

2015 IMPACT REPORT



UNHCR
The UN Refugee Agency

Contents

365 days together	4
Responding to emergencies, together	8
UNHCR in action: A day in the life with Patric	10
Surviving together	12
Thriving together	18
UNHCR in numbers	22

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UNHCR, the UN Refugee Agency, is a global organisation dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.

Today, there are more people under our protection than at any point since World War II. With the support of people like you, we deliver life-saving assistance like shelter, food and water, help safeguard fundamental human rights, and develop solutions that ensure people have a safe place to call home.

In this report, we showcase how donors like you have helped us respond, protect and support millions of people in need in 2015. You make our work possible and for this, we **thank you**.

“All around the world we are seeing families fleeing violence. The numbers are massive – but we must not forget that these are mothers and fathers, daughters and sons. People who led ordinary lives before war forced them to flee. Everyone should remember the things that connect all of us – our common humanity.”

António Guterres, outgoing UN High Commissioner for Refugees, whose ten years in office ended on 31 December 2015

365 days together

UNHCR helps protect people forced to flee their homes. We are in the field in 126 countries, using our expertise to protect and care for some 60 million people. Here is a look at what we achieved in 2015, thanks to your support.

January Thousands flee Nigeria

Over 14,000 people cross into western Chad by canoe, fleeing continuing violence in northeast Nigeria. Thanks to your support, UNHCR, working with Chadian authorities, monitors arrivals and helps transport people to Dar Es Salaam camp, where they are given food, shelter, water and access to medical care.

February Fresh violence in the Central African Republic

Nearly 50,000 Central Africans seek refuge in other parts of the country or in nearby Democratic Republic of the Congo. Over 887,000 people have been forcibly displaced by violence in the Central African Republic, in and outside the country. UNHCR and partners distribute emergency humanitarian aid and plan to assist over 460,000 Central African refugees across four countries.

© UNHCR/Andrew McConnell



March Worsening conditions in Ukraine

Heavy shelling in eastern Ukraine disrupts the supply of water and electricity, exacerbating an already dire humanitarian situation. Over 1.1 million people are now displaced inside Ukraine due to conflict. Despite security risks,

UNHCR and partners deliver aid to people in need. In March alone, we distribute items like warm blankets to over 12,200 displaced people in eastern Ukraine, to help them cope with winter.

April Nepal: The strongest earthquake in over 80 years

A 7.8-magnitude earthquake strikes Nepal on 25 April – reducing homes and critical infrastructure to rubble. Within 24 hours, our staff on the ground delivers emergency supplies including 19,000 tarpaulins (tarps)

and 11,000 plastic sheets, to shelter survivors. Two weeks later, another major earthquake hits. An estimated 2.8 million people are left living in the open in need of protection, as the overall death toll rises to over 8,700.



May Elections spur violence in Burundi

Pre-election violence in Burundi forces tens of thousands of people, mainly women and children, to seek refuge in nearby Rwanda, Tanzania and the Democratic Republic of the Congo. UNHCR helps relocate refugees to safety, including over 10,000 Burundians stranded on Tanzania's Kagunga Island, who are transferred to Nyarugusu refugee camp.

June World Refugee Day

UNHCR marks World Refugee Day against a backdrop of worsening global crisis, including heavy fighting and food shortages in South Sudan, which force 100,000 people to flee. One in every 122 humans is now either a refugee, internally displaced or seeking asylum. Over 60 million people worldwide have been forced to leave their homes – equivalent to nearly the entire population of Italy. Outgoing UN High Commissioner for Refugees António Guterres warns of the difficulty of meeting the “spiralling needs of such a massive population of victims”.

July Four million Syrian refugees

The number of refugees fleeing the conflict in Syria surpasses four million, of whom half are children. This makes it the world's single largest refugee crisis under UNHCR's mandate for almost a quarter of a century. Life for Syrians refugees is increasingly tough. In Lebanon, 55% of refugees live in sub-standard shelters. Despite receiving only a quarter of the funds needed for the Syria refugee situation in 2015, UNHCR and partners continue to respond to mounting needs, providing better shelter to over 122,000 refugees in Lebanon in the first six months of 2015 alone, because of you.

August Flooding in Myanmar

Cyclone Komen sweeps past western Myanmar, causing major flooding and forcing 1.6 million people to leave their homes. Some 800,000 acres of farmland are destroyed. In coordination with local authorities, UNHCR and partners help assess the damage, identify needs and quickly distribute emergency relief items – including tarps, sleeping mats, and cooking utensils.



September Europe's biggest refugee influx in decades

As of early September, over 300,000 people had risked their lives crossing to Europe by sea in 2015, seeking safety. Over 2,600 do not survive the dangerous trip, including three-year-old Aylan, whose picture stirs the hearts of the world. In the first 30 days of UNHCR's response to the crisis, you help us provide protection and distribute over 32,400 sleeping mats, 26,400 blankets and 6,890 sleeping bags. In countries where refugees start their journeys, we provide cash assistance to over 180,000 families – helping nearly a million vulnerable refugees.

October Refugee crisis looms in the Americas

UNHCR warns of a looming refugee crisis as thousands of women flee a surge in deadly gang violence in El Salvador, Honduras, Guatemala and parts of Mexico. UNHCR urges countries in Central and North America to establish adequate border capacity, to be able to identify people in need of protection. At the same time, the number of people arriving in Greece by sea hits half a million. To address the situation, UNHCR calls for various measures, including support to countries hosting refugees and the development of legal pathways to seek protection in Europe.

November Ending statelessness

Every ten minutes, a child is born stateless. Unable to go school, get a job or even open a bank account, children without a nationality face a lifetime of discrimination, denied the rights most citizens enjoy. Their experiences are highlighted in a new UNHCR report on the urgent need to end childhood statelessness, launched on the first anniversary of our campaign to end statelessness by 2024. UNHCR urges all states to take steps to prevent statelessness, including ensuring universal birth registration.



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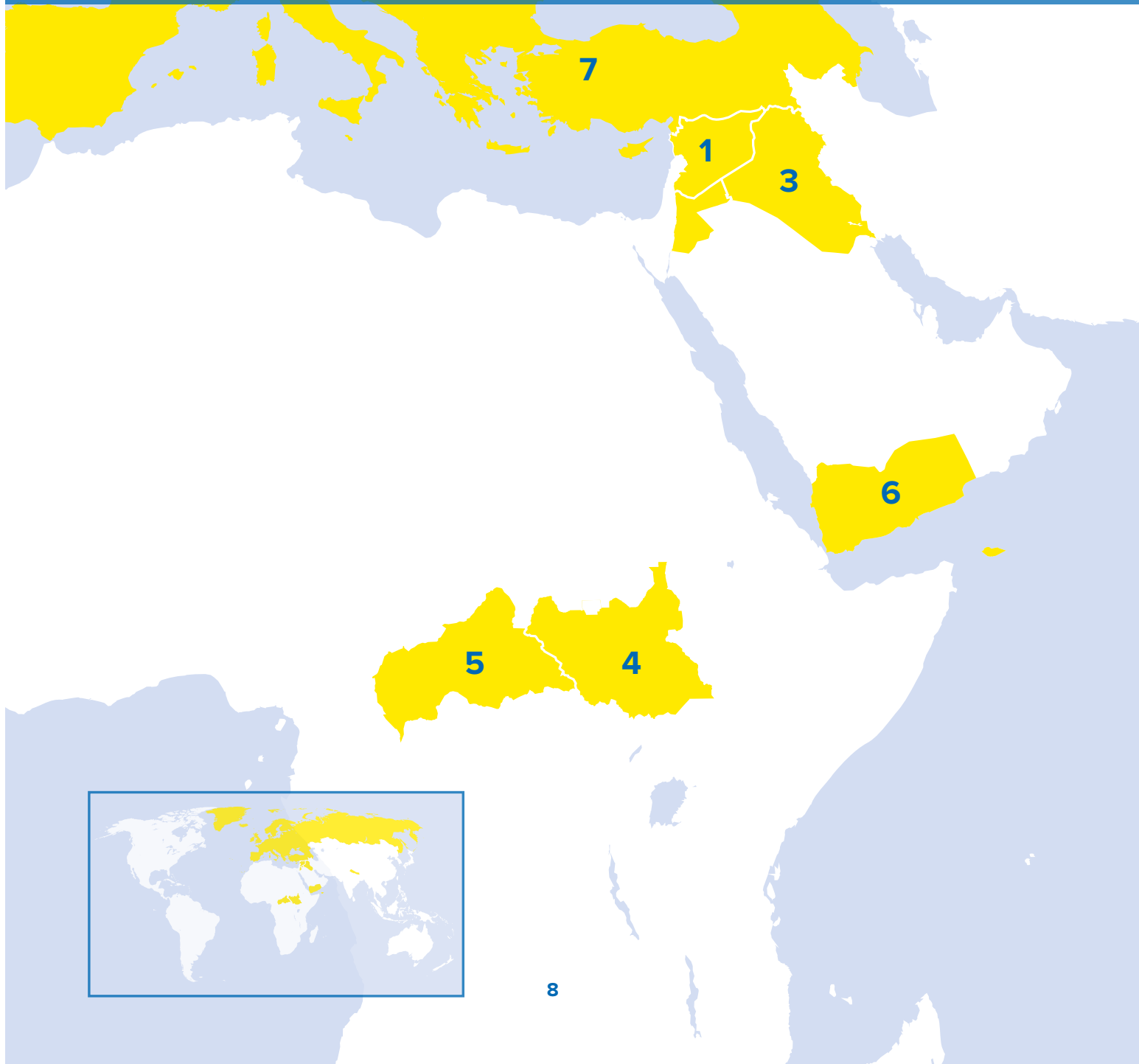
December Surviving winter

In tents and makeshift shelters across Europe and the Middle East, thousands of refugees desperately try to keep warm, as winter storms approach. A staggering one million refugees and migrants have now fled to Europe in 2015. In the Middle East, with the Syrian conflict in its fifth year, thousands of families face yet another winter under a tent. On the ground, UNHCR delivers essential winter supplies including blankets and stoves to over 345,000 Syrian refugees in the region and a further 240,000 Syrians displaced inside their country – all thanks to your support.

Responding to emergencies, together

In 2015, you helped UNHCR protect and support millions of people forced to flee their homes. Wherever needed, we responded with life-saving support, safeguarded their fundamental human rights, and helped them build better futures.

From delivering life-saving assistance after the earthquake in Nepal to helping the four million people forced to flee the conflict in Syria, we were there during every major emergency, thanks to generous donors like you.



1 Syria and neighbouring countries

- The largest humanitarian crisis in recent history
- People of concern: +4.3 million registered Syrian refugees
- Women and children make up 75% of the refugees
- 1.6 million Syrian refugees registered in 2015 to ensure protection and assistance

2 Nepal

- The strongest earthquake to hit the country in +80 years
- 200,000 homes destroyed, 2.8 million people left living in the open
- Within 24 hours, our staff on the ground delivers emergency supplies
- In total, UNHCR distributed +41,500 plastic sheets and +8,000 solar lamps to earthquake-affected communities, thanks to your generous support

3 Iraq

- People of concern: +3.2 million
- Over 1 million people displaced within Iraq provided with shelter and core relief items since January 2014

4 South Sudan

- People of concern: 2.7 million
- Including +771,000 refugees in Ethiopia, Kenya, Sudan and Uganda
- 68% are under 18 years of age
- Over 124,200 South Sudanese refugees received emergency shelter and/or vital supplies after arriving in Sudan

2

5 The Central African Republic (CAR)

- People of concern: +453,000 refugees in four neighbouring countries
- Plus over 447,000 forced to leave their homes but still in CAR
- +289,000 people displaced inside CAR reached by protection monitoring in 2015 – you made it possible

6 Yemen

- A dramatically deteriorating humanitarian situation
- Nearly 1 out of 10 Yemenis has had to seek refuge elsewhere in the country, since the escalation of the crisis in March 2015
- +150,000 people in Yemen reached with emergency relief items since March

7 Refugee crisis in Europe

- Over one million refugees and migrants arrive in Europe by sea in 2015, risking their lives to reach safety
- Over 200 core UNHCR staff deployed for the emergency response, with many

- more specialist short term staff also sent to assist efforts on the ground
- +322,000 blankets distributed since the start of the crisis, thanks to people like you

UNHCR in action: A day in the life with Patric

Patric Mansour is an experienced aid worker who has served in humanitarian emergencies around the world. A former refugee himself, he is currently a Protection Officer with UNHCR in Lesvos, Greece – the main entry point for refugees and migrants arriving by sea in Europe.

6:00 a.m. “My alarm rings and I quickly get ready to start the day. I check my phone to get the latest updates from my team and find out how many refugees have arrived overnight. As a team leader and field coordinator for UNHCR operations in the north of Lesvos, my job involves a lot of coordination. I help bring together all the humanitarian actors (other UN agencies, NGOs, coast guards, volunteers and local authorities) operating in the area, to better organize the emergency response for people arriving on the island.

9:00 a.m. I head to the shore. Six boats have arrived in the last hour, each with 45 to 70 people on board, including many children. Some days we get up to 35 boats per day, crossing the 10 km stretch of sea that separates Lesvos from Turkey. UNHCR covers the main entry points and provides buses and minivans to safely transport people from the shoreline to the registration points, where they register and receive assistance. It often moves so fast, with some refugees arriving in the morning and reaching Athens by the evening, where other UNHCR teams receive them.

“I help bring together the humanitarian actors operating in the area.”

11:00 a.m. People continue to arrive – cold, wet and exhausted. I meet up with UNHCR partners to check on the distribution of essential relief items, like blankets and warm clothes. We work together to make the process as efficient as possible. We also make sure there are no problems with the provision of heating – temperatures here can go down to below zero in the winter, especially at night. Right now, one of our main priorities is helping refugees cope with the cold.



2:00 p.m. As more boats come to shore, I monitor the situation and deal with any emergencies. An important part of my job is meeting people as they land and identifying the most vulnerable among them, like pregnant women, the elderly or children who come alone. I meet many refugees who have been through so much and still remain so optimistic, like Mahdi*, a 17-year-old Syrian boy, who made the sea crossing with a friend. He was paralyzed as a child after suffering bone cancer. I remember finding him alone on the shore, with splinter wounds in his stomach, from when a bomb exploded by his house back in Syria.

We drove him to the hospital where he received medical care and helped him get the support he needed. Throughout it all he stayed positive. I was a refugee myself, as child, so I feel like I can connect with what people like Mahdi are going through, arriving in a foreign land, not knowing what to expect...I have a deep understanding of what that's like.

5:00 p.m. Dealing with families who have lost a child, spouse or other relative at sea is the hardest part of my day. In these cases, we do all we can to support survivors, including getting them medical care if needed. Sometimes though, you have to take a step back and let a colleague take over, otherwise you won't be of any help to anyone, as much as you want to.

11:00 p.m. I finally head home to follow up on my emails and get some rest. Today, about 3,000 people arrived on this island. Being able to help receive and assist them in dignity on this part of their journey means a lot. That's what keeps me going."

**Name changed for protection reasons*

"I was a refugee myself, as a child, so I feel like I can connect with what [they] are going through."





© UNHCR/Socrates Baltagiannis

Surviving together

Every minute, eight people are forced to flee their homes because of war or persecution. In 2015, your generous contributions allowed UNHCR to provide millions of people with the protection and assistance they need to survive – including emergency shelter, food, water and healthcare.

PROTECTION

Your support helped UNHCR register and assist families and individuals, including children who arrive alone.

In 2015, thanks to the support of donors like you, UNHCR extended its protection to millions of people around the world. One of the first steps in ensuring we can assist and protect displaced communities is identifying and properly registering people. Registration can be done either by UNHCR alone or by national authorities and partners, with support from UNHCR. Through this direct contact with people of concern, we can identify and respond to individual and group needs, including the most vulnerable, such as children like Samir.

“I have met a lot of nice people, made new friends, and I have a good time with them. At last, I am no longer afraid.”

Protecting Samir

After the death of his parents, 14-year-old Samir decided to make the long and perilous journey alone from Afghanistan to Greece to join his only surviving family member, a 17-year old brother living legally in a European country. He is one of the thousands of unaccompanied children risking their lives to flee Syria, Iraq, Afghanistan and other conflict areas in search of safety and a better future.

After a frightening, three-month trip through Iran and Turkey, Samir finally reached

the Greek island of Kos, where he was identified by UNHCR staff and transferred to a new transit center for unaccompanied children. Supported by UNHCR and run by a local NGO partner, this facility offers food, healthcare, shelter and psychosocial attention to children arriving on the island. It also provides a safe, protective environment for children to stay until individual solutions to their situations can be found. For Samir, it symbolizes hope for a better future.



© PRAKSIS

SHELTER

You protected displaced families from the elements and provided life-saving assistance.

People forced to flee often leave everything behind to make the dangerous journey to safety. Whenever and wherever people are in crisis from conflict, we lead efforts to rush in life-saving assistance, including shelter. Together, we provided emergency shelter to over 140,000 people in the first six months of 2015 alone. Your generous donations helped us achieve this. In Lebanon, to keep people warm during the winter, we provided nearly 78,000 refugees with kits to weatherproof their shelters against the cold. Across the region, we also provided cash assistance to help the majority of refugees who live outside camps, such as families like Mazen's in Jordan.

"We're very lucky to get help from UNHCR."



Sheltering Mazen and Amani's little boys

Mazen and his wife Amani were lucky. In early 2015, their one-and-a-half year old son, Sami, was successfully treated for a terrible chest infection. Thanks to UNHCR cash assistance, the young Syrian couple was able to pay for the treatment he needed. Every month, the family receives cash assistance that covers the cost of a tiny one-room apartment, allowing them to pay for other essentials like healthcare, as Mazen explains, "the cash assistance is the only thing that keeps us safe [...]. It is so important to my family – without the cash we would not have been able to pay for healthcare for Sami. We're very lucky to get help from UNHCR as we know there are so many Syrian families in Jordan and everyone is struggling."

Without UNHCR assistance, Sami's illness could have ended in tragedy for the family of four.

WATER

You brought clean, safe water and vital hygiene and sanitation systems to communities in need.

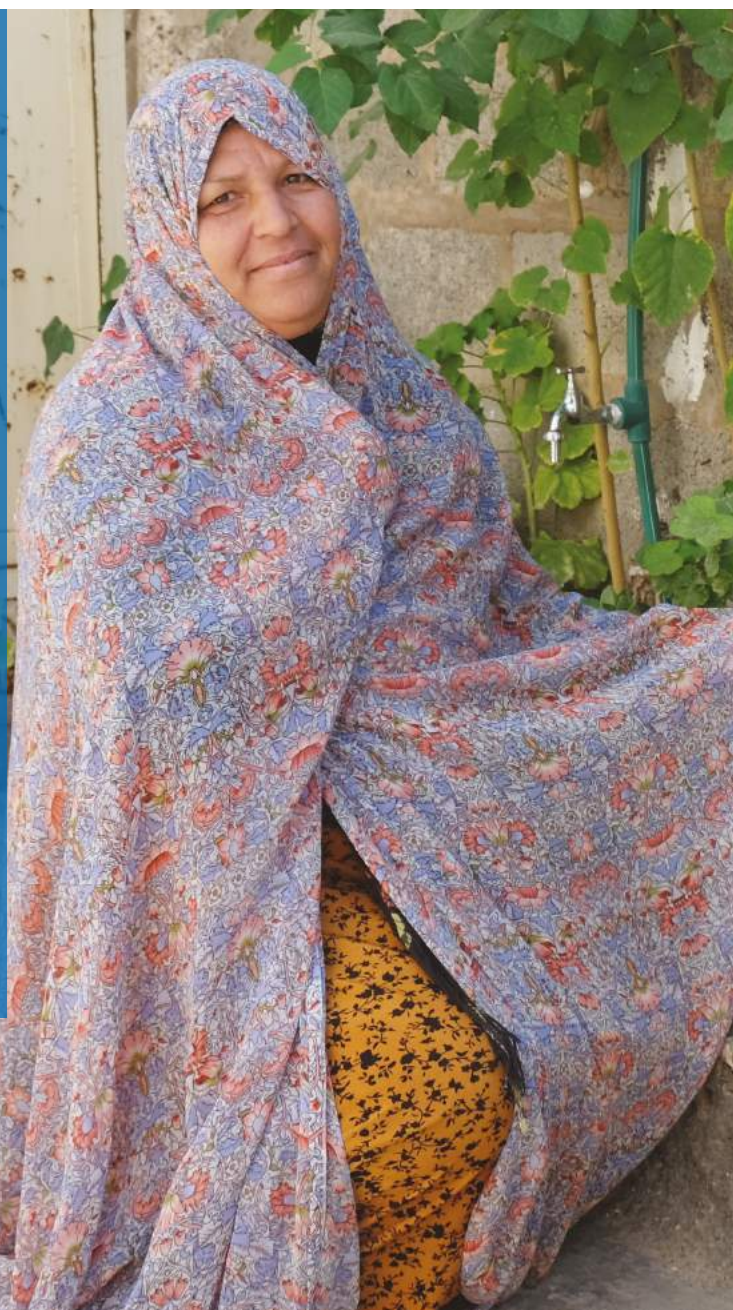
When people are forced to flee, we deliver life-saving assistance, including access to clean water. In 2015, thanks to your support, UNHCR was able to provide safe water to families in desperate need, guaranteeing refugees living in camps and settlements access to an average of 19 litres of clean drinking water per person per day.

You made it possible for thousands to people to access vital hygiene and sanitation systems by helping us build over 52,600 latrines, 487 water taps and 38 wells by mid-2015 alone. Together, we also reached over a million people with environmental health and hygiene campaigns, helping to keep displaced communities healthy.

“Since the water began flowing, food poisoning has decreased, I can wash my home and skin diseases among the children have [all but] disappeared.”

Giving clean water to Farzaneh’s family

Farzaneh and her family fled to the Islamic Republic of Iran from Afghanistan nearly 14 years ago. Today they live in Sarvestan Refugee Settlement, where the government provides shelter, food and health care. Initially, refugees housed in the settlement relied on limited water piped in from a nearby town. For several years, the government and UNHCR had to bring in truckloads of water every day. Today, thanks to an improved water system built by UNHCR and the government, Afghans refugees like Farzaneh now have access to a safe and reliable water source, which is critical to keeping communities healthy. Farzaneh now has enough water for her home and even a little to cultivate a small garden. The new system also supplies clean water to residents in neighbouring villages, to benefit both refugees and host communities alike.



HEALTH

You helped us save lives and keep people safe and healthy.

Providing access to health care and other basic services is an essential part of protecting refugees. In 2015, you supported our efforts to ensure displaced communities get the medical care they need. In doing so, you gave babies a healthy start and helped the sick become healthy again. To protect families from malaria, for instance, we distributed some 190,800 long-lasting insecticide-treated bed nets to refugees across the world in the first half of 2015 alone. Throughout the year, we continued to provide healthcare while also promoting refugees' access to national health care systems and new financing approaches, like health insurance schemes.

“I can’t thank God enough that I was issued an identity card only one week before I went into a complicated labour.”



Helping Teresa safely deliver her baby

35-year-old South Sudanese refugee Teresa* never thought the ID card she received under a UNHCR-supported government programme would help save her life. A new mother, Teresa lives with her husband in one of the estimated 30 informal refugee settlements spread across Khartoum State, Sudan, which her family has called home since fleeing violence in South Sudan in 2014.

When Teresa went into labour, the midwife who came to her home immediately saw that the baby was in a difficult position and that Teresa would need a caesarean, or face likely death. Horrified, Teresa’s husband Gai rushed his wife to hospital. They were only admitted for the costly operation once Gai presented his wife’s new ID card. Teresa is among the nearly 500,000 South Sudanese refugees in Sudan who will be able to access critical, life-saving services free-of-charge, thanks to these ID cards. UNHCR began assisting the Sudanese authorities in distributing the cards in February 2015, after signing a landmark agreement with the government in 2014 to support the registration of South Sudanese refugees all over Sudan.

**Name changed for protection reasons*

NUTRITION

You provided life-saving nutritional support to the most vulnerable, including breast-feeding mothers and their youngest children.

Globally, infants still account for over 40% of all deaths reported in refugee camps. A core objective of UNHCR is to improve childhood survival rates, including reducing preventable mortality among children under five during the first six months of an emergency. In 2014, UNHCR recorded the lowest mortality rate among children under five since 2010. Together with Save the Children, we have piloted a multi-sectoral framework for infant and young child feeding programmes in Bangladesh, Jordan and Kenya – to be rolled out globally in the next two years. In Kenya, for instance, we established or maintained 50 feeding programmes for children under two in the first six months of 2015.

“Children coming from the border usually arrive with nutritional problems as they didn’t have access to sufficient amounts of food for days.”



Helping Ali stay healthy

Little Ali is 5 years old. He lives in Azraq refugee camp, a barren stretch of desert in northern Jordan, which over 28,000 Syrian refugees now call home. UNHCR and its partner International Medical Corps run two medical clinics in the camp. At these clinics, staff screen children for malnutrition, checking the height and nutritional status of refugees like Ali. As Shahd, a nutritionist at the clinic explains: “Children coming from the border usually arrive with nutritional problems as they didn’t have access to sufficient amounts of food for days.”

Thriving together

People forced to flee and their needs are at the heart of everything we do. Every donation you make to UNHCR gives refugees and displaced communities hope for a better future. We help families and individuals return home when it is safe to do so, or enable them to settle and make a positive contribution in a new community.

In 2015, with your support, we continued to help refugees build a better future.

EDUCATION

You made it possible for thousands of children to go to school.

When children and young people are forced to flee, they often miss out on education. Away from the safety and learning of school, children also face a greater risk of exploitation and abuse. Together with you, UNHCR and partners help refugee children everywhere access education and learn the skills they need to pursue their dreams. In northwestern Kenya, for example, UNHCR has supported the construction of schools in Kakuma refugee camp, working alongside its partners to ensure the camp's youngest residents can learn in a safe environment. Globally, we built or improved 691 education facilities and enrolled over 714,000 children in primary school by mid-2015 alone.

“I want to be the girl that made it from the camp to campus and from a refugee to a neurosurgeon.”

Helping Esther learn

Esther was only ten years old when she fled her home in South Sudan with her older sisters and her single mother. The family left with only the clothes on their backs, after tensions escalated in their homeland. After a harrowing weeklong journey, Esther and her sisters found safety and shelter in Kenya's Kakuma refugee camp, where they received UNHCR assistance and immediately enrolled in school. Half of the estimated 183,000 people currently living in Kakuma are South Sudanese, of which some 60% are under 18. Thanks to UNHCR's support to education in the camp, girls like Esther have a chance to learn and build a better future. Esther is not shy about her ambition: she wants to be the first female neurosurgeon in South Sudan.



LIVELIHOODS

You helped people develop and build skills for a better future.

People forced to flee may leave home with very few material belongings but they bring with them highly valuable knowledge, skills and experience, which can benefit both displaced and host communities. That is why helping refugees become self-reliant is vital. We do this by offering livelihoods training, supporting micro-enterprises and other related activities. Today, over 50 UNHCR field operations run livelihoods projects, with the aim of helping refugees live their lives with greater dignity. The work you make possible has a real impact and makes a meaningful, positive difference in refugees' lives, like those of Luis and Juan.

“We are young, we can start over. We’ll work hard and we will move on. You’ll see.”



Helping two brothers start over

20-year-old Luis* and his 19-year-old brother Juan* were tailors in their native El Salvador until the threats of violent street gangs forced them to seek safety in Mexico. The gangs demanded they take part in their criminal activities and, after the pair escaped, tried to abduct their 15-year old sister, Andrea*. Soon, Andrea and her parents joined the brothers in Mexico. Today, with UNHCR support, Luis and Juan are learning new skills at an employment center, which offers training to refugees and asylum seekers.

**Name changed for protection reasons*

FINDING HOME

Thanks to you, we helped refugee families integrate, resettle or return home.

People forced to leave their homes have made extraordinary efforts to survive. UNHCR works together with refugees and other people of concern with dignity and respect. Our ultimate goal is to help them find durable solutions to rebuild their lives. Nearly 50% of refugees have been in exile for five years or longer and millions have been displaced for decades. We help families and individuals return home when it is safe to do so, or settle in and make a positive contribution in a new community. Without your generous support, none of this would be possible.

“I am happy that our family will be together in our new country and that my children will have a better future.”

Resettling Devi Maya’s family

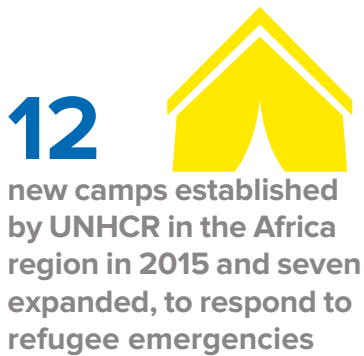
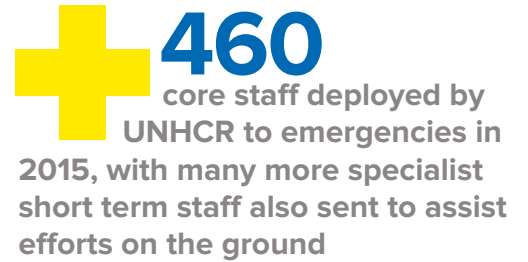
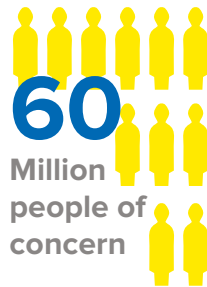
Devi Maya Thapa, 53, is optimistic about her children’s future. After spending 23 years in a refugee camp in eastern Nepal, she has become the 100,000th Bhutanese refugee to be resettled from Nepal by UNHCR and the International Organization for Migration. Devi Maya fled to Nepal with her husband and four children two decades ago, while

four months pregnant and suffering from malaria. There, she settled in a refugee camp where she would have three more children. Today, together with her husband, children and grandson, she is starting a new life in the American state of Ohio, where other family members have already settled.



UNHCR in numbers

UNHCR is a global organisation dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Everything we do, through the support of generous donors like you, helps protect people forced to flee their homes.

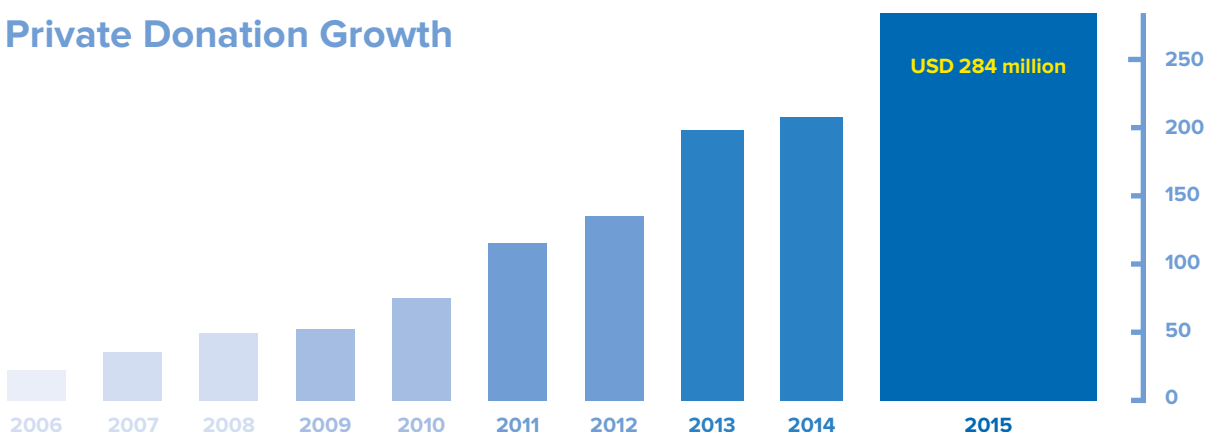


YOUR FUNDS IN ACTION

We rely on your generous support to go where we're needed and get the job done.

You gave more to UNHCR in 2015 than ever before, helping us respond to ever increasing needs. Every donation you make to UNHCR gives people forced to flee hope for a better future. Together, we have changed lives. Thank you for your support.

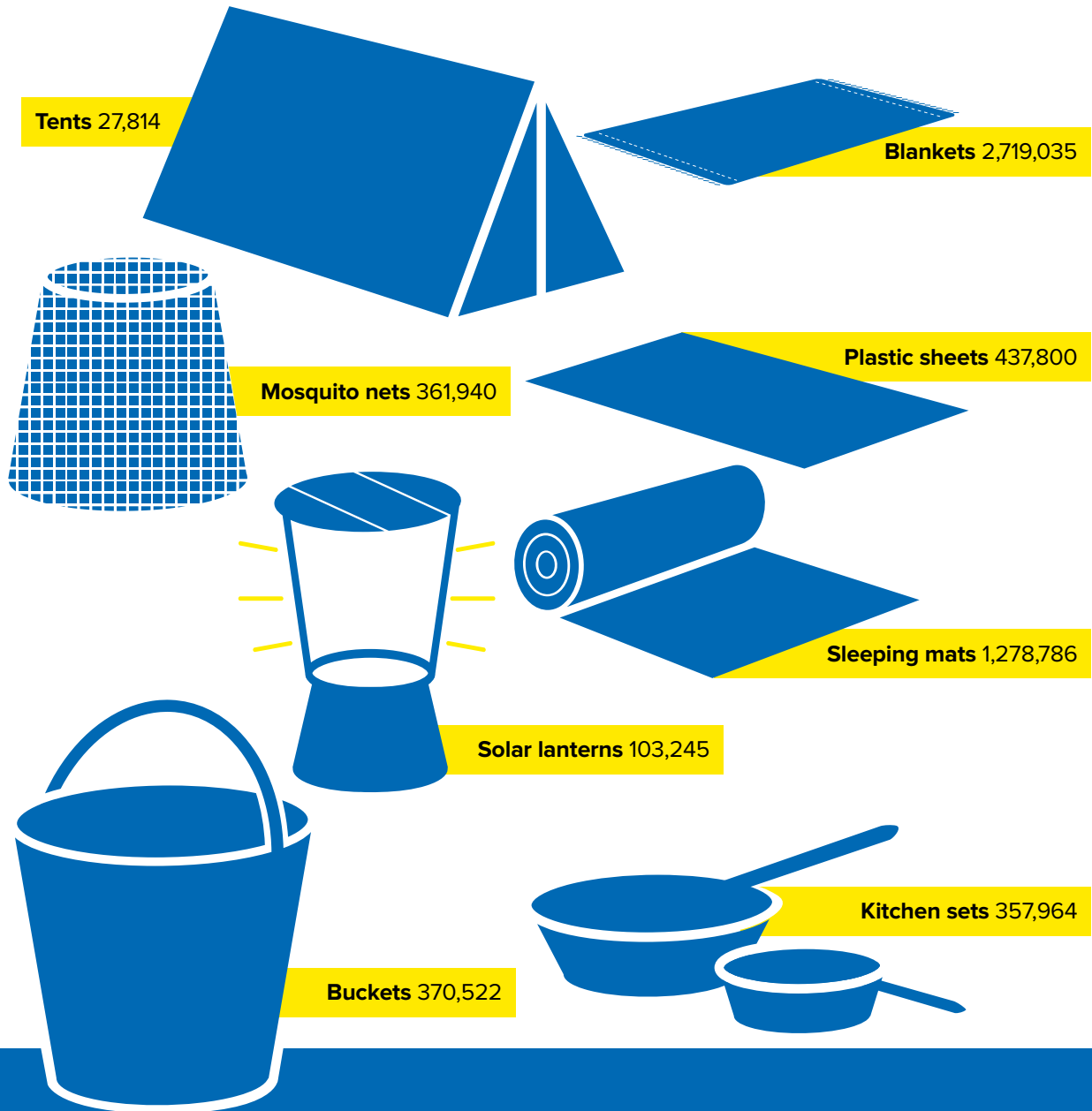
Private Donation Growth



Delivering vital supplies to refugees: What we shipped for emergencies in 2015

People forced to flee usually leave everything behind to make the dangerous journey to safety. Whenever and wherever people are in crisis from conflict, we lead efforts to rush in life-saving assistance, including shelter, food, water and medical care. In 2015, we shipped millions of

items from our warehouses in Accra, Amman, Copenhagen, Douala, Dubai, Isaka and Nairobi, and set up regional stockpiles in Belgrade, Djibouti and Thessaloniki. Thanks to you, tens of thousands of families received essential supplies, including:



72 hours

From the onset of an emergency, we're able to start delivering core relief items for at least 600,000 people



