

Building Better Futures

Ibrahim Toto, 28 years old, fled from the Syrian Arab Republic (Syria) in October 2013 with his handicapped older brother through Turkey, Greece, Italy, Switzerland, and Germany before arriving in Denmark in 2014. Toto has no formal education and has never been to school. In Denmark, he took part in a six month internship programme and then joined the midtVask subsidised work programme. In early 2016, he was awarded the only permanent job opening at midtVask where he still works and now mentors newly arrived refugees. He has refugee status and temporary residence.

UNHCR protects and assists refugees, and other people of concern, but the ultimate goal is for them to find durable solutions that allow them to rebuild their lives in dignity, safety and peace. These solutions can only be secured when people of concern have a durable legal status which ensures protection for their civil, cultural, economic, political and social rights without discrimination, including through access to national services and systems. Attaining

these rights not only reduces the risks people face in displacement, but also supports displaced and host communities alike by creating ties and helping to prevent and address feelings of marginalization and frustration. The realization of durable solutions by refugees may culminate in someone's return to their home country through voluntary repatriation, through integration in the country of asylum, or in a third country through resettlement.

Complementary to resettlement, when durable solutions are not achievable for all members of a refugee population, safe and regulated pathways for admission to third countries can help refugee access protection and sustainable solutions.

The 2030 Agenda and its Sustainable Development Goals place emphasis on including marginalized groups in all development plans, “to leave no-one behind”, and provides UNHCR and others with a wider range of opportunities when seeking both durable solutions. In line with the New York Declaration on Refugees and Migrants and the Comprehensive Refugee Response

Framework (CRRF, see *Glossary*), UNHCR is working closely with States to put in place solutions from the onset of displacement.

A strong engagement with other national and international development and peacebuilding actors is also essential to ensuring that refugees, IDPs, returnees and stateless persons are included and considered as participants in national development planning and systems, in peacebuilding processes and in UN development frameworks for all sectors. This chapter outlines how comprehensive and collaborative responses can help to address forced displacement.

COMPREHENSIVE SOLUTIONS



Given the opportunity to start over in Toronto, Thuy Nguyen knew that one day she would return the favour. Now, she is helping the Nouman family, from Syria, begin a new life.

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Voluntary repatriation

Many refugees hope to eventually re-establish themselves in their home countries. UNHCR plays a vital supporting role in making this voluntary repatriation (see *Glossary*) a reality. In order that refugees considering returning home make a free and informed decision based on the best information available about conditions in their countries and areas of origin, the Office will continue facilitating cross-border and cross-community information sharing. That includes reports on return areas, visits to areas of return and areas of displacement, and support to local media outlets to provide information about return programmes. In countries of asylum, UNHCR will engage regularly with refugees, including through focus group discussions, to gain their perspective on possible solutions, such as through voluntary repatriation and re-integration, and to plan accordingly.

In the event of a potential return, the Office advocates the signing of tripartite agreements to ensure legal frameworks are in place to support safe and dignified repatriation and sustainable reintegration. UNHCR will continue providing assistance to returning refugees through community and area-based programming and individual in-kind and cash assistance, while linking this to more sustainable and comprehensive support which may be available upon return.

Advocating for returnees and areas of return to be included in national development planning processes remains a priority for UNHCR in 2018. The organization will work closely with a range of actors, including national authorities, to support returnees' participation in conflict resolution mechanisms; transitional justice initiatives; land restitution programmes; and their inclusion in any programmes involving

education, healthcare, livelihoods, civil registration and infrastructure.

Despite a high number of returns in 2016, UNHCR is concerned that returns will not be sustainable given the conditions in some return locations. The Office will therefore establish or maintain mechanisms to observe the challenges returnees may be facing, sharing relevant information with others considering repatriation. These mechanisms will also guide UNHCR and partners in their planning, particularly when seeking to address barriers to sustainable return. Needless to say, when facilitating voluntary repatriation, national authorities and hosting communities in the countries of asylum play an integral role in ensuring refugees' continued protection. By engaging with them from the outset, UNHCR safeguards the element of free choice in refugees' decision-making process, leading to more sustainable re-integration.

Local integration

Local integration (see *Glossary*) is a complex and gradual process with legal, economic, social, cultural, civil and political dimensions. The goal is that people of concern secure a durable solution that grants them the same opportunities and rights as those they live among. This process will ideally culminate in the acquisition of nationality. Access to services and systems to the same extent as nationals allows people of concern to UNHCR to contribute to their essential needs, while enabling them to equip themselves for productive and stable futures.

Throughout 2018, UNHCR will continue building relationships with governments, civil society and other concerned parties in order to improve national services and systems and will continue to advocating greater access and inclusion of people of concern

in these systems and services. Community-oriented police systems equipped to manage multi-cultural populations; civil registration and land management systems that recognize the rights of newcomers; and social services and justice systems that take into account the specific needs of displaced communities can all support sustainable local integration in the long-run, while providing better protection to people of concern in the early days of an emergency. UNHCR will strengthen its collaboration, particularly with UNDP, to better support host country authorities as their populations grow and they need to manage more complex service provision systems. It will help promoting the inclusion of people of concern to UNHCR in national development plans through improved linkages with national and UN development mechanisms using the commitment of the Sustainable Development Goals.

UNHCR encourages States to examine how they can facilitate access to labour opportunities and the employment of refugees and stateless persons. This will include reviewing laws and practices that constitute obstacles to their employment or access to national services, thus allowing them to contribute to the economic life of their host communities and become self-sustainable. The Office encourages legal, institutional and policy frameworks that support long-term residence status for refugees in countries of asylum. UNHCR will pursue stronger partnerships with international actors, including UNDP, ILO and the OECD in order to address any local integration challenges for people of concern, while advocating with host countries for the removal of formal and practical obstacles to economic inclusion.

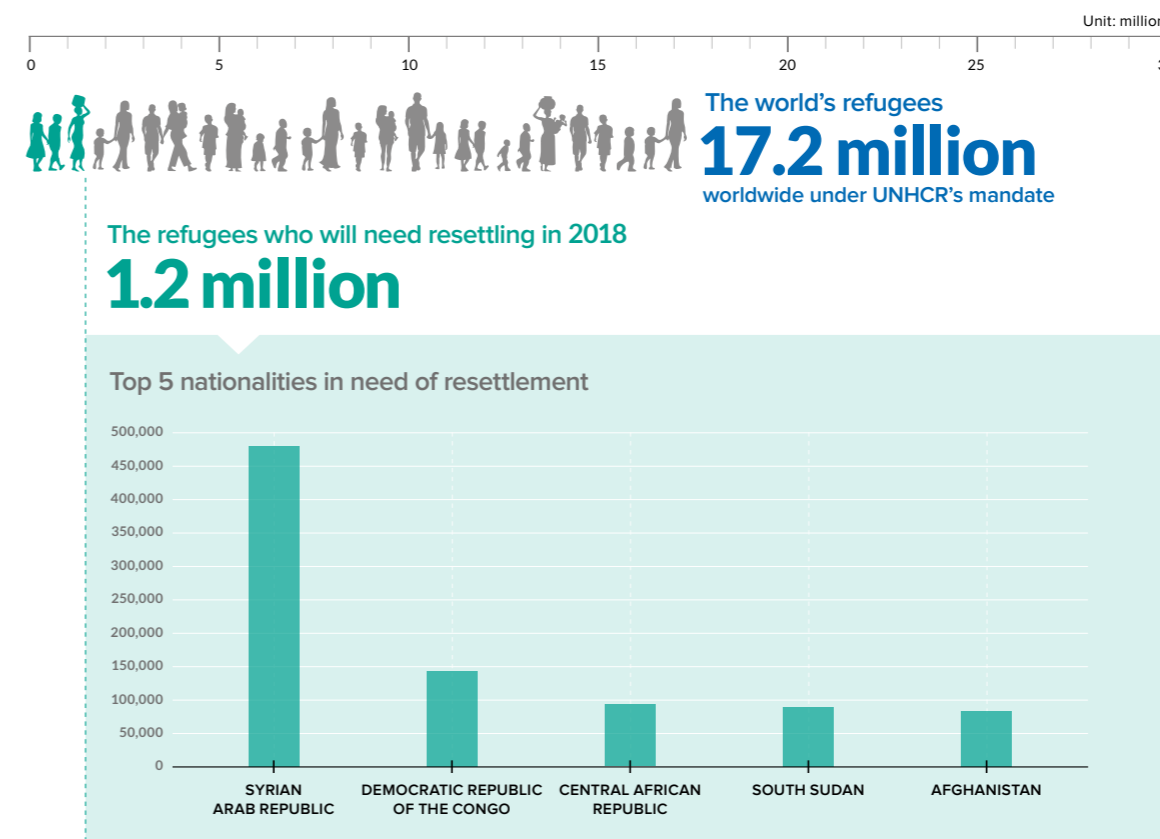
Resettlement

As forced displacement is growing, resettlement (see *Glossary*) remains one of the most important tools for providing refugees facing specific or urgent risks with protection. It is also a tangible example of international solidarity and responsibility-sharing, with today's conflicts becoming more protracted and States geographically close to conflict areas hosting more and more refugees. In the New York Declaration, a specific commitment was made by States to increase global resettlement opportunities in line with the needs identified by UNHCR.

A number of States expanded existing resettlement programmes in 2016, while others developed new ones. UNHCR has scaled up its resettlement activities in response, having submitted more than 162,500 applications in 2016—up from 134,000 the previous year. However, 2017 saw a reduction in global resettlement opportunities and nearly 1.2 million refugees will need resettling in 2018, according to UNHCR estimates. That is why it is vital to strengthen confidence in the resettlement process and ensure it effectively contributes to protection of people of concern. Making sure commitments made by States and others in New York are actioned will be a UNHCR priority.

A growing and diverse group of States are committed to receiving resettlement applications. Through the “emerging resettlement country mechanism” (ERCM), UNHCR offers technical support to governments and other civil society actors during the design and implementation phases of new resettlement programmes, as well as mobilizing the expertise of the international community to ensure capacity-building activities are relevant and well-coordinated, and programmes are sustainable.

Global refugee resettlement to scale



In 2018, UNHCR will improve its resettlement process to ensure it is efficient, robust and meets today's protection needs and global resettlement opportunities. The Office will work with States and other partners to test ways of improving the resettlement process as part of its resettlement innovation project. The organization anticipates that the implementation of a new policy on preventing and responding to fraud committed by people of concern will help to improve the integrity of processes, including resettlement.

There will be greater emphasis placed on partnerships with State actors, NGOs and the private sector, and on ensuring resettlement remains a strategic and effective tool for protection and solutions within the CRRF. UNHCR, States, IOM and the European

Union will continue to participate in “resettlement core groups”—such as the recently-formed “central Mediterranean core group for enhanced resettlement and complementary pathways”. The “core group” model is one of the means to ensure key CRRF objectives can be met. These include broadening the criteria for resettlement and humanitarian admission programmes in mass displacement and protracted situations; increasing opportunities for complementary pathways for admission; sharing best practices and facilitating responsibility-sharing with host countries. These efforts will be integral to the application of the CRRF and will inform the development of a global compact on refugees.

Complementary pathways to protection and solutions



Yazidi boy reunited with his family after three years held captive.

Resettlement and humanitarian entry programmes are crucial to addressing people's urgent protection needs, however, with refugee numbers soaring and the need for humanitarian aid exceeding funding, innovative approaches to increasing access to protection and solutions for refugees will be needed alongside greater resettlement commitments. UNHCR is working with States, NGOs and refugees in this regard.

As States seek to advance third-country solutions for refugees—in line with the New York Declaration and the CRRF—UNHCR will continue working to establish and expand complementary pathways for admission to protection and solutions for refugees. This call for global solidarity, international cooperation and more equitable responsibility sharing recognizes that when one of the three durable solutions—namely voluntary repatriation, local integration or resettlement—are not achievable for all members of a refugee

population, particularly in large-scale and protracted situations, safe and regulated pathways for admission can help refugees access protection and sustainable solutions. These pathways may include extended family reunification, labour mobility, scholarships and education programmes, as well as regional mobility schemes. Together with States and other partners, including the private sector, civil society, academic institutions, and international and diaspora organizations, the Office will assist in increasing the options available to those less likely to attain a durable solution.

UNHCR will also provide guidance and tools for States, staff and partners to help them identify, develop and expand complementary pathways. The Office continues supporting the implementation and advancement of existing State, community and privately-based initiatives, as well as getting pledges and pilots for complementary pathways up and running,

including opportunities for complementary pathways for admission for refugees along the central Mediterranean route. This will include monitoring progress, sharing good practices, identifying and analyzing challenges, barriers and risks faced by refugees in each region, developing and disseminating information on pathways for refugees, facilitating refugees' access, and offering guidance and policy advice to relevant stakeholders.

Facilitating access to finance and loan opportunities for refugees and host communities can enhance their self-reliance and resilience. In line with its 2017-2021 Strategic Directions, UNHCR is expanding its strategic partnership with the World Bank, as well as other international financial institutions and development actors, to better include people of concern in national development frameworks and in the strategies, planning and financing

instruments of development programmes. This will improve longer-term collective planning and response for refugees' economic inclusion, whether at the onset of an emergency or in a protracted context.

In 2017, UNHCR established new partnerships, for example with the United World Colleges and with Talent Beyond Borders, to expand education and labour opportunities for refugees in third countries. The organization will continue supporting these initiatives in 2018, while exploring new opportunities. A pilot survey has been conducted with the OECD, exploring non-humanitarian regular entry and visa routes used by refugees to enter OECD countries. Based on the findings, UNHCR will now help OECD Member States develop evidence-based guidance and policy on complementary pathways for admission of refugees.

Freed Iraqi Yazidi boy settles into new life in Canada

After three years in captivity, 13 year-old Emad is reunited with his mother and siblings in Winnipeg, Canada. Nofa Zaghla embraces her son Emad for the first time since she was separated from him after their family was captured by armed extremists who attacked the town of Sinjar, northern Iraq in 2014.

Emad was forcibly recruited into the militant organization and spent three years held captive until he was found under a collapsed building when the Old City of Mosul was liberated in July 2017. UNHCR worked with Winnipeg's Accueil Francophone and IOM to reunite the family in Canada, as part of the country's family reunification policy.

Now, for the first time in years, Emad can begin to let go of the past, and focus on the future.

“I want him to be healthy, I want him to be happy,” says his mother. “I want him to be able to go wherever he wants to, freely.”

ANTICIPATED AREAS OF INTERVENTION IN 2018

KEY ACHIEVEMENTS TARGETED IN 2018

DURABLE SOLUTIONS

POTENTIAL FOR VOLUNTARY RETURN REALIZED. UNHCR WILL:

Support voluntary repatriation	Support refugees to return voluntarily in safety and dignity in situations where conditions permit. Support 2 country operations to improve evaluation and analysis of the impact of the cash grant and reintegration assistance currently provided as part of the voluntary repatriation process.
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REINTEGRATION MADE MORE SUSTAINABLE. UNHCR WILL:

Make reintegration more sustainable	Systematically develop multi-year and multi-partner protection and solution strategies, together with national authorities, development partners and other stakeholders, to support the reintegration of refugee and IDP returnees. Engage in ongoing dialogue and analysis with refugees in countries of asylum, and with returnees in countries of origin, to plan their sustainable reintegration.
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COMPREHENSIVE SOLUTIONS STRATEGY DEVELOPED, STRENGTHENED OR UPDATED. UNHCR WILL:

Develop and implement strategy	Support at least 10 country operations part of the multi-year and multi-partner pilots to develop, strengthen or update their solution strategies. Finalize and roll out a legal mapping tool, which will help identify obstacles to the enjoyment of rights of people of concern in countries of asylum.
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POTENTIAL FOR INTEGRATION REALIZED. UNHCR WILL:

Make integration more sustainable	Work with countries of asylum to map and facilitate access of people of concern to pathways for legal local integration.
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POTENTIAL FOR RESETTLEMENT REALIZED. UNHCR WILL:

Identify and submit resettlement cases	Submit around 120,000 people globally for resettlement consideration in 2018.
Arrange resettlement departures	Work with counterparts to increase the number of departures, with a view to ensuring available quotas are fully utilized.
Optimize the resettlement process	Pilot, before implementing more broadly, the recommendations from the Resettlement Innovation Project's comprehensive review and assessment of UNHCR's resettlement process.
Ensure the integrity of the process	Implement the new policy on preventing and responding to fraud committed by people of concern in resettlement processes. Establish multi-functional, technical anti-fraud assessment missions to provide support and advice to UNHCR operations on minimizing fraud.
Training and capacity building	Conduct training and capacity-building to implement a new policy on addressing fraud committed by people of concern. Develop training tools to help emerging countries set up resettlement programmes. Conduct training on resettlement policy and procedures in UNHCR country offices worldwide to better prepare staff involved in resettlement operations. Provide technical support and assistance to approximately 20 new and emerging resettlement countries (through the ERCM and other initiatives).

ACCESS TO QUALITY EDUCATION

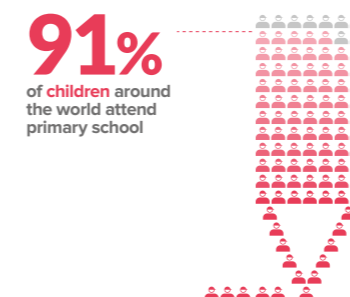


Education gives refugee children, adolescents and youth a safe place amid the many uncertainties and protection risks caused by displacement. Education is an investment in the future, creating and nurturing the artists, scientists, philosophers, architects, teachers, health care workers and public servants who will rebuild and revitalize their countries when peace is established and they are able to return. The education of these young

refugees is crucial to the peaceful and sustainable development of the places that have welcomed them, and to the future prosperity of their own countries. Despite best efforts, too many refugees are still not able to have the education to match their ambitions.

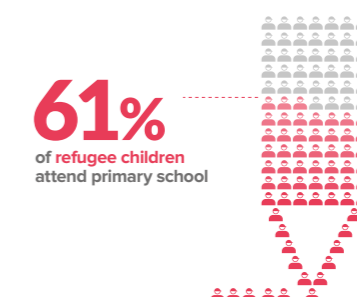
Sustainable access to national education systems has guided UNHCR's strategic direction for refugee education over the

Primary enrolment rates / Children



Source: UNESCO (2015)

/ Refugee Children



Source: UNHCR (2016)

More than half of the 6.4 million refugees of primary and secondary school age do not have access to education. In many regions, refugee children and youth miss out on at least three years of school, if they have attended at all.

past few years. Expanding access to quality education for refugees of all ages—and particularly for women and girls—is key to protecting refugee children and youth, and to achieving solutions. Multi-stakeholder partnerships with ministries of education, UNICEF, UNESCO, the Global Partnership for Education, the Education Cannot Wait fund, NGOs, civil society and the private sector are all essential to establishing and maintaining this access for refugee and

host community children and youth, and is an integral component of the CRRF. With the arrival of refugees frequently drawing attention to education needs in underserved areas, investing in existing national programmes and services that benefit all children can improve social cohesion, increase enrolment, and assure access to accredited examinations for all children and youth in regions where refugees live.

Secondary enrolment rates

/ Adolescents

84%
of adolescents around the world attend secondary school



/ Refugee Adolescents

23%
of refugee adolescents receive a secondary education

Source: UNESCO (2015)

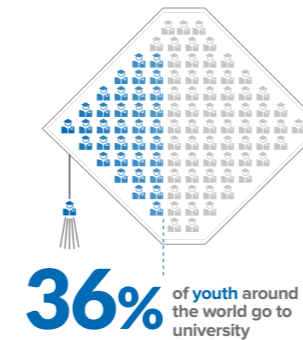
Source: UNHCR (2016)

The difficulty in accessing quality learning, education, and to opportunities for building skills was one of ten issues highlighted by youth during the 2016 Global Refugee Youth Consultations. Increasing access to the full cycle of secondary education is a UNHCR priority, so youth have the opportunities to develop the skills and confidence they need to secure their protection, livelihoods, well-being and self-reliance. In 2018, the Office will

systematically address protection and economic barriers, to improve displaced youth's retention and successful completion of secondary education in four representative contexts: Kenya, Pakistan, Rwanda and Uganda.

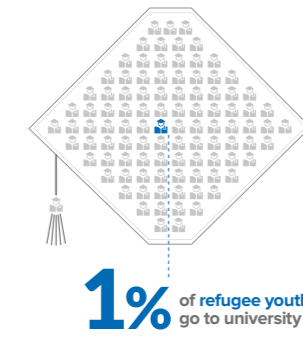
Higher education

/ Youth



Source: UNESCO (2015)

/ Refugee Youth



Source: UNHCR (2016)

Refugees remain largely invisible in national and global education statistics. To address this, UNHCR is partnering with the UNESCO Institute of Statistics, with the aim of including them in national education sector assessments and planning. The Office is also set to deliver real-time data that informs strategic planning,

programming, evaluation, advocacy and research (locally, regionally and globally) through its Refugee Education Management Information System (or REMIS). This is being introduced in six African countries in 2018: Kenya, Rwanda, South Sudan, Sudan, Uganda and the United Republic of Tanzania.

“Education provides the keys to a future in which refugees can find solutions for themselves and their communities.”

—Filippo Grandi, the UN High Commissioner for Refugees.

Children who have missed out on schooling may need specific support to join or succeed in national primary and secondary schools, including accelerated education opportunities. UNHCR is also looking to address specific learning needs in many contexts, including special training in early reading approaches for refugee teachers in Yemen; informal home-based girl's schools in Pakistan; community-based reading programmes in Ethiopia and Jordan; and a competency-based, continuous professional development programme for teachers in Kenya that combines teacher training, peer coaching and mobile mentoring.

UNHCR's focus on innovations in education on increasing access and improving learning outcomes where language, content and teaching methods may differ from those in refugees' country of origin. As an example, DFID, UNICEF and UNHCR have formed and successfully piloted the Humanitarian Education Accelerator (HEA), an initiative which aims to identify and support the scaling-up of projects and programmes that address known challenges to learning for refugees and displaced communities. HEA is supporting the scaling-up of promising practices and evidence-building in Jordan, Kenya, Lebanon, Rwanda and Sudan.

ANTICIPATED AREAS OF INTERVENTION IN 2018

KEY ACHIEVEMENTS TARGETED IN 2018

BASIC NEEDS AND ESSENTIAL SERVICES

IMPROVE ACCESS TO QUALITY EDUCATION. UNHCR WILL:

Leverage partnerships and strengthen capacity for refugee inclusion in national education systems

Strengthen its internal capacity to engage in national planning processes that include refugees in national education systems, prioritizing CRRF and multi-year and multi-partner countries.

Promote and support the sustainable inclusion of displaced children and youth in education programming and budgeting together with global networks—including the Global Partnership for Education, SDG4 Steering Committee, Inter-Agency Network for Education in Emergencies and ECW.

Strengthen regional partnerships—including with UNICEF, UNESCO and others—and improve planning and support local authorities for refugees' inclusion in national schools.

Enhance access to quality primary, secondary and tertiary education

Ensure the enrolment of 160,000 additional out-of-school children in primary education under the Educate A Child programme.

Based on lessons learned, expand approaches to other countries facing similar barriers to school access.

Facilitate the participation of over 6,500 refugees in higher education in 50 countries through the German-funded Albert Einstein Academic Refugee Initiative (DAFI) scholarships and connected learning programmes.

Encourage the doubling of refugee youth enrolled in secondary education and vocational and skills-training programmes in Kenya, Pakistan, Rwanda and Uganda.

Increase enrolment and retention of girls in education

Increase enrolment and retention of girls in primary, secondary and tertiary education in Kenya, Rwanda, Pakistan and Uganda through targeted programming, which builds on research carried out in 2017 on gender barriers to education access.

Strengthen education data and knowledge management capacity

Systematically collect and analyze education data in 6 countries, through the roll-out of REMIS for improved education planning and monitoring.

Expand innovation in education to improve access to quality education

Implement innovative projects in 11 countries to increase access to education and improve learning achievements.

Strengthen quality of education and curriculum content in 33 primary and secondary schools in the DRC, Kenya, South Sudan and the United Republic of Tanzania through access to technology in the classroom and improved teacher skills.

Strengthen evidence building and documentation of good practices in connected learning and digital education.

POPULATION HAS OPTIMAL ACCESS TO EDUCATION. UNHCR WILL:

Advocate increased admissions in national education systems at all levels

Provide technical support to country operations to develop a strategy for promoting the admission of people of concern to national education systems and tracking the number of students admitted.

SELF-RELIANCE AND LIVELIHOODS



German seamstress Anna Kossmann (left) helps trainee Syrian refugee Esraa Ali at Stitch by Stitch fashion workshop in Frankfurt, Germany.

With growing demands placed on the humanitarian response system, and a widening gap between humanitarian needs and the resources available to address them, enabling refugees to be productive and self-reliant has never been more important. UNHCR considers access to livelihood opportunities, namely a refugee's ability to make a safe and sustainable living, an important driver for self-reliance. In collaboration with development actors and the private sector, the Office seeks to ensure people of concern lead independent and productive lives, and are better able to enjoy their rights. Hereby they can better contribute to their host countries while preparing for their future, whether it be a return home, or integration in their countries of asylum, or in a third country.

Working towards the financial inclusion of refugees in host countries

UNHCR is partnering with the Swedish International Development Cooperation Agency (Sida) on the establishment of a credit guarantee facility to incentivise the provision of debt funding by impact investors to financial service providers (FSPs) willing to provide microcredit loans for business and consumption to refugees and host communities. The selected microfinance fund recipient of the credit guarantee that will provide capital to selected FSPs is Grameen Credit Agricole Foundation. The programme will be initially piloted in Jordan and Uganda, with four FSPs for the next four years. The FSPs will also receive technical assistance through

Nearly four-fifths of the world's refugees live in urban areas where their economic inclusion is not only necessary for their survival, but enables them to contribute to the local economy.

grants provided by Sida to be used mainly for market assessment and product development. In addition, UNHCR is partnering with UNCDF on a broad facility targeting a variety of FSPs in nine countries in Africa, to promote access to credit, savings, payments, and microinsurance for forcibly displaced populations and host communities. Together, UNHCR and UNCDF are also currently working on a research on

remittances to gain a better understanding of country specific issues that forced displaced people experience in accessing affordable remittance channels. The insights from the assessment will enable UNHCR and UNCDF to develop country-specific approaches to reduce remittance costs, improve access to affordable remittance channels, and explore ways to link remittances with broader financial services.

Building economic self-reliance of the poorest refugees through the “graduation approach”



The Ángel Velásquez family (from left) Miriam, Adriana, Valentina, Sebastián and Ricardo, show off their bread at the family's bakery in San José, Costa Rica. They have built a successful business here since fleeing Colombia.

The poorest and most vulnerable refugees need specific interventions specifically targeted to build their economic self-reliance. Since 2013, UNHCR has partnered with the NGO Trickle Up in piloting the “graduation approach” (see *Glossary*) in refugee contexts. The graduation approach is a sequenced, multi-sectoral and holistic approach to livelihood and protection interventions that supports the poorest and most vulnerable households overcome extreme poverty through structured interventions that meet their basic needs and equip them with the skills, assets and capacity they need to build sustainable livelihoods.

Pilot projects in Burkina Faso, Costa Rica, Ecuador and Egypt showcase how the graduation approach can successfully be applied to support refugees and their host communities. Building on these results, the design has been initiated in Argentina, Mozambique, Sudan, Zambia and Zimbabwe. In 2018, UNHCR will continue designing, sustaining and expanding the graduation approach in these countries. Furthermore, there will be a focus on documenting results and lessons learned to encourage and support other actors to include refugees in graduation projects.

Development actors and governments have already shown interest in incorporating refugees in similar initiatives. For instance, USAID is investing in a \$37 million multi-year graduation pilot in Uganda for both refugee and host communities. In Afghanistan, returnees and IDPs are included in the microfinance investment support facility of Afghanistan's graduation programme. The Ministry of Social and Economic Inclusion in Ecuador is also interested in exploring future collaboration to expand its social protection programme.

Linking refugees to global markets

Whenever refugees flee, they carry with them the traditions, knowledge and craftsmanship that unite and define them. To support them in sustaining their artistic traditions, while enabling their heritage to be a cornerstone of self-reliance, UNHCR will work with the private sector to connect refugees to global markets, including in the artisanal sector. For example, UNHCR and its partners have embarked on a new global initiative designed to link refugee artisans with potential markets. The “market access,

design and empowerment of refugee artisans initiative” will showcase products through a branding and a marketing platform, offering new market access to refugee artisans, fair trade practices and supporting social enterprises. Central to this initiative is the premise that livelihood activities can reduce economic, social and other vulnerabilities that contribute to protection risks. The artisan model provides guidance to staff on how to develop and implement them in a way that expands artisans' access to markets and mitigates the risks of sexual and gender-based violence for participants and communities.

Promoting climate-smart and nutrition-sensitive agricultural programmes



Women watering plants at the agricultural farm in Kakuma refugee camp, Kenya.

Many refugees come from rural areas and have valuable agricultural skills. But scarce natural resources, weather risks, market uncertainties, and poor access to basic assets often undermine the capacity of agricultural livelihoods to contribute to refugees' economic self-reliance. UNHCR is working with IFAD, FAO, WFP, the World Bank, global agriculture alliances and

private sector partners to develop multi-year, climate smart and nutrition sensitive agricultural programmes that help to increase the food security and self-reliance of displaced people and their host communities.

In the Gambia, UNHCR is empowering 900 refugee women, and members of host communities, by taking an integrated approach to horticulture production. Six community gardens received durable fencing materials, solar-powered water reticulation systems, and biogas facilities that produce methane gas for cooking, as well as compost for soil amendment. The project has helped ease refugees' integration into host communities.

Promoting the right to work

UNHCR's partnerships with development actors are being strengthened to support the local and national changes that will expand refugees' access to labour markets. In collaboration with ILO, UNHCR will be leveraging the "Guiding Principles on the access of refugees and other forcibly displaced persons to the labour market", adopted by the ILO Governing Board in 2016; and recommendation R205 adopted by ILO in 2017 on "Employment and decent work for peace and resilience" to expand access to dignified work opportunities for refugees and enable them to contribute to the economy of their host communities.

UNHCR will promote opportunities for access to fair, safe, regulated and sustainable labour mobility for refugees in third countries, in line with international

labour standards, as well as with international humanitarian and human rights law, to help widen the options for refugees with few prospects of attaining a durable solution. The Office will offer technical advice, provide information to refugees, organize briefings and ad-hoc trainings, and design, implement, monitor and fundraise for joint programming. UNHCR will also capitalize on advances made with the OECD, including by working with private sector stakeholders to tackle barriers to refugees' employment and promoting refugees' access to labour markets in OECD countries. Key findings from business consultations in Europe and America have been published in a joint UNHCR-OECD policy brief and promoted among the main stakeholders. The data analysis will contribute to, and support, the development and accessibility of regular pathways to the protection of, and solutions for, refugees in OECD countries.



Dawit and Habtom, refugees from Eritrea, rebuilt their lives in Switzerland.

Refugees get job-ready at IKEA Switzerland

Dawit (at centre), a refugee from Eritrea, undergoes training at IKEA during a pre-apprenticeship course, photographed with Habtom, a logistics co-worker. Dawit arrived in Switzerland as a refugee from Eritrea in 2014. He is a graduate of IKEA Switzerland's internship programme and is currently completing a logistics pre-apprenticeship at IKEA, Lyssach. He has just gained his forklift license. Dawit's pre-apprenticeship will prepare him for a career either at IKEA or another company in Switzerland. His colleagues say they appreciate both his strong work ethic and his friendly nature. They say working alongside a refugee has helped give a face to the global refugee crisis. Habtom is also a refugee from Eritrea. He previously completed the IKEA internship programme. While Habtom attends German language classes, he says it was working alongside German speaking colleagues at IKEA that helped his language skills improve the most."

ANTICIPATED AREAS OF INTERVENTION IN 2018

KEY ACHIEVEMENTS TARGETED IN 2018

DURABLE SOLUTIONS

SELF-RELIANCE AND LIVELIHOODS IMPROVED. UNHCR WILL:

Build institutional capacity to develop market-oriented and results-driven livelihood programming

Provide annual assessments, tools, visits and remote guidance to over 70 country operations to help them fulfil the minimum criteria on livelihood programming. Provide assistance to at least 2 country operations, in partnership with ILO, to conduct market and value chain analysis and to inform the development of multi-year livelihood strategies. Conduct a wider roll-out of the revised livelihood indicators in 18 countries. Support the maintenance and expansion of a roster of highly-qualified livelihood experts. Organize 2 technical training sessions on livelihood programming, targeting UNHCR staff and affiliated workforce worldwide. With ILO, offer and deliver training on market-based livelihood interventions for refugees to humanitarian and development stakeholders, improving programming.

Promote the financial inclusion of refugees

With Sida and Grameen Credit Agricole Foundation, provide access to credit for refugees and host communities in Jordan and Uganda. With UNCDF, establish and implement a technical assistance fund for financial service providers willing to extend their services to forcibly displaced people in 9 country operations, in Cameroon, Chad, the DRC, Ethiopia, Kenya, Rwanda, Uganda, the United Republic of Tanzania and Zambia.

Increase access to livelihood for refugees, through the development of refugee-inclusive value chains

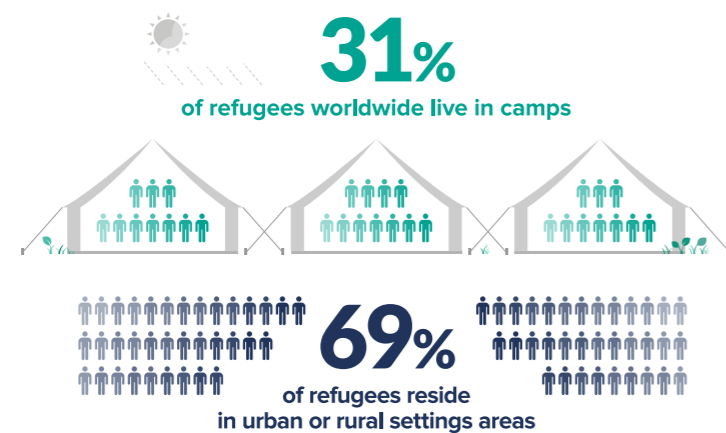
Provide technical assistance to refugee artisans in at least 11 country operations to develop high-quality products and to access international markets, in partnership with social enterprises and key experts in the handcraft industry. Develop and expand refugees' opportunities in agriculture in partnership with development actors.

Promote an enabling environment to enhance economic participation and self-reliance of refugees

With ILO, promote refugees' access to decent work opportunities leveraging the "Guiding principles on the access of refugees and other forcibly displaced persons to the labour market" and recommendation R205 on "Employment and decent work for peace and resilience" in refugee hosting countries. Develop and promote an action plan to address the barriers to employment for refugees to enhance their access to local labour markets in OECD member countries, based on dialogue with private sector employers.

FINDING ALTERNATIVES TO CAMPS

Estimated percentage of refugees worldwide living in/out of camps



Through its policies on alternatives to camps and urban refugees, UNHCR is driving collaborative efforts and initiatives to support refugees living in host communities. The Office focuses on establishing greater synergies with national and international development cooperation planning processes, by contributing to local infrastructure and bringing refugees within national structures—including in areas such as education and healthcare, nutrition, WASH, housing land and property, energy, employment, security sector reforms and local governance.

The results generated in 2017 by UNHCR's diagnostic tool on alternatives to camps reflect efforts by UNHCR and partners to either avoid or dismantle refugee camps, including by increasing advocacy and communication with both refugees and host communities, and engaging more with

national authorities. Nevertheless, there is scope to strengthen collaboration, include refugee and hosting region issues in local and national development plans, and remove some of the obstacles that refugees face when participating in the local economy.

During 2018, UNHCR will build on progress made to invest in these multisectoral approaches in a more integrated fashion, using the tools developed and the experience gained from implementing the "Master plan approach" (see *Glossary*). This leverages conventional urban planning approaches and actors to design and implement more integrated and coherent responses in out-of-camp contexts. UNHCR will also explore how infrastructure development and service provision in refugee settlements, including through cooperation with development

actors, can better serve the interests and needs of both refugee and host communities, and help develop a sustainable integrated community.

Such approaches, undertaken in Bangladesh, Jordan, Kenya and Uganda demonstrate the advantages of integrating a range of services for refugees within national development plans, in line with

SDGs 6 and 11 and the CRRF, and as an important shift from parallel service delivery in this key area. These advances require local authorities to have the capacity to lead and coordinate the delivery of services, including those related to security, justice and civil documentation, water, shelter, and healthcare, which may have previously been driven by humanitarians.

Forging alliances with national development planning and international development cooperation

To be efficient and make a lasting difference on refugees' and host communities' lives, UNHCR will engage more in national development planning and joint UN planning through the UNDAF, SDGs and other processes. Key to UNHCR's policy on alternatives to camps is collaborating with development actors, such as UNDP and UN-Habitat, to support institutional capacity-building in areas where refugees have substantially increased local institutions' responsibilities and catchment areas. UNHCR has been working closely with UNDP to support local governance structures and ensure laws are more inclusive. This will be reinforced to support community-based responses in Djibouti, Ethiopia, Pakistan, Turkey and Uganda in 2018.

The SDG 16 Global Alliance will support governments to report progress towards peaceful, just and inclusive societies and take into account the priorities, capacities and specific needs of refugees, IDPs, returnees and stateless persons. It also avoids the need to respond to rule of law issues by initiating parallel programming. Through its leadership within SDG 4, which aims to "ensure inclusive and quality education for all and promote lifelong learning", UNHCR will continue advocating the inclusion of children and young people in national education systems.

ACCESS TO ENERGY AND ENVIRONMENTAL PROTECTION



A Nigerian refugee walks home carrying her daily harvest at Minawao refugee camp in Cameroon, where a reforestation project is underway.

Almost 10 million forcibly displaced people are living in camp settings, with 80 per cent having minimal access to energy for cooking, lighting, education or livelihood activities.

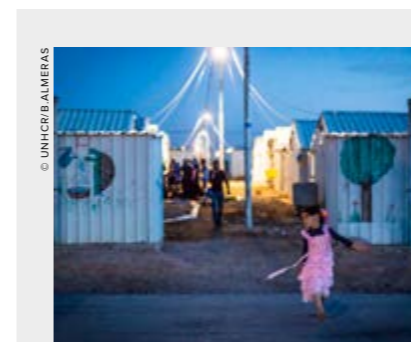
Providing access to energy

It is UNHCR's ambition to achieve universal access to safe and sustainable energy, which could greatly improve the health and well-being of millions of forcibly displaced people. This will also result in greater economies for the organization, and others, with the cost of providing basic energy needs to refugees living in camps and settlements estimated to cost more than \$500 million per year.

UNHCR is developing its approach to clean electricity generation as it strives for climate neutrality. Partnering with *Deutsche Gesellschaft für Internationale Zusammenarbeit* (GIZ), the IKEA Foundation, Schneider Electric, Moving

Energy Initiative, and Engineers Without Borders among many others, the Office is increasing its capacity, expertise and innovation by building much needed data on energy needs, comparing technology costs and designing appropriate systems.

The Office is implementing pilot projects in Ethiopia, Jordan, South Sudan and Zimbabwe which will lead to the expansion of cost-efficient, safe, and sustainable electricity systems in various other locations. These will incorporate innovative financing mechanisms with the latest renewable energy technologies, to provide power in emergencies and protracted crises, reducing reliance on fossil fuels, lowering operational costs, and minimizing carbon emissions.



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

Azraq refugee camp's new life after dark

A solar farm funded by the IKEA Foundation's Brighter Lives for Refugees campaign, 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.

UNHCR is currently institutionalizing cash-based interventions to promote livelihoods using clean energy. It will help engaging people in choosing energy goods and service appropriate to their needs, promoting the development of livelihoods and entrepreneurship. This approach is being implemented to allow refugee access to, for example, clean cooking with pellets in Rwanda, or with liquefied petroleum gas in Jordan and Niger. It is also creating business for some refugees, who sell solar lighting products in Rwanda and the United Republic of Tanzania.

ANTICIPATED AREAS OF INTERVENTION IN 2018

KEY ACHIEVEMENTS TARGETED IN 2018

BASIC NEEDS AND ESSENTIAL SERVICES

POPULATION HAS INCREASED ACCESS TO CLEAN ENERGY. UNHCR WILL:

Create lighting solutions to improve safety during hours of darkness

Implement community and sports lighting projects in Rwanda through partnership with the International Olympic Committee.

Complete solar mini-grids lighting projects in the United Republic of Tanzania with support from Philips Lighting.

Increase access to energy products and services

Promote cash-based assistance in energy interventions in 10 countries to allow refugees to choose their energy services, creating employment and promoting local markets.

Promote livelihoods through clean energy

Provide technical and business training in renewable energy systems for at least 200 entrepreneurs from refugee and host communities.

Reduce carbon emissions
Lower operational costs

Complete expansion of solar power plant in Jordan (Azraq) from 2MW to 5MW.
Pilot new approach to clean electricity in 10 target country operations.
Develop off-grid renewable energy kits to replace diesel generators.

Improve health and wellbeing of refugees

Conduct comprehensive assessments and feasibility studies in at least 5 country operations to develop optimal fuel solutions and develop local business opportunities.
Develop field toolkit for clean cooking assessments.

Build capacity and expertise
Strengthen partnerships

Increase innovation and build technical capacity through collaborative partnerships with private sector, academia and other humanitarian agencies.
Second at least 2 additional expert energy staff from partners to plan and implement successful interventions.

Refine and improve energy interventions through monitoring and evaluation

Incorporate monitoring and evaluation into all energy programmes with key indicators.

Environmental protection

Consistent with its SDG commitments, UNHCR is focused on addressing the environmental hazards that threaten refugee and host communities, and mitigating environmental damage, such as deforestation.

UNHCR aims to develop more holistic and effective energy and environment programmes, ensuring any solutions implemented are sustainable and avoid wasting resources.

It aims to access climate finance to support refugees and host communities in building their resilience against climate change, with pilots planned in Cameroon, Niger, Rwanda and the United Republic of Tanzania. As part of the One UN Climate Change Learning Partnership with the United Nations Institute for Training and Research, UNHCR is scaling up the promotion of climate change awareness. By engaging with strong partners and the private sector, the organization aims to reduce the environmental footprint of UNHCR operations.

The Office is looking to strengthen collaboration on environmental and climate issues with a range of thought-leaders and stakeholders. For instance, the organization strengthened its partnerships with FAO which produced new biomass and forest assessments, as well as environmental management plans; and the World Bank, which provided environmental

capacity building for local partners in the United Republic of Tanzania to improve the quality of environmental programmes. In northern Cameroon, a new private sector partnership has begun with the Land Life Company for large-scale reforestation, using innovative technologies.

In 2018, a robust monitoring and evaluation programme will capture best practices and lessons learned from private partnership initiatives. This will contribute to UNHCR's efforts to strengthen performance-based programming, by developing indicators that accurately measure the impact of environmental programming. The Office will provide technical guidance to Cameroon, Chad, Ethiopia, Jordan, Kenya, Niger, Rwanda, Uganda and the United Republic of Tanzania on specific technologies and how to develop integrated, sustainable energy and environment programmes. This includes plans for hybrid technology, to reduce the cost of diesel-powered equipment. Furthermore, UNHCR is collaborating with IUCN, OCHA, UNEP and WWF in the "Coordinated assessments for environment in humanitarian action" initiative, to update and standardize environmental impact assessment approaches in emergency settings.

PEACEFUL COEXISTENCE PROMOTED

SHARED ENVIRONMENT BETTER MANAGED. UNHCR WILL:

Prevent or remediate erosion in camp settings

Support the implementation of environmental management plans in Rwanda and the United Republic of Tanzania, in partnership with Relief to Development Society. Assist with emergency responses that involve settlement establishment, to ensure erosion control is considered when sites are developed. Undertake a global mapping of refugee settlement sites, to identify at-risk land and potentially dangerous erosion.

Enhance community-based reforestation and forest management

Test and monitor reforestation techniques and technologies being piloted in Cameroon and Malawi in partnership with Land Life Company. Work with FAO and other partners to design and implement evidence-based forestry protection and restoration interventions in Uganda and the United Republic of Tanzania, and in emergency settings. Undertake a global mapping exercise to inventory UNHCR-managed forestry areas and evaluate the value and productivity of all forestry areas.

Prevent or remediate unsustainable use of surface water resources

Support implementation of environmental management plans in Rwanda and the United Republic of Tanzania. Assist with emergency responses that involve settlement establishment, to embed surface water protection in site development activities. Assist WASH and shelter interventions by integrating alternative water supplies, such as rainwater capture, into infrastructure design. Undertake a global mapping of refugee settlement sites to identify those that rely on surface water, and monitor the health and stability of this water.

Support refugees and host communities to build resilience to climate change

Strengthen engagement to access financing for building resilience to climate change. Complete the design, and start the implementation, of a holistic programme for environmentally sustainable refugee camps in Cameroon, Niger, Rwanda and the United Republic of Tanzania. Undertake a global mapping of refugee settlement sites to prioritize regions and countries for a 2020 scale up and expansion of the Green Camps programme.