


Key developments in 2019


THE GLOBAL COMPACT ON REFUGEES

The Global Compact on Refugees, affirmed by the UN General Assembly in December 2018, sets out arrangements for more equitable and predictable burden- and responsibility-sharing in response to large refugee situations. There was important progress throughout 2019 towards the Compact's four objectives, including through operational achievements flowing from comprehensive refugee responses; as well as the convening of the first Global Refugee Forum, one of the Compact's key arrangements for burden- and responsibility-sharing, and which collected some 1,400 pledges including more than 300 pledges made as part of the High-Level Segment on Statelessness in October 2019. Progress was also made in establishing other Compact arrangements for burden- and responsibility-sharing, as well as for follow-up and review.




GLOBAL REFUGEE FORUM

16 - 18 December 2019, Geneva, at a glance



Read more about the Forum's outcomes



OUTCOMES OF THE GLOBAL REFUGEE FORUM 2019

3,000+ participants including 4 Heads of State/Government, 70+ refugees, 90+ ministers and high-level government officials, 130+ private sector participants, 300+ other stakeholders

1,400 pledges across 6 areas of focus: burden- and responsibility-sharing; education; jobs and livelihoods; energy and infrastructure; protection; and solutions

Pledges to ease pressures on host countries, including:

\$2.2 billion pledged for the IDA18 refugee sub-window

\$2 billion pledged from States and other actors

\$250 million pledged from the private sector

40 States and other stakeholders committed to support green energy and conservation efforts

Pledges to enhance refugee self-reliance, including:

100+ pledges in support of inclusive national policies

100+ pledges addressing jobs and livelihoods

170+ pledges focused on expanding access to quality education

Pledges on solutions, including:

180+ pledges focusing on achieving lasting solutions, including voluntary repatriation

120+ commitments aimed at expanding third-country solutions

Progress towards the objectives of the Global Compact in 2019

Objective 1 | Easing pressure on host countries

Considerable new resources supporting additional instruments and programmes were made available for refugees and host communities by an increasing number of donors in 2019. While support envisaged under the Compact goes beyond funding alone, the Forum saw States and other stakeholders pledge over \$2 billion for refugees and their hosts; with an additional \$2.2 billion pledged by the World Bank Group; and \$1 billion from the Inter-American Development Bank. The Forum also saw progress in broadening the donor base, notably with the private sector pledging to contribute more than \$250 million in funding, as well as for the direct employment of more than 15,000 refugees and other support. Leveraging the Compact, UNHCR worked closely with the OECD's Development Assistance Committee and its subsidiary body, the International Network on Conflict and Fragility (INCAF), to facilitate a new approach to financing refugee situations through the "INCAF Common Position on supporting comprehensive responses in refugee situations".

There was also **increased support for national arrangements and coordinated refugee responses**. States in the Americas participating in the regional comprehensive protection and solutions strategy (MIRPS) concluded a joint assessment and quantification of the investment needed to operationalize national action plans to address displacement, identifying both existing State resources and financing gaps to be met through international support. Ethiopia's national arrangements—including the national comprehensive refugee response strategy, the latest in a series of progressive developments with regards to refugee rights—have attracted some \$1 billion in assistance from the international community. More generally, both at regional and national levels, government-led coordination mechanisms were consolidated in 2019, bringing together key ministries beyond refugee departments, supported by a broad range of stakeholders, in line with the Compact's multi-stakeholder approach. As government-owned inclusive mechanisms, these arrangements are facilitating area-based responses for both refugees and their hosts that align with national planning priorities.

Global Compact burden- and responsibility-sharing arrangements established in 2019

The working modalities of the **Asylum Capacity Support Group** were finalized in 2019, prior to its launch at the Forum. The Support Group can be activated at a State's request to assist its national authorities to strengthen or adapt their asylum systems.

Three **Support Platforms** were launched at the Forum to reinforce existing regional refugee responses with more robust international support, including the MIRPS in the Americas, the Nairobi Process facilitated by the Intergovernmental Authority on Development (IGAD) in the East and Horn of Africa, and the Solutions Strategy for Afghan Refugees (SSAR).

The **Global Academic Interdisciplinary Network** was launched to facilitate research, teaching, and scholarships relating to the Compact, including through support for refugee scholars and academics.

The **"Three Year (2019-2021) Strategy on Resettlement and Complementary Pathways"** commenced, with an ambitious blueprint for third-country solutions over the next ten years.

The launch of the **World Bank-UNHCR Joint Data Center on Forced Displacement** in October 2019 marked progress towards better data on host country and community needs.

Global Academic Interdisciplinary Network



Objective 2 | Enhancing refugee self-reliance

Progress was made in supporting refugees to participate in the social and economic life of host countries notably through access to education. Building on good operational practices, at the Forum some 180 pledges were made on refugee education, including support from the international community for the inclusion of refugees in national systems. Uganda's "Integrated education response plan for refugees and host communities", for example, received matching pledges by several donors at the Forum. Pledges were also made to ensure recognition of refugee qualifications (Peru), provide access to financial services, as well as towards green energy and conservation in refugee-hosting areas, including through UNHCR's Clean Energy Challenge.

In addition, 2019 saw a **strengthening of self-reliance by refugees and host communities**. The "Kampala declaration on jobs, livelihoods and self-reliance for refugees, returnees and host communities in the IGAD region" (March 2019) explicitly recalled the Compact in its commitments to move beyond refugee camps and allow refugees access to work. Support for access to livelihoods was also advanced through Forum pledges to ensure that refugees have the same conditions of access to the labour market as nationals, to provide business development support services and low-cost loans (African Entrepreneurship Collective, Sweden, Grameen Crédit Agricole Foundation) or to create jobs for refugees (Qatar). Mexico and Germany pledged to strengthen the social, cultural and economic inclusion of refugees, asylum-seekers, IDPs and migrants in vulnerable situations in up to 15 Mexican municipalities. In addition, 27 law firms, bar associations, and corporations

pledged to provide 125,000 pro bono hours to support refugees' access to rights and protection, which are key to self-reliance, with 55 legal and community empowerment organizations pledging also to collaborate in this initiative.

Objective 3 | Expanding access to third country solutions

Steps were taken to **support refugees in need to have access to resettlement opportunities in an increasing number of countries**. Pursuant to the Three-Year Strategy almost 80 pledges were made at the Forum, with the European Union announcing the collective commitment by its Member States to resettle 30,000 refugees in 2020, and more than 20 States making individual resettlement commitments. Countries that are part of the Global Refugee Sponsorship Initiative States Network issued a joint ministerial statement noting their expansion of and support for community-based refugee sponsorship programmes.

Building on existing progress prior to the Compact, States and other stakeholders also stepped up commitments relating to **complementary pathways for admission**. Mexico pledged to facilitate student visas for refugees identified for the Habesha scholarship programme, and Norway pledged to reduce the fee for family reunification for recognized refugees. World University Service of Canada and the ICU Japan Foundation committed to provide third-country scholarships for refugees, and Talent Beyond Boundaries and more than 25 companies jointly pledged to consider refugees as candidates when hiring internationally.

Objective 4 | Supporting conditions in countries of origin for return in safety and dignity

Resources were made available to support the sustainable reintegration of returning refugees by an increasing number of donors in 2019. At the Forum, over 400 pledges were made to use political and financial resources to address root causes, create conditions that enable refugees to return home voluntarily, and to help them rebuild their countries. The World Bank Group created a funding sub-window under its International Development Association of \$2.5 billion to boost the private sector and create jobs in countries affected by fragility, conflict and violence, including many refugee countries of origin.

Progress was also made to **enable refugees to return and reintegrate, socially and economically**, in 2019. Leveraging the Compact, in the Central African Republic, Iraq, Myanmar and Somalia, UNHCR worked with partners such as UNDP and UN-Habitat to remove obstacles for future return, including through increased access to justice, employment and basic services, as well housing, land and property. In Afghanistan, the launch of the Compact support platform for the SSAR facilitated UNHCR's efforts to link humanitarian interventions to development programming in 15 priority areas. At the Forum, 10 countries of origin pledged to work to create conditions for voluntary, safe, dignified and sustainable returns, including through conflict resolution, rule of law and peacebuilding.

(For more details on UNHCR's work on objectives 2, 3 and 4, see *Building better futures*.)

Establishment of follow-up and review mechanisms under the Global Compact

Mechanisms to ensure follow-up and review of the Compact and to assess progress towards the achievement of its objectives were established in 2019. These include:

- A Global Compact indicator framework containing 15 indicators to support its periodic review and strengthen the availability of global data structured around its four objectives. The first report on the Compact's indicators will be presented at the 2021 High-Level Officials' Meeting.
- Ongoing coordination by UNHCR of a process to measure the impact of hosting, protecting and assisting refugees and to capture the costs and contributions, particularly of refugee-hosting States.
- A pledges and contributions tracking dashboard as part of the Compact's digital platform, recording all pledges and good practices from the Forum that will be used to monitor implementation.

GCR pledges and contributions dashboard



STRENGTHENING UNHCR



Umar Khan, 65, an Afghan returnee from Pakistan, collects water from a solar-operated well near his home in Tarakhail Daag, near Kabul. Before the well was built with UNHCR's support, Umar had to walk far to collect water from a well near the main road or buy it from a water tanker.

The year saw the completion of the first phase of reforms to strengthen UNHCR and its capacity to operate in a new decade, including decentralization and regionalization; reinforcing risk management and operational integrity; and partnerships. These reforms were driven by the organization's catalytic and supportive role in the Global Compact on Refugees; the need to better link humanitarian responses with development approaches (including through the United Nations development system reform process); and the quest for more accountability, effectiveness and efficiency by the United Nations and other humanitarian actors, exemplified by the Grand Bargain.

Strengthening the field: decentralization and regionalization

As of 31 December 2019, the seven regional bureaux had moved out of Headquarters into their respective regions. This was the first step in shifting capacities and authorities closer to field operations in order to improve the level and quality of support, monitoring and oversight. NGO consultations were also regionalized with events in Amman and in Pretoria, a first under the new structure.

Key internal processes to support the decentralized structure were also finalized, such as the revision of the resource

allocation framework, consolidation of regional asset management boards, and committees on contracts supported by greater authority. Devolution of further authority to bureaux and country operations to recruit and manage personnel was completed, as was the creation of technical positions in the field such as dedicated regional data analysis teams.

Strengthening risk management and operational integrity

Risk management

By the end of 2019, the "Risk management 2.0 initiative" (2018-2020) had resulted in the establishment of a risk management network across the organization including senior risk management and compliance advisors in the regional bureaux, and a combination of country-based risk advisors, roving advisors and/or training for in-country focal points. Risk management positions increased from three in 2017 to 30 at the end of 2019, and over 2,500 staff were e-trained in risk management and 600 risk focal points received face-to-face training. Staff in partner organizations were also trained. UNHCR's strategic risk register was updated, and all UNHCR operations and Headquarters entities carried out a mandatory annual risk assessment. These steps improved the quality of available risk information and identification of risk mitigation measures to support future planning and decision-making.

With 2019 the midpoint of the "Risk management 2.0" initiative, UNHCR commissioned an independent review of its enterprise risk management (ERM) maturity and progress. The review found the system met the standard for an "established" function as set by the UN High-Level Committee on Management risk maturity model, with defined, documented and

standardized ERM processes in place with good organizational coverage. A plan of action was implemented to respond to the recommendations made through the maturity review and benchmarking exercise. UNHCR also participated in the inter-agency working group on risk management under the High-Level Committee to ensure a harmonized approach to risk management within the United Nations system.

Oversight and investigations

Two new frameworks strengthened UNHCR's integrity measures including independent oversight and investigations. The "Policy on independent oversight" and the "Administrative instruction on conducting investigations in UNHCR" entered into force on 1 January 2020. At the end of 2019, the Investigation Service of the Inspector General's Office had a presence in Amman, Bangkok, Nairobi and Pretoria, and the number of complaints relating to misconduct reached 1,200.

The increase was attributable to the strengthening of the Investigation Service through the professionalization of its workforce; strong messaging on integrity and the promotion of a "speak up" culture from executive management; the impact of the "Risk management 2.0 initiative" and the establishment of senior risk advisors in key operations; and mandatory training on integrity matters. The top three misconduct categories for complaints in 2019 included fraud with financial implications, sexual exploitation and abuse (SEA), and refugee status determination or resettlement fraud.

Preventing and responding to sexual exploitation and abuse and sexual harassment

These remained key priorities as UNHCR continued to implement its 2018 strategy and action plan with a commitment to a victim and survivor-centred approach. UNHCR mapped good practices on protection from SEA in 29 operations, including in relation to leadership, reporting, refugee engagement, and case management. The network of focal points for protection from SEA increased from 350 to 440, and they received online and face-to-face technical support and training, including through an interactive platform. An independent evaluation of UNHCR's policies and procedures on prevention of and response to SEA was finalized in June 2019 and UNHCR began implementing the recommendations, many of which were in line with ongoing and planned initiatives.

Efforts to encourage dialogue and empower UNHCR staff members to detect sexual misconduct, understand its impact and undertake prevention and response measures were intensified and expanded in 2019. These wide-ranging initiatives included: an informal exchange on sexual harassment led by the High Commissioner and livestreamed to all colleagues; an ideas challenge to better address sexual harassment within UNHCR, which generated 42 proposals, four of which were chosen for funding and showcased; the development of two innovative learning packages for UNHCR personnel, one each on SEA and sexual harassment; closer engagement with risk management experts to better identify and mitigate risks associated

with sexual misconduct and the inclusion of this topic in all risk management training; and the piloting of a learning package for managers to support organizational change. These were complemented by integrating responsibilities to combat sexual misconduct in managerial job descriptions as part of regionalization and increasing capacity to run sexual misconduct checks in the recruitment process.

Recognizing the need to capitalize on inter-agency and other partnerships, the High Commissioner took up the role of IASC Champion on Protection from Sexual Exploitation and Abuse and Sexual Harassment in September 2019, focusing on the three pillars of bolstering prevention, expanding safe spaces, and promoting a respectful use of authority. The Deputy High Commissioner took on the role of Interim Chair of the Chief Executive Board's Task Force on Addressing Sexual Harassment, overseeing initiatives including the development of an investigator's manual on sexual harassment investigations, and the integration of a victim-centred approach in such investigations.

Accountability to affected populations

Strengthening UNHCR's accountability to people of concern remained a key pillar of its reform and transformation efforts. The framework for accountability to affected people (AAP) remained a point of reference, as part of the broader age, gender and diversity approach.

UNHCR conducted a comprehensive analysis of strengths, weaknesses, opportunities and threats in terms of accountability to affected populations in

Egypt, Ethiopia, Kenya, Jordan, Lebanon, Uganda, and Sudan. UNHCR also contributed to efforts to further accountability to affected people across the wider United Nations system, including within the IASC and through workshops on leadership and accountability to affected people for resident coordinators, humanitarian coordinators, deputy humanitarian coordinators and OCHA heads of offices.

Strengthening partnerships

A multi-stakeholder and partnerships approach is a cornerstone of the Global Compact on Refugees, the High Commissioner's "Strategic directions 2017-2021" and UNHCR's Grand Bargain commitments. The participation of a broad range of stakeholders including development and peace actors and the private sector at the Global Refugee Forum demonstrated this approach in practice (see the *Global Compact Overview*). In 2019, UNHCR also commissioned a review of the Refugee Coordination Model, taking into account lessons learned in the five years of implementation to shape a new partnership approach. The main recommendation was the need to foster inter-agency and partnership skills across all levels in the organization.

UNHCR supported the United Nations reform agenda as an active member of the Chief Executives Board for Coordination, and the IASC. Within the IASC, UNHCR co-led the results group on accountability and inclusion, focusing on accountability to affected communities, localization, disability inclusion and risk communication. The "Guidelines on disability inclusion in humanitarian action" were launched,

with UNHCR steering the process through the IASC results group and leading the protection input.

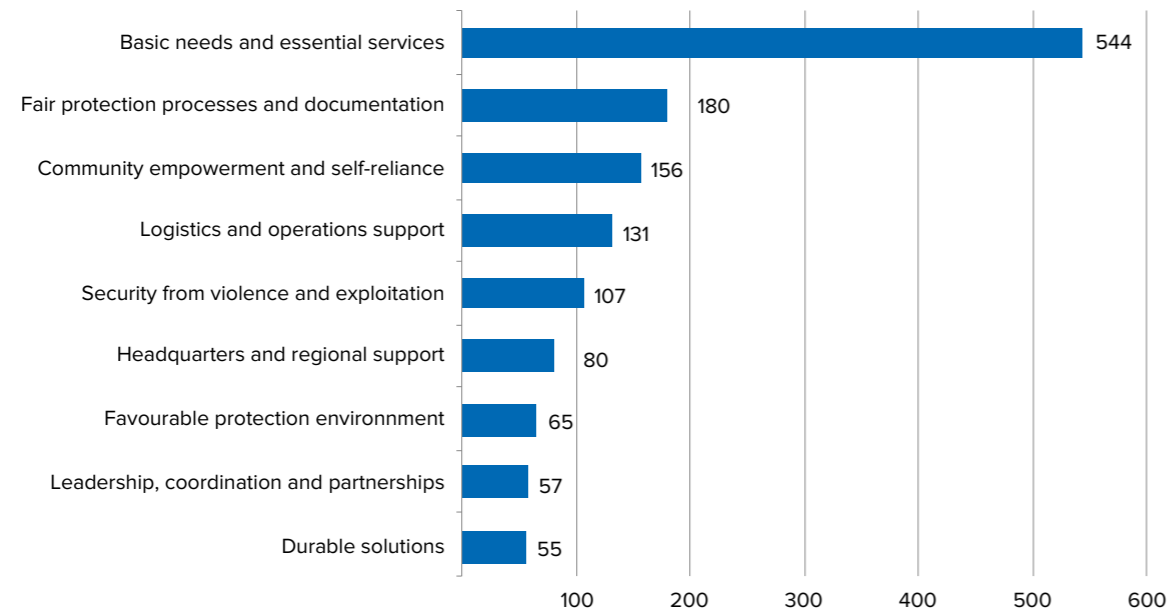
UNHCR participated in 23 out of 25 inter-agency humanitarian response plans and some 100 United Nations Development Assistance Frameworks or United Nations Sustainable Development Cooperation Frameworks. Regional refugee response plans—often co-led by UNHCR and UNDP and collectively involving over 580 partners—were coordinated for the Burundi, the Democratic Republic of the Congo, Nigeria, South Sudan and Syria situations. UNHCR and IOM continued to co-lead the regional Refugee and Migrant Response Plan for the Venezuela situation, and coordinated the Bangladesh Joint Response Plan for refugees from Myanmar with 48 partner agencies.

Cooperation continued with partners including FAO, ILO, IOM, OCHA, UN-Habitat, UNDP, UNICEF, WFP and WHO, with new memorandums of understanding signed with FAO and UN-Habitat. UNHCR was also a member of the executive committee of the United Nations Network on Migration, coordinated by IOM, to ensure UN system-wide support to States in implementing the Global Compact for Safe, Orderly and Regular Migration. Collaboration between UNHCR and the World Bank Group was furthered with the establishment of a Joint Data Centre, which will improve the collection and analysis of population and socioeconomic data on people of concern and host communities.

See the Refugee Funding Tracker for information on funding to RRP



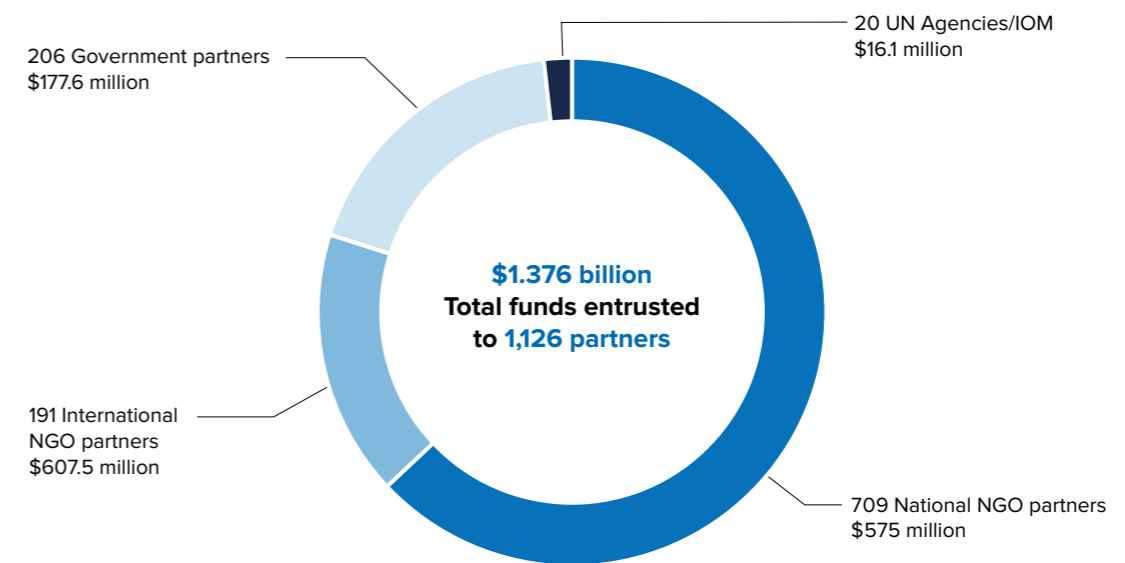
EXPENDITURE ON PARTNERS BY RIGHTS GROUP | USD millions



UNHCR reached its Grand Bargain commitment of providing 25% of its programme expenditures through local and national responders, up from 18% in 2015. Some \$664 million was provided to 915 local and national responders, including \$498 million to 709 NGO partners, the highest number of local and national partners recorded. Overall, UNHCR disbursed some \$1.376 billion to 1,126 partners, many of them working to provide lifesaving protection and assistance in some of the world's most difficult or dangerous humanitarian environments. The main activities, some 40%, involved support for basic needs and essential services, a figure which closely paralleled overall UNHCR expenditure.

UNHCR introduced a policy on partner integrity capacity and support costs to enhance the integrity, accountability, oversight and general support for national and international NGOs undertaking UNHCR-funded projects. With almost all local NGO partners benefitting from the new arrangement by the end of 2019, full compliance is due by 2021. A guidance handbook was released for partners on engaging and working with UNHCR. UNHCR operations were able to enter into multi-year partnership agreements (with or without having multi-year funding), and 34 such agreements were in place at the end of 2019.

NUMBERS OF PARTNERS AND EXPENDITURE | 2019



UNHCR's annual consultations with NGOs took place in July 2019, attended by 500 delegates from some 300 civil society organizations working in more than 80 countries, and focused on the theme of "working together better". The NGO Innovation Award was given to the Xavier Project (community-led learning) for connectivity, to Video Games Without Borders (for making literacy accessible), and to Laboratorio 53 ONLUS (for soundwalks bringing together refugees and local communities in Rome).

The implementation of Multi-year, multi partner strategies in 22 operations* enabled UNHCR to continue applying comprehensive responses at country level, bringing comparative advantages to

resolve protection and solution challenges in a sustainable way for people of concern, including helping bring humanitarian and development actors closer together.

Lessons learnt have been integral for the ongoing renewal of UNHCR's results-based management (RBM) approach. Within a wide-ranging set of reforms and innovations, the new RBM approach will incorporate key changes in operations management processes. These include empowering UNHCR's field operations to develop, implement and monitor multi-year, context-appropriate protection and solution strategies and plans for UNHCR and (implementing) partners' responses, focusing on joint results for outcomes and impacts.

* Algeria, Brazil, Cameroon, Chad, Colombia, Costa Rica, Djibouti, Ghana, Ethiopia, Ecuador, Kenya, Malawi, Mali, Mauritania, Mexico, Niger, Rwanda, Senegal, Uganda, Ukraine, the United Republic of Tanzania and the Regional Office for Northern Europe

UNHCR'S ENGAGEMENT IN SITUATIONS OF INTERNAL DISPLACEMENT



A grandmother and her grandchild receive humanitarian assistance at Rukban, in the Syrian Arab Republic (Syria).

© UNHCR/Musa Khalil

For more information on internal displacement and related trends, see Chapter 3 of the 2019 Global Trends report.



There were 43.5 million people internally displaced worldwide in 2019, fleeing violence, armed conflict, and human rights violations. There were 10.8 million new displacements associated with conflict, violence and disasters across 148 countries and territories, mostly due to unresolved conflicts and a rise in communal violence.

Looking back at 2019, the year saw a complex set of trends in internal displacement and a reinvigorated, stepped-up response from UNHCR.

Intercommunal violence triggered massive internal displacement and, in some cases, spillover across international borders. This was particularly the case in the Sahel, with vulnerable populations in Burkina Faso, Mali and Niger forced into flight. UNHCR activated an internal L2 emergency declaration in Burkina Faso and stepped up emergency preparedness in Mali and Niger. In the Democratic Republic of the Congo (DRC), violence in the North and South Kivu and Ituri Provinces saw an L3 emergency declared for the ensuing large-scale internal displacement.

Fragmented international peace efforts contributed to the continuation of internal displacement. Countries such as Afghanistan, Libya, Syria, and Yemen were cases in point. Alongside operational delivery, UNHCR enhanced advocacy for the protection of civilians, humanitarian access and principled humanitarian action through engagement with key stakeholders in relevant regional and international political fora.

Major natural disasters, such as Cyclone Idai in Mozambique and neighbouring countries, and slow-onset climate change drove significant internal displacement. UNHCR led the inter-agency protection response in Mozambique, providing timely information and analysis to inform the wider humanitarian response, targeted assistance to IDPs, and support to authorities. Climate change contributed to worse, and more frequent, seasonal droughts and flooding, with resulting internal displacement in countries such as Afghanistan, Ethiopia, South Sudan, and Yemen. UNHCR developed contingency plans, delivered emergency relief items, and coordinated protection, shelter and CCCM preparedness and response interventions, to enable early action and community resilience.

These trends wove through the more than 30 operations in which UNHCR assisted IDPs and other crisis-affected populations. With its IDP work based on IASC-assigned leadership accountabilities and adherence to principles of partnership, UNHCR contributed to IASC-led humanitarian reform processes, including those related to operational response, accountability and inclusion, collective advocacy, humanitarian-development collaboration, humanitarian financing, and collective outcomes.

The year also saw the release of an updated IDP Policy, which recommitted UNHCR to being a predictable and effective actor in situations of internal displacement both operationally and within inter-agency response mechanisms, in support of affected States and communities.

Along with the Policy, UNHCR stepped up its support to IDPs through the progressive adjustment of internal systems, processes and tools to enable revitalized engagement in internal displacement situations, including:

- A Principal Advisor on Internal Displacement to facilitate whole-of-UNHCR coherence.
- Development of a forthcoming preparedness package for IDP emergencies.
- Overhaul of existing RBM systems for smarter integrated and equitable programming to target people of concern.
- Launch of a data transformation strategy emphasizing strategic partnerships with key data partners on UNHCR's engagement in internal displacement situations. The establishment of Data, Identity Management and Analysis units in regional bureaux will contribute to more coherent regional overviews also on IDP data.
- Solutions-orientation including for IDPs to be adequately reflected through the UNHCR-World Bank Joint Data Centre.

Policy on UNHCR's engagement in situations of internal displacement



Protection in a Climate of Change Strategic Framework 2020-2024



- Development of a mandatory managerial e-learning module on engagement in internal displacement situations, and strengthened human resource management systems.
- Support to the UN Secretary-General's High-Level Panel on Internal Displacement.

Global collaboration on internal displacement

UNHCR and OCHA co-chaired the 20th anniversary of the Guiding Principles on Internal Displacement (GP20) Initiative—a multi-stakeholder effort to galvanize and intensify collaborative action by States, UN agencies, NGOs, national human rights institutions and civil society to address the challenge of internal displacement. The co-chairs fostered dialogue and collective action on internal displacement with States, particularly in the ECOWAS and IGAD regions, supported the development and implementation of laws on internal displacement in El Salvador, Ethiopia, Niger and South Sudan, and advocated the ratification of the Kampala Convention in Somalia and South Sudan. GP20 supported UNHCR's work in Colombia, Ethiopia, Georgia, Kosovo (S/RES/1244 (1999)) and Ukraine to advance solutions for IDPs, and with the Central African Republic for a more harmonized approach to the collection and use of data on internal displacement.

disaster—in 30 operations. In 2019, the GPC developed its new strategic framework, which sets out the Cluster's commitments and areas of focus for the next five years.

To address complex protection issues at the field level, the GPC provided remote support through technical advice and sharing of good practices. The GPC reviewed the Humanitarian Country Team protection strategies in Afghanistan, Ethiopia, Libya, Syria, Sudan and the State of Palestine, and fielded a mission to Syria to support protection mainstreaming and the humanitarian response plan, while it addressed protection concerns through its community of practice platform.

To build the capacity of field protection clusters and protection actors, the GPC organized a training of trainers on law and policy on internal displacement with 19 participants from the DRC, Equatorial Guinea, Malawi, Mozambique, South Africa and Zimbabwe. The GPC Task Team on Anti-Trafficking also conducted workshops with protection actors in Nigeria, Myanmar, South Sudan, Switzerland and Ukraine to sensitize responders on integrating anti-trafficking action into protection work.

In order to understand protection challenges and contribute to future guidance, the GPC convened two thematic roundtables with 80 participants on the "Use of data to promote age, gender and diversity mainstreaming" and on "Operating in violent extremism and counter terrorism environments". In addition to the roundtables, three webinars with 1,114 participants were organized on "climate preparedness and community-based protection", "coordination and collaboration with the GPC", and "the future of protection in the humanitarian, development, peace and security nexus".

Global CCCM Cluster (co-led with IOM)

UNHCR coordinated partners to provide CCCM services and support to over 9.5 million IDPs and other affected populations targeted through humanitarian response plans. UNHCR provided 123 days of capacity-building mission support to Burkina Faso, Ethiopia, Jordan and Sudan and 260 days of cluster coordination, information management and camp management support missions to the Burkina Faso, Chad, Colombia, the DRC, Nigeria, Venezuela (Bolivarian Republic of) and Yemen, with a focus on the 14 (out of 23) activated country-level CCCM clusters and cluster-like mechanisms co-led by UNHCR.

Many multi-sectoral humanitarian interventions are implemented in environments with limited access, and in small and informal sites where IDPs were able to find some safety. Such environments are challenging for the coordination of services and interventions. Based on field input and lessons learned, the Cluster developed guidance on management and coordination of collective settings through

a mobile area-based approach supported by a volume of case studies. The guidance has been already applied in Somalia and Yemen.

With over a million IDPs living in hundreds of makeshift camp-like locations across Yemen, the delivery of humanitarian assistance was sporadic, unequal, and at times ineffective. To address this, UNHCR separated CCCM from the merged Shelter/CCCM Cluster to create a stand-alone CCCM Cluster. Since then, it has effectively intervened in 143 informal settlements hosting over 123,000 IDPs, focusing on identification of needs, community engagement and leadership of projects, and maintenance of the camps infrastructure.

Site-specific and population data/information management systems are vital for the CCCM Cluster to profile displaced populations, monitor services and facilitate the interventions of other clusters. A partnership with CartONG allowed CCCM clusters in Iraq, Nigeria, Somalia, and Syria (cross-border) to improve visual representation and management of geographical and site monitoring data, enhancing evidence-based response.

Global CCCM Cluster website



GP20 PREVENT PROTECT RESOLVE



Global Protection Cluster website



Global Protection Cluster (UNHCR-led)

The Global Protection Cluster (GPC) is a network of more than 1,400 NGOs, international organizations and UN agencies working on protection for some 84 million people—IDPs and other populations affected by conflict and natural

Clearing landmines in Ukraine, one careful step at a time



With nearly 734,000 people internally displaced, Ukraine is one of the most mine-infected countries in the world.

The most severely-mined areas are those near or along the contact line, where civilians are most at risk.

Coordinated by the UNHCR-led Protection Cluster, the HALO Trust, a British demining charity, is helping to clear these landmines. Mines are not the only threat, however. More support is needed for mine victims and their families, including long-term medical care, rehabilitation and psychosocial support.

"I'm happy to be reducing the chance of deaths of both adults and children. I hope one day Ukraine will be a country free from landmines."

—Tetiana Nikoforva, Ukrainian demining expert.



Global Shelter Cluster (co-led with IFRC)

Global Shelter Cluster website



The Global Shelter Cluster (GSC) provided support to 30 field clusters throughout the year, coordinating 639 partners and providing shelter and NFI support to over 14.2 million people affected by natural disasters and IDPs affected by conflict with the means to live in safe, dignified and appropriate shelter. UNHCR led 15 clusters, thereby contributing to reaching about 70% of people targeted by shelter interventions, and the GSC support team provided 503 mission support days and 697 days of remote support (55% by UNHCR), including to the newly-established clusters in Burkina Faso and the Bolivarian Republic of Venezuela.

With the shelter sector only 28% funded in 2019—despite acknowledgment that lack of access to shelter has broader impacts on affected populations’ health, education, and livelihoods, and increases their vulnerability to protection risks—UNHCR-led clusters innovated in designing and implementing activities to deliver efficient and effective responses.

For example, in Iraq, working with local partners the Shelter Cluster promoted

solutions-oriented shelter responses while also addressing emergency needs. Guidelines were produced on rehabilitation of war-damaged buildings while delivering cash, combined with in-kind material assistance and technical support. This resulted in a cost-effective and customized response that was more relevant to the diverse shelter needs of the affected population.

Elsewhere, the Somalia Shelter Cluster developed guidance on the distribution of NFI kits, harmonizing both the process and kit contents to ensure equality and consistency of implementation approaches and technical standards, while ensuring a more efficient use of limited resources.

In the Bolivarian Republic of Venezuela, the complex needs and implementation modalities required GSC support to establish a national coordination mechanism. With energy identified as a pressing need, the Cluster provided technical support to partners on renewable and alternative energy sources for shelter, health, and education infrastructures. Capacity-building activities were carried out with local partners to increase access to populations living in remote locations.

CLIMATE ACTION IN 2019



Community members take advantage of a lowering of flood waters to run errands in Maban county, South Sudan. Three days later, this road was completely impassable.

In 2019 disasters triggered 24.9 million new displacements (IDMC). This is the highest figure recorded since 2012 and nearly three times the number of displacements caused by conflict and violence. Global trends are likely to see disasters and environmental degradation as increasing contributors to global displacement—either as direct causes or threat multipliers.

People of concern to UNHCR are on the frontlines of climate change, with refugees and IDPs often hosted in “climate hotspots” where they are exposed to the risk of secondary or multiple displacement due to disasters linked to natural hazards and the effects of climate change. Furthermore,

the impacts of climate change on certain regions may also hamper, or even rule out, possibilities for voluntary return.

Climate change and its effects on how and when people are displaced is thus of importance to UNHCR, with both legal and operational relevance to its work, spanning preparedness, to emergency response, to solutions.

In line with its protection mandate and the analysis that disasters are expected to increase due to global warming, both in frequency and intensity, in 2019 UNHCR continued its work on legal and normative developments on international protection for people displaced in the context of

climate change and disasters. It also raised awareness on displacement and related protection needs in global policy discussions.

UNHCR was active in the State-led Platform on Disaster Displacement and the Task Force on Displacement under the UN Framework Convention on Climate Change, at a time when both entities saw their mandate and workplans renewed. UNHCR co-organized or contributed to events where climate change and disaster displacement were key features, including with the African Union and at COP 25 in Madrid. UNHCR also worked to develop regional guidelines on human mobility in the context of climate change.

UNHCR's revised IDP Policy reaffirms that in countries prone to displacement, UNHCR will participate in inter-agency emergency preparedness measures, and strengthen local and national capacity to prevent and mitigate displacement risks. UNHCR also affirmed its commitment to contribute to any inter-agency response to disaster-induced internal displacement, taking the lead on protection, whenever the criteria—outlined in UNHCR's IDP Policy—are met, including in the context of displacement linked to environmental degradation and climate change.

UNHCR worked to improve people of concern's access to sustainable and clean energy and bolster the environmental protection of refugee-hosting areas, launching the "Global strategy for sustainable energy 2019-2024" (see *Building better futures*). The Strategy aims to ensure that the priority energy needs of people of concern for cooking, lighting and heating are safely and sustainably met, supporting both refugees and host communities.

At the Global Refugee Forum, the High Commissioner launched the Clean Energy Challenge, the aim of which is for "All refugee

settlements and nearby host communities to have access to affordable, reliable, sustainable and modern energy by 2030".

UNHCR also turned its attention to mitigating its own environmental footprint, scaling up its contribution to UN-wide sustainability targets by better monitoring its carbon emissions. In 2019, 100 UNHCR offices participated in the environmental inventory, which covered emissions of greenhouse gases, waste generation and water use—up from 10 in 2018—thus enabling a better estimation of the whole organization's emissions. UNHCR procured Certified Emission Reductions from two wind power projects in India to offset all its emissions for 2019, making it carbon neutral and fully compliant with the UN Climate Neutral Strategy.

Looking to a future in which UNHCR can anticipate and be better equipped for the challenges ahead, in October 2019 the High Commissioner appointed a Special Advisor on Climate Action. This position will provide strategic guidance, oversight and expertise to shape UNHCR's climate action agenda, and respond to the growing challenges and protection concerns posed by climate change. Moving forward, climate action at UNHCR will be approached in a way that facilitates collaboration, and supports development plans and host governments, both in addressing current needs and in preparing for the future.

Climate action at UNHCR will build on the "Global strategy for sustainable energy" and UNHCR's role as cluster lead or co-lead in internal displacement situations. In line with the Global Compact, UNHCR will support measures that assist those forcibly displaced by disasters and enable those in need of international protection to receive it, as well as address root causes, drivers and triggers of displacement.

Delivering through partnerships

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The greening of Cox's Bazar - the positive impacts of liquefied petroleum gas distribution among refugee and host communities



Once heavily forested, Cox's Bazar has suffered over the years from deforestation as communities have cut wood for construction and cooking, with studies showing the forested area has declined by approximately 40% since the 1990s. With the arrival of hundreds of thousands of refugees fleeing violence in Myanmar, the rate of deforestation greatly increased.

To counter this, since August 2018 UNHCR has been distributing an alternative fuel—liquefied petroleum gas (LPG)—and improved cooking stoves, reducing the need for refugees to gather firewood from the nearby forest. Currently, over 107,000 refugee households within the camps are receiving LPG, and the results have been remarkable. According to a UNHCR-commissioned study, in just under a year and a half since LPG's distribution, there has been an 80% reduction of demand for firewood by Rohingya households in the camps. The impact of this initiative, as well as the work of partners and other reforestation efforts, is striking and visible.

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In line with the objective of the Global Compact to ease pressure on host communities, the initiative was scaled up in 2019 to include vulnerable local families. UNHCR and IOM began providing LPG to local communities near the camps, with 10,700 local families receiving LPG in 2019. Similar reductions in the use of firewood have been observed.

Parallel efforts by members of the Energy and Environment Technical Working, in collaboration with the Bangladesh Forest Department, saw more than 300 hectares of land reforested in 2019 alone. This also contributes to disaster risk reduction through the stabilization of soil, which leads to a reduction in landslides.

LPG's benefits go beyond easing pressure on forests. It has an impact on food habits and nutrition due to ease of cooking and reduces pollution in the kitchen. The spectrum of ingredients and food diversity has increased for all households using LPG and in terms of nutritional balance, LPG users are found to be consuming more vitamins, as their intake of vegetables has increased.

Having LPG at home means women and girls need not travel long distances to collect firewood, thus reducing the risk of sexual and gender-based violence. And children, who used to spend hours collecting firewood, now have more time for classes.