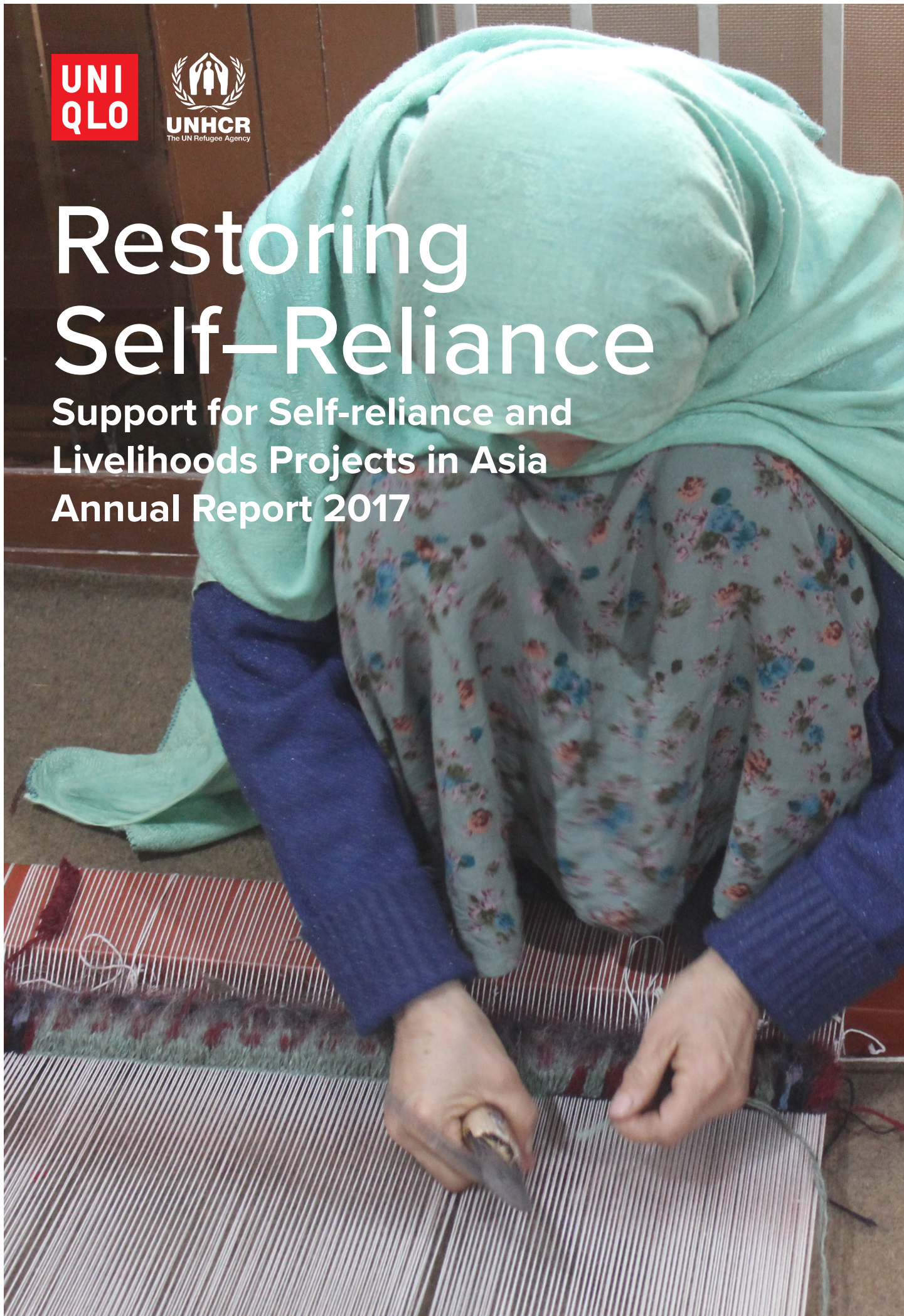




# Restoring Self-Reliance

Support for Self-reliance and  
Livelihoods Projects in Asia  
Annual Report 2017





# Restoring Self-Reliance

Support for Self-reliance and Livelihoods Projects in Asia.  
2017 Summary Report for Fast Retailing/UNIQLO

## UNHCR'S SELF-RELIANCE AND LIVELIHOODS PROGRAMME

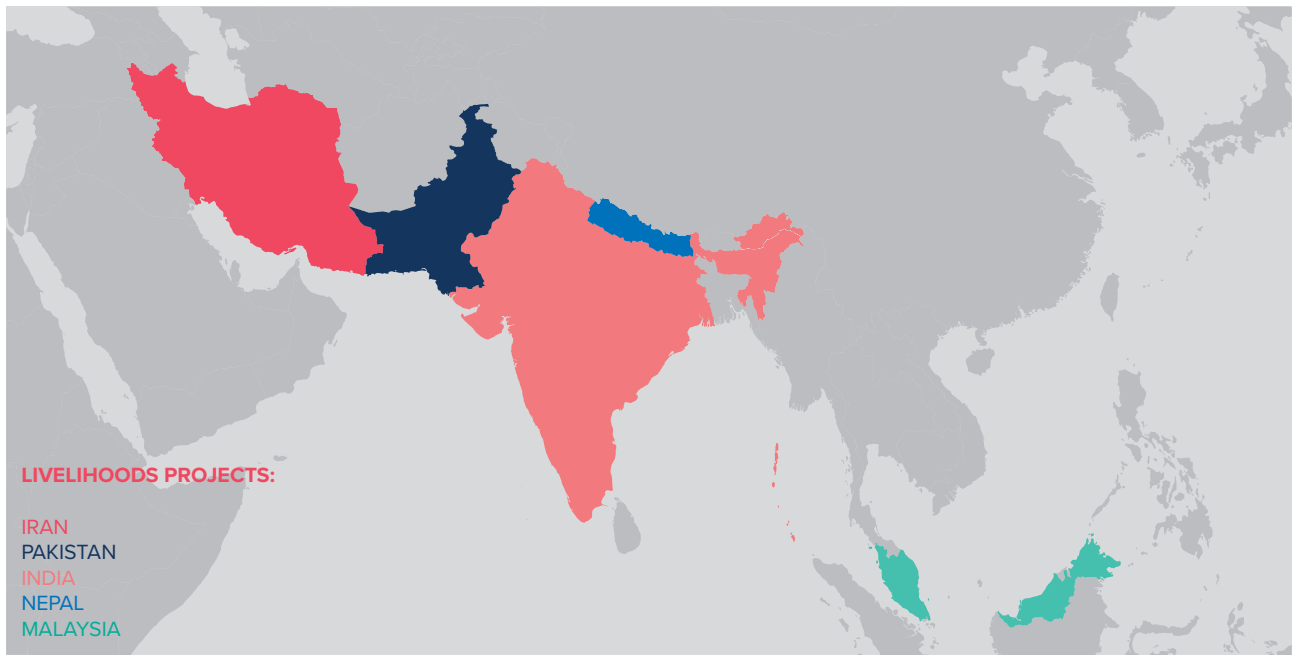
In recent years, UNHCR has given increased priority to promoting self-reliance for refugees and other persons of concern (PoCs)\*.

Self-reliance is a vital part of enhancing refugees' protection, empowerment, and resilience. It is a cross-cutting theme described throughout **UNHCR's Strategic Directions 2017-2021**, and highlighted in the High Commissioner's guidance to prepare annual plans for 2019.

Countries are advised to *"focus on progressive achievement of durable solutions, especially for protracted refugee situations and embed actions that can pave the way to increased attainment of rights, resilience and community empowerment, such as documentation, self-reliance, access to employment and complementary pathways"*

With UNIQLO's support, five operations –India, Islamic Republic of Iran, Malaysia, Nepal and Pakistan – are better able to fulfil this duty, providing quality programmes in vocational and life skills training, small business development, employment counselling, and access to financial services. These are also better able to build partnerships with development organizations, community groups, and businesses that increase the sustainability of UNHCR's interventions. Despite the challenges of legal rights to employment, linguistic and cultural barriers, and no foreseeable end to displacement, livelihoods programmes are helping refugees move towards a better life in their host community and a brighter future once a durable solution can be found.

\*Persons of concern include refugees, returnees, stateless people, internally displaced people (IDPs) and asylum-seekers.



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



## SUMMARY OF ACHIEVEMENTS OF UNHCR'S 2017 SELF-RELIANCE AND LIVELIHOODS PROJECTS SUPPORTED BY FAST RETAILING/UNIQLO

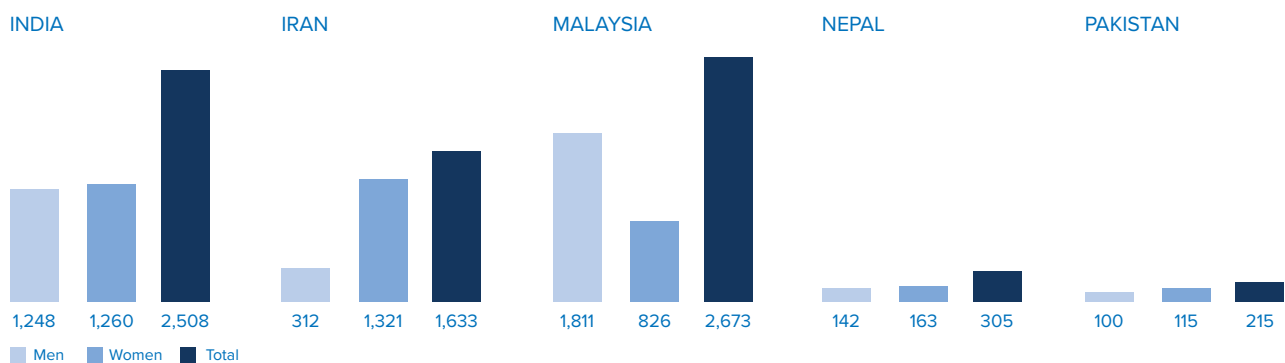
Thanks to the support provided by Fast Retailing/UNIQLO:

**Total of 7,334 Persons of Concern (PoCs) benefitted.**

**Of which, 3,721 (51%) are women and 3,613 (49%) are men.**

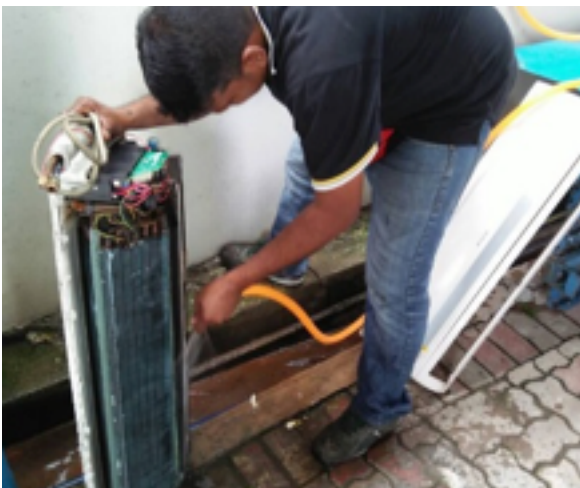
**Achievement level is 99% against the target (7,414) committed in the proposals.**

### NUMBER OF BENEFICIARIES BY COUNTRY AND GENDER



From left to right  
Selvam, a participant of vocational training repairs and cleans an air-conditioning unit in Kuala Lumpur.  
© UNHCR/Malaysia/2017

Mr. Mohammadi, an Afghan refugee realised his dream of becoming a tailoring workshop owner at the age of 54 in Iran.  
© UNHCR/Iran/2017





## OVERALL RESULTS OF LIVELIHOODS PROGRAMME SUPPORTED BY FAST RETAILING/UNIQLO

| Activity   | Total        |              |             | Men          |              | Women        |              | Youth      |              |
|--|--------------|--------------|-------------|--------------|--------------|--------------|--------------|------------|--------------|
|  | Target       | Actual       | %           | Target       | Actual       | Target       | Actual       | Target     | Actual       |
| INDIA  |              |              |             |              |              |              |              |            |              |
| Skills and vocational training                         | 575          | 456          | 79%         |              | 229          |              | 227          |            |              |
| Entrepreneurship training                              | 330          | 201          | 61%         |              | 108          |              | 93           |            |              |
| Job placement / apprenticeship                         | 750          | 378          | 50%         |              | 172          |              | 206          |            |              |
| Community mobilisation                                 | 1,000        | 1,318        | 132%        |              | 684          |              | 634          |            |              |
| Refugee Self Reliance and Livelihoods in Hyderabad     |              | 155          |             |              | 55           |              | 100          |            |              |
| <b>Total</b>   | <b>2,655</b> | <b>2,508</b> | <b>94%</b>  | <b>-</b>     | <b>1,248</b> | <b>-</b>     | <b>1,260</b> | <b>-</b>   | <b>-</b>     |
| IRAN   |              |              |             |              |              |              |              |            |              |
| Vocational training                                    | 1,344        | 1,384        | 103%        | 349          | 312          | 995          | 1,072        | 90%        | 1,384        |
| Home-based enterprise development (start-up)           | 101          | 103          | 102%        | -            |              | 100          | 103          | 60%        | 82           |
| Employment generation (training + on-the-job training) | 135          | 146          | 108%        | -            |              | 135          | 146          | 60%        | 116          |
| <b>Total</b>   | <b>1,580</b> | <b>1,633</b> | <b>103%</b> | <b>349</b>   | <b>312</b>   | <b>1,230</b> | <b>1,321</b> |            | <b>1,582</b> |
| MALAYSIA   |              |              |             |              |              |              |              |            |              |
| Workforce Preparedness Training                        | 1,420        | 2,243        | 158%        | 710          | 1,662        | 426          | 581          | 284        | 668          |
| Skills Training and Adult Functional Literacy          | 310          | 350          | 113%        | 93           | 118          | 124          | 232          | 93         | 108          |
| Micro Enterprise Development                           | 60           | 80           | 133%        | 12           | 31           | 36           | 49           | 12         | 25           |
| <b>Total</b>   | <b>1,790</b> | <b>2,673</b> | <b>149%</b> | <b>815</b>   | <b>1,811</b> | <b>586</b>   | <b>862</b>   | <b>389</b> | <b>801</b>   |
| NEPAL  |              |              |             |              |              |              |              |            |              |
| Skills and vocational training & start up support      | 299          | 305          | 102%        | 141          | 142          | 158          | 163          | -          |              |
| Micro-finance support                                  | 875          | -            | 0%          | -            | -            | 875          | -            | -          |              |
| <b>Total</b>   | <b>1,174</b> | <b>305</b>   | <b>26%</b>  | <b>141</b>   | <b>142</b>   | <b>1,033</b> | <b>163</b>   | <b>-</b>   | <b>-</b>     |
| PAKISTAN   |              |              |             |              |              |              |              |            |              |
| Vocational skills training with start-up grant         | 215          | 215          | 100%        | 80           | 100          | 145          | 115          |            |              |
| <b>Total</b>   | <b>215</b>   | <b>215</b>   | <b>100%</b> | <b>80</b>    | <b>100</b>   | <b>145</b>   | <b>115</b>   | <b>-</b>   | <b>-</b>     |
| <b>GRAND TOTAL</b>                                     | <b>7,414</b> | <b>7,334</b> | <b>99%</b>  | <b>1,385</b> | <b>3,613</b> | <b>2,994</b> | <b>3,721</b> | <b>389</b> | <b>2,383</b> |

Note: Age of youth in Iran is categorized between 18 and 35 and age of youth in Malaysia is categorized under 29

UNIQLO's support also has been contributed to build partnership and create support systems related to livelihoods.

For example, in **Malaysia**, outreach activities has resulted in building partnership with several local social enterprises, institutions or NGOs and livelihoods sector coordination meeting was held twice.

In **Pakistan**, all 10 centers provided skills training are registered and certified by Trade Testing Board (TTB) which is functioning under the Labour and Manpower Department of Government of Balochistan and training completion certificates are awarded by TTB.

In Hyderabad, **India**, Self Help Groups (SHGs) were set to strengthen savings habits of the refugees and the groups were trained on utilization of funds and repayment modes.



## KEY OUTCOME LEVEL ACHIEVEMENTS:

### INDIA

- 94% (288 out of 306 PoCs) of financial and life skills training students graduated (successful completion and receipt of certificate).
- 97% (144 out of 147 PoCs) of functional and vocational skills training students graduated (successful completion and receipt of certificate).
- 59% (72 out of 122 PoCs) provided start-up funds following entrepreneurship/business training.
- 268 (127 male and 141 female PoCs) placed in job.
- 66% (53 out of 80 PoCs) graduated from micro enterprise training and received full amount of business grants. 100% of the graduates are now running business, of which 50% previously without a business; 91% reported an increase in business income, while 81% reported an increase in household income.
- Evaluation findings using 2016 data, where 580 PoCs benefited from entrepreneurship trainings, 229 PoC (39%) were found to be still self-employed 12 months after training completion.

### IRAN

- About 80% of women benefitted from livelihoods projects implemented by UNHCR are the graduates of the Technical and Vocational Training Organisation, which is affiliated to Ministry of Labour and Social Affairs.
- 80% (82 out of 103 PoCs) of women provided business training formed small home-based businesses, which in return benefitted 420 family members indirectly.
- 12 Afghans and Iranians benefitted through the expansion of their home-based business through a workshop, generating income and employment.
- 730 family members benefitted through 146 women participating employment generation workshop supported by UNHCR.
- 35 women from employment generation workshop engaged in UNIQLO embroidery making project, which additional income supported 175 family members indirectly.

### MALAYSIA

- 83% students (25 out of 30 PoCs) enrolled in one month upskill training in hair dressing graduated with 12 months on the job diploma training.
- 100% (120 PoCs) of youth completed basic computer training, of which 56% are women.
- Only 13% (55 out of 412 PoCs) completed at least one free certification course.
- 55% (60 out of 110 PoCs) graduated from the market oriented vocational training.
- 86% (12 out of 14 female PoCs) graduated from post-natal care training.

### NEPAL

- 97% (218 out of 224 Bhutanese refugees) enrolled in vocational and skills training completed the course.
- Out of 218 PoCs successfully completed vocational training, 60% (130 graduates) supported with toolkits to start their own business and 9% (19 graduates) assisted in job placement.
- 29% of Bhutanese refugees (64 out of 218) successfully completed vocational training employed/self-employed after three months.
- 28 unused tailoring machines repaired by 12 Bhutanese refugees provided with a three-month maintenance training of sewing machines, equipment and materials.
- 100% of 70 PoCs in urban areas enrolled in vocational and skills training completed the course, meaning that 245 family members benefitted.\*
- 100% of 70 PoCs in urban areas graduated from livelihoods training had better access to livelihoods / self-reliance opportunities.
- In addition to livelihoods related training, 97 refugees enrolled in Nepali or English language course to reduce language barriers.

### PAKISTAN

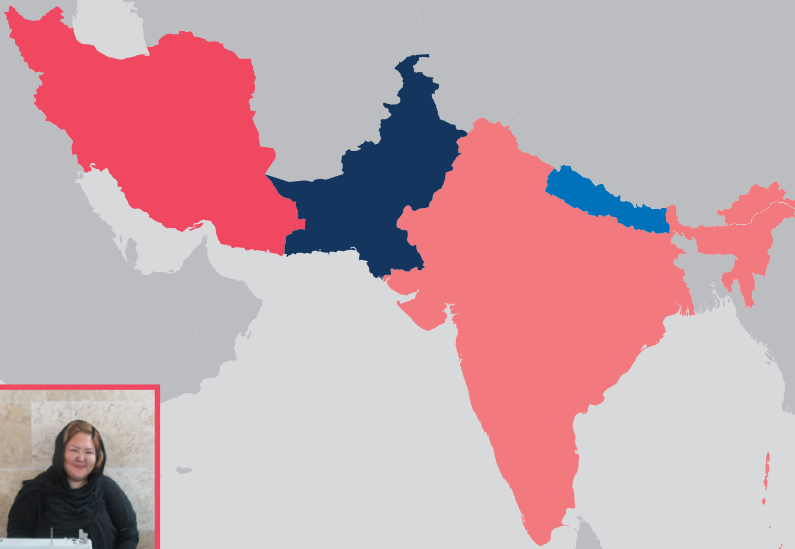
- 100% of 215 Afghan refugees provided with six month skills/vocational training in 10 trade areas successfully passed the examination and provided the certification from Trade and Testing Board under the Labour and Manpower Department in Government of Balochistan.

\* 70 households benefited from this activity. This means 245 family members benefitted as urban refugees in Nepal usually counts 3.5 people per family (average family size).

# YEAR RESULTS 2017

## Self-reliance and livelihoods

**7,334** persons of concern benefitted in **5** countries in 2017



Somayeh Qaznavi is an Afghan refugee woman who has taken the home-based enterprise course and is now the owner of a tailoring workshop in Abdol Abad, Tehran. © UNHCR/Iran/2017



Mohd Salleh is a Rohingya refugee and a part of Micro Enterprise Development Programme uses his modified motorbike to sell fresh seafood in his neighborhood. © UNHCR/Malaysia/2017



Products made by refugees from Safe from the Start are displayed and sold at the Millenium Hall in Pakistan. © UNHCR/Pakistan/2017

### INDIA

**2,508 persons** benefitted from UNIQLO's support  
1,248 Men  
1,260 Women

**94% participants** of financial and life skills training graduated

**97% participants** of functional and vocational skills training students graduated

**268 persons** of concerns placed in job

### IRAN

**80% women** received business training formed small home-based businesses

**1,150 family members** indirectly benefitted through 230 women who received our support

**35 women** from employment generation workshop engaged in UNIQLO-Laduree embroidery making project

### MALAYSIA

**91% graduates** of micro enterprise training with business grants reported an increase in business income

**120 young persons** completed basic computer training

**32 persons** enrolled in apprenticeship programme

**229 persons** benefitted from entrepreneurship training found to be still employed 12 months after the training completion

### NEPAL

**218 Bhutanese refugees** enrolled in vocational and skills training completed the course

**100% Participants** in urban areas graduated from livelihoods training had better access to livelihoods / self-reliance opportunities

**28 unused tailoring machines repaired** by 12 Bhutanese refugees provided with a three-month maintenance training

### PAKISTAN

**100% Afghan refugees** provided six month skills/vocational training in 10 trade areas successfully passed the examination and provided the certification from the Government of Balochistan



# STORIES FROM THE FIELD



**Pushpa 32**, participated in vocational training on general cooking in Nepal serving food at his canteen  
© UNHCR/Nepal/2017



**Hasinah, 32**, enrolled in Micro Enterprise Development Programme in Malaysia  
© UNHCR/Malaysia/2017



**Zeynab, 33**, received start-up fund to purchase sewing machines in her workshop in Iran © UNHCR/Iran/2017

## STORY OF ADEELA

“Financial independence enabled me to participate in decision-making.”

It was a big surprise when Adeela, a 45-year-old Afghan refugee, raised her concerns about her underage marriage of 14-year-old daughter. She herself was married at the age of 13 and has given birth to two daughters and six sons.

In January 2017, Adeela participated in the Safe from the Start project; a gender-based violence prevention initiative implemented as a livelihoods project. She learnt rug weaving, tailoring, how to read and write, and about various rights. Adeela has been sharing her new knowledge with her daughters and women in her neighbourhood.

Adeela is also making a living through rug weaving and tailoring. She expresses joy that she is able to buy food and other things for her family.

She says that women need education and other skills to empower themselves to make meaningful contributions in their communities. Adeela says that she will not marry off her daughter until she is physically and mentally mature.

**Adeela believes that learning and working are the greatest achievements of her life and she is inspiring other women to work and to exercise their rights.**

## STORY OF HASINAH

“My work doesn’t feel like work. Every time I go out to meet customers, I feel like I am on vacation.”

Hasinah is a 32-year-old Rohingya born woman in Malaysia. As a stateless person, she only received three years of informal education. Even with jobs, the most she could earn was MYR 1,000 (approximately USD258) a month. She has also faced intolerable levels of discrimination from her employer and local colleagues.

Hasinah made attempts to run her own business but never succeeded. In 2017, she was invited to the Micro-Enterprise Development programme by UNHCR. She received training on literacy, business planning, marketing and accounting for 4 months as well as a MYR 2,000 grant to start her business. In August 2017, Hasinah graduated from the programme.

Hasinah now runs a clothing wholesale business in Kuala Lumpur, which makes about MYR 3,000 profit a month – triple what she had previously earned. She has recently purchased a lorry to start another business.

**With the income generated, she supports her brother and sister seeking refuge in Indonesia and supports her sick mother in Kuala Lumpur.**

## STORY OF ZEYNAB

Zeynab is a 33-year-old Afghan refugee and a single mother of three children.

Zeynab started to learn tailoring several years ago at Technical and Vocational Training Organisation and to work at home. She sold her furniture to buy a small sewing machine for her work.

Later, with lots of efforts, she obtained a contract to produce hospital gowns. In 2014, Zeynab requested UNHCR for 13 professional sewing machines to recruit 13 vulnerable Afghan refugee women. Her effort has empowered them to support their household economy. It has also provided them with a sense of security, responsibility, self-esteem and dignity.

Since then, the business kept growing. Zeynab’s was even register her company, under the name of “Mehre Arian”. Now, it is one of the four companies which have the official license by the government.

Assessing the positive impact, UNHCR provided additional funds to further expand Zeynab’s business in 2015 and 2017 and employ more vulnerable refugees.

**Currently there are 20 staffs, both Afghans and Iranians, working in Mehre Arian’s workshop.**

## STORY OF PUSHPA

“The vocational training provided me an opportunity to enhance my skills and ultimately persuading my dream to establish my catering business.”

Mr. Pushpa Pradhan (32) participated in the basic and advance level of trainings on cooking. After completion of trainings, he was provided with tools and equipment to support their business startup.

In November 2017, Pushpa opened a catering canteen in Beldangi refugee camp. Since its establishment, he has been able to earn on average NPR 15,000 to 20,000 (USD 150-200) per month.

“As assistances for refugees are being rationalized and gradually phased out, I was looking for ways to support myself and my family. Considering my skills and experience in cooking, I found catering was the best profession where I could excel my skills and ensure an earning to fend for myself and my family.” Pushpa said.

**Pushpa is planning to expand his business exploring the possibilities of extending his catering services to the host community. In addition, he aims at diversifying his cuisines and improving the quality of services.**

## STORY OF BEHZAD

“I am grateful that I had an opportunity to get a job in Delhi. Because of this work, I can sustain myself.”

In 2014, Behzad fled to India when he was 17 years old with only a small bag, all alone and no contacts in India. He had to flee from Iran, because his father was arrested by the government.

During the first four years in India, he learnt not only English and Hindi but also computer skills. With his hard work, he managed to get a job in a NGO in a city in India and worked there for seven years. However, due to the closing down of the organisation, he lost his job and came to Delhi to receive support from UNHCR.

The ACCESS livelihoods programme found a good job opportunity for him and Behzad happily started working there in 2017.

**Behzad is still determined to make a better life for himself.**



## FINANCIAL REPORT SUMMARY (USD)

|                           | Total budget of livelihoods programme in 2017 | UNIQLO contribution of livelihoods programme in 2017 | Proportion of UNIQLO contribution (budget) | Total expenditure of livelihoods programme in 2017 | Expenditure of UNIQLO contribution of livelihoods programme in 2017 | Proportion of UNIQLO contribution (expenditure) |
|---------------------------|---|--|--|--|---|---|
| India                     | \$709,233                                     | \$468,052  | 66%  | \$709,233  | \$468,052   | 66%   |
| Iran                      | \$1,622,273                                   | \$450,000  | 28%  | \$1,660,809  | \$450,000   | 27%   |
| Malaysia                  | \$501,902                                     | \$423,005  | 84%  | \$516,250  | \$423,005   | 82%   |
| Nepal                     | \$284,285                                     | \$112,150  | 39%  | \$306,557  | \$112,150   | 37%   |
| Pakistan                  | \$2,595,955                                   | \$205,607  | 8%   | \$2,603,381  | \$205,607   | 8%  |
| Japan (workshop)          |   | \$23,437   |  |  | \$23,437  |   |
| 7% Programme support cost |   | \$117,757  |  |  | \$117,757   |   |
| <b>TOTAL</b>              | <b>\$5,713,648</b>                            | <b>\$1,800,000</b>                                   | <b>32%</b>                                 | <b>\$5,796,230</b>                                 | <b>\$1,800,000</b>  | <b>31%</b>                                      |

## BREAKDOWN BY EXPENDITURE TYPE (USD)

| Country  | Project   | Fund received | Expenditure   |                         |           |          | Balance   |
|----------|---|---------------|---------------|-------------------------|-----------|----------|-----------|
|          |   |               | UNHCR Project | UNHCR (staff and admin) | Partner   | 7% PSC   |           |
| India    | Refugee self reliance and livelihoods in Delhi and Community mobilization strengthened and expanded | \$500,816     | \$8,974       | \$136,902               | \$322,176 | \$32,764 | 0         |
| Iran     | Technical assistance  | \$42,800      | \$32,315      | 0                       | 0         | \$2,800  | \$7,685   |
| Iran     | Formal vocational training  | \$288,900     | 0             | \$80,000                | \$197,685 | \$18,900 | (\$7,685) |
| Iran     | Home-based enterprise development/ employment generation through workshops                          | \$149,800     | 0             | \$60,000                | \$80,000  | \$9,800  | 0         |
| Malaysia | Access to training and learning enabled   | \$111,720     | \$26,734      | \$22,154                | \$55,523  | \$7,309  | \$2,725   |
| Malaysia | Access to wage earning employment facilitated   | \$13,469      | \$662         | \$171                   | \$11,662  | \$881    | \$94      |
| Malaysia | Sectoral cash grants or vouchers provided   | \$37,524      | 0             | 0                       | \$35,069  | \$2,455  | \$4,228   |
| Malaysia | Strategy developed and implemented  | \$289,903     | \$112,943     | \$47,664                | \$104,576 | \$18,966 | \$5,754   |
| Nepal    | Vocational skills training and start-up support for urban refugees (basic and advanced tailoring)   | \$40,000      | 0             | \$6,183                 | \$31,200  | \$2,617  | 0         |
| Nepal    | Vocational skills training, equipment support and related costs for Bhutanese                       | \$80,000      | 0             | \$9,647                 | \$65,120  | \$5,233  | 0         |
| Pakistan | Skill development of Afghan refugees  | \$220,000     | 0             | \$60,608                | \$145,000 | \$14,392 | 0         |



**Cover photo:**

Afghan refugee, Malaika, demonstrating her kilim waiving skill as a master trainer of **Safe from the Start** project supported by Fast Retailing/UNIQLO, Quetta, Pakistan  
©UNHCR/Humera Karim/2017

Some names and identifying details have been changed to protect the privacy of individuals.

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