



UNHCR

The UN Refugee Agency

聯合國難民署



2019 IMPACT REPORT

A look at what you,
our valued supporters,
helped achieve

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VISION 

A world where every person forced to flee can build a better future.

MISSION 

UNHCR is dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.

FOCUS 

Everything we do helps protect people forced to flee their homes.

INTRODUCTION

Thousands of people are forced to flee their homes each day, to escape war, persecution and conflict.

Confronted with the suffering of children, women and men, you acted with **empathy, kindness and understanding**. By generously giving to UNHCR, the UN Refugee Agency, you helped save lives, protect fundamental human rights and build a better future for refugees, displaced and stateless people around the world.

In the face of rising fear, xenophobia and negative stereotyping, your action – every action – counts. **We all have a part to play. And together, we are showing that things can change.**

Meet some of the people whose lives were transformed last year – thanks to donors like you.



“Here I am not afraid of falling asleep at night.”

After fleeing Venezuela, Darlys and her children found safety in a UNHCR shelter in Colombia.



“I feel happy.”

Florence, a mother of five, built a house for her family thanks to cash assistance received from UNHCR.



“I will have peace of mind.”

With help from UNHCR, Dee Noe, 96, finally returned home – after 30 years as a refugee in Thailand.

“I want to thank you for your support because it makes a concrete difference in the lives of people who have had to leave everything behind – homes, family, jobs, and places that are known to them, in order to go into the unknown as they seek refuge and safety. Your support brings some relief to the suffering of these people, and sends an important message to them: that they are not alone. I thank you very much for your generosity and your solidarity with the millions of refugees and displaced people around the world.”

Filippo Grandi,
UN High Commissioner for Refugees



365 DAYS TOGETHER

By donating to UNHCR, you help protect some of the world's most vulnerable people. Thanks to your support, our teams are on the ground in 134 countries worldwide, 365 days a year. We look back at some of 2019's biggest moments and crises, and how we responded, together.



© UNHCR/Alissa Everett

January The deadliest sea crossing

In 2018, six refugees and migrants died each day, on average, trying to reach Europe via the Mediterranean. This route remains the world's deadliest sea crossing. And this continues in January 2019, as two shipwrecks claim an estimated 170 lives. "We can put an end to these tragedies by having the courage and vision to look beyond the next boat, and adopt a long-term approach based on regional cooperation, that places human life and dignity at its core," says Filippo Grandi, UN High Commissioner for Refugees.

February Resettlement falls short

Although forced displacement is at a record high, only a small percentage of refugee resettlement needs are being met. New data released by UNHCR highlights that, of the estimated 1.2 million refugees in need of resettlement in 2018, only 55,692 were actually relocated, despite more than half of the requests being for children and vulnerable people. UNHCR is working with States and partners to help increase the pool of resettlement places, encourage more countries to take part, and improve access to complementary pathways for refugees, like special humanitarian visas, family reunification or academic scholarships.

March Cyclone Idai strikes

Cyclone Idai hits the east coast of southern Africa. In Mozambique, Zimbabwe, and Malawi, the devastating cyclone destroys towns and villages, claims hundreds of lives and leaves hundreds of thousands in need of life-saving assistance and protection – including many refugees hosted in Zimbabwe. Thanks to your support, UNHCR deploys emergency teams and airlifts basic aid items (such as family tents, sleeping mats, cooking sets, and jerry cans), to assist 80,000 survivors in the hardest hit locations.



April Refugees evacuated from Libya

Amid rising tensions and heavy clashes in Libya, UNHCR works quickly to relocate hundreds of refugees and migrants being held in detention centres to safer areas. We also evacuate over 300 of the most vulnerable refugees out of Libya. Yet, more than 3,000 refugees and migrants remain trapped in detention centres dangerously close to the fighting, as of late April. Besides trying to protect refugees and migrants, UNHCR also moves life-saving aid to support Libyan civilians in the worst affected areas.

May Death threats and disease drive more Venezuelans to flee

As the security and humanitarian situation in Venezuela worsens, UNHCR urges countries to continue to allow Venezuelans safe access to their territory – as most of those fleeing are now considered to be in need of refugee protection. Many arrive in neighbouring countries dehydrated, sick and exhausted. With your help, UNHCR works with partners to protect Venezuelan refugees and migrants, help meet their basic needs and prevent them from being deported or forcibly sent home. By the end of 2019, over 4.8 million people had left their homes to escape the crisis in Venezuela.

June Tragedy and record displacement

Days after marking World Refugee Day, we are confronted with a heartbreaking image. The photo of the drowned bodies of Oscar, from El Salvador, and his little daughter Valeria, washed up on the banks of the Rio Grande, shocks us all. It's a powerful reminder of how far people in desperate situations will go to reach safety – at a time of record global displacement. The number of people fleeing conflict and persecution exceeded 70 million in 2018 – the highest level seen by UNHCR in its almost 70 years. With your support, we continue to work hard to find solutions and protect the millions under our mandate.



© UNHCR/Wil Swinson

July Keeping millions healthy

A new report shows that some 10.5 million refugees in 51 countries received public health services, such as vaccinations and maternal care, through UNHCR and partners in 2018. But much still needs to be done. UNHCR continues to work harder than ever to reach our goal of ensuring that all refugees are able to access essential public health services.

August Rohingya crisis two years on

August marks two years since the latest outburst of violence forced an estimated 740,000 Rohingya refugees to flee their homes in Myanmar. As desperate families crossed into Bangladesh, UNHCR teams were there to help. And we have been working hard to provide vital support ever since – all thanks to donors like you. Together, we have done so much, from providing immediate life-saving aid to shifting to a wider response and working with Bangladeshi authorities to register all refugees. By August 2019, over half a million Rohingya refugees had received identity documents, most for the first time ever.

September Drought and violence force Somalis to flee

As a global Climate Action Summit kicks off in New York, UNHCR calls for urgent action to prevent and mitigate climate-induced displacement. In countries like Somalia, the effects of climate change are increasingly forcing people to flee their homes. Suffering from an already fragile security situation, Somalia is now facing its worst harvest since the 2011 famine. From January to September 2019, insecurity and worsening drought forced over 5,000 Somalis to seek safety in neighbouring Ethiopia – about four times the number that crossed the border in 2018. With your support, UNHCR and partners are providing shelter and life-saving assistance to people forced to flee.



Aya Mohammed Abdullah, a former Iraqi refugee, addresses delegates at the Global Refugee Forum.

“Believe in us. Invest in us and you will see – we will all be stronger for it.”

October Conflict in north-east Syria escalates

The conflict in Syria takes a turn for the worse. The escalation of violence in northern Syria forces over 200,000 people to flee their homes this month. Most are displaced inside Syria – but thousands of families also cross into neighbouring Iraq, desperate to escape the fighting. UNHCR is on the ground in both countries, protecting and delivering life-saving aid to those in need. Thanks to generous donors, we have been able to provide shelter, food, blankets and other critical supplies and support to people forced to flee.

November Silent crises – Somalia and South Sudan

Unprecedented flooding devastates vast areas of South Sudan and Somalia, affecting over 700,000 people and forcing hundreds of thousands to flee. Many families from both refugee and host communities are displaced, forcing them to live in makeshift shelters and unsafe living conditions. The two countries, long affected by conflict and increasingly vulnerable to the effects of climate change, struggle to provide assistance to those in need. With support from donors like you, UNHCR flies in relief items such as blankets, mosquito nets and kitchen sets to refugees and displaced people in both countries.

December Global Refugee Forum – finding new solutions

Co-hosted by UNHCR, the first-ever Global Refugee Forum brings together global leaders, refugee representatives, civil society and business leaders, to boost support for refugees and the communities they live in. Attended by some 3,000 participants, the Forum wraps up with over 770 pledges promising job and education opportunities for refugees, new government policies, access to clean energy, and better infrastructure and support for host communities. This includes more than \$250 million pledged by the private sector and initiatives to make at least 15,000 jobs available to refugees.

THE SYRIA CRISIS, EXPLAINED

Here's what you need to know about the latest developments in the world's largest refugee crisis – and how your support is helping people affected by it.

WHEN DID THE CRISIS IN SYRIA BEGIN?

The crisis began in 2011. After nine years of conflict, Syria is still the largest refugee crisis in the world. **More than 5.5 million** Syrian refugees are living in the region's major host countries - Turkey, Lebanon, Jordan, Iraq and Egypt. Over six million people remain displaced inside Syria. Most live in extreme poverty, struggling to keep a roof over their heads and food on the table.

Thanks to donors like you, UNHCR has been on the ground since the start of the conflict – assisting the millions who have fled to other countries or been displaced inside Syria. Despite difficult and often dangerous conditions, our teams continue to work tirelessly to provide life-saving supplies, shelter, healthcare, protection services and secure cash transfers to help families buy exactly what they need, when they need it. None of this would be possible without the generosity of our donors.

WHY HAVE MORE PEOPLE RECENTLY BEEN FORCED TO FLEE?

A new escalation of violence hit **north-east Syria** in October 2019, forcing thousands of families from their homes. Many fled with only the clothes on their backs, desperate to escape intense fighting and shelling. Meanwhile, in **north-west Syria's Idlib and Aleppo Governorates**, the humanitarian crisis in is becoming increasingly desperate, with massive numbers of people on the move. Your support helps show them they are not forgotten.

WHAT ARE THE BIGGEST CHALLENGES FACING PEOPLE AFFECTED BY THESE LATEST WAVES OF VIOLENCE?

Close to a million people have been displaced in **north-west Syria** since last December. The majority are women and children. They urgently

DID YOU KNOW?

More than half of Syria's estimated pre-war population has been forced to flee their homes.



need shelter and essential aid items. Harsh winter weather and rising fuel prices have added to the difficulties and suffering. In **north-east Syria**, the situation remains extremely uncertain and displaced people need our help. Across the border in Iraq, over **20,000** refugees from **north-east Syria** are still wondering if or when they will be able to go home.

HOW HAVE YOUR DONATIONS HELPED UNHCR RESPOND?

Thanks to caring people like you, UNHCR has been able to give safe shelter, clean water, hot meals, medical care and other assistance to families forced to flee their homes, leaving everything behind. We've also delivered warm clothes, thermal blankets, stoves and other winter essentials to protect children, women and men from the cold, as temperatures dropped during the winter.

Figures as of 10 March 2020.

NORTH-EAST SYRIA RESPONSE

When families were forced to flee escalating violence in northern Syria last October, UNHCR was there.

Thanks to generous donors like you, we've provided:



Basic aid and vital winter supplies to over **234,000** displaced people and locals hosting them in north-east Syria



Core relief and essential winter items to over **20,000** newly arrived Syrian refugees in Iraq



Over **3,000** new tents to shelter refugees in two sites in Iraq.

"It was at night around 8 PM. I was at home with my children and suddenly we heard an explosion. A rocket had landed."

Nadira, a single mother who found safety in Iraq, where UNHCR and partners are supporting families like hers.



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