colombia and the Revolutionary Armed Forces of Colombia; no other armed groups have yet participated. The final signature of the peace agreement, negotiations over demobilization and restitution to victims, and agreements with other armed groups, is still pending.

Despite positive developments in Colombia, Ecuador still received approximately 500 asylum-seekers per month in 2015. ■

## Expenditure in the Americas | 2011-2015



## Financial information

UNHCR's 2015 budget stood at USD 117.4 million. This corresponded to an enhanced commitment by States, within the framework of the Brazil Plan of Action, to strengthen protection and solutions for asylum-seekers, refugees, internally displaced and stateless persons.

Needs have also increased in the region due to continued displacement from Central America. UNHCR was able to establish a presence in El Salvador, Honduras and Guatemala, as well as open offices at the southern border of Mexico to address the plight of thousands of children, women and families who travel across the region to find protection from violence and persecution at the hands of criminal armed groups.

## BUDGET AND EXPENDITURE IN THE AMERICAS | USD

Operation		Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>NORTH AMERICA AND THE CARIBBEAN</b>						
Canada	Budget	1,623,740	60,216	0	0	1,683,956
	Expenditure	1,266,926	32,081	0	0	1,299,008
United States of America Regional Office <sup>1</sup>	Budget	11,328,996	8,971,004	0	0	20,300,000
	Expenditure	4,957,500	2,904,874	0	0	7,862,375
<b>Subtotal</b>	<b>Budget</b>	<b>12,952,737</b>	<b>9,031,219</b>	<b>0</b>	<b>0</b>	<b>21,983,956</b>
	<b>Expenditure</b>	<b>6,224,427</b>	<b>2,936,956</b>	<b>0</b>	<b>0</b>	<b>9,161,382</b>
<b>LATIN AMERICA</b>						
Argentina Regional Office <sup>2</sup>	Budget	5,063,436	86,221	0	0	5,149,656
	Expenditure	3,233,463	86,221	0	0	3,319,683
Brazil	Budget	6,913,141	185,717	0	0	7,098,857
	Expenditure	2,768,963	65,463	0	0	2,834,426
Colombia	Budget	1,289,231	0	0	30,360,765	31,649,996
	Expenditure	659,324	0	0	14,642,169	15,301,493
Costa Rica	Budget	3,028,757	0	0	0	3,028,757
	Expenditure	2,505,656	0	0	0	2,505,656
Ecuador	Budget	22,043,587	0	0	0	22,043,587
	Expenditure	12,674,036	0	0	0	12,674,036
Mexico	Budget	4,088,576	0	0	0	4,088,576
	Expenditure	2,628,725	0	0	0	2,628,725
Panama Regional Office <sup>3</sup>	Budget	9,381,121	836,835	0	0	10,217,956
	Expenditure	5,052,060	824,888	0	0	5,876,948
Venezuela (Bolivarian Republic of)	Budget	10,750,134	0	0	0	10,750,134
	Expenditure	4,360,002	0	0	0	4,360,002
Regional activities <sup>4</sup>	Budget	1,416,656	0	0	0	1,416,656
	Expenditure	418,164	0	0	0	418,164
<b>Subtotal</b>	<b>Budget</b>	<b>63,974,638</b>	<b>1,108,772</b>	<b>0</b>	<b>30,360,765</b>	<b>95,444,175</b>
	<b>Expenditure</b>	<b>34,300,391</b>	<b>976,571</b>	<b>0</b>	<b>14,642,169</b>	<b>49,919,131</b>
<b>Total Americas</b>	<b>Budget</b>	<b>76,927,375</b>	<b>10,139,991</b>	<b>0</b>	<b>30,360,765</b>	<b>117,428,131</b>
	<b>Expenditure</b>	<b>40,524,818</b>	<b>3,913,527</b>	<b>0</b>	<b>14,642,169</b>	<b>59,080,514</b>

<sup>1</sup> Includes Haiti, the Dominican Republic, Puerto Rico, the US Virgin Islands, 12 Independent Caribbean States, three other CARICOM States, and British and Dutch overseas territories in coordination with the Europe Bureau

<sup>2</sup> Includes activities in the Plurinational State of Bolivia, Chile, Paraguay, Peru and Uruguay

<sup>3</sup> Includes the Regional Legal Unit in Costa Rica

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



## VOLUNTARY CONTRIBUTIONS TO THE AMERICAS | USD

<i>Donor</i>	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 4 IDP projects	All pillars	<b>Total</b>
Argentina				123,420	123,420
Brazil	641,093				641,093
Canada	25,000		1,947,420	1,966,955	3,939,375
Central Emergency Response Fund		267,984	244,996		512,980
Denmark	146,000				146,000
European Union	2,933,835		730,063		3,663,899
Mexico	75,000			50,000	125,000
Private donors in Italy				79	79
Private donors in Spain	4,568		6,557		11,126
Republic of Korea			780,000		780,000
Spain			433,369		433,369
Switzerland			1,040,583		1,040,583
United Nations Programme on HIV and AIDS	120,000				120,000
United Nations Trust Fund for Human Security	123,050	141,775			264,825
United States of America	856,000	100,000		20,000,000	20,956,000
<b>Total</b>	<b>4,924,547</b>	<b>509,759</b>	<b>5,182,989</b>	<b>22,140,454</b>	<b>32,757,748</b>

Note: Includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve

# Operational support and management



Crossing at Forcolom to reach Nigerian refugees living in Ngouboua, Chad.

UNHCR's Headquarters staff, located in Geneva, Budapest, Copenhagen and other regional capitals, work to ensure that the Office carries out its mandate in an effective, coherent and transparent manner.

Throughout 2015, Headquarters' divisions and bureaux continued to provide leadership and support for field operations, including through their responsibilities for the following key functions:

- Developing doctrine and policy
- Articulating strategic directions
- Directing and supporting fundraising and resource mobilization
- Prioritizing and allocating resources
- Servicing the Executive Committee and other governance bodies, allowing them to assume their oversight functions
- Ensuring financial control in accordance with United Nations and UNHCR rules and regulations
- Directing organizational development and management

- Monitoring, measuring and reporting (including results-based management)
- Oversight (inspection, evaluation, investigation and audit)
- Coordinating and directing communications and external relations
- Supporting inter-agency relations and strategic partnerships
- Ensuring organization-wide emergency, security and supply management.

In addition to its country and regional operations, UNHCR undertakes a range of projects and activities of a global nature. These global programmes are designed to be implemented at the field level, but are budgeted for and managed at Headquarters.

Tables and charts showing budgets, expenditures and voluntary contributions in 2015 for Global Programmes and Headquarters are presented on the following pages. A more detailed description of Headquarters functions and activities can be found on the *Global Focus* website at <http://reporting.unhcr.org>. ■

## BUDGET AND EXPENDITURE FOR GLOBAL PROGRAMMES | USD

<i>Activities</i>	Budget	Expenditure
<b>OPERATIONAL ACTIVITIES</b>		
Cash-based interventions	1,742,436	1,215,779
Durable solutions	3,010,430	2,803,229
Education-related projects	7,653,235	6,587,291
Emergency-related projects (including stockpiles)	23,198,693	12,403,029
Environment-related projects	849,560	667,462
Global Clusters	3,539,179	2,315,572
Health-related projects (including HIV and AIDS, anaemia, water and sanitation)	2,295,392	2,081,845
Innovation projects	1,833,694	856,079
Private-sector fundraising <sup>1</sup>	85,856,491	79,060,879
Protection-related projects	5,630,708	3,831,623
Public information and media projects	8,817,564	6,399,204
Refugee women, children and adolescents	4,083,288	1,860,819
Registration, data and knowledge management	7,280,525	5,904,919
Research, evaluation and documentation	1,017,559	746,325
Resettlement	10,006,466	7,538,833
Shelter-related projects	553,789	553,789
Training-related projects	1,948,732	1,647,642
Miscellaneous	6,430,751	5,476,482
<b>Subtotal</b>	<b>175,748,492</b>	<b>141,950,802</b>
<b>PROGRAMME SUPPORT ACTIVITIES</b>		
<b>Executive Direction and Management</b>		
Innovation projects	1,476,514	1,256,279
Inspector General's Office – field activities	919,644	568,099
Legal Affairs Section – field activities	102,992	0
<b>Division of External Relations</b>		
Private-sector fundraising (investment funds and activities)	19,264,679	14,415,710
Division of External Relations	11,661,759	8,928,765
<b>Division of International Protection</b>		
Division of Information Systems and Telecommunications	2,105,218	1,525,265
<b>Division of Programme Support Management</b>		
Global Clusters – field support	199,700	122,211
Technical support to the field	7,530,115	6,609,036

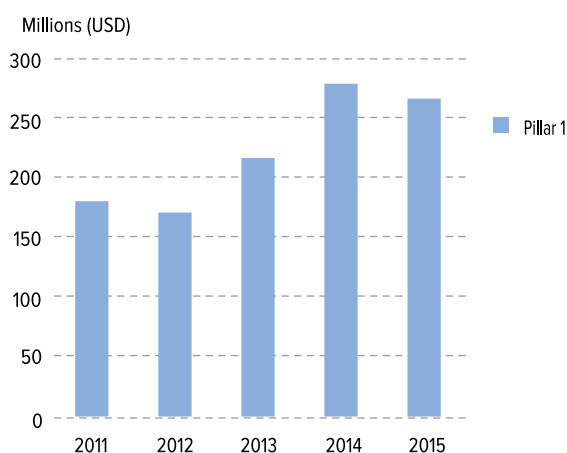




Activities	Budget	Expenditure
<b>Division of Emergency, Security and Supply</b>		
Emergency Capacity Management Section	5,237,332	4,607,881
Field Safety Section – field security support	10,475,344	10,161,867
Supply management – field strengthening and support	15,234,141	14,266,839
<b>Division of Human Resources Management</b>		
Global staff accommodation	458,747	442,539
Special staff costs	20,475,127	20,475,127
MSRP upgrade project	72,000	37,091
Training of UNHCR staff	7,428,319	7,147,038
<b>Division of Financial and Administrative Management</b>		
Implementing Partnership Management Service – audit	7,397,006	7,397,000
<b>Budapest Global Service Centre</b>		
Division of Emergency, Security and Supply	1,669,362	1,334,338
<b>Copenhagen Global Service Centre</b>		
Division of Information Systems and Telecommunications	41,915	5,294
Division of Programme Support and Management	252,432	36,809
<b>Subtotal</b>	<b>139,350,284</b>	<b>124,517,197</b>
<b>Total Global Programmes</b>	<b>315,098,777</b>	<b>266,467,999</b>

<sup>1</sup> Includes activities in Copenhagen

### EXPENDITURE FOR GLOBAL PROGRAMMES (PILLAR 1) | 2010-2015



BUDGET AND EXPENDITURE FOR HEADQUARTERS<sup>1</sup> | USD

<i>Divisions / Departments</i>	Budget	Expenditure
<b>EXECUTIVE DIRECTION AND MANAGEMENT</b>		
Executive Office	4,659,333	4,551,046
Liaison Office in New York	3,549,376	3,214,997
Inspector General's Office	5,540,047	5,325,106
Legal Affairs Section	4,207,908	3,951,369
Office of the Ombudsman	799,008	772,776
Ethics Office	1,284,144	1,221,436
Enterprise Risk Management	568,654	524,044
Policy Development and Evaluation Service	2,687,352	2,193,247
Organizational Development and Management Service	1,618,853	1,609,726
<b>Subtotal</b>	<b>24,914,675</b>	<b>23,363,747</b>
<b>DIVISION OF EXTERNAL RELATIONS (DER)</b>		
Office of the Director	3,315,107	2,709,499
Donor Relations and Resource Mobilization Service	7,677,683	6,810,559
Private Sector Fund Raising Service	3,007,557	2,795,225
Governance, Partnership and Inter-Agency Coordination Service	3,211,395	2,959,434
Communication and Public Information Service	4,705,063	4,260,067
Records and Archives Section	2,065,611	1,949,719
Inter-Agency Coordination Service	1,337,719	1,264,956
Digital Engagement	841,730	815,390
Events, Campaigns and Goodwill Ambassadors	1,153,366	1,140,115
Joint UN activity contributions	1,136,000	1,135,256
<b>Subtotal</b>	<b>28,451,231</b>	<b>25,840,221</b>
<b>DIVISION OF INTERNATIONAL PROTECTION (DIP)</b>		
Office of the Director	1,179,267	1,155,077
Specialized sections	16,558,925	14,177,237
<b>Subtotal</b>	<b>17,738,191</b>	<b>15,332,314</b>
<b>DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT (DPSM)</b>		
Office of the Director	2,494,401	2,481,826
Specialized sections	8,147,336	7,621,002
<b>Subtotal</b>	<b>10,641,737</b>	<b>10,102,828</b>





<i>Divisions / Departments</i>	Budget	Expenditure
<b>DIVISION OF EMERGENCY, SECURITY AND SUPPLY (DESS)</b>		
Office of the Director	1,554,317	1,396,063
<b>Subtotal</b>	<b>1,554,317</b>	<b>1,396,063</b>
<b>REGIONAL BUREAUX</b>		
Office of the Director for Africa	12,664,542	12,422,660
Office of the Director for the Middle East and North Africa	7,683,740	7,136,702
Office of the Director for Asia and the Pacific	5,409,797	5,233,262
Office of the Director for Europe	4,294,966	3,789,963
Office of the Director (Brussels)	3,644,194	3,453,287
Office of the Director for the Americas	3,000,469	2,936,236
<b>Subtotal</b>	<b>36,697,709</b>	<b>34,972,110</b>
<b>DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS (DIST)</b>		
Office of the Director and ICT fixed costs	17,005,867	16,685,555
Infrastructure and Telecommunications Service	2,168,000	2,168,000
<b>Subtotal</b>	<b>19,173,867</b>	<b>18,853,555</b>
<b>DIVISION OF HUMAN RESOURCES MANAGEMENT (DHRM)</b>		
Office of the Director	3,255,434	3,241,758
Specialized sections	14,712,417	13,546,207
<b>Subtotal</b>	<b>17,967,851</b>	<b>16,787,964</b>
<b>DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT (DFAM)</b>		
Office of the Controller and Director	9,188,112	9,037,481
Specialized sections and services	5,142,362	4,990,422
Audit	6,406,498	6,346,699
UN Finance Division	1,285,896	739,137
Headquarters running costs (including security and safety at Headquarters)	15,895,082	15,099,714
<b>Subtotal</b>	<b>37,917,951</b>	<b>36,213,451</b>

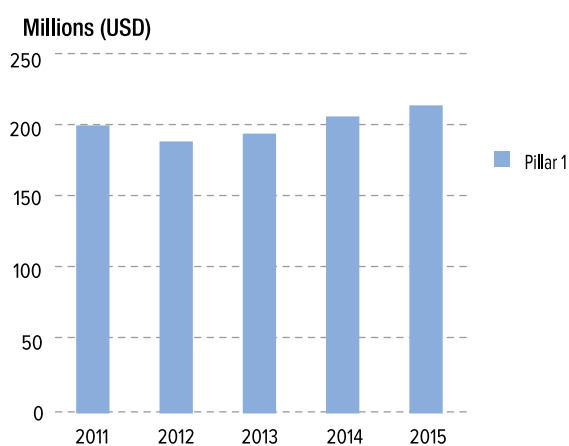




<i>Divisions / Departments</i>	Budget	Expenditure
<b>GLOBAL SERVICE CENTRE (BUDAPEST)</b>		
Management Unit	3,331,808	3,255,956
Enterprise Risk Management	10,000	2,888
DPSM - Field Information and Coordination Support and Implementing Partner Unit	94,017	2,875
DFAM - Finance and Control Section	4,411,520	3,699,878
DESS - Supply Management Service	6,099,735	5,334,924
DHRM	16,626,989	14,231,434
DIST	3,324,909	2,398,990
<b>Subtotal</b>	<b>33,898,978</b>	<b>28,926,946</b>
Staff Council	1,214,721	1,214,707
<b>Total</b>	<b>230,171,231</b>	<b>213,003,905</b>

<sup>1</sup>Includes allocations from the UN Regular Budget as follows: USD 44,129,400 (Budget) and USD 44,281,644 (Expenditure).

## EXPENDITURE FOR HEADQUARTERS (PILLAR 1) | 2010-2015



## VOLUNTARY CONTRIBUTIONS TO THE GLOBAL PROGRAMMES | USD

<i>Divisions / Departments</i>	<i>Donors</i>	Pillar 1 Refugee programme	All pillars	Total
<b>Division of Emergency, Security and Supply</b>				
UNHCR eCentre	Australia	243,427		243,427
Deployment of standby experts	Ireland	170,500		170,500
UNHCR eCentre	Japan	200,133		200,133
Regional centre for emergency preparedness	Japan	119,900		119,900
Emergency preparedness and response	Luxembourg		375,469	375,469
Pre-position emergency office, staff accommodation, sustainable energy solutions, water filters, emergency prefabricated buildings and cooking stoves	Norway	343,098		343,098
Deployment of standby experts	RedR	91,000		91,000
Emergency response training for partners and customs clearance	Private donors in the United States of America	60,000		60,000
Deployment of standby experts	Sweden	133,000		133,000
Deployment of standby experts	Switzerland	1,935,500		1,935,500
Emergency preparedness and response	United Arab Emirates	2,375,951		2,375,951
Deployment of standby experts	United Kingdom	257,500		257,500
Strengthening humanitarian preparedness for response in high risk countries	United Kingdom	8,688,784		8,688,784
Emergency capacity management	United States of America	700,000		700,000
Field safety and security	United States of America	1,700,000		1,700,000
Deployment of standby experts	Danish Refugee Council	278,000		278,000
Deployment of standby experts	Norwegian Refugee Council	725,500		725,500
Deployment of standby experts	Save the Children - Norway	160,000		160,000
	<b>Subtotal</b>	<b>18,182,293</b>	<b>375,469</b>	<b>18,557,763</b>
<b>Division of Programme Support and Management</b>				
Global solutions	Denmark	2,270,000		2,270,000
Capacity building and coordination of cash-based programme, shelter and protection response	European Union	2,204,849		2,204,849
Enhancing response to displacement	International Organization for Migration	648,526		648,526
Special Advisor - Solutions	Norway	186,431		186,431







<i>Divisions / Departments</i>	<i>Donors</i>	Pillar 1 Refugee programme	All pillars	Total
Water and sanitation	Private donors in the United States of America	2,049		2,049
Water and sanitation	Bill and Melinda Gates Foundation	27,316		27,316
Software for shelter unit	Autodesk Foundation	91,530		91,530
Deployment of standby experts	Switzerland	178,000		178,000
Operations Solutions and Transitions	Switzerland	218,641		218,641
Shelter and settlement	Switzerland	218,641		218,641
Cash-based initiative	Switzerland	432,283		432,283
Public health, HIV and AIDS	United Nations Programme on HIV and AIDS	2,207,989		2,207,989
Health-related projects	United States of America	600,000		600,000
Joint IDP profiling service	United States of America	150,977		150,977
<b>Subtotal</b>		<b>9,437,232</b>	<b>0</b>	<b>9,437,232</b>
<b>Division of External Relations</b>				
Private-sector fundraising	Denmark	364,365	1,542,622	1,906,987
Move to Copenhagen of the private-sector fundraising team	Denmark		4,744,403	4,744,403
Nansen Refugee Award	Norway	50,000		50,000
Private-sector partnership communication	UPS	10,000		10,000
Nansen Refugee Award	Switzerland	232,208		232,208
Nansen Refugee Award	IKEA Foundation	100,000		100,000
Private-sector partnership communication	IKEA Foundation	314,721		314,721
Private-sector fundraising	IKEA Foundation	109,228		109,228
Deployment of standby experts	Norwegian Refugee Council	213,000		213,000
<b>Subtotal</b>		<b>1,393,522</b>	<b>6,287,025</b>	<b>7,680,547</b>
<b>Division of Human Resources Management</b>				
Global protection cluster	European Union	145,283		145,283
Pre-position emergency office, staff accommodation, sustainable energy solutions, water filters, emergency prefabricated buildings and cooking stoves	Norway	383,093		383,093
<b>Subtotal</b>		<b>528,376</b>	<b>0</b>	<b>528,376</b>





<i>Divisions / Departments</i>	<i>Donors</i>	Pillar 1 Refugee programme	All pillars	Total
<b>Division of International Protection</b>				
Solutions steering group	Denmark	307,012		307,012
Protection for people with disabilities	Finland	1,026,620	269,539	1,296,159
Special Advisor	Norway	338,034		338,034
Resettlement	Norway	721,501		721,501
Accountability to affected populations	United States of America	300,000		300,000
Education for All	Educate A Child Programme	212,914		212,914
Global solutions	Denmark	447,000		447,000
Global Protection Cluster	European Union	228,414		228,414
Albert Einstein German Academic Refugee Initiative (DAFI)	Germany	4,263,388		4,263,388
Best interest assessment and determination	Norway	1,023,471		1,023,471
Statelessness	España con ACNUR	128	1,709	1,837
Albert Einstein German Academic Refugee Initiative (DAFI)	Saïd Foundation	820,581		820,581
Global roundtable on alternatives to detention	Private donors in the United Kingdom	86,600		86,600
Albert Einstein German Academic Refugee Initiative (DAFI)	Private donors in the United Kingdom	3,030		3,030
Protection at sea	Blum-Kovler Foundation	100,000		100,000
Resettlement	United Kingdom	60,482		60,482
Safe from the Start	United States of America	4,000,000		4,000,000
Deployment of resettlement experts	United States of America	3,550,000		3,550,000
Refugee women, children and adolescents	United States of America	600,000		600,000
Child protection initiatives	United States of America	822,616		822,616
Albert Einstein German Academic Refugee Initiative (DAFI)	UNO-Flüchtlingshilfe	194,488		194,488
Education	United Nations Children's Fund	149,265		149,265
Gender-based violence	United Nations Population Fund	16,355		16,355
	<b>Subtotal</b>	<b>19,271,899</b>	<b>271,247</b>	<b>19,543,146</b>





<i>Divisions / Departments</i>	<i>Donors</i>	Pillar 1 Refugee programme	All pillars	Total
<b>Executive Office</b>				
Education in emergencies	United Kingdom	57,300	468,228	525,528
Research, evaluation and documentation	United States of America	50,000		50,000
Innovation	IKEA Foundation	175,341		175,341
<b>Subtotal</b>		<b>282,642</b>	<b>468,228</b>	<b>750,870</b>
<b>Global Programmes</b>				
Global programmes	Japan		416,945	416,945
Global programmes	United States of America		25,750,000	25,750,000
Global Protection Cluster	European Union	5,504		5,504
Global Service Centre	Hungary		2,079,287	2,079,287
Pre-position emergency office, staff accommodation, sustainable energy solutions, water filters, emergency prefabricated buildings and cooking stoves	Norway	39,995		39,995
Workshop on global stock management	Private donors in the United States of America	40,000		40,000
<b>Subtotal</b>		<b>85,499</b>	<b>28,246,232</b>	<b>28,331,731</b>
<b>Total</b>		<b>49,181,464</b>	<b>35,648,202</b>	<b>84,829,665</b>

## VOLUNTARY CONTRIBUTIONS TO HEADQUARTERS | USD

<i>Divisions / Departments</i>	<i>Donors</i>	All pillars	Total
Headquarters	United States of America	18,000,000	18,000,000
<b>Total</b>		<b>18,000,000</b>	<b>18,000,000</b>

Syrian refugee children whose family fled to Jordan for medical treatment after their house near Aleppo was hit by a shell, igniting the kitchen gas bottle and severely burning three of the children. With UNHCR support, the three girls were assisted with specialist burn treatment and skin grafts.





# SAFEGUARDING FUNDAMENTAL HUMAN RIGHTS

The provision of asylum is a consistent feature of human history. Throughout the ages, societies with different cultures and value systems have recognized their obligation to provide sanctuary and help for people in distress fleeing conflict or persecution.

This longstanding social norm was progressively incorporated into international law in the 20<sup>th</sup> century, and States continue to reaffirm their commitment to refugee protection. Close to 130 countries have national asylum laws in place, implementing relevant international conventions for the protection of refugees. More than 40 countries have a national instrument related to internal displacement; in 2015, UNHCR provided protection and assistance to 37 million internally displaced people (IDPs) in 28 countries - the highest number in the organization's history.

However, there remain a number of recurring gaps, such as: violations of the principle of non-refoulement; a lack of admission and access to asylum procedures; a lack of registration and documentation; shortcomings in refugee status determination procedures; and detention practices that violate international standards.

Similarly, while several States and regional bodies have demonstrated their commitment to eradicating statelessness by 2024, efforts need to be expanded to address the major situations of statelessness around the world.

A growing degree of 'asylum fatigue' has been witnessed over the past year. Addressing this and other contemporary protection challenges remains a high priority for UNHCR. In 2015, UNHCR continued to safeguard the fundamental right of people whose lives and liberty are at risk to seek safety and security in another State, and support States to establish and strengthen institutional refugee and asylum frameworks.

## In this chapter:

- Supervising the application of the 1951 Convention
- Assuring safety from violence and exploitation
- Strengthening refugee status determination
- Ending unlawful detention of people of concern
- Eradicating statelessness
- Addressing internal displacement



UNHCR/Agathe Zavall

## SUPERVISING THE APPLICATION OF THE 1951 CONVENTION

One of UNHCR's main functions is to supervise the application of the 1951 Convention relating to the Status of Refugees and the 1967 Protocol. In seeking to ensure that the fundamental international commitments in these instruments to protect and find solutions for refugees are recognized and respected, UNHCR supports legislative processes around the world in many ways, including through the provision of official comments, expert advice and active assistance.

The protection of refugees, stateless people and others of concern to UNHCR depend increasingly on national, regional and international jurisprudence. In 2015, the organization continued to engage with legal practitioners and the judiciary as part of its core protection work, including through strengthening the capacities of lawyers and judges, developing legal tools and guidance, funding legal service providers, and organizing and participating in events and conferences.

During 2015, UNHCR supported more than 40 legislative processes worldwide to address a vast range of issues, including criteria for determining eligibility for refugee status; procedural safeguards in refugee status determination procedures and other legal processes; upholding the rights of recognized refugees; security and border management issues; and combatting trafficking.

UNHCR's views on these issues are often solicited and appreciated, positively influencing the outcome of the development or review of national laws, as seen in the past year. Concrete examples of this work are described in many of the operational reporting chapters, accessible on the Global Focus website (<http://reporting.unhcr.org>).

However, recommendations from the Office are not always followed, resulting at times in the adoption of legislation with reduced protection safeguards or provisions that are at variance with

international legal obligations. There are still a number of countries hosting large refugee populations that have no asylum legislation and are not States parties to the 1951 Convention and/or the 1967 Protocol.

In 2015, the large-scale movements of asylum-seekers and refugees into Europe have been followed by the swift introduction in many European States of restrictive new asylum laws and provisions, including on eligibility

for international protection; cessation of protection; limited procedural safeguards; and the rights of asylum-seekers and refugees, including property rights and family reunification. A general overview of UNHCR's efforts to safeguard asylum space and reduce protection risks in the region are presented in the Europe regional summary, with more extensive coverage in the relevant country operation chapters on the Global Focus website (<http://reporting.unhcr.org>). ■

## GLOBAL STRATEGIC PRIORITIES



### Registration and profiling

Registration – the recording, verifying, and updating of refugee and asylum-seeker information – is a core UNHCR activity. An essential tool of protection, registration also helps prevent refoulement, arbitrary arrest and detention, and enables people of concern to access their basic rights. Registration plays a critical role in the identification of vulnerable individuals with specific needs, providing them with immediate and targeted assistance, and helping to define appropriate durable solutions. Registration data is also crucial to UNHCR and partners' planning and advocacy efforts.

UNHCR operations reported increased levels of individual registration in 87 per cent of refugee situations in 2015. In addition, the Biometric Identity Management System (BIMS) was rolled

out in **Afghanistan, Cameroon, Chad, the Congo, the Dominican Republic, Haiti, India, Malawi, Malaysia, Pakistan and Thailand**, enrolling a total of 658,327 refugees. BIMS records iris scans and finger prints and links them to individual records in UNHCR's registration database. In this way, the Office is able to confirm a refugee's identity within seconds and prevent duplicate registration.

UNHCR's registration activities were also impeded by resource constraints and insecurity. In **Niger**, a reduction in staffing due to resource constraints prevented the operation from registering the arrivals of Malian asylum-seekers in a timely manner and from renewing their refugee documents and ration cards. In **Libya and Yemen**, insecurity regularly inhibited registration.



UNHCR/Markel Redondo

## ASSURING SAFETY FROM VIOLENCE AND EXPLOITATION

Displaced women and girls, as well as men and boys, are at increased risk of sexual and gender-based violence (SGBV) in all regions of the world. Creating safe environments and mitigating the risk of SGBV is a high priority for UNHCR, and the Office continues to establish safeguards against such violence and response interventions for victims of abuse for all people of concern.

In 2015, UNHCR continued to promote UN system-wide accountability through SGBV prevention and response in emergencies, as part of its membership of the Real Time Accountability Partnership (RTAP) with UNFPA, UNICEF, UNOCHA, International Rescue

Committee and the Office of U.S. Foreign Disaster Assistance.

As part of the *Safe from the Start* programme, UNHCR deployed eight senior SGBV experts to 11 operations to provide technical support on SGBV prevention and response at the onset of emergencies. The Office implemented nine multi-sectoral projects addressing SGBV prevention through the use of alternative energy, access to technology, and livelihoods programmes.

In 2015, 43 countries received support to develop and implement SGBV strategies, either at country-level or for specific areas of operation. ■

## GLOBAL STRATEGIC PRIORITIES



### Prevention and response to SGBV

UNHCR made considerable progress in providing legal services to Somali refugees in Dadaab, **Kenya**. In 2015, more than 500 survivors received legal assistance and 62 per cent of reported cases were prosecuted. Activities that contributed to this improvement include the deployment of 10 translators to police stations in the camp, which strengthened

confidential reporting of incidents and enhanced the investigation of cases. Close collaboration with partners in carrying out sensitization and awareness-raising events – including the use of referral pathways to access services – reached more than 200,000 people.

Challenges were encountered in **Malawi** to provide appropriate support to SGBV survivors,

particularly for women and girls engaged in survival sex. Due to cuts in food rations and limited opportunities to engage in livelihood activities, survival sex was reported to be a significant problem, primarily for Congolese refugees. While some case management support was provided to survivors, UNHCR was not able to provide adequate livelihoods assistance and psychosocial support.



## Working with international human rights mechanisms to safeguard the rights of people of concern

UNHCR continues to engage with the UN human rights mechanisms – the Human Rights Council and its Special Procedures, the Universal Periodic Review (UPR), national human rights institutions, and the treaty monitoring bodies. These are valuable protection partners and tools, complementing and reinforcing the protection environment for people of concern to the Office.

In 2015, the organization significantly increased the overall inclusion rate of its recommendations in treaty monitoring bodies' concluding observations (65 per cent in 2015 from 47 per cent in 2014). Themes of relevance to UNHCR that were addressed in these outcomes included: non-refoulement; reception conditions; detention; access to quality refugee status determination procedures; access to rights; and statelessness.

The following examples illustrate how concluding observations, recommendations, and partnerships with human rights mechanisms can be used to expand and reinforce the protection space for people of concern:

- In **Madagascar**, UNHCR's interventions based on the outcomes of the UN human rights machinery are leading to a positive change in the way local authorities fulfil their obligations under the human rights instruments to grant individuals the possibility to claim nationality.
- In **Nigeria**, UNHCR partners with the Nigerian National Human Rights Institution to ensure the protection and monitoring of internally displaced persons.
- In **Eritrea**, UNHCR is using the country's UPR commitments to positively engage government authorities and encourage them to work with UNHCR in the exercise of its supervisory responsibility concerning returnees to Eritrea.
- UNHCR's Regional Representation for **Northern Europe** uses recommendations from the human rights mechanisms to support its advocacy efforts to end detention of people of concern.
- In the **Republic of Korea**, UNHCR has used the outcomes of various human rights machinery to advocate birth registration and documentation for children of concern, including for the amendment of national law and practice to conform to the country's international standards and obligations.



### Child protection

UNHCR noted an increase in the number of applications for asylum from unaccompanied and separated children (UASC) in **Brazil** throughout 2015. In response, a comprehensive strategy on child protection for 2015-2016 was developed, including a particular focus on UASC cases. Brazil has established appropriate procedures for the consideration of the child's best interests and UNHCR focused

on monitoring, capacity building, and advocacy. Throughout the year, the Office strengthened its partnerships with public shelters and civil society organizations that work with refugee children. Moreover, a referrals process to specialized shelters who already have experience working with UASC was established.

Formal best interest determination procedures are yet to be established in **Mexico** and many children

remain in immigration detention, even though the country's new regulations prohibit this. In 2015, only 1 in 5 of the 18,650 UASC detained by immigration authorities were referred to appropriate interim or long-term alternative care. While access to legal representation is limited for asylum-seekers in general (less than 5 per cent have access to legal representation), children face additional difficulties as there is limited expertise on child protection issues.

Areas of intervention in 2015	Key achievements in 2015
<b>Security from violence and exploitation</b>	
<b>Prevent and respond to sexual and gender-based violence</b>	
Assure sexual and gender-based violence (SGBV) programming in emergencies	<ul style="list-style-type: none"> <li>■ 8 senior SGBV protection officers were deployed to 11 operations to provide technical support on SGBV prevention and response at the onset of emergencies. The individual impact of each deployment was assessed using customized results-based performance evaluations measuring efficiency and coverage.</li> <li>■ 9 multi-sectoral projects were implemented to address SGBV prevention through the use of alternative energy, access to technology, and livelihoods, using a community-based approach.</li> </ul>
Provide guidance through roll-out of updated strategies	<ul style="list-style-type: none"> <li>■ 43 countries (Argentina, Bangladesh, Plurinational State of Bolivia, Brazil, Burkina Faso, Burundi, Cameroon, Chad, Chile, Colombia, Costa Rica, the Democratic Republic of the Congo, Djibouti, Ecuador, Egypt, Eritrea, Ethiopia, India, Iraq, Jordan, Kenya, Lebanon, Malaysia, Mauritania, Mexico, Morocco, Niger, Nigeria, Pakistan, Panama, Paraguay, Peru, Rwanda, South Sudan, Sudan, the Syrian Arab Republic (Syria), the United Republic of Tanzania, Turkey, Uganda, Uruguay, the Bolivarian Republic of Venezuela and Yemen) received support to develop and implement SGBV strategies, both at country level and for specific areas of operation.</li> <li>■ UNHCR participated actively in the development and roll-out of the IASC Guidelines for GBV Interventions in Humanitarian Action.</li> </ul>
Increase efficient data management	<ul style="list-style-type: none"> <li>■ UNHCR provided technical support to 22 operations to strengthen SGBV information management; and Iraq and Nigeria rolled out the information management system in 2015.</li> <li>■ The Child Protection Index research project, which looks at measuring prevalence of and prevention and response to SGBV as part of child protection systems, completed a second baseline study in Uganda. In addition, the measurement tools were used as an emergency baseline for SGBV and child protection in Rwanda for the Burundian influx.</li> </ul>
Reinforce SGBV prevention in schools	<ul style="list-style-type: none"> <li>■ A UNHCR guidance note on education and protection was published with guidance on prevention and response to SGBV in schools, such as ensuring links with referral mechanisms, and identifying and mitigating SGBV risks for students.</li> <li>■ Over 20 UNHCR operations worked on preventing and responding to SGBV in and around schools as part of the 16 Days of Activism Against Gender-Based Violence campaign in 2015.</li> </ul>
Strengthen partnerships for access to justice	<ul style="list-style-type: none"> <li>■ UNHCR worked in Ethiopia, Rwanda, Somalia and Uganda, amongst others, to strengthen partnerships with police, local authorities, UN and non-governmental organizations to improve access to justice for people of concern.</li> <li>■ In Somalia, UNHCR partnered with the NGO Legal Action Worldwide, UNFPA and UNDP, to provide technical expertise on the drafting of the Sexual Offences Bill, which has been finalized and submitted to authorities in <i>Somaliland</i>, <i>Puntland</i> and the Federal Government of Somalia. The bill will be the first piece of legislation specifically addressing SGBV in Somalia and providing appropriate sentencing guidelines.</li> </ul>
Develop SGBV capacity	<ul style="list-style-type: none"> <li>■ The English versions of the e-learning and training package on SGBV prevention and response were finalized (launch scheduled in 2016).</li> <li>■ A high-level advisory group on gender, forced displacement and protection was established to assist UNHCR to develop innovative ways to mitigate protection risks, bolster capacity, and improve protection.</li> </ul>
<b>Protection of children strengthened</b>	
Provide guidance and operational support to countries	<ul style="list-style-type: none"> <li>■ Targeted support for the implementation of the Framework for Child Protection was provided to 16 priority countries, including through 26 deployments of child protection staff and a total of 138 deployment months.</li> </ul>
Implement the child protection regional initiative covering the Horn of Africa and Egypt	<ul style="list-style-type: none"> <li>■ Implementation of the regional initiative Live, Learn and Play Safe 2014-2016 for unaccompanied and separated children (UASC) and other children at risk continued in 6 locations in Egypt, northern Ethiopia, Sudan and Yemen. Key developments include: reinforcement of child protection expertise in all project locations through an increased number of dedicated staff; improved access of children to targeted assistance and services to address their basic needs; and a decrease in 2 of the 6 project locations in the number of young people engaging in dangerous and life threatening actions such as resorting to trafficking or organised criminal networks.</li> </ul>
Strengthen programming for adolescents and youth	<ul style="list-style-type: none"> <li>■ 23 youth-initiated and -led protection projects were supported and funded through the Youth Initiative Fund.</li> <li>■ A new programme for youth workers from refugee communities was launched in Malawi and will be expanded in 2016.</li> <li>■ The Global Refugee Youth Consultations were initiated, in collaboration with the Women's Refugee Commission. The first three national consultations took place in Malta, Uganda and Jordan.</li> </ul>





Areas of intervention in 2015	Key achievements in 2015
Strengthen child protection response in emergencies	<ul style="list-style-type: none"> <li>■ Roving child protection in emergencies experts supported refugee operations in Greece, Rwanda and the United Republic of Tanzania.</li> </ul>
Work towards ending the detention of asylum-seeking and stateless children	<ul style="list-style-type: none"> <li>■ As part of the <i>Beyond Detention</i> strategy, technical advice was provided to governments and other stakeholders on child-appropriate alternatives to detention.</li> </ul>
Strengthen capacity for the protection of children	<ul style="list-style-type: none"> <li>■ A Child Protection Leadership Learning Programme (CPLP) was developed.</li> <li>■ Trainings at global, regional and country level were organized, including the joint Save the Children-UNHCR training on child protection and education in refugee settings, the joint UNICEF-UNHCR training for standby partners, and best interest determination trainings for UNHCR and partner staff.</li> <li>■ The pilot child protection case management module in UNHCR's updated registration platform, proGres v4, was developed and rolled-out in 3 country operations.</li> </ul>
Promote the protection of displaced children in inter-agency fora	<ul style="list-style-type: none"> <li>■ UNHCR advocated for the inclusion of refugees, displaced and stateless children in the strategy and work plan of the Global Partnership to End Violence Against Children, established to promote the 2030 Sustainable Development Agenda and its goals.</li> <li>■ UNHCR provided technical support for the inclusion of the specific needs of refugee children in at least 5 inter-agency tools on child protection.</li> <li>■ UNHCR, as chair of the inter-agency working group on unaccompanied and separated children, coordinated the finalization of the <i>Inter-Agency Handbook on Unaccompanied and Separated Children</i>, which is due to be published in 2016.</li> <li>■ UNHCR supported the regional framework for the protection of Sudanese and South Sudanese refugee children with data collection and information analysis.</li> </ul>
<b>Services for people with specific needs strengthened</b>	
UNHCR and partner staff strengthen their capacity to address specific protection needs of lesbian, gay, bisexual, transgender and intersex (LGBTI) people of concern	<ul style="list-style-type: none"> <li>■ A report on the first ever assessment of UNHCR's efforts to protect LGBTI people of concern was issued.</li> <li>■ The first comprehensive training programme to strengthen the protection of LGBTI people of concern was produced and released publicly.</li> <li>■ UNHCR and IOM partnered to develop a comprehensive training package on the protection of LGBTI people. 112 people (91 UNHCR staff and 21 representatives from partner organizations), representing 43 operations have undertaken the training and developed concrete action plans to guide their future work.</li> </ul>
UNHCR and partner staff strengthen their capacity to address specific protection needs of people with disabilities	<ul style="list-style-type: none"> <li>■ Five operations received targeted technical support through field support visits involving consultations with people of concern, training, facilitation of participatory action planning processes and remote follow-up support. Two disability inclusion webinars were delivered for the Middle East and North Africa region.</li> </ul>



UNHCR/Federico Scoppa

## STRENGTHENING REFUGEE STATUS DETERMINATION

UNHCR pursued its efforts to strengthen access to, and the quality of, refugee status determination (RSD) procedures, in particular through its work on RSD quality assurance projects in partnership with States. In addition, the Office provided ongoing guidance, financial and technical support to State-led RSD first- and second-instance bodies across the globe, including through the provision of training and the publication and dissemination of guidelines on refugee status and international protection.

At the same time, UNHCR continued to conduct RSD under its mandate in more than 60 countries and territories. In 2015, the organization was again

faced with a high number of individual RSD applications, with the number of applications continuing to exceed the number of individual RSD decisions issued. Provisional statistics indicate that UNHCR received more than 269,000 individual RSD applications in 2015, and issued 91,700 substantive individual RSD decisions.

In many contexts, the Office's role continued to be critical to ensuring the continued viability and sustainability of State-led RSD systems and, in situations where such systems do not exist or are not effective, facilitating access to UNHCR mandate RSD procedures. While RSD by both States and UNHCR faced increasing challenges throughout the

year, several operations also witnessed positive developments. These included the assumption or resumption of (greater) State responsibility for the undertaking of RSD in a number of African operations; improvements in the quality of RSD decision-making in a number of countries in Eastern Europe and the South

Caucasus through their participation in the regional Asylum Systems Quality Initiative project, as well in the Americas through their participation in the regional Quality Assurance Initiative; and ongoing efforts to streamline UNHCR decision-making approaches in the Middle East. ■

Areas of intervention in 2015	Key achievements in 2015
<b>Fair protection processes and documentation</b>	
<b>Status determination processes strengthened</b>	
Publish and disseminate guidance on international protection, refugee status determination (RSD) and other legal positions	<ul style="list-style-type: none"> <li>■ UNHCR issued a new internal RSD strategic direction to streamline the use of mandate RSD, including by identifying alternatives to RSD and/or more efficient case-processing methodologies for select caseloads/profiles, where feasible.</li> <li>■ Country-specific guidance was issued on Colombia, Libya, South Sudan, Syria, Ukraine and Yemen.</li> </ul>
Ensure access for decision-makers on asylum claims to up-to-date country of origin information (COI)	<ul style="list-style-type: none"> <li>■ COI reports on 8 countries, a thematic COI report, and 3 shorter query responses were published.</li> <li>■ <i>Refworld</i>, UNHCR's repository of country information, legal and policy documents, was maintained and its content further expanded.</li> <li>■ The RSD Community of Practice, an internal online electronic forum for exchanges on COI and RSD practice, was supported.</li> </ul>
Further build the capacity of UNHCR RSD staff and State decision-makers, judges and other stakeholders in asylum/RSD procedures	<ul style="list-style-type: none"> <li>■ UNHCR mandate RSD staffing levels were maintained globally, while new regional RSD officer posts were created in the Americas and Eastern Europe.</li> <li>■ UNHCR staff continued to undergo RSD and COI trainings. 5 sessions of the RSD Learning Programme (targeting the Asia, Americas and MENA regions) were delivered in 2015. Training on the research and use of COI was provided through webinars as well as face to face trainings, while progress was made in the development of a COI e-learning programme.</li> </ul>



UNHCR/Vivian Tan

## ENDING UNLAWFUL DETENTION OF PEOPLE OF CONCERN

Detention continues to affect hundreds of thousands of women, men and children whose protection is of concern to UNHCR. Regrettably, in many countries, the detention of asylum-seekers upon arrival has become a regular response, frequently for prolonged periods and in conditions that fall far short of international standards.

International law, however, clearly states that the detention of refugees and asylum-seekers should only ever be an exceptional measure, and States are expected to consider alternatives to detention prior to any decision to detain.

Seeking asylum is not an unlawful act and asylum-seekers should not be penalized for their illegal entry or stay, provided they present themselves to the authorities without delay and show good cause for their presence. There is ample evidence that detaining asylum-seekers and refugees is harmful, costly and, ultimately, less effective than alternatives to detention and other appropriate reception models.

In this context, UNHCR continued to implement *Beyond detention 2014-*

*2019: A global strategy to support governments to end the detention of asylum-seekers and refugees.* The strategy was rolled out in Canada, Hungary, Indonesia, Israel, Lithuania, Malaysia, Malta, Mexico, Thailand, the United Kingdom, the United States, and Zambia. In addition, UNHCR and the International Detention Coalition released 12 national action plans during the year, outlining strategies to further improve conditions and reduce the use of detention in these focus countries.

Concerned about the devastating effects of detention on children and their development, the Office has focused primarily on engaging with existing national child protection actors to develop or strengthen emergency care arrangements for children upon release from detention, as well as the use of alternatives to detention and other case management strategies to prevent their detention. Other measures taken included prioritizing registration of asylum claims by children (and families) in detention to hasten release procedures; providing legal counselling; and introducing child-sensitive screening mechanisms, including to address

best interests and vulnerabilities, with different stakeholders. Finally, further engagement with national human rights institutions and national ombudsmen was strengthened to help bolster national capacities in monitoring immigration detention of children.

UNHCR supported various projects promoting alternatives to detention in 2015, contributing to a more humane

and cost-effective management of asylum and migration processes in some States. However, maintaining safe protection space was challenging amid the restrictive approaches taken by many governments to manage borders and asylum systems when faced with large mixed migratory flows during 2015. In Europe, the closure of external borders and imposing of criminal sanctions for illegal crossing of borders also led to more detention. ■



UNHCR/Fogler Arnold

## ERADICATING STATELESSNESS

In 2015, UNHCR marked the completion of the first year of the #IBelong Campaign to End Statelessness by 2024.

### The urgent need to end childhood statelessness

In 2015, there was a particular focus on eradicating childhood statelessness. In order to better understand the challenges confronting stateless young people, UNHCR carried out consultations

with more than 250 stateless children and youth, as well as their families and caregivers, in seven countries (Côte d'Ivoire, the Dominican Republic, Georgia, Italy, Jordan, Malaysia, and Thailand). The consultations focused on the effects of statelessness in four areas: education, health, being a child, and employment. They confirmed that being deprived of a nationality had a profound and lasting impact on the lives of these young people. Many of them spoke of their struggle to gain an education,

receive adequate health care, or to find a life-sustaining job. The psychological toll of statelessness was apparent and damaging, with young people describing feeling “like a street dog”, “invisible” or “worthless.”

The results of the consultations were analysed and compiled into a report called *I Am Here, I Belong – The urgent need to end childhood statelessness*. Launched on the first anniversary of the campaign, the report recommends four concrete actions to resolve and prevent childhood statelessness:

- Allow children to obtain the nationality of the country in which they were born, if they will otherwise be stateless.
- Reform laws to allow women to pass on their nationality to their children on an equal basis to men.
- Eliminate laws and practices that deny children nationality because of their ethnicity, race or religion.
- Ensure universal birth registration for all children.

## Towards a world without statelessness

Endorsement of the #IBelong campaign and the corresponding Global Action Plan by States will be key to achieving their goals. Despite greater global acknowledgment of the plight of stateless people, the number of stateless people who acquired nationality remained relatively low and fewer nationality law reforms took place in 2015 than anticipated. While several States and regional bodies demonstrated their commitment to the implementation of the Global Action Plan during the first year of the campaign, efforts need to be amplified to address in particular the major situations of statelessness around the world.

UNHCR continued to provide technical advice and support to governments on accession to the two UN Statelessness Conventions. The Office promoted national legal reforms to harmonize State policies and the implementation of international standards to prevent and reduce statelessness, and to protect stateless people.

As a result, in 2015 four countries acceded to the Statelessness Conventions and a number of States reformed or took important steps towards amending their national laws and procedures. For example, in November 2015, members of Madagascar’s Parliament confirmed their commitment to eliminate gender discrimination in the forthcoming Nationality Act. Reforms to remove gender discrimination from nationality laws are also underway in the Bahamas, Liberia and Somalia.

Armenia amended its citizenship law to ensure all children born on Armenian territory who would otherwise be stateless may acquire Armenian nationality. In April, Kosovo (all references to Kosovo in this report shall be understood in the context of Security Council resolution 1244 (1999), henceforth referred to as Kosovo (S/RES/1244 (1999)) adopted an administrative instruction that established a statelessness determination procedure and grants protected status to stateless individuals. The Estonian Parliament adopted amendments to the Citizenship Act in January 2015, enabling children born to stateless parents to acquire citizenship automatically at birth, and easing the requirements for naturalization for people over 65 years of age – a change that would potentially benefit many of the 88,000 stateless people in the country.



To prevent statelessness arising in the context of the conflict in the Syrian Arab Republic (Syria), the Office continued to promote and support universal birth registration among Syrian children born in the neighbouring countries, as well as those born in Syria. As part of these efforts, legal aid and counselling services for refugee families was established in Egypt, Iraq, Jordan, Lebanon, Syria and Turkey.

In addition, to bolster the work of operations in key areas around the world, UNHCR provided targeted resources to support statelessness activities in 19 operations through the Seeds for Solutions mechanism and other specialized funds.

For example, in Malaysia, building on the progress made during the previous year, a local NGO supported by UNHCR registered nearly 7,000 stateless people and those of undetermined nationality, and provided them with advice on acquisition and confirmation of nationality. Subsequently, community-based paralegals submitted more than 5,000 of these cases to the Government for grant of nationality, and at least 500 people had acquired nationality by the end of the year.

In Zimbabwe, UNHCR supported the Zimbabwe Human Rights Commission to conduct a study to assess the scope of the risk of statelessness in the country, while in Kenya, efforts to develop a national action plan to end statelessness were boosted and birth registration of 4,000 children in communities at risk of statelessness was supported.

In Thailand, UNHCR's support to the Government and a local NGO accelerated

the process of confirming the nationality of members of hill tribes who were living in remote border areas with limited access to information about nationality procedures.

Continued efforts by the governments of Central Asia, local civil society organizations and UNHCR resulted in further progress towards ending statelessness in the region. For example, in Tajikistan, more than 19,000 stateless people or people at risk of statelessness were identified and assisted to find a solution to their situation.

To increase awareness of statelessness, and the capacity to address it, in the Middle East and North Africa, the issue was included in regional protection training conducted in Sharjah, United Arab Emirates. Participants included officials of the Governments of Algeria, Egypt, Iraq, Lebanon, Mauritania, Morocco and Tunisia, as well as representatives of civil society. As part of the training, participants from North African States shared their good practices in removing gender discrimination from nationality laws.

UNHCR continued to reinforce its partnerships with NGOs globally, including through the fourth annual statelessness retreat, where 25 organizations from 20 countries shared good practices related to the implementation of the relevant actions of the Global Action Plan to End Statelessness and discussed ways to enhance their collaboration.

Strengthening NGO collaboration also continued in Asia and the Pacific, where more than 40 civil society participants agreed to establish a network focused on eradicating statelessness in the region. ■

Areas of intervention in 2015	Key achievements in 2015
<b>Durable solutions</b>	
<b>Greater reduction of statelessness achieved</b>	
Develop and implement strategies to address protracted situations of statelessness	<ul style="list-style-type: none"> <li>■ National action plans to end statelessness were adopted in 6 countries.</li> <li>■ More than 49,000 stateless people acquired nationality or had it confirmed.</li> <li>■ In Côte d'Ivoire, UNHCR supported the Government in processing applications for naturalization by declaration. Around 123,000 applications were received – approximately 50,000 were granted preliminary approval (an estimated 50% are formerly stateless), and 4,300 nationality certificates were delivered (an estimated 50% are formerly stateless).</li> </ul>
Assist stateless people and those with undetermined nationality to acquire or confirm nationality	<ul style="list-style-type: none"> <li>■ In Kyrgyzstan 5,579 people acquired Kyrgyz nationality or received identity documentation.</li> <li>■ In Malaysia, nearly 7,000 stateless people and those of undetermined nationality were registered and advised by a community-based NGO. More than 5,000 cases were submitted requesting grant of nationality by the Government. In total, 545 people had acquired Malaysian nationality by the end of the year.</li> <li>■ In the Philippines 7,135 individuals of undetermined nationality were registered. Some 2,100 were assisted in completing case documentation and 664 individuals had their nationality confirmed.</li> </ul>
Provide training and technical advice to government officials on statelessness reduction measures, including acquisition or confirmation of nationality by stateless people and those with undetermined nationality	<ul style="list-style-type: none"> <li>■ In Tajikistan, 585 people identified through registration had their nationality confirmed.</li> <li>■ In Costa Rica, nearly 1,400 Ngöbe Buglé indigenous people were assisted in having their nationality confirmed or obtaining documents proving their nationality.</li> <li>■ UNHCR published a good practices paper on Action 1 of the Global Action Plan to End Statelessness: Resolving existing major situations of statelessness.</li> </ul>
Promote facilitated naturalization procedures	<ul style="list-style-type: none"> <li>■ In the Republic of Moldova, following a country-wide campaign initiated in 2013 by the Government to issue Moldovan identity cards to those who only held expired Soviet passports, at least 212,000 people had been assisted by mid-2015.</li> <li>■ The Government of Thailand announced that more than 18,000 people had been granted nationality in Thailand in the last three years, including thousands who were assisted by UNHCR and partners to have their Thai nationality confirmed.</li> </ul>
<b>Favourable protection environment</b>	
<b>Law and policy developed or strengthened</b>	
Advocate reform to ensure that nationality laws are consistent with international standards on the prevention of statelessness	<ul style="list-style-type: none"> <li>■ Advocacy was undertaken and advice provided in 63 countries.</li> <li>■ Armenia and Estonia amended their nationality legislation, improving the prevention of statelessness at birth through automatic acquisition of nationality.</li> <li>■ Montenegro adopted legislation that introduced a judicial procedure for late birth registration of people born outside the health-care system – an important measure to mitigate the risk of statelessness in the country.</li> <li>■ Belarus amended its Law on Citizenship to allow children born on the territory to stateless parents residing temporarily in Belarus to acquire Belarusian citizenship (previously only children born to permanent resident stateless parents could acquire nationality).</li> <li>■ Tajikistan adopted the Constitutional Law on Nationality, including a number of provisions for the prevention and reduction of statelessness.</li> </ul>
Support development of national capacity to implement standards contained in the Statelessness Conventions by providing expert and technical advice, as well as training	<ul style="list-style-type: none"> <li>■ UNHCR, the Center for Justice and International Law, and the Open Society Justice Initiative organized the first regional meeting of the Americas Network on Nationality and Statelessness (ANA) in San José, Costa Rica. More than 30 representatives from NGOs discussed common challenges related to preventing and responding to statelessness, particularly in the context of operationalizing UNHCR's Global Action Plan to End Statelessness 2014-2024 and the Brazil Plan of Action.</li> <li>■ UNHCR published a good practices paper on Action 3 of the Global Action Plan to End Statelessness: Removing gender discrimination from nationality laws.</li> <li>■ In the Middle East and North Africa, 17 training events were attended by more than 800 officials from the subregion, including from Bahrain, Qatar, Saudi Arabia and the United Arab Emirates, to examine areas where national legislation and civil registration systems could be strengthened.</li> </ul>





Areas of intervention in 2015	Key achievements in 2015
<b>International and regional instruments acceded to, ratified or strengthened</b>	
<p>Conduct advocacy to encourage accession to the statelessness conventions</p>	<ul style="list-style-type: none"> <li>■ 4 accessions to the statelessness conventions: Belize (1961 Convention), El Salvador (1954 Convention), Italy (1961 Convention) and Turkey (1954 Convention).</li> <li>■ All 15 ECOWAS Member States committed to accede to the statelessness conventions through the Abidjan Declaration.</li> <li>■ UNHCR published a good practices paper on action 9 of the Global Action Plan to End Statelessness: acceding to the UN statelessness conventions.</li> </ul>
<b>Fair protection processes and documentation</b>	
<b>Identification of statelessness improved</b>	
<p>Undertake studies to boost knowledge on the number of stateless people, their situation and possible solutions</p>	<ul style="list-style-type: none"> <li>■ Statistical data available on 78 countries.</li> <li>■ Studies were conducted in 13 countries.</li> <li>■ UNHCR and IOM published the report <i>Nationality, Migration and Statelessness in West Africa</i>.</li> <li>■ All 15 ECOWAS Member States committed themselves, through the Abidjan Declaration, to obtaining information and conducting studies to identify obstacles in the acquisition of nationality, and to document the situation of stateless people.</li> </ul>
<p>Advocate and provide technical advice to ensure the improvement of the quality of procedures to identify stateless people</p>	<ul style="list-style-type: none"> <li>■ UNHCR carried out advocacy and awareness-raising activities, and provided technical support on statelessness determination procedures and the protection of stateless people, in Armenia; Belgium; Bulgaria; Cyprus; France; Georgia; Hungary; Finland; Iceland; Italy; Kosovo (S/RES/1244 (1999)); Montenegro; the Netherlands; Norway; Republic of Moldova; Ukraine; the United Kingdom; and South Africa. Statelessness determination procedures were established in Kosovo (S/RES/1244 (1999)), while asylum legislation was amended in France to explicitly include a chapter addressing the protection of stateless people.</li> </ul>
<b>Civil registration and civil status documentation increased</b>	
<p>Promote civil registration and universal birth registration</p>	<ul style="list-style-type: none"> <li>■ Legal aid and counselling were established in all Iraq and Syria situation operations (Egypt, Iraq, Jordan, Lebanon, Syria and Turkey); community-based protection and communication with communities was strengthened to help families register new births and marriages; and solutions were reached with host governments to make procedures simpler and more accessible. With the benefit of these interventions, the percentage of Syrian refugee children born in the region who went undocumented at birth (receiving neither a birth certificate nor a medical birth notification) reduced from 35% in 2012, to 7% in 2015 across the region.</li> <li>■ Some countries witnessed dramatic improvements: in Jordan, 12 times as many Syrian refugee children born in camps in 2015 received an official birth certificate in comparison with 2013; in Iraq, Syrian refugee birth registration rate increased from 30% in 2012 to 73% in 2015; and in Egypt, interventions achieved a 93% birth registration rate for Syrian refugee children.</li> <li>■ In Bosnia and Herzegovina, 60 focus group meetings in Roma communities were conducted, reaching a total of 1,147 Roma of different ages and gender. Participants also included representatives in charge of civil registration from municipalities and centres of social welfare as well as representatives of Roma NGOs/Roma mediators. In 2015, 153 field visits were conducted by UNHCR and its partner <i>Vasa Prava</i> to 107 Roma communities.</li> </ul>



## ADDRESSING INTERNAL DISPLACEMENT

It is estimated that 80 per cent of the world's internally displaced people (IDPs) had been uprooted from their place of origin for more than five years (Brookings-LSE Project on Internal Displacement, December 2014). Reversing this trend by focusing on law and policy related to solutions for IDPs remained a priority for UNHCR operations worldwide in 2015.

In Sri Lanka, UNHCR supported the development of an IDP policy intended to ensure that durable solutions were found for the country's conflict-affected displaced people. Similarly, in the Democratic Republic of the Congo, the organization actively supported the development of a national solutions strategy that engaged national development actors to better the situation of almost 1.5 million people displaced by armed conflict in the country. In *Puntland*, Somalia, UNHCR supported the authorities in implementing its 2012 IDP policy through a local integration strategy for IDPs. Several operations, including in Bosnia and Herzegovina and Sudan, laid the groundwork for drafting laws or policies concerning durable solutions for IDPs.

As the lead of the Global Protection Cluster, UNHCR engaged in the protection of civilians in the Central African Republic, Mali and South Sudan, and continued its work to galvanize inter-agency support for government-owned solutions plans based on development approaches, which will be implemented alongside humanitarian responses. The Office pursued its collaboration with governments, civil society and the private sector to support the removal of legal and practical barriers to self-reliance.

The Global Shelter Cluster (GSC), co-led by UNHCR in conflict situations and by the International Federation of Red Cross and Red Crescent Societies (IFRC) in natural disaster settings, supported 25 country-level clusters or cluster-like mechanisms in 2015. UNHCR led the shelter cluster in 11 countries including the Central African Republic, Iraq, Syria and Ukraine, coordinating some 340 partners responding to the needs of 12 million people with shelter solutions and non-food items such as plastic sheeting, mats, blankets and kitchen sets. The organization's shelter cluster support team mobilized experts for 650 days to

nine countries in the course of the year, stepping up the cluster capacities in areas such as information management in Iraq, Somalia and Ukraine.

UNHCR also co-led the Global Camp Coordination and Camp Management (CCCM) Cluster in conflict settings, alongside IOM, the co-lead in natural disasters. The Global Cluster encourages strong partnerships with key government actors and national stakeholders to enhance capacity in coordination and management of displacement situations, based on general principles of protection and seeking durable

solutions. In 2015, the Global CCCM Cluster supported 35 national clusters and cluster-like mechanisms in emergencies and situations of protracted internal displacement through expert deployments, the development of tools and guidance, and capacity building for national authorities and civil society. UNHCR led nine country-level clusters in the Central African Republic, Chad, the Democratic Republic of the Congo, Iraq, Myanmar, Pakistan, South Sudan, Turkey (under the framework of cross-border assistance to Syria) and Yemen, four of which were operating jointly with the shelter cluster. ■

Areas of intervention in 2015	Key achievements in 2015
<b>Favourable protection environment</b>	
<b>Law and policy developed or strengthened</b>	
Advocate for the adoption or revision of laws consistent with international standards	<ul style="list-style-type: none"> <li>■ Technical advice was provided to Nigeria on its draft IDP policy and to Kenya in ensuring the country's national legislation was in line with the Kampala Convention.</li> </ul>
Advocate for the development or promotion of a normative framework on IDPs	<ul style="list-style-type: none"> <li>■ In Mali, a technical committee composed of members of key ministries, members of parliament, civil society and the African Union Mission for Mali and the Sahel, was created to work on integrating the Kampala Convention into national law and policy. The technical committee's action plan called for a draft law by 2016-17.</li> <li>■ In commemoration of the third anniversary of the entry into force of the Kampala Convention, the Global Protection Cluster (GPC) task team on law and policy held a three-day capacity-building workshop for parliamentarians, civil society actors, UN and international humanitarian and development organizations, expert IDP law and policy practitioners, and other stakeholders from six countries (Cameroon, the Central African Republic, Mali, Nigeria, South Sudan and Zambia). The workshop focused on the domestic implementation and operationalization of the Kampala Convention; promoting national responsibility and the sharing of experiences between countries; and strengthening the role of the African Union and of other inter-governmental and non-governmental actors. The six country teams produced and committed to roadmaps for the passage of a domestic Kampala bill in their respective countries.</li> <li>■ A study on UNHCR's engagement with national human rights institutions (NHRI) for IDP protection was undertaken in 2015. The stock-taking exercise included seven findings related to UNHCR's engagement with NHRIs, which will form the basis of a GPC roundtable in 2016.</li> </ul>
<b>Durable solutions</b>	
Improve livelihood opportunities for IDPs	<ul style="list-style-type: none"> <li>■ UNHCR collaborated with governments, civil society and the private sector to support the removal of legal and practical barriers to self-reliance.</li> <li>■ UNHCR's partnerships with ILO and ITC promoted the right to work and labour mobility through dialogue with governments and employment representatives, and supported market development activities for people of concern.</li> </ul>





Areas of intervention in 2015	Key achievements in 2015
<p>Adopt a progressive approach to solutions for IDPs, in close collaboration with partners</p>	<ul style="list-style-type: none"> <li>■ In Colombia, UNHCR sought to ensure the country's restitution policy complemented reparation and protection by promoting a permanent coordination between the Land Restitution Unit, the National Protection Unit, the Ministry of the Interior and local authorities.</li> <li>■ In Somalia, the recently approved IDP policy in <i>Somaliland</i> was used as a focus for training on durable solutions. In <i>Puntland</i>, UNHCR supported the authorities' follow-up on the 2012 IDP policy through a jointly agreed upon local integration strategy for IDPs.</li> <li>■ Several operations, including in Bosnia and Herzegovina and Sudan, laid the groundwork for drafting laws or policies concerning durable solutions for IDPs in 2016.</li> <li>■ In Sri Lanka, UNHCR supported the development of an IDP policy intended to ensure durable solutions were found for conflict-affected displaced people in Sri Lanka. Technical assistance was provided to draw up a national policy on this issue, scheduled for completion in 2016.</li> <li>■ In the Democratic Republic of the Congo, UNHCR supported the development of a national solutions strategy that engaged national development actors.</li> <li>■ In September 2015, UNHCR initiated a regional inter-agency consultation in Nairobi with the participation of the Department of Peacekeeping Operations and the Office of the UN Special Envoy for the Great Lakes Region, as well as other key stakeholders. It focused on the theme of "preserving the civilian and humanitarian character of asylum and IDP settlement". The recommendations that emerged included to enhance cooperation and guidance for government and UN counterparts in the protection of refugees and IDPs in particular, and for civilians exposed to forced recruitment, both within the context of UN peace operations and in non-mission settings.</li> </ul>
<p><b>Coordination and operations support</b></p>	
<p>Coordination and operations management strengthened</p>	
<p>Build field capacity for a stronger and more targeted operational response in IDP situations, notably in emergencies</p>	<ul style="list-style-type: none"> <li>■ Operational guidelines for UNHCR's engagement in situations of internal displacement were completed in 2015 (release scheduled in 2016). The guidelines, which replace the 2014 provisional guidance, establish institutional standards and parameters for UNHCR's engagement (or expected engagement) in a coordinated response to internal displacement.</li> <li>■ More than 500 individuals enrolled in the IDP e-learning course, with at least half completing the course in 2015. In addition, five separate IDP protection training sessions were held for 155 participants.</li> <li>■ An information management toolkit containing a variety of needs assessments tools, as well as tools for protection monitoring and population data tracking, was finalized and released.</li> <li>■ Good practices and lessons learned gathered by the GSC support team through assessment and evaluations were publicly available on the GSC website (<a href="http://www.sheltercluster.org">www.sheltercluster.org</a>), which increased its reach in 2015 to 60,194 unique visitors with 229,997 page views - a 190% increase in the number of unique visitors and 120% increase in visits compared to 2014.</li> <li>■ In order to increase the pool of experts available to deploy as members of the cluster coordination team, IFRC and UNHCR, in collaboration with Oxford-Brookes University, developed a master-level course on humanitarian shelter coordination. 25 participants successfully completed the course and have been included in the shelter coordination surge capacity roster.</li> <li>■ Two deployment roster modalities – rapid response team technical experts and CCCM Cap deployees – reinforced CCCM capacity in several system-wide, Level 3 emergencies as well as protracted situations. In 2015, the Cluster conducted field support missions and deployed experts to the Central African Republic, Chad, Iraq, Jordan, Nigeria, State of Palestine, Somalia, South Africa and Yemen. Tools, lessons learned and guidance for field-based practitioners were either updated or developed.</li> <li>■ The Global CCCM Cluster increased its efforts for improved and sustained communication with its partners. Its website (<a href="http://www.globalccmcluster.org">www.globalccmcluster.org</a>) continued to be used widely as a knowledge-sharing platform, offering access to CCCM tools, training materials and information. Almost 16,000 people accessed the website in 2015.</li> <li>■ The Global CCCM Cluster issued a fully revised camp management toolkit in April 2015 and launched camp closure guidelines.</li> <li>■ With the support of the Global CCCM Cluster, 1,539 individuals were trained in CCCM in field operations, including 662 by experts deployed by UNHCR to Burkina Faso, Iraq, South Africa and South Sudan. In April 2015, a global trainers' workshop in Turin, Italy, brought together CCCM experts and trainers to review and update the existing training and capacity-building materials, and to create a community of practice. An independent evaluation of the effectiveness of CCCM capacity-building activities was also undertaken to gather lessons learned.</li> </ul>

# Refugee and sexual violence survivor restores hope in Rwanda

*This article is an adapted version of a UNHCR news story.*  
17 December 2015

**KIGALI, Rwanda** | Jacqueline Umutesi had a traumatic childhood. But that hasn't stopped the 37-year-old refugee from helping to heal others as one of Rwanda's most outspoken community organisers fighting sexual and gender based violence (SGBV).

Jacqueline's own experiences of exile and violence underpin her work, having been forced to flee her home in Itongo in Rutshuru, Democratic Republic of the Congo (DRC) at the age of just 14.

For a year, she and her family lived in the Mudende Refugee Camp. Then, in 1997, a militia invaded and opened fire, killing hundreds. Seeking safety, Jacqueline moved to Gihembe Refugee Camp, which today houses over 14,500 Congolese refugees – almost all of whom are survivors of the massacre.

One year after arriving in Gihembe, Jacqueline experienced a cultural practice known as *guterura* – traditional bride kidnapping. “In the middle of the night, a group of people came to my home,” she recalls. “I was seventeen. They put a plastic bag over my mother's head so she could not see, and they took me.”

“The following year I gave birth to a girl, my first born daughter,” she continues. “The man who took me became my husband. He was a soldier from the DRC.”

For the next two decades, Jacqueline was subjected to violence, humiliation and deprivation. “Even when I became pregnant, my husband would beat me,” she



UNHCR/S. Masengesho

**Jaqueline Umutesi, a Congolese refugee, works to prevent sexual and gender violence in Gihembe camp, Rwanda.**

says. “He would sleep with other women and became infected with HIV. He was angry and tried to set fire to my house, so I ran away to live with my mother.”

Despite her fears, Jacqueline was determined to restart her life. Today, she is part of a team of nine community mobilizers with UNHCR partner Plan International, who work in Gihembe camp, engaging in discussions and raising awareness on SGBV and gender equality.

The results of their efforts are clear. The practice of bride kidnapping and forced marriage has stopped, and physical and sexual violence against women and girls is no longer considered acceptable. “Today, if someone beats his wife, people cry out against him and we bring them to the police.”

However, survival sex is still a problem, with many refugee women and girls desperate enough to sell their bodies for food, clothing or other essential needs. As a mother, Jacqueline worries about her daughter. “I worry about the risks she faces after school, especially survival sex, which is a problem for adolescent girls,” she says. “At least when my daughter is in school, I know I don't have to be worried.”

But, having seen how her work has already transformed the lives of women and girls in the camp, Jacqueline has high hopes for the future.

“I hope that by telling other women what happened to me today, tomorrow the same thing cannot happen to them.” •

A young refugee boy from Burundi sits by his mother, who is holding up a bowl of beans, in Bugesera, Rwanda.







# RESPONDING WITH LIFESAVING SUPPORT

In 2015, the international humanitarian system continued to be challenged by an unprecedented series of new or rapidly deteriorating conflicts. These large-scale emergencies had a serious impact, both on the lives of millions of uprooted people and on the social and economic fabric of refugee-hosting countries. Strengthening UNHCR's capacity to respond to emergencies, and assuring its preparedness for new emergencies, were accordingly key priorities.

## In this chapter:

- Mobilizing resources to save lives
- Deploying staff to emergencies
- Anticipating emergency needs
- Institutionalizing the use of cash assistance
- Providing safe, dignified and sustainable shelter solutions
- Finding alternatives to camps
- Providing essential services to improve health and well-being



UNHCR/Alaa Kameel

## RESPONDING TO EMERGENCIES

### Mobilizing resources to save lives

Eleven UNHCR emergency declarations were active at the end of 2015, covering more than 30 operations. These included five new emergencies declared during the year to respond to refugee and internal displacement situations generated by the

crises in Burundi, Nigeria, Ukraine and Yemen, as well as for the Europe situation and ongoing regional responses to protracted conflicts.

The Office also worked with partners in the Inter-Agency Standing Committee (IASC) to respond to four ongoing system-wide Level 3 (L3) emergencies in the Central African Republic (CAR), Iraq, South Sudan and Syria, as well as to the Yemen L3 emergency, which was activated in 2015.

### Emergency classifications

Level 3 – a system-wide Level 3 (L3) emergency is the global humanitarian system's classification for the most severe crises that require system-wide mobilization to significantly increase the scope of the response and improve the overall effectiveness of assistance. A system-wide L3 emergency is declared by the Emergency Relief Coordinator on behalf of the IASC, of which UNHCR is an active member.

UNHCR classifications – UNHCR defines three levels of emergency response (level 3 being the most severe). Considerations in assessing the level of an emergency include the impact on affected populations, the complexity of the situation and the capacity of the Office to respond. A UNHCR emergency declaration triggers an immediate mobilization of financial, human and material resources to support the country office to respond to the crisis.

In responding to lifesaving needs, UNHCR worked hard to ensure that the needs, perspectives and aspirations of people of concern remained at the centre of its engagement in emergencies, including by deploying community-based protection officers and applying participatory approaches. Efforts were made to ensure that emergency operations were tailored to the needs and realities on the ground, taking into account and supporting national and local capacities including government, NGO and local communities.

In 2015, UNHCR continued to maintain global stockpiles in seven locations capable of deploying aid to at least 600,000 people, within 72 hours from the onset of an emergency. The Office established regional warehouses closer

to emergency operations to pre-position items and to ensure a timely response.

As part of its work to strengthen its emergency engagement and response, UNHCR issued a policy in 2015 on emergency response activation, leadership and accountability. A number of mechanisms introduced by the policy were activated during the year, including new procedures for emergency declarations; joint senior-level missions to newly-declared emergencies; real-time reviews of emergency operations; and the deactivation of three emergency declarations. The policy is supported by the updated digital version of UNHCR's emergency handbook (<https://emergency.unhcr.org>), also released in 2015, which contains more than 220 entries on preparation, implementation and coordination topics.

Operating in conflict environments required the organization to constantly review and adapt security measures for UNHCR staff and people of concern. As one of the few humanitarian agencies with dedicated structural security engineering capacity, the Office contributed significantly to equipping operations to deal with possible attacks. In 2015, UNHCR undertook continuous security reviews and developed mitigating measures to ensure the safety of staff and people of concern in a number of countries, including Cameroon, CAR, Mali, Nigeria, Somalia, South Sudan and Yemen.

## Deploying staff to emergencies

UNHCR continued to maintain permanent standby teams for automatic deployment upon declaration of an

emergency. A key focus was to ensure rapid and effective field-level delivery by deployed teams, led by emergency coordinators, to support governments and partners with an emphasis on protection.

In addition to the deployment of UNHCR staff, agreements with standby partners provided flexible mechanisms to send highly qualified personnel swiftly to emergency operations. Some 460 new deployments were made to support UNHCR's emergency preparedness and response during the year, including 172 through standby arrangements with partners.

Technical staff supported efforts in the areas of shelter and site planning, information management, supply management, and water, sanitation and hygiene. Additional staff supported programme, administration, telecommunications, reporting and field safety activities. In total, 117 protection staff were deployed to establish community-based protection mechanisms (such as support to unaccompanied children, community policing, and protection monitoring); develop protection strategies; coordinate humanitarian organizations focusing on protection; establish mechanisms to reduce SGBV; and provide protection training and capacity building to partners, newly recruited staff, and people of concern.

In 2015, UNHCR also instituted refugee response agreements (RERAs), initially with three international NGOs, to mobilize additional capacity in emergencies where critical gaps were identified, with the aim of assuring a more predictable response capacity.

## EUROPE

A UNHCR level 2 emergency was declared on 30 June 2015 that covered Greece, the former Yugoslav Republic of Macedonia and Serbia. The declaration was extended to Hungary on 11 September 2015, and to Croatia and the wider region later that month. In 2015, 192 deployments were made in response to the situation in Europe.

## YEMEN

Yemen was declared a system-wide L3 emergency on 1 July 2015. During the year, there were 30 deployments to Yemen and surrounding countries hosting Yemeni refugees, including Djibouti and Somalia.

## NIGERIA

Initially declared as a UNHCR level 1 emergency on 16 October 2014, Nigeria and the affected neighbouring countries of Cameroon, Chad and Niger were declared a level 2 emergency on 13 February 2015. In total, 41 emergency deployments contributed to this response in 2015.

## BURUNDI

Following political unrest in Burundi, UNHR declared a level 1 emergency in Rwanda on 22 April 2015 as it faced an influx of Burundian refugees. On 11 May 2015 new emergency operations in Burundi, the Democratic Republic of the Congo, Rwanda, Uganda and the United Republic of Tanzania were designated UNHCR level 2 emergencies. In 2015, there were 72 deployments in response to this crisis.

## UNHCR's standby partners

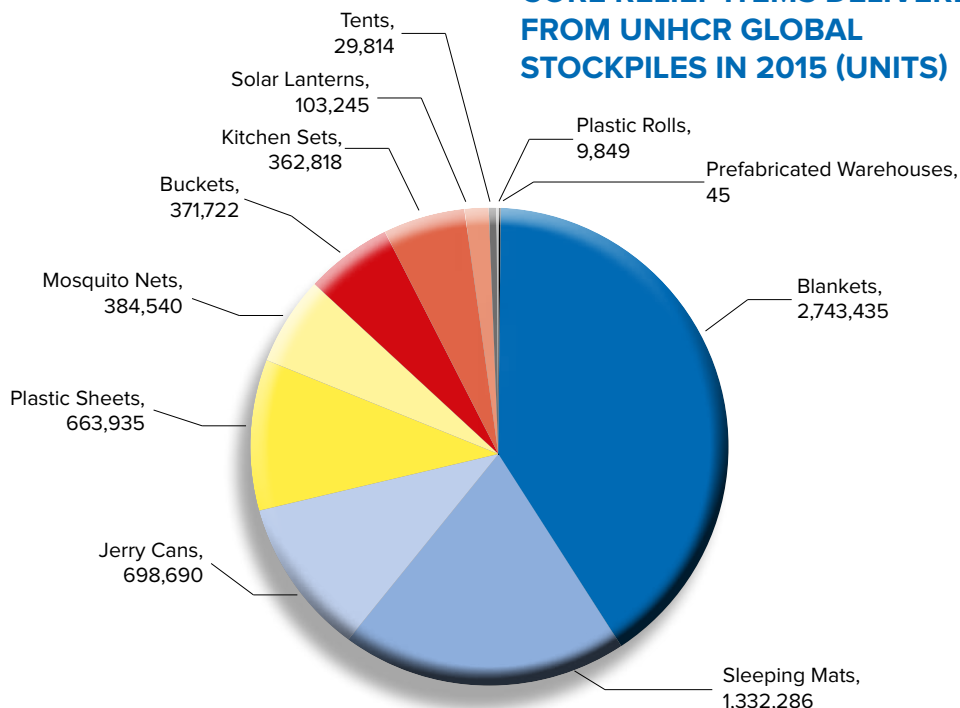
- CANADEM
- Centers for Disease Control and Prevention, United States
- Danish Refugee Council
- Department for International Development, United Kingdom
- Emergency.lu/Luxembourg Ministry of Foreign Affairs
- German Federal Agency for Technical Relief
- International Humanitarian Partnership
- Irish Aid
- Norwegian Directorate for Civil Protection
- Norwegian Refugee Council
- RedR Australia
- Save the Children Norway
- Swedish Civil Contingencies Agency
- Swiss Agency for Development and Cooperation/Swiss Humanitarian Aid Unit
- Veolia Environment Foundation
- White Helmets Commission, Argentina

## Anticipating emergency needs

While UNHCR continued to maintain global stockpiles, the organization also established regional warehouses to ensure adequate preparedness closer to operations where assistance may be required, ensuring a more timely response.

In 2015, 11,175 metric tons of core relief items were delivered from the global stockpiles to assist people in emergencies via 21 airlifts that delivered 632 metric tons, while 10,543 metric tons reached those in need by road and sea. As an example, in response to the deteriorating situation in Yemen, UNHCR arranged six flights to deliver 150 metric tons of relief supplies during the humanitarian corridor operation in May. Items delivered by air included blankets, kitchen utensils and sleeping mats, while more aid made its way to the country by sea via Djibouti.

## CORE RELIEF ITEMS DELIVERED FROM UNHCR GLOBAL STOCKPILES IN 2015 (UNITS)



Areas of intervention in 2015	Key achievements in 2015
<b>Emergency response, security and supply</b>	
<b>Capacities, skills and knowledge fostered and developed</b>	
Increase security awareness and skills of UNHCR and partner staff	<ul style="list-style-type: none"> <li>■ Field safety staff spent 810 mission days across the globe in 2015 providing onsite guidance and support, and establishing security measures for staff and people of concern.</li> <li>■ Training was provided to 600 staff in the field, including a security management learning programme, workshops for field safety advisors, field tests for blast vulnerability against blast and fragment hazards, security awareness, and programme criticality and business continuity. An online core security learning programme was also developed.</li> </ul>
Enhance preparedness and contingency planning, and develop new tools	<ul style="list-style-type: none"> <li>■ 4 situational emergency trainings (SETs) with 180 participants offered a flexible programme on the development of contingency plans in 4 countries.</li> <li>■ Targeted support was delivered on UNHCR-led inter-agency refugee contingency planning for the situations in Afghanistan, Burundi, DRC, Tunisia and Yemen.</li> </ul> <p>Regional Centre for Emergency Preparedness (“eCentre”), Tokyo, Japan:</p> <ul style="list-style-type: none"> <li>■ Workshops, field simulations and inter-agency initiatives addressed a spectrum of emergency preparedness and response issues, including: preparedness and contingency planning; implementation of the refugee coordination model (see <i>Glossary</i>); operation continuity and delivery in complex security environments; inter-agency coordination; technical sector responses; protection in emergencies; humanitarian negotiation; field communications; civil-military relations; operating in complex security environments; and media management.</li> <li>■ 461 practitioners in the area of emergency preparedness and response were trained during 14 capacity building activities.</li> </ul>
<b>Emergency response capacity and effectiveness reinforced</b>	
Optimize supply chain for shelter and core relief items in emergencies	<ul style="list-style-type: none"> <li>■ A total of 11,175 metric tons of core relief items were delivered to people of concern from UNHCR’s 7 global stockpiles through 21 airlifts and by sea/road.</li> <li>■ The warehouse network optimization process in pro-bono partnership with CHEP progressed with the establishment of a second regional warehouse in Djibouti.</li> </ul>
Deploy standby emergency coordination, preparedness and response teams	<ul style="list-style-type: none"> <li>■ 460 emergency missions were deployed in 2015, including 178 from standby partners.</li> <li>■ The Headquarters Emergency Standby Service undertook 29 emergency missions to provide robust emergency capacity, strong leadership, coordination and delivery of protection and assistance. Members of the Senior Corporate Emergency Roster undertook 7 missions.</li> </ul>
<b>Inter-agency and strategic partnerships strengthened</b>	
Implement the inter-agency Transformative Agenda	<ul style="list-style-type: none"> <li>■ UNHCR participated in the Emergency Director’s Group with missions to Burundi, Nigeria and Ukraine as well as interagency Operational Peer Review missions to Iraq.</li> <li>■ UNHCR continued to work with IASC partner agencies on preparedness and early warning/early action and began implementation of an inter-agency preparedness project.</li> </ul>
Strengthen partnerships for emergency preparedness	<ul style="list-style-type: none"> <li>■ Emergency standby agreements with the existing 16 standby partners continued.</li> <li>■ 3 refugee emergency response agreements (RERAs) were concluded with three international NGOs.</li> </ul>
Participate in the UN Security Management System	<ul style="list-style-type: none"> <li>■ UNHCR continued to engage in inter-agency security forums which included the security policy working group; the Gender Inclusion in Security Management Group and the Residential Security Working Group for local staff. Active participation continued in UNDSS-led missions to high-risk environments.</li> </ul>





Areas of intervention in 2015	Key achievements in 2015
<b>Global supply management optimized for efficient delivery</b>	
Global fleet management	<ul style="list-style-type: none"> <li>■ 760 light vehicles were rented for field operations and 511 vehicles were disposed, recuperating USD 7.8 million.</li> <li>■ Vehicles were equipped with a vehicle tracking system to enhance the safety and security of UNHCR and partner staff; 2,145 tracking devices were in use by the end of 2015.</li> </ul>
Enhance supply chain through training of staff	<ul style="list-style-type: none"> <li>■ 1,598 individuals were trained in logistics, procurement, inventory, and fleet and asset management, including UNHCR staff, government officials and commercial partners.</li> </ul>
<b>Policy development strengthened</b>	
Fully integrate revised UNHCR emergency policies and procedures into UNHCR operations	<ul style="list-style-type: none"> <li>■ The Policy on Emergency Response Activation, Leadership and Accountabilities, designed to enable UNHCR to engage and respond even faster and more effectively in emergencies, was issued in January 2015. This included: new procedures for emergency declarations; joint senior-level missions to newly-declared emergencies in Cameroon and the United Republic of Tanzania, and across Europe; real-time reviews of emergency operations; and the deactivation of three emergency declarations. The policy is supported by the updated digital version of UNHCR's emergency handbook (<a href="https://emergency.unhcr.org/">https://emergency.unhcr.org/</a>), also released in 2015.</li> <li>■ 4 workshops on emergency management (WEM) were held, including the first francophone one in Dakar, Senegal, enabling 139 UNHCR staff to be placed on the Emergency Response Team roster. 16 senior staff were trained through the Senior Emergency Learning Programme and an emergency leadership workshop for UNHCR for 16 Representatives was held.</li> <li>■ Up-to-date policies, guidance, standard operating procedures, and tools have been developed for emergency preparedness and response and integrated into all emergency training. These took into account operational needs, lessons learned, and commitments under the IASC Transformative Agenda (see <i>Glossary</i>).</li> </ul>
<b>Security management reinforced as an organizational culture</b>	
Strengthen governance and oversight mechanisms to ensure appropriate accountability at all levels	<ul style="list-style-type: none"> <li>■ UNHCR contributed to the development of a number of new United Nations Security Management System policies. Internally, administrative instructions were issued on: corporate accountability and decision making in rapidly changing security situations; Headquarters' response and support during critical security incidents in the field; and on procedures for submitting requests for missions to extremely high-risk areas.</li> </ul>



## MEETING BASIC NEEDS

### Institutionalizing the use of cash assistance

The expanded and systematic use of cash-based interventions (CBIs) is an institutional priority for UNHCR. In 2015, the Office responded to refugees' needs with cash grants or vouchers in more than 60 operations worldwide, with a combined value of USD 357 million – a significant increase from USD 302 million in 2014.

CBIs were used to provide assistance and services to protect people of concern across a variety of sectors, and to respond to their basic needs in a comprehensive manner. As an example,

UNHCR provided cash assistance to more than 145,000 Syrian refugee families (an estimated 726,000 individuals) in Lebanon to help them withstand the harsh winter conditions.

The Office also started to prepare for implementing its five-year policy on the institutionalization of CBIs. The policy will ensure that UNHCR has the knowledge, systems and processes in place to support the efficient implementation of CBIs by building staff capacity, and identifying and addressing potential gaps and opportunities across sectors and functions.

UNHCR and partners conducted research on the protection implications of CBIs and the use of multi-purpose cash grants to meet basic needs. The research led to the development of guidance and tools, including to mainstream protection in CBIs and to ensure their use contributes to protection outcomes.

For more information, UNHCR's *2015 Global Strategy Implementation Report* provides a detailed report on progress made in the implementation of UNHCR's Global Strategies for Public Health, Settlement and Shelter, Livelihoods and Safe Access to Energy (SAFE).



Areas of intervention in 2015	Key achievements in 2015
Develop tools and guidance to support the institutionalization of cash-based interventions (CBIs)	<ul style="list-style-type: none"> <li>■ Operational guidelines for CBIs in displacement settings were launched.</li> <li>■ Cash and protection tools and guidance were developed.</li> <li>■ Inter-agency operational guidance and a toolkit on multipurpose cash grants were developed.</li> <li>■ A cash delivery mechanism assessment tool was developed.</li> </ul>
Build capacity within UNHCR to implement CBIs	<ul style="list-style-type: none"> <li>■ Training materials were developed on e-transfers and data protection; coordination of cash transfer programmes; protection in CBIs.</li> <li>■ Training workshops were conducted in Bangkok, Amman and for multiple operations in Africa.</li> </ul>
Enable UNHCR operations to systematically consider and use CBIs	<ul style="list-style-type: none"> <li>■ Technical support missions were conducted to 14 operations; remote support was provided to 32 operations across Africa, Asia, Europe and the Middle East and North Africa.</li> </ul>

## Providing safe, dignified and sustainable shelter solutions

UNHCR's *Global Strategy for Settlement and Shelter (2014-2018)* provides a framework to achieve effective and comprehensive immediate shelter and settlement responses, while pursuing more sustainable shelter and settlement solutions.

Throughout 2015, UNHCR's operations worldwide continued efforts to ensure people of concern were provided with adequate dwellings. Close to 70 per cent of priority countries (those with a shelter budget of at least USD 1 million) were implementing a comprehensive shelter and settlement strategy, compared to 30 per cent in 2013.

As part of the emergency response in Europe, UNHCR assisted with the identification and winterization of temporary accommodation and reception centres across the region, notably for people transiting via the Balkans route. In Presovo, which became the main entry point for refugees moving into Serbia from the former Yugoslav Republic of Macedonia, UNHCR and partners rehabilitated rundown buildings to accommodate refugees.

The Office consistently advocated the implementation of more sustainable and durable shelter solutions from the early stages of an emergency to ensure refugees do not remain in emergency shelter for long periods of time. In Rwanda, the prompt deployment of technical specialists enabled UNHCR and partners to develop a comprehensive shelter strategy for Burundian refugees during the first month of the emergency. The construction of more than 1,150 transitional shelters, using timber, eucalyptus and mud, assured the refugees access to safe and dignified living conditions, and reduced the costly use of tents. Furthermore, in order to support field practitioners in developing comprehensive and technically sound strategies, UNHCR developed a shelter design catalogue outlining how shelters can progress from an emergency structure toward longer term accommodation while using local materials.

Improving existing shelter solutions and developing new options for homes for people in need remained at the forefront of UNHCR's research and development efforts. In 2015, the new self-standing

family tent developed through an inter-agency technical committee, composed of UNHCR, the International Committee of the Red Cross (ICRC) and the International Federation of Red Cross and Red Crescent Societies (IFRC), underwent rigorous testing to verify its safety and structural resistance to extreme weather conditions, and to assess its cultural suitability in a variety of contexts. UNHCR was finalizing the specifications for the new tent on the basis of laboratory and field testing in Burkina Faso and Pakistan, with a view to making an improved tent model available to operations worldwide in 2016.

## Finding alternatives to camps

UNHCR's 2014 *Policy on Alternatives to Camps* – which incorporates the 2009 *Policy on Refugee Protection and Solutions in Urban Areas* – promotes more inclusive, sustainable and development-oriented approaches to programming for refugees. The ultimate aim is to create opportunities for refugees to live legally, peacefully and independently in host communities.

At the field level, UNHCR continued to promote settlement alternatives that enable refugees to play a role in national and local development, society and the economy. The 'master plan' approach (see *Glossary*), developed in partnership with Stanford University and Ennead

Architects LLP in 2014, was employed to inform the development and rethinking of refugee sites in Chad, Ethiopia, Kenya, Mozambique and Rwanda. The master plan concept encourages a holistic approach to settlement planning by linking the settlement to the local context, thereby taking into consideration the integration prospects of refugees as well as the needs of the local population. As an example, in Mozambique, UNHCR introduced plans to integrate the Maratane refugee camp into UN Habitat's development strategy, in collaboration with the municipal authorities.

UNHCR and host governments achieved encouraging results throughout 2015 in mainstreaming refugees into national health-care and education systems. In the Congo and the Democratic Republic of the Congo, refugees from the Central African Republic were integrated into the national education system. In Egypt, more than 133,000 Syrian refugees were able to access the national primary health-care services for a nominal fee, while refugees in Malaysia could subscribe to private insurance plans considered affordable by more than 95 per cent of them. The comprehensive strategy for the integration of Malian refugees into the public health-care system was being successfully piloted in Aballa and Mangaize camps in Niger, where pregnant women and children younger than five years had access to consultations free of charge.

Areas of intervention in 2015	Key achievements in 2015
<b>Basic needs and essential services</b>	
<b>Shelter and infrastructure established, improved and maintained</b>	
Roll out the <i>Global Strategy for Settlement and Shelter (2014-2018)</i>	<ul style="list-style-type: none"> <li>■ Of all priority countries, 68% (17 out of 25) had a comprehensive shelter and settlement strategy in place in 2015, including 6 established in 2015.</li> <li>■ 68 technical missions supported new emergencies and more protracted displacement situations.</li> </ul>
Enhance capacity to deliver a combination of settlement options	<ul style="list-style-type: none"> <li>■ A shelter design catalogue outlining the progression of emergency shelters toward sustainable accommodation, in terms of design and cost, was produced.</li> <li>■ 3 settlement and shelter trainings were conducted for 55 staff and partners using standardized software, hardware and tools.</li> <li>■ A variety of tools were developed to support site planners in designing more holistic settlements, including a standard site assessment form.</li> <li>■ The UNHCR site planning toolkit was piloted by 10 shelter and settlement experts and will be rolled out in 2016.</li> </ul>
Invest in research and development for alternative shelter solutions	<ul style="list-style-type: none"> <li>■ More than 7,300 refugee housing units were deployed to 8 locations, including Djibouti, Greece and Iraq.</li> <li>■ The new self-standing family tent developed through the technical committee (UNHCR, ICRC, IFRC) underwent rigorous field (Burkina Faso and Pakistan) and laboratory testing to ensure its safety and structural resistance to extreme weather conditions, along with assessing its cultural suitability in a variety of contexts. The specifications for the new tent were to be finalized in early 2016 with a view to making an improved tent model available to operations worldwide.</li> </ul>
Promote and implement the 'master plan' approach	<ul style="list-style-type: none"> <li>■ 4 operations (Ethiopia, Kenya, Mozambique and Zimbabwe) were supported in applying the 'master plan' approach, which seeks to promote the integration of refugees within existing host communities as well as sharing key resources.</li> </ul>
Enhance monitoring of shelter and settlement responses	<ul style="list-style-type: none"> <li>■ New sectoral indicators to improve UNHCR's ability to monitor the impact of shelter and settlement programmes were introduced. The development of tools to allow for more systematic data collection was ongoing.</li> </ul>

## Providing essential services to improve health and well-being

Several factors affect the extent to which refugees have access to national health care, including the levels of coverage for health and social services available to refugees in the country of asylum and the varying funding mechanisms. UNHCR's *Global Strategy for Public Health (2014-2018)* and *Policy on Alternatives to Camps* support synergies with national development planning by contributing to local infrastructure and bringing refugees within national social protection and service delivery systems.

The Office works with national authorities, using country-specific strategies to mainstream refugees within national health-care systems. As an example, in 2015, the Islamic Republic of Iran, the Iranian Health Insurance Organization and UNHCR signed a tripartite agreement on the inclusion of

nearly 1 million Afghan and Iraqi refugees in the Government-sponsored Universal Public Health Insurance Scheme. This allows refugees access to health-care services in all public hospitals affiliated with the Ministry of Health.

In 2015, eight new disease outbreaks affected people of concern, including a cholera outbreak among Burundian refugees in Tanzania which claimed 29 lives. Through rapid procurement of medicines and supplies, and enhanced coordinated health, water, sanitation and hygiene interventions in Nyarugusu camp, UNHCR and partners managed to contain the cholera outbreak and provide treatment. Many more fatalities were prevented through an ensuing cholera vaccination campaign at the camp and in surrounding communities.

With both new and ongoing crises and growing numbers of refugees, the demands on health services increased

significantly, putting further strain on UNHCR's capacities. The variety of interventions and settings called for rapid adaptation and allocation of resources in an appropriate and timely manner in each situation. UNHCR sought to ensure effective quality responses through the introduction of tailored public health and WASH strategies. This included measures

to calculate the needs related to the large-scale arrival of people of concern in Europe in 2015, to ensure coherent interventions in the region. The minimum standards of 20 litres of water per day/person and a maximum of 16 people per latrine were met globally, although challenges remained and many sites still reported below-standard figures. ■

Areas of intervention in 2015	Key achievements in 2015
<b>Basic needs and essential services</b>	
<b>Health status of population improved</b>	
Improve access to quality primary health care programmes	<ul style="list-style-type: none"> <li>Acceptable under-5 mortality rates were achieved in 98% of operations worldwide (from 93% in 2014).</li> </ul>
Improve child survival (Increased vaccination coverage)	<ul style="list-style-type: none"> <li>The coverage of measles vaccination improved slightly, reaching 90% among refugees.</li> </ul>
Decrease morbidity from communicable disease (Improved outbreak response)	<ul style="list-style-type: none"> <li>Overall fatality rates in eight new disease outbreaks were kept below threshold through well-coordinated health WASH and logistical support.</li> </ul>
Improve access to comprehensive reproductive, maternal and newborn health services	<ul style="list-style-type: none"> <li>UNHCR continued to support access to comprehensive reproductive health services. Refugee women enjoyed access to safe childbirth, with 90% of women having full access to skilled birth attendants.</li> <li>As part of the inter-agency task team HIV in Humanitarian Emergencies, UNHCR led the development of a guide to help improve prevention of mother-to-child transmission in emergencies (<i>PMTCT in Humanitarian Settings</i>), based on a review of lessons learned.</li> </ul>
Improve care of mental illness	<ul style="list-style-type: none"> <li>More than 270 staff of partner organizations working in refugee camps in Cameroon, Chad and Ethiopia completed a four-day mental health training course on the <i>mhGAP Humanitarian Intervention Guide</i>, developed with WHO in 2015.</li> <li>Health and community workers also benefited from one-day workshops to foster cooperation between clinical staff and the refugee workforce around mental health.</li> </ul>
<b>Nutritional well-being and food security improved</b>	
Implement standardized expanded nutrition surveys (SENS)	<ul style="list-style-type: none"> <li>SENS surveys were conducted at 84 sites in 2015.</li> <li>48 sites (57%) met the Global Acute Malnutrition (GAM) standards of &lt; 10%, whilst 19 (23%) were above the emergency threshold of ≥ 15%.</li> <li>Remarkable decreases in levels of anaemia were recorded at 21% of sites.</li> </ul>
Promote and support adequate infant and young child feeding (IYCF) and care practices	<ul style="list-style-type: none"> <li>An IYCF-friendly framework to guide multi-sectoral integration to improve infant and young children nutrition and survival was developed and piloted in three countries (Bangladesh, Jordan and Kenya). Experiences from these pilots will feed into wider implementation in 2016.</li> <li>22% of all sites monitored showed levels of exclusive breastfeeding to be low (&lt;50% of infants 0-5 months).</li> </ul>
Improve effectiveness of food assistance	<ul style="list-style-type: none"> <li>New and innovative approaches to food assistance targeting were piloted in Chad, Jordan and Lebanon, the results of which are being analysed.</li> </ul>
<b>Population lives in satisfactory conditions of sanitation and hygiene</b>	
Ensure refugees have safe access to sanitation facilities	<ul style="list-style-type: none"> <li>A global average of 16 people per latrine was achieved, although many sites still reported instances where the standard of 20 people per latrine was not met.</li> </ul>
<b>Supply of potable water increased or maintained</b>	
Ensure refugees have safe access to water of sufficient quality and quantity	<ul style="list-style-type: none"> <li>A global average of 20 litres of water per day per person was achieved, although many sites still reported figures below the standard.</li> <li>UNHCR reduced operational costs for water supply systems by increasing the number of water pumping facilities powered with photovoltaic (solar) energy. In 2015, 13 boreholes in Dadaab, Kenya were converted to operate with solar-hybrid energy. After conversion, fuel consumption for pumping water was reduced by 50%.</li> </ul>

## For refugees in Iran, health plan brings care and comfort

*This article is an adapted version of a UNHCR news story.*  
17 December 2015

### TEHRAN, Islamic Republic of Iran |

As an Afghan refugee and an only son, Ajab Khan Yaghoubi's entire family relies on him to survive. But the 22-year-old suffers from hemophilia, a genetic illness which until recently left him with painful bleeding, expensive medical bills and an uncertain future.

Now, he can once again live life to the fullest thanks to an unprecedented initiative from the Government of the Islamic Republic of Iran that will eventually bring nearly a million refugees within the national healthcare safety net.

Ajab is part of the second generation of Afghan refugees whose parents fled to neighbouring Iran following the Soviet invasion in 1979. He and his four sisters were born and raised in the Saveh settlement, 165 kilometres southwest of Tehran, where they still live today.

With hemophilia affecting many in Ajab's family, heavy medical expenses made life in exile harder than ever. "I felt hopeless," Ajab recalls, teary-eyed. "I always wanted to contribute to the society that I am living in and to the livelihood of my family. Every time I wanted to get my medication, I had to see if I could borrow money from friends and relatives."



UNHCR/S. Maghsoudi

Afghan refugee Ajab Khan holds up his Salamat Health Insurance booklet.

It was the Universal Public Health Insurance scheme, also known as Salamat Health Insurance, that eventually came to Ajab's aid. The large-scale initiative is based on an agreement between UNHCR, the Bureau for Aliens and Foreign Immigrants Affairs of the Ministry of Interior, the Ministry of Health, and the Iran Health Insurance Organisation (Salamat).

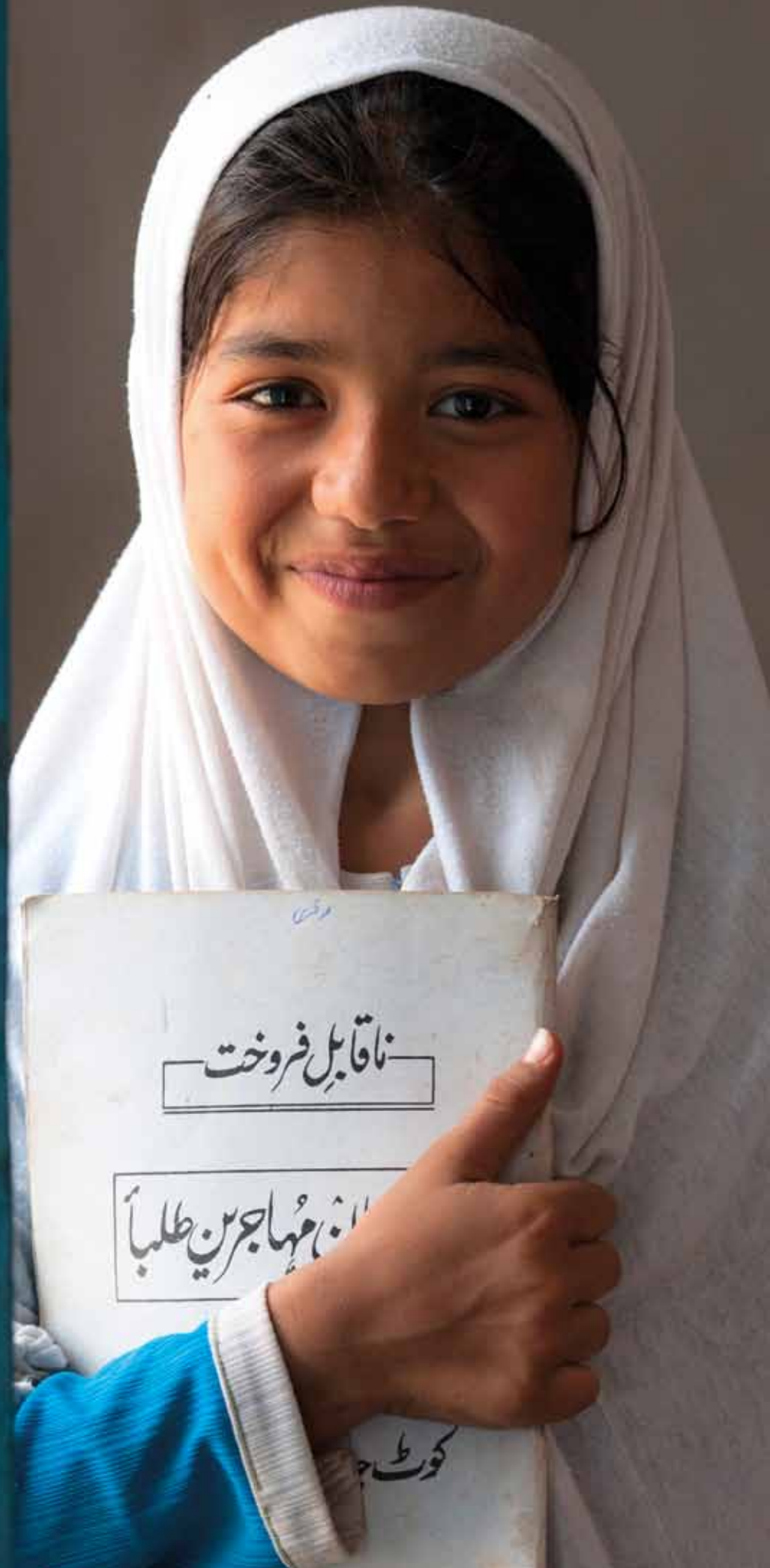
Through it, refugees can benefit from a health insurance package for hospitalization, similar to that of Iranian nationals. It was hailed on its launch by the UN High Commissioner for Refugees,

António Guterres, as "unprecedented." Guterres said he hoped other countries would follow Iran's "exemplary initiative which is going to profoundly impact the lives of its refugees."

Just three weeks after Ajab obtained his Salamat insurance booklet, he had already obtained the first batch of his medication.

Access to Salamat Health Insurance stands to benefit nearly one million Afghan and Iraqi refugees living in Iran, and addresses the financial challenges related to the high cost of health care. •

Bibi Ayisha, eleven years old, is an Afghan refugee studying at a school for girls in Kot Chandana refugee village, Pakistan.



# BUILDING BETTER FUTURES

The ultimate objective of UNHCR's work is to seek durable solutions for those who are forced to flee from conflict and serious human rights violations. Nevertheless, it can take years before it is safe for displaced populations to return home, or to find a new place they can call home. And so it is fundamental to help these individuals and communities to retain a sense of human dignity and hope for the future.

UNHCR works to empower refugees and other people of concern and to help them maximize their potential for growth and development. The Office assists in this process by promoting access to education, skills training and productive livelihoods.

The organization continues to promote more inclusive, sustainable and development-oriented approaches to programming for refugees.

In addition, UNHCR continues to facilitate resettlement for refugees with specific protection needs that cannot be addressed in the country where they have sought asylum.

---

## **In this chapter:**

- Multi-year planning for solutions
- Complementary pathways to protection and solutions
- Promoting access to inclusive and quality education
- Facilitating voluntary repatriation in safety and dignity
- Building self-reliance
- Enabling access to energy



UNHCR/Frederic Noy

## MULTI-YEAR PLANNING FOR SOLUTIONS

The number of people of concern to UNHCR today continues to rise at a higher rate than comprehensive durable solutions are being realized. UNHCR takes a progressive approach to solutions that entails incorporating solutions-oriented planning into the early stages of displacement and that recognizes that truly durable solutions for all population groups require long-term investments, through multi-year, multi-partner strategies that address the four dimensions of a solution: the legal, the economic, the social-cultural and the civil-political.

UNHCR has launched a multi-year planning pilot to explore how the existing planning system supports or hinders planning. Selected operations in Tanzania, Ghana, Senegal, Uganda, Ecuador and Costa Rica are developing protection and solutions strategies,

working with all levels of government and with a wide array of partners on strategies designed to achieve concrete, longer-term protection and solutions objectives.

The pilots will provide an evidence-base to improve support to other operations already moving towards multi-year planning and to identify and design any necessary changes to planning, budgeting and reporting systems. The pilot will serve as the first step towards adapting to a planning and programming environment that recognizes the longevity of displacement and statelessness situations and, therefore, the necessity of direct and early links to a wider range of national actors and to national development planning, as well as to international actors focused on longer-term support.



Tanzania is implementing an integration strategy for some 160,000 newly naturalized Tanzanians and those former Burundian refugees whose processes are ongoing. The strategy is also exploring how emergency and longer term responses for other populations can be better designed to support local growth and multiple solutions over the medium to longer-term, complementing ongoing large-scale resettlement of the Congolese refugee population.

Uganda is focusing on enhancing self-reliance and resilience and supporting a range of pathways towards legal solutions, including resettlement, as an integral part of national development and regional planning.

Costa Rica and Ecuador are both addressing the links between economic self-sufficiency and eligibility for naturalisation and Ghana is exploring how refugees from ECOWAS member states can benefit from regional agreements in the search for definitive solutions. In Senegal, the last elements of a comprehensive approach to solutions for Mauritanian refugees will require regional commitment but the strategy aims for definitive solutions for the people caught in a generation-long situation.

Other operations are also working towards comprehensive solutions

planning, including with the support of the Solutions Alliance. The strategy developed in Zambia supports a comprehensive solution including a strong legal element, as well as ties to broader development planning in settlement areas. In Somalia, the goal of the national group is to use the national development plan and support from international donors and technical experts to improving the inclusion of refugee and IDP returnees in national development plans and priorities. Protection and solutions planning in other regions is also leading to approaches that will be formalized in the coming years.

## Seeds for Solutions

Through Seeds for Solutions funding, more than 20 UNHCR operations have been provided financial and technical support in 2015 and are currently applying solutions-oriented interventions in their programming, including in the documentation of legal solutions; support for greater self-reliance; skills training; infrastructure investments to support social cohesion and the inclusion of persons of concern to UNHCR in national systems and other key contributions to comprehensive solutions. In the cases of Niger, Sri Lanka and Somalia, Seeds for Solutions facilitated the launching of programmes that were later able to continue independently of the initiative's support.



UNHCR/Roger Arnold

## COMPLEMENTARY PATHWAYS TO PROTECTION AND SOLUTIONS

UNHCR works in partnership with governments and others to identify and share information about and, where necessary, to adapt legislation, policy, and existing administrative systems that can facilitate refugees' search for protection and solutions. Humanitarian pathways, such as resettlement and other humanitarian admission programmes, private sponsorship programmes for individuals in humanitarian need, some special humanitarian visas, and medical evacuation are designed to provide protection and solutions for refugees at risk.

Complementary pathways may not be specifically based on the protection risks faced by refugees, but can offer protection and solutions for refugees and serve as an important expression of solidarity and responsibility sharing. Such pathways may include: family reunification for extended family members that do not fall within resettlement criteria, points-based and labour migration and labour mobility schemes and academic scholarships and apprenticeships.

UNHCR has been exploring the possibility of alternate pathways to solutions for some time, including through formal studies in the MERCOSUR and ECOWAS regions exploring how schemes that permit nationals to move and work freely could offer secure futures for refugees. In addition to new opportunities opening for safe labour mobility and education schemes, some West African States are looking at how the ECOWAS framework and their own national laws could offer facilitated pathways to permanent residency and, in some cases, naturalization.

## Ensuring protection through resettlement

In 2015, global resettlement needs exceeded 1 million places for the first time. The number of refugees and migrants arriving in mixed flows in Europe increased dramatically, prompting a surge of political and public interest in refugee and migration issues. Many countries

announced additional resettlement quotas in 2015 specifically for Syrian refugees, who made up the majority of arrivals to Europe.

UNHCR resettlement submissions to resettlement countries in 2015 exceeded 133,000 – a 28 per cent increase on 2014. The number of resettlement States also grew, with Italy and the Republic of Korea announcing pilot resettlement programmes which began in 2015.

The organization's submissions from Africa exceeded 38,800 individuals in 2015 – a 147 per cent increase since 2012. Almost 90 per cent of the total resettlement submissions from Africa in 2015 were made to the United States.

Resettlement out of Asia continued to decrease; however there was one notable milestone during the year: the number of Bhutanese refugees resettled out of Nepal since 2007 reached more than 100,000.

***“Globally, resettlement continued to play a crucial protection role in UNHCR's response to forced displacement. More than 81,000 refugees departed for resettlement in 2015.”***

*- High Commissioner Filippo Grandi*

From the Middle East, North Africa and Turkey, some 70,000 people were submitted for resettlement and humanitarian admission during 2015, including more than 52,000 Syrian refugees. The Syria Core Group has played a pivotal role in ensuring continued support for resettlement from host States in the region, by demonstrating that large-scale resettlement can be an effective means of sharing responsibility for refugee protection. The Syria Core Group has also been an important forum for addressing issues related to integrity and status adjudication, enabling States to move forward with expedited and simplified resettlement procedures to address the needs of displaced Syrians.

The resettlement needs of Iraqi refugees remained significant, with more than 11,000 Iraqi refugees submitted for resettlement in 2015.

The unprecedented level of interest in resettlement and other forms of admission for refugees required UNHCR to significantly increase its response capacity. Preparation for a global upscaling of resettlement began in late 2015, as UNHCR predicted a 37 per cent increase in resettlement submissions in 2016 in order to meet quotas.

The Office continued to focus on upholding the integrity of asylum systems throughout the year, as well as reviewing and revising its relevant policy and operational guidelines in order to reduce the risk of fraud. A new policy and guidelines – to be issued in 2016 – are expected to provide a comprehensive framework for addressing fraud and include prevention, detection, and investigation measures aimed at all stages of case processing, including registration, refugee status determination and resettlement. Emphasis will be placed on tracking and reporting fraud or fraud-like incidents, which will allow the organization to proactively identify trends. Dedicated anti-fraud posts were introduced in several operations, including Kenya and Malaysia.

The chairing of the Annual Tripartite Consultations on Resettlement (ATCR) and the Working Group on Resettlement (WGR) was passed to the Netherlands by the Norwegian Government. During 2015, resettlement States, UNHCR, NGOs, and resettled refugees participated in no less than five WGR meetings. It was agreed that core and contact groups would meet on an annual basis to discuss work plans and how to achieve a simpler approach to resettlement processing, including the potential use of electronic submissions. ■

Areas of intervention in 2015	Key achievements in 2015
<b>Durable solutions</b>	
<b>Comprehensive solutions strategy developed, strengthened or updated</b>	
Develop and implement solutions strategy	<ul style="list-style-type: none"> <li>■ UNHCR in Costa Rica, Ecuador, Ghana, Senegal, Tanzania and Uganda piloted a multi-year and multi-partner protection and solutions strategy.</li> <li>■ 20 countries received Seeds for Solutions (see <i>Glossary</i>) funding to strengthen their solutions strategies and interventions, and to support the implementation and the monitoring of activities.</li> </ul>
<b>Potential for resettlement realized</b>	
Submit resettlement files	<ul style="list-style-type: none"> <li>■ In 2015, UNHCR resettlement submissions rose to more than 133,000 – 28% more than the 103,890 individuals submitted in 2014.</li> <li>■ Efforts were made with resettlement States to reduce the time between submission and departure. 81,273 people departed in 2015 – an 11% increase on 73,330 in 2014.</li> <li>■ Since the Annual Tripartite Consultations on Resettlement in July 2014, UNHCR has been calling for the resettlement of 10% of the Syrian refugee population. At the end of 2015, more than 162,000 pledges of resettlement places were made for Syrian refugees.</li> <li>■ There were slightly fewer resettlement submissions than the previous year from Iraqi refugees in the Middle East, North Africa and Turkey – 10,930 were submitted in 2015, a 6% decrease compared to 11,608 in 2014.</li> <li>■ More than 52,000 Syrians were submitted for resettlement consideration from the Middle East, North Africa and Turkey, compared to 20,903 Syrian refugees in 2014. This included Syrians from Jordan (22,273), Lebanon (18,476) and Turkey (8,091).</li> <li>■ UNHCR submitted more than 38,800 resettlement applications from Africa in 2015, compared to 35,079 in 2014. This includes more than 20,460 Congolese refugees, bringing the total since 2012 to over 57,000.</li> <li>■ In 2015, 56 victims of trafficking were submitted for resettlement consideration from Egypt, compared to 203 in 2014. Victims of trafficking who departed for resettlement increased from 51 individuals in 2014 to 175 individuals in 2015.</li> <li>■ In some places, insecurity made access to refugees challenging in 2015 necessitating the continued use of video conferencing from Yemen, the Syrian Arab Republic, and some operations in Africa.</li> </ul>
Assure the integrity of resettlement procedures	<ul style="list-style-type: none"> <li>■ A revised policy and operational guidelines were drafted to address fraud committed by people of concern to UNHCR.</li> </ul>
Undertake capacity-building initiatives	<ul style="list-style-type: none"> <li>■ 500 UNHCR staff and affiliate workforce participated in a number of webinars conducted in 2015, covering resettlement registration form writing, the worldwide refugee admissions processing system, and resettlement assessment tools.</li> </ul>



UNHCR/Jonathan Rashad

## PROMOTING ACCESS TO INCLUSIVE AND QUALITY EDUCATION

UNHCR's *Education Strategy 2012-2016* places particular focus on assuring the provision of refugee education, not as a peripheral stand-alone service, but as a core component of UNHCR's protection and durable solutions mandate. Quality education that builds relevant skills and knowledge enables refugees to live healthy, dignified, productive lives and become more self-reliant.

In 2015, UNHCR implemented multi-year, country-specific education strategies in 25 priority countries and continued its work to achieve greater inclusion of refugee children in national education services.

Through the Educate a Child (EAC) global programme, in 2015 UNHCR launched a three-year initiative to provide access to education for more than 700,000 refugee children who are currently out of school in 12 countries in Africa, Asia and the Middle East. This initiative built on existing efforts by EAC and UNHCR that

has already given more than 400,000 refugee children access to primary education since 2012.

The Office continued to utilize technology and innovative learning modalities to increase access to quality, certified education. This work is the focus of UNHCR's Learn Lab, which works to enhance and expand educational programming for people of concern using innovative approaches. More than 80,000 students in 11 countries participated in Learn Lab initiatives, and a notable improvement in exam performance results in Kenya and the United Republic of Tanzania, as well as a positive psychosocial impact, have been observed.

In addition, more than 3,400 refugees in 42 countries were given higher education scholarships through the Albert Einstein German Academic Refugee Initiative (DAFI) and other programmes in 2015. ■

## GLOBAL STRATEGIC PRIORITIES



### Education

School enrolment rates for Nigerian refugees in the Far North region of **Cameroon** significantly increased in 2015, from 61 per cent to 90 per cent. UNHCR and partners have been running a bilingual curriculum to conform to the education system of Cameroon. Three primary schools were established in Minawao camp and

staffed with both Cameroonian and refugee teachers. Student-parent-teacher associations were created to support awareness raising and community engagement in relation to education.

In **South Sudan**, however, major protection concerns persist despite intensified efforts to improve

access and retention in primary education and include refugees in the national education system. Dropout rates remained high due to reductions in food rations, child labour, teacher strikes and lack of sanitary materials for girls.

Areas of intervention in 2015	Key achievements in 2015
<b>Basic needs and essential services</b>	
Population has optimal access to education	
Provide technical support to operations	<ul style="list-style-type: none"> <li>Multi-year, country-specific education strategies were implemented in 25 priority countries, in line with <i>UNHCR's Education Strategy 2012-2016</i>. Regional education strategies were developed for the Central African Republic, South Sudan and Syria situations.</li> </ul>
Increase enrolment rates for out-of-school children	<ul style="list-style-type: none"> <li>Through the Educate a Child (EAC) and UNHCR partnership, new efforts have been made to provide access to education for more than 700,000 out-of-school refugee children in 12 countries in Africa, Asia and the Middle East. EAC and UNHCR had already enrolled more than 400,000 refugee children in primary education since 2012.</li> </ul>
Strengthen data management and monitoring of learning outcomes	<ul style="list-style-type: none"> <li>Data management was strengthened globally, with a focus on measuring enrolment and retention in school, and on developing the capacity of UNHCR staff and partners at country-level on data analysis to help improve evidence-based programming.</li> </ul>
Promote the use of technology in education	<ul style="list-style-type: none"> <li>More than 80,000 students in 11 countries participated in Learn Lab initiatives, with improvements noted in exam performance results in Kenya and Tanzania during 2015.</li> </ul>
Enhance access to tertiary education	<ul style="list-style-type: none"> <li>At least 3,400 refugees in 42 countries were granted higher education scholarships through DAFI and other initiatives, with the number of Syrian refugee recipients doubling between 2014 and 2015.</li> <li>Certified connected e-learning initiatives using blended approaches (face-to-face and online instruction) enabled 1,400 students in Jordan, Kenya, Malawi and Rwanda to participate in higher education.</li> <li>A connected learning consortium of higher education partners worked together on new means to improve learning outcomes for refugees through blended approaches.</li> </ul>



UNHCR/Diana Diaz

## FACILITATING VOLUNTARY REPATRIATION IN SAFETY AND DIGNITY

In 2015, conditions for voluntary repatriation continued to be challenging and not conducive to the safe return of refugees in many operations. In 2015, a total of 201,416 refugees opted for voluntary repatriation, 75,416 higher than the 126,000 refugees who voluntarily repatriated in 2014.

A total of 58,460 Afghans repatriated to Afghanistan in 2015. Shrinking asylum space and lack of access to protection elsewhere is thought to have contributed to these returns, which are an increase over the previous year despite deteriorating security conditions.

In Côte d'Ivoire, voluntary repatriation resumed in late 2015 (after the suspension in 2014 due to the Ebola virus) and 1,226 refugees returned to their communities of origin by end December. Significantly more have returned since the beginning of 2016 and the pace continues to increase.

UNHCR and partners supported the voluntary repatriation of 5,709 individuals from Kenya to Somalia. In Mali, the registration of returnees was resumed in August, leading to the registration of 4,088 spontaneous returnees by the end of 2015.

The Office had planned the voluntary repatriation of 20,000 Rwandan refugees from North and South Kivu in the Democratic Republic of the Congo in 2015, although only 5,193 people repatriated voluntarily.

UNHCR closed the chapter on the voluntary repatriation of former Angolan refugees with approximately 4,600 persons returning in 2015, of which 3,886 returned from the Democratic Republic of the Congo. ■





UNHCR/Sebastian Rich

## BUILDING SELF-RELIANCE

UNHCR works to enable refugees to carry out safe and secure livelihood activities while they are living in host communities and after they go home, with various forms of support services, to help them gain lawful access to markets and acquire the human, financial, social, and physical capital that may be required to work productively.

In 2015, the Office continued to implement its five-year *Global Strategy for Livelihoods (2014-2018)* which aims to ensure a sustainable income for refugees by linking their productive capacity to market opportunities through evidence-based and technically-sound livelihoods programming.

In line with the Global Strategy, *Operational Guidelines on the Minimum Criteria for Livelihoods Programming* were issued in 2015. The minimum criteria outlined the most important steps for effective planning, implementing and monitoring of livelihood programmes in

order to maximize the impact of UNHCR's interventions. Through these minimum criteria, UNHCR operations were able to conduct socio-economic and market assessments, as well as value-chain analyses, to assist in developing context-specific, multi-year strategic plans, while ensuring results through proper targeting, quality partnerships and expertise. By the end of 2015, 97 UNHCR operations had compliance plans in place for achieving the mandatory minimum criteria.

### Right to work

UNHCR partnered with ILO and others to support field operations in conducting market assessments and value-chain analyses. In Zambia, UNHCR and ILO organized entrepreneurial training programmes to ensure sustainable livelihood opportunities for refugees.

UNHCR has also been working with the International Trade Centre to promote access to work with governments and employers.

Collaboration with Governments, NGOs and civil society in Asia, Europe, the Middle East and the Americas is exploring how civil society and the private sector can contribute to employment opportunities for refugees and others of concern.

## The Graduation Approach

Throughout the year, UNHCR successfully pursued the Graduation Approach (see *Glossary*) in Burkina Faso, Costa Rica, Ecuador, Egypt and Zambia, which aims to help people to 'graduate' out of poverty through a targeted, sequenced and time-limited livelihood support process. This process would see them earn an income to cover their basic needs through safe and sustainable work opportunities or self-employment.

In Costa Rica, the Graduation Model was included in the country's 2015-2018 National Development Plan. Progress was made in granting refugees access to national programmes on poverty reduction, employability and development. Through its corporate social responsibility scheme, *Vivir la Integración*, UNHCR worked with roughly 90 companies in Costa Rica to provide access to training and sustainable employment opportunities for refugees. Since 2014, an estimated 2,000 people of concern in Costa Rica have begun to achieve socio-economic integration thanks to the Graduation Approach, and 300 refugees and asylum-seekers had found employment through *Vivir la Integración*.

UNHCR's graduation programme in Egypt supported refugees in urban areas to improve their livelihoods through obtaining a sustainable wage or self-employment. A mid-term evaluation

conducted in 2015 showed that 754 participants had been employed and 797 had successfully started their own business. According to initial estimates, the average income per person per month had increased by around 18 per cent in Cairo and 27 per cent in Alexandria.

A business incubator model developed by UNHCR in Ecuador, together with the Pontifical Catholic University of Ecuador Esmeraldas, sought to provide refugees, asylum-seekers and vulnerable populations with entrepreneurial skills to develop their businesses. The initiative has supported 28 enterprises over two years with only a few unsuccessful ventures (14 per cent) compared to the significant 90 per cent overall failure rate of enterprises in Esmeraldas within two years. On average, the businesses supported by this initiative have increased their income by 10 per cent.

## New opportunities

Three additional sectors in which refugees have demonstrated great potential to be active economic agents of change are artisan work, agriculture and telework (working remotely with the aid of online technologies). These sectors were chosen for specific support in view of the global growth trends, as well as their potential for employing large numbers of people in developing countries.

In 2015, an estimated 37 per cent of Malian refugees in Sahel camps and the urban centre of Bobo-Dioulasso were skilled artisans, of whom 19 per cent were heads of household. A value-chain analysis revealed the high potential of the artisan sector for refugees to generate sustainable income, and UNHCR worked to address some of the challenges

that refugee artisans face in accessing tools, skills and markets. To harness the potential for artisan activities in Burkina Faso, the Office started a project to contribute to the socio-economic well-being and self-reliance of 1,000 Malian refugee artisans in Goudebou and Mentao camps, as well as in the urban centre of Ouagadougou. It supported product innovations, facilitated access to production inputs and infrastructure, developed skills and entrepreneurship, and provided links to local and international markets.

Nonetheless, despite concrete successes and UNHCR's ongoing

efforts to increase its technical expertise, the implementation of livelihood programming in many contexts remained complex and were hindered by the lack of an enabling environment, resulting in legal, political, social and economic challenges for people of concern in accessing work and market opportunities. Sparse resources continued to limit the capacity of the Office and its partners to design, implement and monitor livelihood programmes that could make a remarkable difference in opening up economic opportunities for people of concern. ■

## GLOBAL STRATEGIC PRIORITIES



### Local integration

Political support for local integration varies greatly across different operational contexts. In **Georgia**, UNHCR contributed to the development of an integration strategy and action plan to improve prospects for integration of refugees, which has now been approved by Parliament. In **Bolivia**, the Government established a coordination mechanism to address local integration issues, in line with a comprehensive plan to strengthen protection and durable solutions, developed with technical guidance and funding of UNHCR.

In the **Gambia**, advocacy efforts targeting local authorities enabled refugees to acquire plots of land for residential and farming purposes and secured a waiver of the 'expatriate' tax for refugee employees. In September 2015, the Government of **Zambia** approved expanded criteria for the local integration of Angolans, offering local integration to all former Angolan refugees who arrived in Zambia by 2003, as well as for some 4,000 Rwandans.

Areas of intervention in 2015	Key achievements in 2015
<b>Durable solutions</b>	
<b>Self-reliance and livelihoods</b>	
Improve the quality of livelihoods programming in UNHCR field operations	<ul style="list-style-type: none"> <li>■ Technical support was provided to: 3 country operations for rural and agricultural programming; 3 operations for artisanal programming; and 2 operations for community technology access programming.</li> <li>■ Technical training on the <i>Minimum Criteria for Livelihoods Programming</i> was conducted for 12 operations.</li> <li>■ Operational guidelines on the <i>Minimum Criteria for Livelihoods Programming</i> were released and global compliance was monitored through a survey covering 97 operations. Country-specific compliance plans were also developed.</li> </ul>
Develop multi-year self-reliance strategies in priority countries	<ul style="list-style-type: none"> <li>■ Strategies to link refugee profiles and market opportunities were completed in 5 additional countries.</li> </ul>
Expand field capacity to deliver quality livelihoods programmes	<ul style="list-style-type: none"> <li>■ An online roster of livelihood experts was developed and managed.</li> <li>■ 6 additional expert livelihood practitioners were recruited in the field.</li> <li>■ 2 regional livelihoods officers were deployed to better support operations.</li> <li>■ A livelihoods learning programme was developed for UNHCR and partner staff.</li> </ul>
Build internal UNHCR capacity to integrate and adopt the graduation approach in livelihoods programming	<ul style="list-style-type: none"> <li>■ A workshop was held with all 5 Graduation Approach pilot operations in order to gather lessons learned and develop guidelines on its adoption for urban refugees.</li> </ul>
Improve refugees' access to entrepreneurial loans	<ul style="list-style-type: none"> <li>■ Case studies and guidelines drafted in partnership with the social performance task force were used as advocacy and training tools for financial service providers willing to provide loans to refugee entrepreneurs.</li> </ul>
<b>Potential for integration realized</b>	
Facilitate acquisition of residence permits	<ul style="list-style-type: none"> <li>■ 2,557 temporary residence permits were delivered to former Angolan refugees in the Democratic Republic of the Congo.</li> <li>■ 1,120 residency visas were issued to refugees and asylum-seekers in Ecuador.</li> <li>■ It was anticipated that 2,000 Togolese refugees would receive residence permits in Ghana in 2015. However, a different strategy on legal local integration is being pursued to ensure longer-term residency rights (including potentially naturalization).</li> <li>■ Some 1,200 residence permits have been distributed to former Angolan refugees in Zambia. Some 1,100 former Angolan refugees and Zambian nationals have been allocated land plots under the national settlement scheme as part of the Government of Zambia Local Integration Strategy for former Angolan refugees.</li> <li>■ Technical and financial support was provided in the Americas (Panama, Nicaragua, Mexico, Argentina, Uruguay, Chile, Bolivia, Paraguay, El Salvador, Guatemala), as well as in India and Georgia, for 1,291 refugees to pursue alternative migratory solutions, including by obtaining family reunification visas, residence visas or naturalization.</li> <li>■ The Government of the Gambia agreed to provide multi-year residence and work permits (5 to 15 years) to refugees to integrate locally and approved the exemption of expatriate tax on refugees, which encourages employment of refugees and facilitates their economic integration.</li> <li>■ Practical guidance on rule-of-law initiatives, such as right to work, housing land and property and access to justice, were developed in the Republic of the Congo, Djibouti, Ethiopia, Myanmar and Senegal, with pilot projects in housing land and property initiated in the Central African Republic, Myanmar and Senegal.</li> </ul>
Naturalization process facilitated	<ul style="list-style-type: none"> <li>■ Over 151,000 former Burundian refugees received citizenship certificates from the Government of Tanzania as part of a multi-party comprehensive solutions strategy.</li> </ul>
<b>Community mobilization strengthened and expanded</b>	
Strengthen delivery of community-based protection interventions	<ul style="list-style-type: none"> <li>■ The <i>Community-Based Protection in Action</i> series was produced, with the first two issues covering community centres and community-based outreach, to support the operationalization of community-based protection by highlighting successful approaches and methodologies based on good practices from UNHCR operations.</li> <li>■ An online community of practice was developed with partners, bringing together resources and examples of good practices from the field to facilitate peer learning between humanitarian and protection actors around the world.</li> <li>■ Targeted technical support was provided to 8 operations through field missions, training and remote support.</li> </ul>



UNHCR/vor Prickett

## ENABLING ACCESS TO ENERGY

UNHCR launched a five-year *Global Strategy for Safe Access to Fuel and Energy (SAFE)* in 2014 to improve the quality of life in refugee camps and hosting communities by enabling refugees' access to clean energy facilities for cooking and lighting. The provision of lighting, energy and fuel in camps contribute to safeguarding refugees from protection risks such as sexual and gender-based violence (SGBV), which often occurs in the search for firewood and during hours of darkness. In 2015, UNHCR's operations paid particular attention to supporting the use of new or improved renewable energy technologies for refugee households in a number of settings, and to documenting these efforts to determine whether and how they may be replicated.

The Office has ongoing solar farm projects in Azraq and Za'atari refugee camps in Jordan, to meet lighting and low-powered energy needs. Excess energy is channeled back to the Jordanian national grid. In Bangladesh, UNHCR was able to convert all human

waste in one camp into biogas that could be used for cooking.

In the Jijiga camps in Ethiopia, refugees who previously used kerosene now use healthier and safer ethanol-fuelled cooking stoves. This shift resulted in the creation of a carbon financing project to generate carbon credit that allows UNHCR to provide additional stoves, fuel or other services. UNHCR is expanding the use of ethanol cooking stoves to three additional locations in the country.

In Kenya's Dadaab camps, a pilot test using liquefied petroleum gas (LPG) was underway. In addition to the health benefits stemming from clean energy, the use of LPG for cooking reduces negative environmental impacts and has the potential to lessen tensions that may arise between refugees and the host community over the depletion of common natural resources.

The integration of a responsible natural resource management component into energy programming remains fundamental to UNHCR. It is key to

addressing some of the negative environmental impacts that often accompany refugee influxes and associated humanitarian operations, and for determining ways in which well designed, innovative and participatory resource management can contribute to securing safe and sustainable energy access and livelihoods in these contexts.

UNHCR operations supported a range of environmental resilience projects, including

reforestation programmes in refugee sites and environmental-awareness promotion. Similarly, the Office was looking at ways to reduce its carbon footprint and energy costs by utilizing renewable energy sources for staff accommodation, administration and water delivery. Seeking accreditation to the Green Climate Fund and financing opportunities will have considerable impact on potential funding for environmental management, renewable energy and climate change adaptation. ■

Areas of intervention in 2015	Key achievements in 2015
<b>Environment and energy</b>	
Implement the UNHCR Global Strategy for Safe Access to Fuel and Energy (SAFE) effectively	<ul style="list-style-type: none"> <li>■ 10 operations developed a country-specific SAFE strategy (Burkina Faso, Chad, Djibouti, Ethiopia, Kenya, Nepal, Rwanda, South Sudan, Sudan and Uganda). These strategies resulted in a shift from over-reliance on firewood as the main source of cooking energy to other eco-friendly sources. In Burkina Faso, Ethiopia and Kenya, for example, ethanol, solar cookers, liquefied petroleum gas and other alternative energy technologies have been tested.</li> <li>■ In 2015, close to 99,000 households received fuel-efficient cookstoves in five countries (Burkina Faso, Ethiopia, Kenya, Rwanda and Uganda) and more than 99,700 households received solar lanterns. In Ethiopia alone, 52% of households received clean cookstoves and 66% solar lamps.</li> </ul>
Increase knowledge of energy interventions through strengthened monitoring and evaluation	<ul style="list-style-type: none"> <li>■ In collaboration with the Global Alliance for Clean Cookstoves and Berkeley Air Monitoring, UNHCR worked to set minimum standards for cooking technologies that can be procured at various stages of an emergency response. The Office was working simultaneously to produce guidance on monitoring, evaluation and performance measurement of energy programming, with the aim of ensuring the use of appropriate and sustainable cookstoves and fuel supplies.</li> <li>■ A study in Chad for the Light Years Ahead project indicated that with the introduction of solar lamps, households had cut their expenditure on lighting by half. Moreover, 94% of the individuals interviewed indicated that the solar street lights had greatly improved the sense of security at night time.</li> </ul>
Expand energy and environment expertise and capacity in field operations	<ul style="list-style-type: none"> <li>■ Energy and environment training was conducted for participants from 17 country operations.</li> <li>■ An online learning programme on safe access to fuel and energy in refugee situations was developed to build UNHCR and partner staff's awareness and capacity to handle this. The eLearning programme was due to be rolled out in 2016.</li> </ul>
Test innovative approaches to energy and environment	<ul style="list-style-type: none"> <li>■ The carbon credit cooking stove project, launched in Rwanda with the involvement of 300 refugees, not only helped the refugees to earn an income but also generated EUR 50,000 in 2015.</li> <li>■ The introduction of the environmental management plan for Mahana camp in Rwanda included: the procurement of improved cooking stoves for 20,000 households; the establishment of a sludge-management system for the temporary water treatment plant and a specific environmental management plan for the construction and operation of a permanent water treatment plant at the site.</li> <li>■ Pay as you go (PAYG) technologies linked livelihoods and energy priorities, and the first renewable energy and livelihoods joint intervention to create energy co-ops and income-generation opportunities for refugee and host communities across 3,300 households was launched.</li> <li>■ The Azraq Electrification Project was implemented in Jordan. In Chad, UNHCR was developing hybrid systems for offices and accommodation in addition to designing a land restoration pilot project.</li> <li>■ UNHCR in Nepal is exploring the feasibility of installing a mini-grid with Engineers Without Borders. Mini-grids provide power in remote areas that are not linked to the national grid.</li> </ul>

# Giving refugees from Colombia a stable life in Ecuador

This article is an adapted version of a UNHCR news story.  
8 April 2015

## SANTO DOMINGO DE LOS TSACHILAS,

Ecuador | Her grandparents share Paula's\* dream that someday she will be a veterinarian, but success is unlikely without stable employment. A new programme involving UNHCR is giving 200 refugee families like them new hope.

"Since she was a child, Paula has dreamed of becoming a veterinarian," said Amelia, looking at her 15-year-old granddaughter. "All I want is to offer her the opportunity to make her dream come true."

Their chances of success are being increased by a new programme, the Graduation Model, which is using a comprehensive approach to make refugees self-sufficient. In addition to the previous relief assistance, participants will receive vocational training, financial education and legal assistance.

Amelia has raised her granddaughter Paula since they fled to Ecuador in 2006 after death threats by members of an illegal armed group in Colombia. Paula's mother, pregnant at the time, stayed in their home country.

Despite their efforts, it has been hard for Amelia and her husband – both elderly – to secure stable employment. The odd jobs they have taken on are barely enough for daily needs. Paula is often forced to miss entire weeks of school to help her grandmother.

Many Colombian refugees in Ecuador – lacking social networks and resources – cannot find stable employment. Creating



UNHCR/G.Menezes

Families attending the official launch of the Graduation Model programme in Ecuador.

employment opportunities is essential to alleviating poverty and integrating these vulnerable people.

To address this need, UNHCR and a number of state and partner organizations, in coordination with the private sector, have launched the Graduation Model in Santo Domingo de los Tsáchilas, a refugee-hosting city 200 kilometres from the capital, Quito.

The pilot – involving the local government, the Hebrew Immigrant Aid Society, the Jesuit Refugee Service, the national Banco del Pichincha and a financial education provider *Fundación CRISFE* – supports self-employment, formal wage earning and microfinance to create livelihood opportunities.

It goes beyond providing simple relief assistance to a more targeted and self-

empowering approach that offers consumption support, legal assistance, financial education and vocational training to refugees.

By participating in the Graduation Model, Amelia's family is hoping to secure a more stable income, allowing them to put some money aside for later needs like her granddaughter's education.

Banco Pichincha, Ecuador's largest banking institution, are providing these families with individual savings accounts and basic financial education.

In a couple of weeks, Amelia and her family will start receiving food support and will attend their first classes on financial education and self-reliance. •

*\*All names have been changed for confidentiality.*

Young Syrian boys playing with old tires just before sunset in Azraq camp, Jordan.



UNHCR/Christopher Herwig





# SUPPORTING UNHCR'S WORK

Every time a new forced displacement crisis erupts, UNHCR must call on the support of thousands of other actors to help it respond to the many needs of those in distress.

In addition, the organization has ongoing programmes for tens of millions of already uprooted people, whose safety and well-being remain of concern to UNHCR.

This chapter focuses on presenting some of the many ways in which the Office coordinates its work with different partners. Also highlighted are the welcome sources of support and advocacy from inspirational and engaged collaborators across the globe that enabled the organization to carry out its work in 2015.

## **In this chapter:**

- Hosting the world's refugees
- Engaging with partners
- Mobilizing the private sector
- Celebrity support

## HOSTING THE WORLD'S REFUGEES

The arrival of refugees always has an impact on host communities. Depending on the size of the refugee population relative to the host community, and the prevailing socio-economic circumstances prior to their arrival, the consequent effects can be both positive and negative. These are often hard to document, especially as the scale and scope of most refugee situations are not easily predictable.

But in all instances of refugee arrivals, an important objective of governments, UNHCR and its partners is to ensure timely and effective protection by supporting social cohesion between refugees and their local community.

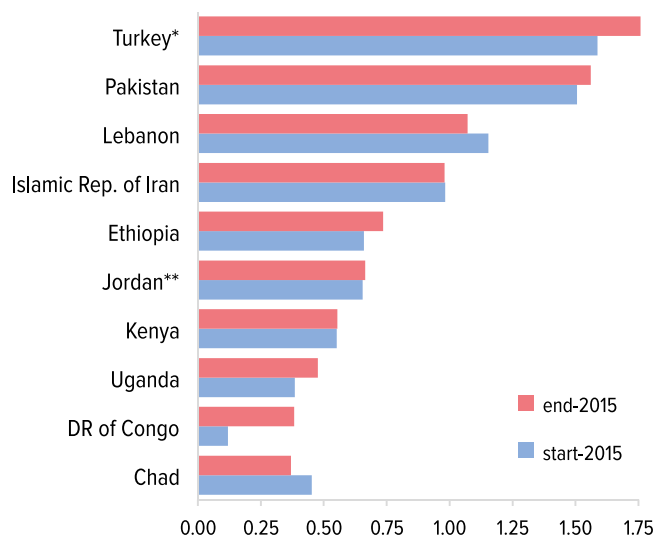
The huge demographic shock experienced in Lebanon, Jordan and Turkey of absorbing millions of Syrian refugees has highlighted the importance of interventions to mitigate the impact on political, economic and social stability.

The significant numbers of Syrian refugee arrivals have raised important questions about the needs of local communities as well. If these are not immediately comparable to the losses and trauma experienced by refugees, the requirements at local level to offset the consequences of a rapid rise in population can also be considerable.

The generosity of host countries and communities has certainly been at a high cost. The spillover effects of the conflict have had a visible impact at the macro-economic level since business, trade and investment have all been affected. Indeed, like other conflict situations, the war has been the principal cause of economic and social distress not only inside the country but across the region.

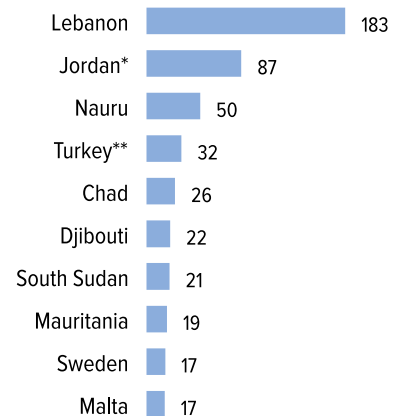
The Governments concerned have primarily borne the higher costs of the increased consumption of public services and utilities by the refugees. Local communities have been obliged to share resources and services with refugees.

**Chart 1 - Major refugee-hosting countries, 2015 (in millions)**



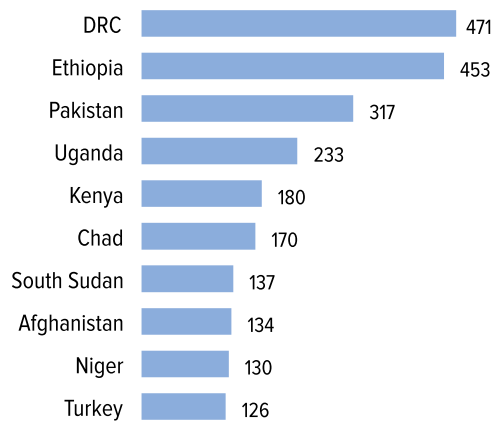
\* Refugee figure for Syrians in Turkey is a Government estimate.  
 \*\* Includes Iraqi refugees registered with UNHCR in Jordan. The Government estimates the number of Iraqis at 400,000 individuals at the end of March 2015. This includes refugees and other categories of Iraqis.

**Chart 2 - Number of refugees per 1,000 inhabitants, 2015**



Source: National population: United Nations, Population Division, "World Population Prospects: The 2015 Revision", New York, 2016. For the purpose of this analysis, the estimates of 2015 have been taken into account.  
 \* Includes Iraqi refugees registered with UNHCR in Jordan. The Government estimates the number of Iraqis at 400,000 individuals at the end of March 2015. This includes refugees and other categories of Iraqis.  
 \*\* Refugee figure for Syrians in Turkey is a Government estimate

**Chart 3 - Number of refugees per 1 USD GDP per capita, 2015**



Sources: Gross Domestic Product (PPP): International Monetary Fund, World Economic Outlook Database, April 2016 (accessed 6 May 2016)  
National population: United Nations, Population Division, "World Population Prospects: The 2015 Revision", New York, 2016. For the purpose of this analysis, the estimates have been used.

Many other countries receiving refugees have experienced similar effects in the past. However, most refugee situations account for less than 3 per cent of national populations. These smaller refugee populations can nevertheless represent a considerable challenge for local authorities and communities.

Beyond providing essential life preserving support – security, food, water, and shelter – during the initial stages of an emergency, issues of social service delivery (health, education) soon arise. As refugees start to consume local natural resources, purchase goods in local markets, and look for livelihood opportunities, other effects also become more identifiable.

These can include a rise in tension between local communities and refugees as often goods can become scarcer, prices rise, and resources diminish. Refugees can also compete for jobs and opportunities in local labour markets. However, their arrival often brings opportunities too, particularly in remote regions where socio-economic

development often lags behind national indicators. They represent an increase in the number of consumers that can spur local productivity, trade and business. And they attract government engagement, aid and private sector investment.

The impacts are rarely uniform and can vary considerably over time too. The immediate effects of refugee arrivals do cause imbalances at local level. Depending on the level and speed of public and private sector responses, and on the socio-economic context, these initial problems generally stabilize and a new but different equilibrium follows.

In addressing these circumstances, two main considerations for the provision of assistance predominate. First, the evident need to ensure efficient and effective support both to refugees and local populations affected by a refugee crisis. The needs may not necessarily be the same and do require assessments to find the appropriate form of support. But a balanced response is certainly needed to ensure social cohesion.

Second, most refugee situations do take many years to resolve. So beyond the initial emergency response, longer term, more structural support is required to ensure that overall socio-economic conditions do not deteriorate for refugees and local communities alike.

Governments, donors and aid agencies increasingly recognize that protracted displacement demands more than short-term assistance. Finding the optimal mix of emergency and developmental engagement, and devising implementation arrangements that strengthen and support national responses, will likely be a feature of aid delivery to refugee situations in future.



UNHCR/Elia S. Ooi

## ENGAGING WITH PARTNERS

### Refugee response coordination

UNHCR is committed to coordinating, planning and delivering refugee responses that are effective, collaborative and based on principles of partnership. In 2015, the Office continued to apply the Refugee Coordination Model (RCM, see *Glossary*), which drew on more than 60 years of experience, and was designed to provide transparent and inclusive leadership and coordination in refugee operations worldwide.

In line with the RCM, the organization expanded the terms of reference of the regional refugee coordinators responsible for leading operational planning and resource mobilization for the Central African Republic, Nigeria, South Sudan and Syria situations, and designated new coordinators for the Yemen situation and the crisis in Europe.

In 2015, seven regional refugee response plans covered 30 countries, involving more than 270 partners.

Wherever applicable, the Office also continued to follow the *Joint UNHCR-OCHA Note on Mixed Situations*, which provided a framework for leadership and coordination in settings where there were both refugee operations and complex humanitarian emergencies. This could include the development of technical guidance and capacity building, as well as the provision of field support.

In applying the provisions of the Joint Note in field operations, UNHCR worked to ensure the complementarity and efficiency of its activities. As an example, following UNHCR's suggestion to use the existing refugee coordination platform to respond to the needs of internally displaced people (IDPs) in Maroua in northern Cameroon, in April 2015 an inter-agency mission assessed the most appropriate coordination arrangements for humanitarian actors on the ground. Subsequently, the High Commissioner and the Emergency Relief Coordinator agreed that existing refugee coordination mechanisms in Cameroon could be used for this internal displacement situation, while maintaining respective accountabilities and reporting lines.

## Partnership within the United Nations system and with other international organizations

In 2015, UNHCR continued to work within the framework of the established coordination arrangements at global and field levels under the Inter-Agency Standing Committee's (IASC) Transformative Agenda. The Office continued to participate in the IASC early warning system, the Emergency Directors Group (EDG) as well as part of an inter-agency emergency preparedness project. For more information on UNHCR's leadership of the global clusters providing protection, shelter and camp coordination and camp management, please see the *Safeguarding Fundamental Human Rights* chapter.

With other key UN system partners, UNHCR pursued international efforts to preserve the safety and well-being of displaced populations, notably with the following agencies:

- **WFP** - WFP remained one of UNHCR's most important operational partners to target food assistance to the refugees most in need in camp and urban settings, whether through cash or in-kind food assistance. In October 2015, WFP and UNHCR, together with UNICEF, committed to strengthening cooperation on cash-based interventions.
  - **UNICEF** – UNHCR and UNICEF updated joint guidance to staff to strengthen their partnership in the field and provide consistent technical support to populations of concern in the areas of water, sanitation and hygiene (WASH); education; health and nutrition; and child protection. In 2015, letters of understanding were signed for joint interventions in South Sudan and Sudan.
  - **WHO** - UNHCR and WHO intensified their collaboration in several areas, including in countering tuberculosis and non-communicable diseases in humanitarian settings, and in establishing health systems in response to the influx of refugees and migrants in Europe.
- The work on non-communicable diseases in humanitarian emergencies will gain momentum in the coming years with the increased evidence base and improved guidance.
- **Joint United Nations Programme on HIV/AIDS (UNAIDS)** - It was a critical year for UNAIDS, of which UNHCR is a co-sponsor. The new UNAIDS strategy *Fast-tracking to zero* outlined the measures envisaged to help end the AIDS epidemic by 2030. During the 36th UNAIDS Programme Coordinating Board, held in July 2015, UNHCR and WFP highlighted the risks associated with neglecting HIV in funding and programming decisions.
  - **IOM** – UNHCR and IOM developed joint approaches to mixed movements, ranging from inter-agency response plans in Europe and Yemen, to joint responses to rescue at sea. Forms of collaboration included mixed migration task forces, joint strategies to address human trafficking, and joint advocacy on refugees and migrants – notably when the Sustainable Development Goals (SDGs) were being developed.
  - **UN Secretariat** – UNHCR was increasingly engaged in assisting the work of the Executive Office of the Secretary-General, the Secretariat and the broader United Nations in efforts to address challenges associated with large movements of refugees and migrants. In 2015, its New York Office participated in humanitarian and development fora seeking to ensure that considerations of the rights and needs of people of concern to the Office were mainstreamed into the work of the United Nations. This included informing deliberations around the reform of the role of the UN Secretariat in assisting States to: maintain international peace and security; improve humanitarian action; strengthen women's empowerment; and meet the newly adopted SDGs. Thanks to UNHCR and partners' advocacy, refugees and stateless people are part of the commitment to 'leave no one behind' and are considered in the goals of the SDGs.

## Partnering with NGOs

### The principles of partnership

The five principles of partnership (see *Glossary*) highlight the fundamental importance of upholding the values of equality, transparency, responsibility, complementarity and results-orientation in humanitarian efforts. In 2012, at the High Commissioner's structured dialogue with the IFRC and non-government organizations (NGOs), participants drew up 10 recommendations for putting these principles into practice in UNHCR's partnerships.

Since then, UNHCR's engagement with NGO partners to carry forward these recommendations included the production of guidance notes – on improving strategic information sharing among partners, on partnership in advocacy for protection, and on problem resolution – to help operations and colleagues to strengthen partnerships.

A series of joint missions also enabled the Office and partners to follow up on the recommendations. In 2015, four country-specific joint missions with the participation of UNHCR and the International Council of Voluntary Agencies (ICVA) and InterAction took place in Chad, Kenya, Lebanon and Myanmar, and three regional follow-up meetings in West Africa and in Thailand were completed. In addition, 15 consultations were organized with more than 200 participants from NGOs and UNHCR staff. These meetings provided a unique opportunity for UNHCR staff to hear directly from national partners about their priorities and concerns.

The main areas identified by both NGO and UNHCR participants as still requiring improvement were: information-sharing; joint planning; advocating protection together; problem resolution; and strengthening the capacity of national NGOs.

At a global level, UNHCR further explored how respective expertise and resources in bilateral partnerships with major NGO partners could be complementary in various settings, as well as embarking upon the revision of memoranda of understanding, where necessary, and supporting regular consultations.

### A record-breaking year for the Annual Consultations with NGOs

UNHCR's annual consultations with NGOs have brought together representatives of partner NGOs who collaborate in protecting, assisting and advocating for refugees and other displaced people across the world.

In July 2015, the event gathered some 500 delegates to discuss the theme *In pursuit of solutions*, making it the largest annual consultation with NGOs to date. More than 270 different NGOs, UN and international organizations were represented (of which 76 per cent were national NGOs). These consultations covered a wide range of topics and continued to provide a unique forum for sharing feedback, information and experience. Almost 6,000 tweets were posted with the event's dedicated hashtag, #UNHCRNGOs, during the three-day event.

## Strengthening collaboration with implementing partners

In 2015, UNHCR entrusted USD 1.26 billion to 938 partners (584 national NGOs, 168 international NGOs, 172 governmental partners and 14 UN agencies) for 1,732 projects to provide protection and assistance to, and help find solutions for, people of concern. The funds channelled to partners represented 38 per cent of UNHCR's annual expenditure (USD 3.3 billion).

Consultations with NGOs and other stakeholders on the development and application of the *Enhanced Framework for Implementing with Partners* – a management instrument for providing quality assistance and protection to populations of concern and accountability for resources entrusted by donors – continued throughout the year. In total, 14 joint workshops were held to roll out the framework and strengthen capacities, which benefited at least 500 staff of UNHCR and partners.

The Partner Portal – a web-based tool that allows prospective and existing

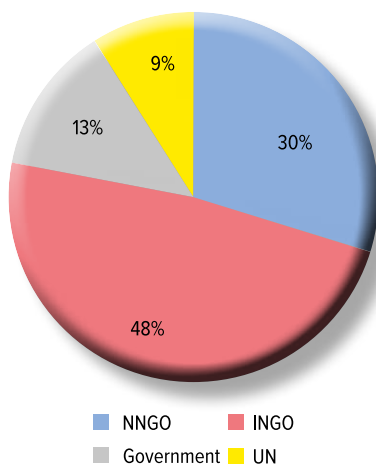
partners to provide the most up-to-date information about their organization and its ability to respond to the needs of refugees and people of concern – was launched in 2015 and already has a portfolio of more than 600 partners.

## Partnerships for solutions

Collaboration remained fundamental when seeking solutions for refugees, with challenges often complex and resource-intensive. UNHCR continued to work with partners to design comprehensive protection and solutions strategies that addressed the four dimensions of a solution for refugees: legal; economic; civil/political; and social/cultural. This approach recognized the progressive attainment or enjoyment of human rights, such as freedom of movement and residence; the right to work; and security of tenure in housing and agricultural land, were all elements required to support independence and resilience among forcibly displaced, settled and returning populations. It also recognized that refugees could and should be able to contribute to the communities in which they live, providing them with opportunities to be economically active, and to learn and build skills to lead a more dignified life.

The Solutions Alliance brought together host and donor governments, United Nations agencies, civil society organizations, the private sector, international financial institutions and academic institutions to seek approaches that resolve situations of displacement and prevent new ones from becoming protracted. As part of the Alliance, UNHCR was a member of the Somalia and Zambia national groups and co-chaired thematic groups on the rule of law, as well as on research, data and performance management.

**Funds Provided to Partners  
(\$1.26 billion)**



The organization continued to strengthen its partnership with development actors to improve coordination on solutions and increase recognition of displacement as a development issue. Four new joint studies with the World Bank – three in Africa and one in the Middle East – provided regional situation analysis of forced displacement and informed

programming priorities. Through ongoing partnership with the Japan International Cooperation Agency (JICA), local integration and self-reliance measures in Uganda and Zambia were being supported. UNHCR's partnerships with ILO and the International Trade Centre promoted the right to work and market development interventions for refugees.

## The Sustainable Development Agenda: a universal pledge to leave no one behind

On 25 September 2015, the United Nations General Assembly formally adopted the 2030 Agenda for Sustainable Development, consisting of a Declaration, 17 Sustainable Development Goals (SDGs), 169 associated targets and 229 indicators. The SDGs replace the Millennium Development Goals (MDGs), which were agreed in 2000 and ended in 2015.

Unlike the Millennium Development Goals, the 2030 Agenda explicitly refers to refugees and internally displaced people as those whose needs and aspirations, as well as their contribution to sustainable development, must be taken into account. The Agenda, led by the SDGs, pledges to ensure that 'no one is left behind', including refugees and internally displaced people, and resolves to adopt measures to meet the needs of those affected by complex humanitarian emergencies. While the implementation of the Agenda is left to States, all UN agencies are expected to incorporate the Agenda into their programmes and to support the national authorities to progressively work towards achieving the goals within the next 15 years. UNHCR was involved in the development of the 2030 Agenda and collaborated with other UN agencies to ensure that people of concerns were included.





UNHCR/Diego Ibarra Sánchez

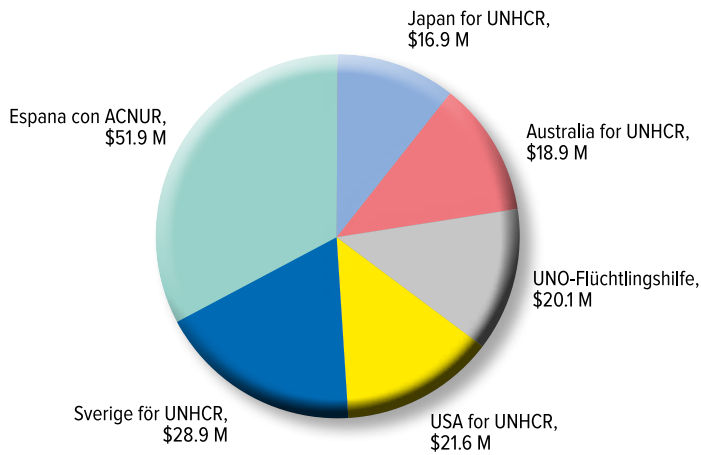
## MOBILIZING THE PRIVATE SECTOR

Since 2007, UNHCR had placed great importance on developing its private sector fundraising relations and functions, recognizing the need to expand the organization's resources and donor base, as well as the growing interest of private entities and individuals in engaging in response to global humanitarian issues.

Thanks to the generosity of private supporters who donated USD 284 million in 2015, UNHCR significantly exceeded its initial private sector fundraising target for the year. While the organization's overall funding gap was greater than ever before, the private donations allowed UNHCR to be more responsive to a number of underfunded situations and have a greater impact on the safety and well-being of many displaced people.

The number of individual donors supporting UNHCR's work in 2015 grew to more than 1.4 million people located across more than 20 countries worldwide. In total, USD 194.4 million was raised from individuals. Partnerships with corporations, foundations and philanthropists generated USD 89.5 million in financial support, as well as awareness of UNHCR and people of concern to the organization.

More than 50 per cent of the overall funds were mobilized by UNHCR's six National Fundraising Partners (see box), with innovative collaborations leading to outstanding results. Established in accordance with the laws of the country in which each operates, these independent organizations raised funds

**2015 income by National Partner (total \$158m)**

on behalf of the Office. UNHCR directly generated resources in other countries, such as Italy (USD 21.4 million) and the Republic of Korea (USD 16.4 million), with significant growth in private donations in both countries.

For more information on private sector fundraising, see also the chapter on *Funding UNHCR's programmes*.

## National Fundraising Partners

In 2015, national fundraising partners raised 56 per cent of the funds UNHCR received from the private sector.

During the year, record numbers of Australians responded to **Australia for UNHCR's** calls for support, with contributions amounting to USD 18.9 million. The Australian public responded generously to crisis appeals for Nepal's earthquake-affected, emergencies in Nigeria and the Syrian Arab Republic (Syria), and supported health and nutrition programmes in Bangladesh and Ethiopia.

Australia for UNHCR continued its long-term commitment to raising AUD 2.5 million for UNHCR's sexual and gender-based violence prevention and response programmes in the Democratic Republic of the Congo. In August, the organization hosted a visit by Nansen laureate Sister Angélique Namaika to raise awareness of the needs of displaced women and girls. Its strong growth was also reflected in its growing social media reach, with its following increasing by 100 per cent from 89,000 to 171,000 followers.

The refugee crisis in Europe triggered a particularly strong corporate and community response in Australia. During six days in September, an online initiative by one donor raised more than USD 28,000 for UNHCR's emergency response. This inspired a wave of community fundraising activities and attracted new corporate partners to the refugee cause, including Australia Post, the Australian Football League, the Australian Islamic Museum and Telstra. Combined with a direct marketing and online emergency appeal, the campaign raised close to USD 1 million for the crisis in Europe.

**España con ACNUR**, UNHCR's national partner in Spain, transferred USD 51.9 million to UNHCR in 2015 and increased its total number of donors to over 350,000. Collaboration was renewed with key corporate donors such as the multinational Spanish Banking Group BBVA, which donated more than USD 329,000 to the refugee cause. New partnerships were also entered into with Inditex, a Spanish multinational clothing company, and *El Corte Inglés*, the biggest department store group

in Europe. A partnership with the Spanish supermarket chain Eroski, which has close to 1,000 outlets throughout the country, increased awareness of the refugee cause and raised more than USD 162,000 by selling Christmas cardboard stars in all of its supermarkets.

In 2015, *España con ACNUR* also worked with *Atresmedia/LaSexta*, Spain's leading TV and media group, to raise awareness and funds for UNHCR's work in sub-Saharan Africa. The campaign reached more than 33 million people and was seen or commented 145,000 times in social media.

The **Japan Association for UNHCR** contributions had increased significantly during the last 15 years, raising USD 16.9 million in 2015. Around 90 per cent of all donations raised by UNHCR's national partner in Japan were unrestricted and could be allocated to any UNHCR programme, making Japan's donor base a reliable source of funds for UNHCR's most underfunded programmes. Beyond resource mobilization, the organization continued to actively raise awareness about refugee issues through extensive public relations and advocacy, such as the

## Responses to specific emergencies

While humanitarian emergencies erupted throughout 2015, stretching UNHCR's capacity globally, the private sector played a key role in supporting the response to two crises in particular: the Nepal earthquake and the refugee crisis in Europe.

### Europe

In response to the refugee crisis in Europe, UNHCR raised more than USD 50 million from the private sector. Major contributions were received from a range of supporters, including private philanthropists through their family foundations; AB Volvo; H&M Conscious Foundation; the Bill & Melinda Gates

Refugee Film Festival, which was in its tenth year.

2015 was a very successful year for **UNO-Flüchtlingshilfe**, UNHCR's national partner in Germany, which raised USD 20.1 million in support of the organization's programmes worldwide – an increase of more than USD 6 million compared to 2014. *UNO-Flüchtlingshilfe* recruited thousands of new supporters and received regular donations from more than 50,000 people.

In 2015, **USA for UNHCR** increased its fundraising income by 149 per cent compared to 2014, contributing USD 21.6 million (both cash and in-kind).

USA for UNHCR engaged in high-profile campaigns and partnerships, including: Google's refugee relief campaign, which saw the company match EUR 5 million worth of individual donations by their service users with EUR 5 million from Google; John Green's crowdfunding *Project for Awesome*; and IKEA's *Brighter Lives for Refugees* campaign, which helped to attract new donors and supporters. Awareness of the plight

of refugees was aided by significant media coverage of the refugee crisis in Europe and support by the White House (via the launch of its #AidRefugees campaign), which also brought more interest from corporations in the United States. By the end of 2015, the number of active donors had reached 90,000, an increase of 230 per cent on the previous year.

USA for UNHCR supported several emergencies, including the needs of victims of the Nepal earthquake; in Syria and the surrounding countries, as refugees were forced to flee to Europe; and a non-emergency programme – Lifeline – which provided cash assistance to Syrian refugee families in Jordan (see more about the appeal below).

**Sverige för UNHCR**, UNHCR's national partner in Sweden, saw its income grow by more than 300 per cent in 2015, raising USD 28.9 million for UNHCR's work. As the Syria emergency entered its fifth year, *Sverige för UNHCR* launched a successful campaign to raise awareness and funds. Its short film, *Search for Syria*, was viewed more than 3.5 million times.

A partnership with the Swedish Postcode Lottery also resulted in contributions to UNHCR's response to the Syria situation as well as funding for 800 refugee housing units for internally displaced people in Iraq.

The Swedish private sector also responded generously to the unfolding European refugee crisis. Within the first few weeks of a national campaign in September, more than 120,000 people had donated or pledged to support UNHCR's work on a monthly basis, and companies, foundations and private philanthropists made significant contributions.

*Sverige för UNHCR* collaborated together with several large newspapers and TV channels to raise awareness and funds for emergency response. Examples of such efforts included the fundraising concert *Hela Sverige Skramlar* that aired live on Swedish national television and the renowned exhibition *Where Children Sleep* at the photography museum *Fotografiska*.

Foundation; the International Federation of Football (FIFA); and Ericsson. Goldman Sachs Gives contributed USD 3 million towards UNHCR's activities in response to the refugee crisis in Europe.

To address needs during the colder winter months, partners provided in-kind contributions, such as clothing and winter items for refugees, in Europe as well as in and around Syria. For example, Inditex partnered with UNHCR to provide around 300,000 articles of warm clothing and shoes for families in need, and SCA AB provided a shipping container of feminine care products and baby diapers.

New types of partnership also emerged in support of refugees, including UNHCR's partnership with the multinational software corporation SAP, and with Grammy-winning music group Imagine Dragons, who raised funds via music downloads.

### ***Nepal***

Within six weeks of an earthquake striking Nepal in April 2015, almost USD 5 million had been mobilized from private donors, fully funding UNHCR's emergency response. Support from corporations and foundations included USD 129,000 from the Crystal Group in Hong Kong and USD 200,000 from Alwaleed Philanthropies in Saudi Arabia.



UNHCR/Diego Ibarra Sánchez

UNHCR staff and Greece's Hellenic Coast Guard assist refugee children rescued from an inflatable raft in the Mediterranean Sea

## **Global multi-country appeals**

The amount of digital funds raised grew exponentially in 2015, with significant online engagement by donors and supporters for the European refugee crisis.

UNHCR's Lifeline appeal was a fundraising and awareness-raising campaign launched in 2015 to provide cash assistance for Syrian refugee families in Jordan. In Jordan, popular news anchor Ahmad Al Shugairi launched the campaign on air, reaching more than 200 million viewers. He called on them to support 12,000 Syrian refugee families' needs for one year. In addition to generating enormous visibility for the refugee cause, the campaign raised an estimated USD 9 million from individuals in the region.

## Operational support

In 2015, corporate and foundation partners continued to support UNHCR's operations

with technical expertise and operational assistance:

## IKEA Foundation: innovation, sustainability, in-kind donations

The IKEA Foundation remained UNHCR's largest private sector partner, contributing USD 29 million in 2015 to operations in Africa, Asia and the Middle East, as well as crucial support towards UNHCR's innovation and sustainable solutions programmes.

The *Brighter Lives for Refugees* campaign, which was implemented in three phases over a two-year period from 2014 to 2015, raised USD 33.4 million through the sale of LED bulbs and lights in 300 IKEA stores across 40 countries worldwide. This funding is helping to improve refugee access to primary

education, and to provide light and energy from renewable sources to hundreds of thousands of refugee families in nine countries.

In addition, the IKEA Foundation continued to provide in-kind donations of bedding items for UNHCR's operation in Iraq, helping to restore a sense of home for thousands who were forced to flee.

Through its continued support for the Nansen Refugee Award, the IKEA Foundation contributes to UNHCR's efforts to honour individuals who have done outstanding work on behalf of the forcibly displaced.

## UPS Foundation: logistics, delivering relief items

In 2015, UPS Foundation provided UNHCR with freight services to transport critical relief supplies, and flexible funding that could be accessed quickly and used to ensure critical aid and assistance during fast-evolving emergencies in Greece and Nepal. Beyond this, the company has been a strategic logistical partner of the Office since 2010 and serves as an emergency standby partner.

In 2015, the UPS Foundation enhanced UNHCR's logistical response by providing training to staff and partners. The Foundation has also supported UNHCR's ability to assure effective distribution of supplies by providing last-mile tracking of food and non-food items delivered to refugees via the UPS Relief Link programme.



IKEA-donated lamps get charged in the sunlight beside a Syrian refugee family's shelter in Azraq refugee camp, Jordan.

UNHCR/Warrick Page





## UNIQLO: clothes, livelihoods and cash

In 2015, UNIQLO supported the 10th Refugee Film Festival in Japan, a public outreach event. The company also launched the awareness-raising campaign *10 million Ways to Help*, which aimed to collect 10 million items of second-hand clothing from customers by the first quarter of 2016. UNIQLO has pledged

to contribute USD 10 million in cash during the period 2016-2018, mainly for emergencies and livelihoods projects that support refugees' self-reliance. UNIQLO also increased its ongoing support with the provision of a further 80,000 items of warm clothing for refugees in Europe for the winter months.

## Educate A Child Programme – Education Above All Foundation

In 2015, UNHCR and Educate A Child (EAC), a global programme of the Education Above All (EAA) Foundation – founded and chaired by Her Highness Sheikha Moza bint Nasser of Qatar – signed a new three-year partnership agreement providing access to primary education for more than 710,000 refugee children in 12 countries in Africa, Asia and the Middle East.

Building on a partnership that had given more than 260,000 refugee children access to primary school since 2012, their education will be supported further by the new EAC-funded programme, which will help enrol a further 450,000 children in schools over the next three years. Beneficiary children were hosted in Chad, Ethiopia, the Islamic Republic of Iran, Kenya, Malaysia, Pakistan, Rwanda, South Sudan, Sudan, Syria, Uganda and Yemen.

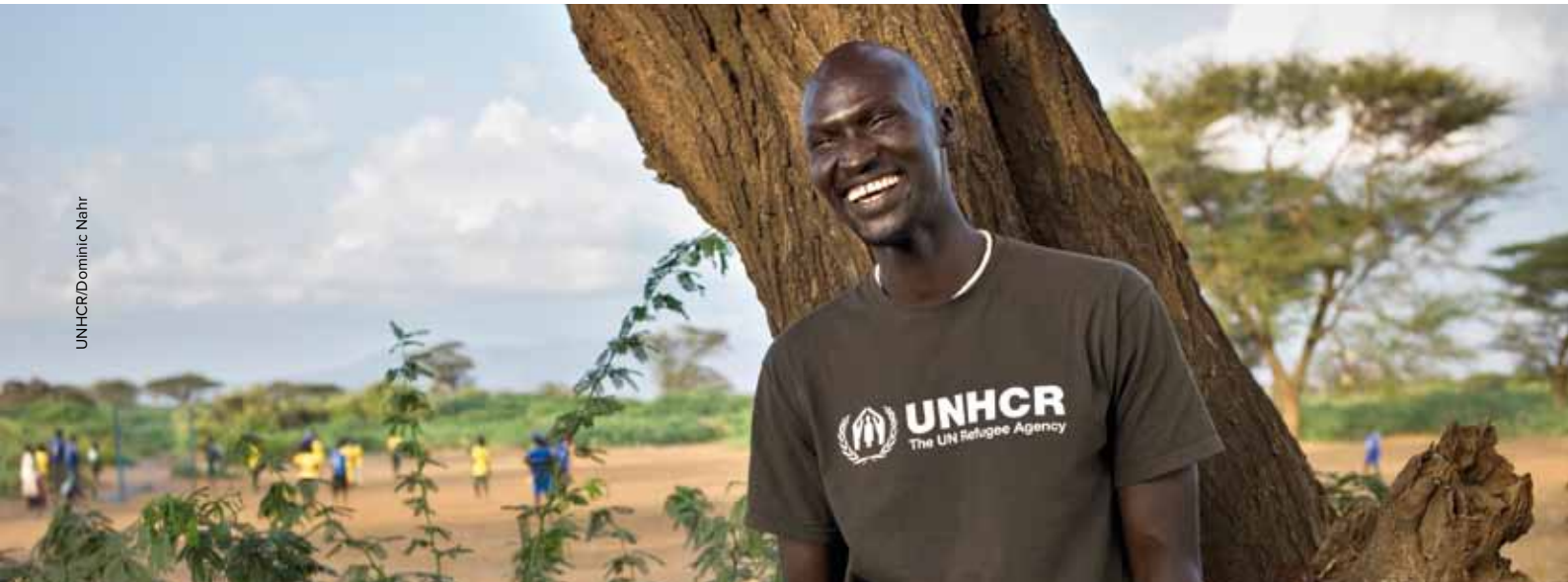
This programme aimed to make a notable impact on the lives of children, their families and their communities. The new partnership agreement includes a commitment from EAC that it would help UNHCR and its partners to improve the quality of teaching and learning; ensure safe learning environments for children; promote awareness and advocacy about the importance of education for refugee children; and strengthen capacity and partnerships with ministries of education and others, to enable more refugee children to go to school.

UNHCR also mobilized matching grants for this EAC programme from new and existing partners. A number of matching grants were donated through UNHCR's national partners in Germany, Japan, Spain and the United States.



Sudanese refugee children at the camp school in Djabal, Chad, which is supported by the Educate A Child (EAC) Programme.

UNHCR/ Sylvain Cherkauoi



## CELEBRITY SUPPORT

With displacement numbers nearing 64 million, the Syria crisis entering its sixth year, and gaps in funding remaining challenging, the voices of UNHCR's goodwill ambassadors and high-profile supporters were more important than ever in 2015.

Celebrity support provided important leverage to UNHCR's efforts to raise awareness, press advocacy points, and mobilize giving across the globe.

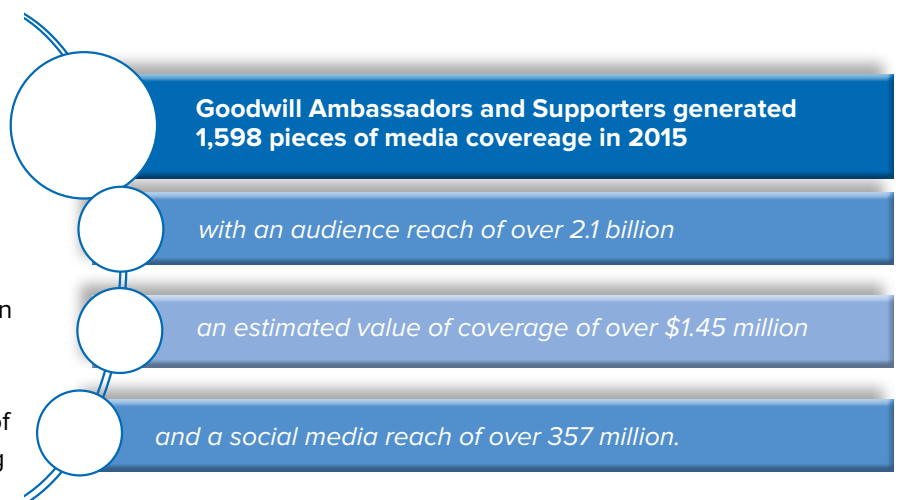


UNHCR/Jordi Matas

Cate Blanchett meeting a mother and daughter from Syria in Chouf, Lebanon.

## Advocacy and awareness-raising

Some of the ways in which UNHCR's supporters brought their voices and influence to bear in 2015 included: Cate Blanchett moderating a panel on global displacement at a high-profile event in Delhi; Mika meeting displaced families in Lebanon; Khaled Hosseini highlighting innovative solutions for refugees in Jordan; Yao Chen and Kristin Davis celebrating the achievements of Nansen Refugee Award laureates in Pakistan and the Democratic Republic of the Congo; Barbara Hendricks speaking to government leaders at an ECOWAS Conference on statelessness.



## Spotlight on crises

### Syria

Through written and social media, film and interviews, goodwill ambassadors helped retain focus on the human impact of displacement. The Syria crisis remained a key focus of this activity.

Khaled Hosseini's mission to Jordan resulted in a wealth of in-depth media coverage across the globe including on the BBC, *El Mundo*, *La Repubblica* and The Huffington Post. When singer-songwriter Mika travelled to his birthplace Lebanon, new audiences came to understand how war and persecution had devastated the lives of young people, including those targeted because of their sexual orientation.

Also helping to bring the individual stories of refugees closer to public hearts and minds were Cate Blanchett, Peter Capaldi, Alessandro Gassman and Friederike Kempfer, all of whom visited countries neighbouring Syria which host the majority of Syrian refugees. Others such as Douglas Booth, Neil Gaiman and David Morrissey gave strong social media support for UNHCR's winterization campaign.

### Europe

In Europe, high-profile voices speaking up for refugees included Douglas Booth and David Morrissey, who travelled to Lesbos; George Dalaras, Omar Sy and Jesús Vázquez, who shared support on their social media channels; Livia Firth and Annie Lennox, who spoke out on behalf of refugee and migrant women at the *Women on the Move Awards* in London; and a host of 34 French authors contributing to the book *Bienvenue*, a collection of texts and drawings of authors and cartoonists on the thematic of asylum and exile with the aim of promoting a message of tolerance and openness.

Also, in an effort to challenge xenophobia and misconceptions around the terms “refugee” and “migrant,” a group of high-profile

supporters including Peter Capaldi, Helena Christensen, Kristin Davis, Craig Ferguson, Colin Firth, Neil Gaiman, Barbara Hendricks, David Morrissey, Patrick Stewart and Rokia Traoré, recorded a short social media film which reached nearly 150 million people and triggered substantial media coverage on the debate.





## Africa

The visits of Kristin Davis, Ger Duany and Jung Woo-sung to witness UNHCR operations in the Democratic Republic of the Congo, Kenya, South Sudan and Uganda, helped retain a spotlight on under-reported emergencies. Ger Duany, a former refugee himself, was announced as a regional goodwill ambassador in Kakuma refugee camp in Kenya on World Refugee Day. Through his appearances at the Nansen Refugee Award, the Social Good Summit, the Tokyo Film Festival and at a conference organized by the World Bank, Ger shared his powerful first-hand experience with a diverse global audience. Media outlets, including the BBC, also featured interviews with Alek Wek, another former refugee now serving as a UNHCR goodwill ambassador.

## The Americas

Helena Christensen's powerful photographs from Colombia, and Kat Graham's social media campaign during a mission to Mexico and Guatemala, revealed the devastating impact of persecution and gender-based violence on women. The growing crisis in Central America was also the focus of Osvaldo Laport's mission and media activity, whilst a travelling *Mochila* (backpack) campaign, supported by a host of celebrities including Juanes, Diego Luna and James Rodríguez, drew attention to the needs of refugee children across the Americas.



UNHCR/Hector Perez

Helena Christensen visiting internally displaced people in Colombia.

## Asia and the Pacific

Yao Chen's mission to Pakistan brought widespread attention to the challenges and opportunities for Afghan refugees, and John Abraham met urban refugees in India to help build understanding and compassion.

## Global campaigns

### World Refugee Day

Celebrity activity provided key support for World Refugee Day. In the face of increasingly polarized views about refugees, goodwill ambassadors encouraged the public to “get to know” refugees better by exploring and sharing their individual stories and finding points of common experience. Among those introducing refugees they had personally met were Zaruhi Babayan, Cate Blanchett, Kristin Davis, Neil Gaiman, Emma Thompson, Jung Woo-sung and Maher Zain, while social media activity featured the voices of Fatima Bhutto, Roberto Cavalli, Yao Chen, Luol Deng, Juanes, Patrick Stewart, Forest Whitaker, Yuna and the Malala Fund.



UNHCR/Brad Hamilton

Antonio Guterres and Barbara Hendricks at the UNHCR high-level panel on statelessness in New York.

### ***#IBelong Campaign on Statelessness***

Barbara Hendricks addressed government leaders and policy makers at a conference organized by ECOWAS in Côte d'Ivoire, and later in the year moderated a high-level panel on statelessness at the United Nations in New York to mark the first anniversary of the campaign.

Cate Blanchett met Rama, a 9-year-old girl who is stateless in Lebanon, and featured the issue on a special radio show she hosted with her husband Andrew Upton, as part of the Project Everyone initiative to promote the newly launched SDGs.

### ***The Nansen Refugee Award***

Performances and speeches at the 2015 ceremony included Ger Duany, Barbara Hendricks and Angélique Kidjo and sand artist Cassimo. Meanwhile, a social media campaign to celebrate the achievements of laureate Aqeela Asifi featured messages from 26 high-profile supporters from around the world.

## **Fundraising**

With soaring funding needs, the support of goodwill ambassadors for fundraising initiatives became even more important. Whether this support was through attending events, supporting appeals through video messages and social media, helping access new networks, or keeping donor interest engaged, it added real value to UNHCR's initiatives.

In the Gulf, Ahmad Al-Shugairi featured UNHCR's work on his Khawater TV programme, raising over USD 2 million in one weekend. Meanwhile, Barbara Hendricks performed and spoke at a gala hosted by corporate partner Henley & Partners that raised USD 250,000.

Sheikha Rima al-Sabah helped lead efforts in Washington DC to raise USD 1 million for refugee education. Also in the United States, writer, vlogger and YouTube star, John Green, generated significant donations for UNHCR through his digital *Project For Awesome*, while US Billboard topping band Imagine Dragons dedicated a track to UNHCR and refugees.

Elsewhere, Kristin Davis supported a telethon in Indonesia and Cate Blanchett issued an appeal to support UNHCR's Europe crisis appeal. Khaled Hosseini reported back to IKEA customers and partners on the positive outcomes of their support for refugees and Mika supported direct marketing appeals in Italy and the *Warm Their Hearts Appeal* for Syrian refugees in Lebanon. ■

# UNIQLO distributes 10 millionth item of clothing to refugees with UNHCR

*This article is an adapted version of a UNHCR news story.*  
4 June 2015

**KAMPALA, Uganda** | The UN refugee agency's relationship with UNIQLO passed a major milestone at a recent distribution in Uganda, where staff handed out the 10-millionth piece of clothing donated by the Japanese retail giant to refugees worldwide.

The event in Kampala will be followed by further distributions in the coming weeks, which will benefit more than 400,000 refugees across Uganda. In the capital, refugees spoke of their joy at receiving t-shirts, jumpers, trousers, coats and other used clothes donated by customers in UNIQLO stores in several countries.

"I think my children will be ecstatic," said Jonathan, a refugee and pastor from the Democratic Republic of the Congo. "These clothes will keep them warm and protect them [at night]."

Jonathan continues to carry out religious work in Kampala, while his wife works as a seamstress. Together, they bring in just enough to pay the rent and feed their family of eight, but there's little left over for anything else.

The UNIQLO donation will make a real difference to the lives of many refugees, who are struggling to make ends meet.

Many of the refugees at the clothes distribution were parents and all agreed on the importance of their children wearing suitable clothing. "When they see other kids wearing clothes that don't have holes or aren't ripped, they feel bad about themselves, they feel inadequate," explained Marion, also from



UNHCR/Jiro Ose

Urban refugees receiving donated clothing collected by UNIQLO customers at Old Kampala Primary School in Kampala, Uganda. Congolese refugees compare items of clothing donated by UNIQLO, which has now distributed more than 10 million items of clothing through UNHCR.

the Democratic Republic of the Congo.

"Wearing the same clothes every day brings dust and bacteria and the children get sick," she added, highlighting the link between clothes and health.

UNIQLO has worked in partnership with UNHCR for close to a decade, donating clothing to refugees through the innovative All-Product Recycling Initiative. Customers are encouraged to bring in second-hand clothes that are in good condition and these are donated to refugees.

The company has, since 2006, donated more than 10 million items of clothing to forcibly displaced men, women and children in more than 37 countries, as well as providing millions of dollars in financial contributions. •

## MEMBER STATES OF THE EXECUTIVE COMMITTEE OF THE HIGH COMMISSIONER'S PROGRAMME

UNHCR's governing body – the Executive Committee of the High Commissioner's Programme (ExCom) – was created in 1958, pursuant to a request by the General Assembly. Its main tasks are to approve the High Commissioner's assistance programmes, advise the High Commissioner in the exercise of his/her functions (mainly on protection issues), and oversee the Office's finances and administration.

ExCom holds an annual session in Geneva every October. The sixty-sixth session was held from 5 October 2015 to 9 October 2015. Meetings of the Executive Committee's Standing Committee are held at various dates throughout the year.

Membership is on the widest possible geographical basis from those States (members of the United Nations and others) with a demonstrated interest in, and devotion to, the solution of refugee problems. In 2015, the 98 members were:

Afghanistan	Georgia	Philippines
Algeria	Germany	Poland
Argentina	Ghana	Portugal
Armenia	Greece	
Australia	Guinea	Republic of Korea
Austria		Republic of Moldova
Azerbaijan	Holy See	Romania
	Hungary	Russian Federation
Bangladesh		Rwanda
Belarus	India	
Belgium	Iran (Islamic Republic of)	Senegal
Benin	Ireland	Serbia
Brazil	Israel	Slovakia
Bulgaria	Italy	Slovenia
		Somalia
Cameroon	Japan	South Africa
Canada	Jordan	Spain
Chad		Sudan
Chile	Kenya	Sweden
China		Switzerland
Colombia	Latvia	
Congo	Lebanon	Thailand
Costa Rica	Lesotho	The former Yugoslav Republic of Macedonia
Côte d'Ivoire	Luxembourg	Togo
Croatia		Tunisia
Cyprus	Madagascar	Turkey
Czech Republic	Mexico	Turkmenistan
	Montenegro	
Democratic Republic of the Congo	Morocco	Uganda
	Mozambique	United Kingdom of Great Britain and Northern Ireland
Denmark		United Republic of Tanzania
Djibouti	Namibia	United States of America
	Netherlands	Uruguay
Ecuador	New Zealand	
Egypt	Nicaragua	
Estonia	Nigeria	
Ethiopia	Norway	Venezuela (Bolivarian Republic of)
		Yemen
Finland	Pakistan	Zambia
France	Peru	



# G L O S

## 10-Point Plan of Action

An action plan which seeks to assist States in ensuring that refugee protection needs are recognized and appropriately addressed in situations of mixed migration. The Plan sets out ten areas in which UNHCR has an interest and a potential role to play in partnership with other key actors. The Plan is especially relevant to situations where refugees are at risk of refoulement or hazardous onward movements.

## Agenda for Protection

A declaration and programme of action, agreed by UNHCR and States as part of the Global Consultations on International Protection, including six goals to improve the protection of refugees and asylum-seekers around the world. The Agenda was endorsed in October 2002 by the Executive Committee and welcomed by the UN General Assembly.

## Amicus curiae

Latin for “friend of the court.” A person or group who is/are not a party to a particular litigation but permitted by the court to advise it in respect to some matter of law that directly affects the case in question.

## Asylum

The granting by a State of protection on its territory to individuals from another State who are fleeing persecution or serious danger. Asylum encompasses a variety of elements, including non-refoulement, permission to remain on the territory of the asylum country and humane standards of treatment.

## AU Convention for the Protection and Assistance of Internally Displaced Persons in Africa (Kampala Convention)

This African Union Convention was adopted in 2009 and entered into force on 6 December 2012. It is the first legally-binding instrument on internal displacement with a continent-wide scope. It provides a comprehensive regional framework setting out provisions for the protection and assistance of IDPs. The Convention also looks at the root causes of displacement and at ways to prevent it.

## BIA (best interest assessment)

Assessment made by staff regarding the individual protection needs of displaced children to ensure that care programmes give primary consideration to the child’s best interests.

## BID (best interest determination)

Formal process with strict procedural safeguards designed to determine the child’s best interests for particularly important protection decisions affecting the child.

## Brazil Plan of Action:

End 2014, the governments of Latin America and the Caribbean met in Brasilia to mark the 30th anniversary of the Cartagena Declaration on Refugees of 1984. At the end of the Ministerial Meeting, 28 countries and three territories in Latin America and the Caribbean adopted by acclamation the Declaration and Plan of Action of Brasilia, agreeing to work together to maintain the highest standards of protection at the international and regional level, implement innovative solutions for refugees and displaced persons, and end the difficult situation faced by the stateless persons in the region.

## Cartagena Declaration on Refugees

A Declaration adopted by a colloquium of experts from the Americas in November 1984. The Declaration enlarges the 1951 Convention definition of a refugee to include “persons who have fled their

country because their lives, safety or freedom have been threatened by generalized violence, foreign aggression, internal conflicts, massive violation of human rights or other circumstances which have seriously disturbed public order.”

While the Declaration is not a treaty, its provisions are respected across Central America. This refugee definition has been incorporated in the legislation of most of the countries of the Americas.

## Cessation clauses

Legal provisions that set out the conditions under which refugee status comes to an end because it is no longer needed or justified. Cessation clauses are found in Article 1 (C) of the 1951 Convention and in Article I (4) of the 1969 OAU Refugee Convention.

---

## Asylum-seeker

An individual who is seeking international protection. In countries with individualized procedures, an asylum-seeker is someone whose claim has not yet been finally decided on by the country in which the claim is submitted. Not every asylum-seeker will ultimately be recognized as a refugee, but every refugee was initially an asylum-seeker.

---

# S A R Y

---

## Children

Individuals who are below the legal age of majority and are therefore not legally independent. This term includes adolescents. Under the Convention on the Rights of the Child, a “child” is a person who is below the age of 18, unless the applicable law sets a lower age.

---

## Cluster leadership approach

The Cluster leadership approach is part of the overall UN-led humanitarian reform process initiated in 2005 aimed at improving the effectiveness of humanitarian response through improving the predictability and accountability of humanitarian actions. It was adopted by the Inter-Agency Standing Committee as a mechanism that would address identified gaps in response and enhance the quality of humanitarian actions by strengthening partnerships between UN agencies, the Red Cross movement, international organizations and NGOs.

UNHCR has been designated the cluster lead for protection, emergency shelter, and camp coordination and management in situations of conflict-related internal displacement.

## Common Humanitarian Pipeline

The Common Pipeline is a logistics solution designed for efficient response to large-scale humanitarian needs. In addition to providing economies of scale, a single pipeline provides uniformity in the items provided to all beneficiaries and assists in the identification of gaps in humanitarian assistance and coordination of response. It was first launched in 2004, during the Darfur crisis.

## Community-based approach

An inclusive partnership strategy that recognizes and builds on the capacities and resources of people of concern, by promoting participation in programme activities.

## Complementary protection

Formal permission to reside in a country, extended by a country under national law or practice, to individuals who are in need of international protection even though they do not qualify for 1951 Convention refugee status.

## Comprehensive solutions strategies

Strategies whereby UNHCR engages with concerned parties (including authorities in countries of asylum, origin and affected refugees themselves) with the aim of enhancing solutions opportunities by applying a combination of durable solutions. These strategies have included support for voluntary repatriation; the strategic use of resettlement; increased opportunities for local integration; support to refugee-hosting communities by UNHCR, development partners and bilateral donors; as well as maximized opportunities for greater mobility as a pathway to solutions.

## Convention on the Reduction of Statelessness (1961 Convention)

A treaty that provides for the acquisition of nationality by those who would otherwise be stateless and who have an appropriate link with the State, through birth on the territory or through descent from a national.

The Convention also provides for the retention of nationality by those who would become stateless if they were to lose their nationality to that State. UNHCR has been mandated with specific functions under Article 11 of this Convention.

## Convention refugees

Individuals recognized as refugees by States, under the eligibility criteria in Article 1 of the 1951 Convention, and who are entitled to the enjoyment of a variety of rights under that treaty.

## Convention relating to the Status of Refugees (1951 Convention)

This treaty establishes the most widely applicable framework for the protection of refugees. The Convention was adopted in July 1951 and entered into force in April 1954. Article 1 of the Convention limits its scope to “events occurring before 1 January 1951” but this restriction was removed by the 1967 Protocol relating to the Status of Refugees.

## Convention relating to the Status of Stateless Persons (1954 Convention)

A Convention that provides the definition of a stateless person and establishes a framework by which a stateless person, who is lawfully resident in a State, can have legal status. The Convention was adopted in September 1954 and entered into force in June 1960.

### Delivering as One (also known as One UN)

A mechanism designed to improve the United Nations' ability to implement development, humanitarian assistance and environmental activities.

The framework is based on a unified and coherent UN structure at the country level with one leader, one programme, one budget and, where appropriate, one office. Achievements are measured by results-based management and accountability standards.

### Disaggregated data

A collection of data about displaced populations broken down into groups according to age/sex/diversity criteria and location.

### Dublin II Regulation

A European Council Regulation, effective from 1 September 2003, which provides the legal basis for establishing the criteria and mechanism for determining the State responsible for examining an asylum application in one of the Member States of the European Union (excluding Denmark), as well as in Iceland, Liechtenstein, Norway and Switzerland.

### Durable solutions

Any means by which the situation of refugees can be satisfactorily and permanently resolved, enabling refugees to resume a normal life. Traditionally, UNHCR pursues the three durable solutions of voluntary repatriation, local integration, and resettlement.

### Earmarking

A donor restriction that limits or directs the purpose for which a contribution may be used.

#### UNRESTRICTED CONTRIBUTIONS

No limitations on the use of funds.

#### REGIONAL/SUBREGIONAL EARMARKING

Broadly earmarked contributions towards a region (e.g. Africa) or subregion (e.g. West Africa) and towards Headquarters or Global Programmes. Broadly earmarked contributions for supplementary programmes that cover more than one country, i.e. at subregional or regional level for a specific situation (e.g. Somalia situation).

#### THEMATIC EARMARKING

Contributions that are earmarked for a specific theme at the subregional level or higher. Aligned with the key themes identified in the Global Strategic Priorities: protection policy; registration, profiling and documentation; security from sexual and gender-based violence; child protection; basic health care; education; livelihoods; and durable solutions.

#### COUNTRY EARMARKING

Contributions that are earmarked for a specific country without any further limitations. Broadly earmarked contributions for supplementary programmes that cover only one country.

#### SECTOR EARMARKING

Contributions that are earmarked at the country, regional or global levels for specific sectors and/or activities. All in-kind contributions and staff-related contributions, including JPOs, consultants and secondees fall under this category.

### Exclusion clauses

Legal provisions that deny the benefits of international protection to people who would otherwise satisfy the criteria for refugee status.

In the 1951 Convention, the exclusion clauses are found in Articles 1D, 1E and 1F. These clauses apply to the following categories:

- individuals who are receiving protection or assistance from United Nations agencies other than UNHCR;
- individuals who possess the rights and obligations attached to the possession of nationality of their country of residence;
- individuals in respect of whom there are serious reasons for considering that they have committed a crime against peace, a war crime, a crime against humanity, a serious non-political crime, or acts contrary to the purposes and principles of the United Nations.

### Executive Committee of the High Commissioner's Programme (ExCom)

The Committee charged with approving UNHCR's assistance programmes, advising the High Commissioner on the exercise of his/her functions and overseeing the Office's finances and administration. ExCom is composed of representatives of 98 States with a demonstrated interest in refugee issues (2015)



---

### Facilitated voluntary repatriation

Even when conditions in the country of origin are too difficult or dangerous for the majority of refugees to return, UNHCR can assist (“facilitate”) the repatriation of any refugee who makes an informed and voluntary decision to return, and requests such assistance.

### Final budget

The budget adopted by the Executive Committee, adjusted with allocations from the Operational and the NAM Reserves, carry-over amounts, transfers, allocations and supplementary budgetary appropriations.

### First country of asylum concept

An asylum-seeker may be refused access to the asylum procedure in the country where the application has been made if the applicant has already found protection as a refugee in another country (i.e. where international protection has been made available and is accessible to the applicant).

### Focus

UNHCR’s results-based software used to support the planning, managing and monitoring of its operations.

### Gender-related persecution

Persecution that targets or disproportionately affects a particular gender. Under certain factual circumstances, gender-related persecution may come within the refugee definition.

---

### Internally displaced person (IDP)

An individual who has been forced or obliged to flee from his home or place of habitual residence, “...in particular as a result of or in order to avoid the effects of armed conflicts, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border” (according to the *Guiding Principles on Internal Displacement*).

---

### Graduation approach

The graduation approach is a poverty-reduction model that aims to “graduate” people out of poverty through a sequenced combination of interventions. The approach is part of UNHCR’s Global Strategy for Livelihoods 2014-2018.

### Group-based protection responses

Approaches whereby the protection and assistance needs of refugees are met without previously determining their status on an individual basis.

Appropriate where asylum-seekers arrive *en masse* and individualized procedures are neither feasible nor necessary (the cause of flight often being self-evident).

The two main approaches are recognition of refugee status on a *prima facie* basis and temporary protection.

### Humanitarian programme cycle (HPC)

The humanitarian programme cycle is a coordinated series of actions undertaken to help prepare for, manage and deliver an inter-agency humanitarian response. This approach was agreed upon by IASC Principals as part of the Transformative Agenda.

### Inter-Agency Standing Committee (IASC)

The IASC is the primary mechanism for inter-agency coordination of humanitarian assistance.

### Implementing partner

Any organization or agency to which UNHCR delegates responsibility for the implementation of material assistance and provides funds for this purpose through a standard project agreement.

### International protection

*All actions aimed at ensuring the equal access to and enjoyment of the rights of women, men, girls and boys of concern to UNHCR, in accordance with the relevant bodies of law (including international humanitarian, human rights and refugee law).*

### International Public Sector Accounting Standards (IPSAS)

International accounting standards for public sector entities adopted by the UN system as per General Assembly resolution (A/RES/60/283 (IV) 1), and applied by UNHCR since January 2012.

### Junior Professional Officer (JPO)

Government-sponsored young professional working for UNHCR.

---

### Groups with specific needs

Individuals, families or groups requiring additional support in order to enable them to overcome the challenges they face in accessing and enjoying their rights.

---

### Kampala Convention

See AU Convention.

### Lesbian, gay, bisexual, transgender and intersex (LGBTI) individuals

Individuals who may be subject to serious human rights abuses because of their real or perceived sexual orientation and gender identity.

### Level 3 emergency

UN agencies have their own internal classification of levels of emergency. In the context of the IASC, a Level 3 emergency would typically be a sudden-onset complex emergency requiring the activation of a UN system-wide response, with agreed mechanisms, tools and procedures.

### Local integration

A durable solution to the plight of refugees that involves their permanent settlement in the country in which they sought asylum.

### Malnutrition

Cellular imbalance between the supply of nutrients and energy and the body's demand for them to ensure growth, maintenance, and specific functions.

It is a general term for the medical condition that is caused by improper or insufficient nutrition, which is not adequate to maintain good health.

The adverse effects of malnutrition include both physical and developmental manifestations.

### GLOBAL ACUTE MALNUTRITION (GAM)

is a measurement of the nutritional status of a population (often used in protracted refugee situations). It is one of the basic indicators for assessing the severity of a humanitarian crisis. To evaluate levels of GAM, the weight and height of children between 6 and 59 months are measured, and used as a proxy for the health of the population as a whole.

### SEVERE ACUTE MALNUTRITION

#### • *Kwashiorkor*

Malnutrition brought on by a protein deficiency which causes fluids to drain from the blood into the stomach, causing swelling.

#### • *Marasmus*

Resulting from a general lack of calories, causing extreme emaciation with a loss of muscle and fat tissue. It is considered a medical emergency and, untreated, will most often result in death.

### Management Systems Renewal Project (MSRP)

UNHCR's electronic systems for finance, supply chain, human resources and payroll.

### Master Plan

A comprehensive settlement plan that defines land use, emphasizing its links to the broader environment, enabling both refugees and host communities to benefit from improved services and infrastructure. This approach

integrates the spatial, social, cultural, environmental and economic dynamics of a particular location to ensure all basic needs of the affected population are addressed within one common vision.

### Mexico Plan of Action

The Mexico Plan of Action, launched in 2004, aims to enhance international refugee protection in Latin America by further developing international refugee law, consolidating protection networks and improving the ability of States to provide effective protection to all people in need. Its focus is on providing durable solutions for urban refugees, in particular self-reliance; the special needs of refugee women; the Colombian conflict and its impact, as well as solutions at border areas; and the use of resettlement opportunities in the region.

### New or Additional Activities — Mandate-related (NAM) Reserve

Established to facilitate the acceptance of additional funding from donors for activities consistent with the mandate and capacity of UNHCR and the broad objectives of a country operation, but for which no express budgetary provision has been made.

### Mixed migratory flows

Movements of people from one country and/or continent to another which may include both people who are in need of international protection and others who are not.

Mixed flows are likely when a country of origin is simultaneously affected by human rights violations, economic decline and an absence of opportunities of livelihood. Such flows of people, involving both refugees and migrants, are commonly referred to as "mixed movements".

---

### Mandate refugees

Individuals who are recognized as refugees by UNHCR acting under the authority of its Statute and relevant UN General Assembly resolutions. Mandate status is especially significant in States that are not party to the 1951 Refugee Convention or its 1967 Protocol.

---

### Modified-cash basis

Modified-cash basis is an accounting method that combines elements of the two major accounting methods, the cash method and the accrual method. The cash method recognizes income when it is received and expenses when they are paid for, whereas the accrual method recognizes income when it is earned (for example, when the terms of a contract are fulfilled) and expenses when they are incurred. The modified-cash basis method uses accruals for long-term balance sheet elements and the cash basis for short-term ones.

UNHCR currently prepares its budget under the cash basis, and will use the modified-cash basis to compare actual amounts to budget amounts as required by IPSAS 24.

### OAU Convention Governing the Specific Aspects of Refugee Problems in Africa

This regional complement to the 1951 Convention provides for a broader refugee definition. Adopted in 1969, the OAU Convention stipulates that the term “refugee” also “applies to those fleeing from external aggression, occupation, foreign domination or events seriously disturbing public order in either part or whole of the country of origin.”

### Operational partner

Any organization or agency with which UNHCR collaborates to provide protection and assistance for refugees, or other people of concern to UNHCR, but which does not receive funds from UNHCR to implement activities on its behalf.

### Participatory assessment

A process of building partnerships with women and men of concern - of all ages and backgrounds - through systematic, structured dialogue on issues that they identify as important.

### Prima facie refugees

Individuals who are recognized as refugees, by a State or UNHCR, on the basis of objective criteria related to the circumstances in their country of origin, justifying a presumption that they meet the criteria of the applicable refugee definition.

See also *Group-based protection responses*.

### Person of concern to UNHCR

A person whose protection and assistance needs are of interest to UNHCR. This includes refugees, asylum-seekers, stateless people, internally displaced people and returnees.

### Principles of Partnership

UNHCR endorsed the Global Humanitarian Platform's Principles of Partnership in July 2007. These principles set out common standards of equality, transparency, complementarity and a results-oriented approach among all humanitarian groups.

### ProCap

Mechanism to enhance the UN protection response through the provision of trained protection officers for short-term field assignments.

### Programme support

The costs of organizational units, whose primary functions are the formulation, development, delivery and evaluation of UNHCR programmes.

### Promoted voluntary repatriation

Voluntary repatriation encouraged and organized by UNHCR, when conditions are considered conducive for the safe and dignified return of refugees.

### Protection

*All activities aimed at obtaining full respect for the rights of the individual, in accordance with the letter and the spirit of the relevant bodies of law (i.e. international human rights law, international humanitarian law and refugee law).*

### Protection, monitoring and coordination

In financial reports, the cost of UNHCR's presence at operating locations (i.e. the direct cost of providing international protection to refugee populations). This differs from the “Legal assistance” sector, which refers to the cost of specific projects and/or materials. Refugee status determination (RSD) Legal and administrative procedures undertaken by States and/or UNHCR to determine whether an individual should be recognized as a refugee in accordance with national and international law.

## Refugee

*A refugee is any person who, "...owing to well founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his [or her] nationality and is unable or, owing to such fear, is unwilling to avail him [or her]self of the protection of that country; or who, not having a nationality and being outside the country of his [or her] former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it."*

*Article 1A(2) of the 1951 Convention*

or

*who is outside his/her country of origin or habitual residence and is unable to return there because of serious and indiscriminate threats to life, physical integrity or freedom resulting from generalized violence or events seriously disturbing public order.*

*OAU Convention and Cartagena Declaration*

---

### Refugee-like situation

The category of people in a refugee-like situation is descriptive in nature and includes groups of people who are outside their country 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.

---

### Refoulement

The removal of a person to a territory where he/she would be at risk of being persecuted, or being moved to another territory where he/she would face persecution. Under international refugee law and customary international law, refoulement is permitted only in exceptional circumstances.

### Refugee coordination model (RCM)

In line with the High Commissioner's mandate, the RCM outlines UNHCR's role and responsibilities and re-articulates and standardises UNHCR's responsibility to lead and coordinate international actions relating to refugees with all partners engaged in the response through an inter-agency platform and under the overall leadership of the host government.

### Registration Levels

Registration can be carried out in different manners, depending on the operational circumstances and data requirements. *Level-1 Registration*, often referred to as "household registration", gathers only elementary information from persons of concern for the purpose of establishing a basic distribution system or to provide demographic estimates. In *Level-2 Registration*, limited personal data is collected from each individual, for basic planning, monitoring and protection activities. *Level-3 Registration* represents the most comprehensive recording of detailed personal data of persons of concern, which is required for individual case management and delivery of durable solutions.

### Reintegration

A process which enables returnees to regain their physical, social, legal and material security needed to maintain life, livelihood and dignity and which eventually leads to the disappearance of any observable distinctions *vis-à-vis* their compatriots.

### Resettlement

The transfer of refugees from the country in which they have sought asylum to another State that has agreed to admit them. The refugees will usually be granted asylum or some other form of long-term resident rights and, in many cases, will have the opportunity to become naturalized citizens. For this reason, resettlement is a

durable solution as well as a tool for the protection of refugees. It is also a practical example of international burden-and responsibility-sharing.

---

### Results-based management (RBM)

A management approach that emphasizes the achievement of results as the essential task of management.

---

### Returnee

An individual who was of concern to UNHCR when outside his/her country of origin and who remains so, for a limited period (usually two years), after returning to the country of origin. The term also applies to internally displaced people who return to their previous place of residence.

---

### Rights groups

Rights groups are thematic groupings of objectives with a similar theme used for planning and budgeting. There are nine rights groups for different areas of protection, assistance, external relations and operations support, for example, the objectives for shelter, water and sanitation services are all grouped under the rights group "basic needs and essential services".

### Safe third country concept

An asylum-seeker may be refused access to the asylum procedure in the country where the application has been made if responsibility for assessing the asylum application in substance is assumed by a third country, where the asylum-seeker will be protected from refoulement and will be able to seek and enjoy asylum in accordance with accepted international standards.

### Secondary movements

The notion refers to asylum-seekers and refugees moving independently from their first host country to another country in search of protection and solutions.

### Seeds for Solutions

A UNHCR initiative to help ensure investment in solutions to displacement whenever opportunities arise, even when humanitarian emergencies are placing heavy financial demands on the organization.

### Sexual and gender-based violence (SGBV)

Acts that inflict physical, mental or sexual harm or suffering, threats of such acts, coercion or arbitrary deprivation of liberty, that target individuals or groups of individuals on the basis of their gender.

### Self-reliance

In the refugee context, the ability of an asylum-seeker or refugee to provide for his/her own living needs, and those of his/her dependants.

### Stateless person

An individual who is not considered as a national by any State under the operation of its law, including a person whose nationality is not established.

### Sphere Project

The Sphere Project was launched in 1997 by a group of humanitarian NGOs and the Red Cross and Red Crescent movement. The project has developed several tools, such as a handbook, in order to improve the quality of assistance provided to people affected by disasters, and to enhance the accountability of the humanitarian system in disaster response.

### Subsidiary protection

Beneficiaries of subsidiary protection are persons who have been found not to meet the Convention definition of a refugee but who face a real risk of serious harm. This includes the death penalty or execution, torture or inhuman or degrading treatment, or a serious and individual threat to their life or person by reason of indiscriminate violence in situations of armed conflict.

### Temporary protection

An arrangement or device developed by States to offer protection, of a temporary nature, to people arriving *en masse* from situations of conflict or generalized violence, without prior individual status determination. Temporary protection has been mostly used in industrialized States.

### Trafficking (human)

The organized illegal movement of people for profit. The critical additional factor that distinguishes trafficking from migrant smuggling is the use of force, coercion and/or deception throughout, or at some stage in the process. While the additional elements that distinguish trafficking from migrant smuggling may sometimes be obvious, in many cases they are difficult to prove without active investigation.

### Transformative Agenda

The Transformative Agenda of the IASC was adopted in December 2011. It is a set of concrete actions aimed at transforming the way in which the humanitarian community responds to emergencies. It focuses on improving the timeliness and effectiveness of the collective response through stronger leadership, more effective coordination structures, and improved accountability for performance and to affected people.

### Transitional Solutions Initiative (TSI)

The TSI promotes collaboration between humanitarian and development actors and national governments in order to find solutions and self-reliance for displaced people and local community members.

### Unaccompanied and separated children (UASC)

Children who are not in the company of parents or another adult caregiver in a situation of displacement.

### UN security-level system

The UN security-level system (SLS) is designed to describe the security environment that exists in an area or location where the United Nations operates.

A security level is determined using a structured threat assessment, which evaluates five categories: armed conflict, terrorism, crime, civil unrest and hazards. Following this evaluation, a security level is determined which is as:

- 1 - Minimal;
- 2 - Low;
- 3 - Moderate;
- 4 - Substantial;
- 5 - High;
- 6 - Extreme.

As the level changes, there are specific actions required within the UN Security Management system.

### United Nations Volunteers (UNV)

The volunteer arm of the United Nations which serves as an operational partner in development cooperation and humanitarian aid at the request of UN member States. It deploys qualified volunteers to different UN organizations.

### UN Secretary-General's Policy Committee Decision on Durable Solutions

This decision establishes priorities and responsibilities in supporting the sustainable reintegration of returning refugees and internally displaced persons in the aftermath of conflict.

### Voluntary repatriation

Return to the country of origin based on the refugee's free and informed decision. Voluntary repatriation is one of the three durable solutions and may be "organized" (under the auspices of the concerned governments and/or UNHCR) or "spontaneous" (the refugees return by their own means without the involvement of UNHCR and governments). See also "facilitated" and "promoted" voluntary repatriation.

# A C R O

- ADB** Asian Development Bank
- AfDB** African Development Bank
- AGDM** Age, Gender and Diversity Mainstreaming
- ALAC** Advice and Legal Aid Centre
- ART** Antiretroviral therapy
- ASEAN** Association of Southeast Asian Nations
- AU** African Union
- AU/PSC** African Union Peace and Security Council
- CARICOM** Caribbean Community
- CCCM** Camp coordination and camp management (cluster)
- CEB** Chief Executives Board for Coordination (UN)
- CEDAW** Convention on the Elimination of All Forms of Discrimination Against Women
- CEDB** Council of Europe Development Bank
- CERF** Central Emergency Response Fund
- CES** Central Emergency Stockpile
- CHAP** Common Humanitarian Action Plan
- CHF** Common Humanitarian Fund
- CoE** Council of Europe
- COP** Country Operation Plan
- CPR** Conflict Prevention and Post-Conflict Reconstruction Network
- CRIs** Core relief items
- CTA** Community Technology Access
- DAFI** Albert Einstein German Academic Refugee Initiative Fund
- DaO** Delivering as One
- DPA** Department of Political Affairs (UN)
- DPKO** Department of Peacekeeping Operations (UN)
- DRC** Danish Refugee Council
- EBRD** European Bank for Reconstruction and Development
- EC** European Commission
- ECA** Economic Commission for Africa (UN)
- ECHA** Executive Committee on Humanitarian Affairs (UN)
- ECHO** European Commission Humanitarian Office
- ECOSOC** Economic and Social Council (UN)
- ECOWAS** Economic Community of West African States
- ECRE** European Council on Refugees and Exiles
- EDF** European Development Fund
- ERC** Emergency Relief Coordinator (UN)
- ERT** Emergency Response Team
- ESC** Emergency Shelter Cluster
- EU** European Union
- ExCom** Executive Committee of the High Commissioner's Programme
- FAO** Food and Agriculture Organization (UN)
- GAM** Global Acute Malnutrition
- GCC** Cooperation Council for the Arab States of the Gulf
- GDP** Gross Domestic Product
- GIZ** Deutsche Gesellschaft für Internationale Zusammenarbeit - (German Agency for International Cooperation)
- GPS** Global Positioning System
- GWA** Goodwill Ambassador
- HIV** and AIDS Human Immunodeficiency Virus and Acquired Immunodeficiency Syndrome
- HLCM** High-Level Committee on Management (United Nations)
- HLCP** High-Level Committee on Programmes (United Nations)
- IASC** Inter-Agency Standing Committee
- ICMC** International Catholic Migration Commission
- ICRC** International Committee of the Red Cross
- ICT** Information and Communications Technology
- ICVA** International Council of Voluntary Agencies
- IDMC** Internal Displacement Monitoring Centre
- IDP** Internally Displaced Person
- IFRC** International Federation of Red Cross and Red Crescent Societies
- IGAD** Intergovernmental Authority on Development
- IGASOM** IGAD Peace Support Mission in Somalia
- ILO** International Labour Organization
- IMF** International Monetary Fund
- IOM** International Organization for Migration
- IPSAS** International Public Sector Accounting Standards
- ITC** International Trade Centre
- IUCN** International Union for the Conservation of Nature
- JAM** Joint Assessment Mission
- JICA** Japan International Cooperation Agency
- JIPS** Joint IDP Profiling Service
- JPO** Junior Professional Officer
- LAIC** Legal Aid and Information Centre
- LOU** Letter of Understanding
- MDGs** Millennium Development Goals
- MERCOSUR** Mercado Común del Sur (Common Market of the South)

# N Y M S

**MINURSO** *United Nations Mission for the Referendum in Western Sahara*

**MONUSCO** *United Nations Stabilization Mission in the Democratic Republic of the Congo*

**MOSS** *Minimum Operating Security Standards*

**MOU** *Memorandum of Understanding*

**MSB** *Swedish Civil Contingencies Agency*

**MSRP** *Management Systems Renewal Project*

**NATO** *North Atlantic Treaty Organization*

**NEPAD** *The New Partnership for Africa's Development*

**NFIs** *Non-food items*

**NGO** *Non-governmental organization*

**NRC** *Norwegian Refugee Council*

**NWFP** *North-West Frontier Province (Pakistan)*

**OAS** *Organization of American States*

**OCHA** *Office for the Coordination of Humanitarian Affairs (UN)*

**ODA** *Official Development Assistance*

**OECD** *Organization for Economic Cooperation and Development*

**OFDA** *Office of U.S. Foreign Disaster Assistance*

**OHCHR** *Office of the High Commissioner for Human Rights (UN)*

**OIC** *Organization of Islamic Cooperation*

**OIOS** *Office of Internal Oversight Services (UN)*

**OSCE** *Organization for Security and Cooperation in Europe*

**PCWG** *Protection Cluster Working Group*

**POC** *People of concern*

**PSFR** *Private Sector Fundraising*

**QIP** *Quick Impact Project*

**RAHA** *Refugee-Affected and Hosting Areas (Pakistan)*

**RBM** *Results-based Management*

**RSD** *Refugee Status Determination*

**SDC** *Swiss Agency for Development and Cooperation*

**SGBV** *Sexual and gender-based violence*

**SRSA** *Swedish Rescue Services Agency*

**SRSR** *Special Representative of the United Nations Secretary-General*

**THW** *Technisches Hilfswerk (German Federal Agency for Technical Relief)*

**TSI** *Transitional Solutions Initiative*

**UNAIDS** *Joint United Nations Programme on HIV and AIDS*

**UNAMA** *United Nations Assistance Mission for Afghanistan*

**UNAMI** *United Nations Assistance Mission for Iraq*

**UNAMID** *African Union/United Nations Hybrid Operation in Darfur*

**UNCT** *United Nations Country Team*

**UNCTAD** *United Nations Conference on Trade and Development*

**UNDAF** *United Nations Development Assistance Framework*

**UNDG** *United Nations Development Group*

**UNDP** *United Nations Development Programme*

**UNDSS** *United Nations Department of Safety and Security*

**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*

**UNHAS** *United Nations Humanitarian Air Service*

**UNICEF** *United Nations Children's Fund*

**UNIDO** *United Nations Industrial Development Organization*

**UNMAS** *United Nations Mine Action Service*

**UNMIK** *United Nations Interim Administration Mission in Kosovo*

**UNMIL** *United Nations Mission in Liberia*

**UNMISS** *United Nations Mission in South Sudan*

**UNODC** *United Nations Office on Drugs and Crime*

**UNOPS** *United Nations Office for Project Services*

**UNRWA** *United Nations Relief and Works Agency for Palestine Refugees*

**UNVs** *United Nations Volunteers*

**UN Women** *United Nations entity for gender equality and the empowerment of women*

**WASH** *Water, Sanitation and Hygiene*

**WFP** *World Food Programme*

**WHO** *World Health Organization*



Tinalbarka wants to be a lawyer.  
She and her family fled violence in Mali.

# We stand together #WithRefugees

[www.refugeeday.org](http://www.refugeeday.org)







# C R E D I T S

UNHCR wishes to acknowledge the contributions of all staff and consultants at Headquarters and in the field who have participated in the preparation of the narrative, financial and graphic components of this document.

Concept design: UNHCR

Layout design, production and printing: Multimedia Design and Production, International Training Centre of the ILO, Turin – Italy

The maps in this publication do not imply the expression of any opinion on the part of UNHCR concerning the legal status of any country or territory or area, of its authorities, or the delimitation of frontiers or boundaries.

All statistics are provisional and subject to change.

UNHCR  
PO BOX 2500  
1211 Geneva 2  
Switzerland  
Tel: 0041 22 739 80 12, Fax: 0041 22 739 73 58  
Email: [hqfr00@unhcr.org](mailto:hqfr00@unhcr.org)  
<http://reporting.unhcr.org> and [www.unhcr.org](http://www.unhcr.org)

Cover photo:

Ali, with his wife Leila and their children, waiting at the train station in Sid, Serbia

© UNHCR/Daniel Etter





**UNHCR**  
The UN Refugee Agency

Published by:  
UNHCR  
P.O. Box 2500  
1211 Geneva 2  
Switzerland

For information  
and inquiries,  
please contact:  
DRRM  
[hqfr00@unhcr.org](mailto:hqfr00@unhcr.org)

[reporting.unhcr.org](https://reporting.unhcr.org)  
[www.unhcr.org](https://www.unhcr.org)