

GLOBAL
REPORT
2016

GLOBAL REPORT 2016

UNHCR's Global Report provides information for governments, private donors, partners and other readers interested in the organization's activities and achievements in 2016. It is presented in two ways: through this print publication and on the Global Focus website.



The Global Report 2016 print publication presents a global overview of the work carried out by UNHCR in 2016 to protect and improve the lives of tens of millions of forcibly displaced people: refugees, internally displaced people, returnees, stateless people and others of concern. It highlights the year's achievements, as well as challenges faced by the organization and its partners, in attempting to respond to multiple life-threatening crises and ever-growing humanitarian needs.

- Global review: UNHCR's work in 2016
- Regional summaries
- Statistics, financials and results
- Thematic information



The Global Focus website (<http://reporting.unhcr.org>) is UNHCR's main operational reporting platform for donors. The website provides regularly updated information about programmes, operations, financial requirements, funding levels and donor contributions.

- Population statistics on people of concern to UNHCR
- Operational information on more than 70 countries and 16 subregions
- Thematic data on key operational areas and objectives
- Financial information including budgetary requirements, contributions and donor profiles

Audience in 2016

- 63,500 users from 198 countries
- 51% of visits were from the top 10 donor countries to UNHCR
- 23,000 page views per month (+237% compared to 2015)
- 3,400 documents downloaded per month (+357% compared to 2015)

UNHCR IN 2016

Mission

The High Commissioner for Refugees is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution of refugee problems. To date (December 2016), 148 States are parties to the 1951 Convention relating to the Status of Refugees and/or to its 1967 Protocol.

UNHCR’s primary purpose is to safeguard the rights and well-being of refugees. In its efforts to achieve this objective, the Office strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, and to return home voluntarily. By assisting refugees to return to their own country or to settle permanently in another country, UNHCR also seeks lasting solutions to their plight.

UNHCR’s Executive Committee (98 member States as of end-2016) and the UN General Assembly have authorized involvement with other groups. These include former refugees who have returned to their homeland; internally displaced people; and people

who are stateless or whose nationality is disputed. To date (December 2016), 89 States are parties to the 1954 Convention relating to the Status of Stateless Persons and 68 to the 1961 Convention on the Reduction of Statelessness.

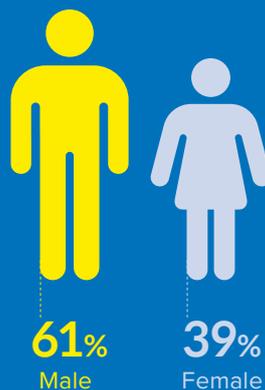
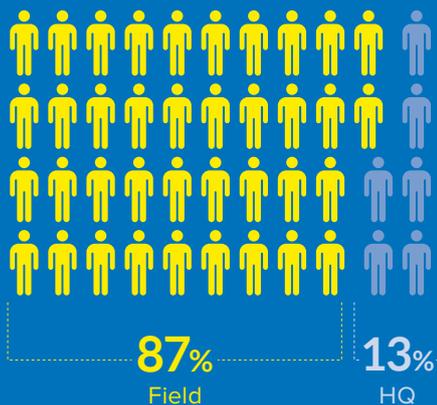
The Office seeks to reduce situations of forced displacement by encouraging States and other institutions to create conditions which are conducive to the protection of human rights and the peaceful resolution of disputes. In all of its activities, it pays particular attention to the needs of children and seeks to promote the equal rights of women and girls.

The Office carries out its work in collaboration with many partners, including governments, regional, international and non-governmental organizations. It is committed to the principle of participation, believing that refugees and others who benefit from the organization’s activities should be consulted over decisions which affect their lives.

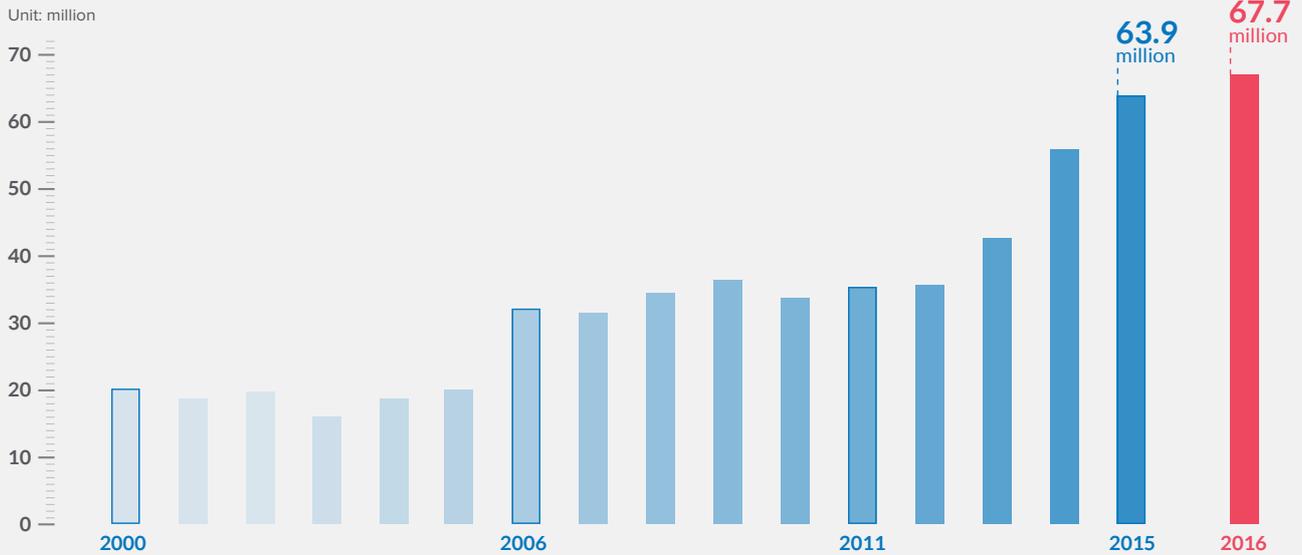
UNHCR Global Presence

10,828 staff members
128 countries where UNHCR is present in **470** locations

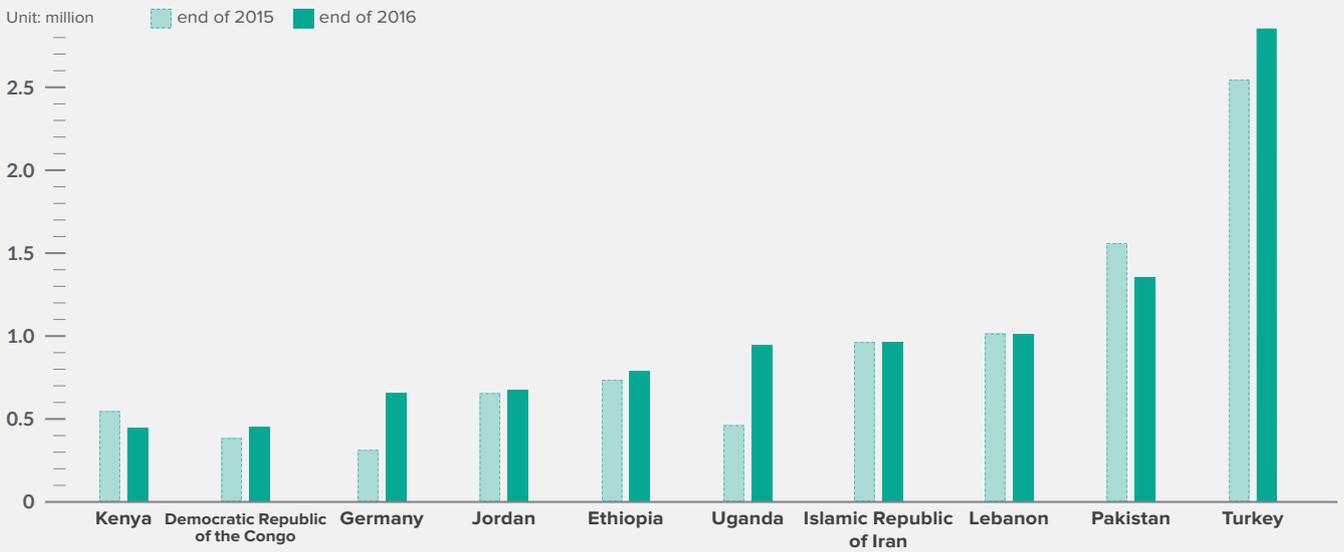
 approximately 246



People of concern

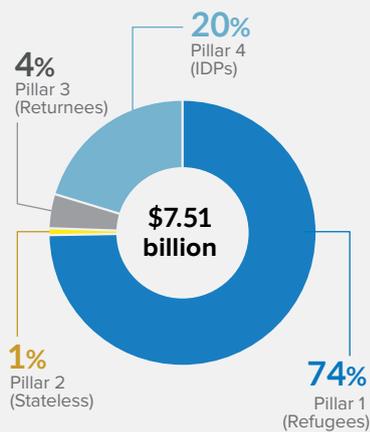


Top ten refugee-hosting countries

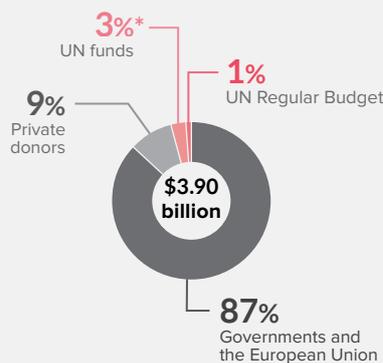


UNHCR financial situation

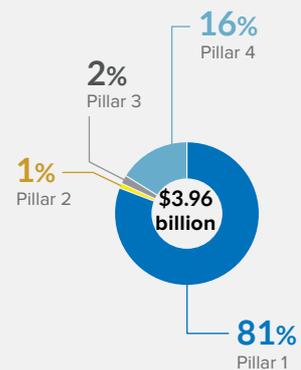
Budget



Income



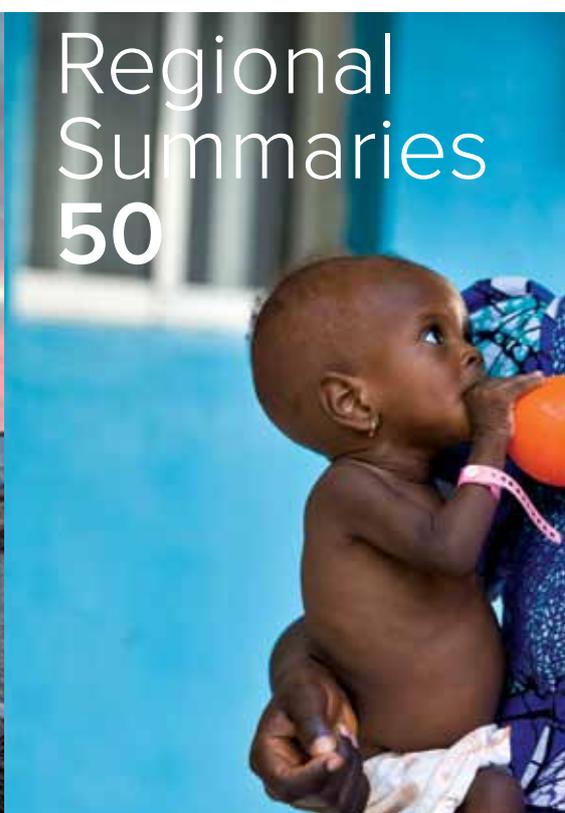
Expenditure



Contents



Regional
Summaries
50



OVERVIEW OF 2016

1	Global Report 2016	Where to find information in the Global Report publication and on the Global Focus website
2	UNHCR's Mission in 2016	Facts and figures on UNHCR's work, and on populations of concern
6	FOREWORD by the High Commissioner	The High Commissioner's message on achievements and challenges in 2016
16	Year in Review	Key events and achievements in 2016
18	Global Strategic Priorities	Priority areas of concern for UNHCR in 2016-2017 and a summary of mid-biennium progress
22	Populations of Concern to UNHCR	Map as of end-December 2016
24	Funding UNHCR's Programme	Programme requirements, funding and expenditure in 2016, including map of global expenditure

REGIONAL SUMMARIES

50	Africa	88	Europe
62	The Americas	100	Middle East and North Africa
74	Asia and the Pacific	112	Operational Support and Management



Thematic Chapters 120

THEMATIC CHAPTERS

120	Safeguarding Fundamental Rights	Global protection challenges and UNHCR's response in 2016 to protect and assist refugees, stateless people, the internally displaced and other populations of concern
134	Responding with Lifesaving Support	An organization-wide approach to emergency response and addressing the basic needs of forcibly displaced people
154	Building Better Futures	The pursuit of sustainable solutions for refugees and other populations affected by forced displacement
174	Supporting UNHCR's Work	The role and contributions of refugee-hosting countries and communities, partners and supporters, private sector and celebrities supporting UNHCR's work
202	ANNEXES	<ul style="list-style-type: none"> ■ Member States of UNHCR's Executive Committee and Parties to the Refugee and Statelessness Conventions ■ Glossary ■ Acronyms



A watershed moment

by High Commissioner Filippo Grandi

Hasansham camp opened at the beginning of November 2016 and quickly reached capacity hosting Iraqi families who fled Mosul and surrounding areas.

Violent conflict and persecution, compounded by rising food insecurity, environmental degradation, poor governance and countless other factors, drove more than three million people to leave their countries as refugees or to seek asylum in 2016, joining millions of others already in exile. Many more people were trapped or uprooted inside their own countries. Political solutions and prospects for peace remained elusive in most situations,

and while some did manage to return home or find other solutions, at the end of the year the global number of people of concern to UNHCR exceeded 67 million.

Behind this figure lie countless stories of hardship, grief and loss, of people forced to flee their homes, communities and countries, often struggling on the margins with few prospects to rebuild their lives, and of people



© UNHCR / I. PRICKETT

for the refugee cause

excluded by statelessness from the full exercise of their rights. It reflects the impact and complexity of the upheavals that affected displaced populations, such as offensives in Iraq and the Syrian Arab Republic (Syria) that not only generated large-scale internal displacement, but also possibilities for some to return home. It speaks to the tragic deterioration from July onwards of the situation in South

Sudan, which drove more than half a million people into exile during the last six months of the year alone. It encompasses those who fled conflict and violence in Burundi, Myanmar, the Lake Chad region, the Northern Triangle of Central America, and Yemen. It includes millions of refugees, internally displaced people and returnees affected by the unresolved situations in Afghanistan and Somalia.

The majority of the world's refugees found safety in neighbouring countries, many of which have a tradition of providing refuge despite pressing development challenges. These countries opened their doors to people fleeing conflict and persecution, showing compassion, generosity and a commitment to the principles of international protection. At the same time, hospitality waned in some regions and a growing sentiment of "enough is enough" found expression in restrictions on access to protection and pressure to return in conditions that were less than voluntary.

Meanwhile, life got harder for many already in exile. Faced with protection risks and uncertainty in countries of asylum, hundreds of thousands of refugees felt compelled to undertake dangerous journeys over land and sea, alongside migrants, risking their lives for a more secure future. Many—including a growing number of children on the move—faced exploitation and violence at the hands of traffickers and smugglers, crossing the Sahara and North Africa, on the Andaman or Mediterranean seas, and in the Northern Triangle of Central America. In the Mediterranean alone, more than 5,000 lost their lives, a third more than the number of those who perished in 2015.

The large-scale arrival of refugees and migrants in Europe in 2015 brought their plight into public consciousness, and this

issue remained prominent in 2016. On one level, this galvanized new opportunities to mobilize support. There were remarkable expressions of solidarity at the local level. People opened their homes to refugees and shared with them what they had. Thousands of volunteers came together to receive and support refugees arriving in their cities and communities, including through resettlement and humanitarian admission programmes. And internationally, the participation of the first-ever Refugee Team in the Olympics helped draw attention to the extraordinary courage, strength and resilience of refugees.

But despite the encouraging actions of so many, there was a simultaneous politicization of the refugee issue. Sometimes this was deliberately fuelled by nationalistic tendencies and xenophobia, but it was also shaped by a prevailing environment of economic uncertainty, and by the insecurity generated by terrorist incidents across many regions. This underscored the importance of countering a dangerous blurring of the lines between those fleeing violence, repression and extremism, and those causing it, and of working to forge a greater appreciation for the life-saving act of asylum.

The adoption of the New York Declaration for Refugees and Migrants by all 193 UN Member States at the General Assembly Summit on Addressing Large Movements of



© UNHCR / A. ARKADY

Refugees and Migrants on 19 September was a pivotal moment. It reaffirmed the importance of the international protection regime and paved the way for achieving a more equitable sharing of the burden and responsibility for hosting and supporting the world's refugees. The Leaders' Summit, hosted by the United States of America and

a number of other Member States the following day, made important strides to translate these principles into commitments.

Crucially, the Declaration was underpinned by a commitment to practical action, including by tasking UNHCR to develop and apply in partnership a Comprehensive

Saadiya Ahmed Hussein (right) and her family, internally displaced Iraqis from Falluja, talk with High Commissioner Filippo Grandi in their shelter in Al-Khadra camp, near Baghdad, Iraq.

Refugee Response Framework (CRRF) whenever there is a large movement of refugees and in response to protracted refugee crises. The aim is to engineer a shift beyond existing humanitarian models to a comprehensive, people-centred refugee response; to engage a broader alliance of actors and develop innovative approaches, including support to host countries and communities; to ensure fair, efficient and humane systems for receiving and registering refugees; to promote self-reliance; and to inject an early focus on solutions. These elements will form the basis of a Global Refugee Compact, to be elaborated and presented for adoption by UN Member States in 2018.

Throughout the year, five key orientations emerged as central elements of UNHCR's work in today's global context. These feature prominently in the Strategic Directions that we developed in the course of 2016, and which will shape our work over the next five years.

Ensuring protection remains at the heart of the international refugee response

Throughout 2016 we continued to support States to uphold their protection responsibilities, working with governments and partners to forge protection strategies for refugees and IDPs. Our approach remains to strengthen protection across the entire spectrum of displacement,

recognizing that enhancing the protection of the internally displaced and working to resolve their plight is an important stabilizing factor. Central to UNHCR's protection work—echoed in the Strategic Directions and in the New York Declaration—is to apply a community-based approach fostering the participation of refugees and IDPs in decisions affecting their lives.

Regional and cross-regional approaches addressing protection challenges in countries of origin, transit and beyond remained critical, and the year saw a number of regional processes which helped strengthen protection for the displaced. One such was the San José Action Statement, addressing the growing phenomenon of mixed movements, including the forced displacement of those fleeing violence by criminal groups in the Northern Triangle of Central America. Another was the Abuja Action Statement, which reaffirmed the principle of non-refoulement and committed governments in the Lake Chad Basin to strengthening protection in the region.

Responding to emergencies

By the end of the year, six UNHCR emergency declarations were in place, covering more than 20 countries affected by large-scale internal displacement or refugee influxes. We continued to adapt and reinforce our emergency capacities,

including through important investments in emergency preparedness, new systems for early warning and monitoring displacement risks, and assessing and boosting our readiness and response capacities in the field. More than 370 emergency missions and deployments were undertaken; emergency teams helped, for example, in establishing major new settlements in Uganda and in ramping up operations elsewhere.

Fostering inclusion through support to host countries and communities

The consequences of forced displacement fall disproportionately on the countries and communities neighbouring conflict zones that receive refugees and provide them with protection and assistance. UNHCR has for some time sought to foster approaches connecting refugees and stateless people to national systems and economies. The year saw an emerging recognition—reflected in the New York Declaration and a number of other important developments—that new approaches are needed to support host countries, recognizing that they cannot do it alone, especially in protracted situations. Development resources and investments targeting both refugees and host communities, including attention to livelihoods and increasing educational opportunities, are critical and can lead to better protection outcomes for those we care for.

The growing involvement in 2016 of the World Bank, as well as regional financial institutions, in refugee situations was therefore an immensely important development. Grants, concessional financing arrangements and other development instruments linked to the presence of refugees provide an important boost to the national development of host countries. They can also have multiple benefits for refugees. Equipping them with skills and resources—especially women and young people—empowers refugees to contribute to the reconstruction of their countries and to the building of peace when return is viable. Our use of cash-based interventions, an important means of fostering dignity and economic inclusion, expanded significantly to \$688 million, up from \$325 million in 2015. UNDP and UNHCR are also working closely on synergies between humanitarian and development programmes supporting refugee and host communities alike, including in our regional response to the Syrian refugee crisis.

Pursuing solutions

With the root causes of conflict unaddressed, a growing number of people are left without access to durable solutions. I firmly believe it is time to redirect international attention to this compelling priority through strong advocacy for political solutions, and by drawing the world's attention to the humanitarian consequences of conflict. I was encouraged by how,

despite relatively low voluntary repatriation numbers overall in 2016, shifts in the political landscape and government policies in countries including Colombia, Côte d'Ivoire and Sri Lanka created evolving openings for potential solutions.

Even in complex situations, where peace has not been definitively restored, investments in reconstruction and development, measures to enhance security and restore the rule of law, and targeted support for reintegration can open up possibilities for solutions for some. Nonetheless, 2016 also brought challenges in certain regions where political dynamics translated into pressures for return in less than voluntary circumstances, challenges which call for carefully calibrated advocacy and engagement with States in line with UNHCR's protection mandate.

We must be alert to opportunities in countries where shifts in the dynamics of conflict may open up space to strengthen protection in some areas and facilitate humanitarian access. We are seeing something of this in the Lake Chad region, for example. In places like Iraq and Syria, we must be ready to support spontaneous returns, reorienting our operations should political and security developments create space for safe, dignified and sustainable voluntary repatriation in the future.

Efforts to pursue and expand resettlement and other complementary pathways for admission to third countries must continue, despite recent setbacks. The high-level

meeting organized by UNHCR on 30 March 2016 on global responsibility-sharing through pathways for admission of Syrian refugees was an important step forward.

Important progress was also made in 2016 in preventing and reducing statelessness, including through welcome changes in law, policy, and other measures by States including Côte d'Ivoire, Indonesia, Kenya and Thailand.

Enhancing and expanding partnerships

No review of 2016 would be complete without mention of the central role of UNHCR's partners—host and donor countries, NGOs, UN agencies, development actors and the private sector—in helping the organization deliver on its mandate.

Partnerships with NGOs remained a key pillar of our response. In 2016, UNHCR disbursed \$1.4 billion to more than 830 partners, including nearly \$1.1 billion to 673 national or international NGOs. In line with our commitments under the Grand Bargain, adopted as part of the World Humanitarian Summit in May 2016, some \$614 million was provided to local partners, including \$432 million to national NGOs.

Last year also provided an impetus to the development of non-traditional partnerships, including with development actors, the private sector and civil society,

and this is a prominent feature of the CRRF. New agreements with the OECD and ILO were reached, aimed at facilitating refugee access to decent work and livelihoods. Our partnership with IOM was enhanced through its closer association with the UN system.

I remain extremely grateful for our donors' steadfast support and continued trust in the organization. Last year was a record one for financial contributions to UNHCR, with \$3.9 billion in funding received, and yet, growing needs meant some 41 per cent of UNHCR's budget was unmet. WFP, one of our most critical partners, also faced gaps in funding, which had a severe impact on the food security, health and nutritional status of refugees, especially in Africa.

Making it work

Building on the conclusions of our Global Representatives Meeting in early 2016, a number of measures for enhancing our flexibility and capacity for field delivery were either initiated or reinforced in 2016. These included the launch of a Headquarters review, taking stock of where and how we need to reorient our operations in Geneva, Budapest and Copenhagen; steps to reinforce and bring more coherence to oversight arrangements; and important strides in the management of our global workforce, with particular attention to gender, diversity and inclusion.

Working directly in conflict-affected countries requires investments in security management, with many colleagues working in unsafe and complex operational environments. Tragically, two colleagues lost their lives in Somalia, and three endured 23 days in captivity in Sudan. Colleagues also faced serious security incidents in Afghanistan, Central African Republic, Nigeria, South Sudan, Syria and Yemen.

Moving forward

Addressing forced displacement and statelessness in today's complex and dynamic environment requires agile responses, flexible funding support, and a renewed push for solutions. Building on the momentum of the New York Declaration, and drawing lessons from the application of the CRRF, the adoption and implementation of the Global Compact on Refugees must be a crucial shared priority in the years ahead.

Despite the challenges, I believe it is possible to generate positive dynamism around the refugee issue and to leverage greater support for those affected by conflict, persecution and statelessness. This is a watershed moment for the refugee cause, and an opportunity to take collective action to address forced displacement. UNHCR stands ready, with your support, to achieve these goals.

Special Envoy

“We are at an exceptionally difficult moment internationally, when the consequences of the refugee crisis seem to be outstripping our will and capacity and even our courage to respond to it.”

— **Special Envoy ANGELINA JOLIE** addressing journalists in the Bekaa Valley, Lebanon.

Angelina Jolie started out as UNHCR’s goodwill ambassador in 2001 and, following more than a decade of hard work, she was elevated to a rather exceptional role in 2012 when she was named Special Envoy of the UN High Commissioner for Refugees. The rich experience she has accumulated over the years has enabled her to speak with authority and insight, to be an eloquent spokesperson for UNHCR and, more importantly, for refugees. Her expertise is a result of her direct engagement, her compassion, and the knowledge she has acquired from traveling the globe on behalf of UNHCR and which has seen her conduct nearly 60 missions to the field.

In 2016, the Special Envoy continued focusing her advocacy work on the Syria situation, visiting Greece and Lebanon in March to mark the fifth anniversary of the

start of the conflict. While addressing journalists from the Bekaa Valley she called upon governments to find diplomatic solutions to the crisis and to look at what more they themselves can do to provide safety to those fleeing persecution and war. The Special Envoy said, “*We are at an exceptionally difficult moment internationally, when the consequences of the refugee crisis seem to be outstripping our will and capacity and even our courage to respond to it.*” Later in the year she passed another strong message while in Jordan, appealing to world leaders to “*ask the fundamental question of what are the root causes of the Syria conflict, and what will it take to end it.*” She urged the international community to do more to solve the country’s crisis, noting that “*the gulf between our responsibilities and our actions has never been so wide.*”



© UNHCR / I. PRICKETT

The Special Envoy also took her advocacy for refugees to some of the world's capitals. Illustrative of the impact and access she affords refugees and the work UNHCR does with and for them, in London she delivered a keynote address as part of the BBC's World on the Move day of coverage of global migration issues. Warning of the risks of a break down in the international humanitarian system for refugees, she also cautioned against a "fear of migration" and a "race to the bottom" as countries compete to protect themselves. In Washington DC in June, the Special Envoy marked World Refugee Day together with US Secretary of State, John Kerry. At a joint

press conference, the Special Envoy thanked Americans for the work so many do on behalf of refugees in the US and around the world. She also stated that, *"The answer to addressing the global refugee crisis surely lies in finding common purpose and drawing strength from each other. In staying true to who we are, and showing that we have the fight in us to confront our generation's test and emerge stronger for it."* The two also took part in an interfaith Iftar reception bringing together refugee families, social service organizations, interfaith leaders and members of a number of American religious communities.

UNHCR Special Envoy Angelina Jolie meets with Syrian refugees at Azraq refugee camp in Jordan.

2016 in review

JANUARY

At the beginning of 2016, there were **63.9 million people of concern** to UNHCR worldwide. Developing countries hosted 86 per cent of the world's refugees under UNHCR's mandate. The least developed countries provided **asylum to 4.2 million refugees** or about **26 per cent** of the global total.

63.9 million

People of concern to UNHCR worldwide.

During 2015, UNHCR made **133,000 resettlement submissions** and some 81,000 refugees departed for resettlement.

People of concern to UNHCR in 2015 included:

37.4 million

IDPs protected and assisted by UNHCR

201,415 returned refugees, including 115,800 assisted by UNHCR

16.1 million

Refugees, including 12.3 million assisted by UNHCR

3.7 million

Stateless people, with 49,100 stateless people acquiring or confirming nationality

FEBRUARY

UNHCR delivers emergency aid to 1,000 families in Taizz city, Yemen

Some of the most intense fighting in Yemen has been centred in Taizz, where more than 200,000 people are cut off from regular access to humanitarian aid. After weeks of negotiations, on 14 February UNHCR is finally able to deliver core relief items and other emergency assistance for 1,000 families.

After almost one year of conflict in Yemen, more than 2.4 million people are forcibly displaced by the fighting, many in hard-to-reach areas.

APRIL

Burundians continuing to flee the country one year after the crisis began

By the end of April, almost 260,000 Burundians have fled to nearby countries, many reporting human rights abuses in Burundi.

But underfunding means UNHCR is struggling to provide even basic assistance such as shelter, household items. Specialized services—counselling, care for the disabled and elderly, protection of the environment—and even primary health care are also limited.

JUNE

UN High Commissioner for Refugees urges continued international support to Afghanistan on World Refugee Day

From Afghanistan, the UN High Commissioner urges the international community to redouble efforts to find lasting solutions to the rapidly evolving displacement crisis.

Afghanistan remains the second-largest refugee-producing country in the world. The neighbouring Islamic Republics of Iran and Pakistan have been generously hosting millions of Afghan refugees for nearly four decades.

AUGUST

First refugee team at the Rio de Janeiro Olympics

For the first time in Olympic history, 10 refugee athletes from four countries compete in three disciplines as part of the first Refugee Olympic Athletes team. Their participation is a tribute to the courage and perseverance of all refugees.

OCTOBER

Driven by hunger, Iraqis risk all to flee Mosul violence

Intensified fighting in and around Mosul displaces a further 130,000 people. With six camps open in Duhok, Erbil, Kirkuk and Salah Al-din governorates, UNHCR is providing camp management, protection monitoring and distribution of emergency items, including in the government-built Khazer M1 camp in Hasansham with nearly 29,000 people.

MARCH

Syria conflict at five years: the biggest refugee and displacement crisis of our time

There are now nearly 5 million Syrian refugees in neighbouring countries, hundreds of thousands more in Europe, and 6.3 million people displaced inside Syria itself.

UNHCR is coordinating the Syrian refugee response through the 3RP, bringing together more than 240 partners to assist almost 5 million Syrian refugees and more than 4.4 million people in the communities hosting them.

MAY

UN Secretary-General convenes World Humanitarian Summit to prevent and reduce human suffering

Some 9,000 participants from around the world convene in Istanbul on 23-24 May to support a new, shared Agenda for Humanity, making commitments, partnerships and initiatives for meaningful change for the world's most vulnerable people.

The Summit also sees the birth of the Grand Bargain: an agreement between the biggest donors and aid organizations aiming to shrink the humanitarian funding gap and deliver more aid to the frontline. UNHCR makes a number of formal commitments, and co-leads a work stream with the Government of Japan.

JULY

South Sudan fighting drives surge of refugees in the region

Refugee flows double, with 60,000 people fleeing the country following violence in Juba. UNHCR, national authorities and other humanitarian actors are racing to provide life-saving assistance for refugees in the DRC, Ethiopia, Sudan and Uganda.

By year's end, 1.5 million South Sudanese refugees will have fled to neighbouring countries and over 1.9 million people will be internally displaced and reliant on humanitarian aid.

SEPTEMBER

The New York Declaration for Refugees and Migrants: a vision of shared responsibility

The 193 Member States of the United Nations unanimously adopt the New York Declaration for Refugees and Migrants on 19 September, committing to a more comprehensive, predictable and sustainable response to large movements of refugees.

The Declaration calls upon UNHCR, in partnership, to develop a Comprehensive Refugee Response Framework.

NOVEMBER

Peace agreement in Colombia

After four years of negotiations, the Colombian Government and the FARC—the Revolutionary Armed Forces of Colombia—sign a final peace agreement on 24 November.

Seven million people are displaced within Colombia, more than anywhere else. UNHCR is assigned a formal role under the peace process, and is fully committed to helping ensure victims' rights and finding lasting solutions for displaced people in Colombia.

DECEMBER

By the end of the 2016, there were **67.7 million people of concern** to UNHCR worldwide, **3.8 million more than in 2015**. The vast majority of refugees under UNHCR's mandate remain in low and middle-income countries close to conflict.

67.7 million

People of concern to UNHCR worldwide.

The number of refugees and migrants arriving by sea to Europe decreased significantly, but the number of those who went missing or who died—some 5,000—increased.

During 2016, UNHCR made **162,500 resettlement submissions** and some 125,600 refugees departed for resettlement.

People of concern to UNHCR in 2016 included:

36.6 million

IDPs protected and assisted by UNHCR

552,230 returned refugees, including 500,200 assisted by UNHCR

17.2 million

Refugees, including 12.9 million assisted by UNHCR

3.2 million

Stateless people, with 60,800 stateless people acquiring or confirming nationality in 2016

Global Strategic

UNHCR’s Global Strategic Priorities (GSPs) provide important direction for operations to target interventions across a range of core areas where the Office seeks to improve protection, and find solutions, for refugees and other people of concern.

The GSPs are divided into two categories: ‘operational’ for field operations, and ‘support and management’ for core corporate functions. Operational GSPs guide the development of annual operations plans and inform strategic discussions on prioritization at the field level. Throughout the year, UNHCR closely monitors progress achieved against the GSPs and takes corrective actions, where required. Support and management GSPs underpin UNHCR’s organizational commitment to strengthen its response, and improve its efficiency and effectiveness, across a vast range of functional areas.

ACHIEVEMENTS

Focused efforts on core GSP areas yielded positive results in 2016, with many operations reporting improvements in the situation of people of concern in a number of priority areas.

Sustained advocacy efforts and technical support led to positive changes in legislation and policies which directly impact the lives of refugees, stateless people, IDPs and returnees. As an example, access to legal aid for people displaced by the conflict was passed into law in Ukraine. A number of States also took important steps to grant nationality to stateless people, resulting in some 60,800 stateless individuals or those with undetermined nationality acquiring or having their nationality confirmed in 2016.

2016 PROGRESS AT A GLANCE | Operational GSPs



FAVOURABLE PROTECTION ENVIRONMENT

- Legislative changes enhancing the protection of refugees and asylum-seekers were reported in 25 countries.
- Improvements in national laws and policies for IDPs were reported in 8 countries.
- 16 countries adopted improvements in their nationality legislation in line with international standards for the prevention of statelessness.
- 60,800 people who were stateless or whose nationality was undetermined acquired a nationality or had their nationality confirmed.



FAIR PROTECTION PROCESSES AND DOCUMENTATION

- 64% of 53 situations maintained or increased levels of issuance of birth certificates.
- 78% of 96 situations maintained or increased levels of individual registration.



SECURITY FROM VIOLENCE AND EXPLOITATION

- 82% of 104 situations maintained or improved provision of support to known SGBV survivors.
- 80% of 70 situations reported increased community involvement in prevention and protection of SGBV survivors.
- 70% of 74 situations maintained or increased the number of unaccompanied or separated refugee children for whom a best interests process was completed or initiated.
- 82% of 44 situations maintained or increased non-discriminatory access to national child protection and social services.

Priorities 2016-2017

Operations continued to strengthen registration processes and quality data collection, including biometrics. UNHCR and partners also continued to raise awareness of the importance of birth registration as critical to securing the rights of children.

UNHCR worked together with partners and governments to prevent and respond to sexual and gender-based violence (SGBV). In Rwanda, UNHCR supported the Government to provide survivors with access to services, including health care, counselling and legal advice, at dedicated centres. In the United Republic of Tanzania, medical staff provided health and protection screening at border entry points to identify survivors of SGBV as quickly as possible and accelerate the speed of referrals to health services and psychosocial counselling.

With the mass arrival of refugees in emergency situations putting significant burden on existing water systems, UNHCR and partners were able to secure life-saving water supplies, and progressively improve supply as the situations stabilized.

UNHCR continued advocating for and supporting the inclusion of refugee children into national education systems as the most sustainable approach for ensuring continuous education. Community support projects were implemented to address the shared needs of local host communities and displaced people, nurturing mutual understanding and relationships. These projects enhanced social cohesion and increased a shared sense of ownership and leadership among refugees and local host communities.



BASIC NEEDS AND SERVICES

- 57% of 108 surveyed camps or settlements met UNHCR's standard for global acute malnutrition ($\leq 10\%$).
- 98% of 142 monitored sites met UNHCR's standard for mortality among children under five years old ($< 1.5/1,000/\text{month}$).
- 67% of 70 situations maintained or increased the percentage of households living in adequate dwellings.
- 91% of 46 situations maintained or increased levels of water supply at sites.



DURABLE SOLUTIONS

- 71% of 42 situations reported some improvement in the local integration of refugees.
- Cases of more than 162,000 refugees were submitted for resettlement.



COMMUNITY EMPOWERMENT AND SELF-RELIANCE

- 62% of 58 situations maintained or increased the participation of women in leadership structures.
- 52% of 65 situations reported improvements in the relations between people of concern and local communities.
- 68% of 38 operations reported an increase in the number of people of concern between the age of 18 to 59 who were self-employed or with their own business.
- 73% of 96 situations maintained or increased the enrolment rate of primary school-aged children.

The participation of women in decision-making leadership and management structures was supported, including setting up community-based protection networks to promote community participation and mobilization.

Operations focused on the economic inclusion of refugees by incorporating them into existing development and poverty alleviation programmes. By making a safe and sustainable living, they can become self-reliant and lead active and productive lives.

UNHCR's capacity to facilitate resettlement of vulnerable refugees was significantly strengthened in 2016. More than 162,000 cases were submitted for resettlement, a 21 per cent increase compared to 2015, and some 125,600 refugees departed to a resettlement country, a 53 per cent increase compared to the previous year.

CHALLENGES

Difficulty in achieving progress in some priority areas was most often linked to the challenge of accommodating a comprehensive response with finite budgetary resources, and the need to prioritize certain interventions over others. With regard to nutrition, for example, programming priorities focused on acute malnutrition and immediate lifesaving activities over those aimed at preventing malnutrition. Food security was also put at risk due to interruptions or reductions in the pipeline. For example, some 2.2 million refugees in nine countries had cuts in their food assistance, ranging from 14 per cent in Ethiopia to 75 per cent for some refugee groups in Uganda.

In some operations, new emergency situations required a reprioritization of funds towards addressing lifesaving needs. As an example, meeting the required standards

2016 PROGRESS AT A GLANCE | Support and Management GSPs

FINANCIAL MANAGEMENT

- UNHCR further strengthened the financial management capacity of the organization by issuing new guidance and tools, and providing advanced learning opportunities and timely financial information.
- The financial statement for 2016 was developed in full compliance with IPSAS accounting standards.
- New financial procedures for cash-based interventions (CBIs) were adopted to strengthen financial control.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES

- ICT support for emergency operations was further strengthened through deployment of 25 ICT officers to emergency situations and release of enhanced operational guidelines for ICT emergency support.
- In order to strengthen corporate IT security, a specialized e-learning programme on cybersecurity issues was released.

INTERNATIONAL PROTECTION

- Legal advice, guidance and operational support on a range of protection issues was provided to operations and States, including on legal obligations and individual rights of people of concern.
- UNHCR joined the World Bank's Identification for Development (ID4D) initiative to promote improvements to civil registration and vital statistics programmes.
- In support of the #IBelong Campaign to End Statelessness by 2024, UNHCR published a global strategy and implementation plan, and issued a good practices paper on "Establishing statelessness determination procedures to protect stateless persons."

COORDINATION

- The three Global Clusters for Protection, Shelter, and Camp Coordination and Camp Management provided guidance and field support to cluster members and field coordinators in more than 25 operations, including through the deployment of surge capacity staff and technical specialists.

for water provision was particularly challenging where rapid increases in the number of refugees overwhelmed existing water supply systems.

Ensuring access to assistance and basic services was also challenging because of the increasing number of people of concern on the move, or living in urban areas. In particular, identifying survivors of SGBV and ensuring proper support case management for survivors among populations on the move was very difficult.

For some GSP areas, progress is dependent on reaching understanding with key counterparts on how refugees and other people of concern could be included and prioritized within overall national priorities and available resources. As an example, refugees in many countries still faced difficulties in accessing labour markets, either due to existing legal frameworks or practical obstacles, such as high unemployment or lack of requisite language skills.

To address those challenges, UNHCR strengthened partnerships and continued to advocate with States for the removal of obstacles to economic inclusion.

FOR MORE INFORMATION

A summary of progress made against UNHCR's GSPs in 2016 is presented below. Additional examples are highlighted throughout this publication. Detailed reporting on UNHCR's achievements and challenges across all GSP areas in 2016 is available in the progress report, which is available on the Global Focus website at <http://reporting.unhcr.org/thematic>.

The report sets out the progress achieved against each of the GSPs, includes additional highlights from field operations, and information on global and regional initiatives that further reinforced and complemented the actions taken.

PROGRAMME MANAGEMENT

- A new policy and strategy on the institutionalization of CBIs in UNHCR were launched, and more than 700 staff and partners were trained on establishing and managing CBIs.
- Workshops and trainings were conducted for programme staff and further improvements were made to the range of corporate tools available for applying results-based management.

EMERGENCY PREPAREDNESS AND RESPONSE

- UNHCR increased the number of regional warehouses to ensure rapid delivery by air, sea and road to emergency operations.
- More than 370 trained staff from emergency standby rosters were deployed to emergencies.
- Emergency preparedness and response capacity was enhanced through 37 country and regional workshops.
- UNHCR developed a new diagnostic tool, the high alert list for emergency preparedness (HALEP), to guide operations on enhancing emergency preparedness in situations where early warning mechanisms indicate risk of displacement.

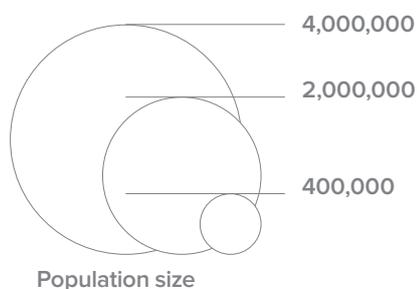
MOBILIZATION OF SUPPORT

- The level of donor support to UNHCR reached over \$3.902 billion, with income from the private sector of \$352 million.
- There are close to 1,000 references daily in the media to the work of UNHCR. The number of visitors on UNHCR's website pages increased by 11 per cent.

HUMAN RESOURCES

- Senior management group on gender, diversity and inclusion advanced efforts in mainstreaming workforce diversity.
- Substantive e-learning programmes were developed in key areas, such as CBIs, supply management and security awareness.

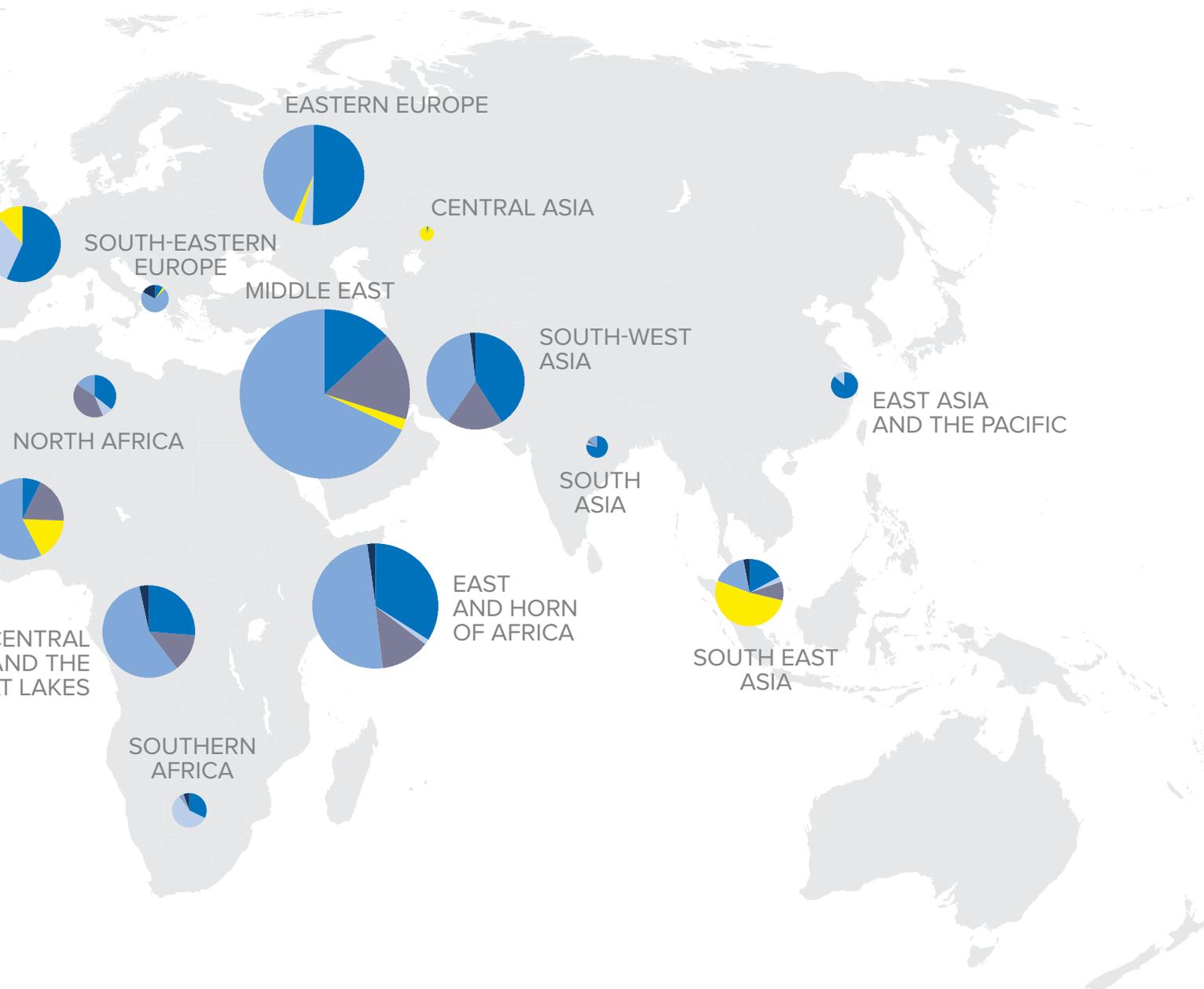
POPULATIONS OF CONCERN TO UNHCR



- Refugees
- Asylum-seekers
- Returnees (refugees and IDPs)
- Stateless persons
- Internally displaced people (IDPs)
- Others of concern

[END DECEMBER 2016]

Subregion	Refugees	Persons in refugee-like situations ⁽¹⁾	Total refugees	of whom assisted by UNHCR	Asylum-seekers	Returned refugees ⁽²⁾	IDPs protected/assisted by UNHCR ⁽³⁾
Central Africa and Great Lakes	1,355,163	26,743	1,381,906	1,273,115	26,082	58,000	3,000,098
East and Horn Africa	3,290,441	-	3,290,441	3,237,399	128,224	73,383	5,766,377
West Africa	300,616	-	300,616	294,768	7,004	29,318	2,377,353
Southern Africa	162,090	-	162,090	47,571	288,891	5,776	15,128
North Africa	370,640	26,000	396,640	295,635	87,408	11	174,510
The Middle East	2,252,789	32,542	2,285,331	2,107,313	96,190	159	11,955,323
South-West Asia	2,391,766	-	2,391,766	2,391,766	5,075	383,969	2,246,507
Central Asia	3,775	-	3,775	2,760	688	3	-
South Asia	223,704	-	223,704	49,681	9,867	1,054	39,730
South-East Asia	187,813	295,405	483,218	239,925	68,291	74	462,434
East Asia and the Pacific	370,784	4,581	375,365	682	56,561	-	-
Eastern Europe	3,109,814	15,185	3,124,999	2,886,723	256,507	64	2,686,894
South-Eastern Europe	36,686	7,160	43,846	19,566	3,595	215	317,957
Northern, Western, Central and Southern Europe	2,006,154	24,943	2,031,097	22,374	1,137,485	-	-
North America and the Caribbean	371,125	-	371,125	822	570,193	-	-
Latin America	100,053	221,516	321,569	33,763	84,447	204	7,584,816
TOTAL	16,533,413	654,075	17,187,488	12,903,863	2,826,508	552,230	36,627,127



Returned IDPs ⁽⁴⁾	Stateless persons	Various ⁽⁵⁾	TOTAL POPULATION OF CONCERN
637,813	974	174,071	5,278,944
752,261	20,000	221,277	10,251,963
725,892	694,115	16,275	4,150,573
-	-	26,932	498,817
449,840	19	3	1,108,431
2,971,074	372,442	21,391	17,701,910
704,370	-	114,221	5,845,908
-	120,055	-	124,521
12,445	-	849	287,649
256,972	1,460,771	80,332	2,812,092
-	837	2	432,765
-	142,549	-	6,211,013
477	14,053	78,406	458,549
-	413,932	6,045	3,588,559
-	2,302	1,718	945,338
-	158	61,612	8,052,806
6,511,144	3,242,207	803,134	67,749,838

The data are generally provided by Governments, based on their own definitions and methods of data collection. A dash ("-") indicates that the value is zero, not available or not applicable. All data are provisional and subject to change. More information on people of concern to UNHCR in 2016, including statistical trends and changes of global displacement during the year, can be found in the "2016 Global Trends" report.

⁽¹⁾ Includes groups of persons who are outside their country or territory of origin and who face protection risks similar to those of refugees, but for whom refugee status has, for practical or other reasons, not been ascertained.

⁽²⁾ Includes refugees who have returned to their place of origin during 2016. Source: country of origin and asylum.

⁽³⁾ Includes IDPs who are in IDP-like situations.

⁽⁴⁾ Includes IDPs protected/assisted by UNHCR who have returned to their place of origin during 2016.

⁽⁵⁾ People of concern to UNHCR not included in the previous columns but to whom UNHCR may extend its protection and/or assistance.

Funding

UNHCR's Programmes

INTRODUCTION

This chapter presents an overview of UNHCR's requirements, income and expenditure in 2016. More detailed information can be found on UNHCR's main operational reporting platform, Global Focus (<http://reporting.unhcr.org>).

2016 was a record-breaking year in financial terms for UNHCR (**Chart 1**). It saw the office end the year with its highest budget, of \$7.510 billion, up from \$6.546 billion at the beginning of the year. The \$963 million net increase to its approved budget came mainly as a result of supplementary appeals for UNHCR's work to protect people of concern and mitigate the effects of conflict or displacement.

2016 was also a record-breaking year for support. UNHCR received its highest ever level of voluntary contributions at \$3.902 billion as 145 governmental and private donors, a range of pooled funding

mechanisms, as well as income from the UN Regular Budget, supported the Office's work. This included \$563 million in unearmarked funding, and \$352 million in funding from the private sector. Taking into account the carryover and other income and adjustments, UNHCR had funds available to it in 2016 of \$4.411 billion.

UNHCR spent \$3.967 billion in 2016, its highest level of expenditure, an increase of \$673 million from that achieved in 2015. 86 per cent of its expenditure was in the field on operations.

Lastly, the year saw a slight diminution in the funding gap between what was requested based on needs and what was received. The percentage of UNHCR's budgeted activities that went unfunded was 41 per cent, or \$3.099 billion. This was a drop on the 48.7 per cent from 2015, at \$3.525 billion.

Chart 1 | **BUDGET, FUNDS AVAILABLE AND EXPENDITURE OVERVIEW** | 2010 - 2016

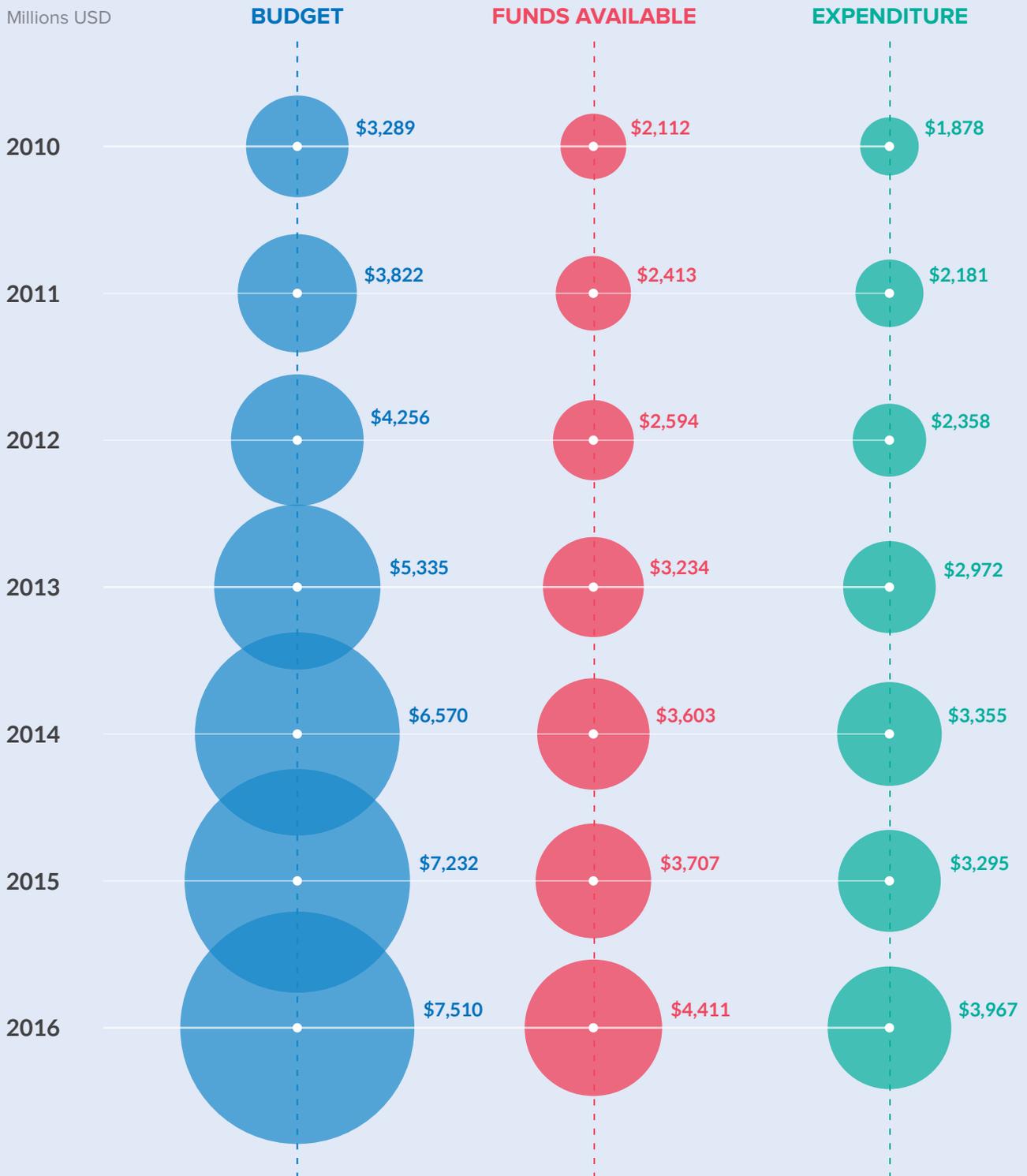


Table 1 | **BUDGET AND EXPENDITURE** | 2016

REGION AND SUBREGION						(USD)
		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	TOTAL
AFRICA						
West Africa	Budget	184,511,416	8,507,410	37,016,635	43,194,398	273,229,858
	Expenditure	92,525,415	4,359,275	8,833,522	23,953,164	129,671,377
East and Horn of Africa	Budget	1,464,041,379	7,863,523	34,862,433	173,224,765	1,679,992,100
	Expenditure	657,796,682	4,278,471	8,315,002	59,558,324	729,948,478
Central Africa and the Great Lakes	Budget	458,162,113	4,737,131	66,331,967	112,924,936	642,156,147
	Expenditure	250,012,179	1,852,927	16,662,616	24,262,790	292,790,511
Southern Africa	Budget	74,672,626	1,801,866	-	-	76,474,492
	Expenditure	40,038,936	1,063,701	-	-	41,102,636
SUBTOTAL AFRICA	Budget	2,181,387,534	22,909,929	138,211,036	329,344,099	2,671,852,598
	Expenditure	1,040,373,211	11,554,374	33,811,140	107,774,278	1,193,513,003
THE AMERICAS						
North America and the Caribbean	Budget	15,065,033	8,762,284	-	-	23,827,317
	Expenditure	8,803,426	3,591,427	-	-	12,394,853
Latin America	Budget	78,616,649	1,172,494	-	35,603,568	115,392,710
	Expenditure	43,154,531	905,649	-	16,739,848	60,800,028
SUBTOTAL AMERICAS	Budget	93,681,682	9,934,777	-	35,603,568	139,220,027
	Expenditure	51,957,957	4,497,076	-	16,739,848	73,194,880
ASIA AND THE PACIFIC						
South-West Asia	Budget	332,708,683	234,630	92,349,153	48,059,136	473,351,601
	Expenditure	242,522,961	150,996	29,047,930	17,037,560	288,759,447
Central Asia	Budget	9,848,954	4,829,499	-	-	14,678,453
	Expenditure	4,079,055	2,827,936	-	-	6,906,991
South Asia	Budget	29,547,250	799,784	-	789,056	31,136,090
	Expenditure	14,425,122	508,101	-	575,771	15,508,993
South-East Asia	Budget	104,829,617	7,317,299	-	27,594,683	139,741,598
	Expenditure	39,163,829	5,094,948	-	11,950,308	56,209,086
East Asia and the Pacific	Budget	11,731,098	459,187	-	-	12,190,285
	Expenditure	8,052,754	254,000	-	-	8,306,754
SUBTOTAL ASIA AND THE PACIFIC	Budget	488,665,601	13,640,399	92,349,153	76,442,875	671,098,027
	Expenditure	308,243,721	8,835,980	29,047,930	29,563,640	375,691,270

REGION AND SUBREGION						(USD)
		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	TOTAL
EUROPE						
Eastern Europe	Budget	379,893,593	2,210,527	-	41,141,652	423,245,773
	Expenditure	144,869,977	1,010,618	-	22,411,130	168,291,725
South-Eastern Europe	Budget	40,972,104	3,551,882	3,807,006	19,776,321	68,107,313
	Expenditure	27,853,020	2,356,990	1,799,393	8,197,904	40,207,308
Northern, Western, Central and Southern Europe	Budget	382,144,095	3,391,180	987,344	-	386,522,619
	Expenditure	236,409,630	2,638,127	960,912	-	240,008,669
SUBTOTAL EUROPE	Budget	803,009,793	9,153,589	4,794,350	60,917,973	877,875,705
	Expenditure	409,132,627	6,005,736	2,760,306	30,609,034	448,507,702
MIDDLE EAST AND NORTH AFRICA						
Middle East	Budget	1,072,479,635	2,287,131	26,707,855	808,583,831	1,910,058,452
	Expenditure	751,368,406	1,486,312	1,890,220	458,096,544	1,212,841,482
North Africa	Budget	170,324,742	-	-	5,044,663	175,369,405
	Expenditure	95,300,801	-	-	2,324,963	97,625,764
SUBTOTAL NORTH AFRICA AND MIDDLE EAST	Budget	1,242,804,376	2,287,131	26,707,855	813,628,494	2,085,427,856
	Expenditure	846,669,207	1,486,312	1,890,220	460,421,507	1,310,467,246
SUBTOTAL FIELD	Budget	4,809,548,986	57,925,825	262,062,393	1,315,937,009	6,445,474,213
	Expenditure	2,656,376,723	32,379,477	67,509,595	645,108,307	3,401,374,102
Global Programmes	Budget	415,551,670	-	-	-	415,551,670
	Expenditure	337,591,349	-	-	-	337,591,349
Headquarters ¹	Budget	230,989,589	-	-	-	230,989,589
	Expenditure	221,512,234	-	-	-	221,512,234
SUBTOTAL PROGRAMMED ACTIVITIES	Budget	5,456,090,244	57,925,825	262,062,393	1,315,937,009	7,092,015,471
	Expenditure	3,215,480,306	32,379,477	67,509,595	645,108,307	3,960,477,685
Operational Reserve	Budget	385,687,332	-	-	-	385,687,332
NAM Reserve ²	Budget	20,000,000	-	-	-	20,000,000
JPO	Budget	12,000,000	-	-	-	12,000,000
	Expenditure	6,617,969	-	-	-	6,617,969
TOTAL	Budget	5,873,777,576	57,925,825	262,062,393	1,315,937,009	7,509,702,804
	Expenditure	3,222,098,275	32,379,477	67,509,595	645,108,307	3,967,095,654

¹ Includes allocations from the UN Regular Budget.

² "New or additional activities - mandate-related" (NAM) Reserve.

BUDGET OVERVIEW

The final annual budget for 2016 amounted to \$7.510 billion, an increase of \$963.4 million compared to the original annual budget of \$6.546 billion approved by the Executive Committee at its 66th session in October 2015, and \$325.0 million more than the revised annual budget of \$7.184 billion approved by the Executive Committee at its 67th session in October 2016. The greatest increases occurred in Pillar 1, which was increased 20 per cent from \$4.511 billion to \$5.456 billion due mainly to needs in Africa and Europe; and regionally, in Europe, which saw its budget increased nearly 70 per cent from \$516.9 million to \$877.9 million given the refugee and migrant crisis.

UNHCR's focus remained on responding to multiple, large-scale refugee operations, while continuing to ensure its deep involvement in IDP projects as well as continued investment in reintegration and efforts to eradicate statelessness. The final annual budget of \$7.510 billion comprised programmed activities of \$7.092 billion (including provisions for administrative costs at Headquarters, which are covered in part by the United Nations Regular Budget contribution); an operational reserve of \$385.7 million; the "new or additional activities – mandate related" reserve of \$20 million; and \$12 million for Junior Professional Officers (JPOs).

There was also a \$43.4 million reduction in requirements, which included a \$38.4 million reduction in the Africa region due to a revision of the population figures in Chad, and a \$5 million reduction in the Middle East and North Africa region from an alignment with the Regional Refugee and Resilience Plan in response to the Syria crisis.

Programmed activities made up 94 per cent of the 2016 budget, reaching \$7.092 billion. Compared to 2015, this was a slight increase of \$328.1 million, or 5 per cent and, compared to 2015, requirements for all Pillars were slightly up. Of programmed activities, the

majority of UNHCR's budget—\$6.772 billion or 95 per cent—was for programmes in Pillar 1 (Refugees) or Pillar 4 (IDPs).

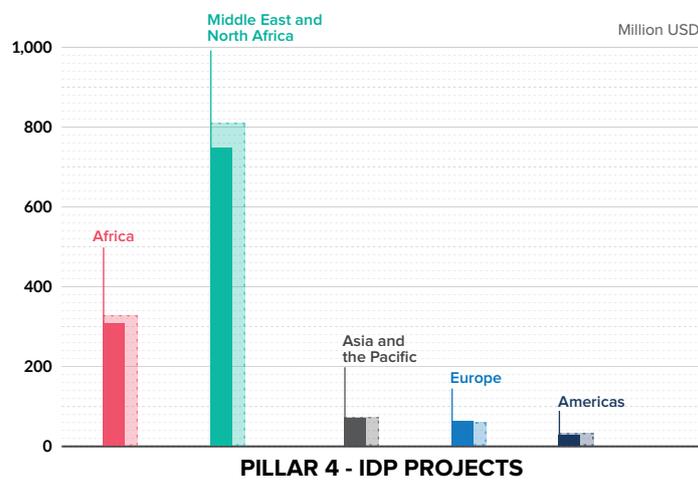
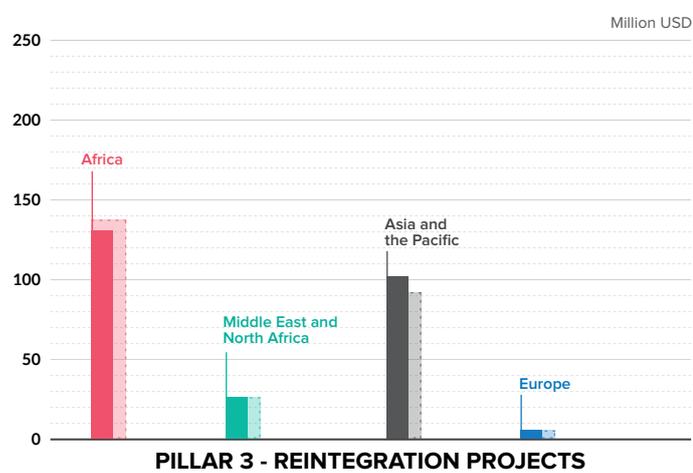
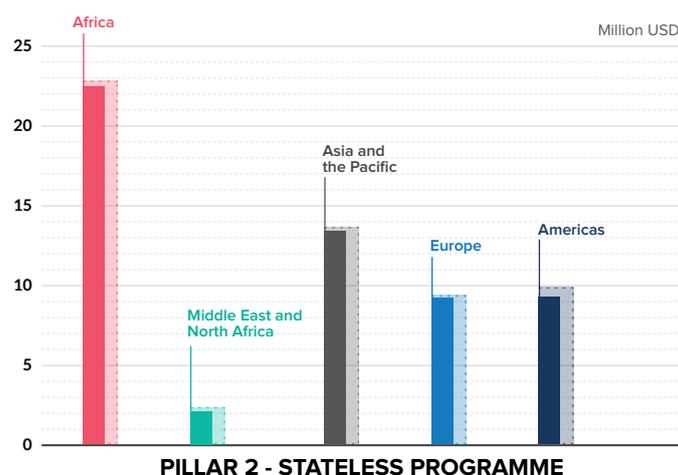
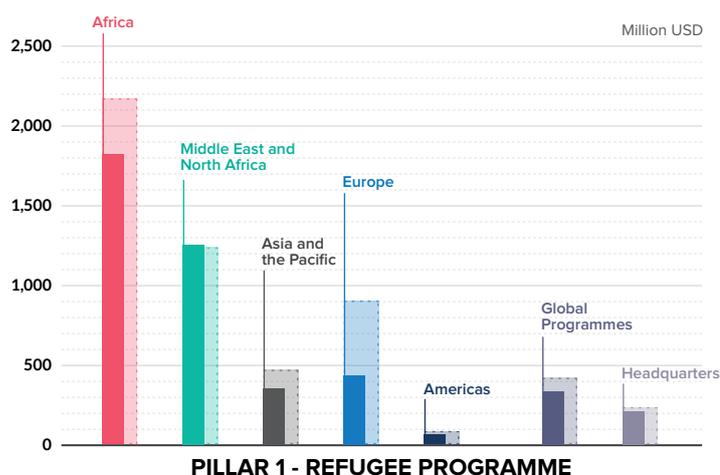
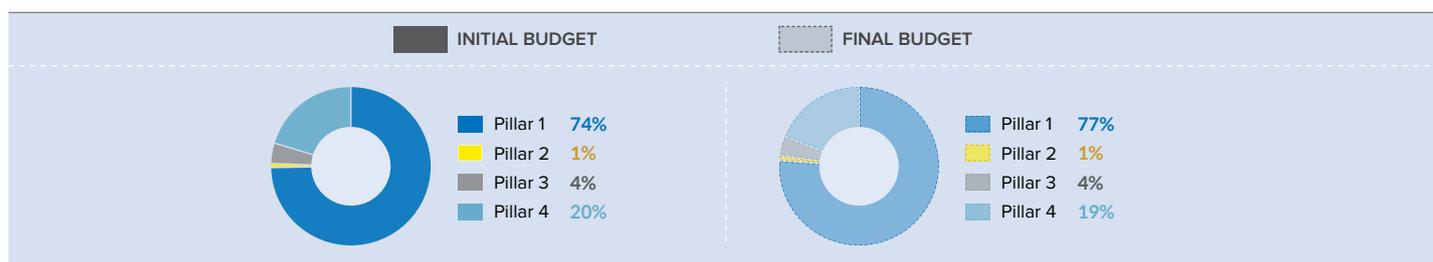
Of those two Pillars, the greater part was concentrated in Pillar 1, with \$5.456 billion or 77 per cent of programmed activities. Of those Pillar 1 requirements, \$2.181 billion or 40%, was in Africa, testament to the continuing majority of refugees worldwide being hosted in countries on that continent. Requirements for Pillar 2 (Stateless) remained fairly stable at \$57.9 million or approximately 1 per cent of programmed activities. Pillar 3 (Reintegration) represented \$262 million or 4 per cent.

The second highest concentration of budgetary requirements was in Pillar 4, with \$1.315 billion or 19 per cent of programmed activities. The greatest regional needs were in the Middle East and North Africa, with \$813.6 million in requirements or 62 per cent, evidence of the scale of needs and pattern of displacement triggered by the conflicts in that region.

Within the budget for programmed activities, the total field budget came to \$6.445 billion, or 91 per cent. Of UNHCR's regions, the financial requirements for two of them—Africa and the Middle East and North Africa—accounted for \$4.757 billion or 67 per cent of programmed activities. The budget for Africa at \$2.671 billion, or 38 per cent of programmed activities, was the largest of the regional budgets. It was closely followed by that of the Middle East and North Africa at \$2.085 billion, or 29 per cent of programmed activities. The budget for global programmes and Headquarters, providing critical operational and policy support to operations worldwide, was \$646.5 million, or 9 per cent of all programmed activities.

Compared to budgets in 2015, the overall trend was an increase in pillar and regional budgets, but there was significant fluctuation within that trend. Whereas the budgets for Pillars 1 and 3 increased 7 and 8 per cent respectively, budgets for Pillars 2 and 4

Chart 2 | PROGRAMMED ACTIVITIES: INITIAL AND FINAL BUDGETS BY REGION AND PILLAR | 2016



reduced 23 per cent and 7 per cent. Regionally, compared to 2015, the budgets for Africa and the Middle East and North Africa decreased 4 per cent and 2 per cent respectively. The growth compared to 2015 came in Europe, which increased 48 per cent as a result of requirements to manage the Europe refugee response; in the Americas, which increased 19 per cent as a result of the

complex situation that emerged in the Northern Triangle of Central America; and in Asia and the Pacific, which saw a 12 per cent increase in order to support the voluntary repatriation of Afghans.

For more details on all these operations, please see the respective regional summaries.

SUPPLEMENTARY APPEALS

Responding to new or unforeseen requirements throughout the year saw UNHCR issue nine supplementary appeals. Four of these were for situations in Africa, one each in the Americas, Asia and the

Pacific, the Middle East and North Africa and Europe regions, and one for resettlement. The financial requirements for these appeals came to just over \$1 billion, and constituted 14 per cent of programmed activities.

Table 2 | SUPPLEMENTARY BUDGETS | 2016

		(USD)
DESCRIPTION	REGION / SUBREGION	BUDGET
Afghanistan Situation	Asia and the Pacific	131,500,000
	SUBTOTAL	131,500,000
Burundi Situation	East and Horn of Africa	10,150,246
	Central Africa and the Great Lakes	150,162,900
	Southern Africa	250,000
	SUBTOTAL	160,563,146
Crisis in Europe	Europe	344,033,035
	Headquarters	6,390,538
	Global programmes	642,322
	SUBTOTAL	351,065,895
Dedicated Resettlement Plus	Global programmes	40,240,770
	SUBTOTAL	40,240,770
Nigeria Situation	West Africa	11,417,669
	Headquarters	63,000
	SUBTOTAL	11,480,669
Northern Triangle of Central America	Americas	16,945,218
	SUBTOTAL	16,945,218
Somalia Situation	East and Horn of Africa	107,881,832
	SUBTOTAL	107,881,832
South Sudan Situation	East and Horn of Africa	60,761,600
	Central Africa and the Great Lakes	17,186,473
	Global programmes	1,191,643
	SUBTOTAL	79,139,716
Yemen Situation	East and Horn of Africa	41,930,724
	Middle East and North Africa	65,402,412
	Headquarters	287,863
	Global programmes	339,165
	SUBTOTAL	107,960,164
TOTAL		1,006,777,409

INCOME OVERVIEW

As outlined above, 2016 was a record year for contributions to UNHCR's work, as well as a record year in the demands made on it. UNHCR's donor base remains strong, and the levels of income in 2016 showed the Office can count on sustained

financial support for its activities. The section below analyses UNHCR's income along the key indicators for funding of quantity, quality, timeliness, predictability, and diversity, with explanatory graphics included in Charts 3 to 5.

Table 3 | **SUMMARY OF CONTRIBUTIONS | 2016**

(USD)

DONOR	UNEARMARKED OR BROADLY EARMARKED	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL	
		Refugee programme	Stateless programme	Reintegration projects	IDP projects		JPOs
Governments and the European Union	1,648,405,857	1,473,817,674	1,464,908	33,915,270	279,311,880	7,656,753	3,444,572,341
Inter-governmental bodies	75,932	-	62,814	-	556,161	-	694,908
UN funds	3,258,710	63,839,958	173,232	1,745,266	36,218,706	-	105,235,871
Private donors	233,052,000	109,567,881	728	732,573	8,399,247	-	351,752,429
UN Regular Budget	-	41,175,000	-	-	-	-	41,175,000
TOTAL	1,884,792,499	1,688,400,513	1,701,683	36,393,108	324,485,994	7,656,753	3,943,430,550

Note: contributions include 7% programme support costs

Quantity

Not including the transfer from the UN Regular Budget, UNHCR received \$3.902 billion in voluntary contributions pledged and received in 2016. Compared to the \$3.361 billion in voluntary contributions received in 2015, this was an increase of \$541 million or 16 per cent. Including \$411.9 million carried over from 2015, \$41.0 million from the United Nations Regular Budget, and \$55.6 million (excluding the Working Capital Fund provision of \$50 million) in other income and adjustments, this meant total funds available were \$4.411 billion. When compared to the overall level of funds available in 2015 of \$3.706 billion, funds in 2016 increased by approximately \$705 million, or 19 per cent.

Quality

Only 14 per cent of UNHCR's voluntary contributions were unrestricted, or unearmarked, the most valuable type of funding allowing the Office to spend it as and where it was most needed (**Chart 3**; see as well section on unearmarked funding below). The remainder had varying levels of earmarking attached to it, with the largest percentage—65 per cent—being what is referred to as tightly earmarked to a country or other location, or to a sector. More broadly earmarked funding, to the regional, subregional, situational or thematic level, constituted the remaining 20 per cent.

Compared to 2012, the trend is one of a gradual decline in the percentages of both unearmarked and broadly earmarked funding. At the same time, earmarked funding has increased at the country level while declining at the sector level. Although unearmarked or broadly earmarked remains the most valuable type of funding, the rise in the amount of earmarking going to the country or operational level and away from the sectoral level is a positive trend for which UNHCR was grateful.

Timeliness and predictability

With the *timing* of receipt of income having a significant impact on when the Office can spend or allocate, 80 per cent of UNHCR's income arrived in the first half of the year, and 46 per cent in the first quarter. The third quarter saw UNHCR reach 89 per cent of its income for 2016. This rate of receipt of income was broadly comparable to previous years. Insofar as the earlier in the year income is received the better, this is a trend that UNHCR was grateful for. Lastly, while trends in timing offer strong predictability in receipt of income, of course this analysis must be paralleled by an analysis on income against the budget. Thus, for example, whilst UNHCR received 80 per cent of income in the first half of the year, that income was equivalent to only 42 per cent of the budget. Critically, 17 per cent of the funding received in the first half of the year was unearmarked (amounting to 73 per cent of all the unearmarked funding received in 2016). This gave invaluable flexibility in allowing UNHCR to allocate funding pending receipt of earmarked or broadly earmarked funding later in the year.

Regarding the timeliness of receipt of income, but also a strong indicator of its quality, some 15 per cent of UNHCR's contributions in 2016 were part of multi-year contributions, covering more than 12 months. The percentage of contributions that exceeded 12 months implementation is

increasing, which is a positive sign and a good source of *predictability* in UNHCR's income.

Diversity

Overall, 145 separate donors—governments, private sector sources in Member States, intergovernmental mechanisms, and pooled funds—contributed financially to UNHCR in 2016, with a spread of income that remained relatively stable compared to previous years. Over half—57 per cent—came from the top three donors, and the top 10 overall provided 80 per cent, including governmental income and income from private sector sources within those States.

Within that top 10, which contributed \$3.289 billion, 93 per cent or \$3.063 billion, was from governments. The remaining 7 per cent, or \$225.6 million, was from the private sector. That sum accounted for 64 per cent of private sector income in 2016, and for income streams coming from five of the six National Partners.

Most of UNHCR's income came from governmental donors, which provided 87 per cent, up from 82 per cent in 2015 (**Chart 3**). Governmental income increased from \$2.982 billion in 2015 to \$3.444 billion in 2016.

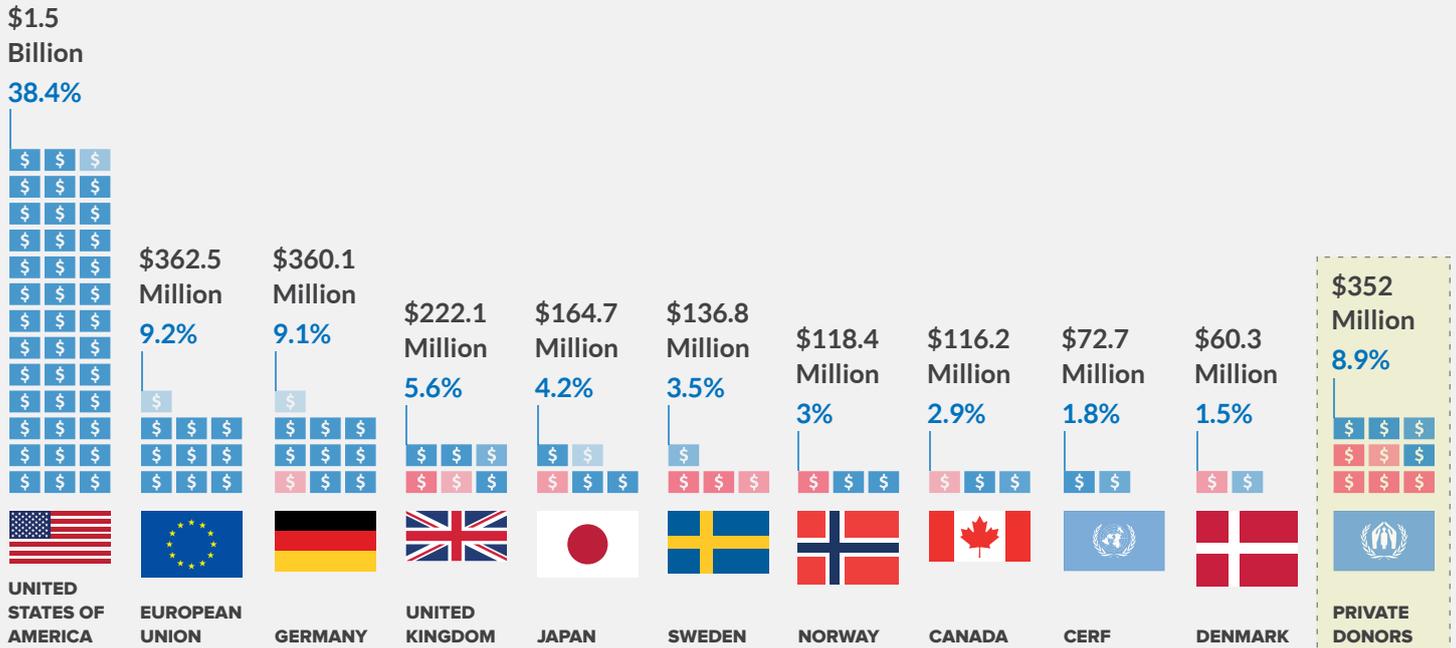
The second largest group of donors was the private sector, providing 9 per cent, slightly up on 2015's level of 8 per cent. Private sector income increased from \$283.8 million to, in 2016, over \$351.7 million (**Chart 3**) from four sources: individual giving; foundations; corporate; and private philanthropy or leadership giving. Of these, individual giving was the largest portion of private sector income, totalling \$227.7 million or 63 per cent.

The six National Partners played a significant role in securing income from the private sector. They raised 51 per cent of all

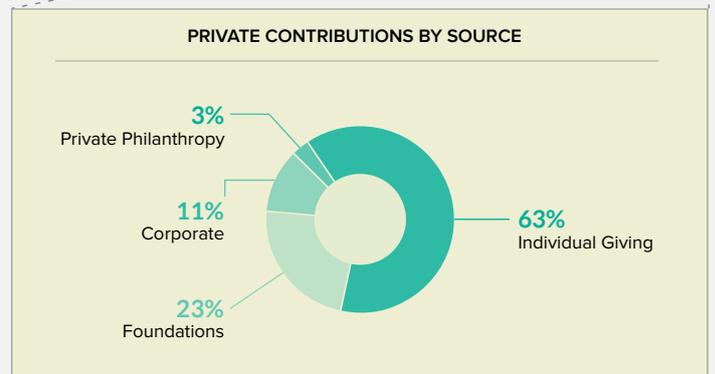
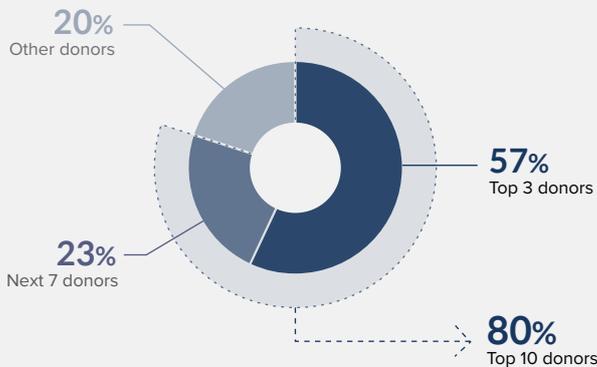
Chart 3 | INCOME OVERVIEW | 2016

Top 10 donors

\$ EARMARKED
 \$ UNEARMARKED
 \$ 1% = \$39.4 Million

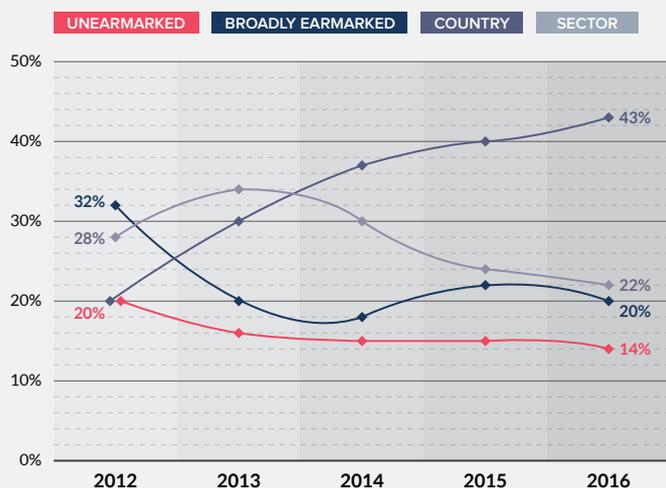


Share of contributions by main donors



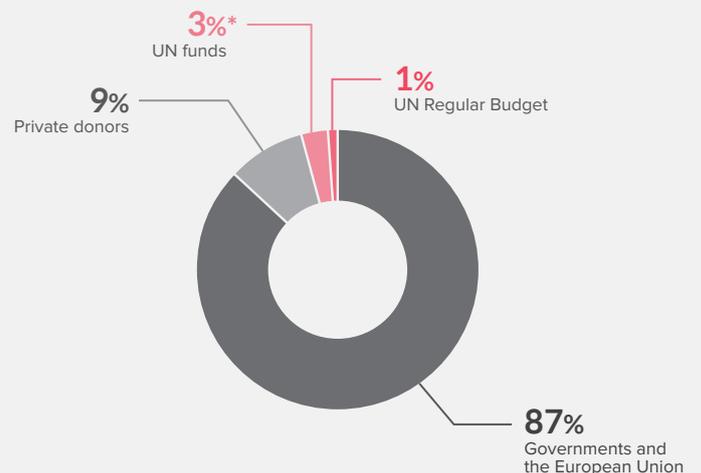
Earmarking trend* 2012-2016

(Percentage of Total Contributions)



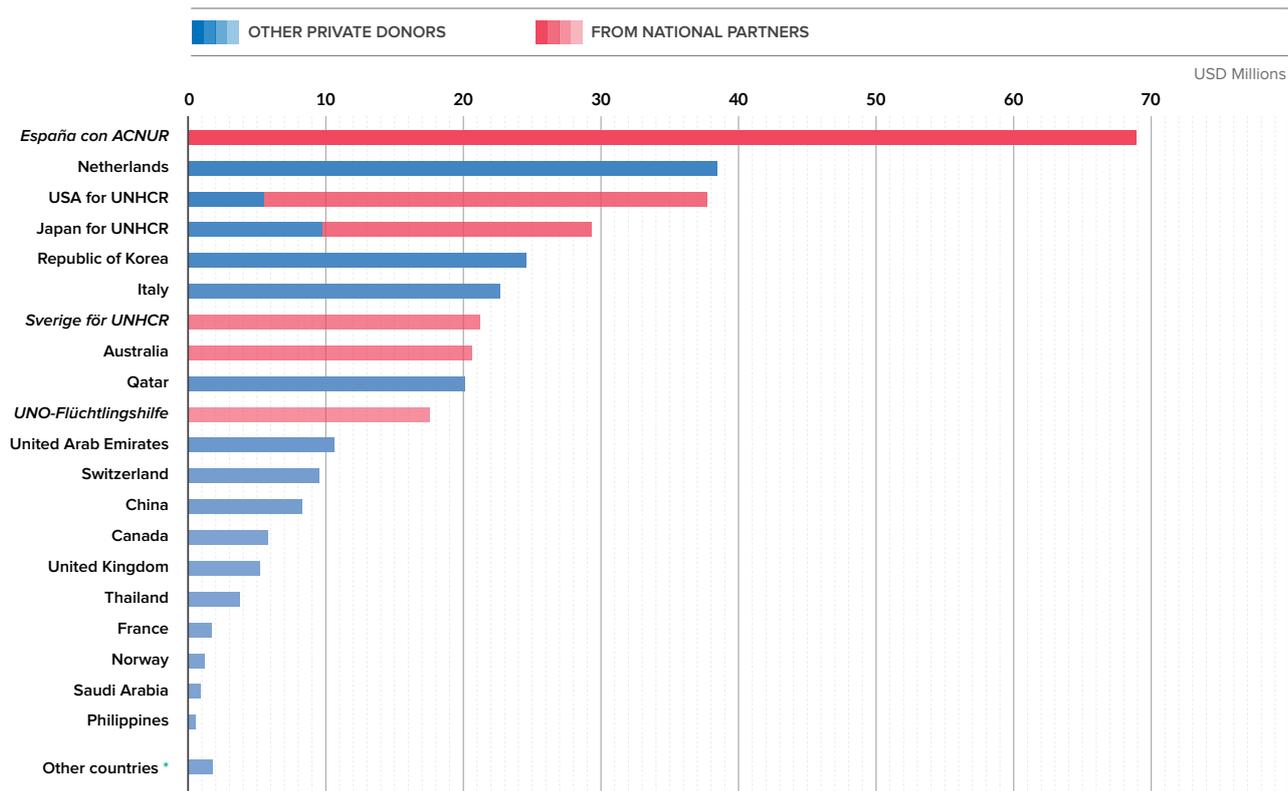
* UN Regular Budget excluded.

Source of contributions



* UN funds includes 0.02% of Intergovernmental bodies.

Chart 4 | PRIVATE SECTOR CONTRIBUTIONS BY ORIGIN | 2016



* See Table 5

private sector income, including 68 per cent of the income raised from individual donors, as well as 21 per cent of income raised from private philanthropy. The private sector also was able to further diversify sources of income, increasing individual donors from 1.4 million to 1.6 million thanks as well to, in large part, the efforts of the National Partners in engaging the public and civil society, and in UNHCR's own investment in researching the most promising markets for this type of outreach and then investing the appropriate time and capacity in them. (For more details on the work UNHCR does with the private sector, and particularly the work done by the National Partners in raising funds and awareness, please see the chapter on *Supporting UNHCR's work.*)

Pooled fund mechanisms, including the CERF and other humanitarian country-based pooled funds, were the third largest group of donors, contributing 3 per cent, the same level as in 2015. Whereas UNHCR secured income of \$91.3 million from

pooled funds in 2015, it was \$146.4 million in 2016, an increase of 58 per cent. This income level saw one of the most important funds, the CERF, become one of UNHCR's top 10 donors with \$72.7 million contributed. The success with fundraising from pooled funds in 2016 was testament to UNHCR's commitment to increasing its engagement in inter-agency processes and with these important sources of funding, and in widening understanding of them within the organization. The Office acknowledges the support from the funds, and from the donors that provide resources for them.

A final note on diversity should be paid to in-kind income, the value of which increased 31 per cent from 2015. UNHCR received in-kind assistance to the value of \$35.7 million, with assistance ranging from core relief items and similar goods (\$17 million), to support for premises (\$9 million), to the provision of assistance such as stand-by partners and software licenses.

Focus on unearmarked funding

In these challenging times, UNHCR relies more than ever on early, predictable and unrestricted donor support to provide uninterrupted protection and assistance for populations of concern. As the gap between needs and available humanitarian resources widens ever further, unrestricted support has become even more crucial in providing both the flexibility to implement emergency operations as soon as possible, and the ability to continue to address ongoing operations including to those overlooked or protracted situations to which donors do not explicitly direct funds.

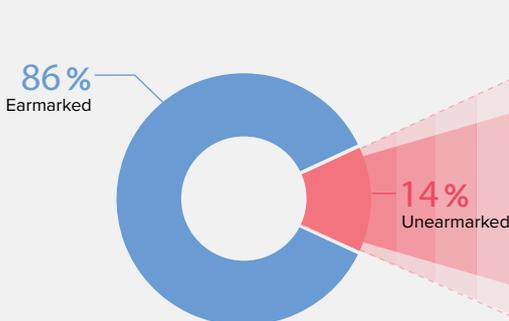
Contributed without restrictions on their use, unearmarked funding allows UNHCR

critical flexibility in how best to reach refugees and other populations of concern in the greatest need and at the greatest risk. All UNHCR offices benefit from the allocation of these resources, with the largest share spent on delivering programmes in the field, and the balance used to support global programmes, without which UNHCR would not be able to deliver on its mandate.

Unearmarked income was allocated throughout the year in line with identified priorities and needs. The main recipients of unearmarked income were the regions, which received 59 per cent of the funds, with the largest amount—32 per cent—being used in the Asia and Pacific region.

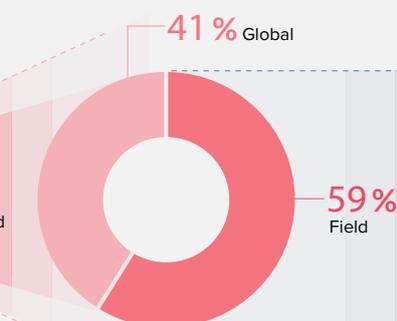
Chart 5 | **UNEARMARKED INCOME** | 2016

Earmarked v unearmarked income

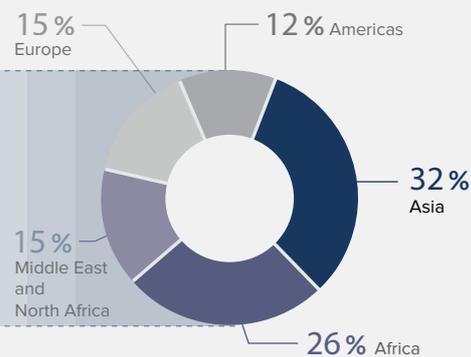


Allocation of unearmarked income

between field and global programmes



Regional allocation of unearmarked income



UNHCR received \$562.6 million in unearmarked funding in 2016 from 87 donors (Table 4). This was a 9 per cent increase on the \$514.1 million received in 2015, which was a most positive trend, but which has to be set against the general decline in the overall percentage of unearmarked income against total income received. The top three donors of unearmarked funding were Sweden with \$94.9 million or 17 per cent of all unearmarked funding; private donors in Spain with \$58 million or 10 per cent, all of which was channelled through the National Partner, *España con ACNUR*; and the

Netherlands with \$46.1 million or 8 per cent. Respectively, this unearmarked funding accounted for 69 per cent and 78 per cent of Swedish and Dutch contributions.

Within the top 10 donors of unearmarked funding there were four private sector donors, including two of the six National Partners, and the \$172.6 million of unearmarked income raised from the private sector accounted for 31 per cent of all unearmarked funding, and nearly half of all private sector contributions.

Table 4 | UNRESTRICTED VOLUNTARY CONTRIBUTIONS | 2016

DONOR	AMOUNT (USD)	DONOR	AMOUNT (USD)
Sweden	94,922,585	Private Donors in Saudi Arabia	105,185
Private Donors in Spain	58,032,379	Israel	100,000
Netherlands	46,153,846	Algeria	100,000
United Kingdom	45,305,509	Estonia	87,912
Norway	40,243,762	Private Donors in France	67,844
Japan	24,116,790	Singapore	60,000
Denmark	23,560,595	Indonesia	60,000
Private Donors in the Republic of Korea	21,441,713	Peru	49,642
Private Donors in Italy	19,799,844	Liechtenstein	49,603
Private Donors in Japan	18,438,782	Private Donors in Austria	38,892
Private Donors in Sweden	17,663,314	Hungary	33,296
Private Donors in the United States of America	16,068,362	Monaco	32,780
Australia	15,444,215	Azerbaijan	30,000
Switzerland	15,243,902	Mexico	30,000
France	14,000,000	Uruguay	30,000
Germany	12,637,363	Thailand	20,000
Italy	10,204,082	Private Donors in Brazil	18,899
Canada	9,019,327	Costa Rica	15,453
Belgium	8,503,401	Bulgaria	15,000
Private Donors in China	7,751,196	Private Donors in Finland	14,893
Finland	7,692,308	India	14,788
Ireland	7,675,439	Private Donors in Denmark	13,644
Private Donors in Switzerland	5,596,822	Private Donors in Thailand	11,402
Private Donors in Canada	4,214,498	Private Donors in Luxembourg	11,038
New Zealand	4,008,016	Mozambique	10,163
Republic of Korea	3,141,620	Sri Lanka	10,000
Luxembourg	1,648,352	Private Donors in Ireland	5,797
Private Donors in the Netherlands	1,635,263	Cyprus	5,308
Kuwait	1,000,000	Holy See	5,000
Saudi Arabia	1,000,000	Serbia	5,000
Private Donors in the United Kingdom	836,490	Private Donors in Belgium	4,361
China	800,000	Private Donors in Argentina	3,479
Private Donors in the Philippines	638,013	Private Donors in South Africa	3,199
Austria	593,407	Private Donors in Indonesia	2,726
Russian Federation	500,000	Private Donors in Greece	2,503
Argentina	400,000	Private Donors in Germany	1,790
Portugal	385,231	Private Donors in the United Arab Emirates	1,516
Turkey	300,000	Private Donors in Egypt	1,090
Qatar	200,000	Private Donors in Kenya	974
United Arab Emirates	200,000	Private Donors in Lebanon	609
Poland	156,193	Private Donors in Malta	210
Private Donors in India	145,795	Private Donors in Venezuela	101
Romania	112,740	Private Donors in Cyprus	55
Private Donors in Mexico	112,143	TOTAL	562,617,449

EXPENDITURE OVERVIEW

Expenditure was \$3.967 billion, or 90 per cent of funds available. The final budget, based on globally assessed needs, was underfunded by \$3.099 billion, or 41 per cent. When

compared to the \$3.294 billion in expenditure in 2015, expenditure in 2016 increased by approximately \$672.3 million, or 20.4 per cent.

Expenditure by region

Taking the Middle East and North Africa and Africa together, these two regions accounted for almost two-thirds of expenditure on programmed activities. The highest level was incurred in the the Middle East and North Africa region, with 33.1 per cent, followed by Africa, at 30.1 per cent. The Europe, Asia and Pacific, and Americas regions followed on 11.3 per cent, 9.5 per cent, and 1.8 per cent respectively. Global programmes at 8.5 per cent and Headquarters at 5.6 per cent complete the expenditure on programmed activities.

In dollar terms expenditure increased in all regions, but in percentage terms over total expenditure for programmed activities there were drops in Africa (-3.2%) and in the Middle East and North Africa (-1.9%), and increases in Asia and the Pacific (+1.7%) and Europe (+3.9%). Additionally, there was a drop in the ratio between Headquarters over total expenditure for programmed activities from 6.5% to 5.6% (-0.9%).

Within each region, the subregions with the highest rates of expenditure were Middle East at 93 per cent of the Middle East and North Africa's expenditure; East and Horn of Africa with 61 per cent of Africa's expenditure; South-West Asia with 77 per cent of Asia and Pacific's expenditure; Northern, Western, Central and Southern Europe with 53 per cent of Europe's expenditure; and Latin America

with 83 per cent of expenditure within the Americas.

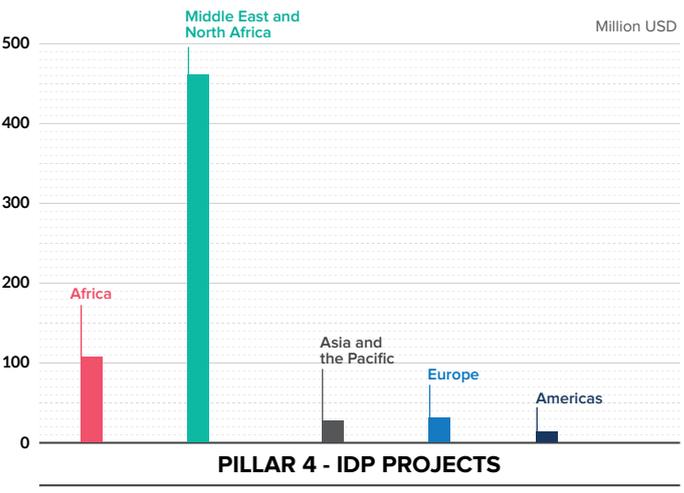
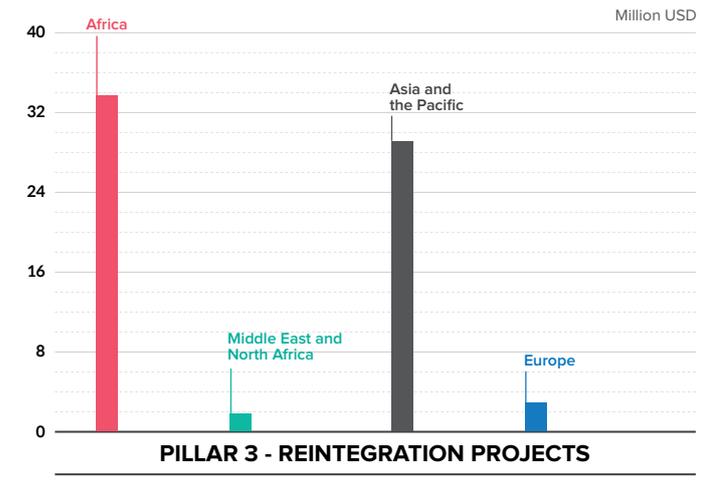
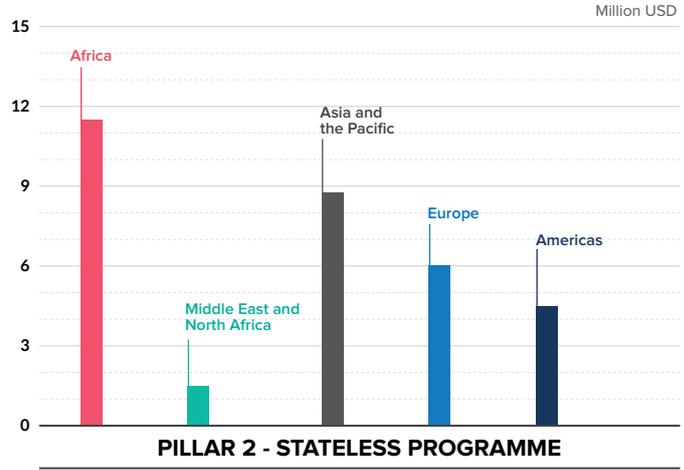
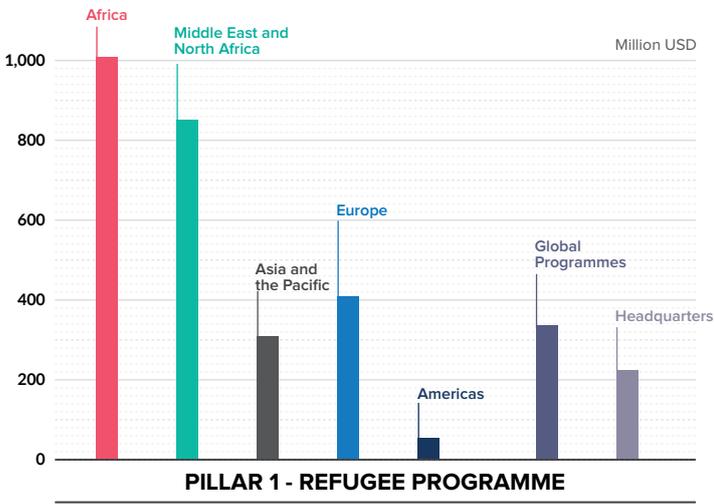
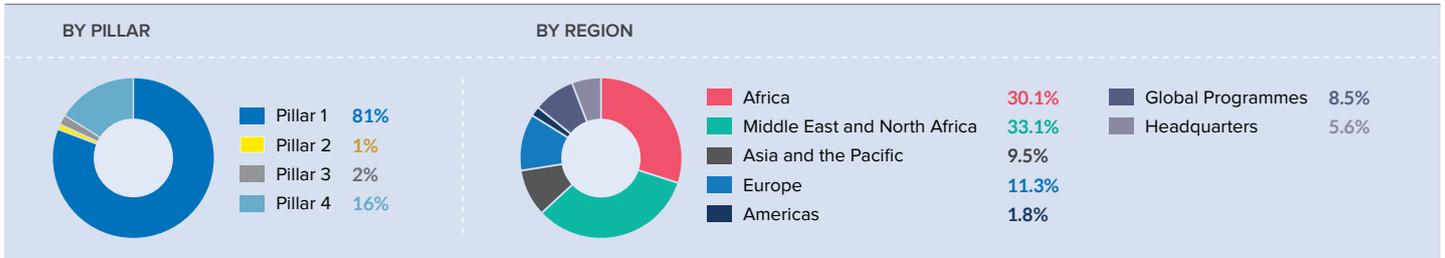
For full details, please see the regional summaries.

Seven per cent programme support costs

Guided by three key objectives—those of stable, adequate and transparent funding of Headquarters costs; equitable programme support contribution across pillars; and better aligning UNHCR's practice with the policies of the UN System—UNHCR now applies a 7 per cent programme support component to all earmarked contributions received, excluding contributions earmarked to cover Headquarters costs, in-kind contributions and JPOs.

This policy was adopted with the intent of ensuring transparent, equitable and predictable coverage of Headquarters costs through a means that more accurately reflects the distribution of income and expenditure in UNHCR's operations across all four budget pillars. In 2016, this policy generated \$204 million, of which \$165 million was used to fund Headquarters, \$12 million was allocated to the staff benefits fund, and the balance of \$27.1 million to the field.

Chart 6 | EXPENDITURE BY PILLAR AND REGION | 2016



Status of UNHCR's Grand Bargain commitments in 2016

The table below outlines achievements made under the five work streams against which UNHCR made specific commitments at the occasion of the World Humanitarian Summit (WHS). UNHCR is also committed to active and wide-ranging engagement and

participation in work streams for which a specific commitment was not made. For more information on its commitments and its participation, please refer to the UNHCR Grand Bargain self-reporting at <https://interagencystandingcommittee.org/grand-bargain-hosted-iasc>.

MORE SUPPORT AND FUNDING TOOLS FOR LOCAL AND NATIONAL RESPONDERS

UNHCR is committed to transfer at least 25 per cent of its programme expenditures to the local and national responders by 2020.

In 2016, UNHCR transferred 16 per cent of its total expenditure to local partners (local NGOs and local/national governments combined). While the percentage increase from 2015 remained at 1 per cent, overall expenditure increased from \$490 million in 2015 to \$623 million in 2016.

UNHCR commits to expand its investment in institutional capacity building of national partners, and to support effective emergency preparedness.

In collaboration with key UN partners, UNHCR simplified and facilitated partnership arrangements to foster greater collaboration with local and national responders in humanitarian operations. UNHCR expanded opportunities for local government authorities and other national and local partners to participate in emergency trainings and inter-agency contingency planning workshops, of which 23 took place during the year.

INCREASE USE AND COORDINATION OF CASH-BASE PROGRAMMING

UNHCR is committed to doubling the amount of funds programmed for cash-based interventions (CBI) by the end of 2020.

UNHCR transferred \$688 million to beneficiaries compared to \$325 million in 2015, fulfilling its WHS commitment to double CBI.

REDUCE DUPLICATION AND MANAGEMENT COSTS WITH PERIODIC FUNCTIONAL REVIEWS (CO-CONVENED WITH THE GOVERNMENT OF JAPAN)

UNHCR is committed to reduce the cost of procurement and logistics by 10 per cent by the end of 2020 through the use of shared services with partner agencies.

On behalf of the UN Procurement Network, UNHCR recruited a consultant to analyse collaborative procurement opportunities. Phase 1 of the project was completed in December 2016 and prioritized procurement items for greater impact from joint procurement.

UNHCR is also committed to expand the use of biometrics for refugee registration to 75 operations by 2020.

UNHCR biometrics coverage has increased to 44 country operations from 34.

A PARTICIPATION REVOLUTION

UNHCR is committed to ensuring equal (50 per cent) and meaningful participation of women and adolescent girls in all decision-making processes and structures in forced displacement contexts by 2020.

Out of 65 refugee and IDP situations reporting on the indicator, 48 were in the acceptable range of 35% female participation or above.

ENHANCE ENGAGEMENT BETWEEN HUMANITARIAN AND DEVELOPMENT ACTORS

UNHCR is committed to further collaboration with Multilateral Development Banks and, based on joint research with development partners, will enhance its evidence base advocacy on behalf of the population in protracted situations.

UNHCR collaborated with the World Bank on a ground-breaking study on forced displacement, launched at the 19 September General Assembly Summit.

UNHCR and ILO signed a revised memorandum of understanding in July 2016 promoting employment possibilities for populations of concern, and developing better guidance to support governments in these efforts.

UNHCR is committed to reinforcing the Solutions Alliance as a central platform for collaborative actions in support of solutions to conflict-induced displacement.

During 2017, the Solutions Alliance will transition itself into existing initiatives, such as the CRRF, that are also committed to reinforcing collaborative actions in support of solutions to conflict-induced displacement.

CONCLUSION

2016 funding was, on the one hand, a record. On the other, it still left 41 per cent of the budget unfunded. This meant that, throughout the year, UNHCR had to face and handle challenges related to underfunding and how to prioritize activities for support, with prioritization defined as a compromise between what is judged urgent and essential within the Office's activities, and what is possible given available resources and capacity. While the Office did prioritize life-saving assistance and core protection activities, this had severe impacts on activities such as education, more durable infrastructure, solutions, cash programmes and interventions requiring large investment costs but for which there is strong evidence of the benefits and greater cost efficiencies in the long term.

Given the above—that even with 2016's record levels of generosity, UNHCR had to rigorously prioritize—the Office was faced with funding gaps. These gaps generated specific and measurable consequences, some of which are outlined below.

- UNHCR was unable to assist 1.3 million people with shelter, including emergency shelter, and shelter of transitional or long-term type. The largest gaps in shelter support were in the DRC, Ethiopia, South Sudan, Turkey, and the United Republic of Tanzania.
- The Office was not able to provide cash assistance to some 2 million people so as to help them meet their most basic needs. The largest unmet needs of this type were in Iraq, Jordan, Lebanon, the Syrian Arab Republic (Syria), Turkey, and Yemen.
- UNHCR could not assist 5.1 million people with core relief items. The largest number of people with such unmet needs were in Afghanistan, Cameroon, Iraq, South Sudan, Syria, and Yemen.
- 641,000 women and girls could not be helped with sanitary materials. The largest unmet needs were in Cameroon, Chad, Myanmar, South Sudan, Sudan, Turkey, and Uganda.
- UNHCR was not able to assist some 418,000 children to be enrolled in primary education. This had particular impacts on populations in Cameroon, Chad, Iraq, Kenya, Lebanon, Pakistan, South Sudan, Sudan, Uganda, among others. [NB: This refers to UNHCR's planning for 2016 only and not to the overall number of children out of school, or capacities of other partners.]

Throughout the year, UNHCR maintained or intensified efforts to expand its donor base, and this has generated results. For example, it saw the continued exponential increase in private sector fundraising, from 2 per cent of income (\$22 million) in 2006 to 9 per cent (\$352 million) in 2016; robust engagement with emerging donors, including in the Gulf region; and unprecedented cooperation with the World Bank and other international financial institutions. Initiatives with development actors will be of significant help in reducing the amount the Office spends on care and maintenance in protracted situations. However, even if successful these will likely not eliminate UNHCR's reliance on key State partners who provide the lion's share of its funding, and which provide much more than financial contributions alone. Such expansion also requires investment in time, capacity, staffing, and finances.

For the generous support it received in 2016 from governments, from the private sector—citizens, National Partners, corporations, and foundations—from intergovernmental institutions, and from the many pooled funding mechanisms, UNHCR offers its most heartfelt thanks.

Table 5 | **TOTAL CONTRIBUTIONS | 2016**

(USD)

DONOR	GOVERNMENT*	PRIVATE DONORS	INTERGOVERNMENTAL BODIES	UN FUNDS	TOTAL
United States of America	1,513,836,476	37,907,675			1,551,744,150
Germany	360,121,870	17,764,635			377,886,505
European Union	362,518,134				362,518,134
United Kingdom	222,110,112	5,184,978			227,295,090
Japan	164,726,114	29,345,471			194,071,585
Sweden	136,825,609	21,191,149			158,016,758
Canada	116,255,394	5,861,989			122,117,383
Norway	118,461,282	1,192,500			119,653,782
Netherlands	59,454,390	38,369,937			97,824,327
Spain	9,425,496	68,785,024			78,210,520
Central Emergency Response Fund ¹				72,703,326	72,703,326
Australia	39,897,527	20,697,450			60,594,977
Denmark	60,314,999	267,644			60,582,643
Italy	31,328,670	22,818,561			54,147,231
Switzerland	40,767,378	9,667,517			50,434,895
Republic of Korea	22,572,250	24,571,637			47,143,887
France	43,466,805	1,863,016			45,329,821
UN Regular Budget				41,175,000	41,175,000
Finland	28,052,847	14,893			28,067,739
Belgium	23,614,572	4,361			23,618,934
Qatar	696,164	20,221,990			20,918,154
Kuwait	17,066,762	36,185			17,102,947
Saudi Arabia	14,426,790	986,211			15,413,001
Ireland	14,512,489	14,447			14,526,935
United Arab Emirates	2,762,598	10,649,483			13,412,081
United Nations Department of Political Affairs				11,277,510	11,277,510
China	2,817,942	8,257,768			11,075,710
Luxembourg	9,255,956	11,038			9,266,993
Humanitarian Pooled Fund ²				8,737,951	8,737,951
Austria	6,871,349	84,122			6,955,471
Sudan Humanitarian Fund ³				4,891,680	4,891,680
New Zealand	4,008,016				4,008,016
Thailand	20,000	3,777,719			3,797,719
Czechia	3,006,429				3,006,429
Hungary	2,812,586				2,812,586
United Nations Programme on HIV/AIDS				2,450,000	2,450,000
Iceland	2,400,000				2,400,000
Russian Federation	2,000,000				2,000,000
United Nations Darfur Fund ⁴				1,406,179	1,406,179
Poland	1,335,154				1,335,154
Turkey	1,000,000	6,892			1,006,892
Somalia Humanitarian Fund ⁵				900,491	900,491
Slovakia	829,409				829,409
United Nations Peacebuilding Fund ⁶				704,668	704,668
Brazil	662,778	18,899			681,678
Philippines	20,000	653,684			673,684
Argentina	523,420	3,479			526,899
Estonia	502,022				502,022
DRC Humanitarian Fund ⁷				500,000	500,000
Lebanon Recovery Fund ⁸				495,000	495,000
Liechtenstein	453,069				453,069
Monaco	397,627				397,627
Portugal	385,231				385,231
Greece		366,561			366,561
One UN Fund ⁹				302,922	302,922
OPEC Fund For International Development			300,000		300,000
Romania	285,066				285,066
United Nations Development Programme				269,143	269,143
Egypt		267,903			267,903
Singapore	60,000	204,044			264,044

(USD)

DONOR	GOVERNMENT*	PRIVATE DONORS	INTERGOVERNMENTAL BODIES	UN FUNDS	TOTAL
Council of Europe Development Bank			256,161		256,161
Indonesia	60,000	173,396			233,396
South Sudan Common Humanitarian Fund ¹⁰				199,842	199,842
Mexico	55,000	122,189			177,189
India	14,788	150,762			165,550
Malta	155,374	210			155,584
International Organization for Migration			138,747		138,747
United Nations Trust Fund for Human Security ¹¹				130,818	130,818
South Africa	125,217	3,199			128,416
United Nations Population Fund				121,322	121,322
Kazakhstan	114,916	5,000			119,916
Kenya		100,974			100,974
Algeria	100,000				100,000
Israel	100,000				100,000
Armenia	98,000				98,000
United Nations Fund for Action Against Sexual Violence in Conflict ¹²				95,020	95,020
Slovenia	88,707				88,707
Montenegro	82,745				82,745
Lebanon		76,841			76,841
Kyrgyzstan	71,154				71,154
Chile	70,000				70,000
Bulgaria	68,079				68,079
Nigeria	63,735				63,735
Lithuania	55,610				55,610
Latvia	54,825				54,825
Peru	49,642				49,642
Turkmenistan	47,045				47,045
Azerbaijan	40,007				40,007
United Nations Chief Executive Board for Coordination				40,000	40,000
Tunisia		30,999			30,999
Holy See	30,000				30,000
Uruguay	30,000				30,000
Croatia	24,957				24,957
Morocco	24,299				24,299
Botswana	19,719				19,719
Andorra	16,816				16,816
Costa Rica	15,453				15,453
Mozambique	10,163				10,163
Sri Lanka	10,000				10,000
United Nations Evaluation Group				10,000	10,000
Islamic Republic of Iran		8,799			8,799
Malaysia		7,676			7,676
Cyprus	5,308	55			5,363
Ecuador	5,000				5,000
Serbia	5,000				5,000
Myanmar		2,308			2,308
Bangladesh		1,061			1,061
Venezuela		101			101
TOTAL	3,444,572,341	351,752,429	694,908	146,410,871	3,943,430,550

Note: Includes 7 per cent programme support costs.

* Includes JPOs.

¹ For details of donors, refer to the CERF website (<http://cerf.un.org>).

² For details of donors, refer to the OCHA website (<http://www.unocha.org/what-we-do/humanitarian-financing/country-based-pooled-funds>).

³ Funded by the Governments of Denmark, Germany, Ireland, the Netherlands, Norway, Sweden, and the United Kingdom.

⁴ Funded by the Government of Qatar.

⁵ Funded by the Governments of Australia, Denmark, Germany, Ireland, Switzerland, and the United Kingdom.

⁶ For details of donors, refer to the PBF website (<http://www.unpbf.org>).

⁷ Funded by the Governments of Australia, Belgium, Canada, Denmark, Ireland, Luxembourg, the Netherlands, Norway, Spain, Sweden and the United Kingdom.

⁸ For details of donors, refer to the LRF website (<http://mptf.undp.org/factsheet/fund/LRF00>).

⁹ Funded by the Governments of Belgium, Germany, Italy, Norway, Sweden, the United Kingdom, as well as the Delivering Results Together Fund, UNICEF, Expanded Delivering as One Funding Window and Private Sector.

¹⁰ Funded by the Governments of Australia, Belgium, Denmark, Germany, Ireland, Italy, the Netherlands, Norway, Sweden, and the United Kingdom.

¹¹ Funded by the Government of Japan.

¹² For details of donors, refer to the UN Action website (<http://mptf.undp.org/factsheet/fund/UNA00>).

Table 6 | TRANSFERS FROM THE OPERATIONAL RESERVE | 2016

		(USD)
1. OPERATIONAL RESERVE APPROVED BY THE EXECUTIVE COMMITTEE IN OCTOBER 2015		456,887,160
2. TRANSFERS FROM THE OPERATIONAL RESERVE		71,199,828
AFRICA		
Kenya	Saving newborn lives in refugee situations	102,000
Malawi	Emergency response to Mozambican influx into Malawi	8,428,006
Niger	Nigeria Situation	1,417,500
South Sudan	Saving newborn lives in refugee situations	102,000
		SUBTOTAL
		10,049,506
MIDDLE EAST AND NORTH AFRICA		
Iraq	Persons in need of international protection (Ashraf)	3,909,937
Jordan	Saving new born lives in refugee situations	102,000
		SUBTOTAL
		4,011,937
ASIA AND THE PACIFIC		
Iran	Resilience and Solutions Measures	6,102,137
		SUBTOTAL
		6,102,137
EUROPE		
Bosnia and Herzegovina	Persons in need of international protection (Ashraf)	7,767,396
Italy	Strengthening RSD procedures	3,821,911
		SUBTOTAL
		11,589,307
AMERICAS		
Canada	Strengthening UNHCR office in Canada	222,680
USA Regional Office	Emergency response for persons affected by Hurricane Mathew	5,950,000
		SUBTOTAL
		6,172,680
GLOBAL PROGRAMMES		
Division of External Relations	State of the World's Refugees	232,238
	Centralization of global activities	15,000
	DAFI Global Programme	5,676,395
Division of International Protection	Support towards various protection-related activities	2,177,000
	Centralization of global activities	75,000
	Educate a Child Programme	587,229
	Community-based protection activities	198,413
Division of Programme Support and Management	Renewable Energy	432,832
	Global Shelter Cluster	150,009
	Establish Credit Guarantee Facility	151,443
	Saving newborn lives in refugee situations	150,000
	Refugee housing unit shelters	5,750,000
Division of Emergency, Security and Supply	Strengthening preparedness in high-risk countries project	2,352,637
	In-kind contribution for Dubai warehouse	726,000
	Refugee housing units	420,000
	Field Security support	69,696
Division of Financial and Administrative Management	Centralization of global activities	30,000
Division of Information Systems and Telecommunications	Connectivity for Refugees Initiative	4,855,262
	Centralization of global activities	45,000
Division of Human Resources Management	Global Protection Cluster project	47,307
		SUBTOTAL
		24,141,461

HEADQUARTERS			
Executive Direction and Management	Strengthening the Liaison Office in New York	112,000	
	Office structural changes for the High level Summit	1,343,060	
Division of External Relations	UNHCR-Led High Level Meeting	75,000	
	UNHCR-Led High Level Meeting	877,988	
Division of International Protection	Support towards various protection related activities	495,539	
	UNHCR-Led High Level Meeting	628,499	
	Educate a Child programme	40,000	
Division of Programme Support and Management	Support to the DAFI programme	34,061	
	UNHCR-Led High Level Meeting	233,395	
Regional Bureaux	Crisis in Europe	794,985	
Division of Human Resources Management	Gender, Diversity and Inclusion	318,089	
	Support for the centralization of global activities	30,000	
Division of Financial and Administrative Management	Cash-Based Intervention (CBI)	841,519	
Division of Information Systems and Telecommunications	ICT Site Support and Service Delivery	329,064	
	Strengthening Global Service Centre in Budapest	33,837	
Global Service Centre - Budapest	Position changes in DESS	318,823	
	Project Matatu Phase 2	500,000	
	Global Protection Cluster project	53,418	
Global Service Centre - Copenhagen	Strengthening Global Service Centre in Copenhagen	1,863,523	
	ICT Connectivity	210,000	
		SUBTOTAL	9,132,799
3. BALANCE			385,687,332

Table 7 | **CONTRIBUTIONS TO THE JUNIOR PROFESSIONAL OFFICERS SCHEME | 2016**

DONOR	TOTAL
	(USD)
United States of America	1,300,000
Japan	1,246,428
Netherlands	715,866
Denmark	671,329
Germany	660,294
Norway	462,584
Switzerland	427,644
Finland	425,830
France	409,233
Republic of Korea	328,630
Sweden	284,086
Australia	228,691
Belgium	225,000
Luxembourg	172,213
Italy	98,926
TOTAL	7,656,753

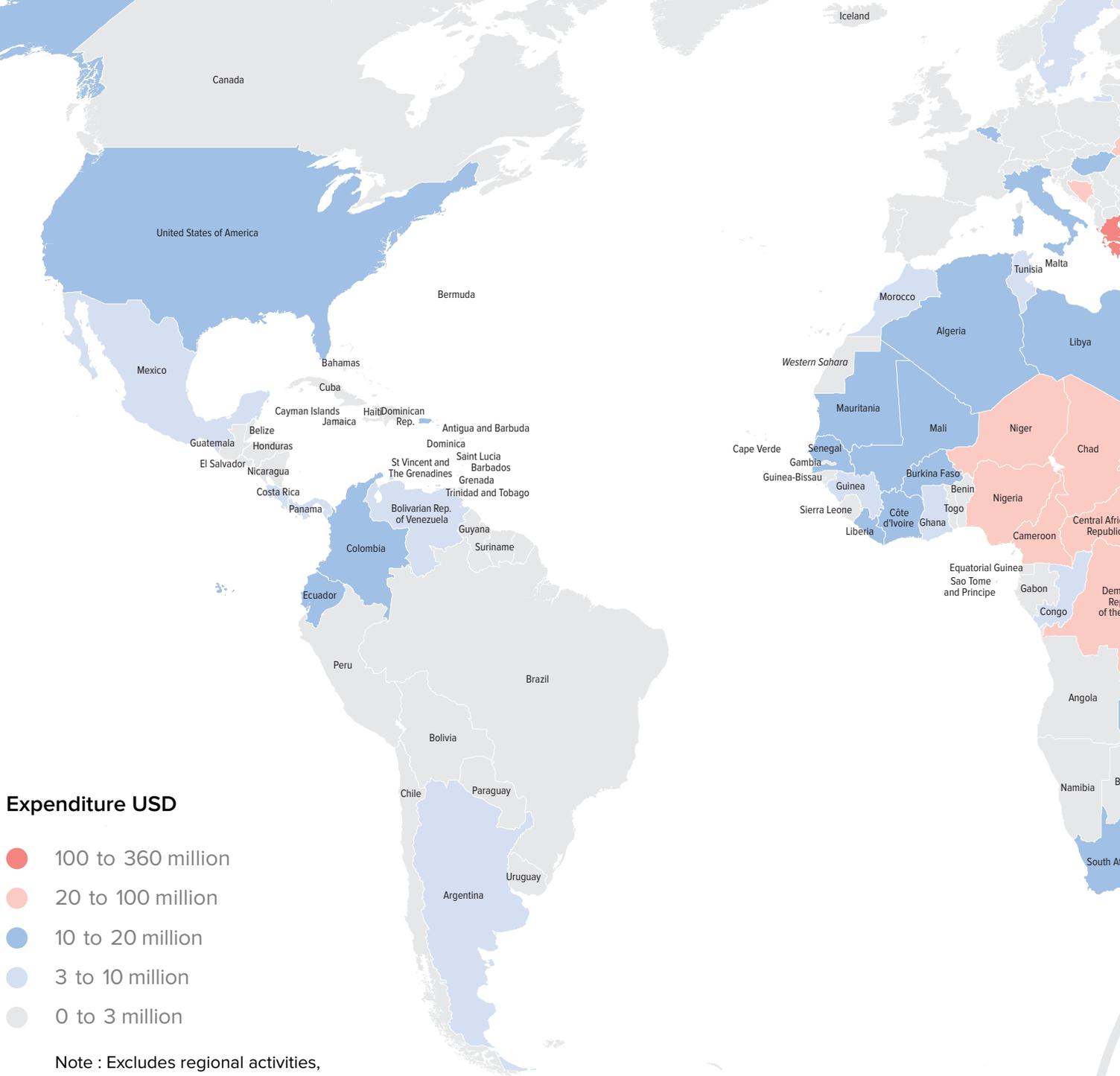
Table 8 | IN-KIND CONTRIBUTIONS | 2016

DONOR	DESCRIPTION	(USD) TOTAL
Argentina	Premises for UNHCR office in Buenos Aires	123,420
Armenia	Premises for UNHCR office in Yerevan	98,000
Austria	Premises for UNHCR office in Vienna	58,505
Azerbaijan	Premises for UNHCR warehouse in Baku	10,007
Botswana	Premises for UNHCR office in Gaborone	19,719
China	Premises for UNHCR office in Hong Kong SAR (China)	17,942
Croatia	Premises for UNHCR office in Zagreb	24,957
Czechia	Premises for UNHCR office in Prague	38,100
Denmark	Premises for UNHCR office in Copenhagen	2,016,891
Germany	Premises for UNHCR office in Nuremberg	31,698
Hungary	Premises for UNHCR offices in Budapest: Global Service Centre and Regional Representation for Central Europe	2,757,092
Ireland	Deployment of standby experts through Irish Aid	206,500
Italy	Premises for UNHCR office in Rome	179,607
Kazakhstan	Premises for UNHCR office in Almaty	64,916
Kuwait	Premises for UNHCR office in Kuwait City	106,762
Kyrgyzstan	Premises for UNHCR office in Bishkek	71,154
Luxembourg	Premises for UNHCR office at University of Luxembourg	10,101
Montenegro	Premises for UNHCR office in Podgorica	82,745
Morocco	Premises for UNHCR office in Laayoune, Western Sahara	24,299
Nigeria	Premises for UNHCR office in Lagos	63,735
Poland	Premises for UNHCR office in Warsaw	64,918
Danish Refugee Council	Deployment of standby experts to various UNHCR operations	254,000
IKEA France	Travelling bags	10,000
ALDI	Winter clothes for Ukraine	182,887
Ferrero SPA	Prefabricated modules for UNHCR operation in Cameroon	160,871
Individual donor from Italy	An apartment in Rome	99,558
Fast Retailing Co., Ltd. (UNIQLO)	New and used clothing for UNHCR operations in Afghanistan, Bangladesh, Botswana, Burkina Faso, Croatia, Greece, India, Liberia, Malawi, Malaysia, Mauritania, Myanmar, Nigeria, Rwanda, Serbia, Slovenia, the former Yugoslav Republic of Macedonia, United Republic of Tanzania, and Zimbabwe.	5,979,003
Fuji Optical	Optical package to UNHCR operation in Azerbaijan	193,681
IKEA Foundation	CRIs for UNHCR operation in Iraq	3,222,737
Norwegian Refugee Council	Deployment of standby experts to various UNHCR operations	1,192,500
Youngone	Children's clothing for UNHCR operations in Croatia, Greece, Serbia and Slovenia	410,000
INDITEX	New clothing for UNHCR operation in Greece	2,459,271
ICRC	CRIs for UNHCR operation in Sudan	156,000
Sheik Mohammed Bin Rashid Al M	Transport arrangements and forwarding services to Uganda	250,000
Vodafone Foundation	Educational supplies and household items	118,064
AutoDesk Foundation	Software licenses for UNHCR Shelter Unit	3,024,450
Samaritan's Purse	Cooking stoves for UNHCR operation in Rwanda	252,438
TOMS Shoes	Shoes for UNHCR operations in United Republic of Tanzania and Uganda	1,463,404
United Nations Foundation	Mosquito nets for UNHCR operations in Burkina Faso, Burundi, Chad, the DRC, Niger, Rwanda, and United Republic of Tanzania	1,387,500
UPS	Software licenses for UNHCR Innovation Unit and transportation services to UNHCR operations in Ecuador and Uganda	772,770
Romania	Premises for UNHCR office in Bucharest	110,320
South Africa	Premises for UNHCR office in Pretoria	125,217
Spain	Premises for UNHCR office in Madrid	370,000
Sweden	Deployment of experts by the Swedish Rescue Services (MSB) to various UNHCR operations	366,000
Switzerland	Deployment of standby experts to various UNHCR operations	2,307,500
Turkmenistan	Premises for UNHCR office in Ashgabat	47,045
UN Population Fund	Medical equipment for Zimbabwe	15,000
United Arab Emirates	Premises for UNHCR warehouse in Dubai provided through the International Humanitarian City	2,562,598
United Kingdom	Deployment of standby experts to various UNHCR operations	325,500
United States of America	CRIs for UNHCR operations in Jordan, Lebanon, and South Sudan	1,869,743
TOTAL		35,759,126

Table 9 | PRIVATE DONORS OVER \$100,000 IN SUPPORT OF UNHCR | 2016

UNHCR GLOBAL	
Bill & Melinda Gates Foundation	
Educate A Child (EAC) Programme - Education Above All (EAA) Foundation	
FAST RETAILING (UNIQLO)	
Henley & Partners Holdings PLC	
IKEA Foundation	
International Olympic Committee	
M3 Real Estate	
RUSSING Group	
Sesam Foundation	
The JMCMRJ Sorrell Foundation	
UN Fund for International Partnerships	
United Nations Foundation	
AFRICA	
Kenya	
ECOBANK Kenya Limited	
THE AMERICAS	
Canada	
Morneau Shepell	
USA / USA for UNHCR	
Accenture	
Alkhayat Foundation	
Autodesk Foundation	
AVAAZ.org	
Facebook, Inc.	
Foundation to Decrease World Suck	
Goodwin Proctor	
Google	
Jolie-Pitt Foundation	
Kuwait-America Foundation	
Latter-day Saints Charities, Inc.	
PADOSI Foundation	
Samaritan's Purse	
The Benevity Community Impact Fund	
TOMS Shoes	
UPS Foundation	
ASIA	
India	
Indira Gandhi Memorial Trust	
Japan / Japan for UNHCR	
Fuji Optical	
Tokyo Marathon Foundation	
Republic of Korea	
YOUNGONE Corporation	
EUROPE	
France	
Fondation BNP Paribas	
Greece	
Stavros Niarchos Foundation	
Italy	
AC Milan	
Autostrade per l'Italia S.p.A.	
ENEL CUORE Onlus	
FERRERO Corporation	
Prosolidar Foundation	
UNIPOL Gruppo finanziario S.p.A	
Netherlands	
Dutch Postcode Lottery	
Spain / España con ACNUR	
Eroski	
Fundación la Caixa	
Industria de Diseño Textil (Inditex)	
Sweden /Sverige för UNHCR	
Ann-Margret Pettersson	
Atlas Copco	
Delicato Bakverk AB	
Ericsson AB	
Jochnick Foundation	
Lindex Sverige	
Stiftelsen Einar Belvén	
Svenska Cellulosa Aktiebolaget	
Svenska Postkodlotteriet	
Tham Family Foundation	
Volati AB	
United Kingdom	
Band Aid	
Goldman Sachs Gives (GSG)	
GSK	
Said Foundation	
The Hands Up Foundation	
Vodafone Foundation	
MIDDLE EAST AND NORTH AFRICA	
Qatar	
International Center for Sport Security	
Sheikh Thani Bin Abdullah Foundation	
Saudi Arabia	
Alwaleed bin Talal Foundation	
Farouk & Maamoun Tamer Co	
United Arab Emirates	
Falcon Trading Group	
MBC Group	
Sheikh Mohammed Bin Rashid Al Maktoum	
Sheikh Saeed Bin Zayed Al-Nahyan	
The Big Heart Foundation	
Umar Farook	

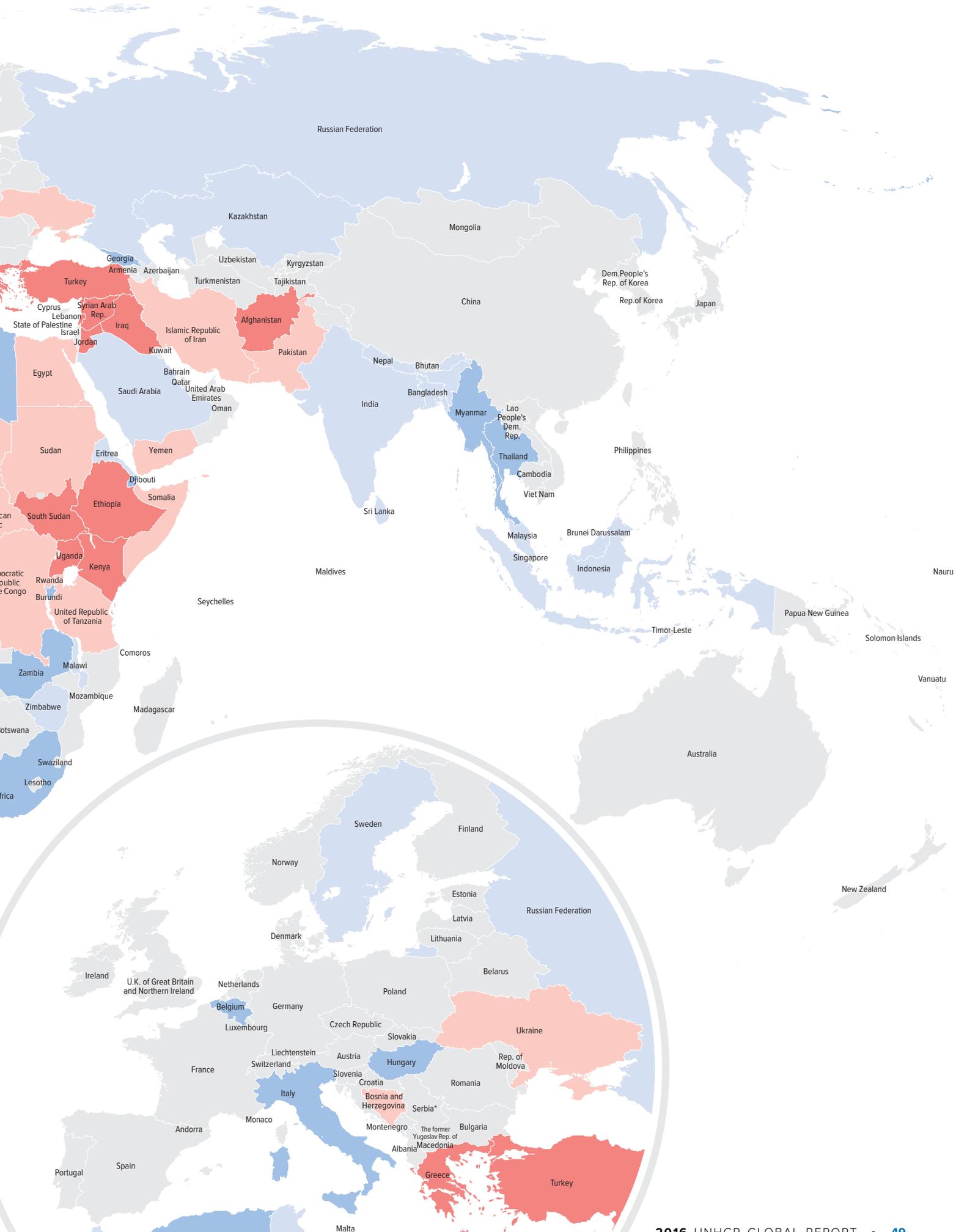
UNHCR EXPENDITURE IN 2016 | BY OPERATION



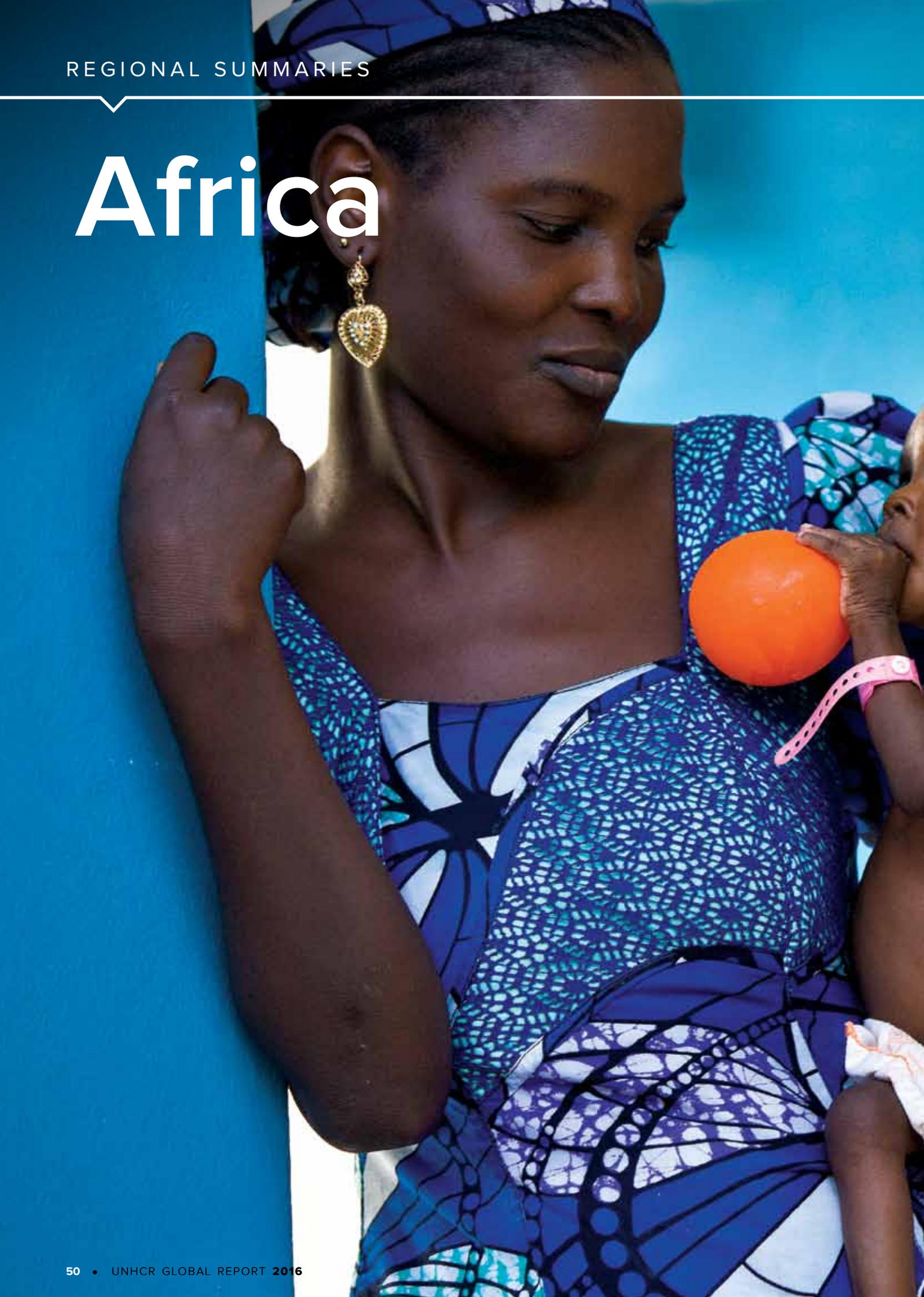
Note : Excludes regional activities, Global Programmes, Headquarters, the Liaison Office in New York and the Global Service Centres in Budapest and Copenhagen.

*Including Kosovo (Security Council Resolution 1244 (1999))

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.



Africa





WORKING ENVIRONMENT

Global displacement has grown year-on-year since 2011. By 2016, the Africa region was hosting almost 30 per cent of UNHCR's total population of concern worldwide. The total number of displaced and stateless people in Africa doubled from 10.2 to approximately 20 million during those five years. At the end of 2016, Africa generously hosted 5.6 million refugees and asylum-seekers and almost 13.2 million IDPs and returnees, and 715,000 stateless people.

Multiple crises across the continent remained unresolved and further deteriorated, with more than 2 million forcibly displaced people in 2016. Of the six situations worldwide UNHCR considered emergencies in 2016 (see *Responding with lifesaving support* chapter and *Glossary*), three were in Africa, namely in Burundi, Nigeria and South Sudan, which triggered large-scale displacements. Security incidents in some parts of Chad, the Central African Republic (CAR), the Democratic Republic of the Congo (DRC), Mali, Nigeria, Somalia and South Sudan also exacerbated the situation for those already in exile or displaced within each country, with limited prospects for return.

A young mother enjoys the full attention of her baby girl as she tries to blow up a balloon at a nutrition centre run by the International Rescue Committee in north-east Nigeria.

© UNHCR / H. GAUX

Across the continent, the effects of protracted conflicts, climate change and drought fuelled food insecurity, affecting nearly 20 million people. The number of refugees affected by cuts to food assistance, forced by funding shortfalls, rose sharply, from less than 800,000 in 2014 to close to two million in 2016. In some cases, food assistance was cut by half in large operations, including in Cameroon, Chad, Kenya, South Sudan and Uganda. In many refugee sites in these countries, acute malnutrition and anaemia was greater than 40 per cent. This upwards trend is expected to grow, unless adequate funding is made available.

Faced with such a range of demands, needs and risks, UNHCR focused on providing urgent protection and emergency response; on further strengthening efforts in search of sustainable solutions; and on expanding and deepening partnerships, to address both recent and more protracted displacement situations.

MAJOR SITUATIONS

Burundi situation

Since the outbreak of civil conflict in April 2015, some 409,000 Burundian refugees have fled to the DRC, Rwanda, Uganda and the United Republic of Tanzania, including more than 120,000 Burundian refugees in 2016. Approximately 500 to 700 refugees arrived daily in the United Republic of Tanzania, where camps exceeded their capacity by tens of thousands.

In response to growing protection needs, UNHCR launched a supplementary appeal for the Burundi situation in July 2016 and updated the regional Refugee Response

Plan (RRP). The organization continued to lead and coordinate the response to the Burundi refugee emergency in each affected country, in close collaboration with the relevant governments. Throughout 2016, it strengthened border and protection monitoring activities preventing non-refoulement. Being as it is one of the five pilot countries for the Comprehensive Refugee Response Framework (CRRF – see *Glossary*), UNHCR is also working with the Government of the United Republic of Tanzania to set up the CRRF Secretariat.

Central African Republic situation

CAR experienced renewed violence in 2016. In western and central parts of the country, the situation remained volatile, with kidnappings and clashes between armed groups leading to internal population movements and waves of new arrivals in neighbouring countries. By the end of the year, some 460,000 Central African refugees were in Cameroon, Chad, Congo and the DRC, and more than 411,000 were internally displaced. UNHCR continued to provide support to the CAR Government for the voluntary return of IDPs to areas including within the capital, Bangui.

Mali situation

The security situation in northern and central Mali remained fragile, with a number of terrorist attacks taking place. Slow progress in implementing the peace agreement, which was signed in June 2015, hindered large-scale returns. Small numbers of refugees and IDPs returned spontaneously and received reintegration support from UNHCR. The Office continued to provide protection and basic assistance

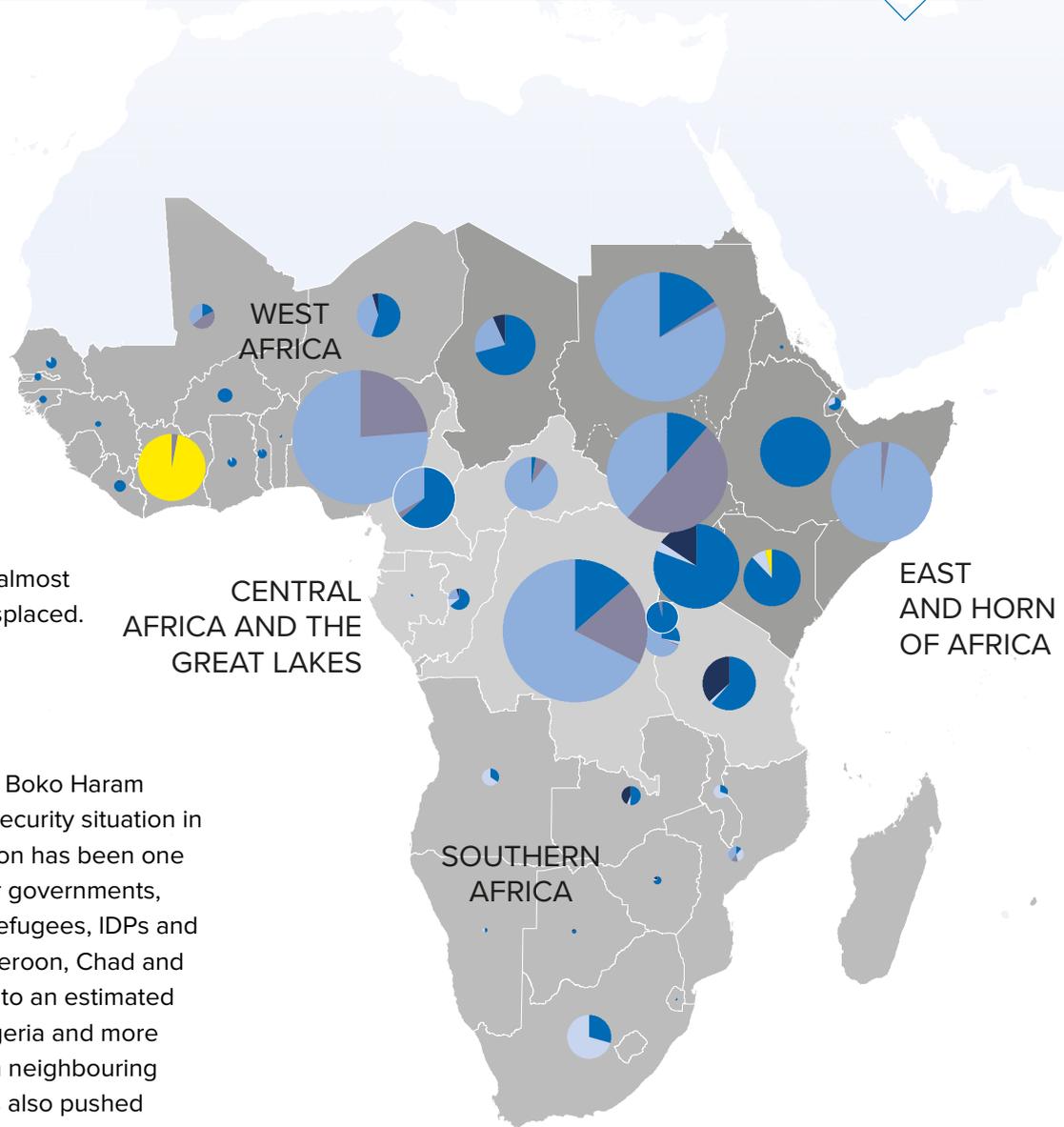
to approximately 140,000 Malian refugees hosted in Burkina Faso, Mauritania and Niger. Increasing focus was placed on improving livelihoods and building self-reliance. Inside Mali, almost 37,000 were internally displaced.

Nigeria situation

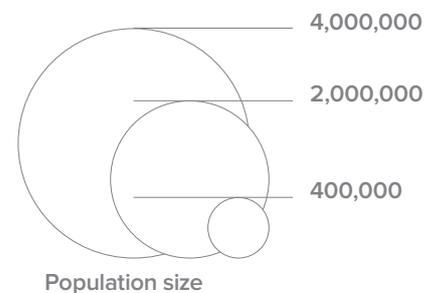
Since the outbreak of the Boko Haram insurgency in 2009, the security situation in the Lake Chad Basin region has been one of extreme challenges for governments, humanitarians, Nigerian refugees, IDPs and host communities in Cameroon, Chad and Niger in 2016. In addition to an estimated 2.7 million IDPs inside Nigeria and more than 200,000 refugees in neighbouring countries, the conflict has also pushed hundreds of thousands of people into internal displacement; over 192,900 people in Cameroon's Far North region; some 82,260 in Chad's Lake region; and a further 184,230 in Niger's Diffa region.

Boko Haram has also abused populations on a wide scale and committed grave human rights violations, including systematic acts of sexual and gender-based violence (SGBV). In June 2016, the governments of Cameroon, Chad, Niger and Nigeria reached a common commitment in the Abuja action statement, to implement the regional strategic protection framework for the Lake Chad Basin situation.

Despite a very difficult operating environment, UNHCR and partners made noteworthy progress towards achieving the main protection objectives such as



- Refugees
- Asylum-seekers
- Returnees (refugees and IDPs)
- Stateless persons
- Internally displaced people (IDPs)
- Others of concern



identifying, registering and documenting refugees in Cameroon, Chad and Niger, advocating for access to asylum, and working closely with governments to prevent refoulement. Inside Nigeria, UNHCR led the protection, camp coordination and camp management (CCCM) and shelter/NFIs clusters. The Office provided shelter, non-food items, and psycho-social support to vulnerable IDPs.

Complicating matters, worsening food insecurity in the Lake Chad Basin region affected an estimated eight million people. The need for adequate shelter and core relief items remained acute inside Nigeria and hosting countries. UNHCR and its partners stepped up efforts to respond at several levels to these needs. While partners managed to support refugees in the livelihoods sector, economic opportunities in the Lake Chad Basin region remained severely hampered.

South Sudan situation

The South Sudanese refugee crisis was the largest refugee emergency on the continent in 2016. Some 1.9 million people were internally displaced within the country and almost half a million South Sudanese crossed into neighbouring countries during the second half of the year. Children made up 67 per cent of the refugee population and many of them faced alarming levels of malnutrition. The refugee outflow from South Sudan continues unabated, with an average of 3,000 people having crossed South Sudan's borders into neighbouring countries every day in 2016. Uganda was the largest host country in sub-Saharan Africa, hosting close to 630,000 South Sudanese refugees. It was followed by Ethiopia, which hosted some 338,800 South Sudanese

refugees, Sudan (297,168), Kenya (88,391), the DRC (66,672) and CAR (4,915).

In August 2016, UNHCR and partners revised their contingency plans to ensure preparedness, in view of the influx of South Sudanese refugees to neighbouring countries. To respond to the most urgent needs, a supplementary appeal for the South Sudan situation was launched, as well as a revised "South Sudan regional Refugee Response Plan" (RRP). UNHCR and partners focused on life-saving and life-sustaining assistance for refugees, including basic services, and addressed the most immediate needs of new arrivals from South Sudan in hosting countries, through border monitoring interventions, registration and documentation. In South Sudan, UNHCR, as part of the Humanitarian Country Team, continued to lead the protection, CCCM, and shelter/NFIs clusters, which targeted the most vulnerable IDPs.

East and Horn of Africa

Countries in the East and Horn of Africa hosted nearly 3.2 million refugees mainly from the DRC, Somalia and South Sudan. There were also close to 5.6 million IDPs in Somalia, South Sudan and Sudan. Conflict, food insecurity and political instability were the key factors of displacement in the region, impelling thousands of people to cross over into the neighbouring countries.

The Somali refugee situation remained one of the most protracted in the world, with nearly one million Somali refugees hosted in Djibouti, Ethiopia, Kenya, Uganda and Yemen and with 1.5 million remaining IDPs within Somalia. In May 2016, the Government of Kenya announced its intention to close Dadaab camp, which was

home at the time to more than 340,000 Somali refugees. UNHCR responded by intensifying efforts to assist spontaneous and voluntary returns, and find resettlement opportunities. The camp's population reduced by 60,000 people in 2016 through the re-location of non-Somali, the resettlement of vulnerable refugees, and the voluntary repatriation of an estimated 45,000 Somali refugees. The Kenyan authorities subsequently extended the deadline for the camp's closure to the end of May 2017. Insecurity, political instability and food shortage in many parts in Somalia continued to hamper large-scale voluntary return and ways to find durable solutions.

The crisis in Yemen also affected the subregion, with fewer returning Somali and new Yemeni refugees. UNHCR and IOM evacuated thousands of Somalis at risk in Yemen in 2016.

ACHIEVEMENTS AND IMPACT

Addressing the protection and assistance needs of people of concern

African countries remained a leading example of asylum provision, by keeping their borders open and protecting refugees from forced returns. Half of the world's top 10 refugee-hosting countries were in Africa. However, UNHCR remained concerned about the civilian and humanitarian character of asylum in some countries. It strongly encouraged host governments and partners to implement strategies to maintain the civilian character of the camps and separate armed elements from the refugee population.

In response to multiple crises and a growing number of displaced people, UNHCR aimed to improve service delivery, including access to quality secondary and tertiary education, and vocational training and livelihood opportunities. During the high-level summit of the United Nations General Assembly, aimed at addressing large movements of refugees and migrants, as well as the Leaders' Summit on Refugees, held in the United States in September 2016, African Governments made strong commitments in the areas of education, employment and housing. They also committed to discussing alternative and improved mechanisms to screen populations at borders, in line with their international obligations, while paying attention to the safety of citizens. With UNHCR's support, in June 2016 the Government of Nigeria hosted a regional protection dialogue on the Lake Chad Basin, in order to address protection concerns. The dialogue resulted in the adoption of the Abuja action statement by the governments of Cameroon, Chad, Niger and Nigeria, who committed to respecting the principle of non-refoulement and to addressing the most pressing protection needs of affected populations.

In response to increased mixed movements from West Africa, through Niger and Libya to Europe, UNHCR strengthened its collaboration with partners. In line with UNHCR's "10-Point plan of action for refugee protection and mixed migration" and the New York Declaration for Refugees and Migrants (see *Glossary*), the Office focused on enhancing support for victims of trafficking. The organization further strengthened its "Live, learn and play safe" programme by issuing standard operating procedures for the referral of victims of trafficking to asylum procedures in Niger,

Half of the world's top 10 refugee-hosting countries were located in the continent.

Twenty-five of the 54 members of the AU had acceded to the Kampala Convention in 2016.

and conducted information campaigns on the risk of such movements. In Sudan, the Office worked with the Government, IOM and others partners, to prevent and reduce human trafficking.

Forty out of the 54 members of the African Union had signed the African Union Convention for the Protection and Assistance of Internally Displaced Persons in Africa, also known as the Kampala Convention (see *Glossary*). Twenty-five of them had acceded to it in 2016.

Strengthening emergency preparedness and response

Regional Refugee Response Plans were in place for the situations in Burundi, CAR, Nigeria and South Sudan.

While the Office deactivated two emergency declarations for CAR and Uganda (for refugees from the DRC only), life-saving protection activities, assistance and emergency response accounted for nearly 70 per cent of UNHCR's expenditure in Africa. In 2016, regional refugee coordination mechanisms and RRP were in place for the situations in Burundi, CAR, Nigeria, and South Sudan.

UNHCR was also able to strengthen its engagement with governments, donors, host communities and the private sector to raise the quality of life for refugees. The Office successfully engaged with a number of private companies in developing innovative approaches to meet the needs of people of concern, including in relation to energy, security and access to employment opportunities and by using new technologies.

Pursuing durable solutions

During the September 2016 summits in New York, African States made several commitments towards refugee protection and solutions. As a result, and in close coordination with national authorities, UN Agencies, host communities and private sector partners, Djibouti, Ethiopia, Somalia, Uganda and the United Republic of Tanzania expressed interest in participating in the CRRF to enhance refugee protection, contribute to the finding of sustainable solutions, and facilitate a more equitable sharing of responsibility for hosting and supporting refugees.

UNHCR strengthened its collaboration with non-traditional development actors, such as the African Development Bank and the World Bank, to promote development in refugee-hosting areas. In response to the Nigeria situation, UNHCR and the World Bank published a joint assessment in July 2016 titled "Forced displacement by the Boko Haram conflict in the Lake Chad region", detailing the socio-economic situation of refugees, IDPs and other people of concern, and describing measures to improve their resilience. UNHCR also actively pursued the roll-out of its "Alternative to camps" policy across the region, advocating the benefits directly with governments. UNHCR continued to promote the inclusion of refugees in national policies and structures such as education, health and employment.

The Office made important advances in implementing the “comprehensive solutions strategies” for longstanding cases, such as for the Angolan and pre-1998 Rwandan situations. UNHCR supported the voluntary repatriation of more than 5,500 Rwandan refugees from the DRC and more than 20,000 Ivorian refugees, and continued to facilitate the local integration of those affected by the cessation clause (see *Glossary*) and who do not wish to return.

Despite the fragile security and socio-economic environments, the Office also assisted spontaneous and voluntary returns to Somalia throughout 2016, as well as a limited number of spontaneous returns to Burundi, CAR, Mali and Nigeria.

Nearly 45,000 refugees from sub-Saharan Africa had their applications for resettlement countries submitted in 2016, which was a 13 per cent increase from 2015. The majority of refugees referred for resettlement were from the DRC, Eritrea and Somalia as in previous years.

Working towards ending statelessness

In line with UNHCR’s “Global action plan to end statelessness” (2014-2024), significant progress was made to reduce statelessness in Africa. Under the auspices of the “Abidjan Declaration on the eradication of statelessness”, new national action plans on statelessness were developed in several

ECOWAS countries. Burkina Faso joined UNHCR to implement a documentation project for undocumented nationals living in Côte d’Ivoire and who were at risk of becoming stateless. In Kenya, some 1,500 formerly stateless people obtained Kenyan nationality. Madagascar became the first State since the launch of UNHCR’s #IBelong Campaign to reform its nationality law, allowing Malagasy mothers to pass on their nationality to their children on an equal basis as Malagasy fathers.

CONSTRAINTS

Volatile security environments across the region impeded humanitarian access and made it difficult for UNHCR to maintain protection space, support access to asylum and secure durable solutions for refugees. More than 140 aid workers, including UNHCR staff, were the victims of attacks in Africa in 2016.

While the number of people displaced in sub-Saharan Africa continued to grow in 2016, the financial resources available to UNHCR per capita dropped more than 30 per cent during the past five years. This led to gaps in services provided, higher malnutrition and mortality rates, and the potential for further displacement. Food insecurity remained a serious concern and affected more than 75 percent of refugees in the region. Joint and expanded advocacy, initiated in 2016, will continue throughout 2017.

More detail on individual operations are available in the relevant subregional and country operations pages in the Global focus website (<http://reporting.unhcr.org>)

FINANCIAL INFORMATION

The original 2016 budget for the Africa region amounted to \$2.29 billion. At the end of 2016, the revised budget for 2016 had been revised to \$2.67 billion. This was mainly due to additional financial requirements of \$1.4 billion for Burundi, Nigeria, Somalia and South Sudan to scale-up emergency and regional responses for thousands of newly displaced people in 2016.

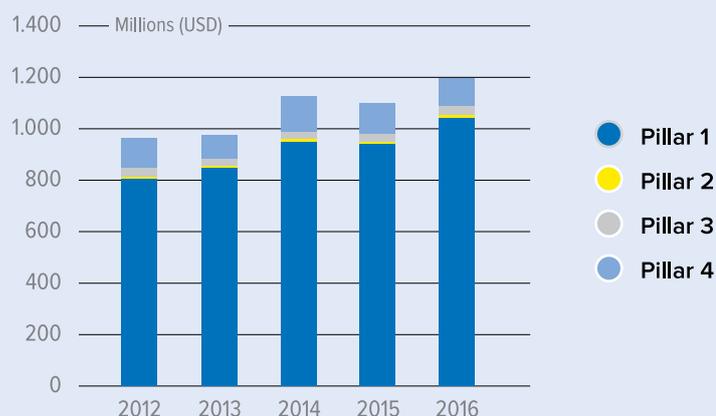
The region received a generous level of earmarked contributions, amounting to \$1.13 billion, including 7 per cent programme support costs. Despite this generous level of funding, this still left 43 per cent of the region's needs unmet. UNHCR used an indicative amount of \$81.6 million in unearmarked funding to cover gaps, equivalent to 26 per cent of all unearmarked funds used in the field.

Expenditure in the Africa region increased in 2016, amounting to \$1.19 billion and representing 30 per cent of programmed activities. The operations with largest expenditure were Ethiopia (\$135.6 million), South Sudan (\$126.3) and Uganda (\$125.3 million), responding to needs associated with the South Sudan situation.

The region's funding shortfall severely affected UNHCR's capacity to respond to new and existing displacements across the continent. The needs for protection-related activities were particularly key in the response to the urgent lack of food security, as this entailed direct protection risks, especially for women and girls. The lack of funding available made itself particularly felt in the following areas:

- In Rwanda, Uganda and the United Republic of Tanzania, UNHCR and partners were unable to meet minimum education standards.
- In Cameroon and South Sudan, funding shortages hampered child protection activities. The regional ratio of case workers to children with specific needs was lower than the global standard, with only one case worker per 90 children (the global standard is 1:25).
- In the DRC, provision of core relief items and support to income-generating activities was inadequate, covering only 30 per cent of refugees' needs.

EXPENDITURE IN AFRICA | 2012-2016



BUDGET AND EXPENDITURE IN AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects	
CENTRAL AFRICA AND THE GREAT LAKES						
Burundi	Budget	28,500,497	928,345	0	5,110,000	34,538,842
	Expenditure	15,493,023	122,178	0	1,709,859	17,325,059
Cameroon	Budget	89,476,460	1,885,381	0	7,262,762	98,624,603
	Expenditure	46,397,341	1,366,770	0	2,745,830	50,509,941
Central African Republic	Budget	13,828,750	0	18,017,437	25,712,516	57,558,704
	Expenditure	10,971,168	0	7,660,134	9,118,713	27,750,015
Congo, Republic of the	Budget	32,000,000	0	0	0	32,000,000
	Expenditure	9,332,112	0	0	0	9,332,112
Democratic Republic of the Congo Regional Office ¹	Budget	103,128,070	1,923,405	29,819,203	74,839,658	209,710,336
	Expenditure	58,938,208	363,979	3,247,609	10,688,389	73,238,185
Rwanda	Budget	95,182,700	0	6,031,085	0	101,213,785
	Expenditure	43,364,839	0	1,280,168	0	44,645,007
United Republic of Tanzania	Budget	96,045,636	0	12,464,242	0	108,509,878
	Expenditure	65,515,487	0	4,474,705	0	69,990,191
SUBTOTAL	Budget	458,162,113	4,737,131	66,331,967	112,924,936	642,156,147
	Expenditure	250,012,179	1,852,927	16,662,616	24,262,790	292,790,511
EAST AND HORN OF AFRICA						
Chad	Budget	159,841,543	911,419	0	1,973,047	162,726,009
	Expenditure	64,079,411	627,930	0	1,818,875	66,526,216
Djibouti	Budget	31,987,830	0	0	0	31,987,830
	Expenditure	11,147,555	0	0	0	11,147,555
Eritrea	Budget	4,891,037	0	0	0	4,891,037
	Expenditure	3,524,316	0	0	0	3,524,316
Ethiopia	Budget	279,327,419	0	0	0	279,327,419
	Expenditure	135,616,552	0	0	0	135,616,552
Ethiopia UNHCR Representation to the AU and ECA	Budget	2,042,045	0	0	0	2,042,045
	Expenditure	1,193,692	0	0	0	1,193,692
Kenya	Budget	268,674,963	500,000	0	0	269,174,963
	Expenditure	124,063,681	268,302	0	0	124,331,983
Kenya Regional Support Hub	Budget	5,907,779	0	0	0	5,907,779
	Expenditure	4,573,202	0	0	0	4,573,202
Somalia	Budget	93,413,834	0	34,862,433	37,640,414	165,916,681
	Expenditure	29,511,359	0	8,315,002	13,080,133	50,906,494
South Sudan	Budget	167,859,752	4,795,794	0	103,012,668	275,668,213
	Expenditure	87,870,855	2,547,062	0	35,890,262	126,308,179
Sudan	Budget	135,018,613	1,548,266	0	30,598,637	167,165,516
	Expenditure	70,440,917	831,286	0	8,769,054	80,041,256
Uganda	Budget	302,036,543	108,044	0	0	302,144,587
	Expenditure	125,318,821	3,891	0	0	125,322,711
Regional Activities	Budget	13,040,022	0	0	0	13,040,022
	Expenditure	456,320	0	0	0	456,320
SUBTOTAL	Budget	1,464,041,379	7,863,523	34,862,433	173,224,765	1,679,992,100
	Expenditure	657,796,682	4,278,471	8,315,002	59,558,324	729,948,478





BUDGET AND EXPENDITURE IN AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects	
WEST AFRICA						
Burkina Faso	Budget	20,971,555	707,620	0	0	21,679,176
	Expenditure	14,061,463	241,810	0	0	14,303,273
Côte d'Ivoire	Budget	10,385,244	3,990,442	16,409,334	0	30,785,020
	Expenditure	10,072,402	1,698,199	2,629,380	0	14,399,982
Ghana	Budget	9,444,755	0	0	0	9,444,755
	Expenditure	5,072,948	0	0	0	5,072,948
Guinea	Budget	7,463,159	0	0	0	7,463,159
	Expenditure	3,128,511	0	0	0	3,128,511
Liberia	Budget	23,860,907	0	0	0	23,860,907
	Expenditure	13,643,106	0	0	0	13,643,106
Mali	Budget	27,088,674	1,066,948	17,775,719	3,240,572	49,171,913
	Expenditure	7,040,851	575,649	4,662,595	1,093,182	13,372,277
Niger	Budget	46,543,938	944,228	0	3,700,000	51,188,166
	Expenditure	20,997,499	724,528	0	3,624,389	25,346,416
Nigeria	Budget	1,821,559	0	2,831,583	36,253,825	40,906,968
	Expenditure	1,188,093	0	1,541,547	19,235,594	21,965,234
Senegal Regional Office ²	Budget	36,931,623	1,798,172	0	0	38,729,795
	Expenditure	17,320,542	1,119,089	0	0	18,439,631
SUBTOTAL	Budget	184,511,416	8,507,410	37,016,635	43,194,398	273,229,858
	Expenditure	92,525,415	4,359,275	8,833,522	23,953,164	129,671,377
SOUTHERN AFRICA						
Angola	Budget	3,721,490	0	0	0	3,721,490
	Expenditure	2,069,590	0	0	0	2,069,590
Botswana	Budget	3,333,215	0	0	0	3,333,215
	Expenditure	2,197,487	0	0	0	2,197,487
Malawi	Budget	14,056,021	0	0	0	14,056,021
	Expenditure	5,689,011	0	0	0	5,689,011
Mozambique	Budget	5,115,057	387,825	0	0	5,502,882
	Expenditure	2,605,262	165,694	0	0	2,770,956
South Africa Regional Office	Budget	24,750,916	1,064,531	0	0	25,815,446
	Expenditure	12,273,951	698,125	0	0	12,972,076
Zambia	Budget	17,611,317	0	0	0	17,611,317
	Expenditure	10,451,341	0	0	0	10,451,341
Zimbabwe	Budget	6,084,611	349,510	0	0	6,434,122
	Expenditure	4,752,294	199,882	0	0	4,952,176
SUBTOTAL	Budget	74,672,626	1,801,866	0	0	76,474,492
	Expenditure	40,038,936	1,063,701	0	0	41,102,636
TOTAL	Budget	2,181,387,534	22,909,929	138,211,036	329,344,099	2,671,852,598
	Expenditure	1,040,373,211	11,554,374	33,811,140	107,774,278	1,193,513,003

¹ Include activities in Gabon and the Democratic Republic of the Congo

² Includes activities in Benin, Gambia, Guinea-Bissau, Senegal, Sierra Leone and Togo

VOLUNTARY CONTRIBUTIONS TO AFRICA | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
Australia	3,599,712					3,599,712
Belgium	7,306,568				2,732,240	10,038,808
Botswana					19,719	19,719
Canada					21,198,502	21,198,502
Central Emergency Response Fund	42,414,725		1,472,951	9,260,878	798,710	53,947,264
Common Humanitarian Fund for South Sudan				199,842		199,842
Common Humanitarian Fund for Somalia				900,491		900,491
Common Humanitarian Fund for Sudan	3,354,863			1,536,817		4,891,680
Denmark	8,405,240	202,079	226,819	50,000	5,563,338	14,447,476
DRC Pooled Fund	500,000					500,000
Ecuador					2,500	2,500
European Union	54,556,792		975,057	2,224,264		57,756,113
Finland	759,878				8,589,911	9,349,789
France	3,628,118			500,000	3,157,029	7,285,147
Germany	18,326,416		635,324	4,060,539	69,579,006	92,601,285
Holy See	10,000					10,000
Ireland	3,705,964				2,717,391	6,423,356
Italy	2,501,516			1,329,948		3,831,464
Japan	43,824,067	268,817	2,695,558	5,358,508	8,093,767	60,240,717
Liechtenstein					101,420	101,420
Luxembourg					3,461,538	3,461,538
Malta	21,978					21,978
Monaco	55,741					55,741
Netherlands	2,590,239					2,590,239
Nigeria					63,735	63,735
Norway	2,920,561				2,643,913	5,564,474
Philippines	10,000					10,000
Private Donors in Australia	1,780,263				138,950	1,919,213
Private Donors in Canada	199,802				25,588	225,390
Private Donors in China	4,935					4,935
Private Donors in France					1,177	1,177
Private Donors in Germany	1,128,035			278,707	7,237,644	8,644,385
Private Donors in Italy	161,202			559	13,878	175,639
Private Donors in Japan	4,060,595		168,875	1,000,000	56,434	5,285,904
Private Donors in Kenya					100,000	100,000
Private Donors in the Netherlands	22,605,778					22,605,778
Private Donors in Qatar	11,888,726					11,888,726
Private Donors in the Republic of Korea	416,053				17,183	433,235
Private Donors in Spain	358,522				3,818,090	4,176,612
Private Donors in Sweden	139,421				12,880	152,300
Private Donors in Switzerland	290,325			156,000	8,229	454,554
Private Donors in the United Arab Emirates	250,000					250,000
Private Donors in the United Kingdom	1,315,934				100,000	1,415,934
Private Donors in the United States of America	5,207,864			10	671,490	5,879,363
Republic of Korea	332,000				1,250,000	1,582,000
Saudi Arabia	2,446,000					2,446,000
South Africa					125,217	125,217
Spain	1,228,366				26,230	1,254,595
Sweden	6,081,805				13,999,517	20,081,322
Switzerland	5,959,855			304,878	1,718,366	7,983,099
United Nations Darfur Fund				1,406,179		1,406,179
United Nations Delivering as One Fund	302,922					302,922
United Nations Development Programme	162,851					162,851
United Nations Peacebuilding Fund	331,391	100,962	272,315			704,668
United Nations Population Fund	15,000					15,000
United Nations Programme On HIV/AIDS					823,900	823,900
United Kingdom	41,447,090		5,748,512	566,976	2,095,922	49,858,499
United States of America	137,609,797				481,343,857	618,953,654
TOTAL	444,216,910	571,858	12,195,411	29,134,595	642,307,272	1,128,426,046

Note: Contributions include 7 per cent support costs

The Americas





WORKING ENVIRONMENT

In 2016, UNHCR worked in the Americas region to address challenges in responding to the needs of increasing numbers of displaced people, enhancing the protection of refugees and other displaced and stateless people, and promoting durable solutions. Since its adoption in 2014, the Brazil Declaration and Plan of Action (see *Glossary*) has continued to be an essential framework in the region for strengthening protection and fostering comprehensive solutions, in the spirit of enhanced cooperation and solidarity.

In a major development for the region, after four years of intensive negotiations a final peace agreement was signed between the Government of Colombia and the Revolutionary Armed Forces of Colombia (FARC), which was approved by Congress and entered into force on 1 December 2016.

Makeshift rafts on the Suchiate River are a route into Mexico for thousands of refugees fleeing gang violence in the Northern Triangle of Central America (El Salvador, Guatemala and Honduras).

© UNHCR / D. VOLPE

UNHCR was assigned a role under the peace process to support the agreement's peacebuilding efforts. Despite key progress achieved following the peace agreement, new displacement continued to take place both inside the country and across borders, mainly because of increased violence by illegal armed groups. The organization also continued to monitor the situation in volatile regions, where armed groups appeared in areas vacated by the FARC. Security incidents for local social leaders have also increased, specifically affecting supporters of the peace process.

There were more asylum applications in the region during 2016 than in previous years. In the Bolivarian Republic of Venezuela, growing political, social and economic tensions throughout the year led to the displacement of Venezuelans. Since 2011, over 40,000 lodged asylum claims in the Americas and beyond, including at least 27,000 who applied in 2016 mainly in Brazil, Costa Rica, Peru, Spain and the United States of America. While the number of Venezuelans granted refugee status increased, most tried to regularize their status under different bilateral or multilateral regional frameworks in host countries within the region. In the Caribbean, given the small size of some of the island States, the arrival of Venezuelans, even in relatively small numbers, had a disproportionate impact on their limited reception capacities.

Forced displacement within and from the Northern Triangle of Central America

(NTCA, comprising El Salvador, Guatemala and Honduras) continued unabated, triggered mainly by high levels of violence stemming from organized criminal groups, despite several positive policy and institutional interventions by the three Governments. In response to growing protection needs, UNHCR launched a supplementary appeal in June 2016, which enabled the Office to reinforce inter-agency protection networks, and expand partnerships on the ground. It also supported the authorities in countries of origin, transit and asylum with the implementation of protection, reception and referral mechanisms, and advocacy and awareness-raising activities.

In the spirit of shared responsibility and complementary action, the region's governments held a High-Level Roundtable in July 2016 to discuss a "Call to Action: Protection Needs in the NTCA." The roundtable resulted in the adoption of the San José Action Statement, which calls for a comprehensive, multi-sectorial regional response to address forced displacement in Central America.

In addition, several countries in the region continued to demonstrate solidarity with global and regional refugee situations by offering alternative protection solutions to people of concern to UNHCR. In this regard, UNHCR initiated the "Protection transfer arrangement programme," aiming to evacuate people at heightened risk from El Salvador to Costa Rica, and then from

Costa Rica to resettlement countries. Some families have already benefited from this programme in 2016. An important outcome of the Leaders' Summit on Refugees, held in the United States in September 2016, was the establishment of an "Emerging resettlement countries joint support mechanism," a fund to support countries setting up sustainable resettlement or complementary pathway programmes for refugees.

MAJOR SITUATIONS

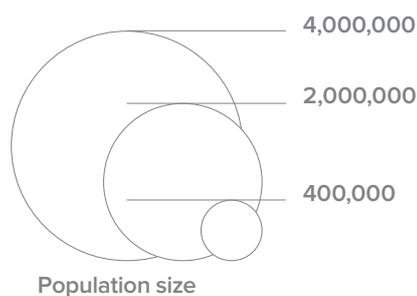
Colombia situation

UNHCR's 2016-2018 regional protection and solutions strategy aims to respond in an enhanced, coordinated manner to operational exigencies that a post-agreement phase entails, focusing on securing and protecting the rights of forcibly displaced people in Colombia as well as Colombian refugees in neighbouring countries.

Colombia has the largest number of IDPs globally, with more than 7.4 million people displaced by more than five decades of conflict. UNHCR continued to adapt its role and activities to support the peacebuilding agenda. In 2016, the Office registered 47 emergencies that included mass displacement, confinement or restrictions to mobility, affecting nearly 14,000 people. At least two-thirds of those affected were indigenous people, the rest being mainly



- Refugees
- Asylum-seekers
- Returnees (refugees and IDPs)
- Stateless persons
- Internally displaced people (IDPs)
- Others of concern



IDPs and members of host communities benefited from community-based infrastructure and empowerment projects

Afro-Colombians and farmers. The Office advocated the protection of IDPs and the prevention of new displacement in more than 170 communities by deploying Ombudsmen and implementing community-based infrastructure and empowerment projects, which benefited more than 18,000 IDPs and members of host communities.

In Ecuador, UNHCR promoted local integration, enabling refugees to actively contribute to Ecuador's development. Around 1,500 households across the country participated in UNHCR's "graduation approach" programme (see *Glossary*). Important progress was also made with regards to legal status, registration and access to social security and services. The National Assembly unanimously passed a human mobility law, which was subsequently approved in January 2017, updating the framework for regularizing the status of refugees and migrants in the country and reaffirming important principles, such as equal treatment of all people before the law, the principle of non-refoulement, and non-criminalization of irregular entry.

In December 2016, the Venezuelan authorities with UNHCR's support launched a profiling exercise of an estimated 168,500 Colombians living in the Bolivarian Republic of Venezuela. The results will be used to design policies and plans to ensure people in need of international protection have access to solutions and are included in national social programmes.

Northern Triangle of Central America situation

Unlike previous years, while a rising number of asylum-seekers was recorded mainly in Canada and the United States of America, the steepest increase in asylum requests by individuals from the NTCA in 2016 was recorded in neighbouring countries. Mexico received around 9,000 new asylum applications, representing a 156 per cent increase on 2015. High numbers of asylum applications were also registered in Costa Rica and Panama and, to a lesser extent, in Belize and Nicaragua.

UNHCR's 2016-2018 protection and solutions strategy for the NTCA also aims to respond to the most urgent needs of refugees, asylum-seekers, returnees with protection needs, and IDPs from the NTCA in countries of origin, transit and asylum. In Costa Rica and Mexico, the organization supported asylum systems and reception mechanisms, by providing adequate shelter and cash assistance for vulnerable groups.

UNHCR also strengthened its cooperation with governments in the subregion by signing a memorandum of understanding with Guatemala to reinforce its asylum system and better manage mixed movements. In addition, the Office supported Honduran and Salvadoran institutions dealing with displaced people, and victims of violence in assisting their nationals abroad in need of international protection.

Finally, strategic alliances were forged with Ombudsperson, faith-based organizations and civil society partners to provide protection and assistance to people and communities affected by violence, as well as to returnees with protection needs. The inter-agency working groups led by UNHCR have been key to including a protection perspective in United Nations' frameworks, programmes, and groups, such as the United Nations Development Group for Latin America and the Caribbean.

ACHIEVEMENTS AND IMPACT

Building a common asylum space

The Quality Assurance Initiative (QAI), which has been implemented in Argentina, the Plurinational State of Bolivia, Brazil, Chile, Costa Rica, Mexico, Panama and Peru, seeks to enhance the fairness and efficiency of national asylum systems. As part of this initiative, Brazil established a registration system for asylum-seekers that allows a more predictable and manageable schedule for the refugee status determination (RSD) process, resulting in better protection against refoulement, arrest and detention, as well as access to assistance. Costa Rica increased the capacity of its national eligibility bodies both at first and second instances, assuming greater responsibility in the processing of asylum claims.

Mexico amended its Constitution to include the right to seek asylum and refugee protection. In 2016, the Organization of American States' (OAS) General Assembly, during its session in the Dominican Republic, adopted a resolution on human rights, which includes references to protection of refugees and stateless people. In addition, a separate resolution on IDPs was adopted. Trinidad and Tobago became the first country in the Caribbean to use QAI standards and methodology to develop national refugee status determination. Other countries in the Caribbean have also expressed interest in doing so. In Ecuador, UNHCR has taken measures to improve its asylum system through capacity building and technical support.

UNHCR continued working with governments to promote alternatives to detention. In Canada and the United States of America, the implementation of the "Beyond detention" global initiative identified alternatives to detention for children. In Costa Rica, UNHCR supported the establishment of centres for migrants in border areas, and of a shelter for female survivors of sexual and gender-based violence (SGBV) and lesbian, gay, bisexual, transgender and intersex asylum-seekers. In the northern border area, UNHCR expanded its presence to ensure immediate registration and effective access to RSD procedures. In Mexico, over 2,400 asylum-seekers were housed in eight UNHCR-supported shelters.

In 2016, the United States of America welcomed over 96,800 refugees and Canada resettled nearly 46,300 refugees, its largest annual refugee admission in the past two decades

Pursuing durable solutions

UNHCR continued to promote the inclusion of refugees and other people of concern into national plans and policies. In Costa Rica, an agreement was concluded with the Ministry of the Presidency and the Migration Authority to guarantee the access of refugees to the national development and poverty reduction programme, facilitating the early integration of NTCA refugees. A shelter for women survivors of SGBV and their children from the NTCA and Nicaragua was also established. In Colombia, support was provided to 92 Colombians that had returned from Ecuador and Venezuela, as well as to assist more than 200,000 people with civil status documentation. UNHCR also supported local authorities' efforts to legalize informal IDP settlements in urban areas. In Ecuador, the Office signed agreements with the Social Development Coordination Ministry and with the Ministry of Economic and Social Inclusion to facilitate the integration of refugees in national policy and programmes. UNHCR also signed an agreement with the civil registry to register refugees, to facilitate their access to basic services and formal employment.

States in the region remained committed to solidarity and responsibility sharing for

refugee resettlement programmes. In 2016, the United States of America welcomed over 96,800 refugees and Canada resettled nearly 46,300 refugees, its largest annual refugee admission in the past two decades. With UNHCR's support, Canada launched a global refugee sponsorship initiative to bring together sponsorship groups, international delegates, partners and government officials. These actors shared the experience of Canada's private sponsorship model for refugees, and sought to develop practical guidance and tools for other countries looking to adopt similar programmes.

Argentina, Brazil, and Chile pledged to receive refugees, especially from the Syrian Arab Republic and the NTCA. Argentina and Chile also advanced preparations to receive Syrian refugees either for resettlement or through other legal pathways such as humanitarian visas.

In Southern Cone countries, UNHCR enhanced its strategic partnerships with governments, civil society and private sector counterparts, to consolidate protection space in the subregion, including by establishing resettlement programmes and other forms of admission, and by implementing local integration initiatives.

Supporting the regional initiative for Central America and Mexico

In line with the San José Action Statement, UNHCR strengthened alliances with partners, establishing 30 agreements for protection interventions in the NTCA. These agreements had a crucial impact on: child protection; community-based protection; protection networks and border monitoring; the strengthening of reception centres; protection responses for cases at heightened risk; as well as the reinforcement of national human rights entities (ombudsperson offices) in the three NTCA countries.

Following the example of the profiling exercise carried out in Honduras, UNHCR supported the Government of El Salvador (Ministry of Justice and Public Safety) to conduct a similar exercise in 2016. UNHCR will also be supporting an academic study on the different forms of displacement in Guatemala. This is expected to have a positive impact on the visibility of protection issues related to displacement.

In hosting countries, UNHCR continues to work with asylum-seekers and refugees, implementing identification and referral mechanisms, adequate reception arrangements and alternatives to detention.

Addressing mixed movements in the Caribbean

Countries in the Caribbean continued to receive people who arrived, in increasing numbers, within mixed movement flows. UNHCR developed a protection strategy to support Caribbean States and Territories to strengthen protection and solutions. The strategy includes guidance on: screening and identifying people in need of international protection, within the context of mixed movements; the adoption of national asylum procedures; the establishment of national asylum procedures and adequate reception facilities; access to asylum procedures; the adoption of alternatives to detention, as well as efforts towards local integration; and the eradication of statelessness. In 2016, UNHCR and its partners registered over 5,000 asylum-seekers in the Caribbean, at least 50 per cent more than during 2015.

With the support of UNHCR, IOM and the Caribbean Community (CARICOM), representatives from 14 States gathered for the first substantive meeting of the Caribbean Migration Consultations, hosted by Trinidad and Tobago in December 2016. They met to establish a Caribbean Information Management Centre for regional data collection, information sharing and develop consistent approaches in response to mixed movements.

Working towards eradicating statelessness

The region saw positive developments in efforts to eradicate statelessness. The General Assembly of the Organization of American States adopted a resolution on human rights that welcomed UNHCR's 2014-2024 Global Action Plan to End Statelessness and endorsed the #IBelong Campaign.

The first regional workshop on "Statelessness and nationality for parliamentarians from Latin America and the Caribbean" was held in Quito, Ecuador, in November 2016. It focused on the need to adopt comprehensive laws to ensure the protection of stateless people, including by facilitating naturalization. In 2016, the naturalization of stateless people was included in the migratory law in Brazil and the regulations of the civil registry in Costa Rica.

Chile enacted a law reducing the minimum age required for foreigners to be eligible to acquire Chilean nationality (from 21 to 18 years), and eliminating the age limit for refugee children with one parent who had become a Chilean national.

More details on individual operations are available in the relevant subregional and country operations pages on the Global focus website (<http://reporting.unhcr.org>)

In the Dominican Republic, important steps were taken following the adoption of a special law (Law 169-14) to confirm Dominican nationality through the validation of birth certificates belonging to individuals born in the country to two migrant parents. Thousands of individuals are also believed to have been issued their Dominican civil documents in 2016.

CONSTRAINTS

Complex mixed movements throughout the Americas region, including a surge of asylum-seekers from within and outside the region, have continued to strain the capacity of asylum countries to receive, process and protect those in need. UNHCR continued working with governments to ensure access to asylum procedures for those seeking international protection, including through alternative case processing strategies; however, the limited mobilization of adequate and predictable human and financial resources that States in the region dedicate to ensuring that asylum authorities have increased and sustainable means to respond to new dynamics is a recurring challenge.

FINANCIAL INFORMATION

The original 2016 budget for the Americas region was \$115.7 million. By the end of 2016, the budget had been revised to \$139.2 million. This was mainly due to the inclusion of a supplementary budget of \$16.9 million to strengthen the regional response to the NTCA situation in June 2016. In addition, regional needs increased due to the emergency response to the earthquake in Ecuador, the implementation of activities related to the Brazil Plan of Action, the resettlement of Syrian refugees in Uruguay and activities in support of the Syria situation.

The region received very little in the way of earmarked funding. While total voluntary contributions to the region came to \$37.5 million, including 7 per cent programme support costs, UNHCR used an indicative amount of \$36.4 million in unearmarked funding to cover gaps, equivalent to 12 per cent of all unearmarked funds used in the field.

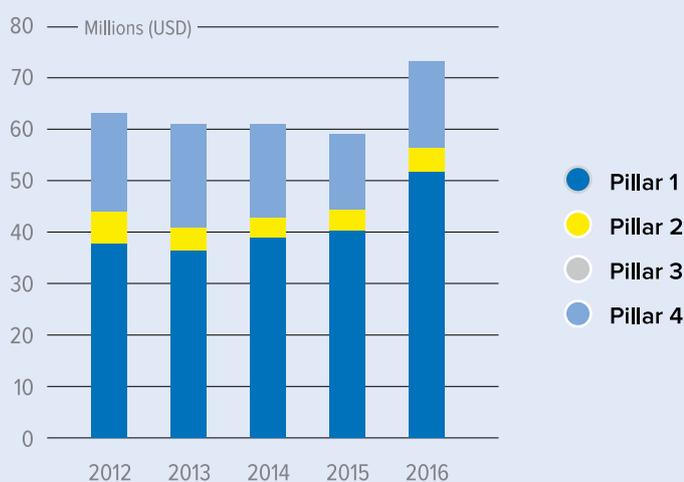
Expenditure in the Americas increased in 2016, amounting to \$73.2 million or about 53 per cent of

the approved budget and accounting for approximately 2 per cent of programmed activities, the same level as in 2015. The region's funding shortfall substantially limited UNHCR's ability to provide the necessary technical assistance to governments to enhance national asylum systems and gradually transfer responsibility to them for RSD procedures. The lack of funding available made itself particularly felt in the following areas:

- Ensuring the availability of effective solutions for people of concern who were facing limited resettlement places.

- A lack of local integration alternatives and limited livelihood support.
- Efficiently coordinating and building protection and integration networks.
- Facilitating access to alternative protection mechanisms in Ecuador.
- Advancing the legalization of informal settlements in Colombia, with a high concentration of IDPs
- Implementing border monitoring activities.

EXPENDITURE IN THE AMERICAS | 2012-2016



BUDGET AND EXPENDITURE IN THE AMERICAS | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects	
NORTH AMERICA AND THE CARIBBEAN						
Canada	Budget	1,434,642	95,478	0	0	1,530,119
	Expenditure	1,193,207	93,006	0	0	1,286,213
United States of America Regional Office ¹	Budget	13,630,391	8,666,806	0	0	22,297,197
	Expenditure	7,610,219	3,498,421	0	0	11,108,640
SUBTOTAL	Budget	15,065,033	8,762,284	0	0	23,827,317
	Expenditure	8,803,426	3,591,427	0	0	12,394,853
LATIN AMERICA						
Argentina Regional Office ²	Budget	4,646,960	168,559	0	0	4,815,518
	Expenditure	3,105,023	152,036	0	0	3,257,059
Brazil	Budget	5,990,893	242,570	0	0	6,233,463
	Expenditure	2,655,452	115,215	0	0	2,770,667
Colombia	Budget	974,747	0	0	30,513,568	31,488,315
	Expenditure	572,636	0	0	13,769,857	14,342,493
Costa Rica	Budget	4,522,237	248,639	0	0	4,770,876
	Expenditure	3,210,758	247,363	0	0	3,458,121
Costa Rica Regional Legal Unit	Budget	2,488,622	512,726	0	0	3,001,348
	Expenditure	1,896,872	391,035	0	0	2,287,907
Ecuador	Budget	19,945,565	0	0	5,090,000	25,035,565
	Expenditure	11,339,826	0	0	2,969,991	14,309,817
Mexico	Budget	12,519,043	0	0	0	12,519,043
	Expenditure	6,736,627	0	0	0	6,736,627
Panama Regional Office ³	Budget	16,647,694	0	0	0	16,647,694
	Expenditure	9,238,602	0	0	0	9,238,602
Venezuela	Budget	9,132,293	0	0	0	9,132,293
	Expenditure	3,969,854	0	0	0	3,969,854
Regional Activities ⁴	Budget	1,748,595	0	0	0	1,748,595
	Expenditure	428,880	0	0	0	428,880
SUBTOTAL	Budget	78,616,649	1,172,494	0	35,603,568	115,392,710
	Expenditure	43,154,531	905,649	0	16,739,848	60,800,028
TOTAL	Budget	93,681,682	9,934,777	0	35,603,568	139,220,027
	Expenditure	51,957,957	4,497,076	0	16,739,848	73,194,880

¹ Includes Belize, Dominican Republic and Haiti

² Includes activities in the Plurinational State of Bolivia, Chile, Paraguay, Peru and Uruguay

³ Includes activities in Cuba, El Salvador, Guatemala, Honduras and Nicaragua

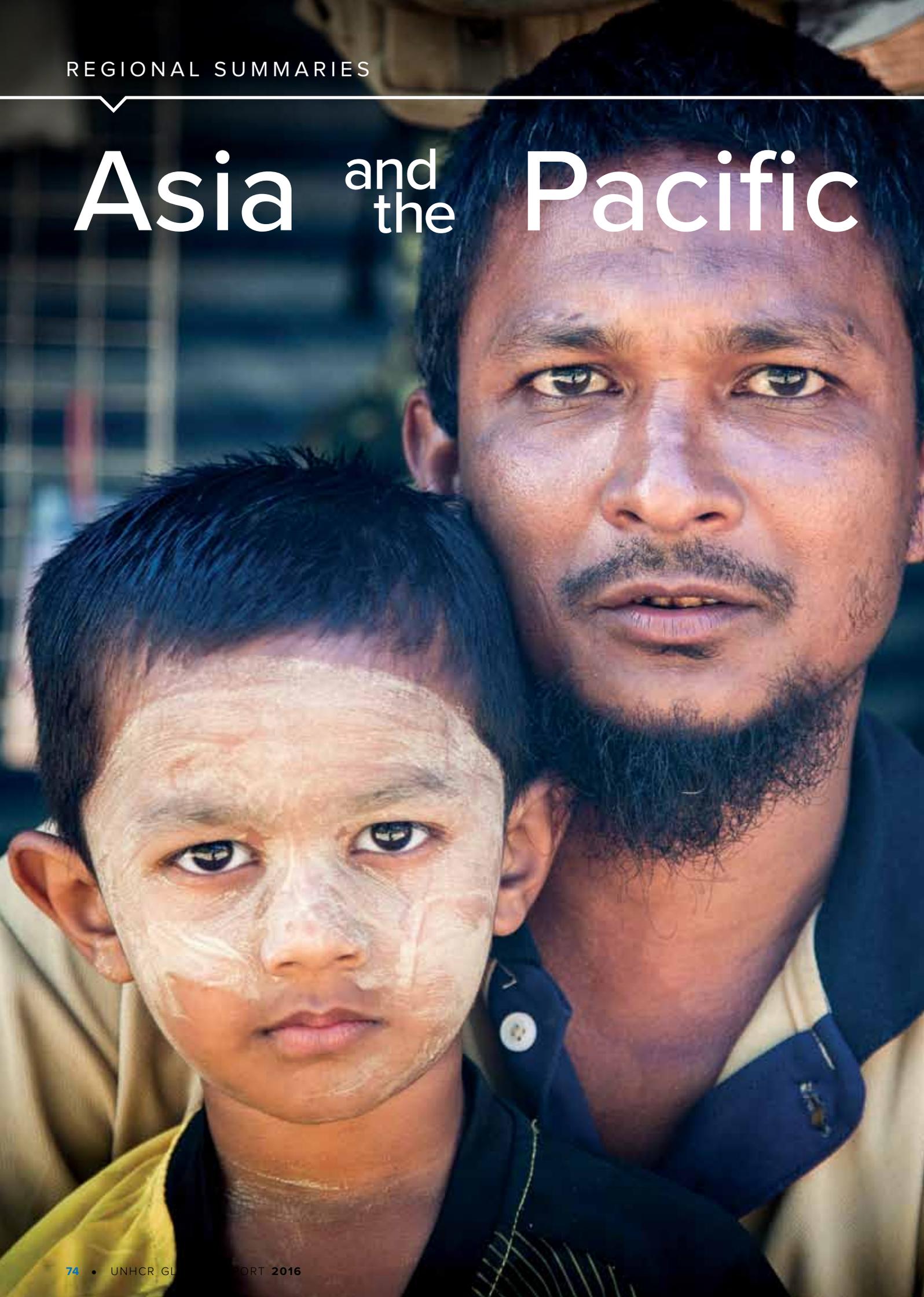
⁴ Regional activities cover the entire Americas region

VOLUNTARY CONTRIBUTIONS TO THE AMERICAS | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
Argentina				123,420	123,420
Brazil	619,419			43,359	662,778
Canada	1,000,000			1,872,659	2,872,659
Central Emergency Response Fund			423,929		423,929
Chile	70,000				70,000
Denmark	30,000				30,000
European Union	2,152,397	136,261	434,047		2,722,706
International Organization for Migration		62,814			62,814
Mexico				25,000	25,000
Private Donors in Australia			44,430		44,430
Private Donors in Canada	75		35,279		35,354
Private Donors in China			116,971		116,971
Private Donors in Germany			112,111		112,111
Private Donors in Italy			42,140		42,140
Private Donors in Mexico				5,721	5,721
Private Donors in Spain	2,011		470,843	477,707	950,561
Private Donors in Switzerland			102,149	3,095	105,245
Private Donors in Thailand			39,940		39,940
Private Donors in the United Kingdom			36,787		36,787
Private Donors in the United States of America			461,007	75,000	536,007
Republic of Korea			420,000		420,000
Spain	223,464		670,391		893,855
Switzerland			914,634		914,634
United Nations Trust Fund for Human Security	97,743				97,743
United States of America	6,050,000			20,150,000	26,200,000
TOTAL	10,245,110	199,075	4,324,658	22,775,962	37,544,806

Note: Contributions include seven per cent support costs

Asia and the Pacific





WORKING ENVIRONMENT

The Asia and the Pacific region hosted approximately 3.5 million refugees, 2.7 million IDPs and 1.6 million stateless people, the largest concentration of stateless people under UNHCR's mandate worldwide. Most displaced people were refugees from Afghanistan and Myanmar. While more than 2.5 million Afghan refugees reside in more than 70 countries around the world, nearly 95 per cent of all documented Afghan refugees are generously hosted in the Islamic Republics of Iran and Pakistan.

Increasing insecurity in Afghanistan during 2016 saw the number of internally displaced rise to 1.2 million people. Despite that, fewer Afghans made the perilous journey to Europe. Of the 362,000 people who risked their lives to cross the Mediterranean Sea to reach Europe, 10 per cent were Afghans, mostly young men and unaccompanied children, significantly fewer than in 2015, when 21 per cent of arrivals by sea were Afghans.

© UNHCR / R. ARNOLD

A refugee from Myanmar and his son, voluntarily returned from Thailand to Myanmar.

Inside Myanmar, deteriorating security in some parts of the country resulted in increasing levels of internal displacement, as well as displacement across the border. At the end of 2016, there were some 375,000 people displaced inside Myanmar and an estimated 340,000 Myanmar refugees in the region.

The largest movement of refugees in South-East Asia took place in the wake of attacks on border posts in the northern Rakhine State of Myanmar in October 2016, after which some 74,000 refugees crossed from Myanmar to Bangladesh. There were, however, no large-scale maritime movements of refugees across the Bay of Bengal and the Andaman Sea since mid-2015, when the dangers of that journey became apparent and law enforcement efforts largely dismantled previous smuggling networks.

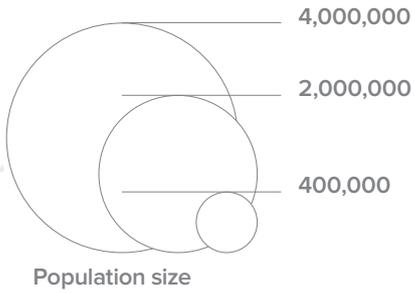
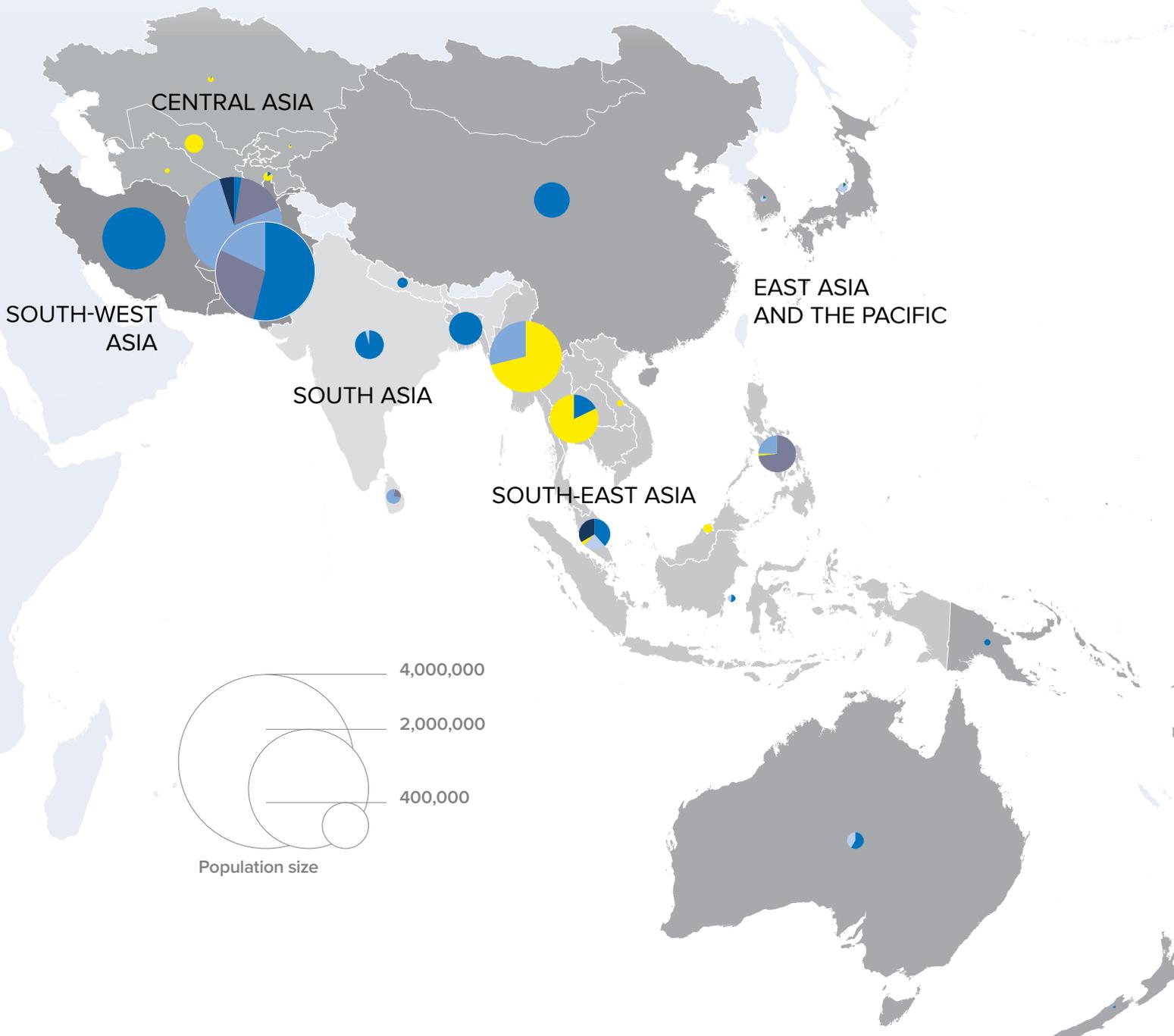
Many Asian States' leaders participated in the September 2016 United Nations General Assembly Summit on Refugees and Migrants, endorsing the New York Declaration for Refugees and Migrants, including its annex on the Comprehensive Refugee Response Framework (see *Glossary*). Most leaders from the region also attended the subsequent Leaders' Summit on Refugees, pledging to strengthen refugee protection and seek solutions to their plight.

Although less than half of Asian countries in the region have acceded to the 1951 Convention relating to the Status of Refugees and its 1967 Protocol (see *Glossary*), there has been a long-standing tradition of hospitality towards displaced people across the region. With large numbers of people of concern moving to urban or semi-urban areas, for employment and for better access to basic services, UNHCR continued working with States and other partners to enhance protection and assistance to those living outside of camps.

MAJOR SITUATIONS

Afghan refugees in South-West Asia

UNHCR continued to engage with concerned governments to implement the "Regional plan on building resilience and solutions for Afghan refugees in South-West Asia," which reiterated the principles endorsed by governments in 2012 in the overarching regional framework of the "Solutions strategy for Afghan refugees to support voluntary repatriation, sustainable reintegration and assistance to host countries" (SSAR). Some 979,400 and 1.3 million Afghan refugees are hosted in the Islamic Republics of Iran and Pakistan respectively, and an estimated three million undocumented Afghans in both hosting countries together.



- Refugees
- Asylum-seekers
- Returnees (refugees and IDPs)
- Stateless persons
- Internally displaced people (IDPs)
- Others of concern

Violent conflict in 2016 saw the highest number of civilian casualties recorded in a year since 2009 when such documentation was started by the United Nations Assistance Mission to Afghanistan. The violence triggered the displacement of 650,000 people inside the country, a 72 per cent increase compared with 2015, many of whom were vulnerable and forced to settle in areas with access to basic services. In the second half of 2016, there was also a sudden surge in the number of Afghan refugees returning from Pakistan. Some 383,900 Afghan registered refugees returned, marking a 10-year high. Post-return monitoring showed the reasons for this massive increase in numbers included harassment and pressure by authorities and host communities; economic hardship; introduction of enhanced border management controls at Torkham border; heightened anxiety over the validity of Pakistan Government-issued proof of registration cards; the enhanced implementation of Pakistan's "National action plan" against terrorism, which affected both Pakistani and Afghan nationals; and the Afghan Government's call to Afghan refugees in Pakistan to return home, a call which included the government's commitment to provide land and shelter upon arrival. Most of the returning Afghans came from Pakistan, with only 2,200 Afghan refugees returning from the Islamic Republic of Iran, and a further 690,000 undocumented Afghans having returned from the Islamic Republics of Iran and Pakistan.

Recognizing that support for development in Afghanistan facilitates sustainable reintegration, donors engaged to promote political and economic stability, as well as the building of State capacities and development in Afghanistan. Some \$15.2 billion were pledged by donors for the next four years during a conference on Afghanistan held in Brussels in October 2016. Translating commitments into action is absolutely vital to ensure the Government of Afghanistan has the support and resources required to assist its population, including uprooted people.

Solutions for people of concern from Myanmar

In Myanmar, significant internal displacement was triggered following an escalation in armed conflict in the States of Kachin and northern Shan, as well as reported widespread human rights violations against the Rohingya in northern Rakhine State. In October 2016, following a violent attack on border guard posts, an estimated 74,000 people crossed from northern Rakhine State into Bangladesh because of subsequent violence. At the end of 2016, there were an estimated 490,000 refugees from Myanmar in the neighbouring countries. Without a ceasefire, the situation of displaced people remains precarious. In 2016, UNHCR continued its strong advocacy with the Government of Myanmar to preserving humanitarian space and addressing protection issues related to

displaced people. UNHCR also encouraged the Government of Bangladesh to keep its border open to people seeking safety from violence and in urgent need of humanitarian assistance.

Irregular mixed movements in South-East Asia

In South-East Asia, UNHCR focused on addressing the root causes forcing people to risk their lives on dangerous boat journeys and further afield. As part of the Bali Process, Asian leaders from 41 countries adopted the “Bali Declaration on People Smuggling, Trafficking in Persons and Related Transnational Crime” in March 2016. The Declaration, which was largely the result of the regional response to the 2015 Bay of Bengal crisis, highlighted the importance of comprehensive, long-term solutions. Commitments were made on predictable disembarkation, reception conditions, temporary protection, local stay arrangements, and legal pathways for asylum-seekers and refugees. The Declaration encompassed some of the elements of a regional compact on refugees and migration, including the call for stronger regional cooperation, increased partnerships, and responsibility sharing. In addition, States in South-East Asia agreed to set up a task force on planning and preparedness to respond to large movements of migrants and refugees in November 2016.

UNHCR continued to support the Regional Support Office of the Bali Process, which operates under the oversight and direction of the Bali Process co-chairs—the Governments of Australia and Indonesia—in cooperation with IOM.

ACHIEVEMENTS AND IMPACTS

Safeguarding access to protection and asylum

In the spirit of the Bali Process and New York Declaration, UNHCR committed to working with States and other stakeholders supporting joint approaches to reception, registration, and determining international protection needs and establishing mechanisms, including regional schemes, to achieve solutions for people of concern to UNHCR.

In South-East Asia, the Government of Thailand adopted a cabinet resolution establishing a national screening mechanism to distinguish refugees from economic migrants, and UNHCR worked with authorities to implement the necessary procedures related to this resolution. In India, UNHCR advocated access for refugees to a “long-term visa” which, among other things, allows them access to employment, and higher education, and open bank accounts.

In South-West Asia, UNHCR worked with the Government of Pakistan to address reported cases of unlawful arrests and detention of refugees. The Office advocated for the extension of the validity of refugees' proof of registration cards until the end of 2017, and welcomed the Federal Cabinet of Pakistan's adoption of a national policy relating to the management of refugees and Afghan nationals. Furthermore, through the refugee affected and hosting areas initiative, inter-linked interventions were implemented in education, skills training and livelihoods, to empower youth. UNHCR also promoted the inclusion and access of Afghan refugees in national and public services.

In the Islamic Republic of Iran, great strides were made to improve refugees' access to health care, as UNHCR supported the national authorities in implementing the second phase of the country's universal public health insurance scheme to include registered refugees. The Iranian Government also implemented the presidential decree adopted in 2016, allowing undocumented Afghan children to enrol in local schools. As a result, some 48,000 undocumented Afghan children enrolled during the year.

Seeking durable solutions for protracted refugee situations

In line with the "Regional plan on building resilience and solutions for Afghan refugees in South-West Asia" and the SSAR framework, the Islamic Republics of Afghanistan, Iran and Pakistan participated in tripartite and quadripartite meetings with UNHCR to coordinate efforts at securing durable solutions for Afghan refugees. In mid-2016, the repatriation of Afghan refugees from Pakistan increased to some 370,000. While the increased cash grant supported returnees during the initial return period, UNHCR also strongly advocated for overall reintegration needs and access to basic services to be addressed in Afghanistan's national development plans. In particular, the Office played a proactive role to ensure that their needs were included in the plans of the newly established interministerial Displacement and Return Executive Committee.

With respect to Myanmar, a pilot voluntary return exercise was carried out with the support of the Governments of Myanmar and Thailand. UNHCR facilitated the return of 71 Myanmar refugees to South East Myanmar. These first returns will pave the way for a process of voluntary repatriation

that could eventually resolve one of Asia's most protracted refugee situations.

In 2016, some 850 Sri Lankan refugees returned from India, a 50 per cent increase on 2015. In India, UNHCR disseminated information on voluntary return through refugee communities and provided logistical support and return assistance. In Sri Lanka, the Office assisted returnees upon arrival, providing cash grants as well as core relief items (CRIs). Protection monitoring in areas of return, following registration, served as a tool for advocacy and referral to other services, including legal advice on housing, land and property issues, and documentation.

In Nepal, a major milestone was reached in terms of large-scale resettlement. Over 107,000 refugees from Bhutan were resettled out of camps to third countries. UNHCR continued advocating durable solutions for around 10,000 refugees who remained in camps.

Australia, Japan and the Republic of Korea welcomed a number of refugees, including Myanmar refugees, for resettlement during the year. Australia announced a bilateral agreement with the United States of America to consider the resettlement of

refugees currently residing in regional processing centres in Nauru and Papua New Guinea for resettlement in the United States of America. In view of the urgent humanitarian needs of these populations, UNHCR agreed to support the process under certain conditions.

In Nepal, over 107,000 refugees from Bhutan were resettled.

Ensuring protection and durable solutions for IDPs

The Government of Afghanistan established an interministerial coordination body, the Displacement and Return Executive Committee, to strengthen essential services and develop reintegration prospects for displaced and returning populations, including for host communities. UNHCR contributed proactively to the elaboration of the comprehensive reintegration plan and has committed to support its implementation, particularly in the area of protection. In 2016, UNHCR carried out 55 community-based projects in 93 locations in Afghanistan, to the benefit of some 58,750 IDPs, host communities and returnees. The Office also supported around 24,000 households, mainly IDPs, during the winter period with cash assistance and CRIs.

More than 8,800 stateless people were granted Thai nationality, bringing the total to 27,000 people since 2012.

Since the Government of Pakistan began large-scale return operations in March 2015, more than 1.3 million IDPs have returned to their areas of origin. The Government plans to facilitate the return of the remaining 450,000 IDPs by mid-2017 with UNHCR support.

While humanitarian access remained challenging in Myanmar, UNHCR worked with partners and the Government to protect and assist IDPs in Kachin and Rakhine States as part of its inter-agency response. It advocated regular humanitarian access to all affected populations in the areas of conflict.

Positive developments were made in Sri Lanka in addressing the rights and needs of IDPs, returnees and other people of concern, through the adoption of the “National policy on durable solutions for conflict-affected displacement” in August 2016. Consequently, UNHCR reoriented its IDP operation and continued to advocate for the Government and development partners to play a greater role in ensuring the sustainable return of Sri Lankan refugees and the reintegration of IDPs.

Reducing and preventing statelessness and protecting stateless people

Throughout 2016, progress was made in the region to prevent and reduce statelessness, with the support of UNHCR and civil society actors. In Myanmar, UNHCR continued to advocate resolving citizenship issues through an inclusive citizenship verification process accepted by all communities, and the amendment of citizenship laws to ensure they are in line with international standards guaranteeing the right to a nationality.

The Government of Thailand, in support of the #IBelong Campaign to End Statelessness, announced a series of policy measures to further prevent and reduce statelessness. In December 2016, the Thai Cabinet also approved a resolution providing guidance and additional measures to address problems relating to the legal status of stateless persons and the issue of statelessness. These measures aimed to support previously established ones by expanding eligibility criteria for nationality and clarifying application processes, as well as focusing on resolving

statelessness amongst children and students. UNHCR, in partnership with other actors, supported these efforts by assisting stateless individuals to apply for nationality. Since 2012, more than 27,000 stateless people were granted Thai nationality, including 8,814 in 2016.

Together with UNHCR, the Governments of Indonesia and the Philippines assisted people of Indonesian descent residing in Mindanao in the southern Philippines. Out of the registered population of 8,745, some 4,110 people of Indonesian descent were confirmed as Indonesian, Filipino or dual nationals in 2016. In Malaysia, UNHCR supported NGOs in providing legal assistance to stateless people for them to apply for nationality. More than 1,400 stateless people of the 12,350 registered with UNHCR's partner had acquired Malaysian nationality, and more than 11,000 nationality applications submitted to the local authorities were awaiting a decision. In April 2017, the Prime Minister's Office issued the Malaysian Indian Blueprint which includes a target to "resolve stateless and documentation issues" of people of Indian descent living in Malaysia within five years of implementation, with a priority on children and youth.

In Central Asia, at least 11,000 people acquired a nationality or had their nationality confirmed in 2016. Kazakhstan,

Kyrgyzstan and Tajikistan also made legislative changes, with a view to preventing and reducing statelessness. The President of Uzbekistan signed a decree by which 179 stateless people became Uzbek nationals in December 2016, and Turkmenistan granted nationality to more than 1,380 stateless people in a single day.

CONSTRAINTS

Limited humanitarian access continued to impede UNHCR's work in Afghanistan and Myanmar. The safety of humanitarian workers remained of grave concern, particularly for national staff who were especially exposed to attacks and the risk of collateral damage.

The lack of a legal framework to anchor protection and solutions for UNHCR's people of concern continued to be a challenge in the region. Only 20 of the 45 countries and territories in the Asia and the Pacific region had acceded to the 1951 Convention Relating to the Status of Refugees and its 1967 Protocol.

Shrinking financial resources had several effects on operations, including UNHCR's ability to carry out comprehensive protection and response, and to find solutions for different populations of concern.

More details on individual operations are available in the relevant subregional and country operations pages on the Global focus website (<http://reporting.unhcr.org>).

FINANCIAL INFORMATION

The original 2016 budget for Asia and the Pacific region amounted to \$534.3 million. The revised 2016 budget increased to \$671 million, mainly due to additional requirements to cover the cash grant for the increasing number of Afghan refugee returns from Pakistan to Afghanistan.

Earmarked contributions to Asia and the Pacific came to \$293 million, including 7 per cent programme support costs, which left 56 per cent of the region’s needs unmet. UNHCR used an indicative amount of \$99.3 million in unearmarked funding in the region to cover gaps, equivalent to 32 per cent of all unearmarked funds used in the field.

Expenditure in Asia and the Pacific increased in 2016, amounting to \$375.7 million, or 9.5 per cent of programmed activities as compared to 7.8 per cent in 2015, with 77 per cent of expenditure in South-West Asia. The operations with largest expenditures were Afghanistan (\$197.8 million) and Pakistan (\$54.7 million), responding to needs associated with the Afghanistan situation. The remaining 23 per cent of the budget went to small and medium-sized operations, including Myanmar and countries receiving refugees from Myanmar. The budget for smaller operations (excluding Myanmar and countries receiving refugees from Myanmar) had shrunk by 34 per cent since 2012. The region’s funding shortfall

limited UNHCR’s ability to carry out its life-saving work in the region as well as a decrease in human resources which seriously impacted on UNHCR’s presence and its ability to implement activities. The lack of funding available made itself particularly felt in the following areas:

- In the Islamic Republic of Iran, UNHCR was able to support only 117,530 vulnerable refugees to access the national health insurance scheme, while many other refugees faced financial challenges to pay the premium. Inadequate access to health insurance prevented a number of adults from receiving health care, often leading to serious protections problems within the family such as a recourse to child labour.
- In Pakistan, an estimated 20,000 to 40,000 out-of-school refugee children could not access education. In many cases, girls had to interrupt their education as UNHCR was no longer able to provide classes beyond grade 6 in the settlements, and some parents objected for cultural reasons to their daughters attending public schools, thus increasing the risks of early marriage and pregnancies of teenage girls.
- In Malaysia, UNHCR and partner agencies were unable to provide basic support to 37 per cent of the identified vulnerable people.
- In Myanmar, with over 86,000 IDPs in need of shelter repair, UNHCR was not able to cover all needs.

EXPENDITURE IN ASIA AND THE PACIFIC | 2012-2016



BUDGET AND EXPENDITURE IN ASIA AND THE PACIFIC | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects	
SOUTH-WEST ASIA						
Afghanistan	Budget	187,894,489	0	42,006,524	29,332,852	259,233,865
	Expenditure	174,624,654	0	12,483,649	10,713,604	197,821,907
Islamic Republic of Iran	Budget	76,765,380	0	0	0	76,765,380
	Expenditure	36,211,779	0	0	0	36,211,779
Pakistan	Budget	68,048,813	234,630	50,342,629	18,726,284	137,352,356
	Expenditure	31,686,528	150,996	16,564,281	6,323,956	54,725,760
SUBTOTAL	Budget	332,708,683	234,630	92,349,153	48,059,136	473,351,601
	Expenditure	242,522,961	150,996	29,047,930	17,037,560	288,759,447
CENTRAL ASIA						
Kazakhstan Regional Office	Budget	5,383,628	2,102,199	0	0	7,485,827
	Expenditure	2,032,022	1,305,208	0	0	3,337,229
Kyrgyzstan	Budget	1,856,638	1,019,634	0	0	2,876,272
	Expenditure	1,085,223	606,983	0	-	1,692,206
Tajikistan	Budget	2,462,432	1,604,709	0	0	4,067,141
	Expenditure	881,801	861,582	0	0	1,743,383
Turkmenistan	Budget	146,256	102,957	0	0	249,214
	Expenditure	80,008	54,164	0	0	134,172
SUBTOTAL	Budget	9,848,954	4,829,499	0	0	14,678,453
	Expenditure	4,079,055	2,827,936	0	0	6,906,991
SOUTH ASIA						
India	Budget	14,987,333	74,513	0	0	15,061,846
	Expenditure	5,435,335	64,652	0	0	5,499,987
Nepal	Budget	9,011,837	679,488	0	0	9,691,325
	Expenditure	6,190,747	406,266	0	0	6,597,013
Sri Lanka	Budget	5,548,079	45,784	0	789,056	6,382,919
	Expenditure	2,799,039	37,183	0	575,771	3,411,994
SUBTOTAL	Budget	29,547,250	799,784	0	789,056	31,136,090
	Expenditure	14,425,122	508,101	0	575,771	15,508,993





OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects	
SOUTH-EAST ASIA						
Bangladesh	Budget	13,604,026	63,921	0	0	13,667,947
	Expenditure	7,231,560	52,462	0	0	7,284,022
Indonesia	Budget	7,270,455	129,725	0	0	7,400,180
	Expenditure	4,365,008	43,319	0	0	4,408,327
Malaysia	Budget	18,710,810	973,049	0	0	19,683,859
	Expenditure	7,575,173	676,876	0	0	8,252,049
Myanmar	Budget	28,978,657	2,593,112	0	24,640,810	56,212,579
	Expenditure	3,755,168	2,237,218	0	11,136,263	17,128,649
Philippines	Budget	1,091,946	924,748	0	2,953,873	4,970,567
	Expenditure	596,684	691,879	0	814,046	2,102,610
Thailand	Budget	29,100,284	1,590,355	0	0	30,690,639
	Expenditure	12,221,306	969,200	0	0	13,190,507
Thailand Regional Office	Budget	6,073,439	1,042,388	0	0	7,115,827
	Expenditure	3,418,929	423,993	0	0	3,842,922
SUBTOTAL	Budget	104,829,617	7,317,299	0	27,594,683	139,741,598
	Expenditure	39,163,829	5,094,948	0	11,950,308	56,209,086
EAST ASIA AND THE PACIFIC						
Australia Regional Office	Budget	1,980,000	0	0	0	1,980,000
	Expenditure	1,727,150	0	0	0	1,727,150
China Regional Office	Budget	4,581,576	184,710	0	0	4,766,286
	Expenditure	2,154,729	137,736	0	0	2,292,466
Japan	Budget	3,195,590	104,409	0	0	3,300,000
	Expenditure	2,729,270	54,699	0	0	2,783,969
Republic of Korea	Budget	1,529,932	170,068	0	0	1,700,000
	Expenditure	1,364,590	61,565	0	0	1,426,156
Regional activities	Budget	444,000	0	0	0	444,000
	Expenditure	77,014	0	0	0	77,014
SUBTOTAL	Budget	11,731,098	459,187	0	0	12,190,285
	Expenditure	8,052,754	254,000	0	0	8,306,754
TOTAL	Budget	488,665,601	13,640,399	92,349,153	76,442,875	671,098,027
	Expenditure	308,243,721	8,835,980	29,047,930	29,563,640	375,691,270

VOLUNTARY CONTRIBUTIONS TO ASIA AND THE PACIFIC | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	Reintegration projects	IDP projects		
Australia	3,368,960				124,548	3,493,508
Canada					5,617,978	5,617,978
Central Emergency Response Fund	2,619,652			2,674,997		5,294,649
China					17,942	17,942
Czechia	103,778					103,778
Denmark	5,640,826		4,789,258			10,430,084
European Union	18,049,251	121,178	861,292	1,782,276	545,300	21,359,297
Finland					3,027,235	3,027,235
France	300,000			200,000		500,000
Germany	9,848,479		7,142,141	3,255,645		20,246,265
Humanitarian Pooled Fund				1,276,866		1,276,866
Italy		61,764		221,683	1,098,901	1,382,348
Japan	11,572,905	474,809	430,108	2,284,104	1,416,335	16,178,260
Kazakhstan					114,916	114,916
Kyrgyzstan					71,154	71,154
Lithuania					33,632	33,632
Luxembourg					1,657,560	1,657,560
Malta					26,539	26,539
Norway	2,537,173		1,880,201	1,070,000	3,013,813	8,501,186
Private Donors in Canada	384			7,161	415	7,961
Private Donors in Germany			563,698		857,730	1,421,428
Private Donors in Indonesia	95,300					95,300
Private Donors in Iran	8,799					8,799
Private Donors in Italy	627				1,337	1,964
Private Donors in Japan	2,344,523			134,336		2,478,859
Private Donors in Myanmar				2,308		2,308
Private Donors in the Netherlands	2,784,773					2,784,773
Private Donors in Qatar	4,105,123					4,105,123
Private Donors in the Republic of Korea	5,965					5,965
Private Donors in Saudi Arabia	99,973					99,973
Private Donors in Singapore	16,333					16,333
Private Donors in Spain	1,589				19	1,607
Private Donors in Switzerland					97	97
Private Donors in Thailand	3,599,007					3,599,007
Private Donors in the United Arab Emirates	88,000					88,000
Private Donors in the United Kingdom	50,000					50,000
Private Donors in the United States of America	159			25		184
Republic of Korea	8,000,000		3,200,000	1,800,000		13,000,000
Russian Federation	100,000					100,000
Spain					1,497	1,497
Sweden					2,992,265	2,992,265
Switzerland	810,855			1,114,297	1,972,387	3,897,538
Turkey	700,000					700,000
Turkmenistan					47,045	47,045
United Nations Development Programme		72,270				72,270
United Nations Programme on HIV/AIDS					139,100	139,100
United Kingdom					12,195,122	12,195,122
United States of America	28,825,266		5,331,000	3,531,000	108,000,000	145,687,266
TOTAL	105,677,698	730,021	24,197,697	19,354,698	142,972,868	292,932,983

Note: Contributions include 7 per cent support costs.

Europe





WORKING ENVIRONMENT

Seeking safety and protection in Europe, an estimated 362,000 people risked their lives crossing the Mediterranean Sea in 2016, with 181,400 people arriving in Italy and 173,450 in Greece. Children accounted for just over a quarter of arrivals, many of them unaccompanied, separated from caregivers, and needing specific attention. The Mediterranean Sea proved ever more perilous to people trying to cross it. While in 2015, some 3,770 refugees or migrants died or went missing trying to cross it, that figure rose to more than 5,000 people in 2016. The Balkans continued to see significant onward movements, although movement from Serbia to Hungary slowed as most people were obliged to pass through transit zones operated by the Hungarian authorities. In 2016, Europe received nearly 1.2 million new asylum applications, with applicants originating mainly from Afghanistan, Iraq and the Syrian Arab Republic (Syria) – 9 per cent more than the same period in 2015.

A young Syrian refugee boy runs under a line of wet clothes left to dry on a train wagon near the Idomeni transit station, Greece, where more than 10,000 refugees and migrants remain despite the closure of the so-called western Balkans route.

© UNHCR / A. ZAVALLIS

Significant challenges persist in providing protection and securing solutions for displaced people in the region, including increasing restrictions on access to territory; a lack of appropriate reception conditions, particularly for people with specific needs, such as unaccompanied and separated children; and inadequate asylum procedures. Against this background, the European Commission announced a series of proposals in 2016 aimed at amending the current Common European Asylum System (CEAS), including the reform of Frontex and the European Asylum Support Office (EASO).

Working with governments and other partners, UNHCR focused on access to asylum and the development of fair and effective asylum systems, with special attention for unaccompanied and separated children, and integration-related support and family reunification. Furthermore, the Office tirelessly advocated for a coordinated and comprehensive policy and operational response to gaps in national asylum systems, and approaches based on solidarity and responsibility-sharing among European States, which, in parallel, supported emergency response such as the provision of reception conditions.

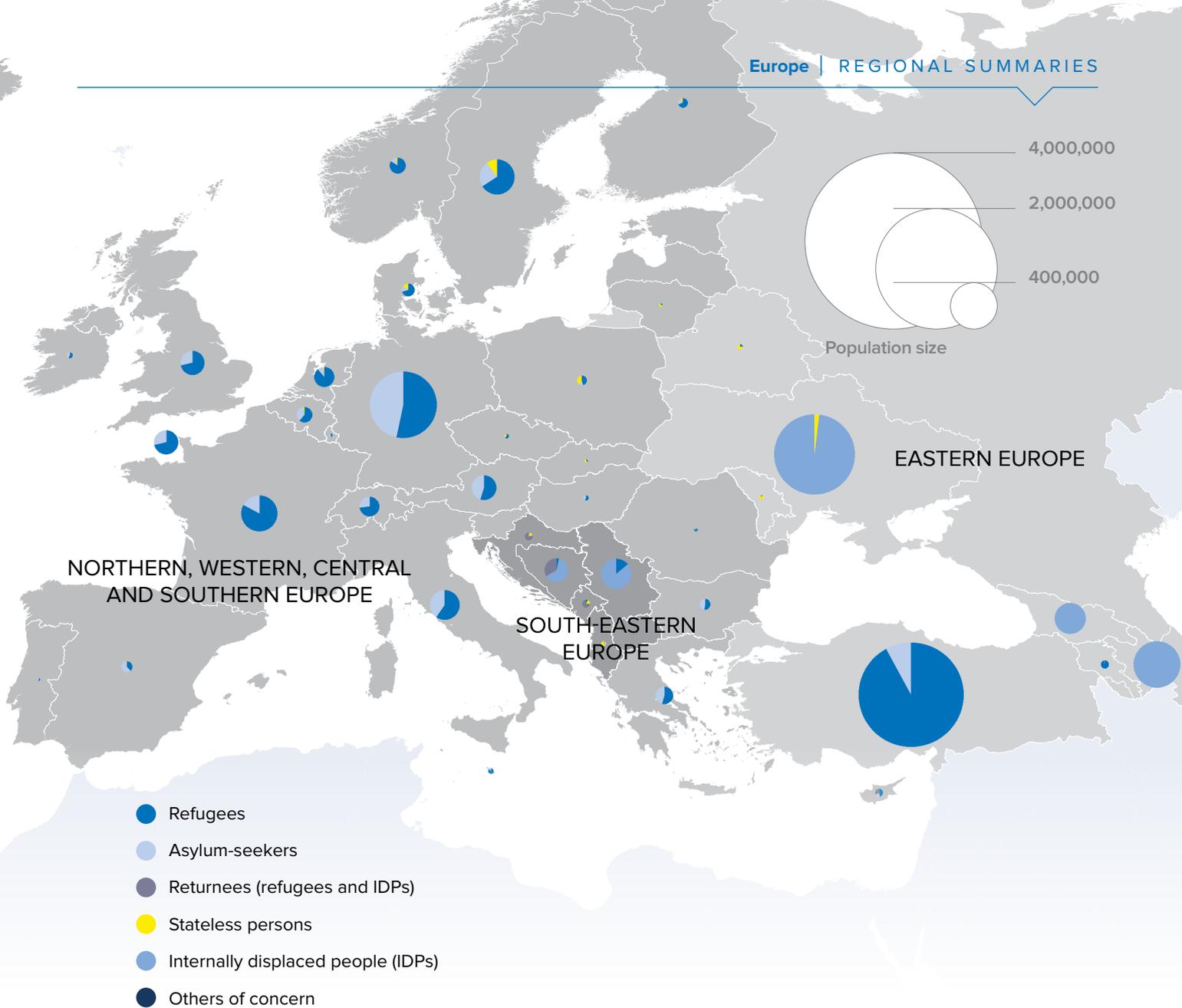
By the end of 2016, Europe hosted approximately 10.2 million of people of concern, including 6.6 million asylum-seekers and refugees, 3 million IDPs (including returnees) and more than 570,000 stateless people.

MAJOR SITUATIONS

Mediterranean situation

The large number of refugees moving through the region, the unpredictability of their movements, and the continuously shifting travel routes they adopted, made the distribution of assistance and extension of protection to people with specific needs particularly challenging in 2016. Although the European Union-Turkey statement of March 2016 resulted in a substantial change in the situation, with significantly fewer people trying to reach Greece from Turkey. Simultaneously, the de facto closure of the western Balkans route led to a rapid rise in the number of people in Greece. Consequently, UNHCR needed to rapidly shift and expand its operational response in countries where it had previously focused on advocacy. It launched a Refugee Emergency Response in Europe supplementary appeal, as well as an inter-agency regional Refugee and Migrant Response Plan for Europe (RMRP) in 2016.

In Greece, while there had been improvements in some sites, unmet needs remained significant. Living conditions in many of the sites, both on the islands and the mainland, have deteriorated due both to congestion and the harsh climactic conditions at the end of the year, particularly concerning for people with specific needs, such as unaccompanied or separated children. UNHCR and its partners consequently focused on improving existing



reception capacity and facilities by, for example, sending additional relief items to help people at the sites bear winter conditions, connecting electricity, ensuring there was heating, and introducing pre-fabricated housing units. The Office helped more than 20,000 people access alternative urban accommodation, such as in rented apartments, hotels or with host families, including 700 places for unaccompanied children; and nearly 16,000 people benefited from the accommodation scheme through cash-based interventions.

Turkey continued to host the largest number of refugees under UNHCR's mandate worldwide, with 2.8 million Syrian refugees at the end of 2016, of which less than 10 per cent live in camps. It also hosts almost 250,000 asylum-seekers and refugees from elsewhere. Syrian refugees continued to benefit from temporary protection, as well as access to education, health and the labour market. Under the Regional Refugee and Resilience Plan (3RP), UNHCR continued to support Turkey's implementation of the temporary protection

regulation and Syrians' access to rights and entitlements. Positive steps were made in term of access for Syrian refugees to education and livelihood opportunities, particularly the Turkish authorities' issuing of 13,000 work permits to Syrian refugees in 2016.

In the western Balkans, the resumption of irregular movements saw groups of people gathering at various border points, including at the Serbia-Hungary border, where physical barriers and legal restrictions had been established. UNHCR refocused its response on protection monitoring interventions, advocacy and the building of national protection systems, after efforts were shifted to Greece.

Ukraine conflict

More than 1.8 million people remained internally displaced in Ukraine, with the United Nations estimating between 800,000 and 1 million people displaced within the government-controlled areas. In addition to IDPs, some 270,000 Ukrainians sought asylum abroad, mainly in Belarus, Poland and the Russian Federation, with 10,375 new asylum applications during 2016 by Ukrainians in Europe, primarily in Germany, Italy and Spain.

To respond to IDP protection needs in eastern Ukraine, the Ukrainian Ministry of Temporarily Occupied Territories and Internally Displaced Persons was established in April 2016. UNHCR and the Ministry signed a letter of understanding in October 2016, which provided a framework

to strengthen collaboration and coordination of activities, enhance freedom of movement for IDPs, harmonize legislative frameworks, and facilitate dialogue with IDPs and civil society.

UNHCR continued working within the inter-agency framework for IDPs, leading the protection and shelter clusters. The Office promoted freedom of movement across the contact line between government-controlled areas and non-government-controlled areas and access to rights and entitlements. Significant material assistance was provided, including core relief items and/or winterization items, such as blankets and stoves, as well as cash grants, and construction materials. UNHCR worked with communities to implement 34 quick impact projects, including establishing community centres with free legal aid offices, and creating suitable conditions for a children's trauma hospital, contributing to better quality health services in non-government-controlled areas.

ACHIEVEMENTS AND IMPACT

Emergency response to refugee arrivals and mixed movements by sea

Although UNHCR worked closely with governments and NGO partners in countries affected by large-scale arrivals, by supporting national and local authorities in mitigating protection risks, most emergency response work was delivered in Greece during 2016. The Office focused on the

provision of immediate, life-saving assistance, in support of the response by the Government and local communities. More than 20,000 people in 16 sites received emergency winterized shelter and at least 300,000 core relief items were delivered, with particular attention given to those with specific needs.

UNHCR and partners provided legal counselling services to new arrivals on the Greek islands and at land border crossings, as well as at reception centres in south-eastern Europe and other locations frequented by refugees and migrants on the move. At some critical transit points, legal assistance was available 24 hours a day, seven days a week. Measures to prevent and respond to protection risks, including SGBV and family separation, were established. Child protection mechanisms were enhanced, including ensuring decisions were in the best interests of children, as were mechanisms for identification and referral of those with specific needs. UNHCR also strengthened communication with communities to better target protection interventions and assistance, and to identify and address information needs.

Safeguarding asylum space and providing acceptable reception conditions

UNHCR continued advocating the reflection of international protection standards in the European Union's border management policy, particularly given the transitioning of

the European Union border agency, Frontex, to the new European Border and Coast Guard Agency. Through robust cooperation and its chairmanship of the Frontex consultative forum on fundamental rights, UNHCR played a key monitoring role by responding to practices that potentially compromised access to international protection in the European Union.

The Office continued to monitor access to territory, asylum and other relevant procedures across Europe, through border monitoring and capacity building for authorities. It also advocated appropriate reception conditions and alternatives to detention for new arrivals. In southern Europe, UNHCR worked closely with Frontex and EASO to ensure access to asylum and the provision of protection-centred assistance, including safe and dignified reception facilities, relocation efforts and family reunification, where relevant. In Greece, UNHCR and EASO supported the Greek Asylum Service in carrying out a pre-registration exercise for nearly 27,600 individuals. Despite the efforts of Greek authorities, UNHCR, NGOs, volunteer groups and other partners to improve conditions at accommodation sites, refugees and other people of concern continued to move from Greece, including to reunite with family members already in the European Union. In Italy, UNHCR worked with local authorities to support the European Union's relocation scheme from Italy, and assisted with the establishment of adequate reception conditions and procedures sensitive to the specific needs of people of concern, particularly of

More than 20,000 people in 16 sites received emergency winterized shelter and at least 300,000 core relief items were delivered in Greece

unaccompanied and separated children. The Office also maintained a regular presence in the Spanish autonomous cities of Ceuta and Melilla.

People moving irregularly in Central Europe and the western Balkans were vulnerable to smugglers and criminal organizations, with pushbacks and collective expulsions resulting in limited access to adequate protection. UNHCR strengthened its cooperation with relevant actors to meet the specific needs of the large number of unaccompanied and separated children. With the Serbian authorities, the Office carried out a joint reception standards assessment to define how accommodation facilities needed to be upgraded and to ensure reception conditions were in line with international protection standards. In addition, it stockpiled sufficient emergency shelter and core relief items to assist the authorities. Collectively, these efforts saw space at government-organized accommodation increase from 2,000 to more than 6,000 places, of which close to 4,000 were suitable for long-term occupancy.

Building and maintaining fair and effective asylum and protection systems

Building on lessons learnt in 2015, UNHCR and the European Union continued promoting a CEAS that respects human rights and refugee law standards, and

stepped up efforts towards a more coherent, solidarity-based and protection-focused system, sensitive to people with specific needs.

Throughout 2016, the European Commission released a number of proposals to reform the CEAS and prevent irregular onward movements. UNHCR expressed concern about some of them, including the introduction of mandatory admissibility procedures in the absence of independent, reliable and updated information on the situation in a country deemed “safe” for return by asylum-seekers. The Office published a paper entitled “Better protecting refugees in the EU and globally” in December 2016, which aimed to rebuild trust through better management, partnership and solidarity. It outlined how accelerated procedures and distribution mechanisms prioritizing family reunion, and substantive links with Member States, could achieve a more manageable and coherent common asylum system.

Large-scale arrivals saw some European Union countries increasingly resort to detention. UNHCR supported further development of EASO and Frontex, and reinforced its cooperation with the judiciary across Europe, at national levels and before the European Court of Human Rights and the Court of Justice of the European Union. The organization intervened as a third party in selected cases affecting people of concern.

In Eastern Europe, the “quality initiative” provided a regional forum for governments to exchange asylum-related challenges, facilitating partnerships, strengthening access to territory, asylum and refugee status determination (RSD), and enhancing the quality of judicial review. The target audiences included first-instance decision makers, border guards and members of the judiciary in Armenia, Azerbaijan, Belarus, Georgia, the Republic of Moldova and Ukraine.

In Turkey, UNHCR and the Government resumed the negotiations process to transition from UNHCR RSD procedures for non-Syrian asylum-seekers to a Government-led system. The organization will continue registration and RSD activities until the hand-over is completed.

UNHCR also supported local authorities in several European countries to establish appropriate protection systems for unaccompanied and separated children, including in terms of provision of information and referral, identification and best interests procedures.

Securing durable solutions

UNHCR encourages States to act on their commitments in the New York Declaration for Refugees and Migrants (see *Glossary*), to build on existing cooperation and

partnership mechanisms for facilitating migration, in line with the “2030 Agenda for Sustainable Development.”

The Office advocated the expansion of safe and legal pathways to protection across Europe, published recommendations on the proposed European Union resettlement framework, and remained actively engaged with those negotiating draft legislation. In 2016, almost 13,900 people were resettled to Europe, including around 2,760 from Turkey under the European Union-Turkey statement. Since 2013, 25 European countries pledged some 112,300 places for Syrian refugees for resettlement and other forms of admission. UNHCR continued to advocate targeted increases in funding mechanisms relevant to refugee integration, and the reinforcement of measures outlined in the European Commission’s Action Plan on the integration of third-country nationals. Internal relocation from within the European Union continued at a slow pace, with only 8,160 of a targeted 160,000 relocated.

UNHCR supported the governments of south-eastern Europe to fully assume responsibility for finding durable solutions for remaining IDPs. Some particularly vulnerable groups, such as Roma, remain in need. UNHCR continued to offer legal counselling for all those still in need of solutions or at risk of statelessness.

In 2016, almost 13,900 people were resettled to Europe, including around 2,760 from Turkey under the European Union-Turkey statement.

Preventing and resolving statelessness

Building on the 2015 European Union Council conclusions on statelessness, UNHCR supported the European Migration Network's platform on statelessness in the European Union as it evaluated Member States' approaches to statelessness. With the Organization for Security and Cooperation in Europe (OSCE), the Office for Democratic Institutions and Human Rights, and the OSCE High Commissioner on National Minorities, UNHCR jointly drafted a "Handbook on statelessness in the OSCE area: international standards and good practices." This practical tool outlined ways the 57 participating OSCE States could address statelessness.

There were no new accessions to the statelessness conventions in 2016, but steps towards better prevention of statelessness at birth were taken in Norway, where an instruction now permits children born stateless in the country to apply for and acquire Norwegian citizenship. Luxembourg and the Netherlands also introduced bills to improve safeguards against statelessness for children born in the country. In south-eastern Europe, UNHCR and partners helped those in need of civil registration and documentation. In Serbia, a survey found the number of people without identity documents among Ashkalis, Egyptians and Romas had dropped from 6.8 per cent to 3.9 per cent within the past four years (2012-2016).

Consultations with Latvia continued on matters pertaining to the situation of the "non-citizen" population. In Belarus, stateless people were increasingly documented and able to enjoy their socio-economic rights. As a result, the overall number of stateless people considerably decreased due to naturalization.

Constraints

While UNHCR continued to call on European States to demonstrate more responsibility sharing, as well as for solidarity and trust, the erosion of protection space remained challenging. The right-wing populist narrative and xenophobia remained part of public discourse in many European countries, increasing pressure to impose more restrictive legislation, limiting access to territory and national asylum systems, and giving rise to a potential risk of direct or indirect refoulement. Many countries along the western Balkans route passed legislation that placed increased limitations on the ability of various refugee groups to access asylum systems.

Inadequate reception conditions and facilities exposed asylum-seekers and refugees to extreme protection risks, homelessness, and limited integration opportunities, and contributed to an environment in which criminal networks could thrive.

Despite many refugees already in Europe being legally entitled to family reunification,

in practice there were many obstacles that delayed or prevented refugees reuniting with immediate family members. With limited legal pathways available to people seeking international protection to enter Europe, many felt dangerous journeys were their only option.

UNHCR remained concerned that several States felt other countries or regions were better suited to processing asylum claims. This seemed, at times, like an attempt to collectively shift responsibility to States already overwhelmed by the number of refugees on their territories, or in conflict.

More details on individual operations are available in the relevant subregional and country operations pages on the Global focus website (<http://reporting.unhcr.org>).

FINANCIAL INFORMATION

The 2016 budget for the Europe region initially totalled \$516.9 million. At the end of the year, the revised 2016 budget increased to \$877.9 million, due to additional financial requirements including a supplementary appeal for the refugee emergency response in Europe and the response for Syrian refugees in Turkey.

Earmarked contributions to Europe came to \$424.8 million, including 7 per cent programme support costs, which left 52 per cent of the region's needs unmet. UNHCR used an indicative amount of \$46 million in unearmarked funding to cover gaps, equivalent to 15 per cent of all unearmarked funds used in the field.

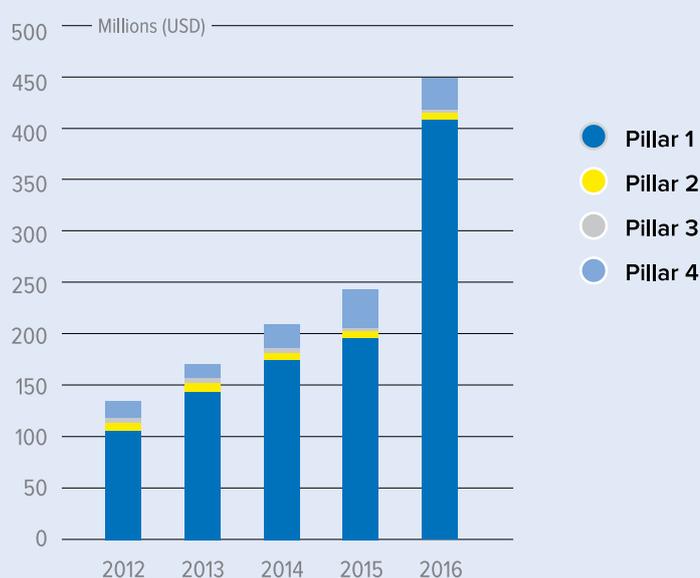
Expenditure in Europe increased in 2016, amounting to \$448.5 million, or 11 per cent of programmed activities, as compared to 7.4 per cent in 2015. The operations with the highest expenditure were Greece (\$183.9 million) and Turkey (\$126.9 million), responding respectively to needs associated

with the situations in the Mediterranean and Syria.

The region's funding shortfall limited UNHCR's ability to deliver assistance and protection to people of concern, particularly for those displaced due to conflict in Syria. The lack of funding available made itself particularly felt in the following areas:

- Providing protection and assistance for those displaced due to the conflict in Ukraine.
- Reducing the number of small-scale projects implemented and limited livelihood support in Eastern Europe.
- Assisting refugees for voluntary return to Kosovo (S/RES/1244 (1999))*.

EXPENDITURE IN EUROPE | 2012-2016



* Security Council Resolution 1244 (1999)

BUDGET AND EXPENDITURE IN EUROPE | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects	
EASTERN EUROPE						
Belarus	Budget	2,348,913	25,000	0	0	2,373,913
	Expenditure	1,295,591	13,788	0	0	1,309,379
Georgia Regional Office ¹	Budget	14,287,694	1,045,290	0	6,750,358	22,083,342
	Expenditure	7,362,127	523,162	0	3,302,810	11,188,100
Russian Federation	Budget	5,180,891	430,486	0	0	5,611,377
	Expenditure	3,927,207	400,113	0	0	4,327,320
Turkey	Budget	350,879,226	44,000	0	0	350,923,226
	Expenditure	126,863,311	2,410	0	0	126,865,721
Ukraine	Budget	7,196,869	665,751	0	34,391,294	42,253,914
	Expenditure	5,421,740	71,145	0	19,108,320	24,601,206
SUBTOTAL	Budget	379,893,593	2,210,527	0	41,141,652	423,245,773
	Expenditure	144,869,977	1,010,618	0	22,411,130	168,291,725
SOUTH-EASTERN EUROPE						
Bosnia and Herzegovina ²	Budget	40,972,104	3,551,882	3,807,006	19,776,321	68,107,313
	Expenditure	27,853,020	2,356,990	1,799,393	8,197,904	40,207,308
SUBTOTAL	Budget	40,972,104	3,551,882	3,807,006	19,776,321	68,107,313
	Expenditure	27,853,020	2,356,990	1,799,393	8,197,904	40,207,308
NORTHERN, WESTERN, CENTRAL AND SOUTHERN EUROPE						
Belgium Regional Office ³	Budget	17,560,951	1,579,858	0	0	19,140,809
	Expenditure	12,358,550	1,414,566	0	0	13,773,115
Greece	Budget	287,372,830	27,856	0	0	287,400,686
	Expenditure	183,849,881	22,767	0	0	183,872,648
Hungary Regional Office ⁴	Budget	19,178,648	344,420	987,344	0	20,510,412
	Expenditure	14,122,594	252,832	960,912	0	15,336,338
Italy Regional Office ⁵	Budget	18,339,082	173,944	0	0	18,513,026
	Expenditure	14,198,788	97,173	0	0	14,295,961
Sweden Regional Office ⁶	Budget	4,004,447	927,180	0	0	4,931,627
	Expenditure	2,886,099	617,953	0	0	3,504,052
Regional activities	Budget	35,688,138	337,922	0	0	36,026,060
	Expenditure	8,993,719	232,836	0	0	9,226,555
SUBTOTAL	Budget	382,144,095	3,391,180	987,344	0	386,522,619
	Expenditure	236,409,630	2,638,127	960,912	0	240,008,669
TOTAL	Budget	803,009,793	9,153,589	4,794,350	60,917,973	877,875,705
	Expenditure	409,132,627	6,005,736	2,760,306	30,609,034	448,507,702

¹ Includes activities in Armenia and Azerbaijan² Includes activities in Albania, Macedonia, Serbia (and Kosovo; Security Council Resolution 1244 (1999)) and Montenegro³ Includes activities in Austria, France, Germany, Ireland, the Netherlands, the liaison office Switzerland and the United Kingdom⁴ Includes activities in Bulgaria, Croatia, Czechia, Republic of Moldova, Poland, Romania, Slovakia and Slovenia⁵ Includes activities in Cyprus, Malta and Spain⁶ Includes activities in Latvia and Lithuania

VOLUNTARY CONTRIBUTIONS TO EUROPE | USD

DONOR	PILLAR 1	PILLAR 2	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	Stateless programme	IDP projects		
Armenia				98,000	98,000
Austria	2,512,429			368,005	2,880,434
Azerbaijan	10,007				10,007
Belgium	38,501				38,501
Canada	10,172,836			1,123,596	11,296,432
Council of Europe Development Bank			256,161		256,161
Croatia				24,957	24,957
Czechia				38,100	38,100
Denmark	24,000		50,000		74,000
Estonia			330,311		330,311
European Union	172,861,909		6,254,371		179,116,279
Finland			210,943		210,943
France	6,389,632				6,389,632
Germany	20,938,440		2,254,791	31,698	23,224,930
Hungary				241,544	241,544
International Organization for Migration				75,932	75,932
Ireland	207,195				207,195
Italy	7,133,881			179,607	7,313,488
Japan	13,746,506		1,900,000		15,646,506
Lithuania	21,978				21,978
Luxembourg				10,101	10,101
Malta	50,167				50,167
Montenegro				82,745	82,745
Norway	3,451,345				3,451,345
Philippines				5,000	5,000
Poland				64,918	64,918
Private Donors in Australia	132,082				132,082
Private Donors in Canada	12,011			249	12,259
Private Donors in China	24,411				24,411
Private Donors in France	1,629,982				1,629,982
Private Donors in Germany	450,958		182,887	679,633	1,313,478
Private Donors in Greece	364,058				364,058
Private Donors in Italy	68,105				68,105
Private Donors in Japan	1,206,065		193,681		1,399,746
Private Donors in Kazakhstan	5,000				5,000
Private Donors in the Philippines	2,509				2,509
Private Donors in the Republic of Korea	410,000				410,000
Private Donors in Singapore	10,000				10,000
Private Donors in Spain	5,103,381			402	5,103,783
Private Donors in Sweden	362,666				362,666
Private Donors in Switzerland	511,246			95	511,341
Private Donors in the United Arab Emirates	321,383				321,383
Private Donors in the United Kingdom	511,392				511,392
Private Donors in the United States of America	853,943			225,500	1,079,443
Republic of Korea	1,500,000			250,000	1,750,000
Romania				110,320	110,320
Russian Federation		200,000	100,000	300,000	600,000
Slovakia	659,341				659,341
Slovenia	55,188				55,188
Spain	404,181			370,000	774,181
Sweden				1,591,772	1,591,772
Switzerland	377,551				377,551
United Nations Development Programme	34,022				34,022
United Nations Department of Political Affairs	8,242,429				8,242,429
United Nations Trust Fund for Human Security			33,075		33,075
United Kingdom	10,411,637			303,588	10,715,225
United States of America	96,100,000			39,400,000	135,500,000
TOTAL	367,322,367	200,000	11,766,220	45,575,762	424,864,349

Note: Contributions include 7 per cent support costs

Middle East and North Africa





WORKING ENVIRONMENT

Intensified violence, sectarian strife, and an escalation of human trafficking and people smuggling in 2016 led to increasing levels of displacement across the Middle East and North Africa region. Of the estimated 67.7 million people worldwide of concern to UNHCR, more than 28 per cent are in this region, including 2.6 million refugees, 15.1 million IDPs and returnees, and an estimated 372,500 stateless.

In 2016, UNHCR and its partners were faced with the continued imperative to address the needs stemming from three system-wide, Level 3 emergencies (see *Responding with lifesaving support* chapter and *Glossary*) in Iraq, the Syrian Arab Republic (Syria), and Yemen. Providing protection and advocating for protection space, supporting access to asylum, expanding opportunities for durable solutions for refugees and IDPs, and strengthening support for the IDP response, were UNHCR's priorities in 2016. The Office worked with partners to maximize the delivery of assistance and protection to the most vulnerable, providing shelter, core relief items (CRIs), and cash-based interventions in camps and urban settings.

A family displaced by fighting in the village of Shora, 25 kilometres south of Mosul, Iraq, walk towards an army checkpoint on the outskirts of Qayyarah.

© UNHCR / I. PRICETT

MAJOR SITUATIONS

Syria situation

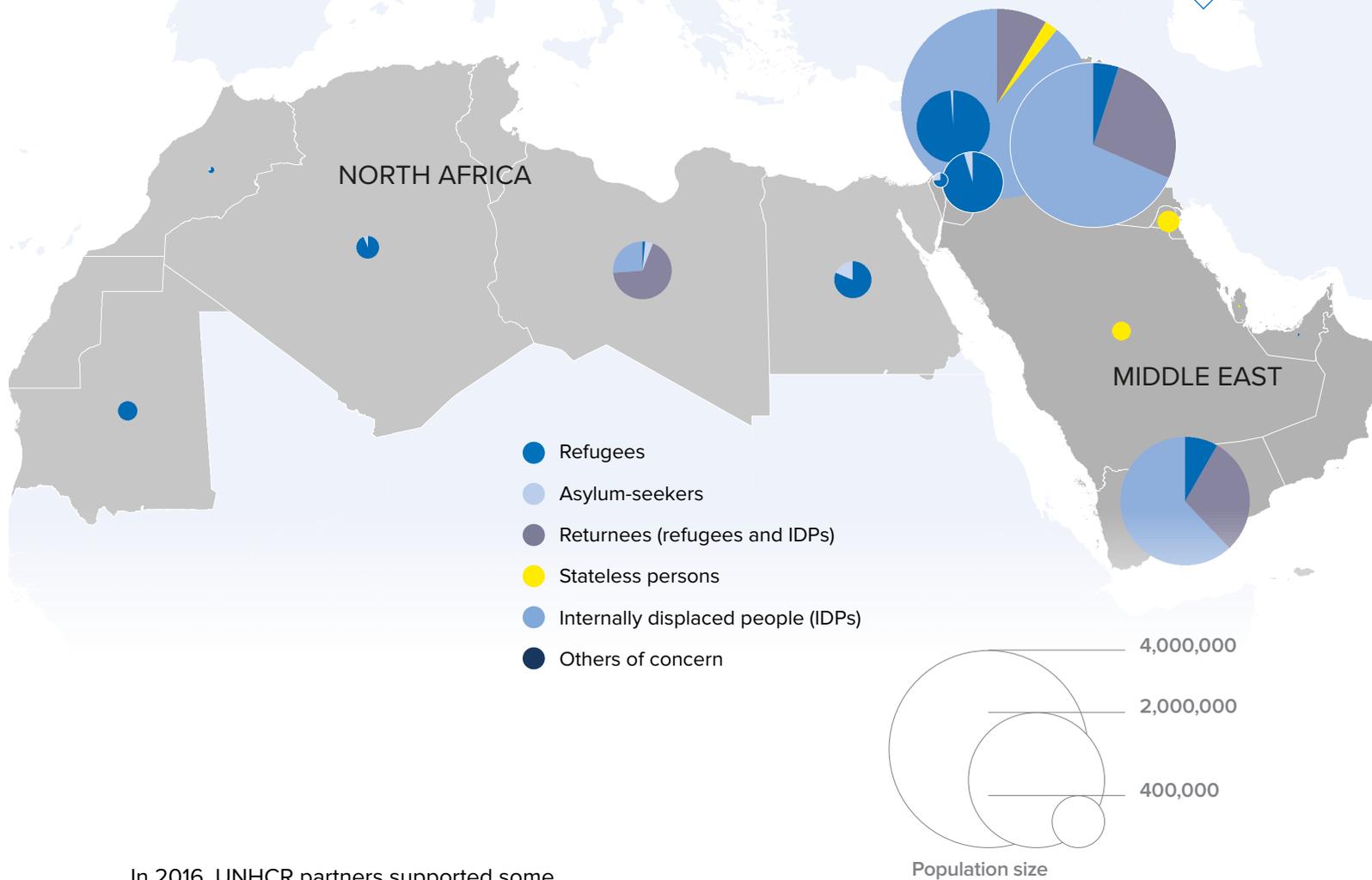
Humanitarian needs in Syria reached a record high in 2016, with 13.5 million people in need of humanitarian assistance, including 6.3 million IDPs and 2.8 million children. Overall, violations of international human rights and humanitarian law perpetrated mostly with impunity impeded humanitarian access to people in need. An estimated 4.72 million people lived in hard-to-reach and besieged locations inside Syria, and thousands were stranded at the borders, unable to seek safety in neighbouring countries. In addition, intense fighting in northern Syria, especially in Aleppo, resulted in the new displacement of 400,000 people in 2016. The coping mechanisms of IDPs and host communities were all but exhausted, with more than half of Syria's hospitals destroyed or badly damaged; roughly a quarter of schools damaged, destroyed or used as collective shelters; and an estimated 1.2 million houses damaged or destroyed. This left more than 2.4 million people in need of shelter.

As part of the "Whole of Syria" response, UNHCR enhanced its leadership and coordination role in the protection, camp coordination and camp management (CCCM), and shelter/non-food items (NFIs) clusters. The Office delivered protection assistance to more than 2 million people in 11 out of 14 governorates, NFIs to some 4 million people in 13 governorates, and health services to almost 700,000 people in six governorates including in hard-to-reach areas. Cross-line delivery assisted more than 1.1 million people in 39 locations inside Syria.

At the end of 2016, there were nearly 5 million Syrian refugees in neighbouring countries, including in Turkey (2.86 million), Lebanon (1 million), Jordan (685,200), Iraq (261,900) and Egypt (213,900) reflecting the continued strong commitment and generosity of host countries. In London, at the February 2016 conference on "Supporting Syria and the region," the Syrian hosting countries pledged their support to education, livelihoods and employment, which were complemented by donor countries' commitments in the spirit of responsibility-sharing. Examples of progress in these areas included: expanding labour market access to refugees; the reform of regulatory frameworks; improving the business climate to attract more investment; and increasing trade opportunities to support longer-term growth.

Across the region, however, most refugees live below the poverty line and access to food, housing, and health care is challenging. In 2016 in Lebanon, 70 per cent of Syrian refugee households were living below the poverty line, as well as 93 per cent of Syrian refugees living outside of camps in Jordan, 65 per cent in Egypt, and 37 per cent in Iraq.

Together with UNDP, UNHCR continued to lead the Regional Refugee and Resilience Plan (3RP), a coordinated response of over 240 partners in support of the national response plans of the five main Syrian refugee-hosting countries. The 3RP has been an innovative example of partnerships with development actors in addressing displacement, building resilience and laying the groundwork for solutions.



In 2016, UNHCR partners supported some 294,950 Syrian refugee households with cash-based interventions, provided shelter assistance to over 107,100 Syrian refugee households in need and 919,670 targeted children were enrolled in formal education.

Iraq situation

The humanitarian crisis in Iraq deepened, with the country experiencing successive waves of mass displacement. More than 10 million Iraqis were estimated to need some form of humanitarian assistance. There were at least 3.6 million IDPs in the country, for whom internal displacement remained highly fluid and volatile. As many families experienced multiple displacements, their vulnerability to economic and protection-related shocks increased. Since October 2016, an additional 130,000 became internally displaced from the city of Mosul and its surrounding areas, continuing into 2017.

Libya situation

The volatile security and the political situation in Libya continued to impact civilians, and made humanitarian access even more challenging. Those affected included more than 300,000 IDPs, 450,000 returnees, and 39,000 refugees and asylum-seekers registered inside the country. To reach vulnerable displaced people across the country, UNHCR expanded its partner network, which resulted in the delivery of CRIs and cash grants to over 5,200 IDP families in 2016 around Tripoli, Misrata, Benghazi and Alkhums and the western part of Libya. The Office also stepped up its outreach to refugees and asylum-seekers, with the opening of a third community development centre located in Tripoli, and increased visits to detention facilities.

In 2016, UNHCR assisted over 8,200 refugee families with CRIs and cash grants as well as provided more than 47,000 medical consultations to refugees and asylum-seekers. UNHCR continued to operate information and reporting hotlines, which responded to more than 3,000 calls.

In 2016, 90 per cent of the more than 181,400 people who irregularly reached Italy by sea departed from Libya. Given the mixed nature of population movements to, through and from the country, IOM and UNHCR established a working group on mixed migration in December 2016 to enhance coordination of responses.

Yemen situation

Some 37,000 Syrian refugees in Jordan and 13,000 in Turkey received work permits

The prolonged conflict in Yemen required a sustained Level 3 emergency response. An estimated 18.8 million of the country's 27.4 million people—nearly 70 per cent of the population—needed humanitarian assistance in 2016, particularly food, health and shelter being the most pressing needs. With some 280,000 refugees and asylum-seekers in the country, Yemen remained a generous host. UNHCR provided continued protection and life-saving assistance to refugees and asylum-seekers, advocated for access of refugees to public health and education services, and provided emergency response to over 700,000 of the most vulnerable IDPs and returnees.

ACHIEVEMENTS AND IMPACT

Maintaining protection space and supporting access to national asylum systems

UNHCR conducted individual biometric registration for Iraqi, Syrian and other refugees throughout the region. In Turkey, the Office supported the Government to develop a project to verify and upgrade the registration data of Syrian refugees. Within the framework of the 3RP, the Office prioritized efforts ensuring all refugee births were registered and documented, and that unaccompanied children were identified and assisted.

In line with the commitments made at the London conference, positive developments were made in supporting Syrian refugees' access to livelihoods. For example, work permits were issued to 37,000 Syrian refugees in Jordan and 13,000 refugees in Turkey, and Syrian refugee medical professionals and teachers were permitted to provide services to refugee communities in Turkey.

Community-based protection and two-way communication with refugees were pursued as a means to ensure accountability and promote empowerment.

UNHCR and partners strengthened protection monitoring through systematic data collection by community-based actors, and analysis using innovative technology providing the basis for legal aid, documentation, and support to vulnerable individuals. Across 3RP countries, a network of 250 community centres and 900 community workers worked with support committees and mobile teams in pursuit of sustainable protection responses capable of addressing child protection and sexual and gender-based violence (SGBV) concerns. New partnerships were forged to address challenges affecting youths' access to tertiary educational opportunities. Interventions by UNHCR and partners were able to significantly reduce the percentage of Syrian refugee children born in the region without any form of identity documents from 35 per cent in 2012 to 3 per cent in 2016.

In North Africa, UNHCR continued to advise and provide targeted training for government officials to gradually put in place a national asylum legislation and hand over registration and refugee status determination processes. In Morocco, refugee status determination of UNHCR-registered asylum-seekers was carried out jointly with Moroccan authorities. In Libya and Tunisia, the organization provided technical training to government officials and civil society actors on rescue at sea.

Strengthening refugee protection in mixed movements

The central Mediterranean route (through North Africa to Italy) remained the main channel used by people trying to reach Europe from Africa. There were more than 181,400 arrivals in Europe by sea in 2016, with the majority departing from Libya to reach Italy. At least 5,000 people were reported to have died or gone missing in the Mediterranean, making it the deadliest year to date. The number of asylum-seekers, refugees and migrants using the eastern Mediterranean route (from Turkey to Greece) in 2016 dropped significantly following the simultaneous effective closure of the Balkans route and the European Union-Turkey statement of March 2016. In view of large-scale irregular mixed movements (see *Glossary*), and to prevent refoulement, UNHCR worked to safeguard access to territory, ensuring rescue at sea and protection for people of concern.

In Libya, the Office strengthened cooperation with the Libyan Coast Guard and immigration authorities by establishing two additional health posts at disembarkation points, to provide emergency assistance to those rescued at sea. In addition, UNHCR successfully advocated the release from detention of

In 2016, some 96,000 refugees from the region had their applications for resettlement submitted to 30 countries

578 people in need of international protection and provided life-saving humanitarian assistance at five points of disembarkation, following rescue or interception at sea.

In Tunisia, UNHCR continued to provide capacity building to the authorities to improve monitoring at the border with Libya and strengthen capacity for rescue at sea.

Providing safety from violence and exploitation

Child protection and the prevention of, and response to, SGBV were key elements of UNHCR's operations in the region. In 2016, almost 700,000 girls and boys in the region benefited from the organization's child protection, psychological and social support programmes. Some 131,500 survivors of SGBV, including men and boys, were given access to multi-sectoral services.

Furthermore, UNHCR continued to promote active and equal participation by women in leadership and management structures and equal access to livelihood opportunities, especially for women heads of households. Inside Syria, SGBV awareness sessions reached nearly 100,000 IDPs in collective shelters and community centres in different governorates. A specific focus on children and youth remained an important element of the response throughout the region, including addressing longer-term care arrangements and durable solutions for unaccompanied and separated children, addressing child labour, and improving children's access to safe learning environments.

UNHCR and partners also supported youth-led initiatives in communities and facilitated refugee youths' participation in regional and global events, including youth consultations in Jordan, Morocco and Turkey.

Pursuing durable solutions

Together with resettlement countries and other partners, UNHCR continued working towards durable solutions for an increasing number of vulnerable refugees. In 2016, based on robust and harmonized methodologies to identify the most vulnerable, some 96,000 refugees from the region had their applications for resettlement submitted to 30 countries, including 77,200 Syrian and 12,800 Iraqi refugees.

Furthermore, UNHCR continued advocating alternative pathways for the admission of refugees to third countries, including the use of humanitarian visas, community-based private sponsorship, labour mobility schemes, and family reunification.

Responding to new emergencies

Emergency preparedness and response to fresh instances of displacement continued to constitute essential features of the Level 3 emergency response in Iraq, Syria and Yemen. In Mauritania, UNHCR continued assisting at least 46,000 Malian refugees in Mbera camp and provided emergency assistance to more than 4,000 people fleeing violence, which erupted in September 2016 in Mali, triggering a new influx of refugees towards Mauritania.

Building partnerships with local organizations and civil society

UNHCR enhanced strategic partnerships in the region, including cooperation with regional organizations such as the League of Arab States, the Gulf Cooperation Council and the Organisation of Islamic Cooperation, academic institutions, the media and the private sector. UNHCR's partnership strategy in the Middle East and North Africa region follows the "whole of society approach" under the New York Declaration for Refugees and Migrants (see *Glossary*) adopted at the United Nations General Assembly high-level meeting in September 2016; and focuses on establishing robust and comprehensive partnerships for a sustainable humanitarian response and a greater beneficial impact on people of concern. The strategy prioritizes partnerships with national and local authorities, international organizations, international financial institutions, regional organizations, and civil society partners, including faith-based organizations, academia, the private sector, media and refugees themselves.

In Syria, UNHCR extended its partnership network to encompass new international and national NGOs, tripled its existing network of community centres, established 25 mobile units to cover new locations and emergencies, and vastly expanded the outreach volunteer programme. The mobile units played an important role in disseminating information on available services, and in identifying needs and providing essential responses, including in evolving situations such as in eastern Aleppo.

UNHCR held consultations with over 150 stakeholders in the region with a view to establish the Middle East and North Africa Civil Society Network for Displacement. It aims to amplify the voice of civil society in the region and to further strengthen advocacy on displacement issues, build national non-governmental response capacities, and share lessons learned on an array of issues, including emergency response and protection. Engagement with academia in the region was also strengthened. The first regional roundtable with academia, including think tanks, research centers and universities was held in April 2016 with a view to reinforce cooperation and involvement in displacement related matters.

CONSTRAINTS

Significant challenges prevailed, as humanitarian needs outweighed the response capacity in 2016. Volatile security environments and the fluid nature of displacement made it difficult to develop long-term sustainable responses. Limitations on safe and unhindered humanitarian access continued to impact the capacity of UNHCR and its partners to deliver assistance in insecure environments.

A lack of reliable and up-to-date data also made delivering protection and assisting people of concern more challenging.

Lastly, the protracted and uncertain situation for many refugees in the region, notably Syrians, resulted in the ongoing or complete depletion of their financial resources, leading to the increasing use of negative coping strategies.

More detail on individual operations are available in the relevant subregional and country operations pages in the Global focus website (<http://reporting.unhcr.org>)

FINANCIAL INFORMATION

The original 2016 budget for the Middle East and North Africa region was \$2.04 billion. By the end of 2016, the revised budget for 2016 increased to \$2.08 billion, mainly because of the dire humanitarian needs in the region, and particularly reflecting additional requirements for the Yemen situation and the Regional Refugee Response Plan (3RP) for Syrian refugees.

The region received a generous level of earmarked funding, amounting to \$1.29 billion, including 7 per cent programme support costs. Despite this generous level of funding—equivalent to nearly a third of UNHCR’s voluntary contributions—this still left 38 per cent of the region’s needs unmet. UNHCR used an indicative amount of \$47.7 million in unearmarked funding to the region to cover gaps, equivalent to 15 per cent of all unearmarked funds used in the field.

The Middle East and North Africa region continued to incur the highest level of expenditure, amounting to \$1.3 billion and representing 33 per cent of programmed activities.

The funding shortfall severely affected UNHCR’s programmes and operations in the region in 2016. The lack of funding available made itself particularly felt in the following areas:

- In Jordan, more than 50,000 of the most vulnerable refugee men, women and children were kept on the cash assistance waiting list, unable to receive monthly cash assistance during 2016. In Iraq, more than 16,000 families were similarly affected due to a lack of funds.
- In Iraq, where only 32 per cent of the operational funding needs were covered, UNHCR was unable to help 14,000 families upgrade substandard dwellings. In addition, 33,000 Syrian refugees were also unable to access empowerment opportunities.
- Funding shortages hampered the provision of essential assistance to vulnerable Sahrawi refugees living in the five camps in Tindouf, Algeria. While 18,000 families were affected by floods, only 2,000 of the most vulnerable families received targeted shelter assistance from UNHCR to rebuild.

EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | 2012-2016



BUDGET AND EXPENDITURE IN THE MIDDLE EAST AND NORTH AFRICA | USD

OPERATION		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	TOTAL
		Refugee programme	Stateless programme	Reintegration projects	IDP projects	
MIDDLE EAST						
Iraq	Budget	116,487,674	804,241	26,707,855	402,946,185	546,945,954
	Expenditure	98,771,582	308,237	1,890,220	237,055,646	338,025,685
Israel	Budget	3,079,904	0	0	0	3,079,904
	Expenditure	2,672,439	0	0	0	2,672,439
Jordan	Budget	318,803,538	0	0	0	318,803,538
	Expenditure	218,328,800	0	0	0	218,328,800
Lebanon	Budget	462,446,931	975,064	0	0	463,421,995
	Expenditure	350,041,934	804,911	0	0	350,846,845
Saudi Arabia	Budget	4,261,371	225,565	0	0	4,486,936
	Expenditure	3,243,318	186,954	0	0	3,430,272
Syrian Regional Refugee Coordination Office	Budget	28,403,396	0	0	67,799,722	96,203,118
	Expenditure	23,093,351	0	0	58,273,736	81,367,087
Syrian Arab Republic	Budget	52,750,132	194,642	0	262,745,620	315,690,394
	Expenditure	23,572,702	109,320	0	113,817,921	137,499,943
United Arab Emirates	Budget	2,674,303	87,620	0	0	2,761,923
	Expenditure	2,290,861	76,890	0	0	2,367,751
Yemen	Budget	48,970,754	0	0	75,092,305	124,063,058
	Expenditure	27,284,663	0	0	48,949,241	76,233,904
Regional activities	Budget	34,601,632	0	0	0	34,601,632
	Expenditure	2,068,755	0	0	0	2,068,755
SUBTOTAL	Budget	1,072,479,635	2,287,131	26,707,855	808,583,831	1,910,058,452
	Expenditure	751,368,406	1,486,312	1,890,220	458,096,544	1,212,841,482
NORTH AFRICA						
Algeria	Budget	28,964,766	0	0	0	28,964,766
	Expenditure	16,147,245	0	0	0	16,147,245
Egypt Regional Office	Budget	82,276,790	0	0	0	82,276,790
	Expenditure	45,615,645	0	0	0	45,615,645
Libya	Budget	18,820,376	0	0	5,044,663	23,865,039
	Expenditure	9,796,509	0	0	2,324,963	12,121,472
Mauritania	Budget	19,532,361	0	0	0	19,532,361
	Expenditure	14,176,433	0	0	0	14,176,433
Morocco	Budget	6,465,549	0	0	0	6,465,549
	Expenditure	4,539,494	0	0	0	4,539,494
Tunisia	Budget	5,050,784	0	0	0	5,050,784
	Expenditure	3,599,242	0	0	0	3,599,242
Western Sahara: Confidence Building Measures	Budget	7,519,239	0	0	0	7,519,239
	Expenditure	1,335,660	0	0	0	1,335,660
Regional activities	Budget	1,694,877	0	0	0	1,694,877
	Expenditure	90,574	0	0	0	90,574
SUBTOTAL	Budget	170,324,742	0	0	5,044,663	175,369,405
	Expenditure	95,300,801	0	0	2,324,963	97,625,764
TOTAL	Budget	1,242,804,376	2,287,131	26,707,855	813,628,494	2,085,427,856
	Expenditure	846,669,207	1,486,312	1,890,220	460,421,507	1,310,467,246

VOLUNTARY CONTRIBUTIONS TO THE MIDDLE EAST AND NORTH AFRICA | USD

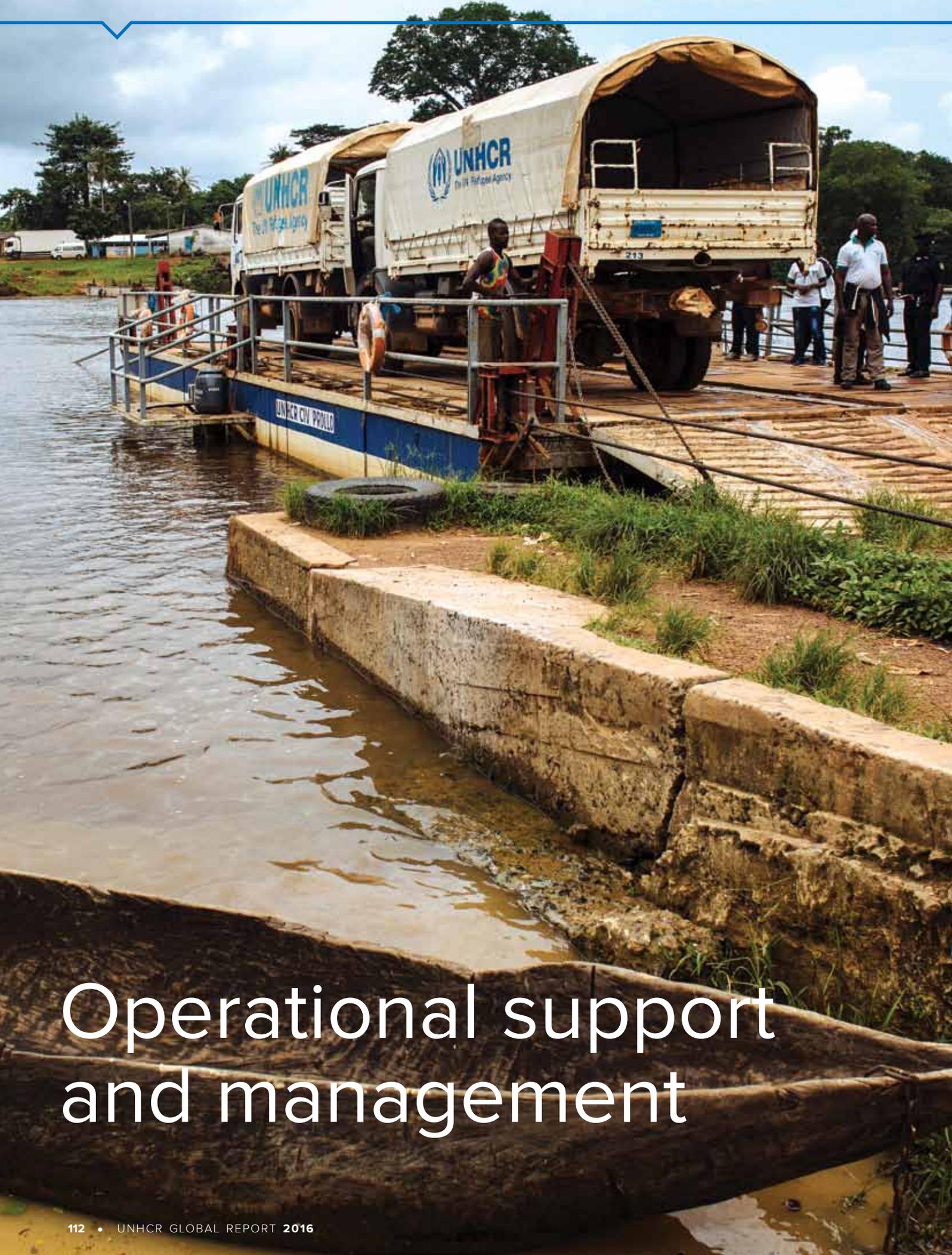
Donor	PILLAR 1		PILLAR 4	
	Refugee programme	IDP projects	ALL PILLARS	TOTAL
Andorra			16,816	16,816
Australia	3,541,076	2,288,330	2,600	5,832,006
Austria	3,397,508			3,397,508
Belgium	4,428,427	380,435		4,808,862
Bulgaria		53,079		53,079
Canada	47,461,894	9,730,539	1,573,034	58,765,467
Central Emergency Response Fund	1,992,936	11,044,548		13,037,484
China	2,000,000			2,000,000
Czechia	2,668,319	196,232		2,864,552
Denmark			6,661,374	6,661,374
Ecuador			2,500	2,500
Estonia	83,799			83,799
European Union	73,919,243	18,745,460	6,701,419	99,366,123
Finland	4,048,915	1,132,503	2,165,324	7,346,742
France	9,333,507	1,833,787	3,715,499	14,882,792
Germany	69,159,714	49,403,845	82,177,422	200,740,980
Holy See	15,000			15,000
Humanitarian Pooled Fund		7,461,084		7,461,084
Iceland			2,400,000	2,400,000
Italy	5,917,215	2,581,148		8,498,363
Japan	28,717,182	18,215,830		46,933,013
Kuwait	7,960,000	8,000,000	106,762	16,066,762
Latvia	54,825			54,825
Lebanon Recovery Fund	495,000			495,000
Liechtenstein			302,046	302,046
Luxembourg		273,224	1,703,297	1,976,521
Malta	56,689			56,689
Monaco	276,318		32,787	309,105
Morocco			24,299	24,299
Netherlands			9,994,439	9,994,439
Norway	19,758,033	8,341,760	30,982,260	59,082,053
OPEC Fund For International Development		300,000		300,000
Philippines	5,000			5,000
Poland		853,721	260,322	1,114,043
Private Donors in Australia			2,911,674	2,911,674
Private Donors in Austria			45,231	45,231
Private Donors in Bangladesh	1,061			1,061
Private Donors in Canada	781,918	14,782	333,782	1,130,482
Private Donors in China		55,986	179,795	235,781
Private Donors in Egypt	1,420	265,393		266,813
Private Donors in France	499	239	163,273	164,012





Donor	PILLAR 1	PILLAR 4	ALL PILLARS	TOTAL
	Refugee programme	IDP projects		
Private Donors in Germany	124,014	2,809,116	3,338,313	6,271,442
Private Donors in India	4,749		218	4,967
Private Donors in Italy	419,445	444,420	1,060,543	1,924,408
Private Donors in Japan	425,250	639,817	247,500	1,312,567
Private Donors in Kuwait	36,185			36,185
Private Donors in Lebanon	76,231			76,231
Private Donors in Malaysia	7,676			7,676
Private Donors in Mexico			4,324	4,324
Private Donors in the Netherlands	3,635,673		50,662	3,686,335
Private Donors in the Philippines		173	9,584	9,757
Private Donors in Qatar	2,788,447			2,788,447
Private Donors in the Republic of Korea			1,528,770	1,528,770
Private Donors in Saudi Arabia	681,053		50,000	731,053
Private Donors in Singapore	38,776		38,935	77,711
Private Donors in Spain	743		348,422	349,165
Private Donors in Sweden	10,505	191,308	1,174,533	1,376,346
Private Donors in Switzerland	674,122		2,114,082	2,788,204
Private Donors in Thailand			24,711	24,711
Private Donors in Tunisia	19,661			19,661
Private Donors in Turkey	6,757		136	6,892
Private Donors in the United Arab Emirates	9,610,925	82,000	211,843	9,904,768
Private Donors in the United Kingdom	417,838	45,644	454,589	918,071
Private Donors in the United States of America	3,718,615	425,189	3,657,100	7,800,904
Private Donors in Ireland			8,650	8,650
Qatar	496,164			496,164
Republic of Korea	500,000	1,000,000	850,000	2,350,000
Romania	62,007			62,007
Russian Federation	300,000	500,000		800,000
Saudi Arabia	5,213,125	5,767,665		10,980,790
Slovakia			170,068	170,068
Slovenia			33,520	33,520
Spain	5,802,940	637,937	60,491	6,501,368
Sweden	6,512,859	6,183,596	2,203,992	14,900,447
Switzerland	5,560,610	1,270,325	1,511,139	8,342,074
United Nations Action Against Sexual Violence in Conflict	95,020			95,020
United Nations Department of Political Affairs	2,935,035			2,935,035
United Nations Population Fund	11,527			11,527
United Nations Programme on HIV/AIDS			107,000	107,000
United Kingdom	83,720,643	14,718,858		98,439,501
United States of America	233,457,001	84,010,000	207,400,000	524,867,001
TOTAL	653,439,092	259,897,973	379,115,080	1,292,452,146

Note: Contributions include 7 per cent support costs



Operational support and management



UNHCR's Headquarters staff, located in Geneva, Budapest, Copenhagen and other regional capitals, work to ensure that the Office carries out its mandate in an effective, coherent and transparent manner.

Throughout 2016, Headquarters' divisions and bureaux provided leadership and support for field operations, including through their responsibilities for the following key functions:

- Developing doctrine and policy
- Articulating strategic directions
- Prioritizing and allocating resources
- Ensuring organization-wide emergency, security and supply management
- Ensuring financial control in accordance with United Nations and UNHCR rules and regulations
- Directing organizational development and management
- Monitoring, measuring and reporting (including results-based management)
- Oversight (inspection, evaluation, investigation and audit)
- Directing and supporting fundraising and resource mobilization
- Coordinating and directing communications and external relations
- Servicing the Executive Committee and other governance bodies, allowing them to assume their oversight functions
- Supporting inter-agency relations and strategic partnerships

In addition to its country and regional operations, UNHCR undertakes a range of projects and activities of a global nature. These global programmes are designed to be implemented at the field level, but are budgeted for and managed at Headquarters.

Tables and charts showing budgets, expenditures and voluntary contributions in 2016 for Global Programmes and Headquarters are presented on the following pages.

More information on Headquarters functions and activities is available on the Global Focus website (<http://reporting.unhcr.org/resources>)

UNHCR vehicles are loaded onto a UNHCR ferry for transportation across the Cavalla River from Liberia to Côte d'Ivoire.

© UNHCR / D. AZIA

BUDGET AND EXPENDITURE FOR GLOBAL PROGRAMMES | USD

ACTIVITIES	PILLAR 1 Refugee programme	
	Budget	Expenditure
OPERATIONAL ACTIVITIES		
Cash-based interventions	400,433	350,879
Durable solutions	2,583,265	2,345,334
Education-related projects	11,588,519	10,129,716
Emergency-related projects (including stockpiles)	37,569,827	25,250,770
Environment-related projects	903,966	837,016
Global Clusters	2,837,882	2,487,004
Health-related projects (including HIV/AIDS, anaemia, water and sanitation)	3,249,705	2,817,836
Innovation projects	8,022,708	1,953,781
Protection-related projects	3,984,496	3,752,842
Private sector fundraising	98,387,471	94,259,345
Public information and media projects	8,063,937	7,377,410
Refugee women, children and adolescents	6,208,474	4,631,818
Registration, data and knowledge management	5,314,449	4,983,559
Research, evaluation and documentation	340,386	261,194
Resettlement	22,236,996	13,818,613
Shelter-related projects	9,674,450	9,480,864
Training-related projects	1,291,785	1,167,805
Miscellaneous	3,686,445	3,129,286
	SUBTOTAL	226,345,193
		189,035,072
PROGRAMME SUPPORT ACTIVITIES		
Executive Direction and Management		
Innovation projects	1,340,875	1,113,743
Inspector General's Office field activities	1,512,017	857,385
Legal Affairs Section field activities	343,881	295,362
Connectivity for refugees	2,180,442	691,300
Division of External Relations		
Division of External Relations Service	9,111,461	7,505,116
Private sector fundraising - investment funds and activities	10,896,774	8,834,531
Division of International Protection		
Division of International Protection	29,412,546	10,843,957
Division of Information Systems and Telecommunications		
Division of Information Systems and Telecommunications	31,323,562	26,961,583
Division of Programme Support and Management		
Division of Programme Support and Management	10,587,042	9,385,829
Division of Emergency, Security and Supply		
Emergency Capacity Management Section	7,256,640	5,764,336
Field Safety Section and field security support	12,583,785	12,263,736
Supply management - Field strengthening and support	20,557,866	16,234,273
Division of Human Resources Management		
Global staff accommodation	1,134,123	439,958
Special staff costs	20,256,929	20,129,036
Training of UNHCR staff	8,665,487	7,433,853
Division of Financial and Administrative Management		
Global support	392,950	207,407
Audit IPMS	5,000,000	5,000,000
Budapest Global Service Center		
Division of Emergency, Security and Supply	1,594,540	1,536,171
Copenhagen Global Service Center		
Division of International Protection	482,456	409,264
Division of Programme Support and Management	6,263,158	5,234,451
Division of Information Systems and Telecommunications	356,902	190,633
Division of External Relations	7,953,040	7,224,354
	SUBTOTAL	189,206,476
		148,556,277
TOTAL	415,551,670	337,591,349

BUDGET AND EXPENDITURE FOR HEADQUARTERS¹ | USD

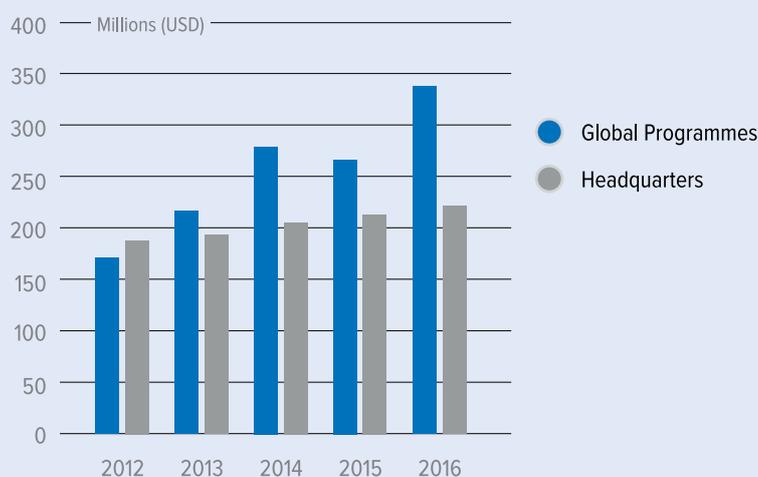
DIVISIONS / DEPARTMENTS	PILLAR 1 Refugee programme	
	Budget	Expenditure
EXECUTIVE DIRECTION AND MANAGEMENT		
Executive Office	4,893,472	4,893,472
Liaison Office New York	5,200,046	5,116,476
Inspector General's Office	5,608,832	5,368,711
Legal Affairs Section	3,607,621	3,539,903
Office of the Ombudsman	839,420	701,154
Ethics Office	1,983,792	1,950,166
Enterprise Risk Management	522,232	491,838
Evaluation Service	2,628,996	2,276,210
Organizational Development and Management Service	1,816,282	1,782,020
	SUBTOTAL	27,100,694
DIVISION OF EXTERNAL RELATIONS		
Office of the Director	3,880,007	3,876,588
Donor Relations and Resource Mobilization Service	6,827,297	6,827,297
Private Sector Partnerships Service	963,074	955,589
Governance, Partnership and Inter-Agency Coordination Service	3,062,194	3,062,194
Communications and Public Information Service	3,883,556	3,883,556
Records and Archives Section	1,673,313	1,673,313
Inter-agency Coordination Service	1,164,885	1,164,785
Digital Engagement	583,456	583,358
Events, Campaigns and Goodwill Ambassadors	1,236,625	1,222,279
Joint UN activity contributions	1,204,809	1,204,809
	SUBTOTAL	24,479,217
DIVISION OF INTERNATIONAL PROTECTION		
Office of the Director	2,258,830	2,147,920
Specialized sections	16,242,071	14,625,023
	SUBTOTAL	18,500,902
DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT		
Office of the Director	2,954,171	2,954,171
Specialized sections	4,182,032	4,182,032
	SUBTOTAL	7,136,202
DIVISION OF EMERGENCY, SECURITY AND SUPPLY		
Office of the Director	1,714,945	1,493,911
	SUBTOTAL	1,714,945
REGIONAL BUREAUX		
Office of the Director for Africa	11,767,118	11,755,410
Office of the Director for the Middle East and North Africa	7,709,417	7,197,874
Office of the Director for Asia and the Pacific	5,193,937	5,192,570
Director's Office in Brussels for Europe	2,178,478	1,849,438
Deputy Director's Office in Geneva for Europe	3,757,527	3,638,754
Emergency response for Europe	5,092,528	3,644,984
Office of the Director for the Americas	3,046,730	3,037,386
	SUBTOTAL	38,745,736
DIVISION OF INFORMATION SYSTEMS AND TELECOMMUNICATIONS		
Office of the Director and ICT fixed costs	17,103,342	17,037,788
Infrastructure and Telecommunications Service	2,367,128	2,367,128
	SUBTOTAL	19,470,470

¹ Includes allocations from the UN Regular Budget as follows: \$41,044,664 (Budget) and \$41,044,664 (Expenditure).




 PILLAR 1
 Refugee programme

DIVISIONS / DEPARTMENTS	Budget	Expenditure
DIVISION OF HUMAN RESOURCES MANAGEMENT		
Office of the Director	3,982,796	3,432,792
Specialized sections	12,681,984	11,556,765
SUBTOTAL	16,664,780	14,989,557
DIVISION OF FINANCIAL AND ADMINISTRATIVE MANAGEMENT		
Office of the Controller and Director	8,532,365	8,520,744
Specialized sections and services	6,124,674	6,060,571
Audit	6,347,201	6,239,744
UN Finance Division	1,123,000	1,122,999
Headquarters running costs (including security and safety at Headquarters)	14,955,851	14,946,180
SUBTOTAL	37,083,091	36,890,238
GLOBAL SERVICE CENTRE (BUDAPEST)		
Management Unit	4,110,535	3,827,857
Office of the Ombudsman	98,717	98,718
Division of Financial and Administrative Management	3,570,871	3,522,623
Division of Human Resources Management	17,587,144	16,462,608
Division of Information Systems and Telecommunications	2,892,862	2,474,580
Division of Emergency, Security and Supply	6,222,230	5,936,828
SUBTOTAL	34,482,359	32,323,213
GLOBAL SERVICE CENTRE (COPENHAGEN)		
Management Unit	4,436,276	4,436,202
SUBTOTAL	4,436,276	4,436,202
Staff Council	1,174,919	1,174,918
TOTAL	230,989,589	221,512,234

**EXPENDITURE FOR GLOBAL PROGRAMMES
 AND HEADQUARTERS (PILLAR 1) | 2012-2016**


VOLUNTARY CONTRIBUTIONS TO GLOBAL PROGRAMMES | USD

PILLAR 1

DIVISIONS/ DEPARTMENTS	DONORS	Refugee programme	ALL PILLARS	TOTAL
DIVISION OF EMERGENCY, SECURITY AND SUPPLY				
Deployment of standby experts	Danish Refugee Council	254,000		254,000
Deployment of standby experts	Ireland	206,500		206,500
Regional centre for emergency preparedness and response	Japan	119,900		119,900
UNHCR eCentre	Japan	219,962		219,962
Emergency preparedness and response	Luxembourg		329,670	329,670
Deployment of standby experts	Norwegian Refugee Council	1,010,000		1,010,000
Deployment of standby experts	Sweden	366,000		366,000
Deployment of standby experts	Switzerland	2,077,500		2,077,500
Emergency preparedness and response	United Arab Emirates		2,562,598	2,562,598
Deployment of standby experts	United Kingdom	196,500		196,500
Emergency capacity management	United States of America	700,000		700,000
Field safety and security	United States of America	1,700,000		1,700,000
Global fleet management	UPS Foundation	66,000	21,000	87,000
		SUBTOTAL	2,913,269	9,829,630
DIVISION OF EXTERNAL RELATIONS				
Education for All	Dutch Postcode Lottery	454,691		454,691
Nansen Refugee Award	IKEA Foundation	100,000		100,000
Private sector partnership communication	IKEA Foundation	20,337		20,337
World Humanitarian Summit	Japan	21,680		21,680
Nansen Refugee Award	Norway	100,307		100,307
Deployment of standby experts	Norwegian Refugee Council	182,500		182,500
Nansen Refugee Award	Switzerland	221,371		221,371
		SUBTOTAL	-	1,100,886
DIVISION OF HUMAN RESOURCES MANAGEMENT				
Global Protection Cluster	European Union	279,224		279,224
		SUBTOTAL	-	279,224
DIVISION OF INTERNATIONAL PROTECTION				
Resettlement	Australia	3,712,900		3,712,900
Quartet proposal	Australia	1,091,863		1,091,863
Resettlement	Canada	7,485,030		7,485,030
Deployment of resettlement experts	Denmark	516,000		516,000
Global Protection Cluster	European Union	383,219		383,219
Albert Einstein German Academic Refugee Initiative (DAFI)	Germany	9,906,218		9,906,218
Best interests assessment and determination	Norway	911,271		911,271
Tertiary education (Albert Einstein German Academic Refugee Initiative - DAFI)	Said Foundation	1,077,661		1,077,661
Community-based protection	Switzerland	198,413		198,413
Report on UNHCR's institutional role and engagement on displacement in the context of disasters and climate change	Switzerland	60,000		60,000
Resettlement	United Kingdom	3,169,443		3,169,443
Quality Integration Project - Resettlement	United Kingdom	242,857		242,857
Relocation of Camp Hurriya residents outside of Iraq	United Nations Department of Political Affairs	50,000		50,000
Gender-based violence	United Nations Population Fund	94,795		94,795
Deployment of resettlement experts	United States of America	7,140,000		7,140,000
Strengthening refugee resettlement	United States of America		13,778,000	13,778,000
Safe from the Start	United States of America	5,470,470		5,470,470
Refugee women, children and adolescents	United States of America	375,000		375,000
		SUBTOTAL	13,778,000	55,663,139





		PILLAR 1		
DIVISIONS/ DEPARTMENTS	DONORS	Refugee programme	ALL PILLARS	TOTAL
DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT				
Software for shelter unit	Autodesk Foundation	3,074,450		3,074,450
Water and sanitation	Bill & Melinda Gates Foundation	177,697		177,697
Saving Newborn Lives	Bill & Melinda Gates Foundation	225,659		225,659
Global solutions	Denmark	1,700,000		1,700,000
Capacity building and coordination of cash-based programme, shelter and protection response	European Union	1,400,698		1,400,698
Expert deployment - Innovation project	IKEA Foundation	385,876		385,876
Credit Guarantee Facility to support access of refugee small entrepreneurs to financial services	Sweden	162,044		162,044
Deployment of standby experts	Switzerland	1,023,651		1,023,651
Deployment of standby experts	United Kingdom	129,000		129,000
Public health, HIV and AIDS	United Nations Programme on HIV/AIDS		1,380,000	1,380,000
Joint IDP profiling service	United States of America	577,586		577,586
Health-related projects	United States of America	600,000		600,000
	SUBTOTAL	9,456,661	1,380,000	10,836,661
EXECUTIVE OFFICE				
Innovation	IKEA Foundation	1,669,117		1,669,117
Education in emergencies	United Kingdom		1,636,325	1,636,325
Research, evaluation and documentation	United Nations Evaluation Group		10,000	10,000
Innovation	United Nations Foundation	50,000	293,457	343,457
Research, evaluation and documentation	United States of America	50,000		50,000
Innovation	UPS Foundation	150,770		150,770
Connectivity for refugees	USA for UNHCR	382,300		382,300
Innovation	Vodafone Foundation	28,767		28,767
	SUBTOTAL	2,330,954	1,939,783	4,270,737
GLOBAL PROGRAMMES				
Global programmes	United States of America		30,500,000	30,500,000
Education for All	Education Above All (EAA) Foundation	719,847		719,847
	SUBTOTAL	719,847	30,500,000	31,219,847
TOTAL		62,689,073	50,511,051	113,200,125

VOLUNTARY CONTRIBUTIONS TO HEADQUARTERS | USD

DIVISIONS/ DEPARTMENTS	DONORS	PILLAR 1		TOTAL
		Refugee programme	ALL PILLARS	
DIVISION OF EXTERNAL RELATIONS				
	Australia	777,219		777,219
	Japan	2,858		2,858
		SUBTOTAL	780,077	-
DIVISION OF INTERNATIONAL PROTECTION				
	Denmark	207,250		207,250
	Norway	144,300		144,300
	Private Donors in Qatar	719,847		719,847
	United Kingdom	222,131		222,131
	United States of America	437,500		437,500
		SUBTOTAL	1,731,028	-
DIVISION OF PROGRAMME SUPPORT AND MANAGEMENT				
	Australia	252,340		252,340
		SUBTOTAL	252,340	-
EXECUTIVE DIRECTION AND MANAGEMENT				
	Australia	299,784		299,784
		SUBTOTAL	299,784	-
GLOBAL SERVICE CENTER				
	Chief Executives Board for Coordination	40,000		40,000
	European Union	134,475		134,475
	Hungary		2,537,746	2,537,746
	Private Donors USA	44,000		44,000
	Denmark		2,016,891	2,016,891
		SUBTOTAL	218,475	4,554,637
HEADQUARTERS OVERALL				
	Germany		104,535	104,535
		SUBTOTAL	-	104,535
REGIONAL BUREAUX				
	UN Department of Political Affairs	50,046		50,046
		SUBTOTAL	50,046	-
TOTAL		3,331,750	4,659,172	7,990,922



Safeguarding Funda

IN THIS CHAPTER:

- Ensuring refugee protection
- Registration and identity management
- Protection in the context of mixed movements
- Beyond detention
- Ending statelessness
- Addressing internal displacement

The realities of forced displacement and developments in 2016 underscored the need for greater and sustained support for countries of first asylum and intensified international cooperation to ensure that protection and timely solutions are available for all who need them. However, lack of respect for human rights and the rule of law, record levels of human mobility, geopolitical developments, and climate change, among other factors, exacerbated the impact of forced displacement in many regions, and



© UNHCR / R. HAKOZAKI

mental Rights

UNHCR was called upon throughout the year to exercise its protection mandate in cases where restrictive laws, policies and practices were adopted or tightened.

At the same time, the year saw noteworthy progress in reinforcing respect for refugee rights. Hosting countries and their populations continued to demonstrate their strong commitment to the principles of refugee protection. Moreover, there was wider

recognition than ever that the challenges of current refugee and mixed movements are too onerous and complex for individual countries to address alone. This recognition was among the factors that led, in September 2016, to the New York Declaration for Refugees and Migrants (see *Supporting UNHCR's work* chapter and *Glossary*), in which Member States of the UN unequivocally reaffirmed and committed fully to protect the rights of refugees and migrants.

Registration of South Sudanese refugees in Gambella, Ethiopia.

These clear statements of principle and readiness to protect fundamental rights came at a particularly important time when, despite binding legal standards enshrined in international, regional and national law, major challenges persist in ensuring respect for the international refugee protection regime in many contexts. While the past year presented many challenges with

respect to global forced displacement, it also presented UNHCR with opportunities.

This chapter details the work of UNHCR and its partners to strengthen and systematize protection responses for the rights of people of concern – refugees, asylum-seekers, the stateless, and the internally displaced.

Ensuring refugee protection

UNHCR supported legislative processes in more than 40 countries worldwide in 2016 to improve protection standards for refugees.

At the end of 2016, 17.2 million refugees were under UNHCR's mandate and 2.8 million people were waiting for a decision on their application for asylum, mostly in developed countries in which refugee status is normally determined on an individual basis. Nearly 130 countries now have national asylum laws in place to implement relevant international and regional instruments for the protection of refugees. Nevertheless, a significant number of countries hosting large refugee populations have no asylum legislation or are not party to the 1951 Convention Relating to the Status of Refugees and/or its 1967 Protocol.

In exercising its supervisory responsibility for the 1951 Convention, as well as the 1969 OAU Convention (see *Glossary*), UNHCR provides official comments and expert advice to support legislative processes worldwide. These address a vast range of issues, including: the criteria for eligibility for international protection; procedural rights and guarantees, such as access to territory, asylum procedures, and family unity and family reunification; security and border management; and responsibility-sharing for examining asylum applications.

In 2016, UNHCR supported legislative processes in more than 40 countries worldwide to improve protection standards

for refugees. The Office also worked with State asylum institutions to support and increase the quality and efficiency of refugee status determination (RSD) processes, including through regional and national quality assurance initiatives. In addition, in the specific context of transitioning the responsibility for RSD from UNHCR to States, UNHCR invests in building and strengthening the capacity of government institutions responsible for asylum decision-making to contribute to the sustainability, quality and efficiency of national RSD systems.

The Office also intervenes in courts to ensure the progressive and consistent interpretation of the 1951 Convention. In 2016, 21 formal court interventions were filed in 15 jurisdictions, including in regional courts such as the European Court of Human Rights, and in national courts. In addition, UNHCR continued to expand its engagement with the legal community through capacity-building initiatives for lawyers, NGOs and judges, as well as by developing legal tools and guidance, funding legal service providers, and organizing and participating in events and conferences on international law.

UNHCR also engages with UN human rights mechanisms—the Human Rights Council and its special procedures, the Universal Periodic

Review (UPR), and treaty monitoring bodies—to complement and reinforce the protection environment for people of concern. In 2016, the Office succeeded in maintaining the overall inclusion rate of its recommendations in treaty monitoring bodies' concluding observations at 65 per cent. Themes of relevance to UNHCR, which were addressed in these observations, included: non-refoulement; reception conditions; detention; access to quality RSD procedures; birth registration; and statelessness.

While acknowledging the need to address legitimate national security concerns, UNHCR remained concerned that some States are adopting deterrence and border control measures, as well as restrictive asylum laws and policies, impacting on eligibility for international protection, cessation of protection, limited procedural safeguards, penalization for irregular entry, and the right to family unity.

KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
FAVOURABLE PROTECTION ENVIRONMENT	
Law and policy developed or strengthened	
<p>Advocate the adoption or revision of laws consistent with international standards</p>	<p>21 formal court interventions on the interpretation and application of legal standards for the protection of refugees and asylum-seekers were filed in 15 jurisdictions.</p>
<p>Strengthen engagement with human rights mechanisms to advocate and enhance the protection and security of people of concern</p>	<p>25 country submissions were made to the UPR and 160 to treaty monitoring bodies.</p> <p>29 country-specific oral briefings before treaty monitoring bodies were conducted. The overall inclusion rate of UNHCR's recommendations in treaty monitoring bodies' concluding observations reached 65% in 2016, up from 47% in 2014.</p> <p>UNHCR worked closely with OHCHR to address global challenges with respect to forced displacement and international protection, including through its engagement with the Human Rights Council and Special Rapporteurs.</p> <p>In the Caribbean, UNHCR used the outcomes of UN human rights mechanisms to strengthen advocacy in relation to accession to the 1951 Convention and to further the legal basis for protection, in the context of the Caribbean Migration Consultations and regional consultations on the implementation of the Brazil Declaration and Plan of Action (see <i>Glossary</i>).</p> <p>In Southern Africa, the observations of treaty monitoring bodies supported UNHCR's protection advocacy in the subregion, despite the diminishing field presence of the organization in many countries.</p>
FAIR PROTECTION PROCESSES	
Access to and quality of status determination procedures improved	
<p>Further develop and oversee the implementation of policies, guidance, standards and procedures relating to RSD</p>	<p>Engagement with RSD was strengthened in field operations, including when identifying the place of RSD in the broader protection strategy, the use of efficient processing modalities while maintaining fairness and quality, and, where relevant, on transitioning the responsibility for RSD from UNHCR to States.</p> <p>Country-specific guidance, including eligibility guidelines, protection considerations, and non-return advisories, was published on Afghanistan, El Salvador, Honduras, Hungary, Iraq, Nigeria and Somalia.</p> <p>Legal, procedural and operational guidance on RSD eligibility standards and procedures were provided to field operations, governments and other stakeholders.</p> <p>Guidance was provided to UNHCR operations and governments on addressing security concerns without undermining refugee protection within RSD procedures, especially in the areas of exclusion, cancellation, extradition and matters relating to the civilian and humanitarian character of asylum.</p>



KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
<p>Strengthen the capacity of UNHCR RSD personnel and operations, including through deployments</p>	<p>A new interview learning programme (ILP) for UNHCR personnel involved in interviewing, primarily for the purposes of RSD, resettlement and other protection-related activities, was finalized and delivered as a pilot ILP training of trainers for 14 UNHCR personnel who will facilitate the ILP in the future. An in-country ILP was also conducted for 35 RSD eligibility officers, reviewers and supervisors in Kenya.</p> <hr/> <p>Country of origin information (COI) training was provided to UNHCR RSD personnel, including through the newly-developed COI e-learning course.</p> <hr/> <p>Mandate RSD operations were supported through the deployment of 7 RSD experts.</p> <hr/> <p>RSD-specific training, including 3 sessions of the RSD learning programme, benefited some 90 UNHCR personnel working in areas such as registration, RSD and resettlement.</p>
<p>Provide decision-makers on asylum claims with access to up-to-date COI</p>	<p>In response to identified information gaps, COI on important countries of origin was collected and published.</p> <hr/> <p>Refworld, UNHCR’s repository for country information, as well as legal and policy documents, was maintained and its content further expanded and updated.</p>

Registration and identity management

Knowing and understanding the identities of people of its concern is central to UNHCR’s work. Re-establishing and preserving identities is key to ensuring protection and solutions for refugees. Identity data assists the organization in promoting access to rights and facilitating protection and durable solutions. Identity management tools and processes also improve the integrity of UNHCR’s interventions by diminishing the possibility of fraud, duplicative assistance, identity substitution or multiple registration. Identity management provides accurate population figures to inform planning and allows the organization to build detailed knowledge of people of concern to provide adequate and appropriate support over the course of—in many cases—years or decades.

In 2016, UNHCR undertook 19 registration verification exercises and deployed experts to support large-scale registration exercises in Cameroon, Kenya and Niger, as well as for emergency registration in Ethiopia, Greece

and Uganda. An important update to UNHCR’s registration and case management tool, proGres in Partnership, was released in August 2016 and is in use across 15 operations by UNHCR, partners and host governments to standardize registration and case management practices.

UNHCR continued to strengthen its identity management capability in 2016 through the ongoing development and deployment of biometric tools. Its two primary biometric systems, the “biometric identity management system” (BIMS) and IrisGuard, maintained more than 3.2 million biometric enrolments globally by the end of 2016. Among other applications, these systems allow UNHCR and partners to verify identities at distribution points, ensuring a faster and more secure aid distribution process, and enabling refugees to access cardless ATM transactions and purchases at certain points of sale. BIMS is currently deployed to 24 country operations globally, while IrisGuard is operational in

the Middle East and North Africa region. UNHCR is committed to expanding its biometrics capability to 75 countries by 2020.

Together with governments and key humanitarian actors, UNHCR explored opportunities for strategic data sharing and interoperability of systems, guided by the

"Policy on the protection of personal data of persons of concern to UNHCR."

Recognizing the sensitivity of biometric data, the Office continued developing guidance and tools to ensure consistency in the collection, storage and use of this data, both internally and externally, while ensuring a high level of data security and data protection for people of concern.

Protection in the context of mixed movements

Refugees and migrants regularly use the same routes and means to reach their destination. If unable to enter a State legally, they may find other ways, such as having recourse to smugglers or embarking on dangerous sea or land voyages. These avenues heighten their exposure to risks such as trafficking, torture, violence, sexual and gender-based violence, and other human rights abuses. As an indication of these dangers, in 2016 more than 5,000 people died or went missing at sea in the Mediterranean.

To help States address mixed movements in a protection-sensitive way, UNHCR updated its "10-point plan in action on refugee protection and mixed migration," which contains more than 100 practical tools and examples of good practices, to assist States and other actors in managing complex mixed movements. Specific interventions also supported the development of regional approaches to respond to irregular mixed

movements, such as collaboration with the Regional Mixed Migration Secretariat and the Mixed Migration Monitoring Initiative.

UNHCR continued working with stakeholders to enhance their understanding of the imperative of refugee protection in the context of mixed movements, and to promote protection-sensitive migration systems that facilitate access to asylum and protection. UNHCR participated in key global forums on international migration, including the Global Migration Group and the Global Forum on Migration and Development, and continued to collaborate on multilateral and bilateral bases with IOM, OHCHR, UNODC and ILO, as well as with NGO partners. Specific initiatives to address trafficking in human beings were undertaken in collaboration with IOM and under the framework of the Inter-Agency Coordination Group against Trafficking in Persons.

Beyond detention

UNHCR's goal is to end the routine detention of asylum-seekers, refugees and other people under its protection mandate. The Office remained concerned about the systematic detention of asylum-seekers in some contexts, given such detention is often prolonged and in conditions falling short of international standards.

The routine detention of asylum-seekers and migrants represents a growing human rights challenge. UNHCR's many years of work and research on this issue confirm that detaining asylum-seekers and refugees is harmful, costly and, importantly, less effective than alternative measures. It has devastating consequences for individuals, as well as their families and communities, and incurs considerable costs for States. There are many alternative ways for governments to manage their asylum and migration systems which remain under-utilized.

The Office's "Global strategy – beyond detention" (2014-2019) has three primary goals: ending child detention; ensuring alternatives to detention are available in law and implemented in practice; and ensuring

detention conditions meet international standards. In partnership with States and civil society organizations, the strategy has been rolled out in 19 focus countries, namely Belgium, Botswana, Bulgaria, Canada, Czechia, Hungary, Indonesia, Israel, Lithuania, Malaysia, Malta, Mexico, South Africa, Thailand, the former Yugoslav Republic of Macedonia, the United Kingdom of Great Britain and Northern Ireland, the United States of America, Zambia and Zimbabwe.

In 2016, the progress made and achievements in implementing the global strategy were consolidated in two reports, a baseline report and a progress report, based on information gathered by UNHCR in the focus countries and informed by regular dialogue with stakeholders. The compilations are intended to guide decision-makers and practitioners in identifying and remedying any shortcomings in national frameworks pertaining to detention, as well as to support policy design. Additional information and progress on the implementation of the global strategy can be found at www.unhcr.org/detention.

Implementation of UNHCR's "Global strategy – beyond detention" (2014-2019) has resulted in:

14% decrease in the number of children detained in the focus countries.

22% increase in detention monitoring activities in the focus countries.

4 countries passing new legislation eliminating the detention of children for immigration-related reasons.

5 countries implementing measures offering alternatives to detention.



The Elsanis, a Roma family from Kosovo who live in Montenegro, recently obtained identity documents and are no longer at risk of statelessness.

© UNHCR / M. LABAN

Ending statelessness

Stateless people are not considered as nationals by any State under the operation of its law. Statelessness is estimated to have affected at least 10 million people in 2016. However, data captured by governments and communicated to UNHCR were limited to 3.2 million stateless individuals in 74 countries.

In line with UNHCR's #IBelong Campaign to End Statelessness by 2024, notable progress was made in 2016 in raising awareness of the plight of stateless people and achieving concrete outcomes to prevent and resolve statelessness. Three States—Guinea-Bissau, Mali and Sierra Leone—acceded to both statelessness conventions, bringing the number of States party to the 1954 Convention and the 1961 Convention to 89 and 68, respectively.

A reported 60,800 stateless people acquired nationality or had it confirmed during 2016. Many countries are taking important steps to grant nationality to stateless people. For example, the Government of Kenya is in the process of

issuing citizenship documentation to the Makonde people, an ethnic minority group present but stateless on the territory for generations, after officially recognizing the Makonde as the country's 43rd ethnicity.

A tripartite registration exercise by UNHCR and the Governments of Indonesia and the Philippines enabled more than 4,000 people of Indonesian descent in the Philippines to confirm Filipino and/or Indonesian nationality, bringing the total number of stateless cases resolved through this project to more than 8,700.

In Thailand, new laws expanded the scope of eligibility for stateless people to apply for nationality, a policy from which up to 80,000 children are expected to benefit. In Côte d'Ivoire, an estimated 6,000 stateless people acquired Ivorian nationality in 2016 through the Government's "acquisition of nationality by declaration" procedure, with many thousands of applications still pending.

National reforms in 2016 also helped to advance the prevention of statelessness. The Government of Norway issued a new

At least 60,800 stateless people acquired nationality or had it confirmed.

Guinea-Bissau, Mali and Sierra Leone acceded to both statelessness conventions in 2016.

immigration policy in October 2016, permitting all stateless children born in Norway to apply for and acquire Norwegian citizenship. UNHCR and civil society partners supported Madagascar in amending its nationality law to allow women to transmit nationality to their children on an equal basis to men. Nevertheless, 26 countries worldwide still maintained gender discrimination in nationality laws and UNHCR continues to support governments in their efforts to eliminate this form of discrimination.

The Office also continued supporting governments in establishing or improving statelessness determination procedures. Notable developments in this regard were in the Americas, where both Brazil and Ecuador passed new legislation in 2016 giving stateless people temporary legal residence, enabling the establishment of a statelessness determination procedure, and facilitating the naturalization of stateless people.

In 2016, UNHCR strengthened its partnerships to address statelessness. With UNICEF, the Office launched a new coalition to “Ensure every child’s right to a nationality,” with the support of a diverse

group of NGOs. From 2017, the coalition will implement joint strategies in a number of priority countries. UNHCR worked closely with the World Bank on its “ID4D Initiative” to ensure people of concern are included in national efforts to improve access to legal identity, including birth registration, in line with target 16.9 of the Sustainable Development Goals (SDGs).

The States in the “Friends of the campaign to end statelessness” group undertook several diplomatic initiatives in 2016, including the introduction of a resolution on “The right to a nationality: women’s equal nationality rights in law and practice,” which was adopted by the Human Rights Council. Thanks largely to the coordinated efforts of States and civil society, more than 70 statelessness-related recommendations were made during States’ UPR taking place in 2016.

Notwithstanding these positive developments, more needs to be done to accelerate achievement of the #IBelong Campaign’s goals. As the first official “milestone year,” when progress will be measured against each of the 10 actions in the global action plan to end statelessness, 2017 will be a critical year.

KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
DURABLE SOLUTIONS	
Greater reduction of statelessness is achieved	
<p>Assist stateless people and those with undetermined nationality to acquire or confirm nationality</p>	<p>At least 60,800 stateless people acquired nationality or had it confirmed.</p> <p>In Malaysia, some 870 individuals acquired nationality in 2016, supported by paralegal services provided by UNHCR's partner, bringing the total number of statelessness cases resolved between 2014 and 2016 to more than 1,400.</p> <p>In the Philippines, more than 4,000 people were confirmed as Filipino and/or Indonesian during the year.</p> <p>In Tajikistan, close to 7,500 people had their nationality confirmed.</p>
FAVOURABLE PROTECTION ENVIRONMENT	
Law and policy developed or strengthened	
<p>Advocate, and provide technical advice to governments for, the reform of nationality laws; introduce or improve statelessness determination procedures; and draft policies and procedures to close gaps that may lead to statelessness</p>	<p>A good practices paper entitled "Establishing statelessness determination procedures to protect stateless persons" was published, based on action 6 of the "Global action plan to end statelessness: 2014-2024."</p> <p>In the Plurinational State of Bolivia, the Government adopted a resolution in March 2016 to facilitate the naturalization of refugees and stateless individuals. The resolution removed the requirement of a minimum period of residence and significantly reduced fees.</p> <p>In Costa Rica, a statelessness determination procedure was established in April 2016 and came into effect in October 2016.</p> <p>In Greece, new asylum legislation was adopted in April 2016 that granted the asylum authority the competence to apply the 1954 Convention. A presidential decree was expected to outline the procedures for determining the status of stateless people.</p>
<p>Advocate and provide technical advice to governments for the elimination of gender discrimination in nationality laws</p>	<p>At least 8 States were supported to introduce gender equality into their nationality law, including Liberia and Madagascar.</p>
International and regional instruments acceded to, ratified or strengthened	
<p>Promote accession to the 1954 Convention Relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness</p>	<p>There were 6 accessions to the statelessness conventions in 2016; Guinea-Bissau, Mali and Sierra Leone acceded to both conventions.</p> <p>The draft African Union Protocol on the Right to Nationality in Africa was submitted to the Special Technical Committees of the African Union for review.</p> <p>The Southern African Development Community (SADC) adopted a resolution that calls on SADC Governments to take the necessary steps to accede to the 1954 and 1961 Conventions, and to review and reform domestic provisions on nationality, where necessary.</p> <p>In the Middle East and North Africa, the League of Arab States and UNHCR jointly drafted recommendations that would support universal birth registration, enhance the capacity of civil registration and vital statistics systems, and further align nationality laws in the region with international standards.</p> <p>A new civil society network, the Statelessness Network Asia Pacific, was launched in November 2016 to complement existing regional networks in the Americas, Europe and elsewhere. The network aims to build and strengthen cooperation and capacity among 40-plus civil society actors to end statelessness across the region.</p>
FAIR PROTECTION PROCESSES AND DOCUMENTATION	
Identification of statelessness improved	
<p>Increase knowledge of stateless populations, their situations and possible solutions</p>	<p>Studies and surveys were completed in 6 States, including Austria and Côte d'Ivoire.</p> <p>Statistical data was available on 74 countries.</p>



Local residents near Luhansk, Ukraine, picking up shelter materials from UNHCR to repair their houses damaged by conflict.

© UNHCR / A. CHERKASHINA

Addressing internal displacement

Since 2011, conflict and violence have driven up the numbers of people internally displaced. A key objective for UNHCR is supporting States, in partnership with the special rapporteur on the human rights of IDPs and other key stakeholders, to develop and implement legal and institutional frameworks to prevent, respond to, and facilitate solutions for IDPs.

In 2016, UNHCR issued operational guidelines for its engagement in situations of internal displacement, as part of a coordinated response. The Office also published an “Internal note on humanitarian evacuations in violence and armed conflict.” Building on pre-existing guidance, as well as drawing from the lessons learned and tools developed by UNHCR and its partners, the note sets out key protection and operational considerations, including minimum standards, for in-country humanitarian evacuations in situations of armed violence and conflict where

individuals or groups face an immediate threat to life.

UNHCR’s action on behalf of IDPs in conflict situations remains centred on the inter-agency cluster leadership approach. Through its leadership role in the Global Protection, Shelter and Camp Coordination and Camp Management (CCCM) Clusters, the organization provides global inter-agency policy advice and guidance, supports country-level clusters, and builds additional capacity at global and country levels.

UNHCR is the Global Cluster lead agency for protection. In 2016, the **Global Protection Cluster (GPC)** provided support and guidance to 35 protection clusters and cluster-like mechanisms, of which 25 were led or co-led by UNHCR. Protection policy developed by the GPC was adopted by the Inter-Agency Standing Committee. The GPC also issued guidance to Humanitarian Country Teams

on the development of protection strategies and published a review of actions taken in 2016 to strengthen the centrality of protection, including a collation of good practices. UNHCR and the special rapporteur on the human rights of IDPs co-led the GPC task team on law and policy and created a database on national and regional IDP laws and policies.

The **Global Shelter Cluster (GSC)** is co-led by UNHCR in conflict situations and IFRC in natural disasters. It supported 26 country-level clusters or cluster-like mechanisms in 2016, of which 12 were led by UNHCR. The organization provided coordination services to some 380 partners who provided 9 million people with shelter or non-food items.

The GSC continued to work towards the objectives of the "Global Shelter Cluster strategy" (2013-2017). GSC staff undertook missions to support country-level clusters and ensure predictable and consistent cluster coordination until longer-term expert capacity was in place. In 2016, the GSC expanded the pool of qualified cluster coordinators able to provide surge capacity through capacity-building and training initiatives.

The **Global CCCM Cluster**, led by UNHCR in conflict situations and by IOM in natural disaster settings, supported field operations responding to internal displacement,

developed tools and technical guidance, strengthened information management systems, and provided capacity building. Population data management, and data collection and analysis, are at the core of the cluster's work, and the Global CCCM Cluster encourages strong partnerships with national actors and governments.

In 2016, UNHCR led or co-led 10 country-level clusters in the Central African Republic, Chad, the Democratic Republic of the Congo, Iraq, Myanmar, Nigeria, Pakistan, South Sudan, Turkey under the framework of cross-border assistance to the Syrian Arab Republic (Syria), and Yemen. To improve its governance structure, the Global CCCM Cluster established a strategic advisory group with ACTED, Danish Refugee Council, Lutheran World Federation and Norwegian Refugee Council participation. A five-year strategy for the cluster was also finalized.

To strengthen the capacity of camp managers and other humanitarian actors in the field, the Global CCCM Cluster developed an e-learning programme on camp management that was piloted in selected operations at the end of 2016. A methodology for systematically monitoring sites was also developed and implemented in a number of operations to capture essential information about displaced communities, with a view to monitoring, analysing and informing humanitarian responses.

KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
FAVOURABLE PROTECTION ENVIRONMENT	
<p>Law and policy developed or strengthened</p> <p>Advocate the development or promotion of a normative framework on IDPs</p>	<p>Mali and Sri Lanka were supported to develop IDP policy and law. In Sri Lanka, UNHCR and UNDP jointly contributed to the development of a national policy on solutions for IDPs, which was adopted by the Government in August 2016.</p> <p>The African Union Convention for the Protection and Assistance of Internally Displaced Persons in Africa (known as the Kampala Convention) has been signed by 40 countries and ratified by 25 of the 54 Member States of the African Union.</p> <p>A study on UNHCR’s engagement with national human rights institutions for IDP protection was published, providing an overview of UNHCR’s operational engagement with such institutions in the past and lessons learned, in order to promote better future coordination.</p>



CASH ASSISTANCE FOR IDPS

In 2016, UNHCR’s largest cash assistance programmes for IDPs were in Iraq, Niger, Syria, Ukraine and Yemen. In Iraq, to deliver cash assistance in a secure and reliable way that enabled proper financial tracking and reporting, UNHCR piloted a mobile money system. This system enabled the distribution of multi-purpose cash assistance to some 270 IDP families and 250 refugee families, as well as seasonal cash assistance to 2,300 IDPs and members of host communities.

People eligible for assistance were registered and issued with a SIM card managing a special mobile money wallet registered in their name. Families were informed via SMS when their assistance was available for withdrawal at more than 2,000 locations across Iraq. The mobile money solution also addressed challenges in finding cash transfer options that were accessible across the country. UNHCR plans to expand the use of this model across Iraq in 2017.

Children fleeing South Sudan struggle in CAR refugee villages

This article is an adapted version of a UNHCR news story.
9 June 2016

Disabled twins Semo and Seto Abu, aged 10, fled their home in South Sudan to Abossi settlement in Bambouti, Central African Republic.

BAMBOUTI, Central African Republic |

At home in South Sudan, priests cared for Semo and Seto Abu, disabled 10-year-old twins who struggle to walk and look after themselves. But civil war forced them to flee to the Central African Republic (CAR), where they face a desperate plight.

“Armed people attacked our village in Source Yubu in November. We fled and spent several days on the road, and finally arrived here, where a family friend took us in,” says Semo. The brothers ended up in Bambouti, a small collection of villages in eastern CAR that is today home to more than 10,000 South Sudanese refugees.

Their father died late last year from a snake bite while farming his fields at home. The Lord’s Resistance Army, a militia that terrorizes swathes of the region, kidnapped their mother three years earlier.

Here in Bambouti, they were lucky to come across Jules Sabu, an old friend of their parents, who has taken them into his meagre refugee shelter and is looking after them alongside his own seven children.

“In South Sudan, we were helped by priests who sent us to school and provided us with tricycles,” says Seto, clearly upset at the memory of the specially-adapted wheelchairs he used to move around. “I wish I could go back to school.”

The last functioning school here in Bambouti was destroyed in CAR’s own internal conflict in 2002. Similarly, there are no doctors or health facilities, no major markets, very little drinkable water, almost no government or humanitarian agency representation, and no tricycles for the twins.



© UNHCR / P. NTEMGWA

The original population here was perhaps 950 people. The community’s ten-fold increase since the refugees arrived has seriously strained local resources, and vulnerable children like Semo and Seto are the worst affected.

“The presence of several unaccompanied minors among the refugees in Bambouti is a big concern,” says Lazare Kouassi Etien, who heads UNHCR in CAR.

“Starting in mid-June, we will carry out a fuller registration of these refugees, while also identifying host families in the community in Bambouti who can provide a home for them. We will set up avenues for reunification with their family members as soon as the security situation in South Sudan improves.”

South Sudan’s main civil war erupted in December 2013 and ended with a peace deal in August 2015. But a series of smaller-scale conflicts continue, like the one in Western Equatoria that the refugees at Bambouti ran from.

During a recent rapid assessment mission in Bambouti in May, UNCHR staff spoke to 10 unaccompanied or vulnerable children among the refugee population. Many more

may be found when the wider registration exercise is completed in June.

Brothers Wenya, 10, and Essem, 12, became separated from their four older siblings as they fled fighting in November near Source Yubu, where they lived in South Sudan. Their parents have both died. In Bambouti they are being looked after by their aunt, Antunta. “We have received some basic household items like blankets and pots from UNHCR, and spades so that we can start cultivating crops to feed the children,” she said. “They can no longer go to school and this is a real concern for them.”

Humanitarian agencies face extreme difficulties raising funds to meet even the basic needs of water, food, shelter, and emergency medical care for the 2.4 million South Sudanese displaced by the conflict. But despite struggling daily for food and clean water and living in a makeshift shelter, Susan Aminisa, 10, whose parents died in fighting in Source Yubu in November, says her priority remains her schooling. “I wish we could pursue our education so that in future we can take care of ourselves,” she says. “I would like to become a teacher so that I can teach other unfortunate children.”



Responding with

IN THIS CHAPTER:

- Emergency preparedness and response
- Addressing sexual and gender-based violence
- Expanding the use of cash-based interventions
- Meeting the basic needs of people of concern

Complex, protracted situations and recurrent conflict continued to cause internal and cross-border displacement throughout 2016. The Inter-Agency Standing Committee (IASC) system-wide Level 3 emergency declarations for Iraq, the Syrian Arab Republic (Syria) and Yemen remained in effect, as did six UNHCR emergency declarations for inside Yemen, as well as for the Burundi, Iraq, Nigeria, South Sudan and Syria situations.



© UNHCR / A. NASRULLAH

Lifesaving Support

By the end of the year, more than 20 UNHCR country operations were responding to large-scale refugee and internal displacement. The Office also deactivated six emergency declarations during 2016 for the Central African Republic (CAR), Myanmar, Uganda (for refugees from the Democratic Republic of the Congo only), Ukraine, Djibouti and Somalia as part of the Yemen situation, and the Europe situation.

In addition to enhancing emergency preparedness, UNHCR provided skilled staff and material support to protect and assist people of concern, as well as strengthen operational delivery and coordination in countries experiencing new or deteriorating situations of displacement.

The Office continues to prioritize measures to prevent and respond to sexual and

Villagers from drought affected areas in Kenya walk back to their houses with jerry cans distributed by UNHCR.

gender-based violence, as well as efforts to assist people of concern with specific needs, including at the onset of emergencies. Core relief items worth more than \$63 million reached people in need in 31 countries. In addition, UNHCR's

cash-based programming exceeded \$680 million in 2016, complementing a broad range of interventions made by the Office in sectors such as shelter and health, to meet the basic needs of people of concern.

Responding to emergencies

Emergency preparedness

More than 1,800 staff, partners and other stakeholders benefited from emergency preparedness and response training in 2016.

UNHCR's approach to emergency preparedness is grounded in robust risk assessments; collaborative and localized planning; and the rights, dignity and protection needs of people of concern. The Office worked with its partners and other stakeholders to ensure that effective preparedness measures: were in place across each sector; built upon the existing response and capacities; maintained and reinforced the centrality of protection; and integrated and addressed cross-cutting issues through quality programming.

UNHCR introduced the high alert list for emergency preparedness (HALEP) as a key diagnostic tool for early warning, monitoring of current and potential displacement risks, and assessing the readiness and response capacity of the organization. More than 40 country operations used the HALEP to assess risk and develop contingency plans.

The Office continued to provide training, guidance and tools to increase preparedness and enhance local response capacity. More than 1,800 staff, partners and other stakeholders benefited from emergency preparedness and response training. In addition, a dedicated team was established at Headquarters to provide guidance and support to field operations in countries at high risk of experiencing new or deteriorating situations of displacement.

Supply readiness was strengthened through the pre-positioning of relief items closer to "hot spot" areas, as well as by increasing logistics capacity, to respond to operational needs more rapidly. UNHCR also actively engaged in the "Ready to respond" initiative, working alongside DFID, OCHA, UNICEF and WFP to improve emergency response capacities, advance inter-agency coherence in humanitarian action, and yield efficiencies in the longer term.



© MDF / M. HUDAIR

Displaced Yemeni children in Sirwah, Ma'rib governorate.

Emergency response

The rapid deployment of skilled staff plays a critical role in UNHCR's initial emergency response. More than 370 deployments were undertaken in 2016 to support 31 country operations, including Uganda in response to a refugee influx from South Sudan, as well as Greece, Iraq, Niger and Nigeria. The Office maintained internal multi-functional standby teams, led by senior emergency coordinators, and new functional rosters were created for human resources, supply and programme. In addition, UNHCR's standby partners provided expert surge personnel to emergency operations, expanding humanitarian outreach and further strengthening coordination. More than 40 per cent of emergency deployments in 2016 were facilitated by standby partnerships.

Emergency classifications

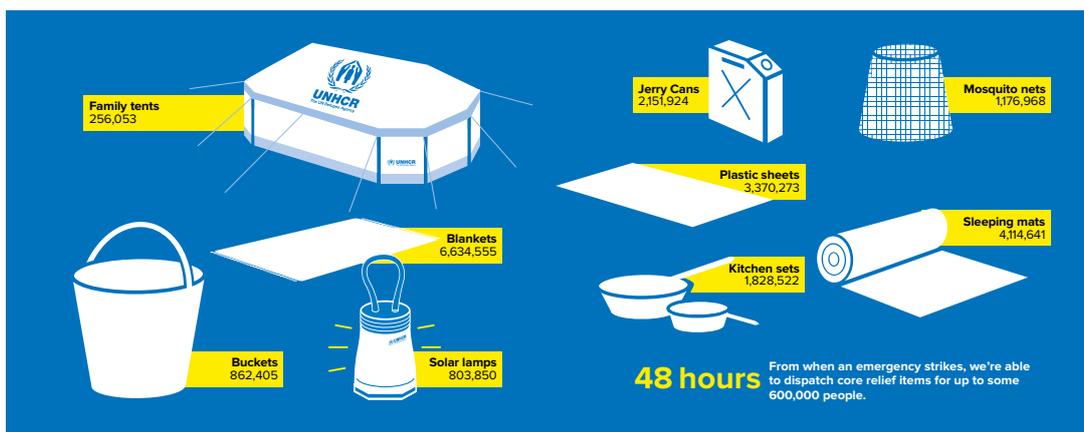
Level 3 – an IASC system-wide Level 3 (L3) emergency is the global humanitarian system's classification for the most severe crises. They require system-wide mobilization to significantly increase the scope of the response and improve the overall effectiveness of assistance. A system-wide L3 emergency is declared by the Emergency Relief Coordinator on behalf of the IASC, of which UNHCR is an active member.

UNHCR classifications – the organization defines three levels of emergency response. Considerations in assessing the level of an emergency include the impact on affected populations, the complexity of the situation, and the capacity of the Office to respond. A UNHCR emergency declaration triggers an immediate mobilization of financial, human and material resources to support the country office in responding to the crisis.

UNHCR standby partners included:

- Bundesanstalt Technisches Hilfswerk (THW)
- CANADEM
- Centers for Disease Control and Prevention, United States of America
- Danish Refugee Council
- Department for International Development, United Kingdom of Great Britain and Northern Ireland (DFID)
- Directorate for Civil Protection and Emergency Planning, Norway (DSB)
- Dutch Surge Support Water (previously Netherlands Enterprise Agency)
- Emergency.lu, Luxembourg Ministry of Foreign Affairs
- International Humanitarian Partnership
- iMMAP
- Irish Aid
- Norwegian Refugee Council
- RedR Australia
- Save the Children Norway
- Swedish Civil Contingencies Agency (MSB)
- Swiss Agency for Development and Cooperation (SDC)
- Veolia Environment Foundation
- White Helmets Commission, Argentina

In 2016, core relief items from UNHCR's global stockpiles reached people of concern in 31 countries



UNHCR's global supply chain enables it to meet the basic needs of 600,000 people of concern in simultaneous and complex emergencies, by drawing on its seven global stockpiles (in Accra, Amman, Copenhagen, Duala, Dubai, Isaka and Nairobi). Core relief items to the value of \$63.8 million from these global stockpiles reached people of concern in 31 countries, including Burundi, Greece, Iraq, South Sudan, Syria and Yemen. UNHCR's emergency procurement and supply procedures were also updated to facilitate the fast delivery of goods and services to people in need.

The Office continuously reviews and adapts its security risk management

practices to be able to operate in conflict settings and be situated close to affected populations. More than 800 UNHCR staff worked in countries with security levels designated by the UN to be "high" or "extreme". UNHCR's continued presence in countries such as Afghanistan, Iraq, Somalia, South Sudan, Syria and Yemen would not have been possible without effective risk management measures. UNHCR security personnel managed 272 security incidents and 37 functional assessment missions were undertaken for security assessments and evaluations, development of contingency plans, and programme criticality assessments.

KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
EMERGENCY PREPAREDNESS AND RESPONSE	
Emergency response capacity and effectiveness reinforced	
<p>Enhance emergency preparedness</p>	<p>A dedicated unit was established at Headquarters to provide guidance and support to operations, and develop analytical tools. More than 20 countries were supported in 2016, including Afghanistan, the Democratic Republic of the Congo (DRC), and operations affected by the Burundi, Nigeria and South Sudan situations.</p> <p>The HALEP and its accompanying diagnostic tools were introduced and assisted 43 operations to assess preparedness.</p> <p>Refugee emergency response agreements with NGOs were expanded to include response capacity in SGBV; health; water, sanitation and hygiene (WASH); cash-based interventions; and nutrition; in addition to existing agreements for camp coordination and camp management; shelter; community-based protection; and education.</p> <p>UNHCR, in consultation with the Government and other partners, identified priorities for a joint approach on emergency preparedness, which was rolled out in the United Republic of Tanzania. The approach focuses on mapping and complementing local capacity; analysis and planning; protection-centred preparedness; and capacity building.</p>
<p>Deploy standby emergency coordination, preparedness and response teams</p>	<p>More than 370 deployments and missions were undertaken to support emergency operations, including 40% from stand-by partners.</p> <p>UNHCR emergency stand-by teams worked to strengthen protection, operational delivery, and coordination in 15 operations. New technical rosters for human resources, supply and programme capacity were established.</p>
<p>Build capacity in emergency preparedness and response, security and supply chain management</p>	<p>The Emergency Handbook (accessible online at https://emergency.unhcr.org/ and as a mobile application) was updated to reflect new policies, guidance and tools.</p> <p>More than 1,200 UNHCR and external participants were trained in emergency preparedness and response; more than 1,500 participants were trained in security management; and some 900 participants were trained in supply chain management.</p> <p>The eCentre in Bangkok facilitated 22 capacity-building activities for more than 600 practitioners from the Asia and Pacific region.</p>
<p>Reinforce security management as an organizational culture</p>	<p>Security risk management measures were reviewed and adapted to protect and assist people of concern in conflict and high-risk environments.</p> <p>Security analysis was integrated into emergency preparedness and response plans, as well as business continuity plans.</p> <p>Operations were assessed through the annual minimum operating security standards (MOSS) survey to ensure appropriate risk mitigation measures are in place.</p> <p>Security structures and equipment were maintained to meet appropriate standards and operational needs.</p>





KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
<p>Inter-agency and strategic partnerships strengthened</p>	<p>UNHCR continued to actively engage in the IASC Emergency Directors Group; Reference Group on Preparedness and Resilience, and its Analyst Group on Early Warning, Early Action and related initiatives; Reference Group on Principled Humanitarian Action; UN Crisis Management Working Group; Communicating with Disaster-Affected Communities Network; as well as inter-agency security forums.</p> <hr/> <p>UNHCR co-chaired the IASC Task Team on Accountability to Affected Populations.</p> <hr/> <p>Partnerships with UN Global Marketplace and the Common Procurement Activities Group continued to increase the efficiency and effectiveness of procurement activities.</p> <hr/> <p>UNHCR continued to work with the Programme Criticality Steering Group and Programme Criticality Coordination Team, and was an integral part of inter-agency facilitation teams deployed to Afghanistan, Burundi, Mali, Syria, Tajikistan and Yemen.</p>
<p>Global supply management optimized for efficient delivery</p> <p>Optimize supply chain for shelter and core relief items in emergencies</p>	<p>Global supply management optimized for efficient delivery</p> <p>The global emergency stock was maintained to respond to the needs of 600,000 people of concern in simultaneous and complex emergencies.</p> <hr/> <p>Optimize supply chain for shelter and core relief items in emergencies</p> <p>A roster of supply experts was created and drawn from to support emergencies through 10 deployments.</p> <hr/> <p>The regulatory framework for procurement in emergencies was revised to facilitate faster responses.</p>



CASH ASSISTANCE FOR PREPAREDNESS

UNHCR is expanding its ability to systematically assess the feasibility of using cash-based interventions (CBIs) through all phases of the humanitarian response. In 2016, CBI feasibility assessments and related training were carried out in

Afghanistan, Burundi, Myanmar, Niger, Nigeria and Uganda. The results of these assessments will be integrated into contingency plans that will serve as a model for CBIs and preparedness moving forward.

Addressing sexual and gender-based violence

Sexual and gender-based violence (SGBV) is a human rights violation with devastating consequences. Vulnerability to SGBV is exacerbated in displacement settings, and proven measures should be taken from the start of humanitarian responses to comprehensively address risks and protect affected populations.

UNHCR prioritizes the prevention of, and response to, SGBV, in particular in emergencies. Through an SGBV specialist deployment scheme, funded by the “Safe from the start” initiative, 10 country operations (CAR, Greece, Italy, Malawi, Niger, Nigeria, Rwanda, South Sudan, Uganda and the United Republic of Tanzania) received 55 months of dedicated technical support in 2016. This additional support increased both the efficiency and coverage of SGBV programming, including through the establishment of referral pathways to connect survivors with appropriate service providers. The additional expertise also strengthened the capacity of UNHCR staff, partners and government authorities to better identify and mitigate the risks of SGBV, as well as assist survivors and those at risk.

UNHCR continued to focus on strengthening measures to identify SGBV survivors as early as possible and ensure they receive timely and appropriate assistance. In Cameroon, 13 community-based committees have been established in neighbourhoods with large concentrations of urban refugees to facilitate the early identification of SGBV survivors and the timely referral to government-run services. In Jordan, UNHCR scaled up the provision of legal aid to SGBV survivors through the

deployment of specialized lawyers in women and girls’ safe spaces in refugee camps. This contributed to an increase in the use of legal services to address SGBV. In the United Republic of Tanzania, medical staff worked to improve health and protection screening at border entry points to identify survivors and accelerate their referral to health services and psychosocial counselling.

Throughout the year, UNHCR continued to develop innovative, multi-sectoral approaches to SGBV prevention and response that could be replicated in different operations. Projects in 13 countries have been designed to prevent specific SGBV risks affecting the community in sectors such as energy, livelihoods, and information and technology. Some examples of these are presented below.

To help reduce the SGBV risks associated with collecting firewood, UNHCR is trialling projects that provide refugee communities with access to alternative energy sources. In Cameroon, a project provided the community with an alternative energy source to firewood by engaging 30 refugee women to collect biomass, and make and sell briquettes. In Kigeme camp, Rwanda, UNHCR partnered with a local social enterprise to provide 300 households with low-emission cooking stoves and biomass pellets, as an alternative to firewood. In Nyarugusu camp in the United Republic of Tanzania, the Community Environmental Management and Development Organization distributed gas and cooking stoves to 3,000 households for an initial 12-week period. Protection outcomes of the project will be assessed in early 2017.

A lack of livelihood opportunities and support for displaced people are high-risk factors for SGBV. Women and girls excluded from livelihood opportunities, for example, can be exposed to sexual exploitation and abuse because of their precarious economic situations. In Malaysia, an artisan project provided sewing, embroidery and knitting training to support refugees in selling their products online and in local bazaars, with revenue from sales invested back into the provision of services for SGBV survivors. In the Republic of the Congo (Congo), a social support network for young women and girls developed an outreach and training programme to reduce the risk of sexual exploitation. Literacy, life skills, and vocational training were provided to

facilitate job placements for the participants.

Innovative approaches using information and technology solutions to empower those at risk are a key component of UNHCR's approach to SGBV prevention and response. A community technology access project established a women-only internet café in Herat, Afghanistan, for refugee returnees, IDPs and the local community. Run by a local women's association, the café allows women to access information or report SGBV incidents in a safe environment. For survivors, the café also provides counselling services and referrals for additional support.



CASH ASSISTANCE FOR PROTECTION

UNHCR continues to lead on efforts to assure the protection of people of concern through cash assistance. Research by UNHCR and its partners has shown that cash, particularly unrestricted multi-purpose grants, can help mitigate the vulnerability of refugees and IDPs to negative coping strategies, such as survival sex and child labour.

Protection-oriented cash interventions were in place in more than 30 field operations during 2016. Cash assistance was, for example, provided as part of case management for urgent or monthly needs in Jordan and Syria; to assist people with specific needs in Kenya, Morocco and Tunisia; to cover subsistence expenses for unaccompanied children in Ethiopia, Sudan

and Yemen; to meet protection and mixed solutions needs in India; to support survivors and those at risk of SGBV in the Congo, alongside other forms of assistance, such as counselling and livelihood support; and as part of governmental safety net programmes in Ukraine and Zambia.

UNHCR also continued to build its knowledge base, capacity and systems to implement CBIs as a protection tool. Technical support on cash and protection was provided to 11 country operations, including Afghanistan, CAR, the DRC, Syria, Turkey and the United Republic of Tanzania. Specific training on cash and child protection was undertaken in Egypt, Ethiopia, Sudan and Yemen.

KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
SECURITY FROM VIOLENCE AND EXPLOITATION	
Risk of SGBV is reduced and quality of response improved	
<p>Ensure SGBV programming in emergencies</p>	<p>10 operations (CAR, Greece, Italy, Malawi, Niger, Nigeria, Rwanda, South Sudan, Uganda and the United Republic of Tanzania) benefited from 55 months of technical support to help mitigate the risk of SGBV and improve access to, and the quality of, vital services for survivors.</p> <p>4 gender and SGBV protection specialists were deployed to the Congo, the DRC, Rwanda and Ukraine through the International Rescue Committee Protection Surge Capacity Project.</p> <p>13 multi-sectoral projects were supported to mitigate the risks of SGBV.</p>
<p>Develop capacity in SGBV prevention and response</p>	<p>UNHCR actively participated in the inter-agency GBV Guidelines reference group, which organized 7 global launch events, 4 global training sessions, 1 regional training session for countries responding to the Syria situation, and 52 training sessions in 10 countries to disseminate the IASC guidelines.</p> <p>The “SGBV prevention and response training package” (2016) was published and disseminated to UNHCR field operations.</p>
<p>Increase efficient data management</p>	<p>Technical support to improve the gender-based violence information management system was provided to 27 operations (Brazil, Burundi, Cameroon, CAR, Colombia, the DRC, Ecuador, Egypt, Ethiopia, Greece, Iraq, Jordan, Kenya, Lebanon, Malaysia, Mali, Mauritania, Myanmar, Niger, Nigeria, Rwanda, Somalia, South Sudan, Uganda, United Republic of Tanzania, the Bolivarian Republic of Venezuela and Ukraine).</p>
<p>Strengthen gender equality within UNHCR’s work</p>	<p>Some 140 UNHCR staff are working as gender focal points, SGBV focal points and age, gender and diversity (AGD) focal points across the organization.</p> <p>UNHCR’s “Review of gender equality in operations” was published with analysis of data from 73 operations to identify needs, challenges and recommendations.</p> <p>UNHCR’s “Age, gender and diversity accountability report” (2015) was published and analyses organization-wide implementation of the AGD policy.</p> <p>Content for a gender equality e-learning course content was developed for launch in 2017.</p> <p>Technical support was provided to operations, including Rwanda and Ukraine, to improve gender equality programming.</p> <p>An AGD review of all indicators in UNHCR’s results-based management framework was conducted.</p> <p>Annual reporting on UNHCR’s progress regarding gender equality was completed, including through: the “UN-system wide action plan on gender equality and the empowerment of women”; UN Security Council Resolution 1325 on women, peace and security; the UN Secretary General’s report on the status of women in the UN system; the UNDG Gender Equality Task Team reporting on headquarters gender expertise; and International Geneva Gender Champions’ commitments.</p> <p>UNHCR worked on the revision of IASC tools on gender equality, including the revision of the gender marker, and the revision of the IASC “Gender Handbook in Humanitarian Action.”</p> <p>UNHCR participated in the UN Commission on the Status of Women, including the implementation of the World Humanitarian Summit (WHS) gender equality commitments.</p>





KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
BASIC NEEDS AND ESSENTIAL SERVICES	
Services for persons with specific needs strengthened	
<p>Strengthen capacity to address the specific protection needs of lesbian, gay, bisexual, transgender and intersex (LGBTI) people of concern</p>	<p>“Training-of-trainers” curriculum was developed, in collaboration with IOM, and piloted in December 2016 for UNHCR and IOM staff.</p> <p>Technical support and guidance were provided to field operations on protecting LGBTI people of concern.</p> <p>Sharing of good practices and lessons learnt was facilitated through LGBTI learning programme.</p>
<p>Strengthen capacity to address the specific protection needs of people with disabilities</p>	<p>Technical support and guidance on disability inclusion were provided to field operations. 7 operations (Chad, Djibouti, Malawi, Mauritania, Rwanda, Ukraine and Zimbabwe) developed and implemented action plans to strengthen the protection of people with disabilities.</p> <p>New partnerships were strengthened with disability actors at global, regional and country level. UNHCR played a lead role in developing the “Charter on inclusion of persons with disabilities in humanitarian action,” launched at the WHS, and the establishment of the IASC Task Team to support implementation of the Charter.</p> <p>Technical support and guidance were provided to field operations on protecting older people, who face similar obstacles to inclusion as people with disabilities.</p>
COMMUNITY EMPOWERMENT AND SELF-RELIANCE	
Community mobilization strengthened and expanded	
<p>Strengthen capacity to design, implement, monitor and evaluate protection and assistance programmes</p>	<p>3 thematic guidance issue briefs were produced and technical support provided to 19 field operations.</p> <p>A curriculum for a community-based protection learning programme was developed and piloted across 14 operations in the Middle East and North Africa region, and in Turkey.</p> <p>An online community of practice on community-based protection was developed to facilitate information-sharing on guidance, tools and good practices.</p>
<p>Strengthen participatory approaches and mechanisms for accountability to affected populations</p>	<p>The drafting of the IASC 2016 Emergency Directors Group’s “Guidance note on accountability to affected populations and protection” for Humanitarian Country Teams and Humanitarian Coordinators was supported.</p> <p>Accountability to affected populations guidance was incorporated into UNHCR training programmes.</p>



Expanding the use of cash-based interventions

Existing data indicates a clear preference among populations of concern for cash over other forms of assistance. In line with its Grand Bargain commitment to double the use of cash as a proportion of its assistance by 2020, UNHCR's cash-based programming reached a value of \$688 million in 2016 – a 106 per cent increase from \$325 million in 2015. Building on three decades of experience in multi-sectoral assistance and CBIs, UNHCR uses cash for a wide range of purposes, including protection, basic needs, education, shelter, health, livelihood activities, and protection against winter conditions. Multi-purpose cash grants continue to constitute the bulk of UNHCR's cash assistance.

In 2016, UNHCR's assistance through cash mechanisms exceeded that of in-kind provision of goods for the first time, reaching 2.5 million vulnerable refugees, asylum-seekers, stateless people and IDPs in more than 60 operations worldwide. This included some two million vulnerable people in the Middle East and North Africa region, who received some \$355 million in cash assistance. Post-distribution monitoring found that cash assistance helped prevent Syrian refugees from resorting to negative coping strategies, such as child labour. In Jordan, 64 per cent of the Syrian refugee respondents reported that the assistance had a positive impact on their psychological

2.5 million vulnerable people of concern in more than 60 operations worldwide received UNHCR cash assistance in 2016.



Hamidi (34), with daughter Aya (7) and son Mohamad (4), picks up his family's UNHCR monthly cash assistance at the bank. The family fled Aleppo, Syria in 2013 and live in Amman, Jordan.

well-being. More than half of the respondents stated that it helped to pay rent and a quarter felt that the quality of their housing was improved.

The efficiency gains from using CBIs were also prominent. A joint study by UNHCR and PricewaterhouseCoopers of UNHCR's three largest, established cash operations in 2016 (Afghanistan, Jordan and Lebanon) confirmed that up to 93 cents of each dollar went to people of concern. The review suggests between 88-93 per cent of the total CBI expenditure reached the beneficiary, while recognizing that the cost of delivering cash assistance will vary depending on the size and maturity of cash programmes.

UNHCR launched its "Policy on cash-based interventions" in 2016 and began implementing its "Strategy for the institutionalization of cash-based interventions in UNHCR" (2016–2020). These frameworks ensure the Office has the necessary policies, procedures, guidance and systems in place to effectively and efficiently implement cash assistance where appropriate, at scale and with accountability.

As part of its strategy, the Office worked to significantly scale-up its capacity to assess,

design, implement and monitor cash programmes. Some 700 staff received training on CBIs and two cash-specific capacity-building programmes were launched. In addition, UNHCR expanded dedicated CBI capacity in numerous field operations, including Afghanistan, Cameroon, the Congo, the DRC, Ghana, Malawi, Mozambique, Myanmar, Rwanda, Uganda, Zambia and Zimbabwe.

UNHCR is pursuing open and collaborative engagement on cash assistance and, together with WFP and UNICEF, has committed to working with a full range of partners. A priority was to continue working with host governments to include refugees in existing social protection and safety net delivery systems, whenever possible.

The Office continues to pioneer and promote approaches to cash transfer arrangements that provide equal, direct and shared access to all humanitarian actors. In 2016, UNHCR pioneered this approach through the common cash facility in Jordan, which allows all response partners to transfer cash through the same banking arrangements and share the efficiency gains generated by collective volume. This significantly decreased bank fees for partners.

CASH-BASED ASSISTANCE

© UNHCR / S. Rich



UNHCR's vision is that the people it serves can meet their needs in **dignity**, are **protected** and can transition to **solutions** through the **expanded use of cash assistance**.

Cash Facts
UNHCR 2016



\$688 million

cash assistance reaching people



2.5 million

people receiving cash assistance



60 countries

with UNHCR cash programmes



For each \$

UNHCR delivered up to 93 cents to people (source: joint PwC/UNHCR study)

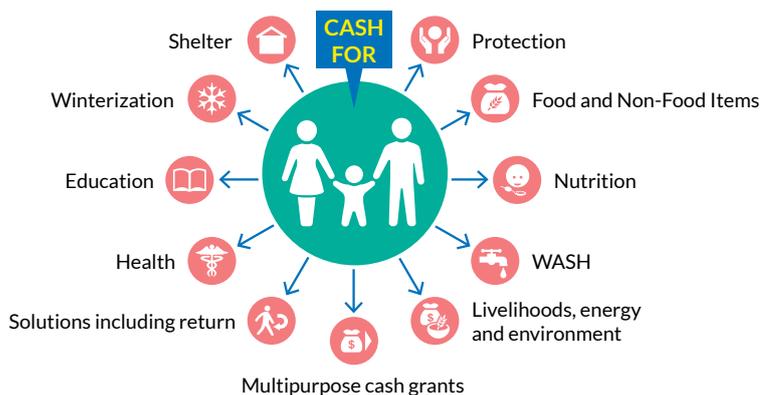
UNHCR Cash Programmes



Cash creates important new opportunities for meeting **humanitarian needs** in ways that restore and enhance individual **dignity** and increase operational **effectiveness** and **efficiency**.

10 LARGEST CASH OPERATIONS

- 1 Lebanon
- 2 Afghanistan
- 3 Jordan
- 4 Somalia
- 5 Ukraine
- 6 Sudan
- 7 Iraq
- 8 Egypt
- 9 Syrian Arab Republic
- 10 Turkey



Along with in-kind support and services, **UNHCR uses cash to protect and assist people** in all phases of displacement to meet their basic and other needs.

Cash is the means and not the objective. Saving lives and protecting people comes first. The choice of modality to respond to the needs of people is context-specific.

Meeting basic needs

Shelter and settlements

UNHCR provided shelter assistance to more than 1.2 million people in 2016.

Providing access to safe and adequate shelter remains critical to ensuring the protection of people of concern. UNHCR's "Global strategy for settlement and shelter" (2014-2018) continues to provide a framework for operations to pursue more effective and comprehensive responses, from emergency shelter interventions to more sustainable and durable shelter and settlement solutions.

Throughout 2016, efforts were focused on four overarching themes: operational support; capacity building; research and development; and partnership and coordination.

UNHCR continues to invest in research and development to find affordable shelter options that maximize protection, safety and dignity for refugees. In 2016, a new self-standing tent was designed with IFRC, which will become available in 2017.

The new model can be locked and divided into two separate rooms for increased safety and privacy, and significantly improves the living environment for people of concern at the same cost as the existing UNHCR family tent. On average, UNHCR distributes 70,000-100,000 tents each year.

In recognition of the inherent links between shelter and the environment, livelihoods and public health, UNHCR continues to advocate the Master Plan approach (see *Glossary*) for refugee settlements. In 2016, three operations (Chad, Nepal and Uganda) began piloting the approach, in addition to ongoing efforts in Kenya and Mozambique. UNHCR also implemented technical trainings and developed resources and tools, such as the physical planning toolkit, shelter design catalogue, site assessment form, settlement folio and e-learning programme to strengthen the coherence and effectiveness of its settlement and shelter responses.



Jena, 8 months, with her mother and a nutritionist at a UNHCR-funded clinic in Azraq refugee camp, Jordan.

© UNHCR / D. AZIA

Public health

UNHCR uses its health information system, Twine, to monitor the health status of refugees and the coverage and quality of interventions for some 3.2 million people of concern in 26 countries. Trend analysis of key health indicators contributed to timely and appropriate life-saving responses in camps and host communities.

Where possible, UNHCR and partners pursue a systematic approach to disease control, which includes preparedness and response to outbreaks through community awareness, early detection, efficient case management, and cross-sectoral prevention activities. Effective monitoring and strong technical support helped government authorities, UNHCR and other partners to manage cholera outbreaks in Kenya and Uganda. In response to a yellow fever outbreak in East Africa, UNHCR procured more than 26,000 vaccines and ensured refugees were included in national yellow fever outbreak prevention in Kenya, Rwanda and the United Republic of Tanzania.

UNHCR believes working through and supporting national health systems benefit refugees as well as host communities and governments. The Office advocates the inclusion of refugees in national health-care systems and is rolling out multi-year plans to facilitate access to national health insurance schemes and systems in countries such as Benin, Burkina Faso, Djibouti, Rwanda, Senegal and Togo. In 2016, a three-year plan to transfer management of refugee health clinics in Ghana to the Government was successfully completed, while the integration of one million Afghan and Iraqi refugees into the national health insurance scheme in the Islamic Republic of Iran is ongoing.

Addressing mental health needs and providing psychosocial support are priority areas for UNHCR. Significant progress was made to integrate mental health response into primary health-care programmes in sub-Saharan Africa, with 460 health workers trained jointly by UNHCR and WHO in 2016. The training increased refugees' access to

7.4 million refugees benefitted from health services supported by UNHCR in 2016.

essential mental health care in under-served communities by enabling clinical staff working in primary health care to manage common mental health problems.

Proper sanitation is the foundation for favourable health conditions. In 2016, UNHCR made significant progress in improving access to safe water and sanitation to meet emergency needs, as well as its longer-term goals of maximizing cost-effectiveness and minimizing environmental impact. Globally, household latrine coverage in refugee settings increased from 27 per cent to 36 per cent in 2016, with the remaining refugees continuing to rely on communal latrines.

The installation of efficient and inclusive WASH systems requires significant upfront investment. However, analysis of the use of innovative solutions has shown cost savings of 80 per cent for boreholes powered by solar energy, established in the Bidibidi settlement and Rhino camp in Uganda. Cost savings of 50 per cent were also evident for boreholes powered by solar-hybrid systems in the Dadaab refugee camps in Kenya, and in Nyarugusu camp and Nduta camps in the United Republic of Tanzania. The water-efficient latrines in Mahama camp in Rwanda only use 0.5 litres of water per flush, while the urine-diverting dry toilets in Ethiopia's Dollo Ado and Gambella camps reduce waste volumes by up to 90 per cent.



CASH ASSISTANCE FOR BASIC NEEDS

In Ukraine, the UNHCR-led shelter and NFI cluster used cash assistance to enable IDPs to afford rent, heating and utilities, as well as fuel and clothing for winter. The response also included vouchers and cash for shelter repair, accompanied by technical support for land tenure considerations and engineering expertise. Post-distribution monitoring surveys of the multi-sectoral cash assistance found that IDPs prioritized rent, utilities, clothes, heating and core relief items, with variations according to geographical zones and times of the year. The cluster also released guidance on monetizing assistance, with a focus on monitoring protection risks and taking into consideration the social protection system in place in Ukraine.

In Jordan, UNHCR is providing cash assistance as a part of a broader range of interventions for refugees to access health care. As an example, cash was provided to pregnant women to help them afford costs associated with delivery, with the value and targeting criteria adjusted depending on the medical needs. Using the cash modality has enabled UNHCR to assist more vulnerable people of concern with the same overall budget. The cost of delivery is up to four-times less if women pay for the care themselves, rather than being referred to health services by UNHCR's partners.

Food security and nutrition

In 2016, food assistance was provided to more than 4.8 million refugees in 30 countries. However, global funding shortages led to cuts in food assistance for refugees during the year, ranging between 14 per cent in Ethiopia to 75 per cent in Uganda. Limited resources had to be shared across a larger population, often in contexts where the food security and nutrition situation were already precarious. Populations of concern in the East and Horn of Africa were particularly affected due to conflict and drought conditions weakening food security. Nutrition screening among Somali refugee arrivals in Dollo Ado, Ethiopia, revealed levels of acute malnutrition as high as 79 per cent (against the emergency threshold of >15%). Globally, nutrition programmes contributed to global acute malnutrition (GAM) remaining within acceptable levels in 36 of the 66 surveyed refugee-hosting locations.

UNHCR worked closely with WFP to mitigate the risks of diminishing food rations for refugees, and to target the available food to the most vulnerable. The UNHCR-WFP “Joint strategy for enhancing self-reliance in food security and nutrition” (2016) aims to support refugees in protracted situations of displacement by combining the distribution of food rations with livelihood support to build self-reliance. In recognition of the need to target assistance to those most in need, UNHCR and WFP also worked on a joint targeting mechanism that allows a more comprehensive assessment of a household’s socio-economic situation. In December 2016, UNHCR launched a food analysis and coordination tool to strengthen the monitoring of food assistance and

coordination globally. With WFP support, UNHCR has begun to collect information through this tool as part of efforts to improve food assistance programming.

UNHCR’s comprehensive multi-sectoral approach to reduce mortality among children aged 5 and under within the first six months of new emergencies, adopted in 2014 through its “Global strategy for public health,” recorded encouraging results in 2016. By year-end, mortality among children under five had decreased to within acceptable standards in 99 per cent of non-emergency operations, against 93 per cent of the 140 locations monitored in 2014. However, 74 per cent of refugee-hosting sites reported levels of child anaemia above critical thresholds and none of the 160 sites surveyed in 2016 recorded acceptable child anaemia levels. Further, stunting levels amongst children aged 6–59 months were above the critical level (>30%) in 63 per cent of the 160 sites surveyed, and met the standard (<20%) in only around 25 per cent of sites. These results highlight the necessity of maintaining efforts to improve the nutritional status of refugee children.

To address the complex causes of malnutrition, UNHCR promotes low-cost, high-impact interventions, including kangaroo mother care for pre-term infants and prioritized assistance to families with infants. As an example, UNHCR used a special nutritional product for children under two years old, which had good success in Chad. In collaboration with Save the Children, UNHCR revised the multi-sectoral infant and young child feeding (IYCF) framework to expand prevention activities.

KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
BASIC NEEDS AND ESSENTIAL SERVICES	
Shelter and infrastructure established, improved and maintained	
Roll out the “Global strategy for settlement and shelter” (2014-2018)	<p>Comprehensive shelter and settlement strategies were developed in all 25 operations with a shelter budget of \$1 million or above; 84% (21 out of 25) of operations were implementing their strategy by end-2016.</p> <p>Shelter and settlement planning in both emergency and protracted situations was strengthened through 87 technical support missions.</p>
Enhance capacity to deliver a combination of settlement options	<p>A settlement folio was developed to analyse the design and service distribution of 5 refugee settlements and highlight key lessons learnt to inform settlement planning in various contexts.</p> <p>26 UNHCR and partner staff benefited from 2 settlement and shelter trainings on the use of standardized software, hardware and tools.</p> <p>60 physical site planning toolkits were procured, with 9 rolled out to field operations.</p> <p>The “Introduction to settlements and shelter” e-learning programme was launched; 62 staff completed the programme in 2016.</p>
Invest in research and development for alternative shelter solutions	<p>UNHCR continued its collaboration with Better Shelter to further develop the refugee housing unit (RHU). By the end of 2016, more than 5,600 RHUs were deployed to field operations. All operations with RHUs were supported to ensure accurate assembling and proper maintenance.</p> <p>Technical tests and specifications for the new self-standing tent were finalized.</p>
Promote and implement the Master Plan approach	<p>3 additional operations (Chad, Nepal, and Uganda) started piloting the Master Plan approach to strengthen service provision for both refugee and host communities.</p>
Health status of the population improved	
Review access to primary health care and establish referral mechanisms	<p>The health access and utilization survey was employed in non-camp settings in Egypt, Ethiopia, Jordan, Lebanon and Malaysia to inform programme priorities.</p> <p>The medical referral monitoring tool and database was rolled out in Egypt, Ethiopia, Jordan, Kenya, Lebanon, South Sudan, Thailand, Uganda, the United Republic of Tanzania, and Yemen. Feedback informed revisions and implementation.</p>
Ensure refugees have optimal access to reproductive health services	<p>Proportion of births attended by skilled personnel was increased to an average of 92% in 2016 from 85% in 2015.</p>
Ensure refugees and asylum-seekers have optimal access to HIV services	<p>UNHCR continued to advocate an end to mandatory HIV testing of refugees and asylum-seekers. Mandatory testing for refugees and asylum-seekers was halted in some settings. Advocacy by UNHCR, UNAIDS and the National AIDS Programme enabled refugees living with HIV in Yemen to successfully renew their identity cards.</p>
Implement IYCF-friendly framework	<p>The IYCF-friendly framework was successfully rolled-out in Bangladesh, Jordan and Rwanda.</p>
Improving the quality of WASH programmes through standardized knowledge, attitude and practices (KAP) surveys	<p>Standardized KAP surveys were undertaken in Algeria and Niger to monitor and improve the quality of WASH services.</p>

Driven by hunger, Iraqis risk all to flee Mosul violence

This article is an adapted version of a UNHCR news story.
16 December 2016

On 10 December, more than 500 displaced Iraqis arrived at Laylan 2 camp from in and around Hawiga.

KIRKUK, Iraq | Driven by hunger, Iraqi mother Iqbal Qalaf picked her way across a minefield in the dark with her children in search of food and safety.

“No one would be crazy enough to walk for three hours in the night but we had to – we were hungry. We had to cross through areas with mines,” she said, clutching her youngest son, shortly after they arrived at Laylan 2 camp.

She is among hundreds of displaced Iraqis who waded through rivers, walked across minefields and carried their children to reach safety at the recently opened camp, south of the city of Kirkuk.

Hawiga district fell in the summer of 2014 and has been encircled since Iraqi security forces advanced towards nearby Shirgat earlier this year, ahead of the offensive to retake the city of Mosul and surrounding areas.

In addition to nearly 97,000 displaced by fighting in and around Mosul since the start of the offensive on 17 October, an estimated 51,000 people have also fled the deteriorating humanitarian situation in and around Hawiga since August. Civilians have reported a lack of access to medical care and children suffering from malnutrition.

Laylan 2 camp was opened by UNHCR at the start of December in response to the large numbers of displaced people fleeing Hawiga. Hundreds of civilians have been arriving at Kurdish peshmerga front lines every week after walking all night over open ground ridden with explosives.



© UNHCR / I. PRICKETT

On December 10, more than 500 displaced Iraqis arrived at Laylan 2. These numbers are expected to rise in the coming weeks as supplies in the town run critically low. Families are being forced to pay smugglers to escape to Kurdish controlled territory in order to find food.

“If you went to Hawiga you would cry from hunger. There is no medicine for the sick, nothing,” said Bade Hussein, 33.

“I hope it is better here,” said Bade, assessing her new tent in the darkness after reaching safety. “It is horrible on the other side – they take kids and slaughter them.” Her youngest daughter coughed and rattled an empty plastic jar that had contained some milk. Her four young children had skin lesions and were wearing filthy, wet clothes.

Families arriving at Laylan 2 on Saturday evening received blankets, mattress and food parcels from UNHCR and its partners. As the sun set, they were led to their assigned tents.

As the Mosul conflict enters its third month, and the number of people displaced climbs towards 100,000, UNHCR is bolstering its capacity to host and support civilians fleeing the fighting as cold weather sets in.

“People fleeing for their lives are in a state of utter distress and are in need of both moral and material support,” said Bruno Geddo, UNHCR’s Representative in Iraq. “Our priority as UNHCR is to make sure that they receive relief items and have access to a safe place as soon as they reach us.”

Armed groups took over the district’s hospitals and ambulances, so families have not had access to medical care. Fighters confiscated civilians’ animals and farming equipment and imposed harsh punishments for smoking or trying to escape.

Families escaping Hawiga and nearby villages told UNHCR that they were living off bread made with stale wheat and water after basic items like tomato paste and sugar became too expensive.



Building Bet

IN THIS CHAPTER:

- Education, child protection and empowering refugee youth
- Livelihoods as a driver for self-reliance
- Resettlement and other forms of admission
- Complementary pathways
- Voluntary repatriation
- Multi-year, multi-partner protection and solutions strategies
- Alternatives to camps
- Access to energy and environmental protection
- Addressing climate change displacement

UNHCR assists States in finding solutions to displacement, and ensuring that populations of concern enjoy safe, dignified and productive lives. Throughout 2016, the Office undertook solutions-driven programming in numerous operations, sometimes re-orienting its programmes, to promote comprehensive approaches to protection and solutions from the onset of emergencies. This included developing and providing holistic settlement, shelter



© UNHCR / S. NELSON

ter Futures

and sustainable energy solutions for people in need.

With displacement-inducing situations protracted, voluntary repatriation numbers in 2016 remained low, although greater than the previous year. Resettlement and humanitarian pathways continued to be vital to UNHCR's efforts to find solutions and advocate equitable responsibility sharing for refugees. In 2016, the Office significantly

increased its resettlement submissions, while also working to expand refugee access to complementary pathways to help widen the options available to refugees with few prospects of return in the short term.

UNHCR further expanded the availability and impact of educational opportunities for people of concern, helping to ensure that displaced children and young people are

Syrian refugees Mohamed Khaddam (centre) and Mohamed Awad sell soaps and detergents in their shop in Alexandria, Egypt.

able to acquire the knowledge and skills to become key actors in their future. With partners, the Office also facilitated refugees' access to, inclusion in, and contribution to formal economies by

supporting their engagement in local, national and global value chains, and advocating their inclusion in national development plans.

Promoting access to education

More than 984,000 refugee children were enrolled in primary education and 85,300 refugee adolescents in secondary education in 2016.

Education supports the development of skills critical for personal growth and engenders broader economic and social benefits, such as community development and reconstruction. In situations of displacement, education can provide children and young people with a safe space for learning and play, alleviating some of the effects of trauma and reducing their vulnerability to protection risks, such

as early marriage, dangerous onward movements, smuggling and human trafficking, and child labour.

Facilitating access to quality education is at the heart of UNHCR's solutions-based approach for the protection of refugees. In 2016, the Office continued working with governments and other partners to facilitate refugees' access to national



Young refugee children read books at the newly built library in Filipadia camp, Greece.

© UNHCR / Y. KYVERNITIS

education systems. By the end of the year, 64 of 81 countries assessed had policies in place supporting the inclusion of refugee children in national education systems. More than 984,000 refugee children were enrolled in primary education, including more than 250,000 children in 14 countries who were previously not attending school.

Despite this progress, UNHCR estimates that only half of refugee children attended primary school in 2016, and a mere 22 per cent of refugee adolescents had access to secondary education. To close this gap, the Office continued its efforts to increase access to, and the quality of, accelerated learning programmes as a viable pathway to certified education for over-age and out-of-school refugee youth. Some 42,000 young refugees participated in accelerated and other non-formal learning programmes during 2016.

UNHCR and the Vodafone Foundation improved the quality of education in refugee and host communities by equipping classrooms with technology that connected students to dynamic educational resources and the broader online world. By 2016, 27 “instant network schools” were established in the Democratic Republic of the Congo (DRC), Kenya, South Sudan and the United Republic of Tanzania. These facilities have benefitted more than 31,000 students and 570 teachers.

Close to 4,400 refugees in 38 countries received DAFI scholarships to undertake higher education. In addition, some 1,500 students undertook higher education through “connected learning” programmes, which combine face-to-face instruction with online learning to extend the reach of certified tertiary programmes. In total, more than 5,000 students have benefited from connected learning programmes since 2010.

KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
SECURITY FROM VIOLENCE AND EXPLOITATION	
<p>Protection of children strengthened</p> <p>Provide guidance and operational support on child protection</p>	<p>Guidance and tools for child protection programming in urban settings were finalized and will be piloted in 2017.</p> <p>UNHCR continued work on the use of sports and recreation programming to achieve protection outcomes for children, adolescents and youth, including with the International Olympic Committee and the Special Envoy of the Secretary-General for Youth Refugees and Sport.</p> <p>Child protection specialists were deployed to 23 operations and provided 92 months of technical support. In addition to strengthening child protection case management and best interests procedures, these specialists trained more than 200 UNHCR and partner staff, government officials, and refugee volunteers on child rights and child protection.</p>





KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
<p>Implement the regional child protection initiative covering the Horn of Africa and Yemen</p>	<p>The regional initiative “Live, learn and play safe” (2014-2016) for unaccompanied and separated children, and other children at risk, was in its final year of implementation in 6 locations in Egypt, northern Ethiopia, Sudan and Yemen. The project has had a positive impact on the well-being of individual children and strengthened the overall child protection response by UNHCR and partners.</p> <p>The number of children who moved onward in northern Ethiopia was reduced, including through family-based care arrangements. Children in family-based care were found to be 20% less likely to depart than unaccompanied children in other forms of care.</p>
<p>Strengthen programming for adolescents and youth</p>	<p>23 youth-initiated and led protection projects were supported through the Youth Initiative Fund (YIF), benefiting 779 adolescents and young people (375 females and 404 males) in 9 countries. YIF projects demonstrate that young people, supported with training and resources, can be creative problem solvers who are capable of designing, leading and implementing successful projects that benefit themselves and their communities. For example, YIF projects in Cox’s Bazar, Bangladesh, focused on improving mental health and well-being by using theatre as a tool for engagement and social inclusion (particularly for adolescent girls).</p>
<p>Strengthen child protection response in emergencies</p>	<p>Roving experts in child protection during emergencies, including those deployed by Save the Children Norway and Sweden, supported refugee and IDP operations in Ethiopia, Greece, Iraq, Italy, Malawi and Uganda. In Greece, support was provided to initiate best interests procedures and community-based alternative care for unaccompanied children. In Malawi, support was provided to establish emergency registration procedures that facilitated the identification of children at risk and appropriate referral mechanisms.</p>
<p>Strengthen capacity for the protection of children</p>	<p>27 UNHCR staff, primarily in eastern and southern Africa, benefitted from the annual child protection learning programme.</p> <p>Operational tools and child protection issue briefs were developed and disseminated, with a particular focus on best interests procedures linked to durable solutions.</p> <p>Training events at global, regional and country levels were organized, including the joint UNHCR-Save the Children training on child protection and education in refugee settings.</p>
<p>Promote the protection of displaced children and youth in inter-agency fora</p>	<p>UNHCR became a member of the Executive Committee and Founding Board of the Global Partnership to End Violence Against Children, established to promote the 2030 Sustainable Development Agenda and Sustainable Development Goals (SDG), in particular SDG 16.2.</p> <p>Specific considerations for refugee and displaced children were integrated into the “Field handbook on unaccompanied and separated children” issued by the Inter-Agency Working Group on Unaccompanied and Separated Children.</p> <p>UNHCR worked with partners to operationalize the “Global compact on young people in humanitarian action,” a commitment to address the needs of young people in conflict endorsed at the World Humanitarian Summit.</p> <p>As part of its efforts to expand the number of child protection actors engaged in work related to stateless children and birth registration, UNHCR organized a specific session on programmatic approaches to protecting stateless children and youth, at the first annual joint meeting of the Alliance for Child Protection in Humanitarian Action and the Child Protection Area of Responsibility.</p>





KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
BASIC NEEDS AND ESSENTIAL SERVICES	
Population has optimal access to education	
<p>Support the inclusion of refugees within national education systems and programmes</p>	<p>5 country operations received training on national system inclusion and 20 operations received technical support.</p> <p>UNHCR strengthened its association with the Global Partnership for Education through a memorandum of understanding and board membership, to ensure the inclusion of refugees in education sector planning.</p> <p>UNHCR advocated Member States to develop and implement inclusive policies, as part of inter-agency efforts to achieve SDG 4: “Ensure inclusive and quality education for all and promote lifelong learning.”</p>
<p>Increase enrolment and retention of out-of-school children in primary school</p>	<p>14 operations assisted more than 250,000 out-of-school children to enrol in primary school through the Educate a Child initiative.</p> <p>The UNHCR-led, inter-agency Accelerated Education Working Group developed guidance and tools to harmonize, standardize and improve the quality of accelerated education programmes globally.</p> <p>Standardized training for refugee teachers was launched with Columbia University and other UN and NGO partners to enable them to get qualifications and improve the quality of their teaching.</p>
<p>Expand and promote the use of innovation in education</p>	<p>19 countries operationalized innovative educational approaches to expand access and improve learning effectiveness for more than 100,000 learners.</p>
<p>Enhance access to tertiary education</p>	<p>A consortium of connected learning partners, led by UNHCR and the University of Geneva, developed quality standards for connected learning, strengthened coordination, and expanded access to accredited tertiary education for 1,500 refugees.</p> <p>A total of 4,397 refugees in 37 countries received DAFI scholarships to undertake higher education.</p>



CASH ASSISTANCE FOR EDUCATION

UNHCR is using the cash modality for education in a range of interventions across 15 operations to increase student enrolment and retention. These include cash grants for school-related expenses, such as uniforms, learning supplies, transport and school fees; subsistence allowances for students, particularly at the higher-secondary and tertiary levels; and the payment of incentives to refugee teachers.

In 2016, UNHCR conducted a review to understand how cash assistance can better contribute to educational outcomes. The review will inform the development of technical guidance and tools on the use of cash-based interventions (CBI) in education, to be rolled out in operations in 2017.

Empowering refugee youth

Young people constitute a large proportion of refugee communities and have specific needs based on their age and stage of development. Refugee youths often face diminished prospects for their education, employment and skills development, and uncertainty for the future. The isolation, marginalization and hardship of forced displacement also increases the vulnerability of young people to protection risks, including exposure to violence, exploitation, substance abuse, and recruitment into gangs or armed groups.

In 2015-2016, close to 1,500 young people (15-24 years; 58% male and 42% female) from refugee and host communities in 34 countries participated in the Global Refugee Youth Consultations. These consultations were organized by UNHCR and the Women's Refugee Commission, together with States, civil society and other partners (see *Supporting UNHCR's work*

chapter). The drive, entrepreneurship, language abilities, technological savviness and other skills of refugee youth mean they play essential roles in supporting their peers, families and communities. Young refugees self-organize to provide peer-to-peer support, as well as vital community services, in formal and informal ways.

For UNHCR and the youth involved, the global consultations were the beginning of a process to develop the leadership, capacity and potential of refugee youth around the world. Participants developed their own framework for action to help inform the way that humanitarian actors engage with young refugees. The framework consists of seven core actions, including in relation to empowering, developing the skills and capacities, protection, and supporting the physical and emotional well-being of refugee youths.

Livelihoods as a driver for self-reliance

80 country operations implemented livelihood initiatives for refugees in 2016.

Building the self-reliance of refugees equips and prepares them for the future and to take advantage of whatever durable solution will become available. Self-reliant refugees lead independent and productive lives, and are better able to enjoy their rights and live in dignity.

UNHCR considers access to livelihood opportunities, namely refugees' ability to make a safe and sustainable living, an important driver for self-reliance. In 2016,

32 country operations implemented livelihood strategies, an increase from 18 in 2015. However, refugee access to lawful employment remains limited, including in States party to the 1951 Convention.

Livelihoods programming informed by market dynamics is more likely to assist refugees in securing safe and sustainable livelihoods, and enable them to contribute to the community and economy. The Office's "Operational guidelines for the



© UNHCR / 6M. PRODUCTIONS

Two Malian refugees working on various pieces as part of a programme that supports refugee artisans.

minimum criteria for livelihoods programming” supported 80 country operations implementing livelihood initiatives to ensure that programmes are market-oriented and results-driven. The guidelines align UNHCR with industry standards, such as the Small Enterprise Education and Promotion Network’s Minimum Economic Recovery Standards.

UNHCR also worked with the OECD and employers to facilitate refugees’ access to local labour markets. In response to the increased number of asylum-seekers and refugees arriving in Europe in 2015-2016, several companies endeavoured to employ new arrivals. However, legal frameworks, administrative barriers, language gaps and other factors hindered the employment initiatives from reaching scale. To better support companies to overcome challenges and facilitate employment opportunities for refugees, a series of business consultations were conducted and a joint UNHCR-OECD policy brief on the findings was published.

Financial inclusion can also enhance access to livelihood opportunities and contribute to self-reliance. In 2016, UNHCR and the Swedish International Development Cooperation Agency agreed to launch a

\$15 million partial credit guarantee facility, designed to increase refugees’ access to credit by reducing the risks to financial service providers in host countries.

To enhance the inclusion of the most impoverished in livelihood efforts, UNHCR adopted the graduation approach (see *Glossary*), a poverty-reduction methodology that supports the extremely poor to ‘graduate’ out of poverty, in 2013. Related programmes have since been initiated in Burkina Faso, Costa Rica, Ecuador, Egypt, Zambia and Zimbabwe.

Results of these programmes in 2016 were encouraging. Unemployment rates in Costa Rica among 114 refugee and host community members, for example, decreased from 36 per cent in 2014 to 4 per cent, while self-employment rates among participants increased from 24 per cent to 59 per cent. On ‘graduation’, close to 80 per cent of participant households achieved a monthly household income equal to, or greater than, the national minimum wage, increasing from a baseline of 15 per cent. The Government of Costa Rica is integrating the graduation approach into its national development plan, which will further ensure programme sustainability.

UNHCR also strengthened relationships with organizations such as ILO, the World Bank, and other regional partners to support changes, locally and nationally, that expand refugee access to labour markets. 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, marked an important step in establishing a framework for actors to promote refugees’ full enjoyment of the right to work.

KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
COMMUNITY EMPOWERMENT AND SELF-RELIANCE	
Self-reliance and livelihoods improved	
<p>Improve the quality of livelihoods programming</p>	<p>New indicators for livelihood interventions were field-tested in 4 country operations.</p> <p>The livelihoods expert roster was expanded to more than 40 technical experts; 9 country operations were supported by deployments from the roster.</p> <p>Technical support missions were conducted to 22 operations (Algeria, Cameroon, Chad, Costa Rica, Djibouti, Ecuador, Egypt, Ethiopia, Jordan, Kenya, Malaysia, Mauritania, Mexico, Mozambique, Nepal, Panama, Thailand, Tunisia, Uganda, United Republic of Tanzania, Zambia and Zimbabwe).</p> <p>30 UNHCR staff were trained in livelihoods programming.</p> <p>UNHCR staff received market analysis training from ILO, which enabled market analysis to be conducted in Cameroon.</p>
<p>Support refugees to access international markets</p>	<p>A new global artisan strategy to support refugee artisans’ access to international markets was developed. As part of the strategy, local social enterprises were identified as business partners in 6 countries and will work with refugee artisans under fair trade conditions to support product development, production and sales.</p> <p>Multi-faceted interventions were undertaken to improve the quality of artisanal products made by refugees in 6 countries (Burkina Faso, Egypt, Kenya, Malaysia, Rwanda and Thailand).</p> <p>Programme tools were developed to determine when refugee-made products are market ready.</p>
<p>Increase employment and self-employment opportunities for poor and ultra-poor refugees</p>	<p>UNHCR partner Trickle Up secured \$2.5 million to expand graduation approach initiatives to additional geographic areas, and to provide additional technical support over the next three years.</p>
<p>Promote the financial inclusion of refugees</p>	<p>Guidelines on access to financial services for refugees were developed.</p> <p>20 technical assistance providers were trained on access to finance for refugees.</p> <p>The credit guarantee facility structure was created and preliminary screening of 3 financial service providers was completed.</p>



Syrian refugee Hanan Dacka (centre), 12, studying alongside her new friends at their school in Sao Paulo, Brazil.

Resettlement and other forms of admission

Resettlement continued to gain widespread global attention in 2016. The need for greater solidarity and responsibility-sharing to protect and assist refugees was emphasized in several high-level meetings throughout the year, starting with the High-Level Meeting on Global Responsibility-Sharing Through Pathways for Admission of Syrian Refugees in March, and culminating in the UN Summit for Refugees and Migrants in September 2016. As an outcome of the Summit, States committed to work towards increasing resettlement places and other legal pathways for the admission of refugees on a scale commensurate with the annual resettlement needs identified by UNHCR.

Although the number of resettlement places available globally continued to be significantly lower than the overall resettlement needs, estimated by UNHCR to be close to 1.2 million refugees, or 7 per cent of the global refugee population under UNHCR mandate, resettlement

opportunities did increase significantly in 2016. UNHCR worked with 37 resettlement countries, up from 33 in 2015, and many countries announced increased resettlement quotas during the year.

In response to this increase in resettlement quotas, UNHCR significantly scaled up its resettlement activities and made more than 162,000 resettlement submissions, a 20-year high and increase of 21 per cent compared to 2015. The top countries of origin for resettlement referrals by UNHCR were the Syrian Arab Republic (77,200), the DRC (22,800) and Iraq (12,800). Generous donor funding to the supplementary appeal for “Strengthening refugee resettlement and other pathways to admission and solutions” allowed the Office to strengthen its resettlement processing capacity, including in areas such as registration, refugee status determination and community-based protection, in Africa and the Middle East and North Africa.

The number of resettlement States increased to 37 from 33 in 2015.

125,600 refugees departed for resettlement, an increase of over 50 per cent from 2015.

More than 125,600 refugees were able to start a new life through resettlement in 2016. The main countries of destination for resettled refugees were the United States of America (78,300), Canada (21,800), Australia (7,500) and the United Kingdom of Great Britain and Northern Ireland (5,000).

During the year, UNHCR played a critical role in supporting and guiding resettlement States as they built robust and sustainable resettlement programmes. Of note was the organization's close collaboration with the UK in designing its Vulnerable Children's Resettlement Scheme, as well as work undertaken with European Union partners to expand and expedite the resettlement processing of Syrian refugees. These initiatives were critical in ensuring more resettlement opportunities were provided to vulnerable refugees.

Focus was also placed on strengthening the integrity of the resettlement process. New policy and guidelines on addressing fraud committed by people of concern were being finalized and additional integrity-focused positions were created in several operations. Field operations were also supported with capacity building and technical expertise to minimize vulnerability to fraud.

Many initiatives to share experience and boost the capacity of newer resettlement States were taken in 2016. The "Emerging resettlement countries joint support mechanism" (ERCM), a platform established to help countries create robust and sustainable refugee resettlement programmes, was launched at the Leader's Summit on Refugees hosted by the United States in September. UNHCR worked closely with IOM and governments in developing the ERCM's structure and programme of work, beginning a comprehensive mapping of needs and opportunities that would benefit from technical support through the mechanism.

In addition, the "Global refugee sponsorship initiative" (GRSI), a partnership between UNHCR and the Government of Canada, the Open Society Foundations, the University of Ottawa, and the Radcliffe Foundation, was launched to promote and support the establishment of private sponsorship programmes for refugees. In addition to providing refugees with protection and a durable solution, private sponsorship programmes can expand community engagement in the resettlement process, create a more welcoming environment for refugees, and foster diverse and inclusive societies.

KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
DURABLE SOLUTIONS	
Potential for resettlement realized	
Resettlement submissions	<p>162,500 resettlement submissions were made, a 20-year high and increase of 21% from 2015 (134,000 submissions).</p> <p>The number of resettlement States increased to 37 from 33 in 2015.</p> <p>125,600 refugees departed for resettlement, an increase of over 50% from 2015 (81,900).</p> <p>Streamlined and expedited processing modalities were developed, such as the identification-based methodology for Syrian refugees.</p> <p>The expanded use of group processing (based on new criteria) of Congolese refugees in Rwanda was developed.</p> <p>UNHCR's evidence base on resettlement activities was expanded through the development of a resettlement data portal (http://www.unhcr.org/resettlement-data.html).</p>
Ensure the integrity of the resettlement process	<p>New policy and guidelines on addressing fraud committed by people of concern were being finalized for roll-out in 2017.</p> <p>Training-of-trainers on investigating fraud by people of concern was conducted for anti-fraud focal points and newly-recruited integrity officers.</p> <p>4 multi-functional technical anti-fraud missions were undertaken to support field operations in minimizing fraud.</p>
Build resettlement capacity	<p>New and revised learning tools and training on resettlement were developed and rolled out.</p> <p>More than 800 UNHCR staff and affiliate workforce members benefitted from 8 resettlement training sessions, 6 on-the-job learning workshops and more than 100 webinars.</p>
Enhance partnerships	<p>2,100 months of deployment support were provided to field operations through 4 NGO partners.</p> <p>The ERCM was established to build the capacity of new resettlement States.</p> <p>Efforts to broaden engagement in resettlement by the GRSI were supported.</p> <p>Support and guidance were provided to resettlement countries in establishing, expanding and implementing new resettlement programmes.</p> <p>UNHCR continued to work closely with the Government of the Netherlands, followed by the Government of New Zealand, as chairs of the Annual Tripartite Consultations on Resettlement in 2016. The consultations aim to strengthen cooperation and foster open and frank dialogue between governments, NGOs and UNHCR on topics such as integration and preparing refugees for resettlement.</p> <p>The Syrian Core Group continued to play an important role in mobilizing support for increased and more harmonized efforts to resettle Syrian refugees. An additional 80,000 places were pledged for resettlement and other forms of admissions for Syrian refugees by States in 2016, bringing the total numbers pledged since 2014 to more than 242,000.</p>

Complementary pathways

Complementary pathways are safe and regulated avenues which allow refugees to be admitted into, and to stay in, a country, have their international protection needs met while supporting themselves to reach sustainable and lasting solutions. Although complementary pathways are not meant to substitute the protection afforded to refugees under the international protection regime, they serve as an important and complimentary expression of global solidarity, international cooperation and more equitable responsibility sharing.

Complementary pathways include, but are not limited to, provisions for family reunification, labour mobility schemes, education and training programmes, and other special visa categories. Critical to their realization is the recognition that refugees have the right to access the same mobility opportunities and acquisition of skills as others, which can help refugees to attain a sustainable and durable solution in the future.

UNHCR's objective is to achieve new commitments from States to identify and increase the number and range of

complementary pathways for refugees, which can facilitate a progressive approach to attaining durable solutions. To this end, the Office is finalizing a framework, as well as guidance and tools, on complementary pathways for reference by States, refugees, civil society, private sector and other stakeholders.

UNHCR continued to research and map complementary pathways that could be used by refugees, including labour mobility and education opportunities. The Office also advocated that States make family reunion more accessible, including for extended family members.

In addition, UNHCR supported the development of initiatives such as Japan's sponsorship of 100 Syrian postgraduate students over five years, commencing in September 2017; the pledge by the Peace University in Costa Rica to sponsor 500 refugee students for five years; and work with the NGO partner Talent Beyond Boundaries in facilitating employment for refugees through labour mobility schemes in third countries.

Voluntary repatriation

An estimated 552,230 refugees returned to their country of origin in 2016, including 500,200 who were assisted by UNHCR.

Circumstances in many countries in 2016 prevented the voluntary repatriation of refugees in safety or dignity, and the context in which some refugees returned to their home countries remained complex. Concerns that some returns may not be sustainable stemmed from some reports by refugees that their decision to return was based on a lack of viable protection and

solutions options elsewhere. Throughout 2016, UNHCR's operational role in return situations was context-specific and included working with governments; engaging in ongoing dialogue with refugees to plan for sustainable reintegration; verifying the voluntary nature of returns; gathering and analysing information to help refugees make informed decisions; monitoring returns;

conducting advocacy; and providing other repatriation assistance and reintegration support.

In 2016, an estimated 552,230 refugees returned voluntarily to their country of origin, 351,000 more than in 2015. During the year, UNHCR assisted some 33,800 Somali refugees to return home from Kenya. In Côte d'Ivoire, more than 20,000 Ivorian refugees have returned home since resumption of the return process in December 2015, and UNHCR expects to facilitate the voluntary repatriation of a further 13,700 people during 2017 as part of its comprehensive regional durable solutions strategy for Ivorian refugees. Support for voluntary repatriation was provided to more than 5,500 Rwandan refugees who returned in 2016, mainly from the DRC. At the end of 2016, the number of spontaneous refugee returns to the Central African Republic had reached an estimated 34,000.

The year also saw a surge in the return of Afghan refugees from Pakistan, with more than 370,000 registered Afghan refugees returning home. The scale marked a 10-year high. There were just over 58,000 returnees in 2015. Some 2,200 Afghans from the Islamic Republic of Iran also repatriated. With Pakistan continuing to host some 1.3 million registered Afghan refugees, and UNHCR's return monitoring showing that refugees present multiple, interlinked factors influencing their decision to return—including economic hardship, harassment, fear of arrest and deportation, as well as positive factors including perceived improvement in the security situation, and the State's commitment to provide land and shelter on return—UNHCR worked closely with authorities to counsel and assist returning refugees, and to monitor returns as extensively as possible while advocating further efforts to create conditions for sustainable return.



CASH ASSISTANCE FOR RETURNEES

In 2016, UNHCR provided in repatriation grants some \$150 million to support the safe and dignified repatriation of refugees. Cash assistance formed part of a broader package of assistance to help returnees cover the costs of repatriation, such as

self-organized transport, documentation and administrative fees. Cash grants also helped meet initial reintegration needs, such as food, shelter, medical care and education, and helped to establish livelihoods.

Multi-year, multi-partner protection and solutions strategy

The protracted nature of many conflicts, and the rising number of people of concern to UNHCR, heightens the need to plan for protection and solutions from the onset of displacement. Accordingly, the Office in 2016 strengthened its multi-year, multi-partner (MYMP) planning to work with partners to assess and address the economic, social, cultural, legal, civil and political dimensions necessary to secure solutions for populations of concern within three to five years.

In 2016, UNHCR operations in Costa Rica, Ecuador, Ghana, Senegal, Uganda and the United Republic of Tanzania developed MYMP strategies to achieve concrete, longer-term protection and solutions objectives, in collaboration with governments and other partners. As an example, the MYMP strategy in Uganda will help align UNHCR programming with local district planning, as well as the implementation of a \$50 million World Bank loan provided to the

Government to support host communities and displaced populations. In Costa Rica and Ecuador, the strategies build on new and expanded civil society partnerships to better support governments in applying the graduation approach to poverty eradication, to benefit both refugees and local communities.

Experience over the years has led to an understanding that unlocking solutions requires direct and early links to national development planning, as well as a wide range of local and international actors focused on longer-term support. The MYMP approach facilitates field operations to plan in a more strategic and coherent way, in coordination with a wider range of stakeholders, and aims to provide forcibly displaced people with more opportunities to achieve durable solutions. UNHCR took the decision to expand the roll-out of MYMP strategies to an additional 15 countries in 2017.

Alternatives to camps

UNHCR's "Policy on alternatives to camps" promotes context-specific approaches, creating opportunities for refugees to fully exercise their rights and live lawfully, peacefully and productively in hosting communities. This approach builds on, and invests in, the resources and capacities of refugees, and enhances synergies with national and local development, infrastructure and service delivery systems.

In 2016, UNHCR used its diagnostic tool for alternatives to camps to analyse the implementation of its policy in 90 operations, supporting some 15.7 million refugees. The results highlighted many positive developments, including the increased use and coverage of CBIs to protect and assist people of concern.

Initiatives promoting and operationalizing the policy included integrated settlement planning in Chad, Malawi and Rwanda; supporting governments to include refugees in national development planning and services; and improving approaches to targeting assistance in out-of-camp settings.

In Uganda, UNHCR worked closely with partners, including the World Bank, to develop a multi-year, multi-sectoral, development-oriented strategy that would help implement the inclusion of refugees in the National Development Framework II for 2015/16 to 2019/20. This strategy is grounded in existing development plans and UNHCR's MYMP framework, and focuses on strengthening the self-reliance and resilience of refugees and host communities.

In Rwanda, where refugees were recently integrated into national education systems, UNHCR and the Government jointly facilitated a national stakeholder consultation aimed at increasing the self-reliance of refugees and their participation in the local economy.

UNHCR is also applying the Master Plan approach (see *Glossary*) to implement

alternatives to camps. This approach explores how infrastructure development and service provision in refugee settlements can serve the interests and needs of both refugee and host communities, with the objective that the settlement typology evolves into a sustainable integrated community. The approach is being piloted in Chad, Kenya, Malawi, Mozambique and Nepal. A key element of the Master Plan approach is investment in service infrastructure and facilities, to enhance their standards and capacity.

In 2016, UNHCR started implementing a global initiative to strengthen the consistency and coherence of targeting approaches for urban and out-of-camp refugees. The project provides technical expertise to support field operations in developing and implementing assistance targeting strategies in urban and out-of-camp settings. Targeting processes included data collection and analysis; setting eligibility criteria; planning the delivery of assistance; communicating with displaced communities; and establishing complaint and feedback mechanisms to ensure transparent and effective implementation and accountability.



Qaymawa camp,
Iraq, at night time.

© UNHCR / R. RASHEED

Access to energy and environmental protection

Millions of displaced people lack access to clean, safe and secure energy. UNHCR invests in the environmental sustainability of its interventions to help mitigate the impact of refugee settlements on the environment, and increase refugees' access to sustainable energy. These measures benefit both refugee and host communities and promote peaceful co-existence, particularly in operational contexts where natural resources are scarce.

The positive outcomes of past investments are becoming increasingly evident. In Rwanda, a carbon credit project providing fuel-efficient stoves to refugees resulted in carbon emission reductions of up to 17,650 tonnes over a three-year period, from 2014-2016, while also reducing the level of deforestation and soil erosion. Furthermore, the daily lives of refugees improved with the decreased risk of burns, reduced exposure to risks associated with collecting firewood, such as SGBV, and an increase in the time women and children could spend engaging in education or livelihood activities.

Solar power plants in Jordan's Azraq and Zaatari refugee camps are scheduled for completion in 2017 and have the potential to provide renewable energy to more than 30,000 refugee households as well as schools and medical centres, decrease electricity costs by more than \$10 million annually, and reduce carbon emissions by more than 19,000 tonnes each year.

UNHCR promotes market-based approaches which engage affected communities in the selection of energy goods and services appropriate for their needs, enhance the development of livelihoods and entrepreneurship, increase private sector involvement, and expand local markets. In Malawi, UNHCR worked with the local community and local government environmental service to restore an informal reception site that suffered from deforestation, accelerated erosion and degradation of a water stream. In Ghana, shallow waste pits were rehabilitated into arable land, enabling refugees to grow food crops. The Office also continued to explore innovative and inclusive financing mechanisms which

increase the potential for low-income families to access energy services.

Collaboration and partnerships were also strengthened to expand the use of environmentally-friendly and cost-effective approaches, facilitate sharing of expertise and resources, and create strong policies and guidelines on energy and environment programming. In line with its “Global strategy on safe access to energy (SAFE)” (2014-2018), UNHCR initiated the process of

obtaining accreditation from the Green Climate Fund, one of the most substantial resources for climate change adaptation and mitigation. The Office also began developing a holistic \$50 million proposal for climate-smart energy and environmental programmes in Cameroon, Niger, Rwanda and the United Republic of Tanzania, as well as guidance on solar water pumping and community lighting, in partnership with the World Bank and Phillips Lighting, to improve refugee safety during hours of darkness.

KEY AREAS OF INTERVENTION IN 2016	KEY ACHIEVEMENTS IN 2016
BASIC NEEDS AND ESSENTIAL SERVICES	
Population has increased access to clean energy	
Expand energy and environment expertise and capacity in the field operations	<p>An online learning programme on safe access to fuel and energy in displacement settings was launched.</p> <p>30 participants from 15 operations received training to strengthen UNHCR's capacity to incorporate energy and environmental considerations in programming.</p>
Enhance research and partnerships	<p>Technical capacity for energy programming was strengthened in collaboration with universities, NGOs and private sector partners.</p> <p>UNHCR and Engineers Without Borders USA signed a memorandum of understanding to provide technical expertise for planning and implementation of energy projects.</p> <p>UNHCR and Georgetown University undertook a comparative evidence-based study (“Environmental impact of refugee camps: resource usage and management”) in Djibouti and Ethiopia to provide guidance on reducing environmental impacts in displacement settings.</p>
Test innovative approaches to energy and environment	<p>UNHCR partnered with LandLife to test a tree planting approach, called “cocoon,” which uses a nutrient-rich, plant-feeding pot to grow seedlings in adverse conditions. In Malawi, 330 cocoons were tested and had a modest survival rate of 55%. Several factors contributed to the survival count, including hot weather conditions, pests such as termites, and disease.</p> <p>In Nepal, in collaboration with the IKEA Foundation and Engineers Without Borders USA, mini-grids for community lighting were designed, installed and maintained with support from the community, to provide cost-effective solar street lighting.</p>

Addressing climate change displacement

UNHCR's engagement in situations of displacement related to natural disasters and climate change dates to the mid-1980s and has advanced since 2000, both regarding policy development and operational response.

In 2016, UNHCR committed to supporting two new coordination entities. The first was the Platform on Disaster Displacement (PDD), which started work in July 2016 to implement the Nansen Initiative protection agenda for cross-border disaster displacement. UNHCR is directly supporting the coordination unit of the PDD, is an observer of the steering group, and is a member of the advisory committee. The Office contributed to developing the PDD work plan, which includes specific activities to which UNHCR contributes or leads.

The second was the Task Force on Displacement of the UNFCCC Warsaw

International Mechanism on Loss and Damage, created in 2016, by the Paris Agreement to develop recommendations for integrated approaches to address, minimize and avert displacement associated with climate change. UNHCR is a member of the task force to ensure protection is mainstreamed in responses to displacement situations associated with climate change impacts.

UNHCR also participated in several international and inter-agency processes focused on disaster displacement to help ensure coordination and policy coherence. These included the UNFCCC Climate Change 22nd Conference of Parties in December 2016 and its work with UN Agencies and governments to support implementation of the Paris Agreement and the Nansen Initiative Protection Agenda on cross-border displacement in the context of disasters and climate change.

Syrian seamstress becomes a part of community fabric

This article is an adapted version of a UNHCR news story.
15 December 2016

Norine Verberg, Bronwen Cooke, Lucille Harper and Cindy Murphy are part of a group of sponsors that work closely with the Al Zhouri family to help in the resettlement process in Antigonish, Canada.

ANTIGONISH, Canada | When a local hockey coach phoned Rabiaa Al Soufi, she didn't hesitate before agreeing to help. Fifty hockey jerseys were dropped off at her house, all needing name plates sewed on as soon as possible.

Rabiaa quickly got to work, spending the next few nights hunched over a sewing machine. Her husband and children helped out where they could, eager to make a good impression on the community that had recently welcomed the family.

With skills honed from years of teaching sewing and tailoring in Syria, a heap of finished jerseys piled up quickly. "Even though this is a very simple thing, I am grateful that of all people I was able to provide this to them," says Rabiaa.

The five members of the Al Zhouri family were resettled to the town of Antigonish, on Canada's eastern shores, in January 2016. The family fled conflict back home in Al-Qusayr, Syria, for Lebanon and, for five years, had been unable to work or attend school.

For both Antigonish and the province of Nova Scotia, the intake of refugees served two purposes: to give shelter to those in need and to grow a dwindling population with capable workers. By the end of 2016, Nova Scotia hopes to have resettled 1,500 Syrians.

Soon after arriving, the quiet emptiness of the winter surprised Rabiaa. For the first five months, she felt alone. Her mind often drifted back to her home in Syria and the



© UNHCR / A. SARKAB / L. CECCO

war. But the family's sponsors in Canada gave them new hope and strength.

Cindy Murphy and other sponsors brought Rabiaa to social events as often as possible. "I would have to say, bar having my children and getting married, this is one of the most important things that I've ever done," says Cindy.

The large group of sponsors, made up of community members and university students, often spent hours at Rabiaa's house, drinking tea and conversing. As her mood brightened, Rabiaa started baking and sewing again—jobs she'd once thrown herself into in Syria.

What began as a way to fill her days soon turned into a small business. Her sponsors arranged for a table at the weekly farmer's market to sell her Syrian pastries.

Then, after staring at a worn couch in their new home, Rabiaa crafted a new couch cover. When her sponsors visited, they marveled at the stitching and design.

Soon, word got out in the small town about Rabiaa's talents. Customers would leave her market stall with cookies and appointments for tailoring or upholstery. Working alongside her husband Toufic, a skilled carpenter, the couple created a niche service in the area.

And as Rabia's presence in the community grew, her family's did too. Her eldest son, Majd, between a job and school, took the lead in a community theatre play to improve his English and confidence. Her younger children, Ranim and Aghyad, volunteered in the community and quickly became fluent in English. Her husband built a reputation as a carpenter. Amid the family's growing successes, the sponsors helped where they could.

"It's an enriching process to be working alongside newcomers," says Cindy Murphy, one of the residents who sponsored the Al Zhouri family. "But I'm going to have to stop using that word in a little while. Because, really, they're very much a fabric of our community."



Supporting

IN THIS CHAPTER:

- Hosting the world's refugees
- Engaging with partners
- Mobilizing the private sector
- Celebrity support

In recent years forced displacement has reached unprecedented levels, with 2016 seeing the highest level of people displaced by violence and persecution since the Second World War. Host countries and their national populations continue to generously host millions of forcibly displaced people around the world. The changing scale and scope of global displacement has dominated the attention and compelled the international community to revisit traditional approaches. The World Humanitarian Summit, the United Nations General Assembly high-level meeting



© UNHCR / B. LOYSEAU

UNHCR's Work

on addressing large movements of refugees and migrants, and the subsequent adoption of the New York Declaration for Refugees and Migrants followed by the Leaders' Summit on Refugees held in 2016 recognized forced displacement as the defining humanitarian and development challenge of our time. Developing new approaches and diversifying innovative partnerships remain essential for UNHCR to effectively respond to the protection and needs of people of concern.

This chapter highlights the important role played by traditional and non-traditional partners, including UN agencies and international organizations, NGOs, development actors, private sector, host governments, host communities and celebrities, in leveraging support to people of concern and enabling UNHCR to carry out its work in 2016.

For the first time in Olympic history the International Olympic Committee created a team of 10 refugee athletes from four countries to compete as the Refugee Olympic Team in Rio de Janeiro in August 2016.

Hosting the world's refugees

In recent years, global forced displacement has reached unprecedented levels, with around 86 per cent of displacement and refugee situations being located in the developing world and almost two-thirds of refugees in protracted displacement situations. While the conflict in the Syrian Arab Republic (Syria) has been the largest refugee producing situation—and with the neighbouring countries of Jordan, Lebanon and Turkey having borne the brunt of the associated challenges—conflicts in other parts of the world are still driving sizeable numbers of people into host countries like Ethiopia, Niger, Uganda and the United Republic of Tanzania. Others, like Kenya and the Islamic Republics of Iran and Pakistan, have been hosting large numbers of refugees for decades.

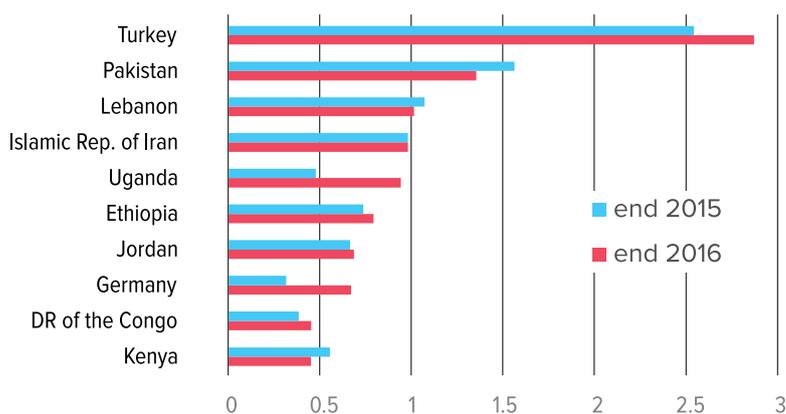
food, water and shelter. Despite concerns over the security and political consequences, host countries and their populations have generally demonstrated their strong commitment to the principles of refugee protection and international obligations, and their efforts deserve recognition.

Although the majority of contemporary refugee situations are protracted, few credible analyses of the costs and benefits have been recorded. This is partially explained by the fact that, statistically, most refugee arrival numbers have barely exceeded 3 per cent of a country's population. This largely explains why baseline data on the social and economic impacts of refugee situations on host communities has rarely been collected.

The issue has deservedly gained greater attention as a result of the huge demographic shock experienced by Jordan, Lebanon and Turkey in absorbing millions of Syrian refugees since 2011. The economic effects, including increased costs to the hosting governments, have drawn greater donor attention. Indeed, in parallel with the rising fiscal expenditure on education, health and other critical services there is also wider recognition of the public good that has been provided by Syria's neighbours through offering protection to refugees.

Importantly, the Syria situation has also highlighted the needs of host communities, which have all too often been overlooked. The consequences of a sudden demographic increase can be considerable, and can result in substantial pressure on

Chart 1 | **TOP 10 REFUGEE-HOSTING COUNTRIES IN 2016** | in millions



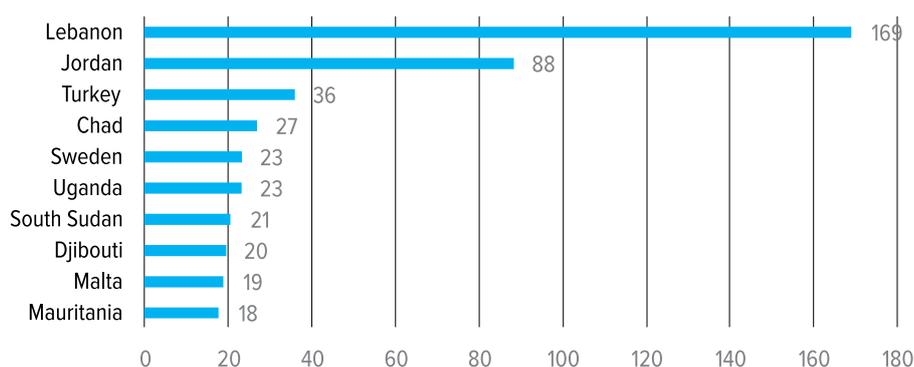
The immediate response to most large-scale refugee movements focuses understandably on the condition of the displaced people themselves. From the perspective of humanitarian actors, the over-riding emphasis is on providing essential and life-saving assistance, such as

service delivery in critical sectors like education and health, on consumption of natural resources such as water, land and forests, on labour markets, and on prices of essential commodities.

The effects on the host communities are influenced by existing socio-economic circumstances prior to the refugees' arrival, by the nature and scale of the refugee presence and composition, and by the policy and operational response pursued by the authorities and their international partners. Typically, refugee arrivals occur in border regions where development progress frequently lags behind national indicators and where government service provision may be limited. The number of refugees and displaced people and their socio-economic profile often influence the immediate ease or difficulty a country has in absorbing them. The policy and operational response of a government and local authorities are critical factors in determining the pace at which host communities absorb more people and recover from the impact of this demographic change.

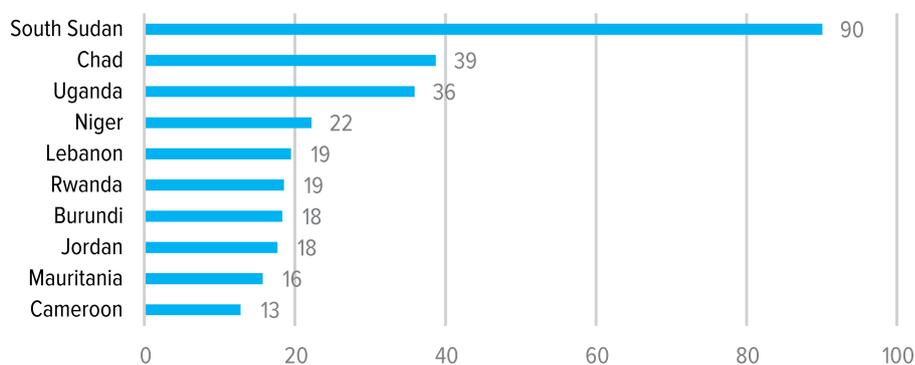
If not addressed adequately, the resulting imbalances can generate tensions between local communities and refugee and other displaced populations. In that context, it is important for UNHCR and all concerned stakeholders to ensure a timely and effective response for refugees, while also facilitating support for, and social cohesion with, host communities.

Chart 2 | NUMBER OF REFUGEES PER 1,000 INHABITANTS | 2016



Source: National population: United Nations, Department of Economic and Social Affairs, Population Division
World Population Prospects, the 2015 Revision
(medium fertility variant projection for 2016) <https://esa.un.org/unpd/wpp/>

Chart 3 | NUMBER OF REFUGEES PER ONE MILLION USD GDP | 2016



Source: Gross Domestic Product (PPP): International Monetary Fund, World Economic Outlook Database, April 2017.
<https://www.imf.org/external/pubs/ft/weo/2017/01/weodata/index.aspx>

The provision of food, water, and shelter is a life-saving measure in the initial stages of an emergency. Perceptions of inequality among host communities can arise, however, especially in contexts where the incidence of local poverty is itself extremely high. As refugees start to consume natural resources, to use local services, to purchase goods in local markets driving up

prices, and to look for livelihood opportunities, any tensions arising from their presence can become more real.

The consequences may not appear in national statistics but they can be relatively dramatic at household level. There is certainly evidence that if goods and services are already scarce prior to the arrival of refugees, particularly in vulnerable areas, prices will rise in response to an often inadequate supply of staple goods and services to meet increased demand.

Depending on the prevailing socio-economic context and the type, level, speed and quality of the response, any initial problems generally stabilize and both refugees and host communities adjust to the new context. Moreover, there is growing evidence that over time, and with the right approaches and investments, refugees can benefit the communities hosting them. They often bring new opportunities, particularly in under-served regions where socio-economic development is limited. They represent an increase in the number of consumers, thus a spur to local productivity, trade and business, and attract government and international engagement, aid and private sector investment.

As refugee situations can take many years to resolve, longer-term, structural support is required to ensure that the overall socio-economic conditions of refugees and host communities are addressed through a more holistic approach. Humanitarian action alone cannot meet the challenge of large-scale displacement, and development resources and approaches targeting both refugees and host communities, with a

particular focus on livelihoods and education, are critical. Therefore, UNHCR strengthened its collaboration with the World Bank, as well as with regional financial institutions, development agencies such as UNDP, and the private sector.

When refugees are given the chance, they can support themselves and their families, and make positive contributions to the communities hosting them. Refugees and host communities mutually empower each other, socially and economically. Furthermore, equipping refugees with skills and resources enables them to contribute to the reconstruction of their countries and building peace when they return.

At the United Nations General Assembly high-level meeting on addressing large movements of refugees and migrants held in September 2016, Member States unanimously adopted the New York Declaration for Refugees and Migrants. This landmark political declaration aims at improving the way in which the international community responds to such movements of refugees and migrants, including protracted refugee situations.

These new initiatives offer real hope that all stakeholders, humanitarian and development actors, multi and bilateral donors, civil society and private sector partners, will work more effectively and more efficiently towards supporting countries hosting refugees, not only in providing protection and short-term assistance but also reducing needs and vulnerabilities of the forcibly displaced and affected local communities.



© UNHCR / Y. KYVERNITIS
 Thermal blankets, sleeping bags and winter items are distributed at the Agios Andreas site in Attica, Greece.

Engaging with partners

“The New York Declaration marks a political commitment of unprecedented force and resonance. It fills what has been a perennial gap in the international protection system – that of truly sharing responsibility for refugees.”

— Filippo Grandi, the UN High Commissioner for Refugees

UNHCR deepened and broadened its partnerships with a wide array of actors in 2016 to mobilize an effective response to meet the needs of displaced and stateless people across the world, particularly with NGOs, United Nations agencies and development actors.

The year saw several successful initiatives to strengthen UNHCR's relationships with traditional and non-traditional partners to

place refugees firmly on the international agenda. These included the World Humanitarian Summit (WHS – see *Glossary*), the United Nations General Assembly high-level meeting on addressing large movements of refugees and migrants, the subsequent adoption of the New York Declaration for Refugees and Migrants (see *Glossary*), followed by the Leaders' Summit on Refugees, held in September 2016.

The New York Declaration: a vision of shared responsibility

The New York Declaration for Refugees and Migrants, unanimously adopted by 193 Member States at the United Nations General Assembly high-level meeting on addressing large movements of refugees and migrants in September 2016, represented a milestone for international solidarity and refugee protection at a time of growing global displacement. It reaffirmed the importance of international refugee protection principles, contained an extensive set of commitments to enhance the rights and well-being of both refugees and migrants, and called for a more comprehensive, predictable, sustainable and collaborative response based on international solidarity. The Comprehensive Refugee Response Framework (CRRF), annexed to the New York Declaration, provides an important framework for a more systematic and sustainable response.

It also offers a platform for developing partnership-based responses to large-scale refugee situations and engage with a much broader group of stakeholders, including: government authorities, UN and national partners, international and regional financial institutions, development actors, businesses and civil society actors.

With respect to refugees, UNHCR has been tasked with articulating and applying the CRRF, including in protracted situations. The Office has since embarked on broad consultations on the CRRF with Member States, United Nations agencies, NGOs, international financial institutions, civil society, academic communities and others. In 2016, the framework was piloted in several countries, namely Djibouti, Ethiopia, Somalia, Uganda and the United Republic of Tanzania, and will be further extended in 2017.

World Humanitarian Summit

At the World Humanitarian Summit in Istanbul, held in May 2016, UNHCR endorsed the five core responsibilities of the “Agenda for humanity” and made several commitments, including through the Grand Bargain (see *Funding UNHCR's programmes* chapter and *Glossary*) to promote greater coherence, efficiencies, transparency and accountability.

The organization committed to enhancing inter-agency efforts to place protection at the centre of humanitarian action, to ensure predictable engagement in situations of internal displacement, and to champion efforts to end statelessness. The Office also co-signed the “Commitment to Action,” which calls for a new way of working.

Refugee response coordination

Under the leadership of host governments, partnership-based and inclusive coordination is a pre-condition of an effective refugee emergency response and has a direct impact on the delivery of protection and assistance to refugees. The Refugee Coordination Model (RCM – see *Glossary*) offers an inclusive platform for strategically planning and coordinating refugee response. UNHCR's refugee coordination role promotes best practice in order to make refugee coordination more predictable, inclusive and collaborative.

In line with the RCM, UNHCR continued to assume its leadership role in refugee situations, nominating regional refugee coordinators responsible for leading

operational planning, resource mobilization and implementation of the Refugee Response Plans (RRPs – see *Glossary*). The RRP provide a comprehensive picture of identified needs, impact on host communities, operational strategy and financial requirements. In 2016, seven RRP were in place with plans for the Yemen and Europe situations co-led with IOM, and the plan for the Syria situation co-led with UNDP. The RRP covered 27 countries, and involved more than 480 partners, requested \$6.930 billion in funding to meet assessed needs, and reported \$4.108 billion in contributions. The overall funding level of RRP was 59 per cent (see table below).

FINAL INTER-AGENCY (IA) FUNDING OVERVIEW FOR RRPS IN 2016

	2016 IA REQUIREMENTS	2016 IA FUNDING	FUNDING LEVEL
Syria 3RP	4,539,342,336	2,881,778,667	63%
Burundi RRP	323,873,646	162,414,551	50%
Central African Republic RRP	345,705,556	113,945,446	33%
Europe RMRP	669,867,115	489,309,200	73%
Nigeria RRP	198,764,278	88,034,757	44%
South Sudan RRP	759,046,304	338,519,173	45%
Yemen RMRP	94,130,731	34,817,523	37%
TOTAL	6,930,729,966	4,108,819,317	59%

Considering lessons learned and feedback received from partners, UNHCR strengthened its partnerships and coordination with IOM, OCHA, WFP and UNICEF. The Office also further strengthened training and capacity building of its staff and partners, including by updating learning programmes.

Wherever applicable, UNHCR and OCHA collaborated in the framework of the "Joint UNHCR-OCHA note on mixed situations" in mutual respect for each other's mandates, roles and responsibilities. In 2016, inter-agency missions with IOM, OCHA, UNFPA and UNICEF were undertaken to Cameroon and Sudan, building on the coordination arrangements put in place in 2015 for mixed situations.

Partnership within the United Nations system and with other international organizations

UNHCR remained committed to coordination in the framework of the Inter-Agency Standing Committee (IASC – see *Glossary*). The Office established coordination arrangements with other UN agencies and international organizations at the global and field levels to respond to internal displacement situations and continued to implement the Transformative Agenda (see *Safeguarding fundamental rights* chapter and *Glossary*).

As a member of the United Nations Development Group (UNDG), UNHCR participated in preparations for the “Quadrennial comprehensive policy review” (QCPR) resolution for 2017-2020, which sets out clear priorities to help achieve the 2030 Sustainable Development Goals (SDGs). The QCPR focused on improving system-wide coordination, including between humanitarian and development actors; enhancing Member State oversight of the work of the UN development system; and reforming the Resident Coordinator system. UNHCR supported development partners to progress these policy objectives and ensure coherent and coordinated humanitarian and development responses to forced displacement.

With other key UN system partners, UNHCR pursued efforts to strengthen protection assistance of displaced people, especially with the following agencies:

OHCHR - UNHCR and OHCHR continued to co-chair the UNDG Human Rights Working Group, which aims to ensure human rights

issues are taken into consideration in the work of the UN development system. In 2016, efforts were made to engage agencies on several critical human rights challenges and identify ways to bring UN partners in the field together to address them. Statelessness was one of the themes identified. A joint UN work plan was agreed and is now being implemented.

UNICEF - UNHCR and UNICEF strengthened their partnership in the field to support people of concern in the areas of water, sanitation and hygiene; health and nutrition; education; and child protection. In 2016, a new letter of understanding was signed between UNHCR and UNICEF in Ethiopia. Furthermore, the two organizations strengthened their collaboration on information management for child protection and SGBV case management.

WFP - As cash-based interventions (CBIs) are increasingly being used to cover food and other assistance needs (see *Responding with lifesaving support* chapter), UNHCR and WFP will add a specific addendum on cash assistance to their existing memorandum of understanding. They also carried out joint vulnerability assessments to better target beneficiary populations, and established a new data-sharing agreement and monitoring arrangements for cash-based assistance.

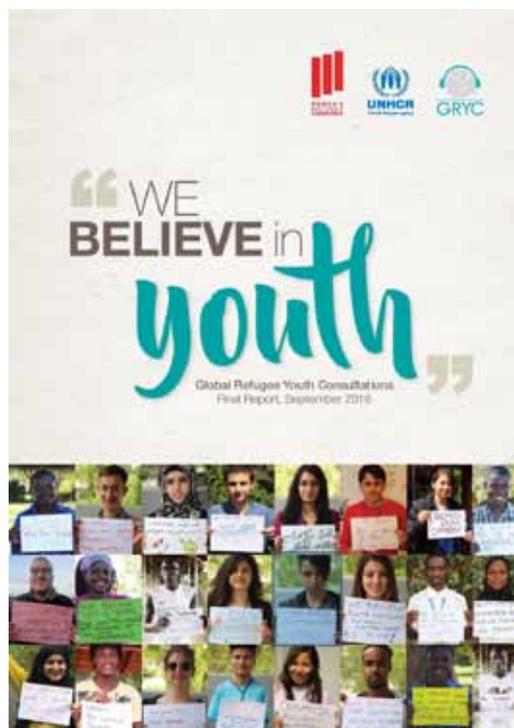
IOM - UNHCR and IOM signed a joint letter, which aimed to improve coordination for emergency response, joint planning and resource mobilization, data collection, and advocacy.

Partnering with NGOs

With a view to increasing complementarity, UNHCR enhanced its collaboration with national and local partners, working to complement and reinforce national capacities, with an emphasis on sustainability. Building on the High Commissioner's "structured dialogue with NGOs," UNHCR undertook three joint field missions with the International Council of Voluntary Agencies (ICVA) and InterAction to El Salvador, Greece, and the United Republic of Tanzania in 2016, bringing the total number of joint missions undertaken since the beginning of the structured dialogue to nine. This was a useful platform for improving quality of partnerships between NGOs and UNHCR. Its impact will expectedly increase with the New York Declaration and will provide further scope to enhance partnerships with NGOs on protection and solutions.

A record-breaking year for the annual consultations with NGOs, focusing on youth

Every year, UNHCR's annual consultations with NGOs bring together representatives from NGOs and other partners, and provide opportunities for dialogue, exchange of best practices and global networking. In June 2016, the event brought together 520 participants from international and national NGOs, United Nations agencies and intergovernmental organizations to discuss the theme of "Youth."



In Asia and the Pacific, refugee youth formed a regional network to work on the identified challenges and implement core actions for refugee youth. This network is supported by the Asia Pacific Refugee Rights Network, one of the major NGO consortia in the region.

Prior to the annual consultations, national consultations with refugee and local youth were conducted during the year with the Women's Refugee Commission in Chad, Ecuador, Jordan, Kenya, Morocco, Pakistan, Turkey, Uganda and Zambia. The national consultations concluded with the Global Refugee Youth Consultations held in June, followed immediately by the 2016 annual consultations with NGOs. During these consultations, 30 refugee and host community youths shared their experiences, demonstrated their capacities, and elaborated on the challenges they faced. The dynamism of those present and the direct involvement of a large number of people of concern made the 2016 annual consultations with NGOs one of the most successful so far.

Strengthening the framework for implementing with partners

UNHCR disbursed \$1.4 billion to over 830 partners to provide protection and assistance, as well as find durable solutions for people of concern.

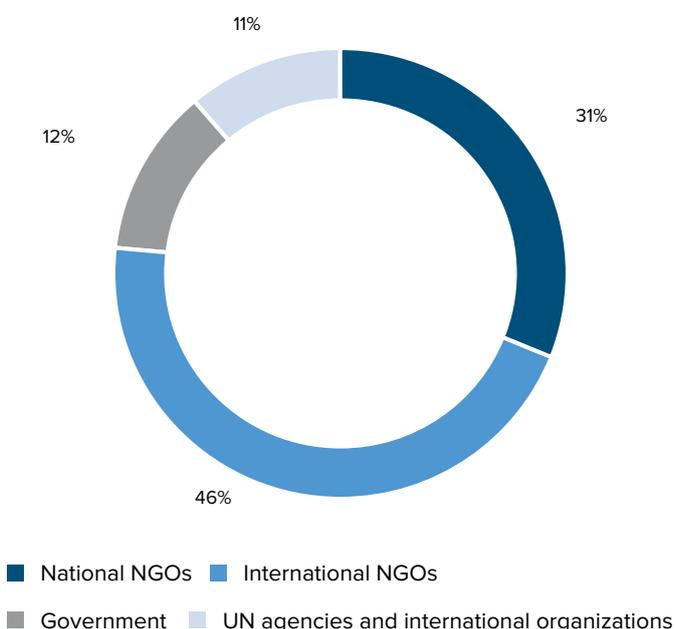
UNHCR worked with more than 830 partners, including NGOs, governments and UN agencies, to protect refugees and provide vital support during displacement situations. In line with its Grand Bargain commitments, the Office committed to increasing the flow of resources to national partners to better support local response capacity and build sustainability. In 2016, UNHCR disbursed \$1.4 billion to 837 partners, including nearly \$1.1 billion to 673 NGOs, an increase of about \$165 million compared to 2015. Of this amount, \$614 million was provided to local partners, including \$432 million to national NGOs.

Throughout the year, consultations with major NGOs, including the African NGO Platform, ICVA, InterAction and other partners, extended the “Enhanced framework for implementing with partners,” which aims to provide assistance and protection to people of concern and accountability for resources provided by

donors. Building on the rollout of new policies and procedures related to the framework, six regional workshops and three thematic webinar sessions were conducted to improve the use of resources. Audits were also conducted to enhance accountability and the sound stewardship of resources entrusted to UNHCR and partners.

The UNHCR Partner Portal enabled the organization to manage and expand partnerships, and facilitated partners’ access to UNHCR information, guidance and funding. At the end of 2016, more than 1,500 partners had registered on the portal, and interest in it remained widespread. Based on this portal model, UNHCR engaged partners in the development of a common United Nations partner portal. Furthermore, in line with the Office’s Grand Bargain commitments, UNHCR initiated consultations with UNICEF and WFP to simplify the partnership management process and enhance partnerships with local and national responders.

Chart 4 | EXPANDED PARTNERSHIPS (\$1.43 BILLION PROVIDED TO PARTNERS) | 2016



Partnerships for solutions

Collaboration was fundamental to UNHCR's efforts to seek durable solutions for refugees (see *Building better futures* chapter). During the World Humanitarian Summit, humanitarian and development partners made important commitments to strengthen their collaboration with the organization. Through the Solutions Alliance (see *Glossary*), UNHCR continued to facilitate collaboration between humanitarian and development actors, moving dialogue forward on solutions for refugees, increase resilience and self-reliance of refugees, and support host communities.

Furthermore, it committed to strengthening partnerships supportive of strong and inclusive national systems, as underscored by the New York Declaration. Building on the long-established strategic partnership with UNDP, UNHCR strengthened its collaboration with development actors and international

financial institutions. As a result, in June 2016, the organization signed a memorandum of understanding with the Organisation for Economic Co-operation (OECD) that led to the establishment of a Temporary Working Group on Refugees and Migration. This will provide guidance and recommendations to OECD State members; improve development programming and financing to better support countries of origin, transit and destination; and expand the achievement of comprehensive solutions.

In July 2016, UNHCR and ILO signed an updated memorandum of understanding, underlining their commitment to promoting inclusive and equitable access to decent work, livelihoods, and social services and systems. UNHCR is working with ILO and others to support the implementation of the “guiding principles on access of refugees and other forcibly displaced people to the labour market,” adopted by the ILO Governing Board.

Strengthening the World Bank Group partnership

UNHCR strengthened its partnership with the World Bank to build an evidence base on the root causes of, and solutions to, displacement, as well as to expand opportunities for refugees and other people of concern through inclusive economic and development policies, approaches and facilities at national and regional levels.

In September 2016, the World Bank issued its report, “Forcibly displaced: Toward a development approach supporting refugees, the internally displaced and their hosts.” The report emphasized the importance of complementary partnerships between humanitarian and development actors. It followed a series of analytical reports, prepared together with UNHCR, on different refugee situations, as well as policy papers

on forced displacement and the economic impact on host communities, endorsed by the World Bank's Development Committee and regional multilateral development banks. Therefore, the World Bank's Board of Governors approved \$2 billion to support refugee host countries in its next round of International Development Association (IDA) lending, covering 2017 to June 2019. The Board also approved an allocation of \$14 billion for fragile, conflict- and violence-affected States. Joint UNHCR-World Bank planning missions to prepare the programmes will be conducted in eligible countries during 2017. UNHCR also explored new opportunities for closer cooperation in a number of displacement situations with the African Development Bank and the Islamic Development Bank.



© SDF / M. ALZOMALI

After receiving Educate A Child's support, stationary and a school uniform, Zuhair, a young Sudanese refugee, has been able to continue his education after years of disruption.

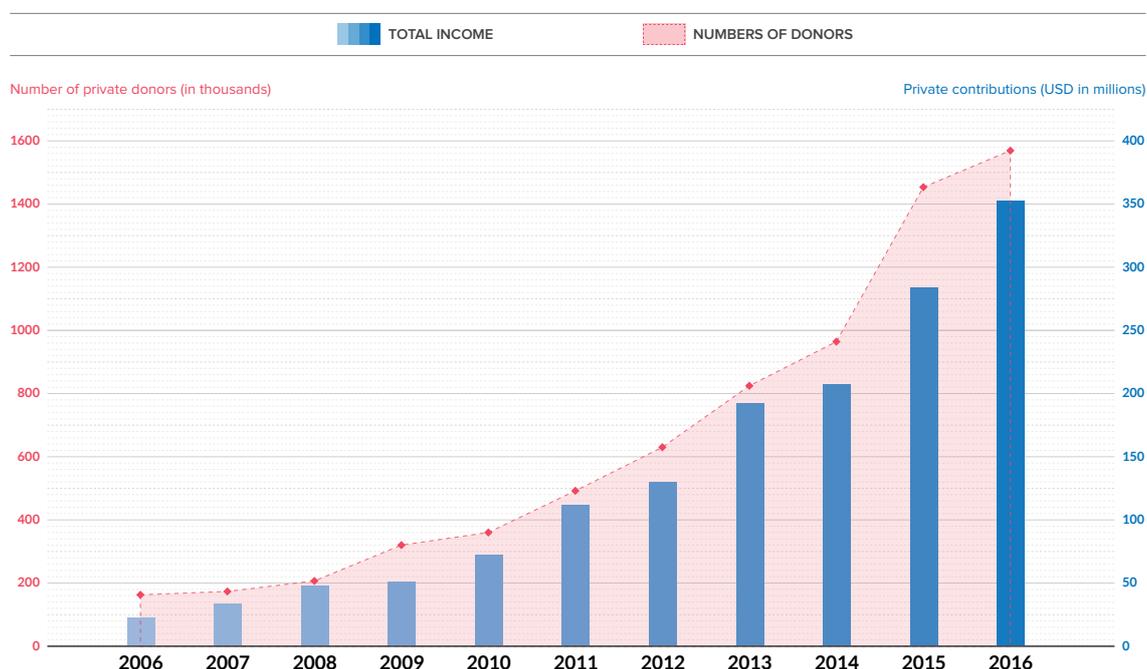
Mobilizing the private sector

Every donation has helped to save lives, protect rights and build a better future for refugees, forcibly displaced and stateless people across the world in 2016.

During the past decade, and as outlined in detail in the chapter on Funding UNHCR's programmes, UNHCR has received increasing financial support from the private sector: from \$22 million in 2006 to \$352 million by the end of 2016 to save lives, protect rights and build a better future

for refugees, forcibly displaced and stateless people. This was achieved thanks to the generosity of individual donors, corporations and foundations contributing through National Partners and UNHCR fundraising operations. The success of UNHCR's private sector fundraising reflects

Chart 5 | CONTRIBUTIONS RECEIVED FROM THE PRIVATE SECTOR | 2006-2016



the Office's commitment to diversifying its donor base and making the required investment in staff expertise and financial resources.

Responding to the significant increase in refugee protection needs in 2016, UNHCR and its six National Partners—Australia for UNHCR, *España con ACNUR* (Spain), Japan for UNHCR, *Sverige för UNHCR* (Sweden), *UNO-Flüchtlingshilfe* (Germany) and USA for UNHCR—worked to achieve the following long-term goals:

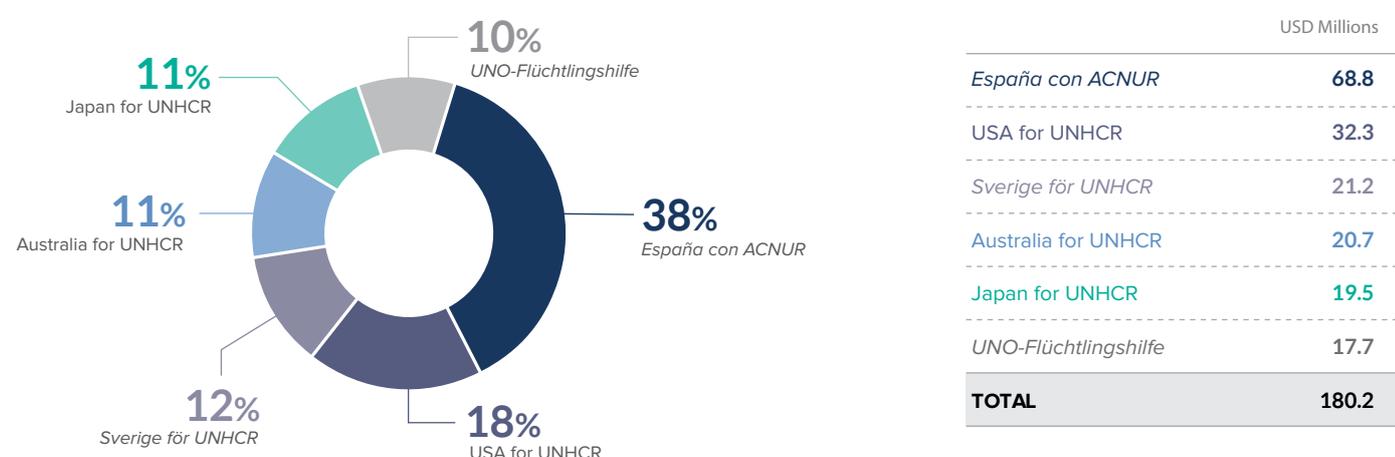
- *Maximizing sustainable and flexible contributions* from the private sector to support UNHCR programmes;
- *Increasing engagement* with the public on refugee issues;
- *Broadening partnerships* with corporations, foundations and philanthropists to leverage resources and find innovative ways to implement programmes for refugees and other people of concern.

UNHCR's Private Sector Partnerships network maintained fundraising operations and National Partners in around 30 markets and mobilized donors and civil society to support refugee causes. In 2016, UNHCR focused on strengthening digital engagement, developing new strategic partnerships and its emergency fundraising preparedness, and cementing long-term and committed relationships with individual donors.

National Partners

UNHCR's National Partners led efforts in their respective countries to support refugees and other people of concern to UNHCR through fundraising, public awareness and mobilization of civil society. In 2016, National Partners raised \$180.2 million – 51 per cent of the overall contributions UNHCR received from private donors to change lives and give people hope for a better future.

Chart 6 | **INCOME BY NATIONAL PARTNER** | 2016



Australia for UNHCR continued to grow in 2016, raising \$20.7 million from more than 101,000 individual donors. Public outreach focused on UNHCR's emergency responses in Ecuador, Iraq, South Sudan and Syria, as well as nutrition programmes in Africa and the prevention of, and response to, SGBV.

In Spain, **España con ACNUR** raised more than \$68.8 million from some 500,000 individual donors and private sector

partners, focusing on the Syria situation, Mediterranean situation and Ecuador earthquake, among others.

In Germany, **UNO-Flüchtlingshilfe** raised \$17.7 million and reached almost 135,000 individuals donors in 2016. The focus for fundraising activities were the emergencies in Mosul, Iraq and Aleppo, Syria, as well as for the overall Syria situation.

Australia's Vietnamese diaspora rallies behind refugees

In 2016, the refugee situation in Europe triggered a surge of support to UNHCR from the private sector in Australia. This included the Vietnamese community, who arrived in Australia as refugees in the 1970s and 1980s. They organized fundraising events across Australia, with their efforts attracting nation-wide media attention and raising over \$410,450.

"Now you can see it" virtual reality campaign

To raise public awareness and increase the number of individual donors, *España con ACNUR* launched #ahorapuedesverlo (*Now you can see it*), using virtual reality to immerse the public in fictional refugee situations. The campaign elicited a strong media response and was instrumental in communicating UNHCR's work to the public. More than 140,000 new donors were recruited during the year.

Students in Germany stand with refugees

A highlight, among several donor events in 2016, included *UNO-Flüchtlingshilfe's* engagement with German students who undertook a sponsored run from Germany to Spain, Sweden and Turkey to increase public awareness and show solidarity with refugee students. Teams of students started in Berlin and Munich were sponsored to travel as far as they could. They raised \$106,000 to support the DAFI programme, enabling young refugees to study in South Africa.

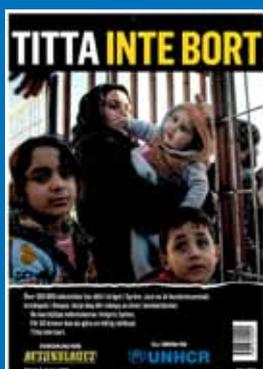
Tokyo Marathon Charity "Run with Heart"

Among the successful initiatives in 2016 was the annual Tokyo Marathon Charity "Run with Heart", which has been a regular donor to Japan for UNHCR since 2011. In 2016, more than 200 charity runners helped to increase public awareness of refugee causes and raised \$193,000 for UNHCR's shelter campaign, "Nobody left outside."

Japan for UNHCR raised \$19.5 million from private sector partners and more than 109,000 individual donors. Fundraising activities focused on the emergencies in Aleppo and Mosul, as well as the Mediterranean situation.

The Swedish national partner, **Sverige för UNHCR**, raised \$21.2 million for UNHCR's work from private sector partners and more than 133,000 individual donors.

In 2016, **USA for UNHCR** increased its contributions from partners and some 101,000 individual donors to \$32.3 million to support the refugee cause, targeting programmes for refugees, including cash-based assistance, shelter, and education, as well as emergency funds for the earthquake in Ecuador.



“Do not look away” media raising campaign

Sverige för UNHCR focused on raising funds for emergencies, particularly the Syria situation and, with *Aftonbladet*, Sweden's largest media outlet, launched *#tittaintebort* (Do not look away) to raise public awareness for the plight of some 300,000 Syrians trapped in eastern Aleppo. Within a week, more than 25,000 people donated \$500,000 to support UNHCR's response.

Partnerships for Refugees initiative

In advance of the Leaders' Summit on Refugees at the United Nations General Assembly in 2016, USA for UNHCR, in collaboration with the U.S. State Department, led the “Partnership for Refugees” initiative with support from the private company

Accenture. The initiative was established to support a call to action from the US White House for the private sector to make new, measurable and significant commitments with a durable impact on the well-being of refugees. It also guided the private sector, helping ensure that pledges responded to refugees' needs.

In its initial phase, the initiative secured commitments from more than 51 American corporations, including Airbnb, Facebook, Google and Microsoft to provide support in the areas of education, self-reliance and livelihoods. Airbnb, in partnership with USA for UNHCR, launched the *#BelongAnywhere* campaign, designed to raise awareness and generate essential support to meet refugees' basic needs. The campaign generated \$1.6 million from individuals and a matching grant from Airbnb of \$800,000.

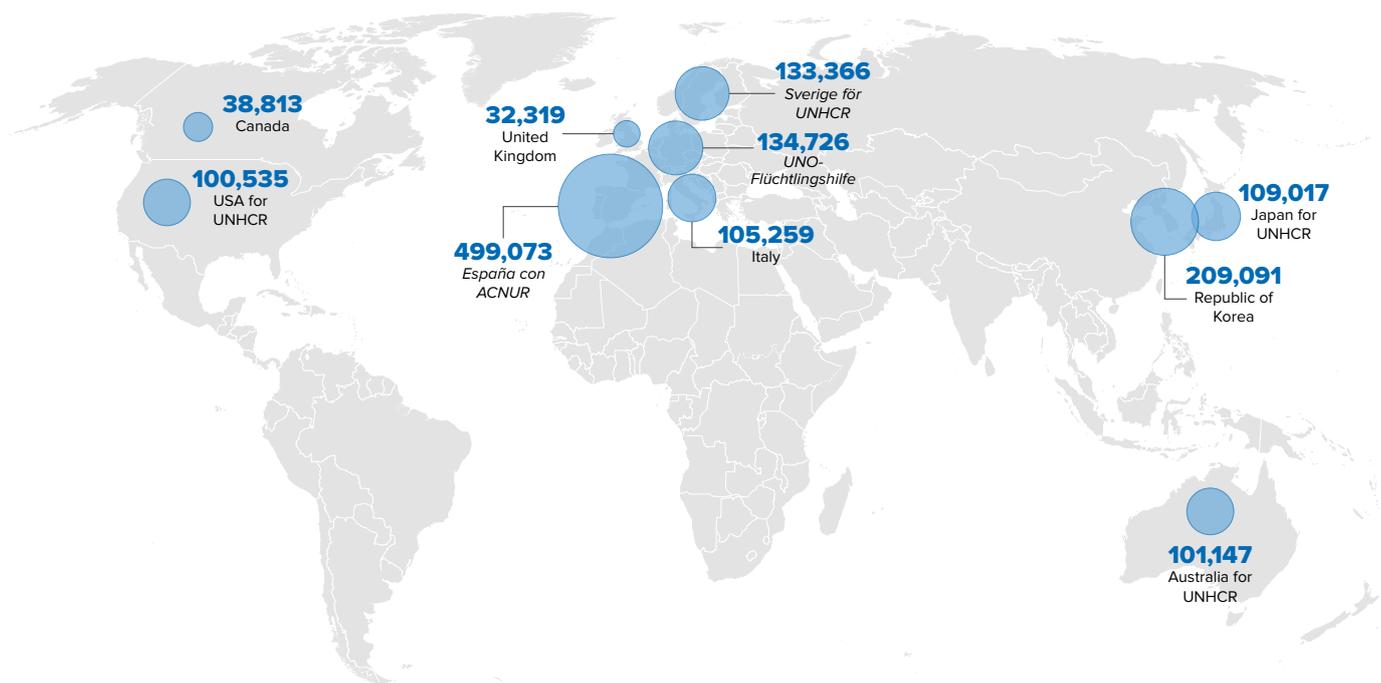


Individual donors supporting the refugee cause

UNHCR and its National Partners developed innovative fundraising communication and digital tools to reach new audiences and recruit new donors. As a result, the number of people supporting UNHCR significantly increased in 2016, with almost 1.6 million individual donors

recruited from more than 20 countries; an increase of 20 per cent from 2015. Of this number, close to 1 million are committed donors supporting UNHCR's work. Through their gifts, individual donors provided \$223 million of predictable and flexible funding to UNHCR programmes.

NUMBER OF INDIVIDUAL DONORS SUPPORTING THE REFUGEE CAUSE TOP 10 COUNTRIES – NATIONAL PARTNERS | 2016



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

In Italy, UNHCR launched a campaign to support education for refugee children. Key messages were relayed by celebrity supporters and the media, reaching more than 20 million people and raising \$389,000 in 10 days using mobile sms.



In the Republic of Korea, UNHCR launched the "1Family Campaign (Stories, hope and promise)." The campaign displayed refugee stories focused on UNHCR protection and assistance, and requested support from individuals. It raised around \$5.5 million and recruited 48,500 new monthly donors in 2016.



Among the hundreds of thousands of donors worldwide, more than 60 per cent give through National Partners. One such donor in Sweden is Lovisa Delehag who has given through *Sverige för UNHCR* for several years. In the wake of the Mediterranean crisis, Lovisa and her co-workers at the Swedish entertainment company Blixten & Co organized the largest benefit concert for refugees in Sweden.



Emergencies

The private sector plays an important role in supporting emergency situations around the world. The ability to raise large amounts of flexible contributions and quickly mobilize the public, corporations, and foundations to support immediate needs arising from emergencies is essential. In 2016, the private sector responded to UNHCR's emergency appeals to support refugee situations, including in Europe and Syria. With National Partners, UNHCR launched a global emergency campaign in response to the Ecuador earthquake, raising \$2.2 million in the four weeks following the earthquake. Within 10 days, UNHCR had organized two airlifts, provided by its partner, UPS.

Support from corporations and foundations

“We help [high-level refugee athletes] to make their dream of sporting excellence come true, even when they have to flee from violence and hunger. This will be a symbol of hope for all the refugees in our world, and will make the world better aware of the magnitude of this crisis.”

— IOC President Thomas Bach, International Olympic Committee

UNHCR engaged with new and longstanding partners, including corporations, foundations and philanthropists, that supported UNHCR with technical expertise and operational assistance. A total of \$129 million was raised, \$21.6 million of which was in-kind donations in 2016 (see *Funding UNHCR's programmes*).

The International Olympic Committee's decision to create the first Refugee Team at the 2016 games was a major victory for the refugee cause. Ten refugee athletes from four countries competed together in Rio de Janeiro forming the first-ever Refugee Olympic Team. Their participation was a tribute to the courage and perseverance of all refugees, at a time when the number of people displaced by violence and persecution continues to grow.

IKEA Foundation

The IKEA Foundation continued to be a driving force for innovation, supporting the roll-out of renewable energy solutions such as solar technology and bio-gas, and contributing to UNHCR Innovation's iFund. With contributions totalling \$31 million in 2016 in support of energy, livelihoods and education programmes in Africa, Asia and the Middle East, IKEA Foundation remained UNHCR's largest private sector partner. The success of the multi-year campaign “Brighter lives for refugees,” which raised \$33.4 million

in 2014-2015, provided light and energy from renewable sources and improved the quality of primary education for refugees and host communities in nine operations in 2016. The IKEA Foundation contributed significantly to UNHCR's emergency response efforts by donating 300,000 bedding items to refugees and IDPs in Iraq, and delivering a grant to reconstruct a school damaged by flooding in the refugee camps near Tindouf, Algeria. It also renewed its support for the Nansen Refugee Award until 2021.



© UNHCR / OS. MUR

Educate A Child programme – Education Above All foundation

Making sure that refugees have access to education is at the heart of UNHCR's mandate to protect the world's rapidly increasing refugee population and find long-term solutions. The Educate A Child (EAC) programme, a global initiative of the Education Above All foundation in Qatar, aims to improve access to primary education for children affected by extreme poverty, conflict and displacement. In 2016, more than 250,000 out-of-school children were assisted to enrol in primary school in 14 countries in Africa, Asia and the Middle East. UNHCR received \$19.9 million from the global initiative in 2016.

UNIQLO

UNIQLO, a Japanese global apparel retailer, actively supported UNHCR livelihood programmes in India, the Islamic Republic of Iran, Malaysia and Nepal, as well as emergency needs in South Sudan, through its annual contribution of \$3.6 million. UNIQLO also contributed \$3.9 million in clothing items as in-kind donations. Its refugee employment programme was expanded in Germany and Japan, and UNIQLO also expanded its school outreach programme in 270 primary schools where more than 30,000 students are enrolled. UNIQLO continued to support advocacy campaigns and the Refugee Film Festival in Tokyo.

Middle East Broadcasting Center Group

UNHCR's partnership with the Middle East Broadcasting Center Group (MBC), the largest satellite broadcasting company in the Middle East, grew in 2016, with \$7 million received to support refugee

causes in the region. Together, they launched initiatives such as the Stars on Board reality show, and Basmet Amal "Touch of Hope," which aired daily during Ramadan and was in the top 10 programmes on MBC.

Dutch and Swedish postcode lotteries

The Postcode Lottery in both the Netherlands and Sweden have helped to protect and deliver emergency relief assistance to thousands of refugees by providing shelter and access to education. In 2016, the Dutch Postcode Lottery contributed \$7 million towards primary education activities in Africa, Asia and the Middle East. The Swedish Postcode Lottery contributed \$3 million, part of which was dedicated to education with the rest unearmarked, allowing UNHCR to allocate it for urgent needs globally.

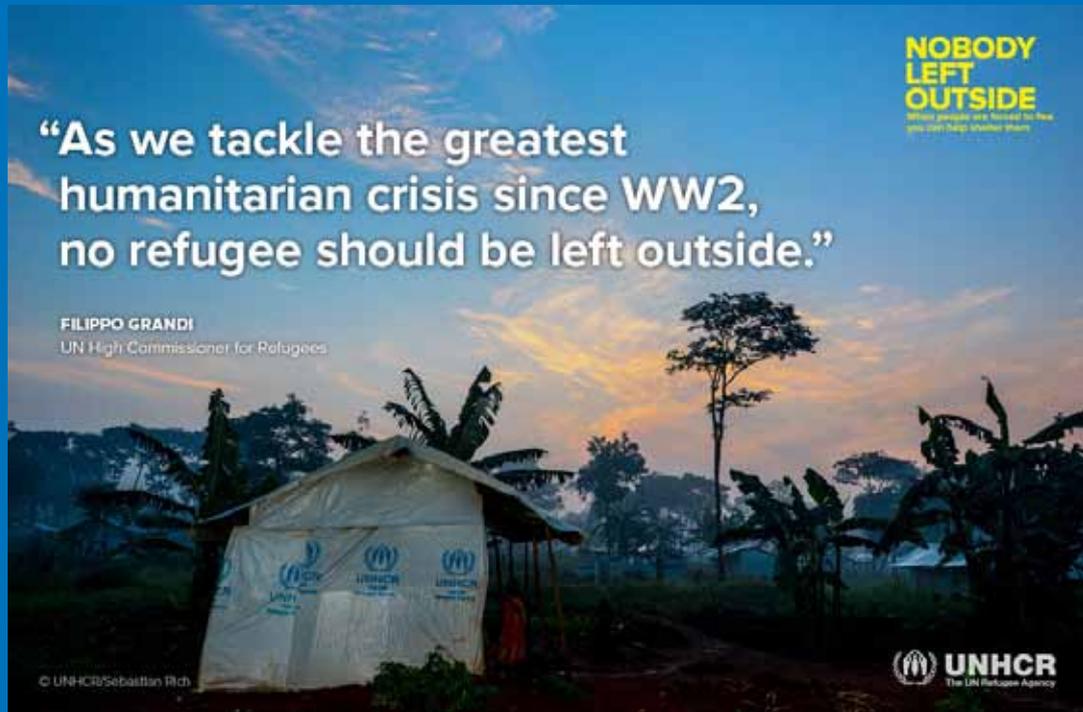
Ecobank group

UNHCR concluded a strategic partnership with the Pan African bank, the Ecobank group, which contributed \$100,000 towards UNHCR's livelihoods and education programmes in Africa in 2016. The partnership has paved the way for new corporate partners to support refugees in achieving self-reliance across the continent.

The Big Heart Foundation

The Big Heart Foundation, established in 2012 by UNHCR's eminent advocate for refugee children Sheikha Jawaher Bint Mohammed Al Qasimi, continued to support the organization through campaigns focused on education, health, shelter and cash-based interventions. In 2016, UNHCR received \$2.5 million from the foundation for Syrian refugees, Iraqi IDPs and Rohingya refugees.

Global fundraising campaign on shelter: “Nobody left outside”



The global shelter multi-year campaign “Nobody left outside” will help to shelter two million refugees around the world.

The number of refugees has dramatically increased during the past five years. To respond to a significant and unprecedented need for shelter solutions, UNHCR launched “Nobody left outside,” its first global private sector fundraising campaign, in May 2016. The campaign calls on the private sector worldwide, including individuals, corporations, foundations and philanthropist to support UNHCR’s vision to shelter two million refugees by 2018.

In its first year, the campaign raised more than \$10 million from around the world to help thousands of families in Greece, Iraq, Jordan and Lebanon. In addition, the campaign calls on private sector actors to become involved in the Global Shelter Coalition, which brings together leading brands and philanthropists to provide and improve shelter solutions for refugees and IDPs. Dato’ Sri Prof. Dr. Tahir, the founder and chairman of Indonesia’s Mayapada Group and the Tahir Foundation, has donated \$3 million to UNHCR championing the Coalition. His commitment to the refugee cause saw him appointed Eminent Advocate for UNHCR in Asia in 2016.



© UNHCR / J. MATAS
High-profile supporter, Ben Stiller, met refugees in Jordan to learn about the challenges they are facing.

Celebrity support

With more than 67 million people displaced worldwide, increasing needs and funding gaps remained challenging in 2016. UNHCR's goodwill ambassadors and high-profile supporters played a crucial role in raising public awareness, helping to reach new audiences and building engagement and trust worldwide.

Field missions

By travelling to meet refugees and hear their stories, goodwill ambassadors and high-profile supporters were powerful witnesses to the devastating human impact of displacement, the resilience of refugees, and the contributions that UNHCR and its partners make. This personal experience is translated into advocacy and

fundraising action on behalf of refugees.

Actor Ben Stiller witnessed the challenges faced by Syrian refugees in Jordan, while highlighting the vital support of the host community and the impact of innovative programmes, such as CBIs. In Lebanon, Alan Cumming explored and reported on the acute difficulties faced by lesbian, gay, bisexual, transgender and intersex (LGBTI) refugees and asylum-seekers.

In Africa, UNHCR's goodwill ambassador Ger Duany met refugees from the Democratic Republic of the Congo in Uganda, later blogging about his experiences and speaking at high-level events. Actress Kristin Davis and musician Octopizzo also helped highlight the refugee situations in Kenya, Nigeria and Rwanda.



© UNHCR / B. BOARDMAN
Goodwill ambassador, Cate Blanchett, met refugees in Melbourne, Australia.



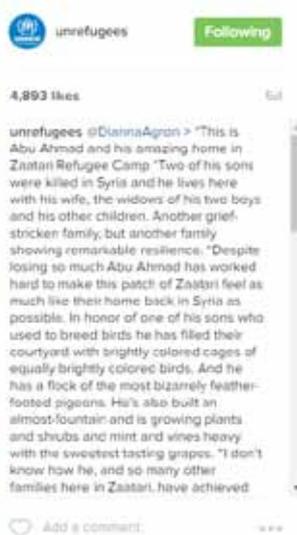
© UNHCR / J. MATAS
High-profile supporter, Alan Cumming, met Syrian refugees in Lebanon.

In 2016, goodwill ambassadors' media enabled UNHCR to reach important and new audiences in 91 countries around the world.



Across Europe, UNHCR's high-profile supporters met refugees at every stage of their flights from conflict, including UNHCR's honorary lifetime goodwill ambassador Barbara Hendricks, poet

Emi Mahmoud, actor Theo James and film director Alejandro Iñárritu, who met people newly arrived in Greece and Italy. Through film, reportage and public events, they helped connect new audiences to the human impact of forced displacement.



UNHCR's high-profile supporters have used their unique skills to amplify the voices of refugees in the Americas – from John Green's videos on a resettled Syrian family he first met in a camp in Jordan, to an account by the late A.A. Gill, Nicolette Van Dam and Rubén Albarrán of their time meeting refugees in Mexico.

In Asia and the Pacific, Praya Lundberg was amongst supporters meeting and speaking about the support provided to refugees in Thailand.

Building engagement

Revealing human stories behind the statistics to help build public awareness and empathy is a key way in which UNHCR's goodwill ambassadors make a difference. They engaged with the public through interviews, editorials (op-Eds), as well as digital and social media, and other creative projects.

Interviews and editorials

Following her appointment as UNHCR's global goodwill ambassador, Cate Blanchett's interview by CNN's Christiane Amanpour attracted media coverage in more than 40 countries. UNHCR supporters engaged their national audiences, including Jung Woo-sung in the Republic of Korea, Osvaldo Laport in Argentina and Bruna Marguezzine in Brazil. Ben Stiller, Bassem Youssef and Alek Wek highlighted UNHCR's work by penning op-Eds for diverse publications including TIME, the National, Sky News Arabia, and the UN Chronicle.

Digital and social media initiatives

UNHCR's goodwill ambassadors and high-profile supporters have used technology to share their experiences in the field directly with their followers. Actor Dianna Agron staged UNHCR's first ever Instagram takeover during her mission to Jordan, while actor Douglas Booth gave unique insights into his experiences with UNHCR in Iraq via a "Facebook Live" feed from the field.

Throughout 2016, UNHCR's supporters also provided vital social media support for various campaigns and projects, including #WithRefugees, the Nansen Refugee



Award, and the Refugee Olympic Team, generating huge levels of engagement.

They also undertook creative music projects to highlight the challenges faced by refugees, including music videos by Rokia Traoré, British rock band Bush, and Japanese musician Miyavi, as well as collaborations such as J Balvin's engagement with MTV.

Goodwill ambassadors' social media generated millions of new engagements with the public.

Events

UNHCR's goodwill ambassadors advocated refugee causes in 2016 at a range of events. At Google's Zeitgeist event, Cate Blanchett spoke to high-profile influencers about the importance of connectivity for refugees.

Ger Duany joined the annual High Commissioner's Dialogue on Protection Challenges, while Alek Wek supported the Arab American Institute Foundation's annual awards in Washington DC. Various high-profile supporters attended the REFUGEE photo exhibition hosted by the Annenberg Foundation.

Goodwill ambassadors' projects helped raise millions in new funds for refugees.

Other high-profile public appearances included UNHCR goodwill ambassador Rokia Traoré's performance at Glastonbury Festival in the Dress For Our Time, a garment made from one of UNHCR's tents, and David Morrissey's address to an audience of tens of thousands at London's "Refugees Welcome" march.

Fundraising

With so many UNHCR appeals underfunded, UNHCR's goodwill ambassadors played an increasingly important role in leveraging new income to UNHCR. In May 2016, Cate Blanchett hosted a gathering of high-level donors and influencers in London, raising \$1.3 million for UNHCR's global shelter campaign "Nobody Left Outside," and addressed attendees at the Asfari and Said Foundations' "Hands up for Syria appeal" dinner, which raised nearly \$4 million to support refugee education.

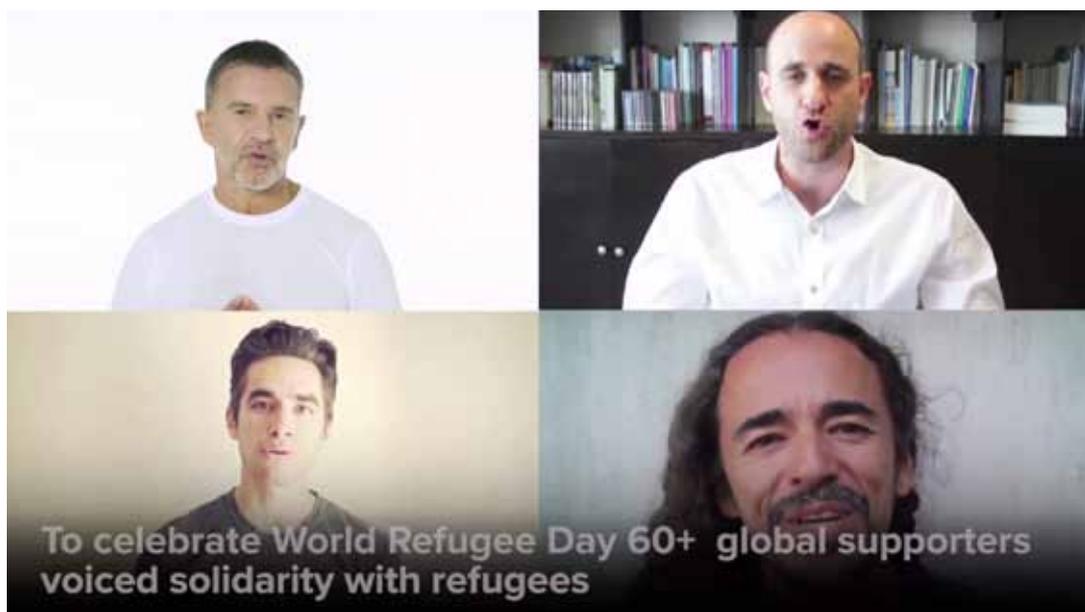


Goodwill Ambassador Rokia Traore performs in the "Dress For Our Time" at Glastonbury Festival

Global campaigns

World Refugee Day

UNHCR launched the #WithRefugees campaign, asking the public to stand with refugees by signing the largest-ever petition to support the refugee cause. Celebrity support formed the backbone of the campaign and was key to its promotion. A unique "world tour"



#WithRefugees mashup screengrab Osvaldo Laport, Alberto Lati, Jose Moreno Brooks, Ruben Albarran

featuring 12 “Facebook Live” events hosted by UNHCR’s supporters reached millions of people. Alek Wek, Ben Stiller, Emi Mahmoud and representatives from the Olympic Refugee Team attended the hand-over ceremony of the petition at the UN General Assembly hall in New York, standing alongside the UN Secretary General and High Commissioner.

More than 60 celebrities stood alongside refugees and UNHCR staff in a compelling video message to support the #WithRefugees campaign, with contributions from the goodwill ambassadors Khaled Hosseini, Alek Wek, Jung Woo-sung and supporters Ben Stiller, Margot Robbie, Patrick Stewart, Desmond Tutu, Bassem Youssef and Dame Helen Mirren.



“What they took with them”, a poem by Jennifer Toksvig

In addition, the stunning film of Jennifer Toksvig’s poem “What they took with them,” produced in collaboration with Facebook, accrued millions of views and generated media from 57 different countries. Participants included Chiwetel Ejiofor, Cate Blanchett, Keira Knightley, Peter Capaldi, Stanley Tucci, Juliet Stevenson, Kit Harington, Douglas Booth, Jesse Eisenberg and Neil Gaiman.



#IBelong Campaign on Statelessness

To commemorate the second anniversary of the #IBelong Campaign to End Statelessness, UNHCR’s goodwill ambassador Barbara Hendricks joined the High Commissioner at a global event to renew the call for a concerted effort to end statelessness.

© UNHCR / S. HOPPER

Goodwill ambassador, Barbara Hendricks, supported UNHCR’s work to end statelessness.

Greek volunteers shared UNHCR Nansen Refugee Award



Winners of UNHCR's Nansen Award 2016, Efi Latsoudi and Konstantinos Mitragas in Lesvos, Greece.

More than ever, the Nansen Refugee Award is vital in enabling UNHCR to share positive stories of displaced people and those helping them. Since it was established in 1954, more than 60 people, groups and organizations have been acknowledged for their dedication and outstanding work with, and on behalf of, refugees.

The Award is now considered UNHCR's flagship event, raising awareness of families forced to flee and why they need protection through compelling content and storytelling.

In 2016, Konstantinos Mitragas, on behalf of the Hellenic Rescue Team (HRT), and Efi Latsoudi, the human rights activist behind "PIKPA village" on the Greek island of Lesvos, were honoured as joint winners, recognizing their tireless voluntary efforts to aid refugees arriving in Greece. Their actions reflected the spirit of volunteerism that characterized the response to the refugee and migrant crisis in Europe.

The HRT and Efi Latsoudi evenly split the monetary prize of \$150,000, which was jointly donated by the Norwegian and Swiss Governments. The HRT will focus their efforts on fire, road and earthquake safety training in refugee camps, whilst Efi Latsoudi will invest in ways to bring refugees and Greek citizens together.

UNHCR's supporters helped celebrate outstanding service to the cause of refugees at the Nansen Refugee Award ceremony in October 2016, with contributions from Neshan Der Haroutiounian, Emi Mahmoud, Lyse Doucet, The Grey People, and Baaba Maal.

UNHCR would like to thank the generous and ongoing support of the Swiss Federal Council, State Council of the Republic and Canton of Geneva, the Administrative Council of the City of Geneva, the Government of Norway, the Norwegian Refugee Council, and the IKEA Foundation.

More information at www.unhcr.org/nansen

I am Yusra. I am a refugee and I'm proud to stand for peace

This article is an adapted version of a UNHCR news story.
11 January 2017

Yusra Mardini inspired displaced people all over the world when she swam at the Olympic Games. Now she is working on new goals.

My name is Yusra. Yes, I'm the girl who swam for her life, then swam at the Olympics. Now I want to tell you another story. It's about my other name, my other identity. You see, my name is refugee. At least, that's what they call me. Me and those 21 million others forced to flee persecution, war and violence.

So, who is this refugee? Well, once I was just like you. I had a home, I had roots, I belonged. Like you, I lived my life day-by-day, caught up in my own hopes, passions and problems. Then war came and everything changed.

So here we are, in a new life, none of us knowing how long we will live it. On average, we'll spend 20 years in exile, never really belonging, just waiting for an end to the madness so we can go home. That's half a lifetime, lost, nothing but strangers in a strange land.

We struggle on with our lives. We fight to study, to work, to learn a new language, to integrate. All too often the barriers are too high, the odds stacked against us. But we know we must make the best of this strange and unexpected twist in our lives. To make the best of being a refugee.

That's our struggle. But this isn't just our fight, it's yours too. Many of you already know there's so much more at stake. For my part, in the months to come I'll be taking on a new role. I have an important message to

"I want to represent all the refugees because I want to show everyone that after the pain and after the storm comes calm days."

Yusra Mardini
Syrian refugee and Olympic hopeful



spread. The refugees will not go away, there will be more of us. If humanity is to meet this challenge, you must know us for who we really are.

Silence gave the other voices space to grow. From those who feared and hated us because we looked different, spoke differently, worshiped differently. Those who were most afraid shouted the loudest. They spread those old lies about us. They said we chose to come here, because we're greedy, dangerous, criminals, here to threaten your way of life.

Fear crept in and some of you began to doubt us. Before long, borders and barriers, both physical and emotional, sprang up everywhere. Refugee was becoming an insult, a name to hurt and humiliate.

But there is no shame in being a refugee if we remember who we are. If we remember

that being a refugee is not a choice. That our only choice was to die at home or risk death trying to escape. It was the choice between a bomb and drowning at sea.

So, who are we? We are still the doctors, engineers, lawyers, teachers, students we were back at home. We are still the mothers and fathers, brothers and sisters. It was violence that made us orphans. It was war that made us terrified parents, sacrificing everything to save our children from carnage. It was persecution that drove us from our homes in search of peace.

That is refugee. That is who I am. That is who we all are, that growing population of people without a country. This is my call for us all to take a stand now, together, under that name we share, refugee. I am Yusra. I am a refugee and I'm proud to stand for peace, for decency and dignity for all those fleeing violence. Join me. Stand with us.

ANNEXES

MEMBERS OF UNHCR'S EXECUTIVE COMMITTEE AND STATES PARTIES TO THE REFUGEE AND STATELESSNESS CONVENTIONS

UNHCR is governed by the United Nations General Assembly and the Economic and Social Council (ECOSOC). In 1958, ECOSOC established the Executive Committee of the High Commissioner's Programme (ExCom), pursuant to a resolution of the General Assembly. Its main tasks are to approve the High Commissioner's programmes, advise the High Commissioner in the exercise of his/her functions (mainly on protection issues), and oversee the Office's finances and administration.

ExCom holds an annual session in Geneva every October. The sixty-seventh session took place from 3-7 October 2016. Meetings of ExCom's Standing Committee are held at various dates throughout the year to carry on the work between plenary sessions.

ExCom membership is elected on the widest possible geographical basis from those States (members of the United Nations) with a demonstrated interest in, and devotion to, the solution of refugee problems. By the end of 2016, there were 98 ExCom members - in blue - in the following table which also shows the States parties to the 1951 Refugee Convention relating to the Status of Refugees and its 1967 Protocol and to the 1954 Convention relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness.

	Convention relating to the Status of Refugees and its Protocol		Conventions on the Status of Stateless Persons and the Reduction of Statelessness	
	1951	1967	1954	1961
Afghanistan	2005	2005		
Albania	1992	1992	2003	2003
Algeria	1963	1967	1964	
Angola	1981	1981		
Antigua and Barbuda	1995	1995	1988	
Argentina	1961	1967	1972	2014
Armenia	1993	1993	1994	1994
Australia	1954	1973	1973	1973
Austria	1954	1973	2008	1972
Azerbaijan	1993	1993	1996	1996
Bahamas (the)	1993	1993		
Bangladesh				
Barbados			1972	
Belarus	2001	2001		
Belgium	1953	1969	1960	2014
Belize	1990	1990	2006	2015
Benin	1962	1970	2011	2011
Bolivia (Plurinational State of)	1982	1982	1983	1983
Bosnia and Herzegovina	1993	1993	1993	1996
Botswana	1969	1969	1969	
Brazil	1960	1972	1996	2007
Bulgaria	1993	1993	2012	2012
Burkina Faso	1980	1980	2012	
Burundi	1963	1971		
Cabo Verde		1987		
Cambodia	1992	1992		
Cameroon	1961	1967		
Canada		1969		1978
Central African Republic (the)		1962	1967	
Chad		1981	1999	1999
Chile		1972		
China		1982		
Colombia		1961	1980	2014
Congo		1962	1970	
Costa Rica		1978	1977	1977
Côte d'Ivoire		1961	2013	2013
Croatia		1992	1992	2011
Cyprus		1963	1968	
Czechia		1993	2004	2001
Dem. Rep. of the Congo		1965	1975	
Denmark		1952	1968	1977
Djibouti		1977	1977	
Dominica		1994	1994	
Dominican Republic		1978	1978	
Ecuador		1955	1969	2012
Egypt		1981	1981	
El Salvador		1983	2015	
Equatorial Guinea		1986	1986	
Estonia		1997	1997	
Ethiopia		1969	1969	
Fiji		1972	1972	1972
Finland		1968	1968	2008
France		1954	1971	1960
Gabon		1964	1973	

EXCOM MEMBERS AND PARTIES TO CONVENTIONS

	1951	1967	1954	1961		1951	1967	1954	1961
Gambia	1966	1967	2014	2014	Peru	1964	1983	2014	2014
Georgia	1999	1999	2011	2014	Philippines	1981	1981	2011	
Germany	1953	1969	1976	1977	Poland	1991	1991		
Ghana	1963	1968			Portugal	1960	1976	2012	2012
Greece	1960	1968	1975		Republic of Korea	1992	1992	1962	
Guatemala	1983	1983	2000	2001	Republic of Moldova	2002	2002	2012	2012
Guinea	1965	1968	1962	2014	Romania	1991	1991	2006	2006
Guinea-Bissau	1976	1976	2016	2016	Russian Federation	1993	1993		
Haiti	1984	1984			Rwanda	1980	1980	2006	2006
Holy See	1956	1967			Saint Kitts and Nevis	2002			
Honduras	1992	1992	2012	2012	Saint Vincent and the Grenadines	1993	2003	1999	
Hungary	1989	1989	2001	2009	Samoa	1988	1994		
Iceland	1955	1968			Sao Tome and Principe	1978	1978		
India					Senegal	1963	1967	2005	2005
Iran (Islamic Republic of)	1976	1976			Serbia	2001	2001	2001	2011
Ireland	1956	1968	1962	1973	Seychelles	1980	1980		
Israel	1954	1968	1958		Sierra Leone	1981	1981	2016	2016
Italy	1954	1972	1962	2015	Slovakia	1993	1993	2000	2000
Jamaica	1964	1980		2013	Slovenia	1992	1992	1992	
Japan	1981	1982			Solomon Islands	1995	1995		
Jordan					Somalia	1978	1978		
Kazakhstan	1999	1999			South Africa	1996	1996		
Kenya	1966	1981			Spain	1978	1978	1997	
Kiribati			1983	1983	Sudan	1974	1974		
Kyrgyzstan	1996	1996			Suriname	1978	1978		
Latvia	1997	1997	1999	1992	Swaziland	2000	1969	1999	1999
Lebanon					Sweden	1954	1967	1965	1969
Lesotho	1981	1981	1974	2004	Switzerland	1955	1968	1972	
Liberia	1964	1980	1964	2004	Tajikistan	1993	1993		
Libya			1989	1989	Thailand				
Liechtenstein	1957	1968	2009	2009	the former Yugoslav Republic of Macedonia	1994	1994	1994	
Lithuania	1997	1997	2000	2013	Timor-Leste	2003	2003		
Luxembourg	1953	1971	1960		Togo	1962	1969		
Madagascar	1967				Trinidad and Tobago	2000	2000	1966	
Malawi	1987	1987	2009		Tunisia	1957	1968	1969	2000
Mali	1973	1973	2016	2016	Turkey	1962	1968	2015	
Malta	1971	1971			Turkmenistan	1998	1998	2011	2012
Mauritania	1987	1987			Tuvalu	1986	1986		
Mexico	2000	2000	2000		Uganda	1976	1976	1965	
Monaco	1954	2010			Ukraine	2002	2002	2013	2013
Montenegro	2006	2006	2006	2013	United Kingdom of Great Britain and Northern Ireland	1954	1968	1959	1966
Morocco	1956	1971			United Republic of Tanzania	1964	1968		
Mozambique	1983	1989	2014	2014	United States of America		1968		
Namibia	1995	1995			Uruguay	1970	1970	2004	2001
Nauru	2011	2011			Venezuela (Bolivarian Republic of)		1986		
Netherlands	1956	1968	1962	1985	Yemen	1980	1980		
New Zealand	1960	1973		2006	Zambia	1969	1969	1974	
Nicaragua	1980	1980	2013	2013	Zimbabwe	1981	1981	1998	
Niger	1961	1970	2014	1985	Total Parties	145	146	89	68
Nigeria	1967	1968	2011	2011					
Norway	1953	1967	1956	1971					
Pakistan									
Panama	1978	1978	2011	2011					
Papua New Guinea	1986	1986							
Paraguay	1970	1970	2014	2012					

Guinea-Bissau, Mali and Sierra Leone acceded to both statelessness conventions in 2016.

GLOSSARY

Asylum

The granting of protection by a State on its territory to individuals from another State who are fleeing persecution or serious danger. Asylum encompasses a variety of elements, including non-refoulement, permission to remain on the territory of the asylum country and humane standards of treatment.

Asylum-seeker

Any person who has applied for international protection as a refugee and is awaiting the determination of their status.

AU Convention for the Protection and Assistance of Internally Displaced Persons in Africa (Kampala Convention)

This African Union Convention was adopted in 2009 and entered into force on 6 December 2012. It is the first legally binding instrument on internal displacement on a continent-wide scope. It provides a comprehensive regional framework setting out provisions for the protection and assistance of IDPs. The Convention also looks at the root causes of displacement and at ways to prevent it.

Best interests assessment

Assessment made by staff regarding the individual protection needs of displaced children to ensure that care programmes give primary consideration to the child's best interests.

Best interests determination

Formal process with strict procedural safeguards designed to determine the child's best interests for particularly important decisions affecting the child.

Brazil Plan of Action

In 2014, the governments of Latin America and the Caribbean met in Brasilia to mark the 30th anniversary of the Cartagena Declaration on Refugees of 1984. At the end of the Ministerial Meeting, 28 countries and three territories in Latin America and the Caribbean adopted by acclamation the Declaration and Plan of Action of Brasilia, agreeing to work together to maintain the highest standards of protection at the international and regional level, implement innovative solutions for refugees and displaced persons, and end the difficult situation faced by the stateless persons in the region.

Cash-based interventions

Refer to all interventions in which cash or vouchers for goods or services are provided to refugees and other people of concern on an individual or community basis. The concept does not include cash or vouchers provided to governments or other state actors or payments to humanitarian workers or service providers.

Cessation Clauses

Legal provisions that set out the conditions in which refugee status comes to an end because it is no longer needed or justified. Cessation clauses are found in Article 1 (C) of the 1951 Convention and in Article I (4) of the 1969 OAU Refugee Convention.

Community-based approach

An inclusive partnership strategy that recognizes and builds on the capacities and resources of people of concern, by promoting participation in programme activities.

Comprehensive Refugee Response Framework (CRRF)

See New York Declaration for Refugees and Migrants.

Comprehensive solutions strategies

Strategies whereby UNHCR engages with concerned parties (including authorities in country of asylum, origin and affected refugee themselves) with the aim of enhancing solutions opportunities by applying a combination of durable solutions. These strategies have included support for voluntary repatriation; the strategic use of resettlement; increased opportunities for local integration; support to refugee-hosting community by UNHCR, development partners and bilateral donors; as well as maximized opportunities for greater mobility as a pathway to solutions.

Convention on the Reduction of Statelessness (1961 Convention)

A treaty that provides for the acquisition of nationality by those who would otherwise be stateless and who have an appropriate link with the State, through birth on the territory or through descent from a national. The Convention also provides for the retention of nationality by those who would become stateless if they were to lose their nationality to that State. UNHCR has been mandated with specific functions under Article 11 of this Convention.

Convention refugees

Persons recognized as refugees by States, under the eligibility criteria in Article 1 of the 1951 Convention, and are entitled to the enjoyment of a variety of rights under that treaty.

Convention relating to the Status of Refugees (1951 Convention)

This treaty establishes the most widely applicable framework for the protection of refugees. The Convention was adopted in July 1951 and entered into force in April 1954. Article 1 of the Convention limits its scope to “events occurring before 1 January 1951” but this restriction was removed by the 1967 Protocol relating to the Status of Refugees.

Convention relating to the Status of Stateless Persons (1954 Convention)

A Convention that provides the definition of a stateless person and establishes a framework by which a stateless person, who is lawfully resident in a State, can have legal status. The Convention was adopted in September 1954 and entered into force in June 1960.

Dublin II Regulation

A European Council Regulation, effective from 1 September 2003, which provides the legal basis for establishing the criteria and mechanism for determining the State responsible for examining an asylum application in one of the Member States of the EU (excluding Denmark), as well as in Iceland, Liechtenstein, Norway and Switzerland.

Durable solutions

Any means by which the situation of refugees can be satisfactorily and permanently resolved, enabling refugees to resume a normal life. Traditionally, UNHCR pursues the three durable solutions of voluntary repatriation, local integration, and resettlement.

Earmarking

A donor restriction that limits or directs the purpose for which a contribution may be used.

UNRESTRICTED CONTRIBUTIONS (also referred to as unearmarked funding)
No limitations on the use of funds.

BROADLY EARMARKED CONTRIBUTION

Contributions earmarked towards a region (e.g. Africa), subregion (e.g. West Africa), Headquarters or Global Programmes. Also includes contributions for a specific Pillar (e.g. Pillar 1 – Refugees) at the global, regional or subregional level; for supplementary programmes that cover more than one country; and for a specific theme or activity at the subregional level or higher.

EARMARKED CONTRIBUTION

Contributions that are earmarked for a specific country, location or population without any further limitations. Also includes contributions for supplementary programmes that cover only one country.

TIGHTLY EARMARKED CONTRIBUTION

Contributions that are earmarked at the country level, Headquarters or Global Programmes cost centres for specific sectors and/or activities. All in-kind contributions and staff-related contributions, including JPOs, consultants and secondees fall under this category.

Exclusion clauses

Legal provisions that deny the benefits of international protection to persons who would otherwise satisfy the criteria for refugee status. In the 1951 Convention, the exclusion clauses are found in Articles 1D, 1E and 1F. These clauses apply to the following categories:

- Individuals who are receiving protection or assistance from United Nations agencies other than UNHCR;

- Individuals who possess the rights and obligations attached to the possession of nationality of their country of residence;
- Individuals in respect of whom there are serious reasons for considering that they have committed a crime against peace, a war crime, a crime against humanity, a serious non-political crime, or acts contrary to the purposes and principles of the United Nations.

Executive Committee of the High Commissioner's Programme (ExCom)

The Committee charged with approving UNHCR's assistance programmes, advising the High Commissioner on the exercise of his/her functions and overseeing the Office's finances and administration. ExCom is composed of representatives of 98 States (2016) with a demonstrated interest in refugee issues.

First country of asylum concept

An asylum-seeker may be refused access to the asylum procedure in the country where the application has been made if the applicant has already found protection as a refugee in another country (i.e. where international protection has been made available and is accessible to the applicant).

Global Compact on Refugees

See New York Declaration for Refugees and Migrants.

Graduation approach

The graduation approach is a poverty-reduction model that aims to “graduate” people in rural areas out of poverty through a sequenced combination of interventions. The approach is part of UNHCR's “Global strategy for livelihoods” (2014-2018).

Grand Bargain

An agreement reached in the lead-up to the World Humanitarian Summit between the biggest donors and aid organizations across ten work streams, which aims to shrink the humanitarian funding gap and deliver more aid to the frontline. The initiative stemmed from the recommendations contained in the report of the UN Secretary-General's High Level Panel's on Humanitarian Financing, "Too important to fail: addressing the humanitarian financing gap."

Humanitarian Country Team

Composed of organizations undertaking humanitarian action that commit to participate in coordination arrangements. Its objective is to ensure that the activities of such organizations are coordinated, and that humanitarian action in-country is principled, timely, effective and efficient, and contributes to longer-term recovery.

Inter-Agency Standing Committee

The primary mechanism for inter-agency coordination of humanitarian assistance.

Internally displaced person

An individual who has been forced or obliged to flee from the individual's home or place of habitual residence, "...in particular as a result of or in order to avoid the effects of armed conflicts, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border" (according to the Guiding Principles on Internal Displacement).

International protection

All actions aimed at ensuring the equal access to and enjoyment of the rights of women, men, girls and boys of concern to UNHCR, in accordance with the relevant bodies of law (including international humanitarian, human rights and refugee law).

Junior Professional Officer

Government-sponsored young professional working for UNHCR.

Kampala Convention

See AU Convention.

Level 3 emergency

In the context of the IASC, a Level 3 emergency is typically a sudden-onset complex emergency requiring the activation of a UN system-wide response, with agreed mechanisms, tools and procedures. In addition, UN agencies have their own internal classification of levels of emergency.

Local integration

A durable solution to the plight of refugees that involves their permanent settlement in the country in which they sought asylum.

Malnutrition

A general term for the medical condition that is caused by an improper or insufficient nutrition, which is not adequate to maintain good health. The adverse effects of malnutrition include both physical and developmental manifestations.

GLOBAL ACUTE MALNUTRITION (GAM)

is the measurement of the nutritional status of a population (often used in protracted refugee situations). It is one of the basic indicators for assessing the severity of a humanitarian crisis.

SEVERE ACUTE MALNUTRITION

- Kwashiorkor
Malnutrition brought on by a protein deficiency which causes fluids to drain from the

blood into the stomach, causing swelling.

- Marasmus
Resulting from a general lack of calories, causing extreme emaciation with a loss of muscle and fat tissue. It is considered a medical emergency and, untreated, will most often result in death.

Mandate refugees

People who are recognized as refugees by UNHCR acting under the authority of its Statute and relevant UN General Assembly resolutions. Mandate status is especially significant in States that are not party to the 1951 Refugee Convention or its 1967 Protocol.

Master Plan

A comprehensive settlement plan that defines land use, emphasizing its links to the broader environment, enabling both refugees and host communities to benefit from improved services and infrastructure. This approach integrates the spatial, social, cultural, environmental and economic dynamics of a particular location to ensure all basic needs of the affected population are addressed within one common vision.

Mixed movements

Cross-border movements of people with varying protection profiles, reasons for moving, and needs, who are moving along the same routes and using the same means of transportation or travel.

New or Additional Activities — Mandate-related (NAM) Reserve

Established to facilitate the acceptance of additional funding from donors for activities consistent with the mandate and capacity of UNHCR and the broad objectives of a country operation, but for which no express budgetary provision had been made.

New York Declaration for Refugees and Migrants

On September 19, the UN General Assembly adopted a set of commitments to enhance the protection of refugees and migrants, known as the New York Declaration for Refugees and Migrants. It outlines elements for a comprehensive response to refugee displacement based on principles of international cooperation and responsibility-sharing as well as greater inclusion of refugees into local communities.

This [Comprehensive Refugee Response Framework \(CRRF\)](#) is now being applied in a range of specific situations, through the mobilization of existing and new partnerships with development actors, humanitarian NGOs, the private sector and civil society under the lead of host governments. It contains four key elements aimed at providing more predictable and sustainable responses to large movements of refugees so as to:

- Ease pressure on host countries;
- Enhance refugee self-reliance;
- Expand access to third-country solutions;
- Support conditions in countries of origin for return in safety and dignity for refugees.

The New York Declaration calls on UNHCR to develop and initiate the practical application of the CRRF in each situation involving large-scale movements of refugees, with a view to informing the [Global Compact on Refugees](#), to be adopted by the General Assembly by 2018.

OAU Convention Governing the Specific Aspects of Refugee Problems in Africa

This regional complement to the 1951 Convention provides for a broader refugee definition. Adopted in 1969, the OAU Convention stipulates that the term “refugee” also “applies to those fleeing from external aggression, occupation, foreign domination or events seriously disturbing public order in either part or whole of the country of origin.

Person of concern to UNHCR

A person whose protection and assistance needs are of interest to UNHCR. This includes refugees, asylum-seekers, stateless persons, IDPs and returnees.

Persons with specific needs

Individuals, families or groups requiring additional support in order to enable them to overcome the challenges they face in accessing and enjoying their rights.

Prima facie refugees

Individuals or a group of individuals who are recognized as refugees, by a State or UNHCR, on the basis of objective criteria related to the circumstances in their country of origin, justifying a presumption that they meet the criteria of the applicable refugee definition.

Programme support costs

The costs of organizational units, whose primary functions are the formulation, development, delivery and evaluation of UNHCR programmes.

Protection

All activities aimed at obtaining full respect for the rights of the individual, in accordance with the letter and the spirit of the relevant bodies of law (i.e. international human rights law, international humanitarian law and international refugee law.)

Refolement

The removal of a person to a territory where he/she would be at risk of being persecuted, or being moved to another territory where he/she would face persecution. Under international refugee law and customary international law, refolement is permitted only in exceptional circumstances.

Refugee

A refugee is any person who, “...owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his [or her] nationality and is unable or, owing to such fear, is unwilling to avail him [or her] self of the protection of that country; or who, not having a nationality and being outside the country of his [or her] former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it.”

Article 1A(2) of the 1951 Convention

or
“who is outside his/her country of origin or habitual and is unable to return there because of serious and indiscriminate threats to life, physical integrity or freedom resulting from generalized violence or events seriously disturbing public order.”
OAU Convention and Cartagena Declaration.

Refugee coordination model

In line with the High Commissioner's mandate, it outlines UNHCR's role and responsibilities and re-articulates and standardizes UNHCR's responsibility to lead and coordinate international actions relating to refugees with all partners engaged in the response through an inter-agency platform and under the overall leadership of the host government.

Refugee status determination

Legal and administrative procedures undertaken by States and/or UNHCR to determine whether an individual should be recognized as a refugee in accordance with national and international law.

Refugee-like situation

The category of people in a refugee-like situation is descriptive in nature and includes groups of people who are outside their country of origin and who face protection risks similar to those of refugees, but for whom refugee status has, for practical or other reasons, not been ascertained.

Registration

Registration can be carried out in different manners, depending on the operational circumstances and data requirements. Level 1 Registration, often referred to as "household registration", gathers only elementary information from people of concern for the purpose of establishing a basic distribution system or to provide demographic estimates. In Level 2 Registration, limited personal data is collected from each individual, for basic planning, monitoring and protection activities. Level 3

Registration represents the most comprehensive recording of detailed personal data of people of concern, which is required for individual case management and delivery of durable solutions.

Reintegration

A process which enables returnees to regain their physical, social, legal and material security needed to maintain life, livelihood and dignity and which eventually leads to the disappearance of any observable distinctions vis-à-vis their compatriots.

Resettlement

The transfer of refugees from the country in which they have sought asylum to another State that has agreed to admit them. The refugees will usually be granted asylum or some other form of long-term resident rights and, in many cases, will have the opportunity to become naturalized citizens. For this reason, resettlement is a durable solution as well as a tool for the protection of refugees. It is also a practical example of international burden and responsibility sharing.

Results-based management

A management philosophy and approach that emphasize the achievement of results as the essential task of management.

Returnee

A person who was of concern to UNHCR when outside his/her country of origin and who remains so, for a limited period (usually two years), after returning to the country of origin. The term also applies to IDPs who return to their previous place of residence.

Safe third country concept

An asylum-seeker may be refused access to the asylum procedure in the country where the application has been made if responsibility for assessing the asylum application in substance is assumed by a third country, where the asylum-seeker will be protected from refoulement and will be able to seek and enjoy asylum in accordance with accepted international standards.

Secondary movements

The notion refers to asylum-seekers and refugees moving independently from their first host country to another country in search of protection and solutions.

Self-reliance

In the refugee context, the ability of an asylum-seeker or refugee to provide for his/her own living needs, and those of his/her dependants.

Sexual and gender-based violence

Acts that inflict physical, mental or sexual harm or suffering, threats of such acts, coercion or arbitrary deprivation of liberty, that target individuals or groups of individuals on the basis of their gender.

Solutions Alliance

Aims to improve the lives of displaced people—and the communities that host them—by responding more collaboratively to displacement and contributing to durable solutions. It promotes and enables the transition for displaced persons away from dependency towards increased resilience, self-reliance, and development (www.solutionsalliance.org).

Stateless person

Person who is not considered as a national, by any State under the operation of its law, including people whose nationality is not established.

Subsidiary protection

Beneficiaries of subsidiary protection are people who have been found not to meet the Convention definition of a refugee but who face a real risk of serious harm. This includes the death penalty or execution, torture or inhuman or degrading treatment, or a serious and individual threat to their life or person by reason of indiscriminate violence in situations of armed conflict.

Temporary protection

An arrangement or device developed by States to offer protection, of a temporary nature, to people arriving en masse from situations of conflict or generalized violence, without prior individual status determination. Temporary protection has been mostly used in industrialized States.

Trafficking (human)

The organized illegal movement of people for profit. The critical additional factor that distinguishes trafficking from migrant smuggling is the use of force, coercion and/or deception throughout, or at some stage in the process. While the additional elements that distinguish trafficking from migrant smuggling may sometimes be obvious, in many cases they are difficult to prove without active investigation.

Transformative Agenda

The Transformative Agenda of the IASC was adopted in

December 2011. It is a set of concrete actions aimed at transforming the way in which the humanitarian community responds to emergencies. It focuses on improving the timeliness and effectiveness of the collective response through stronger leadership, more effective coordination structures, and improved accountability for performance and to affected people.

Unaccompanied and separated children

Children in a situation of displacement who are not in the company of parents or another adult caregiver.

Voluntary repatriation

Return to the country of origin based on the refugees' free and informed decision. Voluntary repatriation is one of the three durable solutions and may be organized (when it takes place under the auspices of the concerned governments and/or UNHCR) or spontaneous (the refugees return by their own means with no involvement of UNHCR and governments).

World Humanitarian Summit

An initiative of the UN Secretary General, the Summit was held in Istanbul, Turkey on 23-24 May 2016 and had three main goals:

- To re-inspire and reinvigorate a commitment to humanity and to the universality of humanitarian principles;
- To initiate a set of concrete actions and commitments to countries and communities to better prepare for and respond to crises, and be resilient to shocks; and
- To share best practices which can help save lives around the world, put affected people at the centre of humanitarian action, and alleviate suffering.

ACRONYMS

3RP Regional Refugee and Resilience Plan in response to the Syria crisis

ACTED *Agence d'Aide à la Coopération technique et au Développement*

BIMS Biometric Identity Management System

CARICOM Caribbean Community

CBIs Cash-based interventions

CCCM Camp coordination and camp management

CEAS Common European Asylum System

CERF Central Emergency Response Fund

COI Country of origin information

CRIs Core relief items

CRRF Comprehensive Refugee Response Framework

DAFI German Albert Einstein Academic Scholarship Programme for Refugees

DFID Department for International Development (United Kingdom of Great Britain and Northern Ireland)

DRC Danish Refugee Council

EASO European Asylum Support Office

ECHO Directorate-General for European Civil Protection and Humanitarian Aid Operations

ECOWAS Economic Community of West African States

ERC Emergency Relief Coordinator (UN)

ERCM Emerging resettlement countries joint support mechanism

EWB Engineers Without Borders

ExCom Executive Committee of the Programme of the United Nations High Commissioner for Refugees

GAM Global acute malnutrition

GPC Global Protection Cluster

GRSI Global refugee sponsorship initiative

GSC Global Shelter Cluster

GSP Global Strategic Priority (for UNHCR)

HALEP High alert list for emergency preparedness

HIV and AIDS Human immunodeficiency virus and acquired immunodeficiency syndrome

HRWG Human Rights Working Group (UNDG)

IASC Inter-Agency Standing Committee

ICVA International Council of Voluntary Agencies

IDP Internally displaced person

IFRC International Federation of Red Cross and Red Crescent Societies

ILO International Labour Organization

IOM International Organization for Migration

IYCF Infant and young child feeding

JPO Junior Professional Officer

LGBTI Lesbian, gay, bisexual, transgender and intersex

LWF Lutheran World Federation

MOSS Minimum operating security standards	QCPR Quadrennial Comprehensive Policy Review	UNFCCC United Nations Framework Convention on Climate Change
MYMP Multi-year, multi-partner	RHU Refugee housing unit	UNFPA United Nations Population Fund
NTCA Northern Triangle of Central America	RSD Refugee status determination	UNICEF United Nations Children's Fund
NFIs Non-food items	RRP Refugee Response Plan	UNODC United Nations Office on Drugs and Crime
NGO Non-governmental organization	SADC Southern African Development Community	UPR Universal Periodic Review (by the Human Rights Council)
NRC Norwegian Refugee Council	SDG Sustainable development goal	WASH Water, sanitation and hygiene
OAS Organization of American States	SGBV Sexual and gender-based violence	WFP World Food Programme
OCHA Office for the Coordination of Humanitarian Affairs (UN)	SIDA Swedish International Development Cooperation Agency	WHO World Health Organization
OECD Organization for Economic Cooperation and Development	UN Women United Nations Entity for Gender Equality and the Empowerment of Women	WHS World Hummanitarian Summit
OHCHR Office of the High Commissioner for Human Rights (UN)	UNDG United Nations Development Group	YIF Youth Initiative Fund
OSCE Organization for Security and Cooperation in Europe	UNDP United Nations Development Programme	
PDD Platform on Disaster Displacement	UNDS United Nations Development System	
QAI Quality assurance initiative	UNDSS United Nations Department of Safety and Security	



Tina Thuy fled conflict in Vietnam and came to Canada when she was 12.
Now she welcomes other refugee families.

©UNHCR / A. SAKKAB

We stand together #WithRefugees

www.withrefugees.org



C R E D I T S

UNHCR wishes to acknowledge the contributions of all staff and consultants at Headquarters and in the field who have participated in the preparation of the narrative, financial and graphic components of this document.

Concept design: UNHCR

Layout design, production and printing: Multimedia Design and Production, International Training Centre of the ILO, Turin – Italy

The maps in this publication do not imply the expression of any opinion on the part of UNHCR concerning the legal status of any country or territory or area, of its authorities, or the delimitation of frontiers or boundaries.

All statistics are provisional and subject to change.

UNHCR
PO BOX 2500
1211 Geneva 2
Switzerland
Tel: 0041 22 739 80 12, Fax: 0041 22 739 73 58
Email: hqfr00@unhcr.org
<http://reporting.unhcr.org> and www.unhcr.org

Cover photo:

Hawali Oumar, 43, a refugee from Nigeria, fishing on the shores of Lake Chad. Hawali's father was killed by Boko Haram in his village, prompting Hawali to flee with his family to Chad.

© UNHCR / O. KHELIFI