



**NOBODY
LEFT
OUTSIDE**

THE GLOBAL SHELTER COALITION

A shared commitment for refugees



12 MONTHS OF IMPACT

CONTENTS

- 4 Why Shelter now?
- 5 A Shared Commitment for Refugees
- 6 The impact of 12 months of shelter solutions
- 8 Emergency shelter solutions
Saving lives with tents and tarpaulins
- 10 Transitional housing solutions
Protecting people after the emergency
- 11 Long-term shelter solutions
Helping families rebuild their lives
- 14 What lies ahead



One year ago, UNHCR launched the Nobody Left Outside campaign at a watershed moment for the refugee cause as we witnessed the greatest forced displacement crisis since World War II. The three year campaign calls on the private sector to take a critical role in supporting UNHCR to deliver overarching shelter solutions for people who have been forced to flee.

As the leading international organisation working to protect refugees, UNHCR has the reach and expertise to tackle the challenge of offering shelter-related solutions to so many in need. However, as you are aware, shelter is one of the most underfunded core activities in UNHCR.

I would like to thank you for your support and generosity to the Nobody Left Outside campaign. In one year, we have raised over 12 Million USD to deliver shelter solutions for tens of thousands of people. To put it in perspective, the funds you have so generously donated have provided over 80,000 emergency family tents, vital cash assistance to 32,800 families and facilitated much needed weatherproofing and shelter kits to 103,985 individuals for them to survive the winter months.

We are very grateful to valued supporters such as yourself for joining UNHCR in delivering solutions to refugees in this critical time.

I look forward to the continued success of the Nobody Left Outside Campaign and for opportunities to develop our collaboration in the following years.

Christian Schaake

Head of Private Sector Partnerships Service



© UNHCR/Sebastian Rich

NOBODY LEFT OUTSIDE WHY SHELTER NOW?

The world today is witnessing unprecedented levels of displacement. Millions of people are failing to thrive in desperate living conditions that leave them exposed to both physical and emotional risks and rob them of any chance of a stable future.

“Shelter is the foundation stone for refugees to survive and recover, and should be considered a non-negotiable human right. As we tackle worldwide displacement on a level not seen since World War II, no refugee should be left outside.”

Filippo Grandi, UN High Commissioner for Refugees

Driven by the Syria crisis and conflicts in South Sudan, Central African Republic and Burundi, since 2012 the number of people forced to flee their homes has leapt by a third and more than 67 million are currently displaced around the world.

As a result the number of people depending on UNHCR for life-saving assistance and protection far outstrips the funding UNHCR has at its disposal. As the world has failed to keep pace of its commitment to provide the necessary basic support, UNHCR is struggling to protect the millions of men, women and children living in the most desperate of circumstances.

Shelter is one of the most underfunded core activities in UNHCR.

UNHCR research and data shows that millions of refugees are exposed to both physical and emotional risks. In 12 countries where UNHCR operates, the

organisation provided new or improved shelter for nine million people alone in 2016. With no resolution in sight for the drivers causing this unprecedented level of displacement, that number will continue to grow as more families living through conflict find their only chance of safety is to leave everything behind.

The majority of refugees live outside of camps, in sub-standard housing.

For many years the vast majority of people under the protection of UNHCR have lived not in the refugee camps synonymous with flight from war but amongst the community, in cities and towns in poor quality housing.

For those who have been forced to flee, urban areas promise the opportunity of work to supplement the minimal savings and possessions they bring with them. But, as conflicts stretch from months to years, away from family and established support networks and without the legal right to work, resources quickly become stretched and families are left to make desperate choices to survive.

UNHCR has shifted its programming to recognise the increased needs of people in urban areas, targeting programmes for women or child headed households, the elderly, those with disabilities and those who are ill or injured. By developing cash assistance programmes and focusing on the most vulnerable groups UNHCR recognises these are the refugees who would have had the most limited resources and opportunities to work in the first place. UNHCR also recognises that the most vulnerable are the tip of the iceberg and many millions more struggle on without the help and support they need.



UNHCR leads the international action to protect people forced to flee because of conflict and persecution and providing shelter is integral to this work.

UNHCR is present on the ground in 127 countries and leads the global emergency response to shelter people fleeing conflict

UNHCR is the largest humanitarian procurer of tents in the world, purchasing some 100,000 a year as part of our preparedness work.

Working with governments and partner organizations UNHCR is prepared to respond to emergencies as efficiently and effectively as possible.

© UNHCR/Sebastian Rich

**THE GLOBAL COALITION FOR
NOBODY LEFT OUTSIDE
A SHARED COMMITMENT
FOR REFUGEES**

The Nobody Left Outside campaign has brought together philanthropists, companies and celebrities from all over the world through an unprecedented Global Shelter Coalition to co-invest in UNHCR's high impact shelter strategies.

The Coalition is an exclusive global alliance to bring together leaders and philanthropists to deliver overarching and contextualized shelter solutions to refugees. Members of the Coalition see the impact of their engagement multiplied by bringing together their resources, knowledge and networks for a humanitarian cause that has never been so relevant. They can share expertise and insights, becoming influencers for a positive, effective and ultimately transformative change for people forced to flee.

The lead donor in the Global Shelter Coalition is **Dato' Sri Prof. Dr. Tahir**, a prominent Indonesian businessman and philanthropist, founder and chairperson of

Mayapada Group and the Tahir Foundation, who has donated over USD 4 Million to the campaign. Other prominent supporters of the campaign include the **Middle East Broadcasting Centre (MBC)**, the **Big Heart Foundation**, **Shih Wing Ching Foundation**, **Rotary Club Genève Internationale**, **Mr. Abdallah Chatila** and his company **M3 Real Estate**, **Ms. Cate Blanchett** (UNHCR's Goodwill Ambassador) and a number of philanthropists from around the world.

The Global Shelter Coalition brings together some of the most prominent members of UNHCR's private sector community and I firmly believe that by working hand-in-hand and combining our passion, resources and expertise, we have a much greater impact. Nobody deserves to be left outside but unfortunately many still are.

Dato' Sri Prof. Dr. Tahir, Lead Donor of the Global Coalition for Nobody Left Outside



THE FUNDS RAISED HAVE SHELTERED MORE THAN 600,000 PEOPLE FORCED TO FLEE AROUND THE WORLD:



© UNHCR/Sebastian Rich

USD 12.13 Million has been raised by the Nobody Left Outside campaign at the one year mark, thanks to the commitment of donors around the world.

As a result, UNHCR and partners have been able to speed up the delivery of timely shelter solutions to more than 600,000 people forced to flee.

In the last year, we have:



Delivered 84,545 emergency shelters to 422,725 people around the world



Provided vital cash assistance to 32,800 of the most vulnerable refugee families in Jordan so they can survive and avoid homelessness



Rehabilitated 2,502 housing units in Lebanon in exchange of a rent agreement so 12,510 people can have a safe place to live



Repaired 4,242 damaged homes to help 10,606 internally displaced people restart their lives in Ukraine



Delivered shelters kits to 20,797 families in Lebanon so they can be protected from extreme weather conditions



Made available 2,500 land plots in Niger empowering 17,500 refugees to build their futures

NOBODY LEFT OUTSIDE
THE IMPACT OF 12 MONTHS OF SHELTER SOLUTIONS

UNHCR supports shelter solutions for refugees throughout all stages of people's displacement.

The **Nobody Left Outside** campaign is supporting 18 different areas of UNHCR's shelter work.

We promote a holistic approach to shelter responses from contingency planning and preparedness to long-term solutions. The shelter solutions developed and

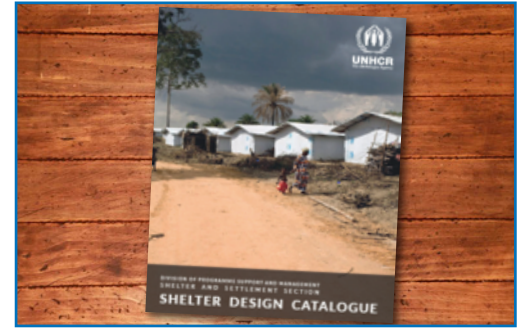
implemented by UNHCR are designed for the people affected, and to minimize the impact displaced groups have on the host community around them. Whatever the circumstances, UNHCR has to move fast to save lives and, in the long-term, provide shelter support that will help those forced to flee to rebuild their lives.

Innovative shelter solutions are devised to promote dignity and protection while environmentally sound materials and construction techniques are used for timely large scale deployment.

SOME NEW DEVELOPMENTS IN THE PAST 12 MONTHS:

RELEASE OF THE UNHCR SHELTER DESIGN CATALOGUE

The range of shelters highlighted in the publication includes emergency shelters, transitional shelters, and durable shelters. UNHCR is optimistic that the information provided in the catalogue will help sector specialists to plan and implement shelter responses in a more predictable fashion, reducing suffering for displaced populations.



LAUNCH OF THE NEW SELF-STANDING TENT

Designed by UNHCR, together with the IFRC and the ICRC. The new tent can be locked and divided into two separate rooms for increased safety and privacy, and significantly improves the living environment for people at the same cost as the existing UNHCR family tent. On average, UNHCR distributes 70,000-100,000 tents each year, and about 36 square million plastic sheeting.



COLLABORATION WITH THE PRIVATE SECTOR FOR SHELTER INNOVATION:

REFUGEE HOUSING UNIT WON DESIGN OF THE YEAR

The Refugee Housing Unit (RHU) is an innovative shelter solution designed as a result of a research & development project undertaken by Better Shelter and UNHCR with the initial funding of the IKEA Foundation. In 2015 alone, we deployed 7,300 RHUs in 8 countries. RHUs are solar powered and last six times longer than a typical emergency tent. This innovative UNHCR shelter has recently won the Beazley design of the year 2016 by London's Design Museum. In 2017, our plan is for RHUs to be deployed in Iraq, Niger, Cameroon, Malawi, Mozambique and Algeria.



AZRAQ BECAME THE FIRST REFUGEE CAMP IN THE WORLD POWERED BY SOLAR ENERGY

In May 2017, UNHCR switched on the newly constructed solar plant in Jordan's Azraq refugee camp. Funded by the IKEA Foundation's Brighter Lives for Refugees campaign, the solar farm has brought renewable power to a population that lived for two and a half years with only sporadic access to electricity and will contribute to the Jordan national energy strategy to achieve a green economy by 2020. The plant will allow UNHCR to provide affordable and sustainable electricity to 20,000 Syrian refugees living in almost 5,000 shelters in Azraq camp, covering the energy needs of the two villages connected to the national grid. Each family can now connect a fridge, a TV, a fan, have light inside the shelter and charge their phones, which is critical for refugees to keep in contact with their relatives abroad.



NOBODY LEFT OUTSIDE
EMERGENCY SHELTER SOLUTIONS
SAVING LIVES WITH TENTS AND TARPAULINS



©UNHCR/Sebastien Rich

Evidence shows that more lives are saved when help comes within the first critical period of a new emergency. In the immediate aftermath of a displacement crisis often tents are the lightest, cheapest, fastest thing for UNHCR to use to shelter people from the elements, save lives and create physical privacy and protection making them the best solution.

EMMANUEL'S STORY:
FINDING LIFE AWAY FROM HOME

Fearing for their lives, Emmanuel fled violence in Burundi in late 2015 with his wife Estherine and their twins Benny and Kehveh. His family is one of the many thousands that have fled to Tanzania in search of safety. After spending some weeks in a mass shelter, they were allocated a UNHCR family shelter in Nduta refugee camp. "The family shelter is very important as it gives you security, protection, a safe space for your things. When you have a shelter, you have an address and that gives you an identity. If you have problems

you can get help. People also know where you are, they can find you." "Having a house also means shelter. Right now it's the rainy season, so having a house means we can shelter from the rain." UNHCR provides both tents and semi-permanent shelters to protect families. In the past 1 year, UNHCR sheltered almost 80,000 refugees in three different refugee camps in Tanzania.

"When I received the shelter, I was overjoyed because my family had a place to settle in and life could continue."



©UNHCR/Sebastien Rich

In **Iraq**, during Mosul emergency, we supported over 2,000 families by turning unfinished buildings into 'collective shelters', which are safe living spaces for several families who have fled from other parts of Iraq. Each building, once repaired and upgraded, accommodates three or more families, providing safe, private family living spaces with shared bathroom and cooking facilities. Additionally, UNHCR along with our partners repaired 2,719 damaged homes for more than 13,595 people that returned home.

In **Greece**, we supported over 34,000 people through hotel accommodation and apartment rental. Asylum seekers in Greece also receive food, hygiene items, basic social support, interpretation and transportation services. Medical, legal and psycho-social support are also provided as needed.

In **Tanzania**, over the past year, over 250,000 people mainly from Burundi and the Democratic Republic of Congo have fled violence in their countries and sought safety and protection in Tanzania. We provided 12,370 emergency tents for more than 61,850 refugees. We also provided 3,980 semi-permanent shelters for over 19,900 refugees. These shelters were built using wooden poles sustainably sourced from the local forests. Each family shelter has a veranda overhang to provide some outdoor shelter and storage space for firewood. Over the coming months the shelters will be upgraded using more transitional materials to provide a safer, warmer living environment.

In **Chad**, we built 1,150 new shelters with a durable zinc roof for around 3,680 people with the participation of their community. Every refugee location in Chad has a

shelter focus person or group who assists UNHCR and the implementing partners with the management of shelter kits and equipment allocated to the communities, as well as the close monitoring of shelter construction for refugees with specific needs. This helps ensure quality as well as making sure that any new shelters for disabled refugees meet their needs.

In Latin America, in the area known as the 'Northern Triangle of Central America', about 1 million people have fled gang violence, 'femicide' and drug wars. Our transit shelters have provided protection, basic accommodation, legal support and counselling.

In **Mexico**, UNHCR extended four longer term shelters to provide support to 1,364 refugees in Tapachula and 140 refugees in Palenque where people typically stay for around three months. We created 48 new bed spaces at Buen Pastor shelter for asylum seekers, which welcomed 1,229 people throughout the year. We have also been supporting the construction of a new shelter for migrants and asylum seekers in Guadalajara which will provide refuge for 106 people at a time. In a first of their kind in the region, these centres have specific spaces for those persecuted for their sexual orientation.

In **Guatemala**, UNHCR has supported two transit shelters providing safe shelter and guidance to 3,749 people forced to flee. Additionally, we are planning to provide support to 2,600 people in the Tecun Uman transit shelter.

NOBODY LEFT OUTSIDE

TRANSITIONAL HOUSING SOLUTIONS PROTECTING PEOPLE AFTER THE EMERGENCY



©UNHCR/Sebastien Rich

AMAL'S STORY: HOPE FOR A NEW START IN JORDAN

After fleeing Syria because of the war, Amal and her children struggled to find a safe home and to cover the high cost of rent and food. Evicted from her first apartment, she had to pull her eldest son from school to help support the family. "I used to borrow money and work doing whatever work was available in people's houses to pay my debts, but only a part of my debts. And I would let my son work so I could pay for my expenses, but I could not manage. But we have to live, what can we do?" Amal, as a single mother,

was recently prioritised for UNHCR's cash assistance program. A monthly text message from UNHCR now alerts her that her assistance is ready to collect from an ATM. Amal says the cash assistance she receives has helped her afford rent and put her children back in school. "What has improved is that I buy clothes for my children and I can afford better food. Their lives got a little better. Now they can join their classmates with group breakfasts or school trips. I can manage their needs more. I can give them the feeling that there is no difference between them and their classmates." UNHCR provides monthly cash assistance to over 30,000 of the most vulnerable families in Jordan.

Enhanced shelter solutions are needed when those forced to flee cannot return home for a long period of time. UNHCR implements 19 models of transitional shelters that can be made using a variety of materials locally to create the best shelter for the local conditions. In urban areas UNHCR offers cash grants to contribute towards rent to support the household expenses of families who host refugees in their homes. UNHCR also weather proofs or repairs informal accommodation and unfinished buildings.

In **Lebanon**, where more than 1 million Syrians have found safety, we helped upgrade, repair and complete over 6,000 partially constructed buildings. In exchange for UNHCR's investment, landlords are obliged to provide refugees with a rent-free agreement for a whole year, which has benefitted some 12,510 refugees. This innovative scheme opens up housing that was not previously available and prevents families from descending into poverty or resorting to desperate measures, such as unsafe or exploitative work and child labour. In the longer term, rehabilitating these buildings also helps increase housing options in refugee hosting

areas, benefiting both refugees and the host community. We have also distributed much needed weatherproofing and shelter kits to over 20,797 families, reaching 103,985 individuals living in informal settlements to help them better survive the winter months. Each kit costs just over \$347, and contains a tarpaulin to protect from rain, plywood to reinforce the roof, lockable doors, insulation foam, and tools such as a saw, hammer and nails. These kits help make life more bearable in difficult conditions, keeping people protected while a more durable solution is found.

SHELTER SOLUTIONS: An example in Lebanon

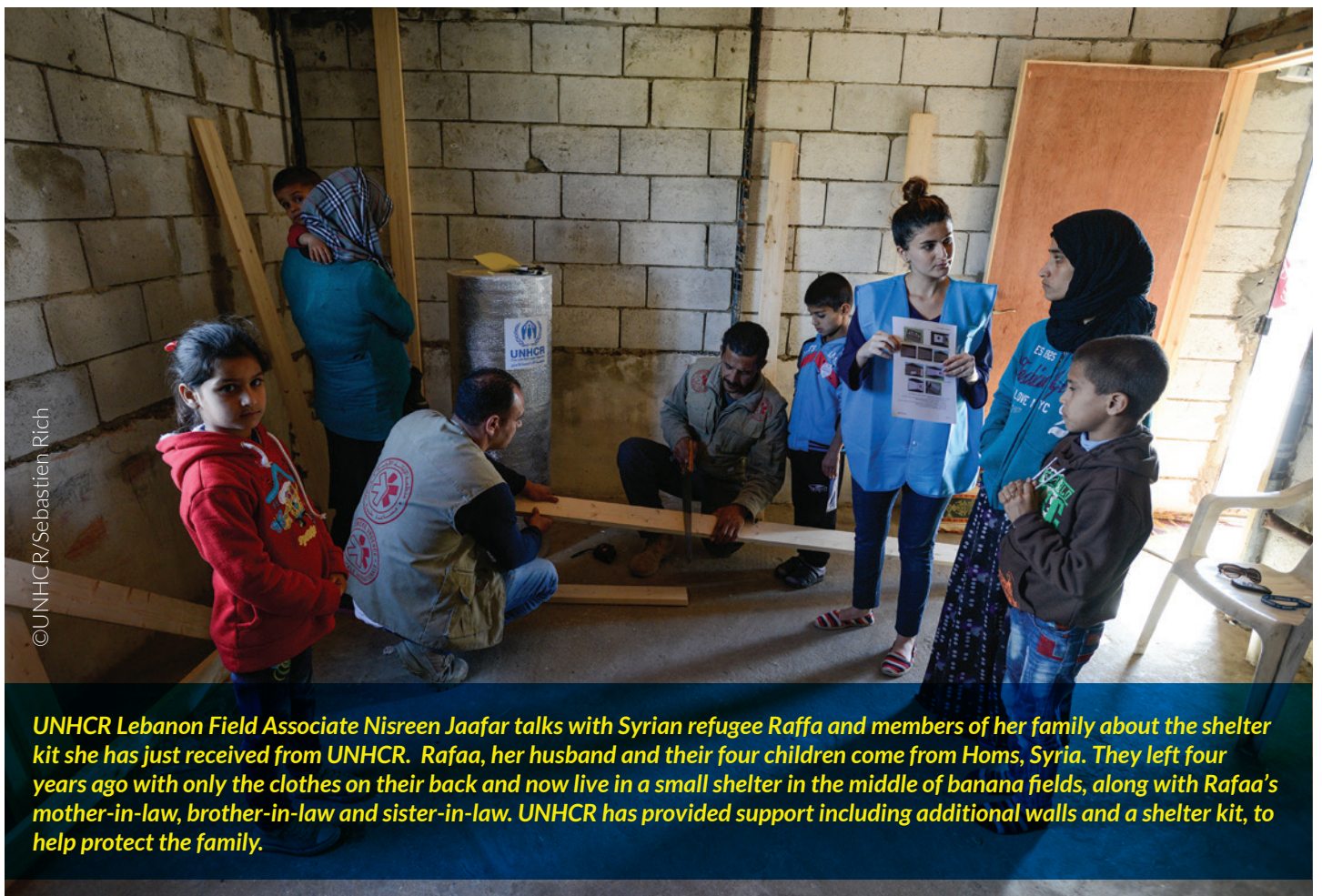
More than 1 million Syrians are now living in Lebanon, the country with the highest per capita concentration of refugees in the world (1 in every 4 people). 60% of them are children and 20% are women.

In Lebanon, 41% of registered Syrian refugees live in urban substandard and overcrowded dwellings, without tenure security. Given that urban governance and infrastructure need to be flexible to absorb rapid population influxes and outflows, UNHCR supports landlords to complete unfinished housing units in exchange a 12 month rent-free period for refugee families. The intervention is complemented with multi-purpose cash grants that assist refugees by addressing immediate housing needs.

At the end of the 12-month period, the building owner has an asset to contribute to the housing economy,

and there is an **additional unit in the local rental stock** which mitigates against rent inflation. In the longer term, rehabilitating the housing units helps **increase housing options** in refugee hosting areas, benefiting both refugees and the host community, contributing to stabilise rental prices and reducing the gap between supply and demand.

This investment **helps host communities feel the benefit of their refugee neighbours**, contributing to harmonious relations between both communities, and **reducing the risk of large-scale evictions**. This innovative scheme also **helps protect refugee families from descending into poverty**, and from the risks of resorting to desperate measures such as unsafe or exploitative work and child labour. **The rental free period allows families to build their resilience** and to prioritize other urgent needs, giving them freedom to allocate their resources.



UNHCR Lebanon Field Associate Nisreen Jaafar talks with Syrian refugee Raffa and members of her family about the shelter kit she has just received from UNHCR. Raffa, her husband and their four children come from Homs, Syria. They left four years ago with only the clothes on their back and now live in a small shelter in the middle of banana fields, along with Raffa's mother-in-law, brother-in-law and sister-in-law. UNHCR has provided support including additional walls and a shelter kit, to help protect the family.

In **Jordan**, we provided vital cash assistance to help vulnerable families afford rent in safe accommodation. In the past 1 year, we supported 32,800 households with cash assistance reaching an overall number of 139,048 people. In Jordan, most refugee families live

outside camps and many families rent accommodation at their own cost. Cash grants provide a lifeline to many, enabling them to stay in their homes and care for their families.

NOBODY LEFT OUTSIDE

LONG-TERM SHELTER SOLUTIONS HELPING FAMILIES REBUILD THEIR LIVES



©UNHCR/Petr Shelomovskiy

ANDREI'S STORY: REBUILDING A NEW LIFE FROM THE RUINS OF WAR

Andrei is a single parent to daughters Anya, 9, Yana, 11, and Rita, 13. The girls nearly lost their father at the beginning of the conflict in the Ukraine when armed fighters suspected him of being a spy and shot him in the legs during an interrogation. "No big deal, they healed," says Andrei with desperate optimism. In the Luhansk region of Eastern Ukraine, not far from the conflict lines, destruction has been particularly

severe. But with the cessation of government pensions and benefits, families have started to return anyway, making do in the remains of shelled homes. Shelling during armed clashes in their village damaged the roof, walls and windows of their modest family home. Construction workers contracted by UNHCR are fixing the roof of their house before the onset of the autumn rains and winter storms. A good start to help the family rebuild their lives. UNHCR is planning for light repairs on a further 2,620 houses by end-2017.

Upon return to an area devastated by conflict, UNHCR provides returning families with a home. The assistance may include construction of a basic house, provision of construction materials or a cash grant. Shelters are designed according to context, culture and local materials available. UNHCR also supports families with cash to help cover the rent while getting re-established; shelter kits if they have the skills to build the home that they would like to live in; or legal support if former refugees return home to home their home occupied by another.

In **Kenya**, we are concentrating our efforts on providing refugees with disabilities a safe and accessible home. In one year, we have constructed 200 specially adapted mud brick houses with an iron sheet roof that currently hosts 1,000 refugees with disabilities in Dadaab. All these shelters were constructed by refugees and host community members as part of a community-based approach to housing. This year, we are in the process of providing 1,098 more 'interlocking stabilized soil block' (ISSB) shelters.

In **Rwanda**, we have constructed 3,091 land saving 'dual shelters' benefiting over 14,266 individuals refugees. These innovative 'back to back' shelters provide families with a robust, durable home lasting 5-7 years and good access to water and sanitation. Each is pioneering the use of hydra-formed or compressed mud bricks as a replacement for the less environmentally friendly wood poles.

In **Niger**, we have been able to expand the 'Refugee Hosting Zones' pilot project to address land shortage problems for housing. The pilot identified that many land owners were saddled with very poor quality agricultural

land with little value to them, whilst a large group of refugees and their host communities were occupying land owned by others. UNHCR used its convening power to bring together the different parties and find a solution creating 'Refugee Hosting Zones' which brought together 13,000 refugees and 2,000 local people in a new self-determined community. This new scheme has provided 2,500 families their parcel of land and construction of social and sustainable long-term housing has begun, meaning that some 17,500 people are on their way to a family home that is theirs to keep.

In **Ukraine**, where more than 2 million people have been displaced since the conflict began in 2014, UNHCR works to repair homes that were partially destroyed in the conflict. In one year, we repaired homes for 588 returnees and 235 households of internally displaced people. We also carried out some lighter repairs for 4,242 households, benefitting 10,606 people. In addition, we provided 383 emergency kits benefitting 1,228 households. In 2017, we are planning for light repairs on a further 2,620 houses.





©UNHCR/ProS Films

Shelter is protection, safety and a basic human right.

Our vision is a world where all refugees are able to live with greater dignity and independence, in a safe and sustainable manner, as members of the community wherever they live, be it in urban or rural settings.

However the continuously growing number of forcibly displaced people combined with diminishing shelter budgets, means that fewer people are able to enjoy their right to adequate shelter. In light of the changing global humanitarian context and the continuous increase in the number of displaced persons, prioritization of shelter and settlement from a financial and programmatic perspective has remained as a critical factor to ensure the protection of people forced to flee.

UNHCR's Global Shelter & Settlement strategy focuses on two pillars to deliver shelter to the most vulnerable. Our strategy aims to improve the living conditions of refugees who are seeking protection and assistance in both rural and urban areas, helping them to access

secure settlements where they can live in dignity, with fewer socio-economic vulnerabilities and an improved quality of life; in housing that provides privacy, security, protection from the elements, and a sense of home.

At present, many refugees are not safe where they live, nor do they live in dignity with access to sustainable shelter possibilities. A timely and effective shelter response can significantly improve their protection and ability to meet their basic needs. For this, and to strengthen refugees' resilience to humanitarian crises, **UNHCR will continue delivering first-line emergency shelter as needed, while funding the construction and maintenance of emergency locations, together with road access to keep the supply channels open; we will also continue providing cash support to help refugees pay their rent, will continue investing in R&D to innovate our shelter solutions and in modernizing our working methods to implement sustainable solutions to settlement and shelter problems.**



©UNHCR/Frederic Noy

PICTURE CREDITS

Front cover

Children playing in front of the Refugee Housing Units in Al Jamea'a camp. All IDP families are Sunnis displaced from Anbar after April 2015.

Page 2

Families living in Refugee Housing Units in Al Jamea'a camp. Pictured here from left to right: Fatma, Hamid, Bilal and Faride.

Page 4

UNHCR Assistant Shelter Officer in Al Jamea'a camp with some of the many children of Al Jamea'a camp in Central Baghdad.

Page 5

UNHCR Lebanon Field Associate Nisreen Jaafar with Syrian refugee Raffa and two of her children.

Page 6

Increasing numbers are fleeing violence in Guatemala, Honduras and El Salvador. UNHCR is supporting asylum seekers to find safety in Mexico including here at the Tres Angeles Shelter.

Page 7

After the opening of Azraq Refugee Camp's solar power plant, Syrian refugees can enjoy the evening outside their shelters.

Page 8

Burundi refugee Emmanuel arrived in Tanzania with his wife Estherine and their twins, Benny and Kehveh. After spending some weeks in a mass shelter they were allocated a UNHCR family shelter in Nduta refugee camp, Kibondo, Tanzania.

Page 9

Burundi refugee Jacqueline and her child Dani found safety and shelter in Nduta refugee camp, Kibondo, Tanzania. Jacqueline was pregnant with baby Dani when she fled Burundi.

Page 10

Portrait of Amal with the key to her shelter in the foreground. Amal is a single mother living in Amman with her four children.

Page 11

UNHCR Lebanon Field Associate Nisreen Jaafar talks with Syrian refugee Raffa and members of her family about the shelter kit she has just received from UNHCR and its implementing partner.

Page 12

Construction workers contracted by UNHCR are fixing roof of the house badly damaged by the 2014 conflict in the eastern Ukrainian region of Luhansk.

Page 13

Land saving 'dual shelters' in Mahama refugee camp in Rwanda's Eastern province.

Page 14

A Colombian mother and her child speak to a UNHCR worker about accessing healthcare, legal assistance and humanitarian support in the rural town of Tucaní, in the Andean border state of Merida, western Venezuela.

Page 15

Returnees in Northern Kivu Democratic Republic of Congo, close to the Ugandan Border. Members of the local population of Chanzu, hired for the occasion, built a brand new market to raise the economical means of their village.



**NOBODY
LEFT
OUTSIDE**

UNHCR, *a mandate to protect*

The United Nations High Commissioner for Refugees (UNHCR), is the only humanitarian agency mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution of refugee problems. Since our creation in 1951, UNHCR has enabled more than 60 million people to rebuild their lives and has been awarded the Nobel Peace Prize twice for its work.

www.unhcr.org/global-shelter-coalition